



HCA  **Houston Healthcare®**
Northwest
Partially physician-owned to be invested in your care

Annual Nursing Report

2024

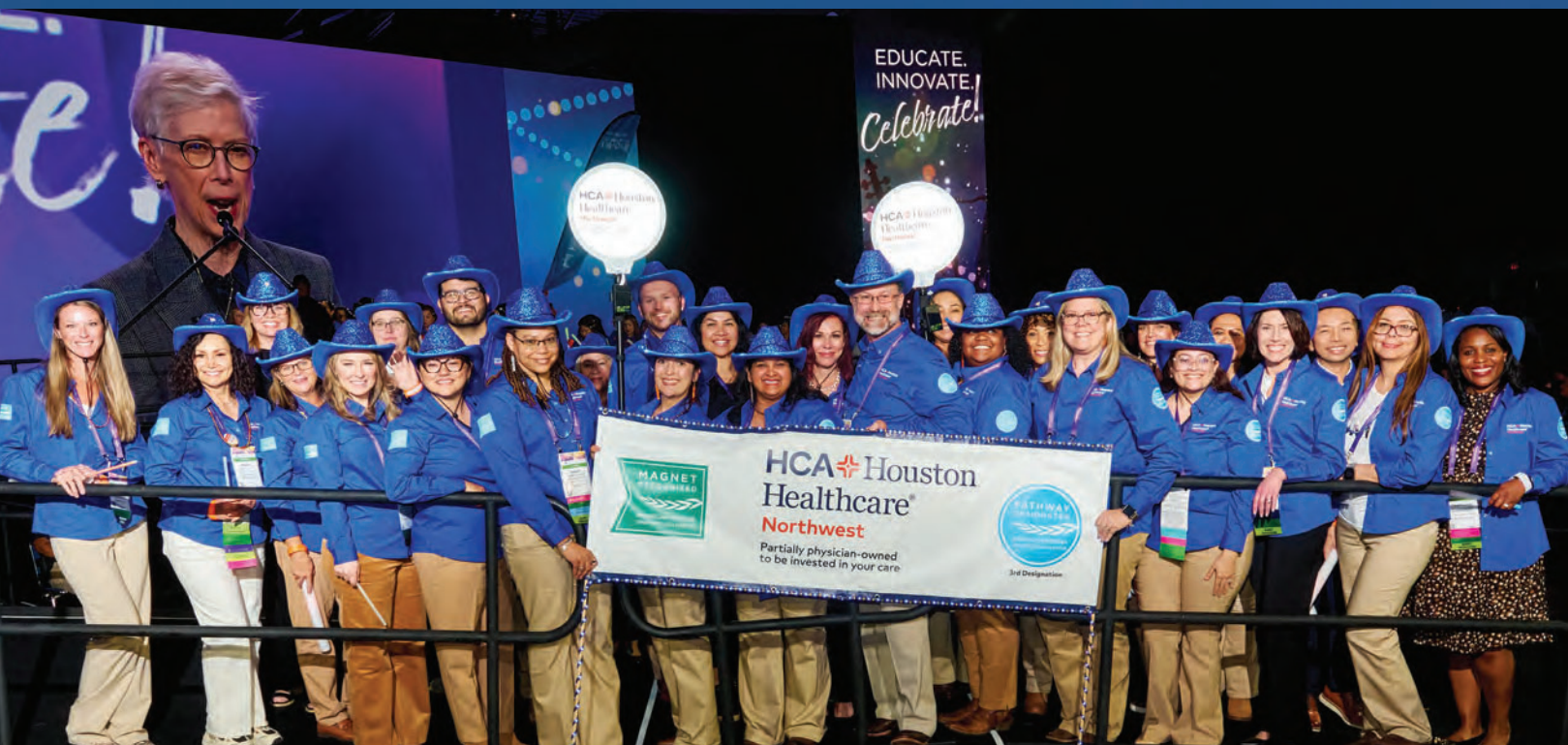


TABLE OF CONTENTS

Introduction

	Mission, Vision, Values
3	A Message from the Chief Nursing Office
4	Strategic Plan
5	Professional Practice Model
7	Magnet Designation
7	Pathway To Excellence Designation
8	Nurse Practice Councils
9	Our Care

Transformational Leadership

10	Leadership Growth & Advancements
----	----------------------------------

Structural Empowerment

11	Nursing Certifications
12	Certified Nurses Day
13	Certified Colleagues
16	Nurses Day Celebration
17	DAISY Program
25	TULIP Program
31	Health Grades Recognitions
32	Good Samaritan Awards
33	Nurse Residency Program

Exemplary Professional Practice

35	Care Experience
36	Nurse Sensitive Indicators
37	Nurse Practice Council
38	Staffing Effectiveness Council
39	Clinical Safety Improvement Program (CSIP)
40	Sepsis Trends
41	Zero Harm Council
41	Great Catch Program
42	Rapid Response Team
43	Neuroscience
44	Chest Pain Program
45	Trauma Quality Outcomes
47	3 North IMU
48	5 North
49	6 North
50	5 South
51	6 South IMU
52	Interventional Labs
53	Dialysis
54	Free Standing Emergency
55	Inpatient Rehabilitation
56	Medical-Neurovascular ICU
57	Surgical-Trauma ICU
58	Surgical Services
59	Pre-Admission Testing & Pre-Anesthesia
60	Post-Anesthesia Care Unit
61	Labor & Delivery & Antepartum
62	Neonatal ICU
63	Mother Baby

New Knowledge, Innovation, and Improvements

64	Nursing Quarterly Updates
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Above all else, we are committed to the care and improvement of human life.

In pursuit of our mission, we stand by the following value statements:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all we serve with compassion and kindness.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.



Dear Colleagues,

Little did I know that our 2023 would be topped by our 2024! HCA Houston Healthcare officially joined the ANCC ranks as we “walked the stage” at the ANCC Magnet and Pathways to Excellence Conference. We knew that we were one of eight facilities recognized as both Magnet and Pathways to Excellence, we learned at the conference that we were the first (and only) facility to achieve BOTH designations within the same year!

I am proud of the work our team has done during 2024, and I’m thrilled to share their outcomes with you. Team Northwest continues to advance the care of those in our community and our collaborative efforts across all disciplines are the life blood of our ability to achieve such exceptional results.

Thank you for being part of our team, part of our community, and part of our growth!

Jeff Mills DNP, MBA, RN, NEA-BC
HCA Houston Healthcare Northwest
Chief Nursing Officer

Strategic Plan

Eliminate Harm & Mitigate Organizational Risk

- Integrate NASH technology into Safety Huddle
- Improve, Validate, & Sustain Hand Hygiene Practices
- Reduce & Address Inappropriate Devices Daily
- Assure & Validate Care for Site & Dressings
- Implement Bladder Management Program (BMP)

Optimize Care Effectiveness & Efficiency

- Alignment to Standardized Nursing Staffing Grids
- Expand Enhanced Surgical Recovery protocol and interventions to all service lines
- Execute & hardwire processes to hire RNs to core:
 - Requisition to Core & Hire Ahead
- Execute & hardwire processes to staff RNs to target:
 - Staff to Commitment at Scheduled Posting and at Pay Period End
- Optimize and hardwire Nurse Leader Rounding within all hospitals

Elevate Care Experience & Care Team Engagement

- Implement & Hardwire Evidenced-Based Tactics
 - New Graduate Residency
 - Competency based orientation
 - Clinical Nurse Coordinator Model Execution
 - Employee rounding
- Clinical Nurse Coordinator Model Execution:
 - Restructure Nursing Leadership Organization
 - Create Career Pathways
 - Improve Span of Control
- Execute Donna Wright Competency & Assessment Model
- Implement Competency Based Staged Orientation

Professional Practice Model

Our professional practice model (PPM) is the conceptual framework for our nurses, nursing care, and inter-professional patient care. It is a schematic description that depicts how our nurses' practice, collaborate, communicate, and develop professionally to provide the highest-quality care to our patients. The PPM illustrates the alignment and integration of nursing practice with the mission, vision, values, and philosophy that nursing has adopted. Our care delivery system is integrated within our PPM and promotes continuous, consistent, efficient, and accountable delivery of nursing care.



What does our model mean?

The Outer Circle includes Quality Outcomes, Evidenced-Based, Collaboration, Shared Governance and Professional Development.

Quality Outcomes – Nurses practice at every level of healthcare operations to improve patient outcomes in all areas of care.

Evidence-Based – Nurses participate in innovative practices as well as using a problem-solving approach to clinical decision-making within our health care organization that integrates the best available scientific evidence to guide their practice

Collaboration – Nurses have inter-professional collaborative partnerships with all members of the healthcare team. This collaboration results in open and objective information sharing, delivery of care and evaluation of outcomes for each patient.

Shared Governance – Nurses have the ability to share information and promote practices to increase structural empowerment, exemplary professional practice, transformational leadership, and knowledge and innovation.

Professional Development – Nurses seek professional development to enhance their professional practice. HCA Houston Healthcare recognizes and rewards nurses for their professional contributions to advancing their practice and profession in their nursing practice.

The Inner Circle which includes Holistic, Commitment, Integrity, and Compassion all reflect the nursing attributes that promote a healthy clinical environment where each colleague is respected.

Holistic – When caring for colleagues and patients, nurses treat the whole person, taking into account the body, mind, spirit, culture, socioeconomic background, and environment.

Commitment – Nurses are dedicated to provide optimal patient care and enhance the nursing profession.

Integrity – Nurses are honest, have strong moral principles and possess moral uprightness that is reflected in their patient care.

Compassion – Nurses are empathetic and show genuine concern for others. The Diamond Plus – As a diamond represents lifelong commitment, faithfulness and is a symbol of a promise; the nurses of HCA and the care they give represent this same commitment to their patients.

The Diamond Plus – As a diamond represents lifelong commitment, faithfulness and is a symbol of a promise; the nurses of HCA and the care they give represent this same commitment to their patients. The diamond in the center represents the patients and their families that we serve.

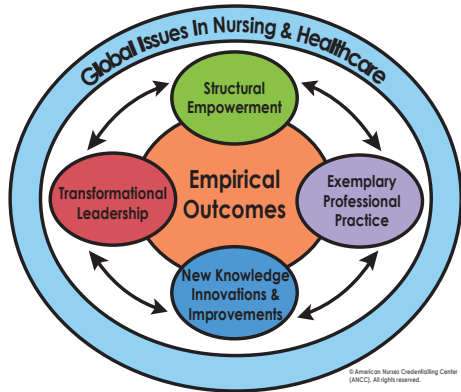
Through our Professional Practice Model, we create and sustain a culture of quality and care that continually reflects that “above all else we are committed to the care and improvement of human life”.

Magnet 2023



On Dec 20, 2023, HCA Houston Healthcare Northwest became the first Magnet facility within HCA Gulf Coast Division. We joined 17 other HCA facilities nationwide to achieve this highly coveted ANCC Designation. This demonstrates our commitment to improving the lives of others and upholding the highest level of professional nursing care and excellence.

We also made International history in the ANCC by being the FIRST hospital to achieve both Magnet (1st Designation) and Pathway to Excellence (3rd Designation) in less than 1 (one) year!



ANCC Magnet-recognized organizations serve as the fountain of knowledge and expertise for the delivery of nursing care globally. Overarching the Magnet Model Components is an acknowledgment of Global Issues in Nursing and Health Care. To the left is a description of the five Model Components that we continue to reflect in our nursing care and patient outcomes.

Pathway to Excellence 2015, 2019, 2024



HCA Houston Healthcare Northwest is also proud to be the recipient of Pathway to Excellence Third Designation hospital in 2024. Our first designation from the ANCC for Pathway to Excellence was in 2015, second being in 2019 and third in September 2024. HCA Houston Healthcare Northwest is one of only two facilities in the Gulf Coast division with this recognition; and the only one for HCA with a dual designation.

A Pathway to Excellence designated organization denotes development of a positive practice environment and demonstrate the six standards of the Pathway to Excellence framework:

- Shared Decision Making
- Leadership
- Safety
- Quality
- Well-Being
- Professional Development

Nurse Practice Councils

Nurse Practice Councils (NPCs) provide an essential platform for our nurses to engage with each other, and lead discussions about their clinical practice, professional development and implementing best practices measure that drive for optimal patient health outcomes.

The members are the unit practice council chairs and vice-chairs, who collaborate with interdepartmental issues that impact patient care and nursing best practices. The NPC members also actively participate in the adoption of new clinical products and equipment to disseminate to their respective clinical nursing team. These members also provide input for the revision and approval of nursing documentation standards and improved nursing practices that lead to quality improvement.

NPC/ Unit Name	Leader Support	Chairperson	Vice-Chair	Secretary
Clinical Nurse Coordinator	MaryClaire Dangel-Palmer Kristen Eberly	Julie Klassen	Raymond Escribano	
Nurse Practice Council	Jeff Mills Nadia Mohammed	Blake Cuneydi	Nakia Sanders	Claire Guerra
Night Watch Council	Michelle Gallegos	Judith Cubillo	Hang Huynh	Alesia Zentay
Emergency Dept	Amanda Hahn	Tiffany Mack		Elise Orange
Rapid Response Team	Carrie Pokorny	Ric Orta	Blake Cuneydi	
Medical Neurovascular ICU	Michelle Gallegos	Michelle Frank	Christine Hungerford	
Surgical Trauma ICU	Ric Peres	Claire Guerra		
Free Standing Emergency Dept	John Tieman	Rebecca Betz	Rob Stuart	
3 North IMU	Briyawna Wyatt	Nakia Sanders	Marissa James	
5 North	Camille Clark	Judith Cubillo	Ariowa Odiste	Naomi Emmanuel
6 North	Janet Mueller	Arlette Nkuissu	Michele Cruz	
5 South	Kristen Sciberras	Tina Coleman		
6 South IMU	Priscilla Castonguay	Josephine Silvederio	Sheridan Fayle	
IP Rehabilitation	Crystal Shepard	Mary Dong	Terri Sion	Maddie Kaiser
Operating Room	Nanette Introligator	Marissa Corpus	Terry Foreman	
Peri-Anesthesia	Babeth Cabacungan	Tammy Rodgers	Crystal Torres	
(Preop / ACC / Endoscopy / PACU)	Babeth Cabacungan	Andrea Smith		
Labor & Delivery	Laura Crockett	Kaci Merrifield		
Mother / Baby	Charlotte Hall (retired) Kelsey Lee	Dierra Jordan		
Neonatal ICU	Jordan Harden	Katie Griggs		

Our Care

HCA Houston Healthcare Northwest 2024 patient volumes.

Above all else, we are committed to the care and improvement of human life.



417

Licensed beds



16,928

Inpatient Admissions



2,065

Outpatient surgeries



84,213

Emergency room visits

Category	2023	2024	% Change	
Admissions	16,248	16,928	4%	↑
Trauma Activations	963	2,598	169%	↑
Inpatient Surgeries	3,738	3,647	2.4%	↓
Outpatient Surgeries	2,413	2,065	14%	↓
Deliveries	3,103	3,326	7%	↑
Neonatal ICU Admissions	185	250	35%	↑
ED Visits	70,926	84,213	18%	↑

Leadership Growth and Advancement

Jordan Harden MSN, RN, NPD-BC

Manager
Neonatal ICU

Jordan comes to us from HCA Gulf Coast Division Office where she has been a Clinical Education Specialist working with HCA Houston Healthcare Northwest’s newest nurses for the past four years. She began her career as a new graduate nurse in 2014 in the NICU and continued working in level III and level IV NICUs for six years. She also chaired multiple committees during her career and has led numerous initiatives to improve patient care. Jordan is passionate about professional development and mentoring and received her certification in Nursing Professional Development in August 2022.

Jordan received her bachelor’s degree in health education and master’s in nursing administration from the University of Texas at Austin. She is born and raised in Cypress, Texas and currently lives in Cypress with her husband, two children, a four year old boy, and two year old girl, and a Corgi. In her free time, she enjoys running, going to see live music, cheering on the Texas Longhorns and all Houston sports teams, and floating the river in New Braunfels with her family.



Kristin Sciberras BSN, RN

Manager
5 South Orthopedic/Surgical/Trauma

Kristin Sciberras has been named the 5 South Nurse Manager for HCA Houston Healthcare Northwest, effective April 11, 2024. Kristin obtained her Bachelors of Science in Nursing from University of Texas at Arlington.

Kristin is accomplished in leading unit-based groups to improve delivery of care and patient satisfaction by working in collaboration with multidisciplinary teams to help drive patient excellence and improve patient outcomes. Kristin has served in numerous roles during her tenure at HCA Houston Healthcare Northwest. She brings a wealth of knowledge and nursing expertise with over a decade of nursing experience.

Kristin started her time at HCA Houston Healthcare Northwest in the quality department as chest pain coordinator and then Patient Safety Manager. During her time as Patient Safety Manager Kristin worked collaboratively with interdepartmental teams to reduce falls. Her contributions to the fall program were instrumental in earning an exemplar during the Magnet designation in the area of falls with injury.

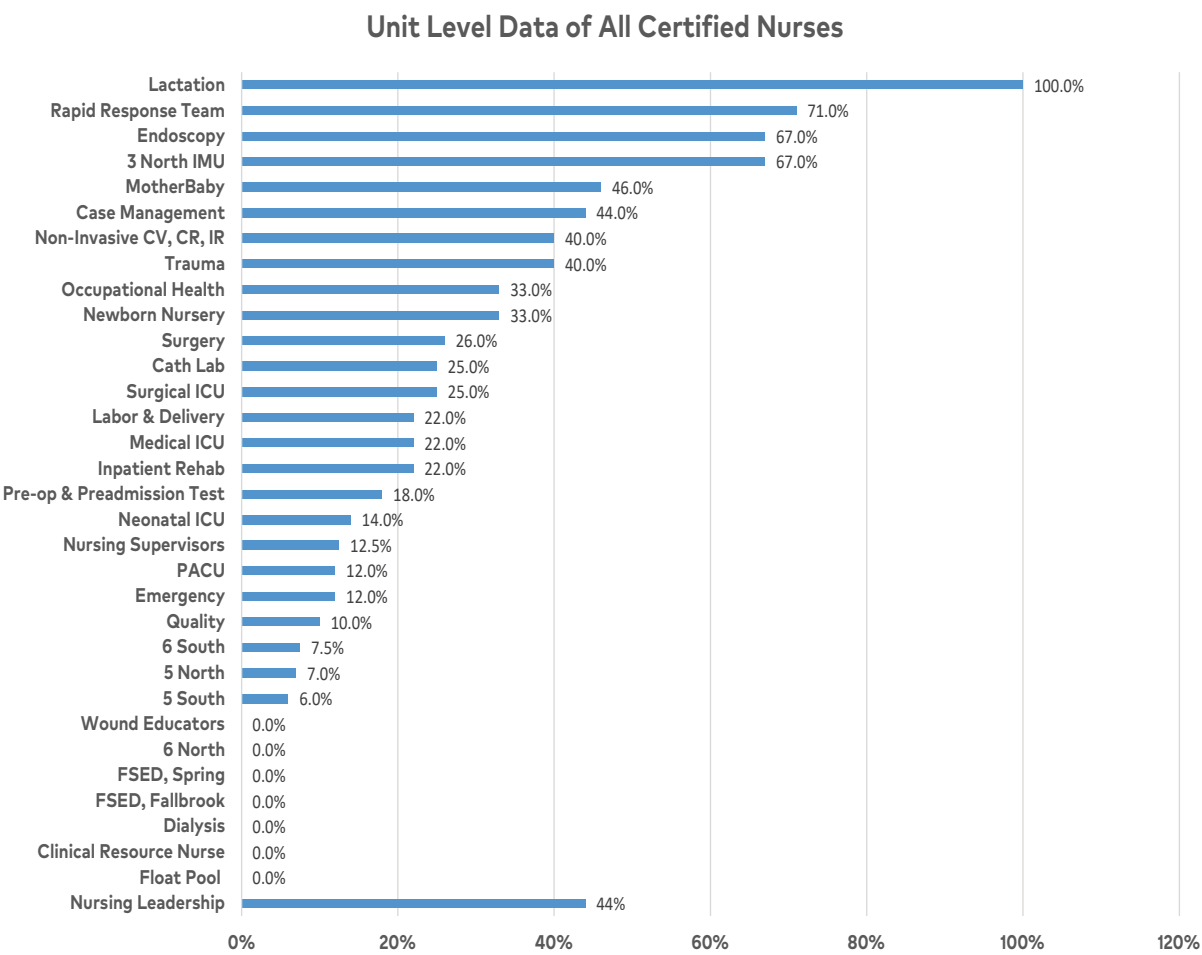
Kristin is passionate about providing quality care to our patients while also focusing on the experience that our patients and their families receive while at our hospital.

Outside of work, Kristin is married and has three children. She enjoys spending time with her family and traveling. Her favorite destination is any beach.



Nursing Certifications

HCA Houston Healthcare Northwest is committed to providing exceptional patient care by raising the bar for clinical excellence. HCA Healthcare has established certification programs to enhance and promote the professional growth of our nurses by newly acquiring or re-certifying in a nationally recognized certifications. HCA Healthcare has offered The Clinical Certification Support Program since February 2029. All registered nurses with greater than two years of experience in their clinical specialty are encouraged and supported to work towards completing their nurse certification. Our facility Magnet goal is to achieve greater than 51% of all eligible nurses being certified.



Certified Nurses Day

Certified Nurses Day™ is an annual day of recognition for and by healthcare leaders dedicated to nursing professionalism, excellence, recognition, and service. Every March 19, employers, certification boards, education facilities, and healthcare providers celebrate and publicly acknowledge nurses who earn and maintain the highest credentials in their specialty.

Certified Nurses Day™ honors nurses worldwide who contribute to better patient outcomes by choosing to complete a national board certification in their clinical specialty.

We honor and celebrate our HHHNW certified nurses with a certified nurse gift, food, treats, and fun with their fellow certified nurses. We acknowledge our Certified Nurses Day by inviting them to celebrate their accomplishments and professional growth as certified nurses.



Certified Colleagues

Labor & Delivery

Bally, Christine RN C-EFM
Bickmore, Allison BSN, RN, C-EFM
Brager, Rashidra RN, C-EFM, RNC-OB
Clark, Carolyn RN, RNC-OB
Cole, Kimberly RN, RNC-OB
Crittenden, Antionne RN, RNC-OB, C-EFM
Cruz, Christina BSN, RN, C-EFM
Dalcour, Shamekia BSN, RN, C-EFM
Dalcour, Shamekia RN, C-EFM
Eubank, Ashlon RN, C-EFM
Hunter, Kelly BSN, RN, C-EFM, RNC-OB
Latham, Summer BSN, RN, C-EFM, RNC-OB
Linden, Nayla RN, C-EFM
Magana, Victoria BSN, RN, CEN, C-EFM
Magee, Jamie RN, C-EFM
Martin, Faith RN, C-EFM
Martin, Tina BSN, RN, C-EFM
Merrifield, Kaci RN, C-EFM
McCline, Catasha RN, C-EFM
O’Neil, Catherine BSN, RN, C-EFM, RNC-OB
Randle, Karlycia BSN, RN, CVRN-Level I
Robinson, Star RN, C-EFM
Sanchez, Alice BSN, RN, C-EFM
Smart, Tshura BSn, RN, C-EFM
Smith, Claudette RN, C-EFM
Zahn, Melissa RN, C-EFM, RNC-OB

Nursery

Eapen, Maria RN, RNC-LRN
Riapolov, Kristen BSN, RN, RNC-LRN

Neonatal ICU

Berg, Michelle BSN, RN, RNC-MNN
Enriquez, Maria BSN, RN, RNC-LRN
Harden, Jordan MSN, RN, NPD-BC
Kemp, Jainele BSN, RN, RNC-NIC
Marroquin, Sandra BSN, RN, RNC-NIC
Nguyen, Sue BSN, RN, RNC-NIC
Reyes, Paige BSN, RN, RNC-LRN

Lactation

Galo, Anna, BSN, RN, RNC-MNN

Mother / Baby / Transition

Alexander, Shyla BSN, RN, RNC-MNN
Ali, Tahrima RN, RNC-MNN
Bui, Minhchau BSN, RN, RNC-MNN
Butcher, Valerie BSN, RN, RNC-MNN
Camua, Christina BSN, RN RNC-MNN
Debelen, Cristina BSN, RN, RNC-MNN
Dyment, Brooke BSN, RN, RNC-MNN
Elihan, Maria Lurdes BSN, RN, RNC-MNN
Hall, Charlotte MSN, RN, RNC-MNN
Huynh, Ivy RN, RNC-MNN
Hymel, Kristin BSN, RN, RNC-MNN
King, Ashley BSN, RN, RNC-MNN
Lee, Kelsey BSN, RN, RNC-MNN
Lugay, Martha RN, RNC-MNN
Mendiola, Maria Sonia BSN, RN, RNC-MNN
Miller, April BCN, RN, RNC-MNN
McDonald, Kaitlyn BSN, RN, RNC-MNN
Pearson, Patricia RN, RNC-MNN
Prince, Sabina BSN, RN, RNC-MNN
Renteria, Roxana BSN, RN, RNC-MNN
Reyes, Kristen BSN, RN, RNC-MNN
Rodriquez, Jhoana BSN, RN, RNC-MNN
Ruiz, Ana BSN, RN, RNC-MNN
Stevens, Evelyn RN, RNC-MNN
Velasquez, Geraldine BSN, RN, RNC-MNN

3 North IMU

James, Marisa BSN, RN, CVRN-Level I
Mendoza, Olivia BSN, RN, CVRN-Level I
Sanders, Nakia BSN, RN, CVRN-Level I

5 North

Cubillo, Judith RN, CVRN-Level I
Huynh, Hang BSN, RN, CVRN-Level I

6 North

5 South

Coleman, Lavonna RN, CMSRN
Singh, Sheena RN, CMSRN

6 South

Ross, Brittany, BSN, RN, PCCN
Silvederio, Josephine BSN, RN, CMSRN

Inpatient Rehabilitation

Cuesta-Lado, Richard BSN, RN, CRRN
Delcambre, Barbara RN, CRRN
Dong, Qingli BSN, RN, CRRN
Shepherd, Crystal BSN, RN, CVRN-Level I
Thompson, Shelley RN, CRRN

Pre-Op / Ambulatory Care Center

Daly, Judith RN, CMSRN
Mangaoang, Naomi RN, CMSRN
Pounders, Brittani BSN, RN, CMSRN

Operating Room

Chelimo, Caroline BSN, RN, CNOR
Cossio, Olga RN, CNOR
Djordjevic, Christina MSN, RN, CNOR
Perry, Nekkia BSN, RN, CNOR
Soeder, Sharon G BSN, RN, CNOR
Soney, Sinol BSN, RN, CNOR

Post-Anesthesia Care Unit

Cabacungan, Marylyn BSN, RN, CMSRN, CAPA
Jones, Taylor BSN, RN, CCRN
Matthews, Julie. BSN, RN, CPAN

Endoscopy

Daduya, Medalla BSN, RN, CMSRN
Holley, Joyce BSN, RN, CGRN
Le, Trang BSN, RN, CVRN-BC, CPAN

Rapid Response Team

Brown, Kristen BSN, RN, CCRN, VA-BC
Clark, Wendy MSN, RN, VA-BC
Cuneydi, Blake MSN, RN, CCRN, PCCN, VA-BC
Orta, Ric RN, VA-BC
Weller, Kelly RN, VA-BC

Medical ICU

Butler, Rachel, BSN, RN, PCCN
Frank, Michelle BSN, RN, CCRN, FNP-BC
Gallegos, Michelle MSN, RN , CVRN-Level I
Grinnell, Amber RN, CCRN
Harris, Teresa BSN, RN, CCRN, CVRN-Level I
Hendrickson, Elizabeth, BSN, RN, CCRN
Hodge, Sheryl RN, SCRN
Hutton, Brooks, RN, CCRN
Olaniyan, Temiola, BSN, RN, CCRN
Paul, Miranda BSN, RN, CVRN-Level I
Reger, Marisa BSN, RN, CVRN-Level I
Sirleaf, Zoe RN, PCCN
Stanfield, Tammy BSN, RN, CCRN
Thornton, Zach BSN, RN, CCRN, CVRN-Level I

Surgical ICU

Baquiran, Neil BSN, RN, CCRN, CVRN-BC
Flores, Julie BSN, RN, CVRN-Level I
Griffith, Megan BSN, RN, TCRN
Guerra, Claire BSN, RN, CCRN
Klassen, Julie BSN, RN, CCRN
Labay-Padilla, Agnes BSN, RN, CCRN
Maskus,Brittany BSN, RN, CVRN-Level I
McNeill, Mindy BSN, RN, CCRN
Paz, Nida BSN, RN, CCRN
Peres, Ricardo BSN, RN, CVRN-BC Level I
Reyes, Rudi BSN, RN, TCRN
Schlobohm, Kayla BSN, RN, CVRN-Level I
Woodard, Stacey BSN, RN, CCRN
Wyatt, Melanie RN, CCRN

Emergency

Banasau, David BSN, RN, CEN
Bos, Yahshua RN, CEN, TCRN
Cook, Ashley RN, CEN
Falcon, Andrea RN, CEN, TCRN
Gunter, Alexandria BSN, RN, CEN
Hathorn, Rayna RN, CEN
Malisassov, Alexandre RN, CEN

Administration

Mills, Jeffrey DNP, MBA, RN, NEA-BC
Dangel-Palmer, MaryClaire DNP, RN, CRNA, FACHE

Administrators On-Site

Brumlow, Lance MSN, RN, FNP-BC, CEN

Bariatrics

Gallardo, Jennifer BSN, RN, CBN, CRRN

Case Management

Jones, Donna BSN, RN, RNC-MNN
Sheldon, Belinda RN, RNC-MNN

Cath Lab

Keilers, Allen BSN, RN, CCRN
Kayga, Alicia, BSN, RN, CV-BC

Directors / Vice Presidents

Cabacungan, Marylyn BSN, RN, CMSRN, CAPA
Carr, Charlotte DNP, RN, CIC, CPHQ, HACP, CLSSGB
Cheung, Aida MSN, RN, CRRN
Crockett, Laura MSN, RN, CMSRN
Eberly, Kristen MSN, RN, CVRN-BC
Ferro, Amber MSN, RN, CVRN-BC, NE-BC
Introligator, Nanette MBA, BSN, RN, CAPA
Mohammed, Nadia L. MSN, MBA, RN, NE-BC
Mueller, Janet MSN, BBA, RN, CVRN-Level I
Pope, John BSN, RN, CEN

Education

Johnson, Valerie BSN, RN, CNOR
Kirton, Juilann MSN, RN, RNC-OB
Lux, Kim BSN, RN, NPD-BC

Non-Invasive Cardiology

Barreda, Alma BSN, RN, OCN
Cabacungan, Gilbert BSN, RN, CMSRN

Occupational Health

West, Almeta BSN, RN, COHN

Trauma

Cauthen, Hanna BSN, CCRN, RNC-NIC, CNPT
Lehr, Greyson BSN, RN, CCRN

Wound Care

Nurses Day Celebration



DAISY Program



The family of Patrick Barnes created the DAISY Award® for Extraordinary Nurses after his death in 1999. When he passed away, Patrick was just 33 years old, eight weeks after being diagnosed with Idiopathic Thrombocytopenic Purpura. During Patrick’s hospitalization, his family stated that they experienced the very best of nursing. Patrick’s nurses always delivered his care with kindness and compassion, even when he was ventilated in the intensive care unit. The Nursing team informed and educated the family in such a way that eased their minds. Patrick’s nurses cared for his family.

Following Patrick’s death, The DAISY Foundation™ was created, standing for Diseases Attacking the Immune system. The goal was to “ensure that nurses know how deserving they are of our society’s profound respect for the education, training, brainpower, and skill they put into their work, and especially for the caring with which they deliver their care.”

At HCA Houston Healthcare Northwest, any patient, visitor, or staff can nominate a nurse to receive The DAISY Award for Extraordinary Nurses. The nominations are blinded and reviewed by the Nurse Practice Council each month, and the awardee is selected. Each recipient of the DAISY Award is presented with a certificate, pin, and the Healer’s Touch statue, hand-carved by a craftsman in Zimbabwe. Cinnabon cinnamon rolls, the only thing Patrick could eat during his hospitalization, complete the celebration. HHHNW is one of over 4650 organizations in 29 countries that participate in the DAISY Award to recognize exceptional nursing.

We are proud to share the following testimonies from the individuals who recognized our nurses for the care and compassion they demonstrate every day.

Please join us in congratulating our 2024 recipients for Raising The Bar for care!

Jeniffer Piña Fernandez BSN, RN

6 South IMU

January 2024

Jeniffer received three DAISY nominations in January 2024

Jeniffer was very attentive and patient with providing care to my father. He had 2 surgeries in one week. During his stay, she made sure he was comfortable by paying special care to all the things that were causing him discomfort. She showed much compassion and always talked to him with encouraging words that would comfort him when he was not feeling well. Her positive attitude was very contagious and would always uplift his spirits. She was very professional and very trusting. She was the only nurse that he fully trusted to stick him with a needle because she did not hurt him.

I appreciated everything she did for my father and we will never forget her amazing care. She also provided genuine care to me and my family during our time spent with my father. She always asked if there was anything we need and if we did, she would follow through. Her outstanding customer service was extremely comforting.

Jeniffer was my father-in-law’s nurse for 2 days and I can’t say enough good things about her. Jeniffer is friendly and caring, She made us feel like our patient was the only patient there. She never acted rushed and was very attentive to his needs. She made sure food was delivered that he could actually eat.

Some people are just made to help others. I believe God put Jeniffer on earth to do just that. We are thrilled that my father in law was blessed by having Jeniffer as his nurse.

Russell Hudson BSN, RN

6 South IMU

February 2024

DAISY nomination submitted by family member:

My mother has stage 4 cancer and was admitted to Northwest recently. Russell took care of her with such compassion and care and skill.

My mother had blood drawn 10 times in one day and Russell noticed and brought it to the doctors attention. Not only was he the front line of defense in making sure my mom was comfortable, but he also skillfully drew blood when needed from her IV line so she didn’t have to get poked again.

When my mom went to ICU, Russell called to check on her and reassured us she would be well cared for.

Russell helped make a very difficult time for our family bearable with his kindness and thoroughness.

Russell is the kind of nurse every family whose loved one or hurt needs to take care of them.

Thank you, Russell, for showing your care and commitment to our patients and their families. We are blessed to have you working with us here at HCA Northwest.

Lauren Calvillo, RN

6 North

March 2024

DAISY nomination submitted by patient E.J.

During my stay, my nurse treated me just like family. She treated me just like I was her momma, I can't even explain how good of a person and nurse Lauren is. She is God-sent and treated me just as good as my own kids would. Being in the hospital around strangers, she showed me love everyday. She would sit with me for hours to just hangout with me.

I pray every person gets to have a person like Lauren as their nurse. If I ever have to come back to this hospital, I pray Lauren is my nurse.

She showed me such love and brought me so much joy. I love her like my daughter. Yes, she is a nurse but she is also a child of God who shows His love through her. I want her to be my nurse no matter where I am. She deserves this award so much. Thank you, Lauren, for being my brightness in the darkest time.



Sheresa Sheppard, RN

Surgical - Trauma ICU

April 2024

On Sunday, March 17th, I was taking care of a young 17 y/o patient whose chest tube became occluded. I needed to milk the tube as the Trauma surgeon was busy in a Level 1 trauma case in the ED.

The patient was upset and crying. Sheresa came in. She had bonded with the patient the prior day when she was admitted. Sheresa proceeded to hold the patient's hand and talk with her and reinforce what was happening. When the patient's father came in, Sheresa left to take care of her own patients. This young lady told her dad "my favorite nurse is here."

At shift change, Dr. Blackbourne came to replace the chest tube. The mom went to the waiting room then the young patient started crying and saying she wanted her mom. Sheresa heard this and came in again to talk to her and hold her hand and help her calm down. Sheresa was acting like her mom during this time of distress. She stayed during the whole procedure and held her hand. (her shift was over but she stayed anyway.)

After the procedure was done and the chest x ray was being completed, Sheresa went out and informed the mom about the successful new chest tubes and listened to the mom talk about the "trauma" of the situation. Sheresa was there to comfort not only the patient, but the entire family.

My brother was diagnosed with stage IV colon cancer on 2.27.24. He developed a hole in his intestines several days after the doctor removed the masses then resected, landing him in the ICU. My sister Jill and I flew in to help our brother, Mark, his wife Bibi and their son.

During the long hours, we sat by Mark's bedside, Sheresa was one of the bright smiles that brought a sense of peace and hope, She lightened our burdens with humor. She had such a friendly aura, great bedside manner and explained things to us and my brother. She always made us feel comfortable.

Thank you, Sheresa, for showing your care and commitment to our patients and their families. We are blessed to have you working with us here at HCA Northwest. Joan and Jill.

Katherine Kuchenski, RN

Medical - Neurovascular ICU

May 2024

I would like to tell you why I believe Katherine Kuchenski deserves to receive the DAISY award. This is a little long but I promise it is worth it.

I work with Katherine in MNICU but because I am on day shift, and she is on night shift, I do not get to work with her directly. While I have always known Katherine to be a fantastic nurse, and one that I trust, I have not had the chance to see many of her interactions with patients or their family members due to our opposite shift schedule. On one particular shift, however, I finally did get to witness an interaction and what I witnessed went truly above and beyond.

We had a very young patient, and through a terrible set of circumstances, he ended up in our unit. Sadly, by the time he came to us, he was already showing signs of brain death. After a few days, he was officially declared brain dead and the family made the impossibly difficult decision to donate his organs. After getting report from Katherine, she did not leave right away as many of us do at the end of our shift. I noticed that she had gone back into the patient's room and was talking to his mom and dad. As I soon came to find out, she had told them that before she left, she would let them use her stethoscope to listen to his heartbeat. Unfortunately, due to the swelling and air under the skin on his chest, it was impossible to hear.

While I'm sure Katherine was disheartened, she was not going to give up. So, with quick thinking, she came up with the idea of using the doppler machine so his parents were not only able to hear his heartbeat, but they could also record it to keep it forever.

While I stayed in the room to help them record, Katherine quietly stepped out. She came back a short time later with 2 small bottles in her hand. In one bottle was the EKG tracing of the exact time that the parents were listening to his heart so that they also had something tangible to keep as well. The second bottle was for a locket of his hair.

While these things in no way changed what had happened to their son, the happiness I saw momentarily replace their grief in their eyes at hearing the sound of his heartbeat, and receiving those mementos is something that I will never forget.

Almost 2 hours after her shift had ended, Katherine finally left work to head out of town to attend a funeral for her own family member. Even though I am sure that she was dealing with her own pain and sadness, you would have never known because fulfilling her promise to his parents was all that mattered in that moment.

Not only do I believe that this shows what it is to Care Like Family, but it is exactly the high standards of what this profession should be, selfless, compassionate, empathetic, human interaction during someone's most difficult times.

Katherine made this families' final moments with their son just a tiny bit better and witnessing that is something I will always remember.



Laura Sabinske, RN

Nursing Administration

June 2024

Laura made a significant impact during an event that occurred in the ED on May 4th involving an emotional family member who was fearful that he was losing his wife.

Tensions were high and there was a lot of shouting. The family member was not allowed to see his loved one. I think the doctors and nurses were fearful that he might interfere with the care they were trying to provide, but all he really wanted to do was to hold his wife’s hand as she was dying.

For some reason, when Laura talked to the doctors and the nurses and the family, things became immediately calm. Laura showed compassion and professionalism in how she handled the situation.

The family member was now allowed to hold his wife’s hand and was involved with decisions in her care. This really touched me because I was there and felt that the man’s concerns were not being heard.

Although I do not want to ignore the fact that there are times when family members interfere with critical patient care items, this was different. There was a language barrier but we had an interpreter. Also, culture played a role because the way he said and reacted to things was unfamiliar to the caregivers.

Imagine your loved one is taking their final breaths and someone is shouting at you to leave or call the police. This is not a good feeling and only escalated emotions.

Laura made sure that the man was allowed to hold his wife’s hand and to at least come to reality with what was going to happen.

Laura deserves this award for showing empathy, exercising patience and acting in a professional manner to everyone involved, always putting the family and patient first.



Jeniffer Piña Fernandez BSN, RN

6 South

July 2024

Nomination from patient:

I would like to thank Jeniffer Piña Fernandez, but first, let me explain why it took me several months after I left the hospital to share my story about nurse Jeniffer.

I had a terrible fall from my attic while getting down my Christmas decorations on November 25, 2023. I was in such a traumatic state that I could not be touched. I could not write, sit or even bathe myself. This is where Jeniffer’s support and help began. Thank you Jeniffer for the amazing care you gave me during my hospital stay. You were so loving, understanding, caring, kindhearted, and gentle. Thank for your unwavering dedication to helping me. I’m so grateful for the awesome care you gave me. There are no words to describe your willingness to go above and beyond the call of duty to help me. I will never forget it. Your kindness and compassion made a world of difference in my recovery. We live in a world where it’s just hard to find phenomenal people like yourself who are willing to go above and beyond the call of duty to help others. Most people have a limit in what they are willing to do, but you are an exception to that rule. You are my hero. May God bless you and keep you is my prayer. Thanks for everything!

With love, V.J.



Taylor Larson BSN, RN

6 South

August 2024

I am very appreciative of Taylor especially given my situation of suicide. She has helped me a lot on this journey that I am on. I thank God for putting Taylor in my life as one of the best nurses I have ever had. She is my care taker and now one of my friends. I’m extremely blessed to have her around me, her laughter , her joy and her happiness brighten my life. She makes everything easier for everyone and she is fun to be around.

Given my situation, I believe that I am in a better place if I was to leave HCA today. So Taylor, I thank you for always being with me,always coming to talk to me, no matter what it was about. I feel safe around Taylor. I love being around Taylor and loved having her as my nurse.

Thank you for always being here for me. I know it’s your job to be here for me, but your genuineness is different from others and I will always be grateful for you. You will always be my favorite nurse.

We might have been strangers but now I thank God and am blessed to call you my friend and the best nurse at HCA. I love you and thank you so much for taking care of me and being there for me. Keep being the best person ever!



Randall Burns, RN

6 North

September 2024

At a time of great difficulty for me and my family, I had the good fortune to be assigned this nurse. His competence and good-natured demeanor helped ease the burden of a serious health concern.

A price cannot be put on a person who helps address a critical issue on behalf of another person in a constructive and helpful manner while maintaining the ability to convey through action “yes, I know my job well” and, at the same time, be approachable and make the patient at ease in his presence.

Randall was professional, courteous and natural with everyone he interacted with while I was in his care. These attributes would serve him well at any endeavor he might choose.

My wife, who is a nurse, has some insight into the hurdles they must overcome in a career that at any time can be very difficult. This requires perseverance, dedication and resilience. Randall exemplifies every important quality and checks all the boxes that I could hope for if I have to choose a nurse to care for me or a loved one.

Normally, I don’t heap praise on individuals lightly, but this nurse demonstrated to me and my family all things that say he is a great nurse and a genuinely good person.



Kita Warren, RN

5 South

October 2024

This lady is a true rock star. I don’t know where to start. This nurse is the reason I made it through. Throughout my stay, she prayed with me and pepped me up. She was always cheerful and positive. She gave me constant encouragement. She gave me the will to not give up and continue to fight. This nurse is the one person that convinced me I can get through this. When I got the infection, I was ready to give up and tell God to just let me come to Heaven. Kita kept reassuring me “I got this”. This nurse is a true professional and an asset to HCA.

Nurses are like teachers and have a true calling to help people. This nurse even checked on me when she was on shift but not assigned to me. She is a true gift from God and I am a better person having got to meet her. I truly thank God for placing this nurse in my life at a time I needed her the most ever.

HCA is lucky to have her and any patient that she comes into contact with may never know the angel that is in front of them.

May God continue to bless her daily and for the rest of her life.



Adrian Short, RN

6 North

November 2024

Adrian Short is an amazing nurse. She’s always very sweet and has a wonderful spirit. She was quick to attend to my daughter whenever she asked for help or needed her pain medication. She was responsive and brought her medications in an appropriate time.

I am also in the medical field and, as a mother, I appreciate that she never seemed overwhelmed or bothered by our questions. I would look for her in the hall because she was always around and she would help us and tend to my daughter’s needs.

She is also very knowledgeable and showed kindness to my daughter and the rest of the family.

I just wanted her to know she is amazing and shows how she loved her job. I know she is like this with everyone that she encounters. I asked God to keep blessing her always. From I.

I would like to thank my nurse Adrian. To a wonderful nurse: Every so often in life we will come across a special person who truly changes our lives.

Thank you for helping to treat, care and heal for me and those who need you. It takes a very strong, intelligent and compassionate person to take on the ill people of the world with passion and purpose.

May you be proud of the work you do, the person you are and the difference you make. Some nurses wear scrubs for just a pay check, but you wear scrubs for more than a check. The love and care that you show and the joy that you bring always put a smile on the faces of patients.

You are truly a great nurse and impossible to forget. Thank you for taking care of me. S.H.

Deep Kaur, RN

Surgical - Trauma ICU

December 2024

My son, A. has been at HCA for a total of 9 days. So far, during that time, he has had many nurses care for him. However, Deep went above and beyond. She was compassionate, caring, empathetic, and attentive to all of his needs.

Deep took time explaining things and encouraging him. She also spent time encouraging me, his mother, as well. As a fellow nurse, I understand the challenges that nurses face each and every day. She was faced with many challenges as my son’s condition was not a normal condition. She, herself, even spent time researching his illness, as she had never heard of it. She had a calming bedside manner and did everything possible to keep him comfortable. She was very knowledgeable and made us feel as if we were her only patient. (Even though she had others).

Having a nurse like her helps one to heal even quicker. She is definitely an asset to this facility and deserves recognition for the excellent care that she provides for those in her care.

She had a quick response to his needs and always a smile on her face.

I appreciate you, Deep, and everything you did to care for my son. S. and A.



TULIP AWARD

The TULIP Award stands for “Touching Unique Lives In Practice,” started at HCA Houston Northwest in April 2021. Like the Daisy Award, TULIP awards are given to hospital staff members who go above and beyond to ensure their patients receive the highest quality of care. Winners are selected based on nominations received from patients, employees, and visitors.

We are proud to share the following testimonies from the individuals who recognized our technicians for the care and compassion they demonstrate every day.



Daniel Scheiterle

Transporter

January 2024

Tari Witcraft

Monitor Tech

February 2024

“I would like to nominate Tari Witcraft for the Tulip Award. Tari is very passionate about her job. She makes sure our patients are safe and that we are providing great care for them. She is a great mentor and friend. She has a positive attitude and can-do spirit. She never lets us down or the patients. We couldn’t have such an amazing place to work without Tari. She keeps us doing the right thing.”

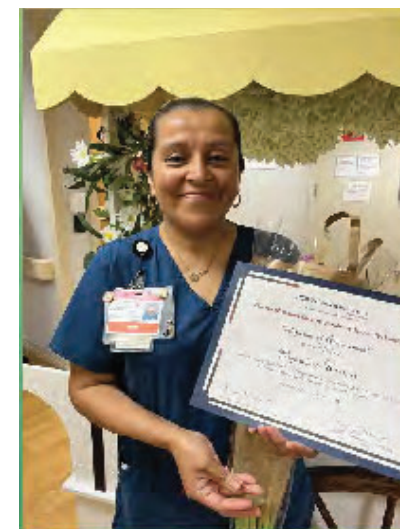
Tari has worked with us for over 20 years. She is an amazing mother and wife. When she is not working here, her and her husband own their own business. How does she have time for that? Tari loves Disney and recently took a much-deserved vacation, a Disney Cruise! Another amazing fact about Tari is her car, it is a classic and easily one of the coolest cars in our parking garage.

Tari cares immensely for her patients. She puts her heart into her work every day. A monitor tech may never meet their patients, to them they are a line on a screen, but to Tari every line is a person who deserves the best possible care. When asked to improve our telemetry numbers, she did not back down. In an astoundingly quick amount of time, we went from close to the bottom of the leader board to vying for first. Tari deserves much of the credit for that accomplishment.

Alejandra Urvina

Mother Baby

March 2024



Alejandra is one of the most pleasant, calm, polite and professional staff members that I have had the privilege to work with. Alejandra will come in to help on a moment’s notice. She always has a pleasant attitude and is always willing to help out whatever is needed. Being bilingual she is able to help our patients who are not English speaking feel at ease and welcomed. Alejandra works very hard as a PCT and fills in as a unit secretary as needed. It does not matter what is needed she replies “Yes ma’am”, with a smile every time. The staff and patients love her. If Alejandra ever has a bad day we would never know it as she greets everyone with a smile. Our unit is blessed to have her as she represents our hospital in “Caring like Family”.

Aleisha Morales
Patient Care Tech
6 North

April 2024

“This has been a rough stay and I have not been happy about being in the hospital. I was in a lot of pain. From the first meeting this young lady just asked for the opportunity for this days staff to make it better. She offered to hold my hand and made every attempt to comfort me. She came by periodically during the day to check on me to ask how I was. After some visitors I was feeling better and when she saw the smile on my face she seemed a sense of elation that something had shifted for me. So for Aleisha I want to say thank you for staying the course and not giving up or wavering because when I didn’t be like “things would get better.” You had enough faith for the both of us and it worked. And thanks for holding my hands!”

This is not Aleisha’s first Tulip Award and after reading that and seeing the love she has for her job it is understandable why she has been elevated to Lead PCT. She loves taking care of people. That carries over to her time at home where she has two beautiful daughters. She has been married for 6 years and has a wonderful relationship with her husband. The craziest thing about Aleisha is that she loves the crazy weather here in Houston. We are so grateful for Aleisha’s years of service and we are so excited about her new position.

Sonya Hutchinson
Patient Care Tech
6 South

May 2024

“Mrs. Sonya is always so kind and encouraging. Every single time that I have been admitted there is not one time she hasn’t hesitated to help me, encouraged me, or motivated me. I wish I could nominate everyone but I can’t. My experience on this floor and everyone has been amazing but Mrs Sonya has been exceptionally great and wonderful.”

Sonya has been a part of our family a long time. Family is important for Sonya. She loves the people here because it feels like family. Her husband is her best friend, they have been married 28 years. When she is not busy with her 13 grandkids she and her husband enjoy going to basketball games and watching football. They also have a 2 year old puppy name Charlie.

Sonya is a great example to us all, she loves it when everyone can come together and take care of the patients. It is easy to see she cares deeply about her work, and it is no surprise that this is not the first time she has been recognized. Thank you Sonya for caring like family and bringing us all together today.



Peter Vo
Tech
Operating Room

June 2024

This is an unusual Tulip Award, as on average one TULIP nomination is submitted for an individual per month. This extraordinary person, had 19 nominations submitted by various persons and departments throughout our hospital in one month! It is possible there are still some out there waiting to be discovered. So, instead of reading all 19 nominations we are going to cover some highlights.

L.C. had a lovely story about Peter, “When I worked the weekends we were always short handed. One of my responsibilities was to “Pull Cases” for Monday. It is a lot of work to pull heavy instrument cases for 20+ surgeries. Peter learned how to pull cases and the location of many instruments to help me. He’s a strong young man and saved my back many times over. Plus, it was definitely not his responsibility as an OR Aid.” Judy Kawakubo said “I have worked with Peter Vo for a few years. As a 20+ year employee myself, I have never worked with an OR Attendant who is as hardworking as Peter.” From Abigail Ware we heard, “He is very attentive and pick up on things others may have skimmed over.” Another coworker, Morgan Bhatia, said in her nomination “Peter is always a positive burst of energy in the OR, always smiling and greeting.” And we could go on and on.

As part of this process we always ask the award winner some probing questions to get to know them. Peter did not disappoint with his answers. When asked what he loved most about being a tech he said “Something I love about being a tech is being able to connect with patients under my care, working closely with interdisciplinary team and being able to grow my knowledge as a healthcare worker and as a growing adult.” He said he “loves working at HCA Northwest because of the culture and critical care cases we handle on a daily basis. I also admire our anesthesia department and couldn’t imagine a better team.” He told an inspirational story about working a Saturday shift where they worked on a 20 week old baby that had suffered a head injury, even though they had expected the child to be transferred to a more specialized hospital they had an obligation to save the patient in that moment. Fortunately the child recovered!

On a lighter note Peter is single and ready to mingle. You can find him either golfing or playing pickle-ball and apparently the OR team gets together for brunch, we will be expecting an invite. Peter is an animal lover, he hatched 9 baby chickens and also had 4 turtles. He is a native Houstonian and loves the Southern hospitality and the culture. It is clear that Peter is an outstanding coworker and human being. We are so lucky to have here at HCA Northwest.



Tanesha Bursey
Patient Care Tech
Inpatient Rehab

July 2024

“The staff of Inpatient Rehab has been amazing, but I really have to credit Tanesha for telling me her story of having had a car accident years ago and she ended up surviving on a high protein nutritional drink for 4 months. We had not been able to get my husband to eat anything after having been through prostate surgery and ensuing complications. The doctor indicated he was suffering from malnutrition. Remembering what Tanesha had shared with me and knowing how small his stomach probably was after 4 weeks of not eating and having TPN as his only source of nutrition, I thought of what Tanesha had told me about her own plight and I formed a plan. My husband received 4 oz of protein drink 10 times a day. He has made incredible strides in his recovery, I’m not sure we would be where are had Tanesha not told me of her own experience out of compassion. Tanesha shows us every day that she is here how much she cares about helping other. It took no time for me to tell her how loved she was by us. HCA Northwest is blessed to have someone show their patients the kindness and friendship that Tanesha does.”

Tanesha loves working at HCA because it feels like family. She loves taking care of her patients and motivating them to get well. Her favorite memory of working here is when she gave a COVID patient who was very depressed a bed bath, she took her time and the patient cried tears of joy. When not at work she loves going to the spa and taking care of her home. She has been with her significant other, Terrence, for 16 years and they love going to dinner and the movies. She also has a 15 year old pit bull named Chaos. Tanesha brings joy and a big smile to every floor she floats too. She is the Rehab floors Lead PCT, and she is truly worthy of that honor and this one. We are so grateful for everything she brings to this organization!



Bailey Hunter
Patient Care Tech
5 North

August 2024

“I was a patient who was down and out, no life, nothing to look forward too. Yes, Psych put me on suicide watch. Oh Well, So What! Tech Bailey who was taking my vitals was heaven sent. This tech opened up a window for me to see that God is here for me through warmth of words. I didn’t even realize she had taken my vitals. I was actually calm. Never rushing me, she allowed me to speak of my (bad) situation. Yet never lingered on my down mood. She kept a smile on her face constantly stopping at the door looking in, asking about my wellbeing.

I was taken out of a mental syndrome due to her uplifting words, encouragement, to realize ‘how could I not respect my care of being when others who don’t know me does.’ Thank you HCA FOR hiring someone as special as Ms. Bailey. Thank you Ms. Bailey for your warm charismatic was for bringing life back to me.” Bailey has been a tech here for about a year, and quickly moved up to be one of our Lead PCTs. Everyone who knows her knows the care she has for her patients. When asked she said “I love knowing that I am touching the lives of many and helping during a critical time in a patient’s life.” She love working here because is like family. She loves spending time with friends and family outdoors and her favorite hobby is working out. We are so fortunate to have her, she is the definition of TULIP



Health Grades Recognitions

Healthgrades awards tell you which hospitals deliver superior quality care. Healthgrades evaluates the Hospital's performance using objective quality measures, including clinical outcomes, patient safety, and patient experience. The predictive outcomes are compared to actual outcomes at a facility, and star ratings are awarded based on whether the facility has outcomes that are statistically higher or lower than expectations. We are proud to share the following awards.



Patient Safety Excellence Award™ (2023)
Top in the nation for providing excellence in patient safety by preventing infections, medical errors, and other preventable complications



America's 100 Best Hospitals for Prostate Surgery Award™ (2023)
Superior clinical outcomes in prostate removal surgery and trans-urethral resection of the prostate.



Gynecologic Surgery Excellence Award™ (2023, 2022)
Superior clinical outcomes in gynecological surgery



Labor and Delivery Excellence Award™ (2023, 2022, 2021)
Superior clinical care of women during and after childbirth



Obstetrics and Gynecology Excellence Award™ (2023, 2022, 2021)
Superior clinical outcomes during and after childbirth and in surgeries that treat diseases and conditions of the female reproductive system care of women during and after childbirth



In 1951, Reverend Clyde J. Verheyden, founded what is now known as Good Samaritan Foundation. Since its inception, Good Samaritan Foundation has been focused on one ongoing mission: to increase the number of highly-trained and dedicated nurses "at the bedside" of Texas patients. Building a stronger nurse workforce in Texas consists of attracting men and women to the nursing profession and providing financial resources to become the best-educated and most skilled caregivers in the world.

Please join us in congratulating our recipients of the 2024 Nursing Excellence Awards. Each winner had an outstanding nomination submitted. Below are the highlights of each winner.

Bronze Awards Recipients



Back row left to right: Brooke Dymont, Jessica Devore, Erica Moorman, and Jonathan Morris
Front row left to right: Linda Grubbs, Jeniffer Piña-Fernandez, Melissa Zahn, Katherine Kuchenski, Sylvia Connor-Navarro, and Agnes Labay-Padilla

Nurse Residency Program

The HCA Nurse Residency Program at HHHNW is a structured program designed for new graduate and new to specialty nurses who are transitioning from academic or non-acute settings or a different specialty to a new clinical practice SPECIALTY within HCA. The Nurse Residency Program helps nurses build confidence, clinical competence, and critical thinking skills. The key features of the program include structured curriculum with classroom and hands-on simulation experiences, mentorship with guidance and a support system, specialty focused skill development, and opportunities for professional development and career growth with advancement opportunity.

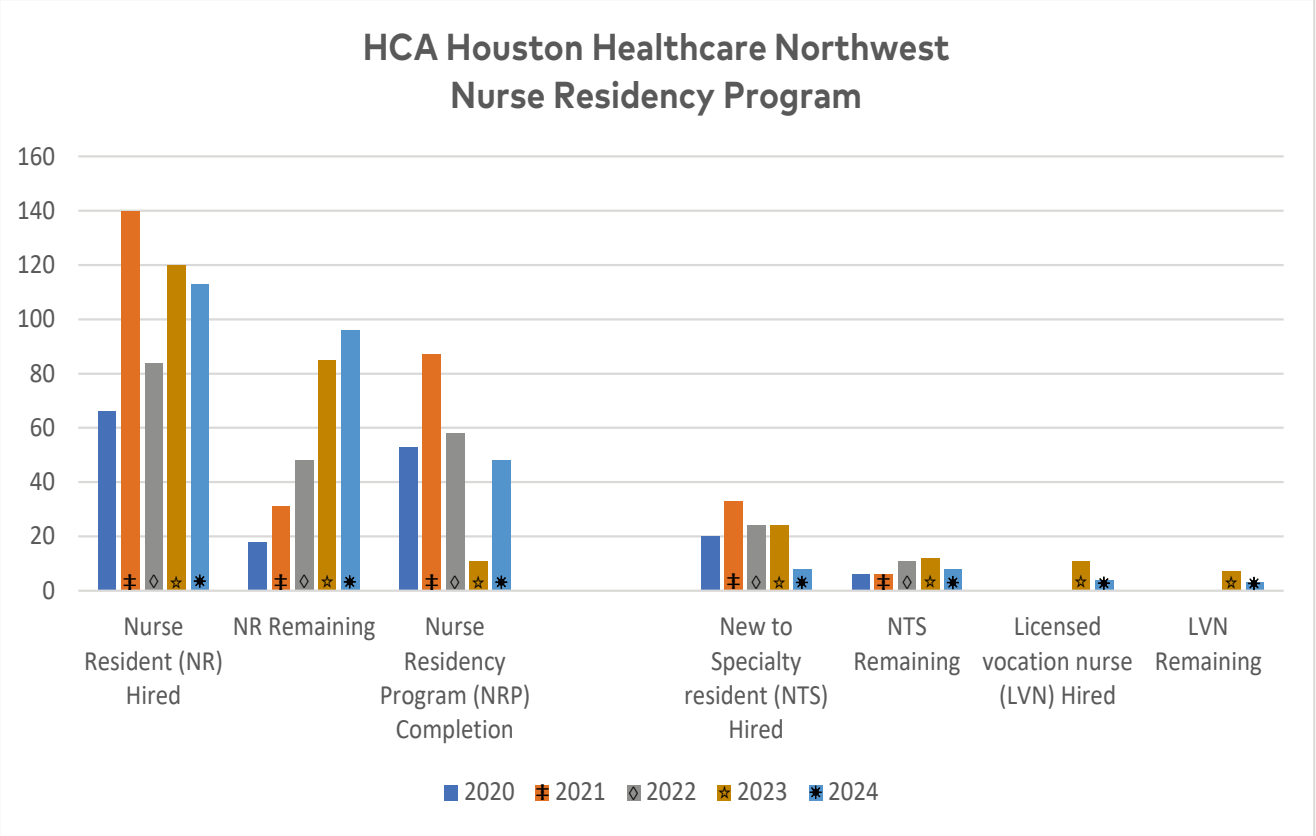
There are two Clinical Education Specialists (CES) at HHHNW, Angie Gratz, BSN, RN and Briana Burke, BSN, RN, NPD-BC who provide support, education, and mentorship to nurses in the residency program and help create a smooth transition from student to practicing RN to increase first year retention and improve engagement. In 2024, they onboarded and supported 112 nurse residents, 8 new to specialty RNs and 4 LVNs. Together with the Gulf Coast Division CES Team they facilitated 44 Nurse Residency Days, attended 136 Recruitment events, and facilitated 52 Group Mentorship Sessions.

Their 2024 goals were completion of Resident’s Competency Based Staged Orientation (CBSO) within the expected time frame with notable continuous improvement throughout the year. Another key objective was to reduce YTD annualized first-year RN turnover to HHHNWs target of 26.7% or lower. This goal was exceeded, achieving a turnover rate of 23.7%.

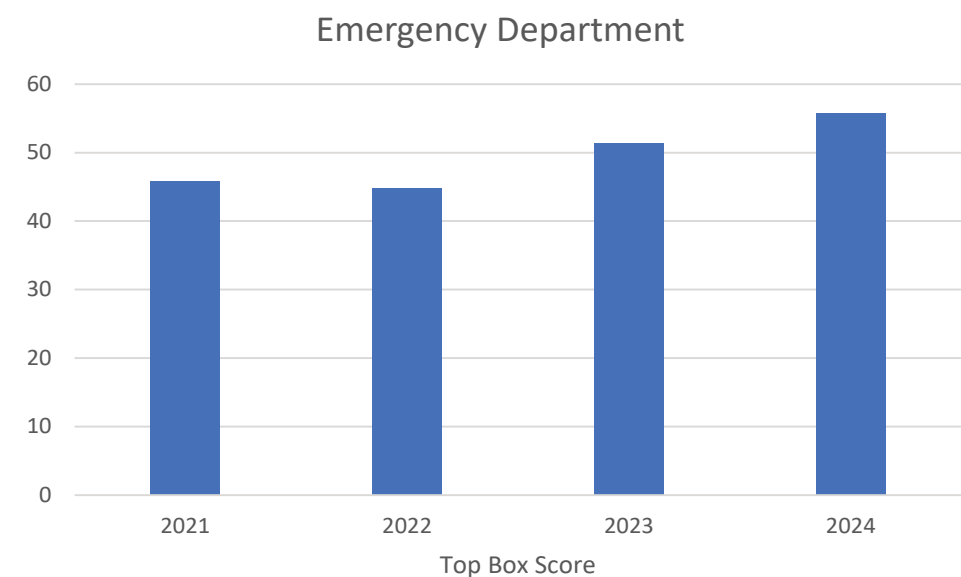
The Clinical Education Specialists also provide training and support for preceptors and facilitates the preceptor certification program. In 2024, the HCA Nurse Residency Program conducted 56 preceptor training classes, resulting in over 30 new certified preceptors at HHHNW. Additionally, there are currently 115 certified preceptors at the facility. At the end of 2024, there were 124 HHHNW nurse resident respondents of the preceptor evaluation survey. Overall ratings were 90% or higher in “always” satisfaction of preceptorship and confidence levels with the highest rated categories being preceptor “demonstrated knowledge of skills, procedures and equipment” and “helped me to interpret and prioritize clinical situations and/or findings”.

In 2024, we proudly celebrated one of our residents, Randall Burns from 6 North, being honored with the DAISY award. Additionally, we recognized America Serrano from Rehab for receiving DAISY nomination. We are also proud to recognize CES Briana Burke for achieving her Nursing Professional Development certification, exemplifying her commitment to professional growth and excellence in nursing education.

Corporate conducts surveys with all Nurse Residents at the conclusion of their first year to assess satisfaction with the nurse residency program and their likelihood of recommending it. The established goals are a 90% satisfaction rating and a 4.0 program recommendation score on a 5-point scale. HHHNW surpassed these benchmark expectations, achieving an overall 97% satisfaction rating and a 4.3 recommendation score. In 2025, we look forward to continued improvement and success. Our focus at HHHNW in 2025 will be to enhance the engagement of both residents and leaders during our Nurse Residency Graduation events. Additionally, we aim to increase the number of certified preceptors, and further improve preceptor consistency to support the development of our nursing workforce.



Care Experience



Enhancing Patient Experience in the Emergency Department: 2024 Improvements
In 2024, the Emergency Department (ED) implemented a series of strategic initiatives focused on significantly improving the patient experience. Our emergency department often comes with high levels of stress and uncertainty, the department prioritized both clinical excellence and compassionate service.

Provider Accountability:
Staff were trained to take clear ownership of their roles in patient care, ensuring follow-through, transparency, and professional responsibility. This included tracking provider actions and outcomes to reinforce consistency and reliability in care.

Empathetic Communication:
Recognizing that patients in the ED are often at their most vulnerable, we emphasized active listening, validation of patient concerns, and compassionate interactions.

Understanding ED Drivers of Care Experience:
The initiative delved into the unique pressures and processes within the emergency setting—like how well staff cared about them as person and amount of trust and confidence in the staff. Staff were educated on how these factors impact patient satisfaction and what steps could be taken to mitigate them.

By combining operational efficiency with a deeper commitment to compassion, the Emergency Department in 2024 set a new standard for patient-centered emergency care, leading to higher satisfaction scores, improved clinical outcomes, and a stronger sense of trust within the community.

Nurse Sensitive Indicators

Most Recent Eight Quarters

2023 Q1 - 2024 Q4

Unit	Injury Fall Rate	% HAPI 2+	CLABSI Rate	CAUTI Rate	% Pt HAPI Medical Device Related	C-Diff Rate New Event	MRSA Rate New Event	Overall Unit Performance
MICU	8 of 8	7 of 8	8 of 8	6 of 8	8 of 8	8 of 8	8 of 8	7 of 7 Indicators
SICU	8 of 8	6 of 8	6 of 8	4 of 8	7 of 8	8 of 8	8 of 8	6 of 7 Indicators
3N IMU	6 of 8	8 of 8	7 of 8	8 of 8	8 of 8	8 of 8	7 of 8	7 of 7 Indicators
6N	6 of 8	6 of 8	8 of 8	8 of 8	8 of 8	7 of 8	8 of 8	7 of 7 Indicators
5N	5 of 8	6 of 8	7 of 8	8 of 8	8 of 8	8 of 8	7 of 8	7 of 7 Indicators
6S	6 of 8	6 of 8	7 of 8	8 of 8	8 of 8	7 of 8	8 of 8	6 of 7 Indicators
5S	6 of 8	7 of 8	8 of 8	8 of 8	8 of 8	8 of 8	7 of 8	7 of 7 Indicators
IRF	6 of 8	7 of 8	8 of 8	7 of 8	8 of 8	8 of 8	8 of 8	7 of 7 Indicators
MB	7 of 8	NA	NA	NA	NA	NA	8 of 8	2 of 2 Indicators
NICU	8 of 8	NA	7 of 8	NA	NA	NA	8 of 8	3 of 3 Indicators
ER	5 of 8	NA	NA	NA	NA	8 of 8	8 of 8	3 of 3 Indicators

Source: National Database of Nursing Quality Indicators (NDNQI)
Retrieved: March 2025

Nurse Practice Council

HHHNW Facility Nurse Practice Council comprises all unit practice direct-care nurses chairs and co-chairs. They focus on unit practice nurse-led clinical improvement for safe and quality patient outcomes. They collaborate with other hospital departments to educate, communicate and connect nursing and multidisciplinary care that lead to patient-centered care.

2024 accomplishments include:

- Active and sustained participation in nurse practice council meetings to discuss relevant clinical nursing challenges with goals to make improvement that promote optimal patient outcomes.
- Monthly maintenance of Daisy Award Program to review, discuss and vote for individual and unit team awards based on DAISY submissions. Voting members ensure that all DAISY nominees are also recognized and appreciated with returning original DAISY nominee to individual.
- Recognition and unit celebration of Newly Nurse Degrees and Certified Nurses
- Plan and facilitate Nurse’s Day Celebration. On May 5, 2024, the NPC team hosted a fun and enjoyable celebration to honor and recognize the invaluable contributions of all nurses and entire hospital teams for collaborative teamwork.

These achievements and endeavors underscore our steadfast dedication to excellence, collaboration, and ongoing enhancements in patient care delivery. We take pride in our progress and remain committed to elevating the benchmarks of nursing practice, thereby making a positive difference in the lives of those under our care.



Staffing Effectiveness Council

The Nurse Staffing Effectiveness Advisory Committee evaluates the effectiveness of the official nurse-staffing plan adopted by HCA Houston Healthcare Northwest using nurse-sensitive outcomes measures, patient/employee/physician satisfaction survey results, and Human Resources metrics. They review the correlation between these variables and quality patient outcomes. They also review the variations between the staffing plan and actual staffing levels. Each year the committee selects which nurse sensitive outcomes, satisfaction metrics and human resources metrics it will track. The 2024 metrics varied by unit and include the following:

- Hospital Acquired Pressure Injuries
- Catheter Associated Urinary Tract Infections
- Central Line Associated Bloodstream Infections
- Stroke 45 Minute Door to Needle
- Postpartum Hemorrhage Rate
- Unexpected Complications in Newborns
- Nulliparous, Term, Singleton, Vertex Cesarean Section Rate
- 1:1 Nursing Hours
- Surgical Site Infection Colon Surgery SIR
- Surgical Site Infection Abdominal Hysterectomy SIR
- Percutaneous Coronary Intervention Mortality
- Transcatheter Aortic Valve Replacement Mortality
- Patient Experience Overall Top Box Score
- Employee Engagement
- Staff to Core
- Staff to Hire
- External Turnover RN-Rolling 12 Month
- External Turnover LVN-Rolling 12 Month
- External Turnover PCT-Rolling 12 Month
- External Turnover Clinical Technicians

2024 Nurse Staffing Effectiveness Advisory Committee members include:

Chair	Marisa James, BSN, RN Charge Nurse, 3N IMU
Co-Chair	Amanda Theobald, BSN, RN Charge Nurse, STICU
Chief Nursing Officer	Jeffrey M. Mills, Jr. DNP, MBA, RN, NEA-BC Chief Nursing Officer
Nurse Leader Liaisons	Janet Mueller MSN, BBA, RN Director of Nursing, Inpatient Medicine Ric Peres BSN, RN, CVRN-Level I Nurse Manager, STICU

At least 60 percent of the committee members are nurses who:
(1) provide direct patient care during at least 50 percent of their work time and
(2) are selected by their peers who provide direct patient care during at least 50 percent of their work time.

Key trends that the committee recognized in 2024 include:

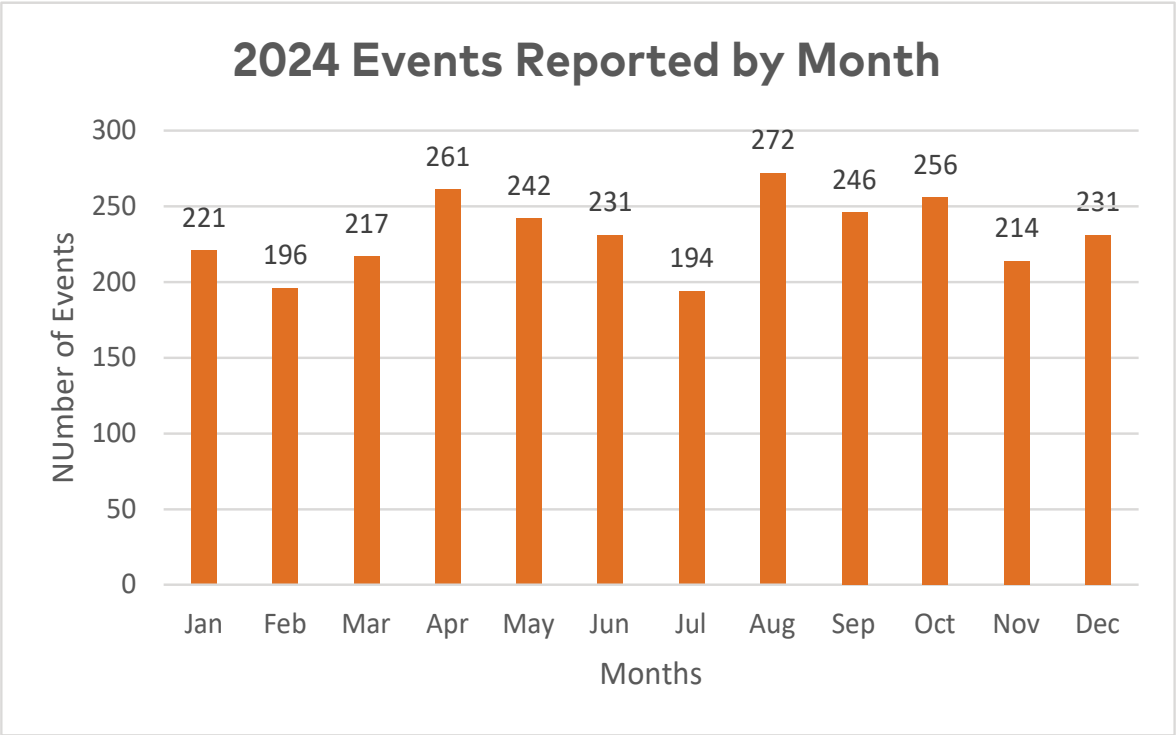
- Overall staffing continued to improve as compared to previous six month levels
- Perceived increase in falls related to the reduction of PCT FTEs utilized in the medical surgical units to be able to meet productivity standards.

Recommendations to the Board of Trustees by the committee in 2024 included continuous evaluation of 1:1 needs by identifying necessity, encouraging cohorting and increasing the total FTEs for Behavioral Health Technicians. Additionally, they recommended support of the utilization of the Discharge Lounge.

Clinical Safety Improvement Program (CSIP)

Clinical Safety Improvement Program is annual initiative of the Safety Science group of the HCA Enterprise that focuses on Patient Safety hot topics in each unit of the hospital and develop improvement efforts around them. Furthermore, the Clinical Safety Improvement Program (CSIP) offers hospitals an opportunity to voluntarily develop and implement specific patient safety initiatives focused on issues identified by the evaluation of close calls, adverse events, and current hospital clinical performance metrics.

Health Care Indemnity Inc. (HCI), an HCA insurance subsidiary, offers hospitals a partial refund on medical malpractice premiums for participation in CSIP and submission of clinical deliverables to HCA Healthcare Patient Safety Organization (HCA Healthcare PSO). The objective of the program is to promote a culture of safety, eliminate patient harm, promote the development and competency of patient safety leadership. For instance, in recent year, there have been improvement around falls, pressure injuries, ED to Med-Surg hand-off, MRI and Perinatal safety just to mention a few.

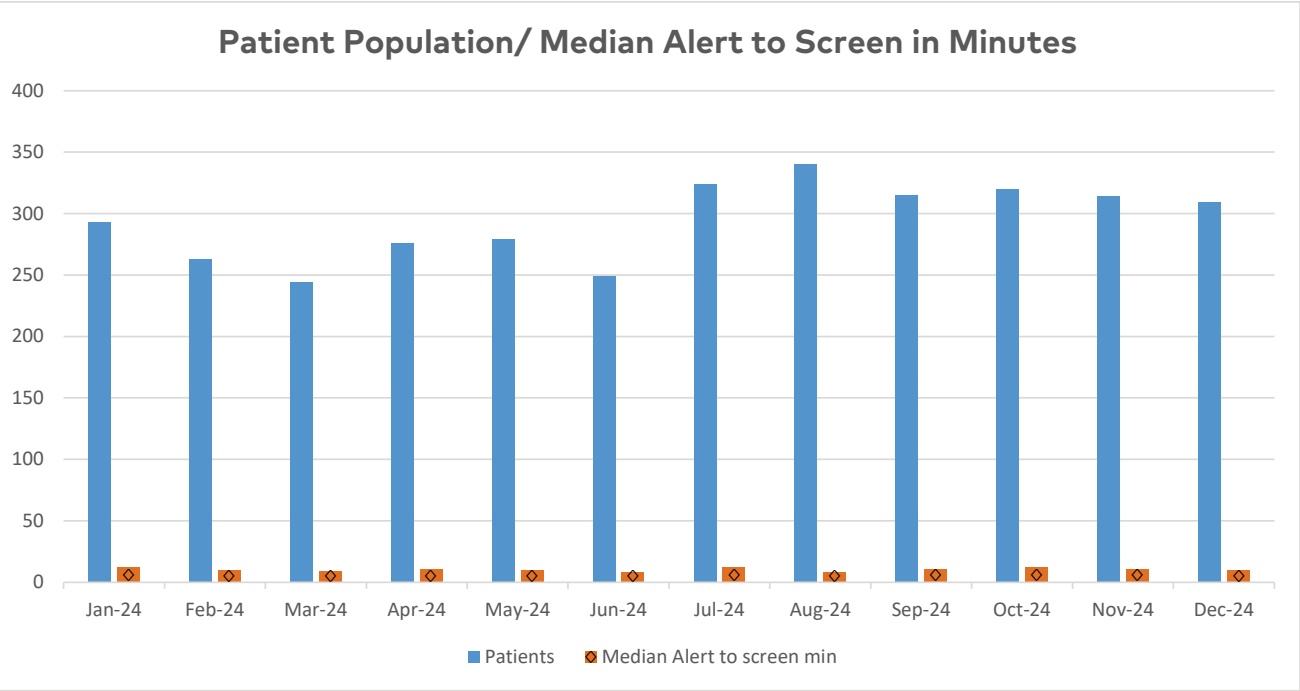
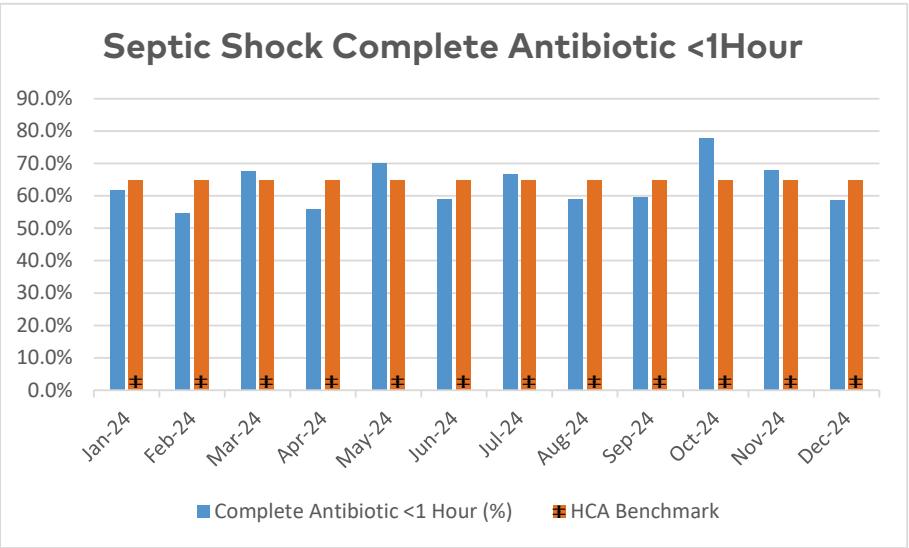


Sepsis

SPOT Performance Update- Hospital Wide - 2024

September to October our antibiotic percentage climbed from 69.5% to 77.8%. Goal next year is to maintain antibiotic times for septic shock patients >65% all year. We are currently holding strong at 87.1%!

Currently working on performance improvement to improve bundle compliance for the future. Consistently meeting goal for SPOT median alert to screen times. Goal is <27 min. We currently hold some of the best SPOT times for the Gulf Coast Division.



Zero Harm Council Outcomes

We are committed to achieving Absolute Zero Harm at HCA Houston Healthcare Northwest. We are dedicated to providing exceptional patient care while advancing health and are determined to become a High-Reliability Organization (HRO) that goes above and beyond to avoid catastrophes in complex and high-risk environments where errors are highly susceptible. We, from the Board Room to the Bedside, are committed to the safety of our patients, families, and colleagues. This collective commitment ensures that process failures are addressed immediately and credibly while ensuring Just Culture.

Our Zero Harm Council meeting outcomes facilitate an environment that supports an HRO mindset to decrease preventable harm events. During this bi-weekly meeting, we discuss and analyze reported patient safety events, develop and implement process improvement strategies in collaboration with the front line colleagues, subject matter experts, and hospital leaders. Also, we discuss trending topics and issues in the patient safety world to reinforce our knowledge and efforts to ensuring absolute zero harm.

Since the implementation of the Vigilanz Reporting System in 2022, HCA Houston Healthcare Northwest has increasingly improved its safety culture through event reporting. Most medical error are due to systematic or process failures, and reporting these incidents help us to credibly investigate these events, identify the root cause, and track and trend data. The outcome of these reported events are the shared learning and commitment of our hospital leaders and front-line colleagues to mitigating risk and preventing recurrence of the error. Our consecutive Healthgrades’ National Patient Safety Excellence Awards for 2023 and 2024 is a testament to our commitment to excellence in patient safety and quality care.

Great Catch Program

Psychological safety and Event reporting are two of the cornerstones of a credible Patient Safety Culture. We believe that when employees feel safe to report events without prejudice, it advances the goal of patient safety and improves staff engagement. Therefore we celebrate and reward employees who proactively identify and report situations where potential harm to a patient was prevented before it occurred – “Great Catch”. The program focuses on near-miss events, promoting a culture of vigilance and continuous improvement. By recognizing and rewarding these “Great Catches,” can learn from these near misses and implement strategies to mitigate future risks.

Sydney Sloan Connor, US Tech (Radiology) observed an unusual occurrence during an ante-partum ultrasound. She observed that the fetus had a condition referred to as “straight umbilical cord” which occurs rarely and can indicate a potential problem with the fetus.

While reviewing the report documentation, she noticed this was not mentioned in the radiologist report, even after the mother was informed of this finding by the physician. Sydney notified the radiologist of her report observation with this missing information in the patient report. The radiologist reviewed the ultrasound again and updated the report. This is a GREAT CATCH because of her diligence and attention to detail with matching the ultrasound to the documented report, to ensure continued quality care for the fetus and mother.

Sydney was recognized for her diligence, attention to detail and caring like family and commitment to patient safety and quality care.



Rapid Response Team

At HCA Houston Northwest Hospital, our Rapid Response Team (RRT) is a specialized group of clinicians who provide critical care expertise to patients experiencing deterioration outside the ICU. We encourage all staff to call RRT proactively—our role is not only to respond to emergencies but also to prevent them by supporting bedside nurses and ensuring early intervention.

Our team is also highly trained in vascular access insertion, reducing reliance on outsourced services and improving patient outcomes. We specialize in:

- Catheter selection (PICCs, Midlines, PIV’s)
- Ultrasound-guided insertions for precision and safety
- Medication management and infusion therapy
- Vessel preservation and infection prevention through education

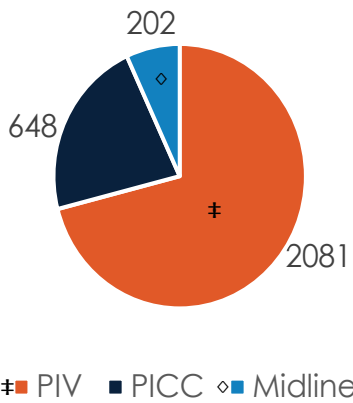
By maintaining an in-house Vascular Access Team, we enhance patient safety, procedural success, and continuity of care.

Expertise and Certifications

2024 focus was to improve on supporting bedside nurses confidence with peripheral line placements and resource to ensure patient had appropriate line placement and care. The RRT also supported Code Blue education for new nurse residents and reducing the number of Code Blues called.

With a commitment to best practices, innovation, and collaboration, our Rapid Response and Vascular Access Team continues to elevate quality and safe patient care by providing hospital-wide support.

Lines Placed 2024

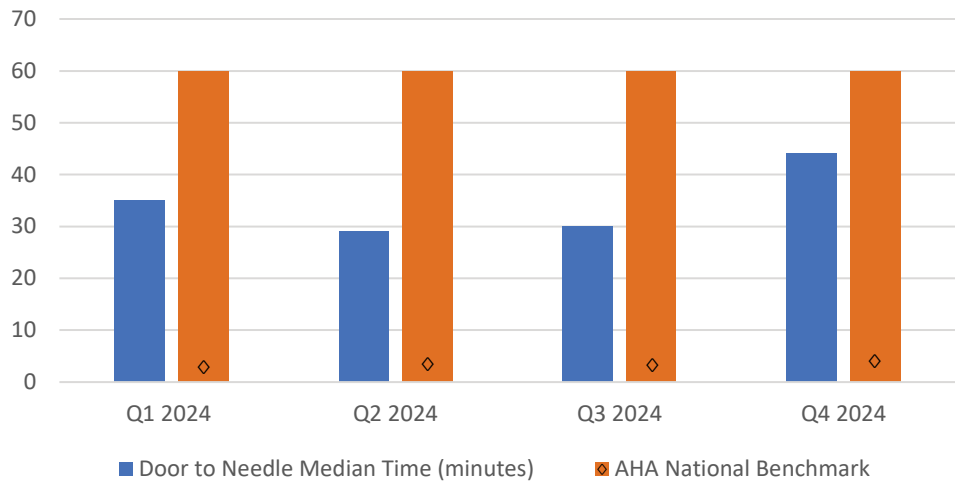


Neuroscience

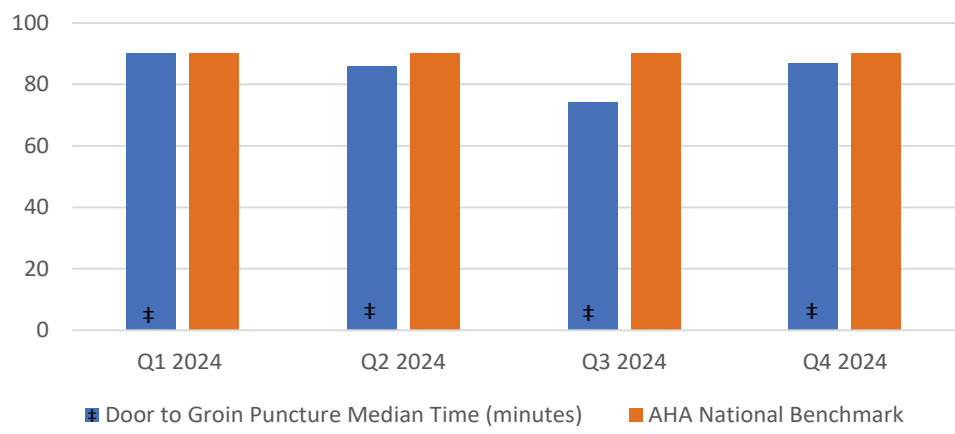
In 2024, HCA Houston Healthcare Northwest continued to excel in our Door to Needle median time. The National Benchmark goal is less than 60 minutes from patient arrival to administration of thrombolytic therapy for acute ischemic stroke patients that had a symptom onset of less than 4.5 hours. We also continue to excel in our door to Groin Puncture median time. The National Benchmark goal is less than 90 minutes from patient arrival to groin puncture in the Neuro Interventional Lab for acute ischemic stroke patients requiring Thrombectomy for an emergent large vessel occlusion.



Door to Needle Median Time (minutes)



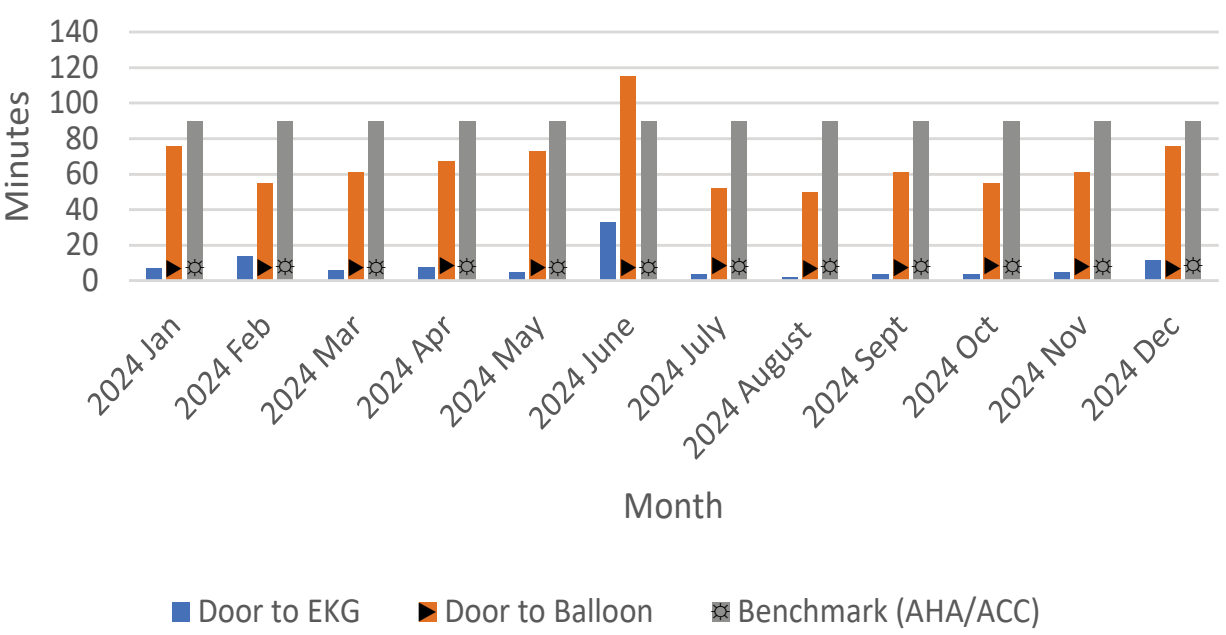
Door to Groin Puncture Median Time (Minutes)



Chest Pain Program

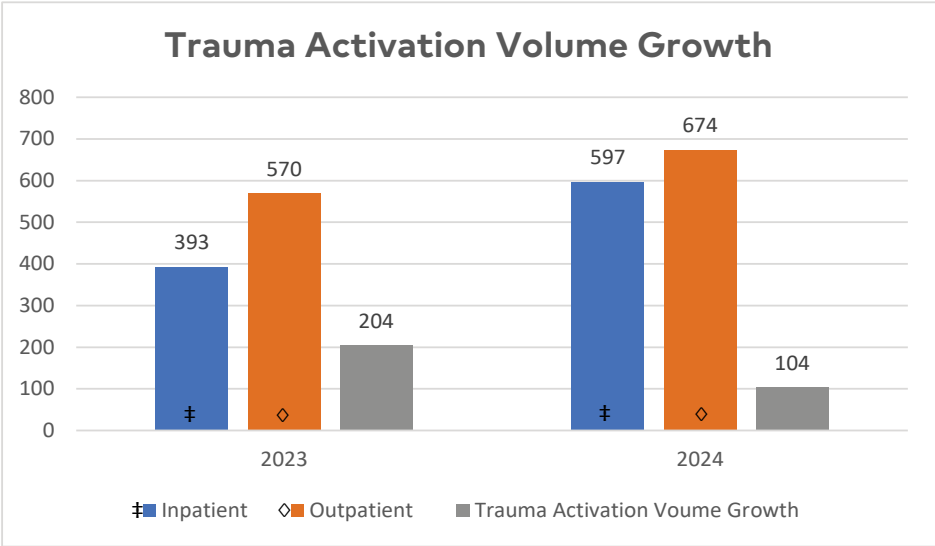
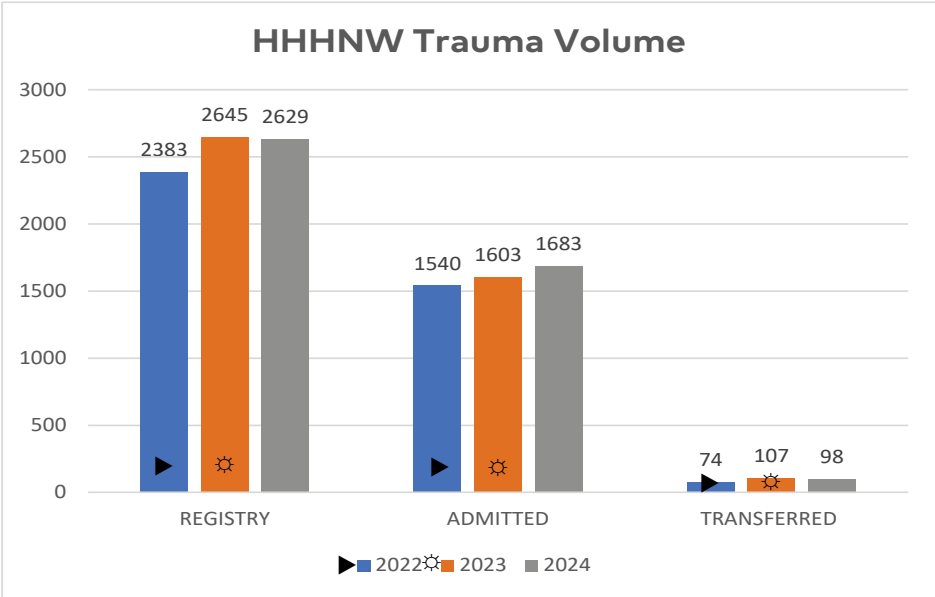
We are proud to share that our STEMI Program has shown progress throughout 2024, working in strong alignment with our Chest Pain Program. We have consistently maintained a door-to-balloon time below the national benchmark of 90 minutes for the quarters - and on several occasions, we even exceeded expectations by achieving times below the internal HCA goal of 60 minutes. These accomplishments are a direct result of the dedication, coordination, and hard works of our physicians, nurses, EMTs, and all team members involved in the STEMI process. Our commitment has made a meaningful impact on patient outcomes and continues to drive high-quality care we strive to provide every day. Thank you.

2024 ST-Elevation Myocardial Infarct (minutes)



Trauma Quality Outcomes

Trauma at HCA Houston Northwest continued to grow in 2024. We passed our American College of Surgeons Level 2 Trauma Reverification in October with no deficiencies and remain a verified high-level trauma center for 3 more years! This speaks volumes to the administrative support as well as the high quality of clinical care the we provide here at Houston Northwest. Due to the high penetrating rate of injury in our population, we have been able to sponsor and develop cutting edge programs such as our EMS2OR initiative that will be celebrating it's 2-year anniversary in early 2025. As we continue to grow, our research opportunities do was well, such as blood utilization in Mass Transfusion Protocol for high volume and the use of whole blood. The col-laboration between all service lines, nursing and our dedicated physicians continue to give us the opportunity to grow and provide a much-needed service to the population we serve. Trauma also begins to look into the other aspects of trauma such as how it affects the families and patients involved both mentally and physical-ly. We continue to expand our capabilities to support mental health follow up in trauma patients as well as developing resources for those in need with other issues that often compound trauma situations. We con-tinue to round out the capabilities of the service line as well as support others in the halo effect that trauma care develops as it matures in a well-supported system.



Alcohol Misuse Screening and Intervention

Month	# of Participants	SBIRT Screening Completed	Positive Screening with Intervention
Jan 2024	133	94%	(7) 100%
Feb 2024	143	92%	(19) 100%
Mar 2024	118	87%	(12) 100%
Apr 2024	121	92%	(11) 100%
May 2024	112	89%	(18) 100%
Jun 2024	130	92%	(17) 100%
Jul 2024	148	88%	(20) 100%
Aug 2024	100	90%	(9) 100%
Sep 2024	129	87%	(17) 100%
Oct 2024	125	88%	(22) 95%
Total	1570	91%	(181) 100%

Mental Health Screening and Referral

Month	Total Eligible Patients	Screening Completed	Positive Screening with Referral
Aug 2023	7	100%	(7) 100%
Sep 2023	2	100%	(2) 100%
Oct 2023	8	100%	(8) 100%
Nov 2023	12	100%	(12) 100%
Dec 2023	24	100%	(4) 100%
Jan 2024	27	96%	(5) 100%
Feb 2024	20	95%	(10) 100%
Mar 2024	31	94%	(5) 100%
Apr 2024	25	92%	(5) 100%
May 2024	22	95%	(11) 100%
Jun 2024	25	84%	(7) 100%
Jul 2024	23	83%	(8) 100%
Total	226	95%	(84) 100%



3 North IMU

3NIMU is a specialized 35-bed stroke unit that provides specialized care to the facilities acute medical and stroke patients. 3NIMU provides intricate care to patients undergoing neurological deficits and intervention. As a Level II Joint Commission designated Comprehensive Stroke Center. 3NIMU is staffed by a multidisciplinary team of healthcare professionals including progressive care nurses, neurologists, physical, occupational, and speech therapists, occupational therapists, respiratory therapists, and pharmacists who have years of clinical experience.

In 2024 3NIMU purchased 10 additional IMU monitors to expand to full IMU capable capacity. 3NIMU prides itself on employee engagement and open staff communication. This unit was very proud to be recognized in the winner’s circle, for the 2nd consecutive year with maintaining an employee engagement index greater than 90%.

They are particularly proud to report they also had Zero CAUTI, CLABSI’s, and CDIFF hospital acquired infections in 2024.

3NIMU introduced a new stroke hand-off sheet process to improve documentation and care for the stroke patients.



5 North

5 North is a very busy 28-bed Acute Care Medical-Surgical Telemetry Unit.

To meet the healthcare needs of their patients, they have made some positive staffing and team improvements throughout 2024. 15 new graduate RNs were hired, completed their new graduate nurse program and have demonstrated their commitment, confidence and growing competence as new RNs.

5 North also welcomed a new dayshift Clinical Nurse Coordinator (CNC) Ariowa to the day-shift team. Her commitment to professional nursing professional helps support the new grad RNs.

Judith, another one of our night shift CNC’s received dual recognition by the Houston Chronicle as one of Houston, Texas top 150 nurses in 2024; as well as at HCA Gulf Coast Division Women’s Day celebration for her work to the nursing profession. Judith is also committed to improving the health outcomes for patients with wounds, and serves as one of 5 North wound champions on the facility Wound Prevalence Committee. Judith shares this responsibility with Hang, who also partners with her as the Vice-Chair of the Night Shift Nurse Practice Council.



6 North

6 North is a 35 medical acute care unit, lead by Janet Mueller MSN, BBA, RN/ Director
6 North has had multiple Daisy Award recipients since it’s introduction to HCA Houston Healthcare Northwest. 2024 was no different with the newest recipients Randall Burns, Lauren Calvillo, Deep Kaur and Ciara Harrison. Aleisha Morales was a 2024 Tulip Award Winner.

Data on patient experience, satisfaction scores and trends related to infection prevention, specifically in the prevention of CAUTI, CLABSI and CDI, are a big focus for 6 North. They have gone over 600 days without a CDI infection, over 1100 days without a CAUTI infection and over 1500 days without a CLABSI infection by utilizing the indwelling urinary catheter and central line care bundles and deescalating lines and drains in a timely manner.

For 2024, the unit practice council focused on decreasing hospital acquired pressure injuries through safety rounding and mobility, as well as timely skin assessments on admission and every shift,

Opportunities for this year include improving Nursing Insights documentation compliance, including but not limited to LVN documentation, restraints, non-ventilator hospital acquired pneumonia (oral care and mobility) , hospital acquired pressure injuries (skin assessments on admission and every shift), CAUTI, CLABSI and MRSA.



5 South

5 South is a 33-bed orthopedic/surgical/trauma specialty unit at our facility. The provide specialized post-operative care that includes telemetry services for cardiac patients. 5-South staff focus on patient-centered care with other ancillary departments to meet individual patient specific health needs and create goals, that lead to optimal individual patient health outcomes. Daily multidisciplinary team huddles are held to ensure holistic hospital care to ensure patient safe discharge planning needs are met. The staff on 5S are very familiar with therapy regimens and how to help the patients progress quickly through their post-operative rehabilitation.

In 2024, 5 South was recognized by receiving the prestigious Unit of Distinction Award. The Unit of Distinction celebrates the individual departments that are defining excellence in nursing practice through nursing-specific indicators and departmental performance. 5 South team is actively partnering and collaborating with other patient care team stakeholders to problem solve and create best practices within our unit. In 2024 5 South worked on the initiative of ambulating our surgical patients and found an opportunity in the need of assistive devices to get patients out of bed. We were able buy new Sara Steady equipment to help our patients with early ambulation.

Proudly, 5 South received the team daisy award in 2024, as well as an individual daisy award winner, Kita Warren, RN.

5 South was able to increase patient experience scores to a top box score of 81.63% in the 87th percentile rank. They hardwired bedside shift report on all shifts, for their patients to be involved with their plan of care and create a daily goal. In 2024 5 South began utilizing lead PCT’s who were instrumental in improving the unit teamwork.



6 South IMU

The 6 South nursing unit at HCA Houston Healthcare Northwest is a 33-bed Intermediate Care Unit (IMU). The vast majority of the patient population on 6 South comprises of trauma and surgical patients. Our trauma volume and acuity has increased this year as we are taking care of patients with acute injuries from a wide-range of traumatic events such as motor vehicle accidents (MVCs), penetrating injuries, falls with head injuries, post-op coronary bypass artery graft (CABG) patients, abdominal surgery patients, orthopedic surgeries, bariatric patients, and complex medical patients. Due to an increase in volume and acuity, our IMU capacity grew from 16 to 33 beds with the acquisition of new GE wall monitors by the end of the year.

Many of 6 south employees received special recognition in 2024. We celebrated three nurses who were recognized and honored with the DAISY award, Russell Hudson, Jennifer Pina Fernandez and Taylor Larson. In addition, Erica Moorman, Jennifer Pina Fernandez and Russell Hudson received the prestigious Bronze Medal from the Good Samaritan Excellence in Nursing Foundation. The TULIP (Touching Unique Lives in Practice) Award, a hospital-wide award recognizing our techs, was given to Sonya Hutchinson, PCT.

Staff advancement and growth is always a focus for our 6 South team. This year we promoted 4 of our PCT's into Lead PCT positions, Sheila Polk, Willie Thomas, Luz Ibarra and Cyrene Medina. In addition, we had multiple RN's who were offered coveted positions into higher acuity areas such as Medical/ Neuro ICU, L&D, and NICU. Although we were sad to have employees leave our department, we were excited to help them grow their careers.

Patient experience remained a strong focus for our 6 South team in 2024 and we achieved an overall 3% increase in our Top Box Score from prior year. This was accomplished with a team effort focus on ensuring all staff were present and accountable during, Unit Huddles, Bedside Shift Reports and Nurse Leader Rounding.

We are very proud of our team, hard work and compassionate care our 6 South team provided to our patients and look forward to continuing our upward trend in 2025.



Interventional Labs

Our Cardiac Cath/ Neuro Interventional Lab support multiple service lines: Cardiac/STEMI, Trauma/IR, Neuro/ELVO, Peripheral Vascular, Hybrid, and Electrophysiology.

Our facility is ACC Chest Pain Accredited –Primary PCI, Comprehensive Stroke Certification, and Level 2 Trauma Certification.

We continue to exceed the national benchmark for Primary PCI in STEMI patients Door 2 Balloon (D2B) median time of less than 90 min.

Our lab has 3 GE Labs, 2 with biplane with 3D spin capability, and 1 Hybrid Cath biplane Siemens room. Interventional procedures performed: Percutaneous Coronary Interventional/Stenting, Rotablator, Thrombectomy, Lysis, Coiling, Embolization, Intracranial/Carotid Stenting, Pacemaker, Implanted Defibrillator, Cardiac Resynchronization Therapy, Electrophysiology Studies and Ablation, and Vascular Intervention.

Department/Facility goals for 2025 include professional development driving clinical excellence through RN certifications, Pathway to Excellence designation by ANCC, Comprehensive Stroke recertification by TJCC, Service line growth adding additional procedural services (Laser, and Watchman, TAVR).



Dialysis

Dialysis performs both Hemodialysis and Peritoneal dialysis treatments for inpatients at HCA Houston Healthcare Northwest. Dialysis completed 3804 procedures in 2024.

Most treatments performed in the 6-bed dialysis suite, while others were performed at the patient’s bedside.

Hemodialysis KPIs include documentation completion for Hemodialysis Start Requirements, Pre-Dialysis Weight, Dialysis Duration, Hepatitis B Status Verified and Post-Dialysis Weight. HCA Houston Northwest Dialysis department excelled with overall documentation compliance higher than the Gulf Coast Division, the American Region, as well as the HCA Enterprise.

Hemodialysis RN staff ongoing goals include the following:

- Zero contract labor
- Hire to Core 100%, zero vacancies at year-end
- Maintaining excellent Hemodialysis KPI compliance
- Consistency with monthly MOR reporting
- Preventing CLABSI related to HD catheters



Free-Standing Emergency Departments

Fallbrook FSED is located in a very busy part of Houston, and saw 13000 patients in 2024 ranging from minor illnesses complaints to cardiac arrest. This site is equipped with specialty certified nurses, and team to care for patient of all ages from newborn to adult. This FSED is staffed daily with 2 RNs, and a mid-shift RN to help during periods of high patient volume. Theses nurses are trained and competent to collect lab samples, perform lab studies, obtain results and navigate patients from admission to discharge or transfer.

One big success for the year was the STEMI patient who arrived at the freestanding ER and from the time he arrived at FSED till the time he was in the Cath lab at Houston Northwest was under 90 minutes which is below the national standard goal for hospital-based Emergency Rooms and doesn’t factor in the transport time needed to bring a patient from the Off-site ER to the hospital.

Spring FSED was acquired by HCA Houston Healthcare Northwest family on 12/01/2023. Patients’ needs are met with core staffing of 2 nurses at all times, as well as a mid-shift nurse to help during periods of high patient volume. Spring FSED staff are all trained and competent to collect lab samples, perform lab studies and obtain results, as well as function as nurse navigator to contact other providers, arrange patient transfers and registering patients.

In 2024, Spring FSED saw 5300 patients of all ages from newborn to adult, with a wide range of medical conditions from routine colds to cardiac traumas.

Many capital requests were obtained to improve the delivery of healthcare and services to the community. Equipment purchases made were to replace or acquire several pieces of equipment including new stretchers with integrated scales, new EKG machine, new lab equipment, new nurse call system and pending installation of the new bedside monitors with central monitoring station.



Inpatient Rehabilitation Unit

The Inpatient Rehabilitation Unit provides patients with an intensive rehabilitation program. The patients must tolerate three hours of intensive rehabilitation services per day out of five days a week between a minimum of two disciplines: physical therapy, occupational therapy, or speech therapy. Our multidisciplinary team works closely with our Physical Medical and Rehabilitation physician to help carry out our patients' care plans. Our Inpatient Rehabilitation Unit has 24 beds, a therapy gym, and a dining room. Our patient population is stroke, traumatic brain injury, nontraumatic brain injury, spinal cord injuries, multiple fractures, and traumas.

Highlights of the Rehab Unit:

- The nursing staff of the Rehab unit has been expanded to include Licensed Vocational Nurses (LVNs) to help provide care with the increased patient volume. Eight full-time licensed vocational nurses joined the Rehab nursing team.
- In December 2024, We had our First LVN Veronica Rodriquez graduate from the LVN to RN bridge program with Galen College
- Inpatient Rehab's IRF-PAI Coordinator Richard Cuesta Lado received his Certified Rehabilitation Registered Nurse (CRRN).
- Three resident Registered Nurses America Serrano, JaTerian Watson and Emma Nagel joined our team.



Medical-Neurovascular Intensive Care Unit

Our Medical Neuro Intensive Care Unit (MNICU) is a 24-bed unit. We have 12 medical beds and 12 neuroscience beds. We are a Comprehensive Stroke Center and the first in Gulf Coast Division designated by the Joint Commission. MNICU is a cohesive team with impressive clinical skills amongst the staff. Our team care for high acuity patients and we treat everyone with dignity and respect. We learn something new every day from our patients and each other. Our culture of kindness and understanding keeps us humble and reminds us of our commitment and purpose to care for our patients safely, diligently and with the utmost respect. We look forward to 2025 to continue growing and upholding our mission statement "Above all else we are committed to the care and improvement of human life".

Throughout the year we participated in many educational in-services in preparation for our neuroscience patient population.

Our CNC's lead the way for the CNC launch of the CNC resource tool. We recognized several nurses for their years of service with HCA.

Susan Harger won the great catch award.

We celebrated at the Nurse Resident one-year graduation.

Mohammad El-Ghanem MD won the Rose Award.



Surgical-Trauma Intensive Care Unit

The Surgical Trauma Intensive Care Unit is a specialized 14-bed unit that cares for critical patients after major surgeries and/or massive traumas. Our team of nurses prides themselves on their teamwork and communication with the multidisciplinary team to achieve the best outcomes for our patients. The team possesses advanced training to manage life threatening conditions and complications that plague many of the STICU patients. Nurses are specifically trained on Continuous Renal Replacement Therapy, Intraaortic Balloon Pumps, Impella, Intracranial Pressure Monitoring and Draining, Lumbar Drains, Extracorporeal Membrane Oxygenation, Mass transfusion utilizing the Belmont, EKOS therapy, advanced ventilation and tracheostomy care, advanced blood pressure monitoring including utilizing hemisphere monitors for cardiac output, SVR and fluid response testing as well as managing negative pressure wound vacs for complicated or traumatic abdominal and extremity surgeries. In 2024, we also successfully administered leech therapy to save a breast flap post mastectomy reconstruction complications. The staff not only care for the critical needs of patients but also the emotional well being of patients, family and friends.

Our collaboration with the interdisciplinary team includes proactive communication with the trauma surgeons and critical care physicians. The pharmacists actively participate in rounds to ensure appropriate prophylactic or therapeutic VTE and stress ulcer medications are ordered and also give guidance with escalation or deescalation of antibiotics to meet the gold standard of treatment. We also have enhanced efforts to increase early mobility by having eligible patients prepared for physical and occupational therapy early in the morning. We continue to work side by side with respiratory therapists to enhance pulmonary hygiene, reducing the risks of ventilator associated pneumonia and ventilator days.

We celebrate our dedicated nurses; and had the opportunity to congratulate Floperta Tolentino on twenty years of service, Samantha Evens reached fifteen years at Northwest, and Luis Colon marked his five-year anniversary. We also celebrate the continued education of our nurses with our BSN, RN percentage increasing from 74% to 87% and a goal to increase over 90% in the coming year. Samantha Evens and Kayla Schlobohm successfully completed the Adult ECMO specialist course. Rudi Reyes and Megan Griffith both obtained TCRN certification. Our manager and leader, Ricardo Peres graduated from the Leadership Essentials Program. We also honored Sheresa Sheppard with a Daisy Award. Agnes Labay-Pidalla was honored with the Bronze Medal for Excellence in Nursing by the Good Samaritan Foundation. STICU also celebrated being the Winner in the Category of Health Care at the 2024 Annual Pumpkin Decorating Contest thanks to the creative efforts of Carlie Buchmeyer and Alyssa Walker.

We are proud to contribute to the HCA Houston Northwest trauma program and are excited to have achieved ACS Level II Trauma re-designation with no deficiencies. We plan to continue striving for excellence and hope to achieve Unit of Distinction in 2025.

Surgical Services

The Surgical Services Department at HCA Houston Northwest Hospital experienced a transformative year in 2024, marked by significant advancements in patient care, operational efficiency, and staff development. This report highlights the key achievements, challenges, and future goals that define our commitment to excellence in surgical nursing.

After the first survey of the year for employee engagement, the Surgery department was placed in the Winner’s Circle. Although we missed the mark by just 3% in the second survey, this inspires a new goal for 2025 to return to the Winner’s Circle.

Surgery played a critical role in two back-to-back surveys: The Joint Commission review and the Level 2 trauma center redesignation. We are proud to report that the OR passed both with flying colors, receiving ZERO condition-level findings in our JCAHO report as well as ZERO findings during the trauma survey. This stands as a testament to our dedication to excellence.

One of our proudest honors in 2024 was receiving the Trauma Unit of Distinction award from our trauma surgeons. This recognition highlights our unwavering commitment to saving lives 24/7, 365 days a year. Additionally, several team members, including OR circulators: Nekkia Perry, Carol Avery, and Crystal Purdon received individual awards for outstanding service to the HCA Houston Northwest trauma patients. Certified Surgical Technician, Christine Stout, was also recognized for her exceptional skills in trauma surgery along with anesthesia technician, Peter Vo, who accepted an award for his outstanding service to the trauma program. Additionally, Peter Vo received a Tulip award with several nominations from his coworkers for going above and beyond to ensure that our surgical patients receive the highest quality of care. With one of the highest penetrating trauma rates in the country, the trauma team is committed to continuous improvement toward our remarkable patient outcomes. Our talented team consistently delivers high-quality care to our most vulnerable patients.

In 2024, six additional OR suites were upgraded with Stryker integration technology, maximizing efficiency and ensuring a safer work environment for both staff and patients. This state-of-the-art innovation enables our team to command the rooms from a central, user-friendly interface, improving connected device control during laparoscopic and robotic procedures.

- Our department celebrates the educational milestones of our team:
- Six nurses enrolled in Bachelor of Science in Nursing (BSN) or Master’s programs.
 - Two BSN graduates, Trina Thompson and Mimi Lee, bringing the OR to 70% BSN-prepared.
 - Several nurses achieved CNOR certification and TNCC accreditation, aligning with AORN standards for high-quality care in the perioperative setting.
 - We hired our first two surgical technician externs, including Sergio Monrroy, a military veteran who recently passed his CST exam and is now training in cardiovascular surgeries and several other specialties.

The OR extended its impact beyond the hospital by participating in the annual toy drive by contributing the most donations among hospital units. This reflects the team’s dedication to supporting the families in need within the northwest Houston community and exemplifies their selflessness.

The Surgical Services Department at HCA Houston Northwest Hospital demonstrated resilience, innovation, and unwavering dedication to patient care in 2024. From achieving accolades in employee engagement and trauma care to advancing technology and educational growth, this year gave us much to celebrate. As we look forward to 2025, we remain committed to advancing our mission of providing exceptional surgical care to our community.

Pre-Admission Testing & Pre-Anesthesia

Preop and Pre-Admission nurses are responsible for the safety care of surgical patients before surgery. They assess patients’ physical and emotional health, as well as evaluate their medical history and medications. They act as a liaison between the surgical team and the patients’ families and support system.

Our patients start their journey in Pre-admission testing. Our PAT team prepares our patients in a way that reduces the risk of complications both during and after surgery. They help gather all of the medical history information, identify any risks, and collaborate with the anesthesia group. They help patients complete all necessary documents and answer any questions to calm their nerves. Judith Daly and Brittani Pounders lead our PAT team. They collaborate with the anesthesia group to ensure our patients are safe to have their surgeries. They are instrumental with Duke protocol, ESR, and Patient Reported Outcome Performance Measure (PRO-PM). Pre-operative nurses educate our patients and their families about pain management, physical restrictions, and medication side effects and also assess any psychosocial factors that might affect their surgical journey. Preop nurses are valuable as they will not only help to put patients at ease before surgery, but they will also help to ensure patients are in fact ready for surgery. They are the last stop to ensure patients are for sure safe to go to surgery. Our preop nurses are all trained to safely prepare patients undergoing surgery, endoscopy, and Cath lab patients. Mandy Palmer and Crystal Torres were promoted to the CNC position this year, and they’re leading their team in preventing Colon SSI and executing ESR protocol. Preop is also instrumental in improving our First case on time start (FCOTS). This year, the team collaborated with the infection team to improve the process in preventing Colo SSI. They were recognized on their Duke Protocol documentation. Judith Daly celebrated her 40 years of service recently. She is a great example of an amazing work ethic as well as a reliable role model to our new and younger employees. We were in the top 3 in GCD on Press Ganey in the first three quarters of the year 2024. Peri Anesthesia celebrated their first Peri Anesthesia week this year showcasing their hard work and teamwork. Obtaining higher education is also a big part of this team. Our Preop nurses are 100% PALS and ACLS. Carolyn Fuentes and Mary Love are both in the process of obtaining their MSN. Their 2025 Goal is to be 100% certified nurses.



Post-Anesthesia Care Unit

“Every move you make, every breath you take I’ll be watching you.” Our post anesthesia care unit (PACU) is a specialized unit where patients are monitored and cared for after surgery as they wake up from anesthesia. It is a vital part of the hospitals. Our nurses in Post-Anesthesia Care Unit Nurse is integral in a healthcare setting. They provide care to patients who goes to procedures requiring anesthesia, ensuring they recover safely from anesthesia’s effects. Our PACU nurses provide one-on-one bedside care and closely observe patients during the risky period when they are regaining consciousness. They communicate with patients to keep them calm. Their responsibilities focus on closely monitoring patient vital signs, airway, breathing, and consciousness as anesthesia wears off to ensure patient stability and prevent complications. During the immediate post-operative period, patients are at high risk for adverse effects from anesthesia, however our PACU nurses are all highly trained to assess the patient and provide appropriate interventions to manage this. This was evident when one of our PACU CNC, Aichetou Fagni recognized the early signs of stroke on one our patient after surgery, which can be challenging to diagnose because of anesthesia effects. Aichetou, a certified critical nurse, was promoted to the CNC role this year. Her critical thinking and experience are a great addition to the team. She is also instrumental on our recent trauma and stroke surveys. Michel’le Simpson, another PACU CNC, was also promoted this year, recently completed her MSN in Education. Aichetou and Michel’le led our PACU team to safely care for our patients. Tammy Rodgers also completed her MSN in education this year and now teaching in our SHSU-SNAPPI program. Their higher education inspires others to attain similar education. Our PACU nurses are 100% ACLS PALS TNCC and TCAR. We diligently do our daily rounding to capture any concerns from our patients. Our number in DCM calls are increased to ensure we extended our care to their homes which helps improve the quality of care, patient satisfaction, and reduce readmission rates. Our Cath Lab PACU team was excited to have their new cardiac monitors. This is essential to safely care for their patients and safely perform TEEs in their space. Our PACU team created a Wellness bag that contains all the essential items for our patients to care for themselves as they return home such as crackers, band aide, ginger ale, emesis bag, information on how to access record and Hospital Brochure. This includes personalized thank you card from the whole team. This demonstrates how we care like family to all our patients. We celebrated our first Peri anesthesia week this year which showcased their skills and hard work. In collaboration with Radiology- CT department, our CATH lab PACU and IR-Radiology nurses can now safely assist in Coronary CTA procedures. Our PACU nurses are highly trained in recovering all surgical, endoscopy, Cath lab and IR-radiology cases.



Labor & Delivery & Antepartum

Labor and Delivery, Obstetrics Emergency Department and Antepartum (L&D/OBED/Antepartum) collaborate together to provide high-quality care for our increasing maternal population. Patients in various stages of pregnancy present not only to deliver their babies but seeking excellent for themselves and their unborn child. 2024 brought new challenges and many accomplishments through process revisions, continuing education and maintaining quality metrics.

The quality of care provided remained exceptional with maternal metrics being exceeded including NTSV Cesarean Section Rate and Postpartum Hemorrhage Rate. L&D received the Unit of Distinction Award for providing high quality care, employee engagement, low turnover, certification and education rates. SETRAC recognized our department as being in the Top 5 for Best Maternal Practice for NTSV Cesarean rates. Level III Maternal Re-Designation was accomplished through the efforts and input of many nurses and physicians. In July, construction began in L&D to build a third Operating Room and four more Delivery Rooms. Challenges of performing all scheduled Cesarean Sections in the Main OR were met with optimism as multi-disciplinary collaboration resulted in changes with staffing, continued patient safety and optimal patient through put with an expected completion date in 2025.

During 2024, we welcomed a new Maternal Fetal Medicine group located near the hospital providing accessible care to our high-risk population. This addition helped to almost double our Antepartum patient volume year over year. Deliveries also increased with 3327 babies which is an increase of over 200 from prior year. This included 29 sets of twins.

Collaboration between education, nursing and physicians resulted in successful real time perinatal drills, refining the QAPI process and participating in Regional and State Process Improvement initiatives. Outreach education was provided to our Freestanding EDs, the internal ED and SICU to help care for our maternal population. Multiple education opportunities were provided to staff for refining skills through bi-annual skills fairs, nursing updates meetings and online education. Women’s Services leadership attended NAM’s Well Woman Expo representing the hospital.

Many accomplishments were achieved by staff. Melissa Zahn, BSN, RNC-OB, C-EFM and Star Robinson, ADN, C-EFM both received the Good Samaritan Award. New certified nurses include: Kaci Merrifield, Faith Martin, Devin Holmsley-Flores, Ashlon Eubank, Nayla Linden, Star Robinson and Tasha McCline. Staff members recognized for unit awards include: Dennis Hampton, Janine Radunz-Holub and Jennifer Conley for perfect attendance. Kaci Merrifield, Summer Latham and Ashley Wright were recognized for perfect medication scanning compliance.

We celebrated Yvonne Edmond in her retirement after 40 years of serving as a Surgical Tech in L&D and the Main

Neonatal Intensive Care Unit

The NICU has made significant strides, with 291 admissions to date, including 39 very low birth weight infants. After moving into a brand new, 24-bed state of the art unit in July, we quickly reached a census of 24 babies.

2024 achievements include:

Paige Reyes certification in PICC placement and RN-NIC

Recognition of Sylvia C. and Linda G. with the Good Samaritan and Nursing Excellence Awards for 2024.

8 new graduates and 3 new to specialty nurses were welcome staff additions

Our nursing staff partnered with Occupational Therapy to promote developmental positioning education across other HCA facilities.

The NICU introduced several initiatives, including the Sunshine Committee, Octopus Project, Bonding Hearts, and the GO MOM initiative for breast milk at discharge.

Employee engagement rose by 9 points, and the team achieved the 99th percentile for patient satisfaction in both Q3 and the current quarter.

We also saw an improvement in all quality metrics from previous years.

We look forward to the NICU team continuing to provide exceptional care in 2025.



Mother Baby

In 2024, the Mother Baby unit at HCA Northwest continued to focus on delivering high-quality, compassionate care to ensure both maternal and infant health. The unit aimed to enhance the patient experience, as seen in our patient satisfaction scores. By focusing on personalized care, postnatal support and addressing individual needs, we were able to end the year with a Top Box score of 81% and a Top Box Percentile Rank of 87. The unit supported its sister units, by floating staff to Labor and Delivery and NICU to help support the 3,327 deliveries we had in 2024.

Mother Baby continues to have a low turnover rate, with a total of three for the year. Our staff take pride in their education and developing their skills so that they may provide better care for our patients. Our staff are all Neonatal Resuscitation Program (NRP) and STABLE (Sugar, Temperature, Airway, Blood Pressure, Lab Work, and Emotional Support) certified. The percentage of staff with their RNC-MNN has increased this year to 56% of staff holding their certification and 65% of RNs holding their Bachelor’s Degree.

In 2024 we celebrated our wonderful group of Pediatric physicians for their continued support for our unit and welcomed a new group of Pediatric Nurse Practitioners that will now oversee the care of our well babies as well as have on call coverage. With a collaborative effort amongst all the Women’s services departments and the physicians, we implemented transition at the bedside. This is shown to be best practice to decrease separation time between mom and baby, and leads to an increase in bonding, breastfeeding and patient satisfaction.

Peer and patient recognition is an aspect that contributes to our Care Like Family work environment. With the utilization of our “O’Fishally The Best Staff” board, patients and peers are able to recognize staff that are going above and beyond. At the end of each month, one night shift and one day shift employee are recognized for their outstanding commitment to the work they do on a daily basis. Additionally, one of our RNs, Brooke Dymment, received the prestigious Good Samaritan Award for 2024.

We look forward to 2025 as a year to continue our commitment to excellence and improving patient centered care and fostering staff satisfaction and development.

Nursing Quarterly Updates

In 2024 the Nurse Leaders collaborated to develop a new Nursing Quarterly Updates for all inpatient nursing staff. Goal was to develop nursing staff knowledge, skills and clinical documentation for improved patient outcomes. Each nurse leader had a hands on approach to create and teach different topics throughout 2024. The purpose was to focus on high risk practices that were continuing to be observed despite daily safety huddles, rounding and coaching. The teaching style was “repetition is key”, hence the concentration on “back to basics.”

2024 Topics

Q1 2024

Medication Scanning/Pain Reassessment
EBSCO Dynamic Health, PolicyStat, iPrivileges, Physician Scheduler Viewer
Care of the Bariatric Patient
Care Experience – Bedside Shift Report, Patient Goals and Unit Huddles
All Things Restraints

Q2 2024

BERT team/CPI training/Environmental Safety Checklist/Observation Log
Safety Rounds/iTRACE/Language Line
Telemetry Policy
iMobile/ Phone Etiquette/ MobiLab/ Expanse Updates/ Medication Scanning
NV-HAP/TTR Transport

Q3 2024

Consent Documentation
Care Experience – Bedside Shift Report and Safety Rounding
KPI Documentation/ First Point of Contact/Pain Assessment-Reassessment
Wound Care
AMA-Elopement Policy/End of Life Documentation

Q4 2024

Surgical Consents
Care Experience – Bedside Shift Report and Safety Rounding
Clinical Informatics – Language Services Associates, Vaccine Screening, Home Medication Reconciliation
Pain Assessment/Reassessment, 1st Point of Contact
Evidence-Based Practice in Nursing
Wound Care – Consult
Against Medical Advice

Results:

Greater than 98% ongoing monthly compliance for Barcode Medication Administration hospital-wide
Greater than 90% documentation hospital wide for Q 2 hour Restraint documentation as a nursing key performance indicator
No findings related to Critical Lab documentation and notification during the hospital Joint Commission Triennial reaccreditation visit

