Message From the CEO

HCA Healthcare Colleagues,

Last year we rolled out our enterprise brand, which defines why we exist as an organization and connects each of us to the larger purpose we have of providing healthier tomorrows for the communities we serve. This issue of HCA Healthcare Magazine celebrates how the great people within our organization do just that for our patients, for our communities, and for each other.

HCA Healthcare colleagues are unique—unique because of their passion; unique because of their commitment; and unique because of their compassion for others. I have seen you put your full effort into everything you do to improve the lives of others. Because our day-to-day responsibilities can be highly complex, I urge all of you to reconnect with why you pursued a career in healthcare and ask yourself, “Who do I work for?”

Personally, I work for you. I work for our physicians. And ultimately, I work for our patients. As CEO, it is my job to make sure our company has both a culture that puts the patient first and a strategy that is designed to accomplish our mission and business objectives. Also, it is my job to make sure our people—our nurses, our doctors, and our support staff—have the resources and training they need to succeed and deliver the highest-quality care to our patients in the most efficient manner. Our patients deserve this; they depend on us for this; and it is our job to deliver on it.

Throughout this issue, you will hear from other colleagues about who they work for (page 8); how each of us plays an essential role when providing an excellent care experience (page 12); the support our HCA Healthcare Hope Fund extends throughout our work family (page 16); the value our Employee Advisory Groups create for our organization (page 18); and more.

In addition to this print magazine, I am excited to announce the new digital version of HCA Healthcare Magazine, located at HCAhealthcare.com/magazine. This site includes the current and previous issues of the magazine as well as exclusive digital content, which will be published throughout the year.

I hope you find as much inspiration in these stories as I do. It is amazing how much we can accomplish together, and I look forward to continuing to create healthier tomorrows alongside each other.

Sam Hazen
CEO, HCA Healthcare

“...to use our training and skills to the best of our ability, but also to never lose the human side of what we do.”

— Barbara Sawyer, CCRN, RN
Nurse, Air Medical Transport
Mission Hospital
Asheville, N.C. (“The Care Experience,” page 12)
Who is HCA Healthcare? We are more than a quarter million colleagues working together to give people healthier tomorrows.

PUTTING PATIENTS FIRST
We use our scale and skill to deliver superior, patient-centered care.

81% | Our U.S. hospitals consistently receive safety grades that top the national average. In the fall of 2019, 81% received an “A” or a “B” from The Leapfrog Group, versus 58% of non-HCA Healthcare U.S. hospitals.

3.8M | Our pioneering SPOT (Sepsis Prediction and Optimization of Therapy) technology detects sepsis earlier, speeding treatment of this potentially deadly condition. SPOT was used to monitor 3.8 million patients in 2018 and was recognized in 2019 with Red Hat’s Innovator of the Year Award.

31% & 40% | In 2019, our ABATE (Active Bathing to Eliminate Infection) study—conducted in 53 HCA Healthcare hospitals and involving 330,000 patients—showed a 31% reduction in bloodstream infections in non-ICU patients with devices and a 40% reduction in infections from antibiotic-resistant bacteria.

SERVING OUR COMMUNITIES
We invest in creating healthier communities where patients live and colleagues serve.

$4.2B | In 2019, we invested $4.2 billion in capital to expand services or bring new services to hundreds of areas. Also in 2019, we employed approximately 280,000 people, with combined payroll and benefits of $23.6 billion.

3,800 | Our colleagues volunteered 187,000 hours and donated $10 million to more than 3,800 organizations in 2019; as an organization, we donated $4.9 million in matching funds.

$300M | In 2019, we committed up to $300 million (over three years) for paid family leave, tuition reimbursement, student loan assistance, scholarships and other programs.

SUPPORTING OUR COLLEAGUES
We invest in technology, education, benefits and infrastructure to support our colleagues and their families.

$3.7B | In 2019, we spent more than $3.7 billion (estimated) for delivery of charity care, uninsured discounts and other uncompensated care, and we provided more than $45 million in charitable contributions across the enterprise.

35K | The HCA Healthcare Hope Fund assists colleagues impacted by natural disasters, health conditions, domestic violence, death of a loved one and other hardships. Since its inception, the Hope Fund has provided more than $57 million in assistance to fund more than 35,000 requests.

BEING A RESPONSIBLE CORPORATE CITIZEN
Doing good is a nonstop effort that extends well beyond our physical facilities.

80 | As a member of Practice Greenhealth, we’ve received more than 80 Environmental Excellence Awards.

10 | For 10 consecutive years (through 2018), HCA Healthcare has been recognized by the Ethisphere Institute as one of the World’s Most Ethical Companies.

6,000 | We’ve made it a top priority to “Crush the Crisis” by fighting the nationwide opioid epidemic. With the help of local law enforcement agencies, we collected and safely disposed of nearly 6,000 pounds of unused and expired prescription medications at more than 100 hospitals in 16 states.
Whether it’s by delivering bedside care to a patient, preparing nourishing and delicious meals or educating the next generation of clinicians, together, we are delivering care like no other.

IN THE KNOW
We measure results by what matters most: the positive impact we have on our patients, our colleagues, the communities we serve and the nation’s standards of care. We believe the care we deliver can change the care delivered everywhere.

80 | A family leave benefit launched in 2018 provides up to 80 hours of paid time away from work each year to bond with a new child or care for an eligible dependent with a serious medical condition.

1 of 17 | In 2018, roughly 1 out of every 17 babies in the U.S. was born in an HCA Healthcare hospital.

260 | We’re the nation’s largest sponsor of residency and fellowship programs, with more than 3,990 residents and fellows across more than 260 programs in 54 hospitals throughout 15 states (for the 2019–2020 training year).

400+ | Through the Sarah Cannon Research Institute, we’ve conducted more than 400 first-in-human clinical trials.

Less Than Half | As of 2018, the maternal mortality rate at HCA Healthcare hospitals is less than half the national rate.

30K | Since 2012, we’ve hired nearly 30,000 veterans and military spouses across the country, and we’ve committed to adding 1,100 military spouses to our ranks in both 2020 and 2021.

FIGURES OF REACH
In 21 states and the United Kingdom, our scale helps us deliver great patient outcomes, provide superior nursing care and be a preferred place for physicians to practice medicine. (As of February 2020)

PEOPLE

~280K colleagues
98K nurses
~47K active and affiliated physicians

PATIENTS

219K+ babies delivered annually
~9.2M ER visits annually
13.7M+ physician-specific patient encounters annually
~35M patient encounters annually

PLACES

184 hospitals
123 ambulatory surgery centers
170 urgent care centers
104 freestanding ERs
1,364 physician practices
236 telehealth facilities (includes free-standing ERs)

Since December 2019, approximately 2 million patients have been empowered by the use of our online personal health portal, MyHealthONE, to manage their own healthcare services through the convenience of their mobile device or computer.

In 2019, we recycled more than 74 million pounds of construction waste, repurposed more than 28 million pounds of waste through hospital recycling programs and diverted more than 1.1 million pounds of devices from landfills for reprocessing.

In 2018, roughly 1 out of every 17 babies in the U.S. was born in an HCA Healthcare hospital.

Mark Mitchell, U.S. Army Project Manager II, ITG Nashville, Tenn.

Sandra Baroni, RN Kendall Regional Medical Center Miami, Fla.

Raul Machin Manager, Radiology Kendall Regional Medical Center Miami, Fla.

Since 2012, we’ve hired nearly 30,000 veterans and military spouses across the country, and we’ve committed to adding 1,100 military spouses to our ranks in both 2020 and 2021.
“It brings me joy when a patient I’ve cried with finishes treatment, is doing well and comes back to visit. It reminds me that my job matters.”

— Jenny Ashun, RN
Medical City Dallas Hospital

While some would say they work for a company, a boss or even a paycheck, most colleagues would agree that we all work for something bigger and much more human.

For these HCA Healthcare colleagues, concern for others and a desire to make a difference extend far beyond the workplace. Fortunately, they’re able to “fill their cup” thanks to the organization’s support.

TONY JONES
Client Executive, CereCore (a provider of technology and EHR services that support the core of health system operations)
Brentwood, Tenn.

Some people embody the adage, “It’s better to give than to receive.” Tony Jones does.

“What most impressed me about my father was that, when I was young, he’d still make house calls,” says Tony, the son of a nurse and a physician. “He came from a very modest family, and he understood that not everyone was able to pay their medical bills. He cared first about the patient and getting them better, and then worried about the finances.”

As a result, Tony’s father had an enormous impact on his eldest son, nurturing a true sense of caring. In the past 15 years, Tony has traveled to the sites of many natural disasters to assist colleagues in need.

“I’m a helper at heart,” he says. “I’ve been involved...”
with the HCA Healthcare Hope Fund since its inception. When Katrina flooded New Orleans, my team and I worked around the clock for weeks to support our impacted colleagues. 

Tony and his colleagues provided a disaster hotline that the affected colleagues could call to get information, including the status of their paychecks. With the help of other departments, they continued processing payroll to ensure colleagues had the finances to deal with the hardships. 

“I’ve been fortunate to help our colleagues in Houston after Hurricane Harvey and in Panama City [Florida] after Hurricane Michael,” says Tony. “I’ve never been so humbled after Hurricane Harvey and in Panama City after Hurricane Michael.” 

For the past seven years, Jenny Ashun has been a member of the Bone Marrow Transplant (BMT) Unit at Medical City Dallas Hospital, where she has made a positive impact in the lives of patients and their loved ones. “As a BMT nurse, I’m part of the patient journey,” says Jenny. “Having a diagnosis of leukemia, lymphoma, or any cancer can be detrimental to anyone. Many patients feel lost and in despair. I’ve walked alongside patients who are newly diagnosed, taking care of them during treatment and then through transplant. It brings me joy when a patient I have cried with finishes treatment, it is doing well and comes back to visit. It reminds me that my job matters.” 

Cheryl Allen’s passion for creating healthier tomorrows has an impact inside and outside her facility. Through the facility’s “Green Team,” Cheryl promotes numerous recycling efforts. “I love what I’m doing,” she says. “The most joy and satisfaction come from the committees I’m on, including the Employee Advisory Group, the Green Health Sustainability Team and the Department Safety Officer Committee.” 

HCA Healthcare, says Cheryl, has long been dedicated to helping the environment, leading to the creation of initiatives such as Greening the OR, the Healthier Hospitals Initiative and helping make medicine virtually mercury-free. “Through HCA Healthcare, we’re also a member of Practice Greenhealth and have been recognized with PGH Environmental Excellence Awards for our efforts in our community.” 

Cheryl’s dedication to promoting sustainability also extends to her work with community groups. She has been responsible for organizing a Surplus Office Supplies Day and a used-shoe drive for Water From Afar. They’ve collected more than 2,500 pairs of shoes that, when sold, help build water-purification systems in Haiti and Kenya. 

“I love the feeling you get knowing that you’re helping someone,” she says. “I cannot imagine not having fresh water to drink. The thought is heartbreaking. 

“I work for a sustainable future,” says Cheryl. “I’m blessed to be surrounded by a dedicated team, here and nationally. Without it, and our administration’s support, this wouldn’t be possible.”

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Cheryl Allen
Administrative Assistant
Lee’s Summit Medical Center
Lee’s Summit, Mo.

“I work for providing a lifeline of hope to communities in need.”

— Tony Jones

As a maintenance engineer, Thomas Andor works hard to keep the hospital humming. His dedication to ensuring HCA Healthcare colleagues and patients are safe, coupled with his impressive plumbing and mechanical skills, extends far beyond the walls of the hospital. He also uses his plumbing expertise to help the homeless in Fort Lauderdale through a group called Showering Love. The nonprofit—founded by Thomas’ sister-in-law—uses a converted city bus, dubbed “Grace,” as a mobile cleaning facility, providing hot showers, hygiene kits, and other items and services for the housing insecure, he says. “We help build bridges by facilitating haircuts, wellness checks, hot meals and nonperishable foods, and by connecting guests with programs to build self-sufficiency.”

The hospital, he says, supports the effort with clothing and toiletry drives. Aid also comes in the form of matching donations from the HCA Healthcare Foundation. A large part of Thomas’ job at Mercy Hospital and with Showering Love includes something much less tangible than physical labor: “serving our guests with dignity, respect and love,” he says.

“I work for humankind. We can all make the world a better place by being the best person we can possibly be.”

Thomas Andor
Maintenance Engineer
Mercy Hospital
Miami, Fl.

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Providing exceptional care is at the core of who we are as an organization, requiring a large team of dedicated people—including many colleagues who work in less-visible, but still vital, roles.

The Care Experience

Experiences with healthcare services are created by interactions throughout a patient’s care journey, before, during and after they spend time in our care facilities. It takes many colleagues working hand in hand, sometimes behind the scenes, to provide an exceptional patient care experience. The colleagues featured here epitomize the skill, passion and dedication required to create a positive care experience from start to finish.
The first person you see at a hospital often sets the tone for everything that follows. Nearly eight years ago, Andrew went to work for the valet team at St. Mark’s, greeting patients and visitors the moment they arrive.

“Our jobs is to help simplify the patient’s visit and offer important support on arrival and departure,” Andrew says. “Whether you need a wheelchair, directions or help with anything, I’m here for you. Often these moments are their first experiences at the hospital and it’s really important to capture patient experience, so they feel very confident and cared for.”

Andrew’s role has also become an education.

“That is one thing I support the more we can do to improve patient experience. I am always able to share wisdom based on my years of experience,” he says. “It’s important to improve one’s training and skills to be the best of our ability, but also to never lose the human side of what we do.”

Proper nourishment is one of the keys to good health. Hilary provides individual consultations to answer patients’ questions and, more importantly, help them develop strategies to adopt necessary lifestyle and diet changes.

“I’ve also been able to teach free classes for patients before and after surgery, and lead support groups for ongoing engagement,” Hilary says. “Everything that our program has now is because patient have requested it, or we saw an opportunity to exceed their expectations even further.”

“The original attraction was that I was able to do anything I wanted to do, whether it’s to help patients with their procedures,” Mehul says. “I always strive to create a connection with anyone whose path I cross so I let them know that I’m invested in their person, am interested in their life and care about where they’re going.”

“Getting so much satisfaction knowing I made someone’s day a little better. It feels good to hear a patient say, ‘I was nervous about being here, but after speaking with you, I feel better.’”

Barbara Sawyer, CCRN, RN
Nurse, Air Medical Transport Mission Hospital
Asheville, N.C.

In emergency situations, many patients arrive via ambulance. In extreme cases, they may require air transport. This is Barbara’s world. She’s been a flight nurse with Mission Hospital for 35 years.

“There are times when we arrive and take over patient care, and the task feels daunting. But the two of us—nurse and medic—give the care we’ve trained to provide. Our goal is to deliver the patient and better state than we received them.”

“Having raised her own family and cared for her parents and in-laws, Barbara understands the circle of life and cherishes the moment she’s able to share wisdom based on her own experiences,” she says. “I’m always able to share wisdom based on my years of experience,” she says. “It’s important to improve one’s training and skills to be the best of our ability, but also to never lose the human side of what we do.”

Janice says her life experience helps her relate to every patient. “I always strive to create a connection with someone whose path I cross so I let them know that I’m invested in their person, am interested in their life and care about where they’re going.”

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Janice Hansen
Patient Admitting Representative
Women’s Wellness Center at Ogden Regional Medical Center
Ogden, Utah

Dustin Massey
Supervisor of Contact Center Operations
National Contact Center Management Group
Nashville, Tenn.

Patient care often begins long before a hospital stay and continues long after discharge. Dustin knows this fact better than most. He oversees a 16-member team dedicated to enhancing the interactive patient experience for approximately 11,000 patients from across the country each month.

“Lead a team of patient care liaisons who support our patients and their caregivers in using MyHealthOne [our patient portal] and other portals systems via phone, email, and social media,” Dustin says. “I still make an effort to make everyone on his team be a kind, caring and compassionate in every conversation with those they serve. ‘You never know what someone is going through or how a caring attitude might impact their day.’”

Rameshwar “Dinesh” Charran
Maintenance Technician
Trident Medical Center
Charleston, S.C.

“Patients benefit from our being able to work closely with patients and their families,” he says. “Our job is to help simplify the patient experience for them, so they feel very confident and comfortable and making sure that everything is in working order. It’s a pleasure working with a team that appreciates my efforts.”

Semetta Williams
Department Secretary/Patient Advocate
Trident Medical Center
Charleston, S.C.

Semetta has a passion for helping others, making her an ideal patient advocate.

“Her work may go unnoticed by others,” Dinesh says. “My greatest joy is knowing that patients are comfortable and making sure every single thing is in working order. The little things really can make a difference in a patient’s day.”
Caring Is Our Cornerstone

Here we highlight four programs that show a history of caring within HCA Healthcare.

Most people face challenges that require the occasional helping hand, or at least a gesture of kindness and goodwill. The HCA Healthcare Hope Fund is one such resource. Its purpose: to provide colleagues with financial support during difficult times and a lifeline to reassure them that they’re not alone when unforeseen situations lead to an overwhelming financial hardship.

Gloria Thompson (pictured above), a telecommunications coordinator at John Randolph Medical Center in Hopewell, Va., understands firsthand how the financial hardship.

Her husband, Ernest, was diagnosed with sickle cell anemia as a child and told he wouldn’t live past age 18. He defied the odds, living to 58, and together they were in a doctor’s office the week before Thanksgiving in 2018 when they received news that rocked their world. Ernest learned he had stage 4 lung cancer. Again, he was told he had little time, and this time the prediction proved correct. He passed away in early March 2019.

Gloria says she “ran straight to the funeral home to pay. It was such a blessing to receive relief from the burden and stress.”

Through losing her husband was incredibly difficult, Gloria says she’s grateful for the years they had together. Moreover, she’s grateful for the assistance she received and happy to know the HCA Healthcare Hope Fund is there for colleagues across the organization who may also face an unexpected personal hardship.

“During the time you’re in crisis, you may not even think about it,” she says. “You have this available to you. It’s a life-changer.”

Even before she needed help, Gloria was a loyal supporter of the HCA Healthcare Hope Fund. She encourages her colleagues to “please continue to give. You never know when it may be someone you know and work with or even yourself who needs help.”

Gloria’s story exemplifies HCA Healthcare’s commitment to colleagues. Beyond the HCA Healthcare Hope Fund, other entities help colleagues recognize their humanitarian efforts, build healthier communities and develop leaders.

A few of these high-impact programs, which are part of our HCA Healthcare brand, were selected to lead the way in showing how all our entities speak and look alike as part of the HCA Healthcare family. Over the next few months, you’ll notice some changes to the logos and visual identities of our HCA Healthcare Hope Fund, HCA Healthcare Foundation, HCA Healthcare Leadership Institute and Awards of Distinction program.

The HCA Healthcare Foundation is our philanthropic arm, promoting health and well-being, supporting childhood and youth development, and fostering the arts in the communities we serve. In partnership with our colleagues, the foundation seeks to accomplish this mission by providing leadership, service and financial support to effective nonprofit organizations working individually and collectively. Since its inception in 1997, the foundation has provided more than $214 million in grants to community organizations.

The HCA Healthcare Leadership Institute focuses on building leaders who embrace our culture, grow our business and lead the industry. It advances our organization’s vision by building strategic and operational capabilities, rapidly deploying best practices and cultivating leaders who exemplify HCA Healthcare’s values. The founding principle of the leadership institute is that well-equipped leaders create an engaged workforce, which results in better patient experience, higher retention and better business outcomes.

Finally, the Awards of Distinction program recognizes individuals who help us achieve our purpose to give people a healthier tomorrow. The program includes the Frist Humanitarian Awards, Excellence in Nursing Awards and Innovators Awards, which recognizes standout individuals who create healthier communities, care for patients like family and raise the bar for the entire healthcare industry.

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Everyone deserves to be heard. HCA Healthcare’s Employee Advisory Groups (EAGs) are an effective way of ensuring that happens.

Why did you join the EAG?

**Trent:** I was excited to share in the voices of all departments and make a difference. It was an opportunity I simply could not pass up.

**Kristi:** My unit didn’t have an EAG representative, and I felt we were missing out on crucial information. My participation gave us a voice within the facility.

**Ritchie:** When I first started at Sarah Cannon, many of the colleagues who mentored me were members of the group. They always talked about how well it could affect change and make the organization better. I wanted to be a part of that.

What’s the most meaningful aspect of being involved in the EAG?

**Trent:** I’m able to hear from fellow colleagues, collect information on concerns and help make a difference through the suggestions and support of the group. It really shows that our organization values our colleagues’ opinions.

**Kristi:** Being part of the EAG has helped me understand the challenges other units have. It’s a great networking tool within the facility.

**Ritchie:** The implementation of the “Get Involved Card.” It’s a way for colleagues to track their engagement with activities sponsored by the group as well as other volunteer opportunities throughout the community. Colleagues can redeem their cards for a chance to win prizes. It has really worked to get colleagues more engaged.

What change has been the most well received by your colleagues?

**Trent:** Before Thanksgiving, the EAG started a silent auction of gift baskets to benefit the HCA Healthcare Hope Fund. Colleagues donated time, items and money to help create the baskets. This past year we auctioned off more than 40 baskets, along with prime parking spaces, raising more than $7,000.

**Kristi:** With the addition of a light-rail stop at our hospital, safety has been a huge issue. The EAG has communicated the security changes put in place by the facility, helping to ease those concerns.

**Ritchie:** The implementation of the “Get Involved Card.” It’s a way for colleagues to track their engagement with activities sponsored by the group as well as other volunteer opportunities throughout the community. Colleagues can redeem their cards for a chance to win prizes. It has really worked to get colleagues more engaged.

How does your EAG operate?

**Trent:** We meet monthly to review our action items, focus on current events, discuss new ideas and address concerns from individuals and departments. The EAG strives to represent the hospital’s complete demographic—and that includes the full support of our administration.

**Kristi:** Our EAG meets on the first Thursday of each month. We give members a chance to share a connect-to-purpose issue. We also go over the stoplight report, vote for the facility employee of the month and hold discussions. Our EAG representatives serve as communication champions, keeping our colleagues informed.

**Ritchie:** We have a chair who leads the group. It’s divided into five committees—Outreach, Events, Communications, Lunch and Learns, and Remote/WFH [Work From Home]—each led by a co-chair. Members are on multiple committees that fit their strengths, skills and interests. 

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**THE INTERVIEWEES** (from left)

- **Trent Pulley**
  Communications Supervisor
  St. Mark’s Hospital
  Salt Lake City, Utah

- **Kristi Evans**
  OR Systems Coordinator
  Sky Ridge Medical Center
  Lone Tree, Colo.

- **Ritchie Patton**
  Senior Regulatory Affairs Specialist
  Sarah Cannon Research Institute
  Nashville, Tenn.

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**“When I first started at Sarah Cannon, many of the colleagues who mentored me were members of the EAG. They always talked about how well it could affect change and make the organization better. I wanted to be a part of that.”**

-- Ritchie Patton

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