

HCA Healthcare Magazine

FALL 2022

HCA 
Healthcare®



Strengthening the Future of Nursing

Page 6

Leading in Transplant Services

Page 4

Awards of Distinction

Page 8



HCA Healthcare colleagues,

HCA Healthcare has always prioritized innovation and the pursuit of excellence. So far this year, I've had the privilege of visiting several of our hospitals and witnessed first hand many incredible accomplishments taking place across the enterprise. It is inspiring to see the lasting impact you are making on your patients and communities.

Together, we are creating safer and more innovative solutions that make for healthier communities. Nowhere is that more evident than among this year's HCA Healthcare Awards of Distinction finalists and recipients, featured in this issue of the *HCA Healthcare Magazine* (page 8). Our Awards of Distinction are the most prestigious honors we bestow as an organization. These colleagues and their life-changing contributions are true examples of our mission and the legacy of our founders. It is a privilege to celebrate them.

At HCA Healthcare, we will never tire of seeking out industry-leading practices, partnerships, and technology. Your courage and commitment are what makes that possible. From unparalleled transplant services (page 4) to essential mental health resources (page 10), we remain focused on improving patient outcomes, developing future leaders, and finding ways to support our mission.

I am grateful for your dedication to those you serve. Thank you for your willingness to go above and beyond when it matters most.

Sincerely,


Sam Hazen
CEO, HCA Healthcare

04

The Gift of Life

HCA Healthcare's organ transplant program is transforming lives and restoring hope.

06

Strengthening the Future of Nursing

New partnerships and programs at HCA Healthcare are paving the way for the next generation of nurses.

08

Awards of Distinction

We celebrate humanitarians, innovators and excellence in nursing with the 2022 HCA Healthcare Awards of Distinction.

10

Caring for the Health of Hearts and Minds

Mental wellness takes practice and prioritization. HCA Healthcare is here to help you do both.

14

Colleague Q&A: Handle With Care

Steven Rothenberg, M.D., chief of pediatric surgery at Rocky Mountain Hospital for Children in Denver, makes history.

On the Covers

Front cover — Accelerated Bachelor of Science in Nursing (BSN) students at Research College of Nursing (RCoN), an accredited institution within the HCA Healthcare family, prepare for the 2021 Pinning and Commencement Ceremony in Kansas City, MO last winter. These second degree students who already hold a non-nursing bachelor degree return to school to complete RCoN's 12-month BSN program.

Back cover — Buffy the COVID-19 sniffing dog and her handler, Unit Secretary Grace Welsby, always enjoy *HCA Healthcare Magazine*. They especially liked the Spring 2022 edition! In the front lobby at HCA Florida Sarasota Doctors Hospital, Buffy took a brief break from her COVID-19 sniffing duties to catch up on the latest HCA Healthcare stories.



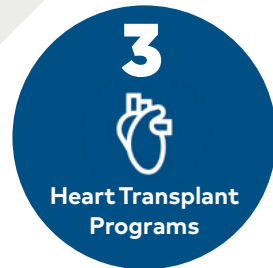
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for more stories about our
incredible colleagues.



The Gift of Life

HCA Healthcare’s organ transplant program calls for the right leadership, evidence-based processes and the most advanced technology

In June of 2022, Michael Evans (right), the 23-year-old son of Jason James (left), gave his father the gift of a lifetime. Jason received one of his son’s kidneys while at the Transplant Center at HCA Florida Largo Hospital.



*in development

There have been tremendous strides in transplant medicine since the first successful kidney transplant in 1954. HCA Healthcare’s transplant and dialysis programs can keep patients with failing organs living longer, even giving them new lives via organ transplants.

“It comes down to three things – people, process and technology – and the ability to have the right people, the right leadership,” says James Pittman, HCA Healthcare’s assistant vice president of Transplant and Dialysis Services. “Physician leadership in transplant is so important.”

Methodist Hospital Specialty and Transplant in San Antonio, Texas, exemplifies HCA Healthcare’s transplant expertise. Led by Dr. Adam Bingaman, HCA Healthcare’s national medical director of solid organ transplant, it is

the world’s largest live-donor kidney transplant center, with 429 live-donor kidney transplants in 2020-2021.

Set Up for Success

Organ transplants often occur toward the end of a medical journey. HCA Healthcare continued its robust transplant program, even while managing the challenges of a pandemic, through a full commitment to organ procurement.

Procurement efforts have led to a greater percentage of living donor transplants, a key component in predicting long-term transplant success. Nationally, of the 18,799 kidney transplants in 2021, 24.2% involved living donors, while 75.8% were from deceased donors.

Conversely, of HCA Healthcare’s 1,103 kidney transplants, close to 35% involved living donors, and 65% were from deceased donors.

Additionally, there have been policy changes at the federal level for the Organ Procurement and Transplantation Network (OPTN), the organization that governs the bylaws and rules related to transplant and organ allocation, explains James.

HCA Healthcare, he says, has worked diligently to expand the exchange of information with the organ procurement organizations, “which then enhances their ability to recover more organs more efficiently.” That’s critical, says James, because while OPTN and the United Network for Organ Sharing, which manages the national transplant waiting list, receive more than a million referrals for potential donors, only roughly 30,000 patients become organ donors.

Finding the Right Match

Organs such as kidneys, whether from a deceased donor or a living one, come in a predictably wide range of quality. Some are pristine, while others can be quickly rejected. The majority fall into a middle ground and may or may not be adequate, depending on how well the organ pairs with the patient.

“What’s important is matching that organ with the recipient and making sure, based on our experience and the experience of the community, that this type of organ will actually do well in this type of patient,” says James.

HCA Healthcare routinely hosts forums where physicians can confer and network with each other, which have been most impactful in leveraging best practices.

“That’s taking the best practices that have been tried and true and tested at Methodist Specialty and Transplant Hospital and understanding how they do it,” James says.

Living Donor Transplants

“It’s much easier to do a transplant from a deceased donor, because the hospital is not involved in the procurement of that deceased-donor organ,” says James.

With a deceased donor, the organ typically arrives via commercial airline, packed in ice, underscoring the value of transportation. But the facility transplant team is solely responsible for the recipient.

When it comes to living donor transplants, timing is critical. With a living organ transplant, the team must coordinate between both the donor and recipient.

“Our transplant teams work closely together to provide the best possible care for the patient during the operation and post-transplant,” says James.

“If you don’t have a team that’s just entirely focused on really maximizing the opportunity of living donation, you won’t meet or match the success that Methodist has had. And that’s how they’ve done it,” he adds.

Access to Success

Access to care can be a key factor in receiving a transplant. Patients often assume they’re not eligible if they live too far from major medical centers.

“We’re primarily in community-based hospitals, so we’re not necessarily in the giant downtown medical centers that are where you often see transplant programs,” says James.

“We routinely partner with the end-stage renal disease community, with primary care and dialysis centers, and provide education directly to patients about end-stage renal disease,” he adds. “We continue to look for ways in which we can use technology to identify potential patients who might be in need.”

Learn more about living organ donation through the private, nonprofit United Network for Organ Sharing (unos.org).

Serving Hispanic/Latinx Transplant Patients

With the groundbreaking work at Methodist Specialty and Transplant Hospital in San Antonio setting the pace, HCA Healthcare has emerged as a leader in providing access to kidney transplants to the country’s Hispanic/Latinx population.

More importantly, of those 1,103 transplants at HCA Healthcare facilities involving a living donor kidney transplant, 15.96% (176) were Hispanic/Latinx patients, compared to 4.14% nationally. That’s a significant difference, given the superior outcomes of kidney transplants with a living donor.

44.8% vs. 21.44%
HCA Healthcare national

Hispanic/Latinx candidates registered for kidney transplants

15.96% vs. 4.14%
HCA Healthcare national

Hispanic/Latinx living donor kidney transplant patients

41% vs. 20%
HCA Healthcare national

Transplants performed

Of the 24,670 kidney transplants performed nationwide in 2021, 20% were Hispanic/Latinx. Of the 1,103 total kidney transplants at HCA Healthcare facilities, 41% were Hispanic/Latinx.

45.83% vs. 17.12%
HCA Healthcare national

Living donor transplants

Of the patients receiving a living donor transplant at an HCA Healthcare facility in 2021, 45.83% were Hispanic/Latinx (452 of the 1,103 transplants performed). National percentage: 17.12%

Strengthening the Future of Nursing

A focus on HCA Healthcare’s new partnerships and programs

In 2021, Talent Beyond Boundaries candidate Ahmed Theibich (second from right) along with Jana Al Mawed (second from left) were invited to guest speak at the House of Parliament in London.



It goes without saying that nurses play a vital role in the success of HCA Healthcare through the compassion, skill and dedication they bring to their jobs every day. Working through a pandemic and attrition due to an aging workforce has made recruitment and retention more challenging. Meaningful recruitment efforts at HCA Healthcare involve reaching potential colleagues through a variety of ways. Here are some of them:

Educational Partnerships

HCA Healthcare values its partnerships with nursing schools as a way to encourage students to enter the profession. The acquisition of Galen College of Nursing in 2020 added another well-respected academic institution to the other nursing schools associated with the organization: Mercy School of Nursing and Research College of Nursing. Adding them allows HCA Healthcare to expand access to quality nursing education.

In addition to HCA Healthcare’s own nursing schools, strong partnerships with local institutions are encouraged in each division.

“Historically we’ve done a lot in our markets to provide staff as adjunct professors, fund faculty positions or serve as a place for clinical rotations,” says Steve Tarkington, vice president, HCA Healthcare Center for Clinical Advancement. “We took that dedication to education to the next level this year by creating an academic affairs liaison in each division to further enhance those relationships.”

That role includes job and career fairs attendance and collaborating with hospitals, faculty and students.

The Advanced Student Experience (ASE) Pre-Licensure Transition to Practice program at Las Palmas Del Sol Healthcare is one example of a program resulting from the strong partnerships between HCA Healthcare and regional schools.

“Making the transition from student nurse to the professional practice environment can be challenging, so we designed this program for senior students in their final semester of nursing school to complete additional hours of guided clinical experiences with a designated certified preceptor in a high-need specialty area,” says Toni Swinton, division vice president, clinical education. “This not only provides additional support to students, but aligns them directly with a role in our organization upon graduation.”

Career Pathways

Looking at a more nontraditional path to nursing, HCA Healthcare developed a pathway program to help colleagues already working in the system gain the skills and training necessary to transition to the nursing field. This program provides colleagues support in finding the pathway to success in a new career, navigating everything from which classes they need to take to applying for HCA Healthcare’s tuition reimbursement program. The pathway program can take many forms, from helping an LPN become an RN to giving all interested colleagues the resources necessary to train in-house the resources necessary to train in-house as a CNA.

New Avenues of Recruitment

The U.K. recruitment team and the Wellington Hospital in London found a new avenue to recruit healthcare professionals through a charity, Talent Beyond Boundaries, which matches skilled refugees with companies. In 2021, Talent Beyond Boundaries helped facilitate the hiring of 20 qualified individuals who had been forcibly displaced from their native countries into nursing positions at the Wellington Hospital. The program’s initial success prompted the hiring across the U.K. division of 30 more nurses in 2022, with

more to come. “For us, it was important to develop new ways to welcome and support professionally skilled colleagues from overseas as we work to build exceptional and diverse teams,” says Rebecca Baron, Talent Director, HCA Healthcare U.K.

One hire, Ahmad Theibich, an orthopedic nurse at Wellington Hospital, has found everyone to be very welcoming and supportive as he adapts to his new environment. “I’m learning new techniques such as robotic surgery, which we didn’t have in Lebanon, and I’m looking forward to many more new experiences here in the U.K.,” Ahmad says.

Improving the Work Environment

There are a number of programs to ensure the transition for new nurses goes smoothly and that career nurses have the support they need. They include:

- **StaRN.** Helps new nurses transition to the clinical work environment. For the first 10 to 16 weeks, depending on the department, new nurses receive resources to fine-tune their skills through clinical preceptors and classes. Then they transition into a nurse residency program, which provides ongoing support for the remainder of their first year on the job.
- **Virtual New Grad Support.** Allows first-year nurses to communicate virtually with an experienced nurse through video, voice or text. “It’s a solution to provide instantaneous support in those situations when other nurses don’t have the experience themselves,” says Sherri Hess, HCA Healthcare vice president and chief nursing and informatics officer.
- **Virtual Nurse.** Telehealth capabilities allow a remote employee to do tasks such as pain reassessments, discharge education or hourly rounding by video. “After implementing this program, we’ve seen nurse satisfaction improve, and patients also react positively to the video interactions,” Sherri says.



“

It was important to develop new ways to welcome and support professionally skilled colleagues from overseas so we can build exceptional and diverse teams.

— Rebecca Baron
Director of Talent and HR
HCA Healthcare U.K.

HCA Healthcare® Awards of Distinction

A legacy of ingenuity, philanthropy and empowerment

The HCA Healthcare family is privileged to honor those among us who showed up in remarkable ways for their patients and communities this year

At HCA Healthcare, we are fundamentally in the people business. Caring for our patients and communities starts with you — the colleagues who bring our mission to life. We are who we are because of you. And every year, we have the opportunity to celebrate those among us who truly embody our purpose and values.

HCA Healthcare Awards of Distinction is our prestigious annual ceremony dedicated to honoring the service of some of our most extraordinary colleagues. After several years of uncertainty, it was a privilege to host this year's ceremony live at our corporate offices in Nashville, Tenn., for the first time since 2019.

As Dr. Thomas Frist, Sr., is often quoted as saying, good people beget good people. HCA Healthcare's incredible pool of talent is made up of individuals who are actively advancing the healthcare field. Whether through innovative ideas, extraordinary acts of kindness or a selfless commitment to the wellbeing of others, this year's honorees are making an indelible impact on the lives around them.

Meet each of this year's HCA Healthcare Awards of Distinction finalists and recipients.

Finalists

Innovators Award Finalist



James Kelley
The Wellington Hospital
London, U.K.

Made improvements to treating tracheostomized patients, limiting exposure to airborne viral particles.

Innovators Award Finalist



Kaitlyn Corey
Doctors Hospital
of Augusta
Augusta, Ga.

Modified and adapted the structure of PVC pipe frames used to position burn patients' limbs after skin graft procedures.

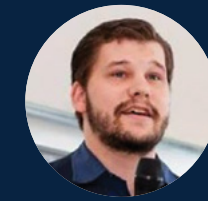
*Frist Humanitarian Award Finalist
Employee Category*



Evelyn Khumalo, R.N.
The Portland Hospital
London, U.K.

Supports a school in Zimbabwe founded by her father in 1926 by donating books, clothing and money for various needs.

*Frist Humanitarian Award Finalist
Employee Category*



**Michael Holman,
R.N., SCRN**
St. David's
Medical Center
Pflugerville, Texas

Involved in his church, local food pantry, and international and domestic medical mission trips.

*Frist Humanitarian Award Finalist
Volunteer Category*



Charles Eames
Memorial Satilla Health
Waycross, Ga.

Logged 10,000+ service hours over 30 years. Greets visitors, reads to toddlers and sings to seniors, while dressed as Elvis.

*Frist Humanitarian Award Finalist
Volunteer Category*



Jeanne Burvant
Tulane Lakeside Hospital
Kenner, La.

Serves as a NICU cuddler, supports parents during the adoption process and takes in babies in the process of being adopted.

*Frist Humanitarian Award Finalist
Physician Category*



**Adewuni Seyi Ojo,
M.D.**
Medical City Arlington,
Arlington, Texas

Organizes pop-up medical clinics, created a foundation for orphans and widows, and goes on international medical mission trips.

*Frist Humanitarian Award Finalist
Physician Category*



**Nadia Blanchet,
M.D.**
Chippenham &
Johnston-Willis Hospitals
Richmond, Va.

Travels to St. Vincent and the Grenadines to treat children. Also brings children to the U.S. for medical procedures.

*Excellence in Nursing Award Finalist
Professional Mentorship Category*



**Diarmuid Bennett,
R.N.**
The Harley Street Clinic
London, U.K.

Respected and described as approachable, skilled and caring. Mentors and develops nurses and is known as an excellent problem-solver.

*Excellence in Nursing Award Finalist
Professional Mentorship Category*



**Olivia Ross,
R.N.**
Chippenham Medical
Center
Richmond, Va.

Made onboarding and precepting improvements as a nurse leader and mentor and created a program for new ICU nurses.

*Excellence in Nursing Award Finalist
Compassionate Care Category*



**Vicki Juarez,
R.N.**
HCA Florida Raulerson
Hospital
Okeechobee, Fla.

Distributed hair care kits to COVID-19 patients, and even washed and braided their hair to boost morale.

*Excellence in Nursing Award Finalist
Compassionate Care Category*



**Ellen Henahan,
R.N.**
Los Robles Health System
Thousand Oaks, Calif.

Provides compassionate care for patients at the end of their lives and is described as focused, knowledgeable and a great listener.

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Nathan Watkins

10th ANNUAL INNOVATORS AWARD RECIPIENT

Recognizing creative new ideas for enhancing the quality of care and efficiency



Nathan Watkins
Manager, Software Engineering
ITG Technologies, Nashville, Tenn.

Nathan's HCA Healthcare career dates to 2016, when he was an intern in the Data Science shop. His willingness to learn and eagerness to help whenever needed made such an impression that he was hired several months after his internship ended.

His first project, Sepsis Prediction and Optimization of Therapy (SPOT), is a platform used across HCA Healthcare to provide continuous sepsis surveillance. In addition to leading the front-end development of the application, Nathan also built a performance dashboard, supported the enterprise implementation and was key in providing timely customer support.

This work provided the springboard for a broader program using machine learning to more quickly detect other critical or life-threatening conditions in patients, such as shock, complications after surgery and early signs of deterioration. Nathan is the architect behind that enterprisewide program, which is called NATE, or Next-Gen Analytics for Treatment and Efficiency.

"He is the Nate of NATE. He is not only the name, but the spirit of the thing," says Edmund Jackson, Ph.D., former vice president, chief data scientist and chief data officer.

"Nathan lives the HCA Healthcare mission daily. His innovation has not only saved countless lives, but he has infused this culture throughout his department," says Adam Mindick, MBA, CNMT, senior director, Clinical Solutions & Engagement, Clinical Services Group.

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Diana Moll

49th ANNUAL FRIST HUMANITARIAN AWARD RECIPIENT

EMPLOYEE CATEGORY

Recognizing the highest achievements in serving others



Diana Moll
Child Life Specialist
Eastern Idaho Regional Medical Center, Idaho Falls, Idaho

The sole child life specialist for a robust pediatric program, Diana is everywhere, serving children and their parents in the pediatric ICU, pediatric ER, pediatric OR, burn center and medical imaging departments. A member of Eastern Idaho Regional Medical Center's (EIRMC) Employee Advisory Group (EAG), she organized the hospital's 2021 canned food drive and sculpture that won the company's \$10,000 contest. She uses her personal vacation time to help run a camp for kids with cancer.

Diana also volunteers with Heartstone, a local grief organization. Two evenings a month, she leads group sessions for children who have suffered loss.

"It is a privilege to recommend Diana," says Jeff Sollis, CEO of EIRMC. "If anyone embodies the values of this award—remarkable concern for the welfare of patients, performing extraordinary acts of kindness, commitment to community service and humility — it's Diana."

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The Frist Humanitarian Award

Emeka Nchekwube

49th ANNUAL FRIST HUMANITARIAN AWARD RECIPIENT
PHYSICIAN CATEGORY
Recognizing the highest achievements in serving others



Emeka Nchekwube M.D., FAANS
Regional Medical Center, San Jose, Calif.

Dr. Nchekwube has dedicated his life to providing care to those most in need in the Bay Area. He's described as a modest doctor with a kind and unwavering dedication to high-quality and impactful care for the underserved. His contribution to humanity includes several health-related patents, including ones for Parkinson's disease, cancer, inflammation, viruses, material science and an anti-malaria treatment.

He also developed an agricultural pest-control system for developing nations, which entails capturing flies and converting them to fertilizer. He and his wife adopted two sons of a former trauma patient, raising the boys to embrace their Hindi birth culture. Both have done well, one graduating from U.C. Berkeley and the other graduating from U.C. Irvine.

"Dr. Nchekwube embodies the physician befitting this award," says Tarannum Guller, M.D., Regional Medical Center's chief medical officer. "He goes above and beyond the clinical duty in the care of our patients. In a career that spans three decades of service, he has lived our mission to its truest core."

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The Frist Humanitarian Award

Jo Watson

49th ANNUAL FRIST HUMANITARIAN AWARD RECIPIENT
VOLUNTEER CATEGORY
Recognizing the highest achievements in serving others



Jo Watson
Volunteer
TriStar NorthCrest Medical Center, Springfield, Tenn.

A 27-year fixture on the Pink Lady team, "Ms. Jo" has given more than 41,000 hours of her own time to patients and their families, setting a hospital volunteer record. At a mere 93 years old, Ms. Jo still works two shifts every week at the information desk. During her time as a Pink Lady, she has served in several areas, spreading her love and compassion. Her volunteer experience includes the surgery waiting area, where she served as the all-important family liaison — keeping loved ones updated on how the procedure is going.

Her face is often the very first one that visitors see upon arrival at the hospital, and she wears her pink coat with pride. Ms. Jo is a calming and steadfast presence, escorting families and other guests to their destinations while using light conversation to help put their minds at ease during sometimes anxious situations. She has continued to volunteer even after her own health challenges, including triple bypass heart surgery, a broken pelvis and two broken vertebrae.

"We are blessed to have a very robust auxiliary program, and the volunteers really make us who we are," says TriStar NorthCrest Medical Center's CEO, Randy Davis. "The smiles, willingness to assist and immediate compassion set the tone for our culture. Ms. Jo is the very epitome of a Pink Lady."

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Sarah Romero

7th ANNUAL EXCELLENCE IN NURSING AWARD RECIPIENT
PROFESSIONAL MENTORING CATEGORY

Recognizing extraordinary accomplishments in the field of nursing care and efficiency



The Excellence
in Nursing
Award



Sarah Romero R.N., BSN, CCRN
Medical City Plano, Plano, Texas

Sarah's desire to help others — including her fellow nurses — is innate.

She is known as someone to turn to for advice or guidance. Other nurses look to her leadership and describe her as always positive, smiling and willing to help. Nurse leaders know her to be a gifted and innovative problem-solver.

But Sarah's observation of the students at her children's school prompted her to propose a program to support nurses. Students at the school participate in a buddy system, where older students help the younger ones. Inspired, she crafted a program where nurses mentor each other. The launch of her Nurse Connection Mentor Program drew 13 mentors and 14 mentees. In addition, four new roles were approved to help facilitate the program to support new nurses. Sarah leads the program, which has proven successful.

"She is truly a model of nursing excellence and exemplifies her love for compassionate care, peer guidance, mentoring and continuing clinical education," says Damita Williams, Senior Vice President and CNO of Medical City Plano.

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Nadia Gueorguieva

7th ANNUAL EXCELLENCE IN NURSING AWARD RECIPIENT
COMPASSIONATE CARE CATEGORY

Recognizing extraordinary accomplishments in the field of nursing care and efficiency



The Excellence
in Nursing
Award



Nadia Gueorguieva
Deputy Ward Manager
London Bridge Hospital, U.K.

She is known as "Sister Nadia," or simply "Sister."

Nadia's reputation as a kind, compassionate and skilled nurse is widely known among her colleagues and patients. Colleagues describe her as a role model and a trusted leader. Her patients' accolades include anecdotes about how she makes them feel at ease and her calm competence.

In fact, the impression Nadia makes landed her at Windsor Castle in 2019 to attend a special ceremony in the presence of the queen and other members of the royal family.

Nadia treated a patient who had suffered complications from Type 1 diabetes. She provided such outstanding care that the patient, whose father was close to the royal family, extended an invitation to the prestigious Garter Ceremony, which is held annually.

"It was the most amazing day, and one that I will never forget," Nadia said.



HCA Florida Healthcare recently debuted a new Dog Therapy Program at affiliate UCF Lake Nona Hospital. The program consists of 20 pet therapy team volunteers from Pawfection Therapy dog training who clock in to provide a calming presence and a quiet moment to decompress.

Caring for the Health of Hearts and Minds

Working in the medical field is a true mix of vocation and avocation. While undoubtedly rewarding, the work can be incredibly demanding, and the challenges can lead to levels of stress that can adversely affect our mental and physical health.

For those reasons, HCA Healthcare is committed to addressing the behavioral health needs of its providers as well as its patients.

“Caregivers choose this work because they want to help people and feel connected,” says Dr. Frank Drummond, HCA Healthcare’s national medical director for Behavioral Health Services. “Putting a high value on self-care is critical to a fulfilling career.”

During COVID-19

HCA Healthcare, says Dr. Drummond, already felt the pressures of a growing need for behavioral health services and colleague support across the enterprise before the spring of 2020.

“We have people working in very stressful jobs,” says Dr. Drummond. “Even before the pandemic there were multiple initiatives in place to understand and address burnout.”

The pandemic introduced new and unexpected behavioral health issues and complexities. Existing challenges, for both patients and providers, were exacerbated.

Shifting resources to manage the pandemic so it didn’t overwhelm the entire system was very challenging, he says. “At the same time, we were trying to manage the other specialties, like behavioral

health, in a safe way while the rules were evolving.”

HCA Healthcare leaders, recognizing the toll of the pandemic, introduced numerous behavioral health initiatives while also addressing the sheer volume of COVID-19 patients.

Post-COVID-19

As the pandemic lingers, HCA Healthcare facilities are more prepared than ever to engage that reality. The challenges facing behavioral health services, however, remain daunting.

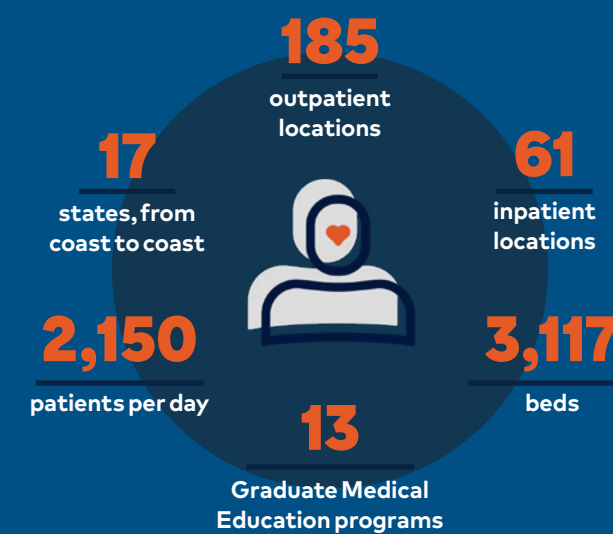
Roughly 1 in 4 people experience mental illness, and nearly 60% of adults with a mental illness aren’t receiving mental health treatment services.

“We’ve learned a lot in the last two years,” says Dr. Drummond. “The goal is to press forward and elevate that as a priority for the company, for our employees and our communities.

“HCA Healthcare has doubled down its commitment to investing in behavioral health, with an increase in training programs and in behavioral health centers of excellence across the country,” Dr. Drummond continues. “We are going to have a bigger scale of available resources for people who have emotional needs across the spectrum.”

This access extends to colleagues, including

HCA Healthcare Behavioral Health Services by the Numbers:



In addition to intensive inpatient programs, there are numerous outpatient and specialty programs in key behavioral health treatment areas:

- Telepsychiatry at over 106 hospitals and outreach facilities nationwide
- Chemical dependency and substance abuse
- Specialized military program
- Postpartum depression
- Eating disorders
- Post-traumatic stress disorder (PTSD)
- LGBTQ support
- Bilingual services
- Trauma
- Certified Alzheimer’s program
- Electroconvulsive therapy (ECT)

colleague rounding, Vital Voices engagement surveys, Employee Advisory Groups and colleague networks that focus on common bonds (such as Hispanic/Latinx, LGBTQ and veterans), and mental wellness.

“Our people find purpose in their jobs, and they really take that mission to heart. I’m just very proud of the work that they do in both our inpatient and outpatient facilities, and in taking care of their colleagues as well,” says Amy Rushton, DNP, APRN – BC, HCA Healthcare’s chief nursing executive and vice president of Behavioral Health.

HCA Healthcare’s robust benefits offerings include

caregiver wellness programs, the Thrive toolkit to help colleagues reduce stress and create healthier habits, the intranet site Atlas — a central clearinghouse of resources including the Wellbeing Hub and Doctor on Demand, where colleagues can speak to a medical expert confidentially and free of charge 24/7.

“Hospitals and divisions have some local programs, like a chat with one of our therapists during a wellness hour,” says Amy. “We have areas called Zen rooms, where staff can relax and listen to music or just quietly journal. So, throughout the organization, there’s been a lot of work done to bring those resources to all people who work at HCA Healthcare.”

HCA Healthcare works with several key partners to provide resources that support the mental health needs of our colleagues and communities.

Jason Foundation Inc.

The Jason Foundation addresses adolescent suicide prevention by providing education and awareness to three main groups — youth, educators and parents. The foundation trains HCA Healthcare colleagues to identify and assist at-risk youth.

PsychHUB

PsychHub offers solutions to mental health education, with educational resources such as evidence-based training courses, videos and podcasts. PsychHUB created three videos to support HCA Healthcare’s opioid take-back initiative, “Crush the Crisis.” Additionally, HCA Healthcare’s “You Ask, We Answer” podcast is a collaboration with PsychHUB and Columbia University.

National Alliance on Mental Illness (NAMI)

National Alliance on Mental Illness is the nation’s largest grassroots mental health organization, offering confidential,

free crisis counseling. NAMI teamed with HCA Healthcare to create a training video about treating patients with mental illness for emergency room staff.

Mental Health America

Mental Health America promotes mental health as a critical part of overall wellness, including prevention services, early identification and intervention for those at risk, integrated care services, and recovery support.

EVERFI

An international technology company, EVERFI drives social impact through education. Their curriculum “Mental Wellness Basics” helps students in Grades 8–10 explore their mental health, identify challenges and develop strategies for managing those challenges. The program also empowers students with the skills necessary to identify and support peers. For the 2021–22 school year, more than 120,000 students in 499 schools across all 15 HCA Healthcare divisions completed “Mental Wellness Basics.”

Girl Scouts USA

Girls Scouts USA will develop and launch two components of a national wellness initiative with contributions from NAMI. Mental Wellness 101 workshops are customized for specific age groups, with programs that include resources for girls and parents, a facilitation guide for troop leaders and staff, and an activation playbook to help councils promote and support the workshops.

Volunteers of America (VOA)

VOA’s Resilience Strength Time program offers an online course called “4 First Responders.” Affiliates will host six roundtables about mental health that will include resiliency resources. VOA will also produce a virtual series featuring injury and resiliency experts and local first responder stakeholders.



Frank Drummond, M.D.
National Medical Director
HCA Healthcare
Behavioral Health Services

Wellness Takes Practice

Dr. Frank Drummond, HCA Healthcare’s national medical director for Behavioral Health Services, says leaders should be aware of those on their teams who may be struggling.

“People really do look to their leaders to feel that sense of connection,” he says.

In short, providers are not only caring for their patients, but also for one another. Dr. Drummond says leaders need to be empowered and equipped with the tools to integrate gratitude and mindfulness into the workplace.

“Make it part of rounds, and part of the understanding of what our role is and what the commitment is to human care,” he says.

Dr. Drummond also encourages colleagues to focus on things in both their professional and private lives that instill pleasure and a sense of worth, such as a fitness regimen, a hobby, volunteer work, travel or meditation.

Likewise, Amy J. Rushton, DNP, APRN – BC, HCA Healthcare’s chief nursing executive and vice president of Behavioral Health, says there is a wealth of beneficial information and resources readily available on HCA Healthcare wellness and behavioral health websites. For example, the site provides the following suggestions for managing work stress:

Tidy Up

Clutter makes your brain less effective at processing information and more prone to frustration. Clearing your work area creates both literal and mental space. Make a habit of clearing your computer desktop and your physical desktop at the end of each day.

Controlled Breathing

Focusing on your breathing can lower your heart rate and calm the nerves, reducing anxiety. Try this: Inhale deeply for four counts, hold your breath for seven counts, and then exhale slowly and fully for eight counts. Repeat.

Soothing Sounds

There’s a direct link between music and our emotions. Relaxing music can slow the pulse and heart rate, lower blood pressure and decrease stress hormones. If you can’t listen to music while working, incorporate music into your breaks, or before and after work.

Make Post-Work Plans

Plan to do something enjoyable after work — an outdoor workout, a get-together with friends or a relaxing, hot bath. Having something to look forward to can help you get through those tough moments. Plus, engaging in fun activities can ward off burnout.

On the Move

Get up and take a quick walk. Just moving can help clear your mind. And physical exercise — jogging, cycling and walking — or meditative movement such as tai chi and yoga can alleviate tension.



A Conversation with Steven Rothenberg, M.D.
 Chief of Pediatric Surgery
 Rocky Mountain Hospital for Children
 Denver, Colo.

Colleague Q&A: Handle With Care

Dr. Rothenberg’s pioneering surgical methods have helped save some of the youngest and sickest patients, and have helped make a name for Rocky Mountain Hospital for Children.

Last winter, Steven Rothenberg, M.D., chief of pediatric surgery at Rocky Mountain Hospital for Children in Denver, made history by performing a successful procedure on an infant, repairing what’s known as esophageal atresia. The birth defect occurs when part of the esophagus — the tube that connects the mouth to the stomach — does not develop properly. Dr. Rothenberg used minimally invasive techniques he has helped develop, attaching the baby’s esophagus only 11 months after she was born. “She is the smallest baby to have ever survived with this defect,” he says.

The effort to save her life involved three separate surgeries due to the wide gap in her esophagus. She suffered post-operative complications following

the first two procedures in Denver, requiring lengthy recoveries and preventing her parents, Kayla Hatch and Victor Jacobo, from taking Baby Harper, as she came to be known at the hospital, back to her Nebraska home some 250 miles away.

“She was so sick,” Dr. Rothenberg said in an interview this past summer. “About six weeks after [the procedure], we were able to let her go home. I [recently] saw her and she looks phenomenal.”

Her remarkable recovery is just the latest milestone in the pioneering career of the 63-year-old surgeon. “I’m very lucky,” he says. “Sometimes the best things that happen to you are pure luck. I thank the stars every day that I ended up doing what I’m doing.”

Q: What attracted you to pediatric care?

A: I had no intention of doing pediatric surgery. As a general surgery resident, I rotated on the pediatric surgery service. I was really fascinated by the different disease processes kids have, these complex congenital problems that babies are born with that you have to figure out how to fix. Kids have no self-inflicted diseases. It’s not because they eat too much or drink too much. I really enjoyed being around the kids, so I decided to give it a try and get into a pediatric surgery fellowship. It was very much a surprise to me. I thought I was going to be a thoracic surgeon.

Q: How gratifying is your work?

A: It’s incredibly rewarding. Obviously, those of us in healthcare want to help our patients get better. But when you help a baby or a child, you affect the entire course of their life. To see a baby — who might not otherwise survive — grow and thrive and become a fully functioning, happy kid is really incredible. I have this book my children put together for my 60th birthday called “Thank You,” Dr. Rothenberg. It has pictures and messages from all these kids from the time I took care of them when they were babies, and many of them are adults now. It’s incredibly special to have that kind of lifelong impact on these kids and their families. The parents are always scared to death when their kids are sick, and it’s a terrible time. If you can help make [the kids] better, the families are incredibly grateful. So yeah, it’s a great job.

Q: You’re known for minimally invasive procedures. What does that entail? And why is it important?

A: When we operate on a baby or a small infant with open surgery — a standard thoracotomy incision — there’s a high incidence of chest wall abnormalities, scoliosis and muscle girdle weakness in the shoulder. I’ve spent most of my career trying to minimize the morbidity of those incisions. That’s why doing everything in a minimally invasive fashion becomes important, because we use just a couple of tiny incisions to go between the ribs, and we don’t cut any muscles. As the kids grow, these little quarter-inch incisions nearly disappear, and they get normal chest wall development. There are also the initial benefits of less pain and [shorter] recovery. We have kids coming from all over the world to get lung and esophageal surgery.

Dr. Rothenberg performing surgery at Rocky Mountain Hospital for Children

Q: Which is why Rocky Mountain is considered a leader in this field, correct?

A: We use minimally invasive surgery on babies probably more than any other institution in the world. Before the pandemic, we would always have four or five visiting surgeons in the OR, mostly from [overseas], to learn these new techniques.

Q: What role does your team play?

A: No one person can take care of [surgery] this complex. We have an incredible team, and it starts with the neonatologists — the doctors who take care of these very sick, severely premature babies. Then there are the nurses and the advanced-care practitioners who work with them. I have an incredible OR crew, from the nurses and the techs to all the support systems. It’s very important for everyone to recognize that Harper would not have survived, and thrived, without the hundreds of people who took care of her. It’s the hard work of the bedside nurses and the practitioners that kept her alive. The kudos go to all of those people, all the ancillary staff, the respiratory therapists, the nurses, the practitioners, the radiologists, everybody who helped do all the things we needed to do. It was a huge team effort.

Q: What do you see on the horizon?

A: Even though we do all of this surgery minimally invasively, most of [these procedures nationwide] aren’t done that way. I’m spending a lot of my time now trying to teach others. I was recently in Sweden and Israel teaching and doing cases. But I would love to be able to help surgeons overcome the hurdles of doing this. More and more surgery will be done this way; the equipment keeps getting better, the imaging keeps getting better. There’s a lot we can do.



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