

# HCA Healthcare Magazine

SPRING 2022



**All in the family:**  
Our colleagues, tall and  
small, are providing  
transformative care for  
every patient, every time





**HCA Healthcare colleagues,**

As we enter another new year, I want to thank you for your continued commitment to providing high-quality care to our patients, and to serving our communities. Wherever you work, whatever your role, you are making a positive impact. Together, we are advancing healthcare.

When we work together as a team locally, and when we combine our teams across the country, we are able to deliver the best possible care to every patient. Our large network of hospitals and healthcare facilities enables us to build a more innovative and effective healthcare system.

From new and enhanced colleague benefits that support overall well-being (page 6) to critical medical transportation services that help our patients receive care when and where they need it most (page 14), we are here to provide the best to our communities. Beyond the bedside, our colleagues are showing up to ensure the health and safety of their neighbors through a variety of community engagement initiatives (page 16). This people-centered approach to everything we do is what sets us apart. What you do makes all the difference.

I am proud of the HCA Healthcare family, and I am grateful for your dedication and perseverance. Thank you for all you continue to do for those who rely on us.

Sincerely,

  
**Sam Hazen**  
CEO, HCA Healthcare

**On the Covers**

*Front Cover* — Handler Grace Welsby and Buffy, the COVID-19 detection dog, greet colleagues and visitors at HCA Florida Healthcare Doctors Hospital of Sarasota. At the outset of the COVID-19 pandemic, Southeastern Guide Dogs contacted the hospital with interest in training dogs to detect the virus. In December 2020, the facility received approval for the COVID-19 Saliva Specimen Biorepository. Saliva samples were deactivated and provided to Southeastern Guide Dogs for training. According to published reports, Buffy is the only COVID-19 detection dog serving in a hospital in the United States. Go online for more stories about our incredible animal colleagues and their important work: [Magazine.HCAhealthcare.com](https://www.hcahealthcare.com/magazine).



*Back Cover* — MaryAnn Kailing, MSN, R.N. Home Health Clinical Liaison HCA Florida Healthcare, Coral Springs, Fla.

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Marina Gorelik, D.O., director, Robotic Center of Excellence at Kendall Regional Medical Center, Miami, Fla., never stops raising the bar.

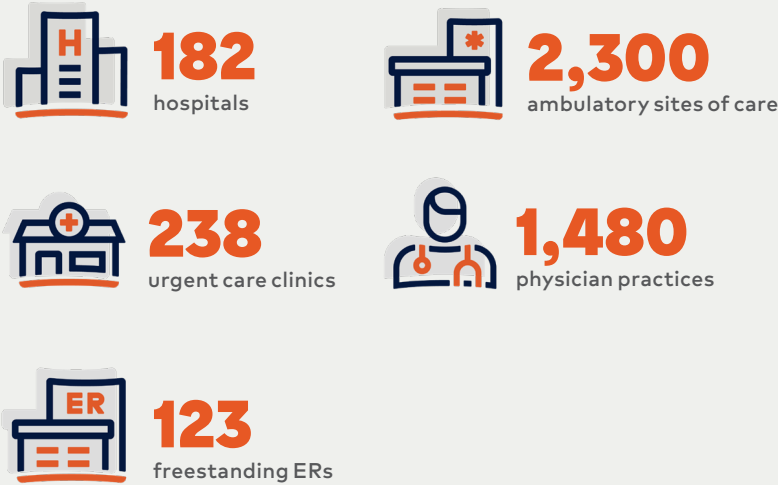


# Making an Impact in 2021

The latest *HCA Healthcare Impact Report* recognizes the incredible hard work and dedication of our physicians, nurses and colleagues.

Each year we examine the impact we have on our patients, our colleagues and the communities we serve, from the U.S.A. to the U.K. Our scale enables us to conduct leading-edge research, share best practices and support services across our facilities. Most importantly, we deliver the type of care our patients need — when and where they need it.

## HCA Healthcare by the Numbers



## Community Giving and Volunteering



The ongoing COVID-19 pandemic means giving back, and volunteering continued to look a little different in 2021, but our colleagues’ commitment to supporting our communities remained intact.

In 2021, HCA Healthcare colleagues volunteered nearly 100,000 hours while supporting more than 5,600 charitable organizations. Across the enterprise, HCA Healthcare donated more than \$41 million to community organizations.



## Telehealth



Prior to the pandemic, HCA Healthcare had an average of 3,000 telehealth patient encounters per year. Today, our telehealth providers are seeing approximately 1 million patients per year as the numbers have continued to climb.

Our telehealth services help connect patients to the right level of care at the most critical times, supporting emergent stroke, neurology and psychiatry cases at more than 175 outreach sites.

With more than 1,500 telehealth programs across our organization, we plan to expand our footprint in nursing, critical care and maternal-fetal medicine in 2022.

## COVID-19



Since the start of the pandemic, HCA Healthcare has treated more COVID-19 inpatients than any other health system in the country. HCA Healthcare continues to respond, treating more than 160,000 COVID-19 patients in 2021 and over 271,000 total from February 2020 to December 2021.

Throughout the pandemic, we have remained committed to the safety of everyone within our facilities. HCA Healthcare has continued to work with partners and suppliers to ensure we match the demand for personal protective equipment (PPE). Overall, HCA Healthcare distributed more than 1.2 billion PPE items in 2021.



View the full *HCA Healthcare Impact Report* online at [HCAhealthcareImpact.com](https://HCAhealthcareImpact.com).

## Mental Wellness/ Benefits for Colleagues



More than ever, healthcare workers are under tremendous pressure to care for their communities amid greater demands and fewer care providers. Through programs such as HCA Nurse Care, Motivation Alliance, Doctor On Demand and Optum, HCA Healthcare continues to support our colleagues so they can continue to provide the high-quality, patient-centered care our communities deserve.

HCA Healthcare is proud to offer a variety of programs and benefits to support our colleagues, whether they decide to transition into leadership roles or pursue new degrees.

In 2021, HCA Healthcare totaled \$26.7 billion in payroll and benefits.

In 2021, *Military Times* named HCA Healthcare one of the nation’s best employers for military-connected employment programs, benefits and support.

HCA Healthcare achieved a 2021 Human Rights Campaign Corporate Equality Index score of 85/100, an increase of 15 points from the previous year. This index rates corporations on LGBTQ+ workplace equality based on workforce protections, benefits supporting an inclusive culture and corporate social responsibility, and responsible citizenship.

## Cancer Research and Treatment



Sarah Cannon, the Cancer Institute of HCA Healthcare, offers integrated cancer treatments with convenient access to cutting-edge therapies for those facing cancer. More than 550 first-in-human clinical trials have been conducted across Sarah Cannon, 65 of which occurred in 2021.





Erin Hawks and her family are hoping to welcome another baby and are glad to know they'll have the support of fertility benefits through HCA Healthcare and Progyny if needed.

# Much More Than a Paycheck

HCA Healthcare colleagues are enjoying a range of new and enhanced benefits, from fertility treatments to enhanced banking services.

For more than six years, Pauline Matheri and her husband have been trying to have a baby. “Every night since he was 4 years old, my son has said a prayer asking for a baby sister,” Pauline says. “I see how caring and compassionate he is with younger children and hope that one day soon his and our prayers will be answered.”

Pauline is not alone on this challenging journey, as research shows secondary infertility affects about 6% of all couples trying to conceive. When Pauline joined HCA Healthcare as a clinical research coordinator in 2021, she learned that fertility benefits weren't included in the health insurance package,

as they had been with her previous employer. She and her husband began exploring other options. “I quickly became an advocate for including this benefit at HCA Healthcare,” Pauline says. “I felt the need to speak out for myself and others, as I feel passionately that this benefit is important for an organization that prioritizes inclusion as part of its overall culture.”

Erin Hawks, project manager at Sarah Cannon, the Cancer Institute of HCA Healthcare, has also faced struggles with infertility. She is no stranger to the fertility treatment process, having gone through it for her first son. Now, as she and her husband are trying to conceive again, she's well aware of the emotional toll the process can take. “It can be stressful and isolating,” Erin says. “Just knowing you have support from your employer and others at work can help ease some of that burden.”

Erin first found support through the Women's Colleague Network, which she chairs for Sarah Cannon. “Someone asked in a chat how many others had gone through fertility issues, and the number of messages from people who shared their experiences was overwhelming,” Erin says. “I don't think anyone realizes how many people are going through this and how much just being able to talk about it and know there's support can help.”

Thanks in part to the willingness of Pauline, Erin and other colleagues to share their stories and raise awareness of this important benefit, HCA Healthcare partnered with Progyny to provide inclusive fertility and family-building benefits. It's open to every full- and part-time colleague and their covered spouse/domestic partner enrolled in the Essential, Well Care, Out-of-Area or Prime medical plans. Colleagues pay a percentage of the cost of services depending on the benefits plan.

“We heard the concerns from colleagues and are pleased to now offer fertility and family benefits through this network that works with the nation's leading fertility specialists,” says Brian McKinney, AVP, Employee Benefits. Progyny bundles all the individual services, tests and treatments into a Smart Cycle, which ensures participants won't run out of coverage mid-treatment. “This removes barriers to care, so the patient and the doctor can create the best customized treatment plan based on clinical criteria, not cost,” Brian says.

“I'm just ecstatic over the addition of this benefit,” Erin says. “To know you don't have to spend a lot of money out of pocket to go through fertility treatments can really change your outlook and how you make decisions.”



“

I feel passionately that this benefit is important for an organization that prioritizes inclusion as part of its overall culture.

— Pauline Matheri  
Clinical Research Coordinator,  
HCA Healthcare, and an early advocate  
for fertility benefits.

## A Culture of Caring

The fertility and family-building benefit is just one of the many new benefits and enhancements available to colleagues this year. HCA Healthcare is committed to creating healthier communities, and that starts with our nurses, colleagues and physician partners. From expanded mental health resources to enhanced Colleague Networks and recognition programs, HCA Healthcare promotes a culture of caring.

“We've all been through a lot the last couple of years, and our benefits team wants to make sure our colleagues have resources available to help them, especially during tough times,” says Charlene Jones, AVP, Benefit Operations.





“  
[The Colleague Recognition Program] is a convenient way to recognize colleagues for exceptional practices of compassion and respect for our patients, our communities and each other.

— Erica White, Director  
Employee Benefits, HCA Healthcare

“Since the start of the pandemic, we’ve been focused on communicating our resources better and making them easier to access while also sending the message that it’s OK to ask for help.”

One new enhancement to mental health resources is additional no-cost sessions with a therapist. “Our colleagues have access to free and confidential counseling services through Optum Wellbeing Services,” Charlene says. “After use of those services doubled in 2021, we increased the number of free sessions available with a therapist from five to eight per topic.”

Those sessions are available to colleagues as well as any member of their household and can be accessed in person, online or via the Talkspace app. Other resources available to colleagues include the Doctor On Demand telemedicine service offered at no cost for eligible colleagues and their dependents, and the HCA Nurse Care hotline, which provides remote access for hospital-based nurses to licensed psychologists, social workers, marriage and family therapists, and alcohol and drug counselors.

In addition to counseling services, colleagues now have access to Optum WorkLife, a personal assistant program that eases some of the stresses of daily life. “If colleagues need child or elder care, pet care, lawn care, home maintenance, or other types of personal services, all they have to do is call Optum and they will help find local resources,” Charlene says.

### Colleague Support and Recognition

Creating and maintaining strong connections with others is an important facet of overall happiness and well-being. With that in mind, HCA Healthcare committed this year to growing the Colleague Recognition Program and enhancing the Colleague Networks, two successful programs that help build connections throughout the HCA Healthcare family.

In 2019, the HCA Healthcare Colleague Networks program set up chat spaces through Webex Teams that include groups for colleagues who are Asian and Pacific Islander, Black, female, LGBTQ+, Hispanic/Latinx, veterans, and young professionals, providing a safe space to virtually engage with one another, share resources and connect in areas such as professional development and innovation. As the program grew, a new division-based model evolved to provide a more hands-on, in-person

approach to complement the online networks.

“It allows for the same beneficial enterprisewide communication while also providing divisions the opportunity to customize programming and initiatives for their specific area,” says Terry Deas, AVP, Inclusion. “For example, if Hispanic/Latinx chapters are working on recruitment, there can be different types of programming in the Carolinas — where there is a prominent Mexican population — than in Florida, where the communities are more Cuban and Puerto Rican.”

Another means of connecting colleagues, the Colleague Recognition Program, also experienced recent growth. “It creates an experience that is inclusive and provides a way for everyone to feel valued and appreciated consistently,” says Erica White, director, Employee Benefits. “It is a convenient way to recognize colleagues for exceptional practices of compassion and respect for our patients, our communities and each other.” In the past year, the program was expanded to provide access to every HCA Healthcare colleague, allowing anyone to give and receive recognition once they register through the website. Some recognitions include points, which can be redeemed for rewards including gift cards, toys, tools, electronics and hundreds of items in an online catalog.

From family planning and mental health to recognizing colleagues for best practices in the workforce, the benefits of being part of the HCA Healthcare family are extensive. Says Terry, “Now more than ever, people are making career decisions based in part on the culture and benefits offerings. We strive to make sure we are competitive, not just with other healthcare organizations, but with all companies.”



## Financial Incentives

HCA Healthcare colleagues now have two ways to improve their financial well-being thanks to preferred banking partners HCA Healthcare Credit Union, provided by BCU, and Bank of America. Colleagues who join the members-only, not-for-profit credit union will enjoy lower rates, fewer fees (and no fees when possible), higher dividends, and more innovative products and services that can also be found at many other financial institutions. Bank of America customers who set up a direct deposit account will enjoy a special bundle of no-fee banking services, as well as discounts on mortgages for eligible colleagues, investment solutions from Merrill, and Life Plan to help set and track financial goals.

For more information, go to [HCAhrAnswers.com](https://HCAhrAnswers.com), choose HCA Rewards and enter “Banking” in the search box.





Sabrine Semoin, M.D., performs the first surgical procedure at the new HCA Florida University Hospital.

# Scale That Saves Lives

From Florida to North Carolina and beyond, HCA Healthcare has the depth and breadth to improve patient care worldwide and right next door.

There is strength in numbers. In the healthcare field, this is a reality, not a cliché. And the force behind the enduring mission of HCA Healthcare is its transformative reach.

## In North Carolina, Mission: Possible

Since acquiring Mission Health in Asheville, N.C., in 2019, HCA Healthcare has invested more than \$95 million in capital improvements across eight facilities. They include a new North Tower and ER at Mission Hospital, a new Mountain Area Medical Airlift helicopter, new surgical robots for minimally invasive procedures and updated robots for joint replacements, upgraded imaging equipment, greater telehealth capabilities, \$790 million in payroll and benefits, and \$330 million in financial assistance.

“There are so many big things that we’re able to do,” says J.C. Sadler, vice president, Marketing & Community Affairs, at Mission Health. “Some are commitments we’ve made in the community as part of the acquisition: building a new mental health and wellness center, plus a separate mental health hospital, and expanding several of the other hospitals.”

## Peak Performance During the Pandemic

During the onset of the COVID-19 pandemic, local communities were able to rely on Mission Health’s agile response and economies of scale. “The enterprise has so many resources, and we’ve been able to bring expertise to the table in a way that other hospitals and health systems in the region can’t,” says J.C. “Early in the pandemic, there was a supply chain issue where everyone was wondering, what do we do about masks?”

Mission Health soon found itself at the center of the solution. “HCA Healthcare partnered with a mask manufacturer, an international company, and they ended up in Asheville,” says J.C. “Now we produce level 1 and level 3 masks that are used across our system and elsewhere around the country, so we don’t have to worry about mask [supplies].”

As the pandemic also exacerbated staffing challenges for many facilities, Mission Health weathered that storm with proficiency, J.C. explains. “We have the ability to bring in traveling nurses or other personnel that some of the other local health systems locally can’t. We have access to the largest vendors and these great relationships that other people don’t. There’s a lot of security in that.”

## Serving the Region

This work and caretaking at Mission Health are guided by powerful core values. Mercy, Excellence, Respect, Integrity and Trust (MERIT) shape the lifesaving decisions that our Mission Health colleagues make every day. In service to our western North Carolina communities, Mission Health has spent the last three years investing, advancing and raising the bar.

As a for-profit system, Mission Health has been a boon to the western reaches of the Tar Heel State, generating more than \$60 million in income, property, provider and unemployment taxes. “We’ve been able to quantify the amount of money that’s going to teachers, schools and roads,” says J.C. “That’s really valuable. We’ve been appreciated in that way.”

Plans for 2022 include additional surgical robots at Mission Health, a new Angel Medical Center expected to open this summer, construction of the Sweeten Creek Mental Health and Wellness Center, and continued production at Mission Health’s personal protective equipment facility.

Last year, a group of Mission Health colleagues in North Carolina showed up for United Way of Asheville and Buncombe County’s 2021 School Supply Drive, contributing more than 200 fully stocked backpacks for students.

## Giving Back

At the community level, Mission Health is a shining example of HCA Healthcare’s commitment to being a responsible and generous corporate citizen. “The framework for community engagement is very well thought out to find those areas where we can have the most impact,” says Annie Carpenter, Mission Health’s AVP of community engagement. “There are some strategic priorities that have been identified as national impact areas; each one of those resonates in western North Carolina and with other entities that are trying to solve complex community problems here.”

Mission Health is also migrating the enterprise’s many IT programs, and once that is completed, colleagues will have full access to giving and volunteering incentives, says Annie. “This is one that I’m excited to share with our colleagues and our community, because it is a way to scale our culture of giving and volunteerism. For many years, we’ve worked with our local United Way on days of caring and organizing volunteer outings for our staff.

“The organization’s model encourages people to think about what causes they care about and how they can give. Every colleague who donates between \$25 and \$500 to a charity of their choice gets a full match by HCA Healthcare.” Volunteer efforts are also recognized, with \$200 matched for every 10 hours of donated work.

“This is a \$2,000 benefit per year per colleague. It’s not required, but it’s there if giving to the community is a passion,” says Annie. “We’re saying, as an organization, ‘We value this too. We know that if you’re going to live in our community and work at our hospital — one of the largest employers in the area — that we understand you care about the health of the community as well.’”





This year, Mickey Mouse paid a special visit to our HCA Florida Healthcare colleagues at Capital Regional Medical Center in Tallahassee to celebrate 50 years of Walt Disney World and in honor of the state's healthcare heroes.

Below: HCA Florida Healthcare colleagues celebrate both the launch of the new brand (left) and an exciting new partnership with Florida A&M University's School of Allied Health Sciences (SOAHS) in Tallahassee.



## A Brand New State of Healthcare

The recent HCA Florida Healthcare brand launch was another step toward making healthcare more streamlined and less complicated. The rebranding united 49 hospital campuses, more than 350 care sites, nearly 11,000 active and affiliated physicians, and more than 77,000 colleagues across the state.

Those physicians and colleagues now know “they’re physically and visually connected to something bigger,” says Michael Malo, regional vice president of marketing for HCA Florida Healthcare. “A lot of times when you work at one facility, you get really focused on those four walls, and you only think about what you do and how it impacts that place where you work.”

With the new brand, physicians and colleagues can identify not only with Florida’s largest healthcare network, but also with one of the nation’s largest healthcare enterprises. “This collective identity is something that people want to be associated with,” says Michael. “It’s human nature to want a sense of belonging in something bigger.”

The shared brand name also engenders a sense of shared responsibility, which translates to better care.

“You’re only as strong as your weakest link, right? So we need to make sure that all of our facilities are carrying

the same standard as our top facility,” says Michael. “The key is that the brand also creates some accountability for certain practices and facilities to make sure that they’re delivering on that consistency and delivering on the type of experience that is expected of our name.”

Florida, says Michael, is a unique example within HCA Healthcare. “Consumers want the ease of a connected network. Unifying all of the different physician practices and hospitals gives that opportunity for consumers to easily find a care environment within our family of brands.”

The brand launch has also “given us a really cool opportunity to create some community engagement pillars. Whereas before a lot of those were created individually at a facility or within a division, now we’ve been able to consolidate some of them at a state level.”

For example, HCA Florida Healthcare is nurturing the next generation of providers through a \$1.5 million commitment to Florida A&M University in Tallahassee and two new Galen College of Nursing sites in Gainesville and Sarasota — tangible examples of a community pillar growing healthcare careers, says Michael. “We’ve made three significant additions to how we’re going to do that in the state of Florida. And that’s just the beginning.”



## Fostering Success for All

Getting to know Michael Cuffe, M.D.  
Executive Vice President and Chief Clinical Officer

From the moment you meet him, HCA Healthcare’s new executive vice president and chief clinical officer, Michael Cuffe, M.D., makes it clear that he prefers to be called “Mike.” It’s a small but important distinction — that Mike is here both for colleagues and as one himself. His goal is not to demand results, but to ensure that colleagues have the necessary tools to help them achieve excellence.

“Servant leadership is my top priority,” he says. “I view my success and my work in that I work for our patients, our doctors and our colleagues. If I help them be successful, then we all get to be successful.”

Mike’s primary objective in his new role is to leverage HCA Healthcare’s extraordinary resources to “help the organization with scaled solutions that allow them to practice better medicine, become more effective or become more efficient. Whether that’s nursing leadership, employment of physicians, Graduate Medical Education (GME) or best practices in the clinical agenda, we get to be the shared service. When I think about HCA Healthcare, I think about a quarter-million colleagues and 50,000-plus doctors and thousands of nurses. If I can just make it a little bit better for them, that’s fine.”

After graduating from the Massachusetts Institute of Technology, the Wisconsin native had his choice of medical schools. His decision to attend Duke University would be life-changing and career-defining. Over the next 24 years, he served the acclaimed North Carolina health system in many roles, including those of tenured faculty member and chief medical officer. In 2011, he “decided to make a pivot.”

At the urging of Jonathan Perlin, M.D., Mike joined HCA Healthcare as president and CEO of physician services, helping guide the organization on its way to becoming the nation’s largest sponsor of GME programs. In addition, his teams improved support for the physician partners and residents while broadening patient care by expanding urgent care operations. A decade after joining HCA Healthcare, he succeeded Dr. Perlin, taking the reins of clinical services.

Mike is now responsible for HCA Healthcare’s clinical agenda, overseeing clinical quality, nursing, care transformation and clinical informatics, while

retaining his responsibilities with physician services. “The highlights of my career have been helping other leaders grow and have success. Some of the best parts have been helping young students get to college, helping people get graduate degrees or simply helping people identify their best leadership characteristics and be successful in the longer term. I view clinical services the same way.”

“

Servant leadership is my top priority. I view my success and my work in that I work for our patients, our doctors and our colleagues. If I help them be successful, then we all get to be successful.

— Michael Cuffe, M.D.

That approach also applies to treating patients, he adds. “If I can help [physicians] get that right, you can help that many more people. I have the same view regarding all of HCA Healthcare and the clinical agenda. How do you help the nurses get more things right? How do you make their jobs easier? How do we make it easier for our doctors to practice medicine? How do we help the patients on their journey through the healthcare system?”

He says he hopes to enhance care by continually leveraging big data and research. “Whether the hospital you’re at has 100 beds or 1,000, if you’re getting care for a stroke or a heart attack, you ought to get the best practice. The scale of HCA Healthcare allows us to identify those things, and then help make sure that that’s what actually occurs from the standpoint of patient workflow, nursing workflow and doctor workflow. That’s a really nice place to be.”





# Go-Getters

Advanced transport services on the ground and in the air set the stage for positive patient outcomes.

A crucial element of superb healthcare is getting patients to the best facilities as quickly as possible, regardless of human-made or natural obstacles. That sense of urgency often demands emergency medical transportation. HCA Healthcare is assuming a leadership role in this field, establishing key partnerships with contractors in 17 states — from Colorado to Texas to the East Coast — featuring high-tech helicopters, fixed-wing airplanes and ambulances that resemble rolling emergency rooms.

One such program — Mountain Area Medical Airlift (MAMA) in North Carolina — is now a wholly owned department of HCA Healthcare. Other operators have been long-term partners: These include AirLife Denver in Colorado; Medical City Healthcare, Methodist AirCare and HCA Houston Healthcare AIRLIFE in Texas; HealthStar One specialty transport team in Missouri; SkyLife in Tennessee; and AirCare Eagle in Virginia.

Staffed by more than 500 highly trained HCA Healthcare colleagues, from nurses to paramedics, these programs are responsible for transporting some 90,000 patients annually (combined air and ground). Patients often require critical care, from neonatal care to treatment for a heart attack.

“That, to me, is the true core of transport: moving super-sick patients who need extended quality of care in a safe and efficient manner,” says Brian M. Leonard, MBA, director,

Business Operations, AirLife Denver, who has more than a decade of experience in the field. “That’s how I look at it.”

“My role on the operations side is to either find resources or remove obstacles to let our teams be successful,” Brian adds. “It’s really the people: the front-line clinicians, the EMTs, the pilots, the mechanics and the communications specialists.”

Based on the success of these programs, HCA Healthcare is exploring opportunities to expand its transport capabilities, says Jessica Layne Picanzo, MSN, EMT-P, CFRN, CMTE, the newly appointed director of Enterprise Emergency Operations and Medical Transport. “As we continue to grow, we continue to add different air medical programs as well as ground programs.”

The goal, explains Jessica, is to unite these programs so that HCA Healthcare transport experts can share information and best practices “across the board in some type of unified manner.”

One of those experts is Dick Whipple, director of medical transport for MAMA. HCA Healthcare assumed ownership of MAMA when Mission Health was acquired three years ago. Exceptional air and ground transport programs are a clear need in many areas, says Dick. “We serve as a vital part of the continuum of care. It’s just that we do so in a mobile environment. It’s that challenge that our crews thrive on.”

## Level of Training

To provide that measure of care, HCA Healthcare transport programs combine highly motivated colleagues with exceptional instruction.

“Most people in this profession have [always] wanted to do this,” says Jessica. “It’s a field that’s filled with passionate people who want to provide this higher level of care, which means that they’re going to pursue higher levels of education and training to be able to provide that care.”

That commitment is complemented by stringent work requirements and extensive training that apply to all nurses, nurse practitioners, paramedics and physician assistants who work these transports.

“For a nurse, they need three to five years of ER or ICU or combined experience,” says Jessica. “For a paramedic, three to five years of high-volume 911 service or an intermix of hospital and ER 911.”

Brian adds that there are no exceptions to those minimum work requirements. Candidates then attend a new-hire academy, where they gain additional training with preceptors or clinical coaches for several months.

“I’ve worked for HCA Healthcare for the last two years as a flight nurse, and any time we’ve needed anything, resources were there,” says Chris Wallace, R.N. “All we’ve had to do is ask, if we needed equipment, guidance, education or anything like that. I’ve never had to worry about that.”

## Stewardship

A keen focus on superior training also guarantees that HCA Healthcare is meeting its obligation to the healthcare field in general. “Not only is our responsibility to promote the clinical quality that HCA Healthcare offers, but it’s also to be good stewards of the field,” says Brian.

Jessica says her goal is to provide all the resources required for the enterprise to offer safe, quality patient transport while making sure it’s done in a manner consistent with HCA Healthcare’s mission. “The goal for 2022 is to bring everybody to the table so that they can do this together. That way we can help pave the way and reduce any barriers for any of our programs that are seeking to uphold this mission on a daily basis.”



The West Florida Hospital rehab transfer team (*left*) and HCA Houston Healthcare AIRLIFE team (*above*) deliver life-saving services to communities near and far.

## Eyes and Ears on Hurricane Ida

This past December, HCA Houston Healthcare’s AIRLIFE teams in Texas traveled to New Orleans, La., in the wake of Hurricane Ida. Facing vast stretches of destruction, power outages, and stifling heat and humidity, the crews transported more than three dozen patients — including 12 neonatal intensive care unit (NICU) babies — to safety. Below is an eyewitness account from that extraordinary transportation effort.



For more real-world accounts of these transport teams in action — including the response to Hurricane Ida in New Orleans — visit [Magazine.HCAhealthcare.com](https://magazine.hcahealthcare.com).

“I’ve taken care of NICU babies for more than 25 years. While we were getting into the helicopter, some neighbors were watching the rescues. There was a little girl who waved to us, and it was really sweet, because she was getting to see how these babies were taken care of and that they were being taken to a safe place.”

—Jana Zimmerhanel, Inpatient Nursing Director  
HCA Houston Healthcare Clear Lake, Webster, Texas



# What It Means To Show Up

HCA Healthcare’s spirit of compassion is for every patient and colleague.

When we say, “We show up,” we are speaking for every colleague as dedicated to their community as they are to their patients. Campaigns like “Crush the Crisis,” and Healthy Food for Healthier Tomorrows, plus the ongoing work of the HCA Healthcare Hope Fund, exemplify an enterprise that shows up — literally — and puts caring into action.

## Healthy Food for Healthier Tomorrows

Smart eating habits are key to good health. Recognizing that a lack of consistent access to nutritious food can disrupt an active, healthy lifestyle, the Healthy Food for Healthier Tomorrows campaign aims to help communities address food insecurity.

“At HCA Healthcare, caring for others is ingrained in what we do,” says Deana Campbell, development manager, Community Engagement. “We want to see people healthy and thriving. So when we have a chance to all join together and make an impact on the families within our community, our caregivers are all-in.”

At the national level, the campaign has succeeded by any measure, with 370,000 nutritious meals provided to families in need, including 77,830 donated by colleagues, 52,000 from colleague charitable donations and 240,000 from \$60,000 in grants provided by the HCA Healthcare Foundation (from a food sculpture contest). But much like “Crush the Crisis,” the campaign’s most recognizable results are happening at the local level.

“In Texas, one in eight people struggles with food insecurity, and that includes one in every five children,” says Maria Martineau, AVP, Community Engagement, Medical City Healthcare in Dallas, Texas. “Those are staggering statistics. At Medical City Healthcare, we believe that Healthy Food for Healthier Tomorrows is one more way that we can make a genuine impact on those in need.”

To accomplish that objective, Medical City supports two local food banks — the North Texas and Tarrant Area food banks — along with numerous food pantries. Colleagues at Medical City have donated 130,000-plus



HCA Florida Ocala Hospital collected 5,966 pounds of food for Interfaith Emergency Services Inc. during the 2021 Healthy Food for Healthier Tomorrows Food & Nutrition Drive.

meals to 13 different food banks and pantries.

“We’re confident that we’re making a difference in the lives of thousands of people,” says Maria. “Our participation in Healthy Food for Healthier Tomorrows complements the long-standing nutrition education efforts of our award-winning Kids Teaching Kids program; it teaches healthy snacking habits to more than 20,000 elementary school students each year.”

Promoting healthy lifestyles, a stated goal of HCA Healthcare, is also one of Medical City Healthcare’s three community engagement priority areas, says Maria. “We’re so proud that the Healthy Food for Healthier Tomorrows drive and sculpture contest has become an integral part of our work. We’re an organization of caregivers, and, at Medical City Healthcare and across our 16 hospitals, our colleagues responded to this call for help with great passion and enthusiasm.”

## "Crush the Crisis"

The opioid addiction crisis is pervasive, troubling communities nationwide. HCA Healthcare’s “Crush the Crisis,” campaign is a tangible solution to a complex and often overwhelming epidemic, giving communities a safe, convenient option for properly disposing of expired or unused prescription medications.

On Oct. 23 last year, close to 100 HCA Healthcare facilities in 17 states participated in the annual “Crush the Crisis,” opioid take-back day. A record 15,566 pounds of meds — equaling roughly 10.7 million doses — were collected, “crushing” the previous year’s total of 13,523 pounds.

Those are enterprisewide figures. But the true impacts of

“Crush the Crisis” collection events are felt profoundly within our communities. According to Aimee Bennett, director of strategic communications at West Hills Hospital and Medical Center near Los Angeles, Calif., this past fall was the first collection at her facility. “We really were not sure what to expect,” she says. “The morning of the event, we set up a drive-through drop-off in the parking lot behind the hospital.”

The team distributed flyers in the community, and five volunteers arrived to partner with police for the event. The results exceeded expectations. The West Hills team amassed nearly 350 pounds of unused and expired medications. Out of the 96 HCA Healthcare facilities that participated, West Hills ranked in the top 15 for most meds collected.

“Our local law enforcement brought 30 collection boxes, and I remember thinking that was too many,” says Aimee. “Then, the drops-offs began and just kept coming. At the end of the day, we were down to four empty boxes. We had filled 26.”

Events like “Crush the Crisis,” also remind colleagues that they’re part of a larger healthcare family, even with HCA Healthcare headquarters being more than 2,000 miles away in Nashville, Tenn.

“Participating in this event made us feel like part of the team, and we felt very connected,” says Aimee. “Together, we make a big difference.”

## Tornado Relief and Assistance

Sometimes, care takes the form of emergency response. In the early hours of Dec. 11, 2021, a major storm spawned especially violent, long-tracked tornadoes that tore through Bowling Green, Ky. The full extent of the damage became apparent at sunrise.

“The devastation to Bowling Green and the surrounding area was heartbreaking,” says Mike Sherrod, CEO of TriStar Greenview Regional Hospital. “Many people lost their homes, and even more were displaced. TriStar Greenview was extremely fortunate to have only suffered minor damage to the hospital’s exterior. Less than a mile away, the damage was catastrophic.”

While the hospital and affiliated facilities were spared the worst of the storm’s fury, colleagues immediately addressed



Mike Sherrod, CEO at TriStar Greenview Regional Hospital, helps remove fallen trees caused by the tornadoes that struck the community of Bowling Green, KY.

patient safety while the leadership team coordinated the hospital’s complex response. Physicians and nurses in the emergency department and surgical services volunteered to stay late, arrive early or come in on their day off to help.

“The tornadoes affected many of our colleagues in different ways,” says Brittany Durham, the hospital’s vice president of Human Resources. “We’re fortunate to be part of an organization that prioritizes assisting colleagues who have experienced such a devastating, unexpected event. Within hours after the tornadoes hit, we were able to help colleagues apply for financial assistance through the Hope Fund.”

HCA Healthcare donated more than \$250,000 to local relief efforts. The tornadoes also exacerbated a significant blood shortage. TriStar Greenview partnered with Blood Assurance to host a weeklong blood drive at the hospital. The first blood drive began at 9 a.m. Sunday; by 8:30, 40 people had arrived to donate.

“In the immediate aftermath of the storm, people were looking to help in any way they could and found their way to the blood drive,” says Mike. “In the three days following the tornadoes, 210 units of blood had been donated.”

TriStar Greenview officials kept in constant communication with Mitch Edgeworth, president of TriStar Division, and Jon Foster, president of the American Group, ensuring the hospital had ample resources.

“Our division and corporate leadership were attuned to the situation as it developed and did not hesitate to contact us immediately after the storm passed,” says Mike. “The constant theme running through those conversations was, ‘How can we help you?’ That’s leadership. That’s stepping up when your colleagues need you the most.”



*We show up*

For our patients    for our communities    for each other

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**A Conversation With  
Marina Gorelik, D.O.**

Director  
Robotic Center of Excellence  
Kendall Regional Medical Center  
Miami, Fla.



“

With the robotic system we can access areas that would be very difficult to reach in an open fashion. The advantages for the patient are huge.

— Marina Gorelik, D.O.

**Q: When did you first become involved with robotic surgery?**

**A:** I was introduced to it in medical school. I rotated with a general surgeon who was using it in its early stages. It wasn't really available for a lot of complex operations, but we were doing gallbladders and hernias. I was enticed by how amazing the visualization was and how precise it allowed the surgeon to be, especially in comparison to standard laparoscopy, and by being able to perform the most precise types of surgery in a minimally invasive fashion. In residency, I took every robotic general surgery case that I could, and my passion and interest grew. We were starting to perform the more complex operations like colorectal surgery, and it became clear why this technology is so extraordinary.

**Q: How would you define robotic surgery?**

**A:** It's a complex surgical tool. The advances in the software and visualization — the instruments we use — allow for a lot more complexity. Minimally

invasive surgery encompasses both laparoscopic and robotic laparoscopic surgery. [Robots] are an extension of the surgery that we are able to do, using instruments that go through small incisions; the instruments are attached to arms that we control completely on the inside from a console away from the operating table.

**Q: Could you explain the “human element” of this technology?**

**A:** The robot doesn't have any autonomy, but it does perfect a lot of things that humans can do. For example, high-definition vision and perfect depth perception. Even though we control the instruments, they have articulation. Through tiny incisions they can move like the human wrist. You don't have to have your whole hand in the abdomen. What that enables is getting really close and seeing vessels and nerves and protecting them, and even being able to suture the smaller structures. With the robotic system, we can also [access] areas in the abdominal cavity — such as the pelvis or near the diaphragm — that would be very difficult to reach in an open fashion. Those surgeries use a special gas to lift the abdominal wall out of the way so we can see and manipulate the organs. The advantages for the patient are huge.

**Q: What about the advances being made in this field?**

**A:** I'm very excited about the new instruments. We're seeing this every year. We are already doing a lot of complicated surgeries with this platform, but I think it will just get better in the sense that the instruments will allow us to have shorter operating times. I think it will be adopted by other surgical specialties as well.

**Q: Do advances in robotics happen incrementally or on a larger scale?**

**A:** The system we use has made small changes that make a huge difference, but the principle behind it has been consistent. There's been a rapid rise in the use of this technology, and the organization has listened to surgeons to optimize it. Visualization got better; setup is faster and easier. There haven't been such significant changes to the systems that you would have to retrain completely, but rather

special adaptations have been created that make surgery easier and instruments that function better.

**Q: What are the limitations?**

**A:** The main issues now are availability and accessibility. At Kendall Regional Medical Center, we're very lucky that we do not feel that as much. We have six systems, and we're almost at the point of having 24/7 access. But this technology requires space and a specially trained team — not just a surgeon, but also nurses, surgical techs and assistants. Sometimes it's difficult to have all the stars align. The solution — and we're getting there, at least in Florida — is that everybody has to be trained.

**Q: You've been with Kendall since your residency. Why has this been such a good fit?**

**A:** I grew up here. I have basically seen our mission play out, and I love the way we take care of patients. It just matches my goals and principles.

HCA Healthcare has more than **625 robotic surgeons** operating in **150+ facilities**. Our robotic technology covers **15 surgical specialties** across **15 suppliers of robotic systems**.





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