

# HCA Healthcare Magazine

FALL 2023

HCA   
Healthcare®



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Differently**  
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HCA Healthcare colleagues,

When I visit our facilities across the enterprise, I see the power of our purpose, the power of our plan, and the power of our people in action. It's the positive impact you have on our patients and the positive impact you have on our communities that sets our organization apart.

This issue of HCA Healthcare Magazine highlights several examples of how our colleagues connect to our shared purpose. Whether through specialized community services or enhanced colleague wellness initiatives, we are coming together to think differently about how we can care for and improve human life.

Our annual Awards of Distinction offer us another important opportunity to celebrate the excellence of our people. The colleagues and caregivers being honored this year are truly inspirational.

HCA Healthcare is inherently people taking care of people. I am grateful for people like you who make our mission possible and deliver the compassionate care our patients and communities deserve.

Sincerely,

  
**Sam Hazen**  
CEO, HCA Healthcare

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### On the Covers

*Front cover* — In this year's HCA Healthcare Awards of Distinction, colleagues like Faridah Nabukenya (left) are honored for their tremendous contributions in the workplace and beyond. Hear Faridah's remarkable story of selflessness in our Awards of Distinction coverage on page 6.

*Back cover* — Jody Wager, director of activity therapy at HCA Healthcare's Dominion Hospital, has been caring for her community in Virginia for over 30 years. We are grateful for the compassion and dedication of colleagues like Jody who embody our mission and values!



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Read more online.



# Thinking Differently Sets HCA Healthcare Apart

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All of these disciplines work together to help achieve HCA Healthcare’s overall mission of committing to the care and improvement of human life.

— Anthony Knutson, chief operating officer, Parallon Contact Center

Three new enterprise initiatives are making a difference in patient care.

Faced with disruption in the healthcare space, our decision-making continues to reflect our top priority: our patients. In order to deliver on HCA Healthcare’s mission and purpose, our leaders and service lines are embracing innovative thinking.

By employing new technologies on several critical fronts, HCA Healthcare is streamlining patients’ access to their care teams and to their medical information, thereby providing a better healthcare experience. Many of these improvements have also led to a better working environment for our colleagues.

## 1. Parallon exceeds expectations

As part of the HCA Healthcare family, Parallon is leading the way in three key emerging disciplines of the healthcare field — Virtual Registration, online registration and mammography self-scheduling.

“All of these disciplines work together to help achieve HCA Healthcare’s overall mission of committing to the care and improvement of human life,” says Anthony Knutson, chief operating officer, Parallon Contact Center.

Collectively, they prioritize both the improvement of the overall patient experience and the ease and accessibility with which patients can interact with healthcare providers, he explains.

### Virtual registration

Virtual Registration offers a contactless registration experience, allowing patients to provide required information at their own pace, in a secure manner, while maintaining the ability to connect with a registrar if assistance is needed, says Heather Bathen, vice president of Patient Access Operations at Parallon.

“We began using Virtual Registration in Florida prior to the COVID-19 public health emergency, primarily in free-standing emergency departments. We grew the program significantly during the pandemic to assist in minimizing the footprint of staff entering patient rooms,” says Heather. “Today, we have over 160 sites live and continue to grow.”

In July, Parallon began introducing Virtual Registration 3.0. That rollout will retrofit existing Virtual Registration sites with new technology and implement the program at new locations by the end of the year. So far, patients have rated it a success — more than 90% have given it 5 out of 5 stars.

“

As we continue to streamline our tool, we’re seeing more patients using it. This year alone, we’ve experienced an increase in utilization of nearly 14%. We’re working to eliminate the need to ask patients more than once for information already provided — whether at a physician’s office or for a prior hospital service — using integration technology.

— Heather Bathen, vice president, Patient Access Operations, Parallon



### Online registration

Meanwhile, *Register Online!* gives patients a fast, easy way to complete the registration process at home or wherever they choose with their personal devices, prior to arriving at the hospital.

“As we continue to streamline our tool, we’re seeing more patients using it. This year alone, we’ve experienced an increase in utilization of nearly 14%,” says Heather. “We’re working to eliminate the need to ask patients more than once for information already provided — whether at a physician’s office or for a prior hospital service — using integration technology.”

### Mammography self-scheduling

Finally, patients can use the Mammography Self-Scheduling Tool to schedule screening appointments online at any time. The tool was implemented in May 2022, and more than 100 locations are using it this year.

“The overall response has been positive, and [it is] a welcomed modernization for scheduling a service so critical to women’s health,” says Anthony. “As patients provide feedback, the tool continues to be enhanced to provide the best user experience possible.”

(Cont. on page 4)



## 2. Staying informed with MyHealthONE

HCA Healthcare's MyHealthONE portal empowers patients by providing complete access to their healthcare information, such as up-to-date medication details, visit summaries and billing records, as well as the ability to plan and review upcoming visits (including finding an appropriate physician or other specialist). The most popular features of MyHealthONE have been accessing health records, sharing records, secure messaging, preregistering online and ePay.

"It allows patients to receive their clinical information in an easy, timely manner that allows them either to make decisions based on their care or to share information with other providers, based on next steps of care," says Allison Foulds, assistant vice president, MyHealthONE, HCA Healthcare. "It really puts the patient in the driver's seat."

Patients can gain access at any time through an app on their cellphones or tablets, enabling them to manage their healthcare in a way that's convenient for them.

## 3. Improving the in-room experience

For decades, bedside nurses have steadily taken on additional administrative duties. In the midst of staffing shortages, those added duties run the risk of overtaxing nurses. By eliminating many of the administrative tasks that nurses have become responsible for, HCA Healthcare is providing an environment where caregivers can concentrate on delivering hands-on patient care through using the in-room Virtual Care Model.

This virtual access to clinicians is designed to leverage technology to supplement the administrative tasks once done by bedside nurses.



HCA Healthcare's new Mammography Self-Scheduling Tool allows patients to schedule screening appointments with technicians like Crystal Salazar of Southern Hills Hospital in Las Vegas, NV (left) online any time.

## Did you Know?

**Parallon, HCA Healthcare's full-service revenue cycle management provider, is an industry leader for healthcare revenue cycle management and shared services.**

**In partnership with Parallon, we have developed several programs and resources designed to provide support, including pricing information, financial counseling, patient-friendly billing practices and generous financial assistance programs.**

**Parallon's long track record of operational excellence brings extensive knowledge and a broad portfolio of custom solutions to every collaboration.**



Learn more about HCA Healthcare's affiliated lines of business.

"We're starting with this virtual nursing pilot across multiple facilities so that we can best learn how to support our patients and our nurses," says Susan McGory, vice president, Customer Relationship Management, HCA Healthcare.

The innovative in-room Virtual Care Model is designed to be used in the hospital room after patients are admitted. It uses in-room televisions and cameras, allowing a virtual nurse, based at home, to interact with each patient within the facility. They cover the clerical details of admissions, document and verify medications, and handle discharge preparation.

The technology even allows family members outside the facility to connect to the virtual in-room session. If a patient speaks a different language, an interpreter can also connect to a patient's room virtually to help with admission and discharge.

Together, the teams at HCA Healthcare are facing the current healthcare landscape with courage, collaboration and innovation. These pillars mean high-quality patient care is never disrupted and our caregivers are always equipped. ♦



### More Online:

Read more about how new initiatives are making a difference in patient care.





# 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.

The prestigious annual HCA Healthcare Awards of Distinction ceremony is 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, Tennessee, for the first time since 2019.

As Dr. Thomas F. 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 well-being 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*

**Annabelle Neame**

HCA Healthcare UK  
London, U.K.



Founded the HCA Healthcare UK Concierge Centre, London's first and only Medical Concierge CQC-registered center.

*Frist Humanitarian Award Finalist Physician Category*

**Amber Stein, M.D.**

Chippenham Hospital  
Richmond, Va.



Leads pediatric anesthesia team, compassionate caregiver and teacher; has traveled overseas for pediatric anesthesia missions for past 20 years.

*Frist Humanitarian Award Finalist Employee Category*

**Leo Escobedo, R.N.**

Sunrise Hospital & Medical Center  
Las Vegas, Nev.



Exceptional leader, mentor and trauma patient advocate; pastor, life coach and youth leader; takes food, water and toiletries to those staying in local parks.

*Excellence in Nursing Award Finalist Compassionate Care Category*

**Shakira Robledo, R.N.**

HCA Florida JFK North Hospital  
West Palm Beach, Fla.



Helped spearhead protocols and policies to streamline stroke alerts and decreased hurdles for ER walk-ins; patient and empathetic mentor/preceptor.

*Innovators Award Finalist*

**Tamara Lords, BSN, R.N., CFRN**

Center for Clinical Advancement  
Idaho Falls, Idaho



Grew the use of mannequins in teaching removal of catheter femoral sheaths, managing bleeding, and defibrillation and CPR after open-heart surgery.

*Frist Humanitarian Award Finalist Volunteer Category*

**Carolyn Icard.**

St. David's Medical Center  
Austin, Texas



NICU cuddler, front desk aid, Meals on Wheels volunteer, dedicated church member and companion to widows.

*Frist Humanitarian Award Finalist Employee Category*

**Sean Murphy, BSN, R.N., CFRN.**

Alaska Regional Hospital  
Anchorage, Alaska



Local and state emergency medical preparedness and healthcare coalitions; federal Disaster Medical Assistance Team, taking part in 20 deployments across the U.S. and Haiti.

*Excellence in Nursing Award Finalist Professional Mentorship Category*

**Jennifer Cavanagh, R.N., RN-BC**

HCA Florida Brandon Hospital,  
Brandon, Fla.



Kind and compassionate certified preceptor who wanted to be a nurse since childhood; nurse volunteer/teacher for elementary students.

*Frist Humanitarian Award Finalist Physician Category*

**Samuel A. Joseph, Jr., M.D., FAAOS**

HCA Florida South Tampa Hospital  
Tampa, Fla.



Leading expert on spinal deformities, pioneering endoscopic approaches to spinal surgery, specializing in surgical revision; local and international philanthropist.

*Frist Humanitarian Award Finalist Volunteer Category*

**Ed Kast**

Chippenham Hospital  
Richmond, Va.



Pre-admission testing volunteer since 2005, logged 5,500+ service hours, blood donor (15+ gallons), Neighborhood Watch, litter collector, tai chi instructor.

*Excellence in Nursing Award Finalist Compassionate Care Category*

**Hector Belardo, R.N.**

TriStar Southern Hills Medical Center  
Nashville, Tenn.



Preceptor, mentor and team advocate, regularly commends fellow colleagues; offers emotional and spiritual bedside support to patients and families.

*Excellence in Nursing Award Finalist Compassionate Care Category*

**Krista Hansen, R.N., CMSRN.**

St. David's South Austin Medical Center  
Austin, Texas



Above and beyond: reconnected dying patient with estranged family; found home for his cat; took supplies to elderly discharged patient during ice storm.



HCA Healthcare®  
Awards of Distinction



# Judy Kitchens

11th ANNUAL INNOVATORS AWARD RECIPIENT

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



MHA  
OB Coordinator  
St. David's North Austin Medical Center, Austin, Texas

Colleagues describe Judy as selfless, composed, knowledgeable, driven and exceptionally engaged in her work. She's also described as the "Picasso of data," creating art from numbers.

Judy, the coordinator for Perinatal Quality at St. David's Women's Center of Texas, created a data dashboard that allows her team to accurately predict the number of deliveries and admissions to the neonatal intensive care unit (NICU) and track transports, C/S rates, micro-preemie admissions and lengths of stays.

Her team can monitor progress daily, set goals and proactively predict activity in many areas that are key to their success, says Karen Haritakis, associate chief nursing officer at St. David's Women's Center of Texas. They can plan staffing and monitor progress in real time, she says.

"[Judy's] incredible ability to collect and analyze data and then portray it in a more comprehensive, creative and easy-to-understand way is a skill I have never seen in anyone else," says Diana Wang, MD, FACOG.

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# Faridah Nabukenya

50th ANNUAL FRIST HUMANITARIAN AWARD RECIPIENT

EMPLOYEE CATEGORY

Recognizing the highest achievements in serving others



R.N.,  
Oncology Senior Staff Nurse  
HCA Healthcare U.K., London, England

Faridah's kindness and passion for nursing were immediately noted at The Harley Street Clinic in 2016, and she was soon promoted to senior staff nurse. Colleagues say Faridah always spoke fondly of her family in her native Uganda.

When her son Fahad was diagnosed with colon cancer in 2018, she sent medical equipment to support him and other palliative care patients in Uganda. Fahad was just 25 when he died in 2021.

The following year, Faridah built a four-room school with dormitories for orphaned children in Uganda to honor Fahad's dream of teaching. She also sent books and uniforms to the school.

Oncology and Cardiac Matron Diarmuid Bennett calls Faridah a role model to her colleagues.

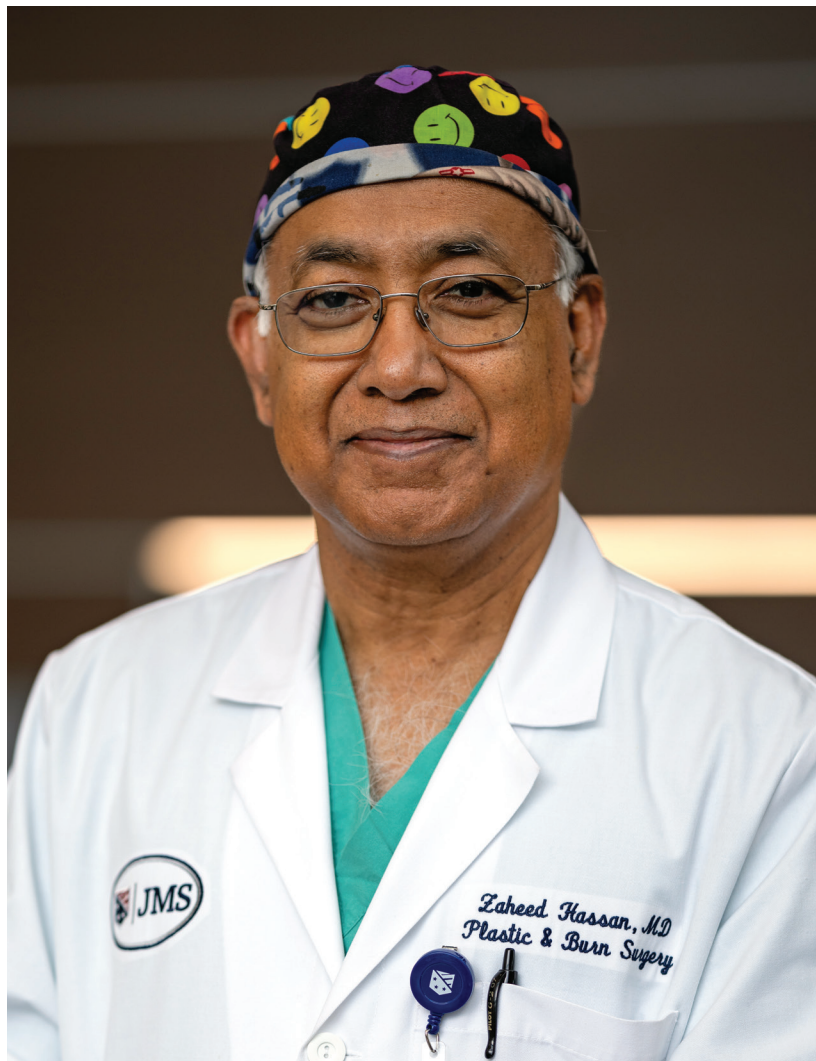
"What Faridah does inside and outside of work is truly commendable. She has a big heart to help her colleagues and her community," she says.





# Zaheed Hassan

50th ANNUAL FRIST HUMANITARIAN AWARD RECIPIENT  
PHYSICIAN CATEGORY  
Recognizing the highest achievements in serving others



Dr. Hassan's journey to his role as president of Joseph M. Still Burn Centers Inc. and chief global officer of Burn and Reconstructive Centers of America brought him halfway around the globe.

The son of a high school principal in a remote village in Bangladesh, Dr. Hassan attended Cadet College and medical school before coming to the U.S. Upon arrival, he worked as a dishwasher and then as a cook at a Bengali restaurant in New York.

Today, his humanitarian efforts are global. He built and supports a girls high school in his village and also oversees a project to build latrines for every household there. He treats critically ill burn patients from around the world, many of whom are indigent.

Hasanali Fatteh, MD, an ophthalmologist for the burn unit at Doctors Hospital of Augusta, says his respect for Dr. Hassan is both professional and personal.

"He is an intelligent and caring physician, but to me, he is one of the nicest human beings I have ever known," he says.

Physician, President, Joseph M. Still Burn Center  
Doctors Hospital of Augusta, Augusta, Georgia



# Mark Holmgren

50th ANNUAL FRIST HUMANITARIAN AWARD RECIPIENT  
VOLUNTEER CATEGORY  
Recognizing the highest achievements in serving others



It was clear that Mark had a special way with people from his very first day as a volunteer greeter at Medical City Dallas, Lynda Kirby recalls. Lynda, the hospital's manager of guest and volunteer services, says Mark quickly assesses any situation and calmly provides immediate assistance.

He's racked up 5,900 service hours over 14 years and now serves as a volunteer supervisor. Mark also serves as parliamentarian on the board of directors for the Medical City Dallas Auxiliary and plays the role of Santa in the neonatal intensive care unit (NICU) during the holidays.

"Mark is always searching for opportunities to help improve the patient and guest experience across our facility's campuses," Lynda says.

Away from the hospital, Mark teaches tai chi, performs in church productions and serves meals at a local shelter. He and his wife, Carla, also volunteer with the nonprofit 22Kill, a mental health initiative for veterans.

Volunteer Concierge  
Medical City Heart & Spine Hospitals, Dallas, Texas



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## The Excellence in Nursing Award

# Lee Stroud

8th ANNUAL EXCELLENCE IN NURSING AWARD RECIPIENT  
PROFESSIONAL MENTORING CATEGORY

Recognizing extraordinary accomplishments in the field of nursing care and efficiency



R.N., ACLA, BLS, CPI  
Director, Clinical Operations  
Colleton Medical Center, Walterboro, South Carolina

Lee is passionate about helping new nurses and patient care techs feel more confident in their roles. He developed a mentorship program to provide additional support for nursing students, novice nurses and patient care techs and developed Colleton Medical Center's nurse extern program. He also successfully cross-trained his staff to cover multiple areas, creating a fully mobile workforce. He identifies leadership potential in new nurses and patient care techs and guides them through their career journeys.

He's known for his ever-present smile, community volunteerism and readiness to help anyone whenever needed.

"He treats each member of our team like family and leaves his office open for communication," says Virginia Sherry, CMC. "He will often ask, 'What can I do to help?' instead of questioning why a task is not complete. You will often find Lee in the busiest areas providing help."

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## The Excellence in Nursing Award

# Jean Rendall

8th ANNUAL EXCELLENCE IN NURSING AWARD RECIPIENT  
COMPASSIONATE CARE CATEGORY

Recognizing extraordinary accomplishments in the field of nursing care and efficiency



R.N., BSN  
Sky Ridge Medical Center, Lone Tree, Colorado

From bringing patients to the hospital's holiday tree-lighting ceremony to organizing bridal showers and celebrating birthdays, Jean ensures that each patient feels special. And when a colleague became an oncology patient, Jean worked overtime to comfort and care for her.

Colleagues say Jean epitomizes compassionate care. Her empathy for and devotion to patients were evident even when she was a StaRn new grad at Sky Ridge Medical Center. A high-performing nurse and recipient of numerous Daisy Awards and accolades, Jean has advanced to her current role of nurse manager in the surgical/oncology unit.

"She epitomizes what it means to deliver compassionate care with her warm smile, supportive nature, ability to uncover patient needs before they even know them, and reassuring words to both patients and their loved ones," says Kirk McCarty, president and CEO of Sky Ridge Medical Center.



“

The nurses who work with us have all kinds of backgrounds, but everyone brings something to the table. They're all amazing.

—Jacqueline Maillet, RN, SANE-A, SANE-P, Mission Health Hospital, Asheville, North Carolina



# Forensic Nursing Teams Serve in Protecting Communities

Forensic nurses raise awareness about available services, and they work closely with law enforcement and state and social agencies to care for the most vulnerable patients.

Jacqueline “Jackie” Maillet, RN, SANE-A, SANE-P, and her staff rarely can anticipate what awaits them each day at Mission Health Hospital in Asheville, North Carolina.

Jackie serves as a certified Sexual Assault Nurse Examiner (SANE) for both adults and pediatrics, and is also director and program coordinator for Mission’s Compassionate Care Unit. She and her forensic nursing team are dedicated to caring for the hospital’s most vulnerable patients — those suffering from trauma. Their wounds are not always visible, but the danger some face can be life-threatening, requiring collaboration among multiple agencies, including law enforcement.

Upholding our mission to care for and improve human life makes extending compassionate care to these vulnerable patients inherent to who we are. Our unwavering commitment to keeping our communities safe and healthy drives the work of these essential caregivers and the person-centered care they deliver.

Jackie’s team serves western North Carolina, a mostly rural region of Appalachia that has a population of less than 800,000 people across 16 counties. Patients may come to the unit directly, through Mission’s emergency department or via social agencies. Cases can include domestic violence or intimate partner violence (unmarried couples),



Forensic Nurse Coordinator Amy Mitchell, RN (center) works with team members like Wendy Hartman, RN (left) and Annjanette Nickel, BSN, RN (right) at Wesley Hospital in Wichita, Kansas to provide 24/7 access for patients.

human trafficking, elder abuse, child abuse and/or other forms of assault. Many of the patients are indigent, and patients never receive a bill — even for follow-up care — due to state-funded grants.

Jackie and her team cared for roughly 400 patients each of the past two years, but the number is currently trending much higher, with close to 400 patients already as of 2023.

In the Midwest, Amy Mitchell, RN, forensic nurse coordinator for Wesley Hospital in Wichita, Kansas, oversees a staff of seven that provides 24-hour coverage for these cases, seven days a week. In 2022, Amy’s team cared for almost 800 patients, with a distinct increase during the COVID-19 pandemic.

Wesley Hospital is the hub for several satellite facilities, expanding the SANE unit’s reach into surrounding counties. Ensuring community access to this critical care means safety is one step closer for these patients. Amy regularly attends multidisciplinary team meetings that bring together community partners working to serve patients and their families. That team may include healthcare providers, Department for Children and Families caseworkers, law enforcement, advocates, the district attorney’s office, school personnel, and advocates for victims of domestic violence and sexual violence.

HCA Healthcare’s forensic nurses are making significant inroads in serving these patients, raising awareness about available services, providing a safe haven — or the road map to a safe haven — and working closely with law enforcement and state and social agencies to provide desperately needed care.

### A rare skill set

Forensic nursing is a complex job, blending comprehensive, compassionate care with a steely, discerning eye for gathering medical information, all without bias.

“The nurses who work with us have all kinds of backgrounds, but everyone brings something to the table,” Jackie says. “I have hospice nurses, who are great with talking to families. I have pediatric nurses; I have labor and delivery nurses; I have ER nurses. They’re all amazing.”

Given the nature of a role like forensic nursing, it’s not the right fit for everyone.

“This isn’t a job that a lot of people want, because ... every patient is here for a traumatic reason, and to be able to handle that takes a certain kind of nurse,” says Amy.

“This nurse needs to be able to hold space for the patients so that they feel safe,” she adds. “They need to have empathy and compassion for all, without judgment. They need to be grounded in self-care to help deal with repeated trauma and also be able to leave work at work and not take it home.”

(Cont. on page 10)



“

For domestic violence patients, it may be someone we see over and over and over again. For a provider, you have to know that you plant a seed every time they come in and see you. It may take two years to leave [an abuser]. But after two years, if they leave and they're safe, then we've done our job.

— Jacqueline Mailet, RN, SANE-A, SANE-P, Mission Health Hospital, Asheville, North Carolina

Caring for these patients like family takes on new meaning. Throughout an organization where a variety of community care, resources and programs are readily made available, HCA Healthcare's dedication to delivering safer, more equitable care comes in to particularly sharp focus in these cases.

Forensic nurses must also adopt the long view, understanding that domestic violence often has deep roots. It can take months to break the cycle of abuse when there are rarely any quick fixes.

“For domestic violence patients, it may be someone we see over and over and over again,” says Jackie. “For a provider, you have to know that you plant a seed every time they come in and see you. It may take two years to leave [an abuser]. But after two years, if they leave and they're safe, then we've done our job.”

Compassionate care for the patients goes hand in hand with compassionate care for the team.

“Honestly, the biggest challenge for me, personally, is making sure that my nurses are doing OK,” says Amy. “We're all here to support each other and to support the patients. That makes a very, very difficult job doable.”

### Training for trauma

Forensic nurse examiners undergo rigorous training. Jackie and Amy prefer applicants with at least one or two years of experience as a registered nurse.

Specialized forensic nursing training requires a 40-hour adult/adolescent SANE course and a 40-hour pediatric SANE course. That coursework is followed by a six- to 12-month preceptorship with an experienced forensic nurse before taking on their own patient load.

“You need excellent assessment skills,” says Jackie, who was first certified in 1998 in Massachusetts and came to Mission roughly three years ago. “New graduates need some time to experience all kinds of patients and ranges of injuries and illnesses to know how to use the toolbox and menu we come with.”

That's especially true in domestic violence/intimate partner violence cases, she says, “because the patient may not be ready to leave [an abusive partner]. You need some finesse in teaching exit strategies and [ways to] keep themselves safe.”

The training, in reality, never ends. There are continuing education courses, with caregivers presenting talks on a broad

range of topics. The International Association of Forensic Nurses offers training sessions to help nurses keep their skills sharp and ensure that they're following best practices.

“Then we do a lot just within our own department with peer review,” Amy says. “I review every chart and case that comes through, but I have other nurses who do that too, so that we all can learn from each other.”

### Improvements in care

The SANE units in North Carolina and Kansas are housed near, but not adjacent to, emergency rooms. They're intentionally not a part of the ER, even though that's where many victims first enter the hospital.

Jackie explains that abuse victims typically need a quiet space where they can feel safe and unhurried. The one-on-one examinations and assessments can last from four to 12 hours and can be labor intensive. But they are necessary to ease tensions and build trust.

Amy notes that Wesley Hospital officials supported remodeling to create a beautiful space for her unit, incorporating suggestions for a warm, welcoming atmosphere with comfortable furniture and toys for children.

“When someone comes in and is talking about possibly the worst day in their life, you don't want it to be so sterile,” she says.

HCA Healthcare also ensures that nurses have the best equipment available.

“They have never said ‘no’ to me. I can't say that enough,” says Jackie. “They provided two \$15,000 Cortextflo cameras, one for each site.”

The forensic-grade cameras — an invaluable tool — can detect bruises before they surface, ensuring that the nurses can collect the most accurate images possible.

### Partnering with police and social agencies

Jackie and Amy emphasize that patient care is always the primary goal, but their job also requires them to work closely with law enforcement and social agencies.

“I am a nurse first, so the first thing I want to know is, ‘Are you OK?’ Then, what's medically wrong? Can we fix the medically wrong things before we start talking about evidence collection?” says Jackie. “Then we have extra-special training in looking at injury and injury

patterns and things that are most common with these types of violence.”

Forensic nurses will typically stay with their patients throughout the assessment process, not only to ensure continuation of care but also to avoid the mishandling of evidence. Although many abuse cases are settled before reaching trial, forensic nurses must be prepared to testify regarding the patients they've cared for.

Forensic nurses can also counsel and educate patients, steering them toward services such as safe housing options. Successful SANE programs establish solid working relationships outside the hospital with law enforcement, the courts and social service agencies.

### Improving awareness

Forensic nurses also educate others about their work, both inside the hospital with other nurses, physicians, technicians and executives, and outside, with partners, nursing schools and the general community.

“It's a constant — educating the staff and ensuring that everybody's on the same page with our types of patients,” says Amy. Her staffers also leverage their own social networks, such as church groups, to discuss their programs. “And we go to nursing schools, because those nurses are going to be on the front lines.”

Jackie and Amy also work with school systems and participate in events like Take Back the Night to highlight their services.

The more patients know, the better prepared they are to make better choices. Education, says Amy, is key to dispelling many myths surrounding reporting abuse.

“I don't think the kids or the adults will ever know how many hands, hearts and prayers are invested in their lives,” says Amy. “Even when we go to the multidisciplinary team meetings, there are probably 20 or 30 people working for that patient and their family.”

The calling to become a nurse is a rare and beautiful thing. At HCA Healthcare, we are grateful for the caregivers throughout our facilities who are actively changing — and often saving — the lives of their patients.

*For any victim of abuse, the National Domestic Violence Hotline is 1-800-799-7233. ♦*

## More Ways of Protecting Colleagues and Communities

### Medication Diversion Toolkit

HCA Healthcare's Medication Diversion Toolkit initiative — known as “Speak up because you care” — offers educational and emotional well-being resources to promote a culture of safety for colleagues and to reduce the risk of medication diversion to patients, colleagues and communities.

### 'Crush the Crisis'

HCA Healthcare's annual “Crush the Crisis” prescription drug take-back day, an event that aligns with the Drug Enforcement Administration's National Prescription Drug Take Back Day, included more than 100 facilities across 17 states last year.

Approximately 54,400 pounds of unused or expired medications have been collected since HCA Healthcare began the enterprise-wide initiative in 2019.

### Stop the Bleed®

In recognition of May's STOP THE BLEED® month, HCA Healthcare's trauma and emergency services teams across the enterprise conducted life-saving training for more than 4,500 community members and non-clinical colleagues at many of our facilities and campuses. STOP THE BLEED® — an initiative of the American College of Surgeons, the Committee on Trauma and the Hartford Consensus — is a national awareness and education campaign focused on saving victims from bleeding to death, which is the number one preventable cause of death after an injury.



Read more online about these community initiatives.



### More Online:

Read more about the patient-caregiver connection.





**A Conversation With Michael Hasty, M.D.**  
Chief of Emergency Medicine  
TriStar Centennial Medical Center  
Nashville, Tenn.

## Colleague Q&A:

# A Family’s Legacy of Compassionate Critical Care

Michael Hasty, MD, thought he’d pursue law but ultimately chose emergency medicine—just like his father did.

It wasn’t Michael Hasty, MD’s original plan to follow in the groundbreaking footsteps of his father, Norman Hasty, MD. When he first left Nashville, Tennessee, to attend Washington and Lee University in Virginia, he meant to pursue a very different career.

“Coming out of high school, I didn’t want to pursue medicine,” says Dr. Hasty, chief of emergency medicine at TriStar Centennial Medical Center in Nashville. “I didn’t love the science part. I thought I was going to law school. But then, my freshman year of college, I started

thinking, ‘What do I want to do every day? To help people.’ So I was drawn back to medicine.”

Dr. Hasty completed his residency in emergency medicine at the Indiana University School of Medicine in Indianapolis and then returned to Nashville for a position at Baptist Hospital, (now called Ascension Saint Thomas Hospital Midtown), where his father had worked. He joined the TriStar Skyline Medical Center’s emergency staff in 2006 and became chief of emergency medicine for TriStar Centennial in July 2019.

**Q: What first drew you to emergency medicine?**

**A:** My father was an ER doctor, a pioneer in the world of emergency medicine. He was part of the generation that helped build emergency medicine into a specialty. Seeing what he was doing and hearing about the care he was providing caught my interest from an early age.

**Q: What’s most rewarding about it?**

**A:** Every day is different. You have the ability to try to figure out what’s going on and make a positive impact in someone’s life. During medical school, every rotation I did, I tried to find out what was better than emergency medicine. And with the exception of trauma surgery, which I really enjoyed, I didn’t like anything else as much as emergency medicine.

**Q: And today?**

**A:** I really enjoy meeting people, hearing their stories and then helping to figure out what is going on. Sometimes that’s diagnosing their medical illness. Sometimes that’s listening to everything they tell you and learning that they’re in a behavioral health crisis and helping them manage that.

**Q: How many patients, on average, do you and your colleagues see daily, and how does that impact your work?**

**A:** We see between 100 and 110 patients per day in the adult emergency department (ED) at (TriStar) Centennial.

ED crowding is a nationwide reality. Much of this, at least in middle Tennessee, is because it’s difficult to find staffing. Even five, 10 years ago, we were talking about an impending nursing shortage, with experienced nurses retiring and fewer new nurses. This was accelerated during the pandemic. This creates a bottleneck in the ED, as new patients come into a department that’s already filled with patients.

**Q: What are common challenges facing emergency care?**

**A:** The traditional challenge of emergency medicine has been—and continues to be—having to make medical decisions

based on sometimes incomplete information in a fast-paced setting where minutes can determine the patient’s ultimate clinical outcome. At Centennial, we’re a tertiary care referral center, with almost every specialty available. Our ED population skews more complex, with more comorbidities and a high volume of behavioral health patients because we have a psychiatric hospital.

**Q: How are you and your team able to address those challenges?**

**A:** Prior to the pandemic, it was fairly uncommon for us to have a lot of admitted patients holding in our ED. We had a high number of nurses, so even if all beds were full upstairs, the hospital would creatively pull patients into a surgical waiting area or similar area to begin inpatient care.

Now, with fewer nursing resources, we’re changing how we operate, such as placing admits on hospital beds in the ED when we know they’ll be with us overnight, or working with the dietary department to make sure that everyone gets a meal.

**Q: What are some of your proudest moments in the ED?**

**A:** We’ve always had the opportunity to care for a lot of people experiencing behavioral health emergencies, and the pandemic has increased this. Centennial has implemented enhanced care for our behavioral health patients. Measures include opening a behavioral health area separate from our ED, where it’s calmer and quieter and offers patients dignity and privacy.

**Q: What stands out to you about the team you’re working with?**

**A:** The physicians, PAs (physician assistants) and NPs (nurse practitioners) who work with me are excellent clinically. They’re resilient through difficult times and dedicated to improving patient care. When we start a new process that will make the flow of the department better or help us take better care of people, they buy in. If they have concerns or questions, we all discuss them and make sure we agree. We trust each other, and all of us provide great care. We support each other in caring for patients and each other. The team is able to keep patient care our focus. Centennial is lucky to have such a great team of providers.



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