

# WE SHOW UP<sup>®</sup>



**2024**  
Impact Report

**HCA**   
Healthcare<sup>®</sup>

 **MISSION**  
HEALTH





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



## Contents

- 4** A message from our president
- 6** Thank you: Helene response
- 10** We show up for our communities
- 14** Partnering with physicians
- 16** Celebrating nursing colleagues
- 20** Fostering an engaged workplace
- 21** Committed to delivering high quality care
- 22** Our hospitals
- 30** Service lines
- 33** Creating emergency care options
- 34** Love in our community





# A message from our president

**Like no other.** When the year began, Mission Health was focused on caring for our patients, engaging with our community and providing the most specialized advanced health services in Western North Carolina. In mid-September, we celebrated with our colleagues and community at our Show Love Fest in Asheville's Carrier Park. Less than 10 days later, Carrier Park was gone. This year's community Impact Report solemnly reflects on the events surrounding Hurricane Helene and the devastation it inflicted on Western North Carolina last fall. At the same time, the resilience of our people and the resources of our organization were on full display and recorded here.

As the crisis unfolded, the long, far-reaching arm of HCA Healthcare provided profound benefit to our communities that were reeling from destruction. Power and water outages lasted for months, thousands of homes and businesses left destroyed, schools closed indefinitely and most importantly, lives were lost. Almost immediately, more than 400 nurses, physicians and colleagues traveled from sister hospitals and relieved our exhausted and emotional caregivers, many of whom faced their own calamity. For more than two months, tanker trucks arrived and provided 200,000 gallons of water every single day to ensure hospital operations. In the days following, the HCA Healthcare Hope Fund approved more than \$1 million in recovery grants for our colleagues, and that number continues to grow. Additionally, HCA Healthcare contributed \$1 million through community organizations to aid relief efforts. You will find inside this report that the list goes on and on.

As I mentioned, in the months before Helene, Mission Health was working to improve the care for our region – including groundbreaking advancement in heart care by successfully performing North

Carolina's first TriClip procedure for tricuspid valve regurgitation as well as opening the MAMA Franklin Base and Hangar at Angel Medical Center. And, before year's end, we opened the region's first freestanding ER in South Asheville – an 11,000-square-foot emergency room equipped with exam rooms, emergency physicians and nurses, plus on-site laboratory and diagnostic imaging services.

We were pleased to announce a ratified contract with National Nurses United (NNU), an agreement that was fair for our colleagues while maintaining our flexibility to operate in an everchanging healthcare environment and allowed all of us to move forward together in the care of our patients.

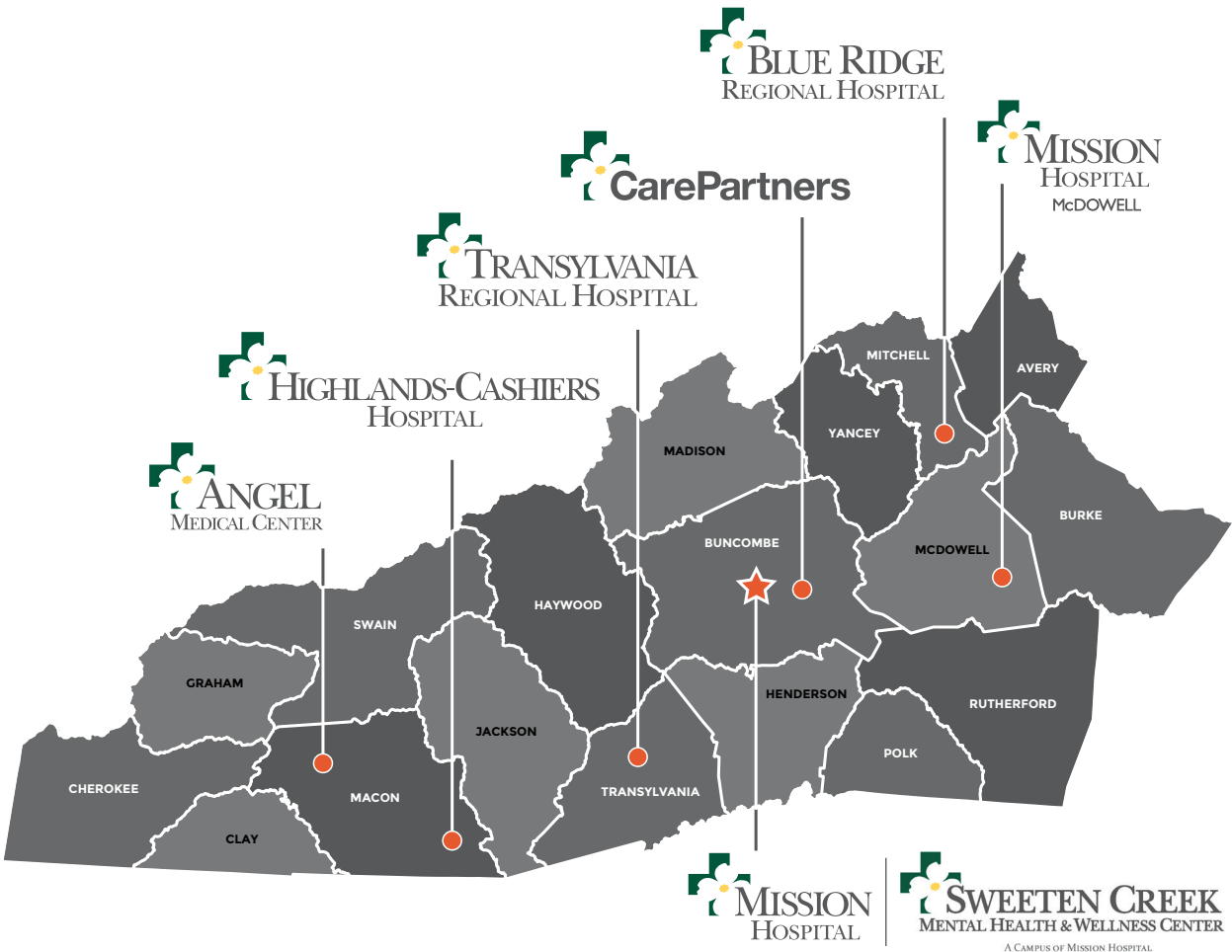
It was no surprise to me when Mission Health again ended the year as the top division in the enterprise with the highest percentage of colleague volunteers. In 2024, 9.2% of our Mission Health colleagues volunteered more than 10,000 hours - which supported 281 organizations. In the following pages, the care for our community is evident in every way. We show up.

Changes in leadership occurred across the division, including my new role as Mission Hospital CEO in addition to my division responsibilities. This restructure will facilitate more direct communication between leadership, medical staff and colleagues at Mission Hospital. I'm honored always, but especially now, to serve alongside the team inside Mission Hospital, across all Mission Health and within our community.

After all, it was a year like no other, but so are we.



**Greg Lowe**  
President  
Mission Health



# Mission Health

Based in Asheville, North Carolina, Mission Health operates 1,219 licensed beds across six acute care hospitals and one inpatient rehabilitation hospital; numerous care access points; CarePartners, a post-acute care provider; and the region's only dedicated Level II trauma center. As the largest employer in the region, Mission Health is committed to improving the health and wellness of the people of Western North Carolina.

In this year's annual Impact Report, we reflect on the past year and the positive impact we created for those we are privileged to serve and with whom we collaborate.





# “THANK YOU, we have never felt alone.”

- Melina Arrowood, COO

In late September, Hurricane Helene left more than 4 million people without power and caused major damage to infrastructure across the southeast, especially in Western North Carolina. Power and water outages, loss of communication and roadway damage leading to food and supply shortages were critical priorities for our hospital operations. Mission Hospital faced a surge of patients in the emergency department, and lobbies filled with people seeking shelter, power, Wi-Fi and food.

The rescue and relief response was swift and wide. Within days, HCA Healthcare deployed essential infrastructure, including satellite data networks and the engineering feat of digging two wells on site to operate chillers. This support and more would continue for almost three months.



Melina Arrowood, chief operating officer of Behavioral Health, said the experience instilled in her a profound sense of pride. Even in isolation, she never felt alone. Her team became her family, her larger organization became a newfound community and together they created a safe space for healing. “Never underestimate human resilience and resolve,” she noted, highlighting the strength that emerged from shared hardship. “We loved each other through it and, as a group, ensured that everyone’s fundamental needs were being met.”



Prior to the storm, Mission Hospital enacted its storm policy and prepared for staff to remain at the hospital including sleeping quarters for more than 1,200 colleagues.

Sixteen heavy lift helicopters transported food and supplies to regional hospitals cut off from shipping routes. Water tanker trucks rotated in regularly, providing 200,000 gallons of water per day to Mission Hospital.

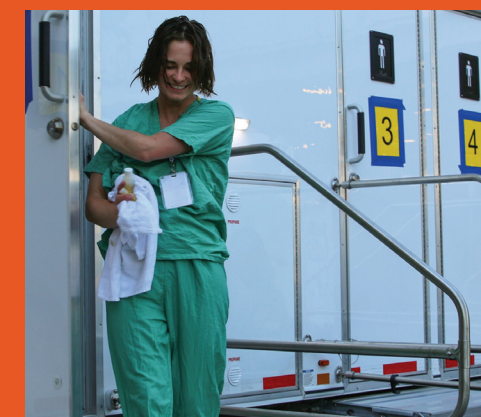


More than 400 nurses, doctors and support staff from HCA Healthcare facilities arrived by bus to relieve exhausted Mission Health colleagues, allowing them to rest and assist their own families and neighbors.



Eleven free supply markets were arranged to provide colleagues with groceries including food, water, and toiletries. HCA Healthcare provided 95,000 gallons of fuel and other items that were otherwise difficult to access.

75,000 meals were served to colleagues and guests through our Food and Nutrition Services department and partnership with nonprofit disaster relief organization Mercy Chefs.



Across our facilities, 168 mobile laundry, shower stations, portable bathrooms, kitchens and handwashing stations were provided.



# We show up for our patients

Through the storm and its aftermath, the efforts of our care teams were nothing short of extraordinary. Our providers delivered continuous patient care, offered comfort by holding the hands of those in need, welcomed new lives into the world and supported each other in the face of devastation.

In the height of the storm, more than 3,500 patients were seen at Mission Hospital, 5,500 patients were treated at our clinics and 70 babies were delivered. With many locations unable to open post-hurricane, our pharmacy colleagues offered extended hours that included 24/7 access to medications throughout the crisis.

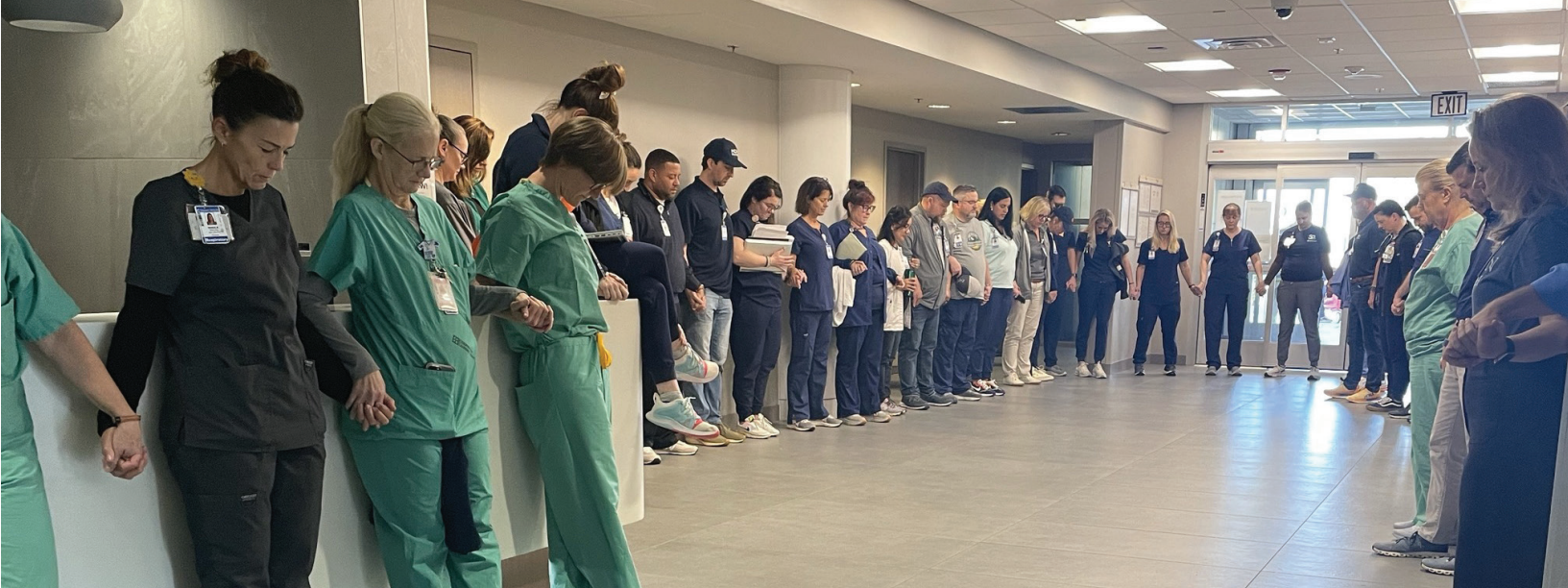


While she endured the storm in her home, Sherri Morris’ oxygen supply began to run low, and, like many in her community, she was without power. Unfortunately, this left Sherri unable to refill her oxygen tank at home. As time was critical to receive her essential oxygen support, Sherri’s son brought her to Mission Hospital for rapid, life-saving relief.

Sherri shared her appreciation for our Mission Hospital family that supported her during her time of need. “These people have been fantastic,” Sherri said. “They are angels.” The team at Mission Hospital made every provision for Sherri and others like her needing life-saving support in the middle of a disaster.



Jewelina and Samuel were sleeping peacefully at home in Robbinsville when everything changed. Jewelina, almost 30 weeks pregnant, began experiencing intense abdominal pains which grew worse the next day. From Cherokee Hospital, the couple was rushed to Mission Hospital —prepared for a premature birth with our NICU. Baby Phoenix was born just as Hurricane Helene pummeled North Carolina’s inland towns. They were thankful for the expert care and compassion extended by Mission’s colleagues. “You would never know that all this crazy stuff was going on outside,” said Samuel. “They kept it running smoothly.”



# We show up for each other



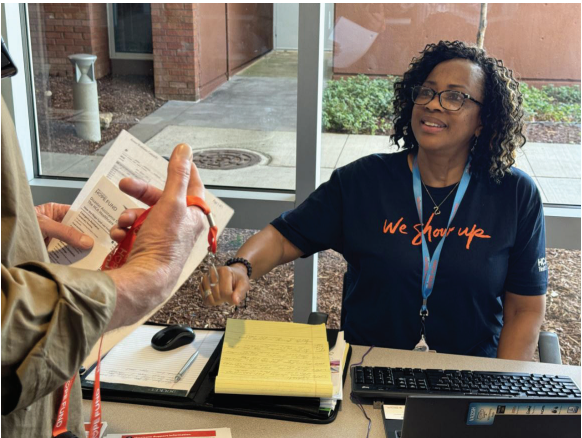
Taylor McCaulley, a nurse manager at Mission Hospital, was one of hundreds of dedicated colleagues who served our patients when the storm reached Western North Carolina. Throughout her 15-year nursing career, Taylor shared that she had never faced a moment like Hurricane Helene. She credits the extraordinary acts of service and teamwork displayed by her fellow colleagues as key to helping patients and the community make it through the storm.

“You never want to be in a situation where you’re seeing all these people hurting physically and emotionally, but then on the other hand, you’re

seeing all of these staff members that are coming in just to truly save the day,” Taylor shares. “It’s mind-blowing how far HCA Healthcare’s reach is not just for colleagues, but for the community.”



More than 1,300 HCA Healthcare colleagues impacted by Hurricane Helene have received more than \$1 million in emergency financial assistance from the HCA Healthcare Hope Fund, an employee-run, employee-supported 501(c)(3) charity that provides financial aid and resources to employees after an extended illness, injury, or disaster. Following the devastation of the hurricane, nearly 19% of Mission Health colleagues received Hope Fund assistance.



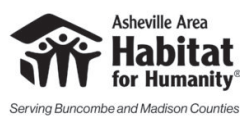




# WE SHOW UP for our communities

## Together during the storm

We will never forget the compassionate action of our neighbors, partners and friends across Western North Carolina and the country who stepped up to help each other after Hurricane Helene. Mission Health is proud to be part of that response and to further support local organizations who are critical to the region's resilience and recovery. Thanks to a **\$1 million contribution** from HCA Healthcare in the immediate aftermath of the storm, 10 organizations were able to increase their services for real-time, real-life community needs like emergency shelter, daily living supplies, food access, home repairs and rental assistance.



and more...

From the River Arts District to Swannanoa and across WNC, our compassionate colleagues jumped into action in their communities, coordinating supply drives, mucking out homes and businesses, even navigating difficult terrain to check on their neighbors or deliver emergency goods.

Tricia D. with our Patient Access Center shared that "during the first 13 days after the storm, I was privileged to serve alongside folks from every walk of life and work with people who have lost truly everything, up to the heartbreaking loss of loved ones. I have never felt as fulfilled in my life as I did helping to take care of people who needed an extra dose of kindness and compassion."



# 2024

## Community Impact by the numbers

### Economic impact in our communities

**\$907M+**  
PAYROLL AND BENEFITS

**\$288M+**  
FINANCIAL ASSISTANCE  
TO PATIENTS

**\$136M+**  
STATE TAXES PAID

**\$78M+**  
CAPITAL INVESTMENT

### Giving & Volunteering In our Communities

 **1.75M** IN CHARITABLE DONATIONS

 **460K** IN COLLEAGUE GIVING & HCA HEALTHCARE MATCHES

 **10K+** COLLEAGUE VOLUNTEER HOURS SERVED

 **281** ORGANIZATIONS SUPPORTED THROUGH VOLUNTEERISM





As part of HCA Healthcare, colleagues can redeem a \$200 grant for a charity of their choice for every 10 hours of volunteer service logged, up to \$1,000 per year.



## We show up with teamwork

When we show up for our communities, we improve more lives in more ways. Our colleagues are driven by their instinct to help others during their time of need, and this extends beyond the hospital walls. Thanks to our partnerships with community organizations like United Way, Babies Need Bottoms, Southside Community Farms and many more, we are able to plan group outings that bring diverse colleagues together for connection, service and inspiration.

After Hurricane Helene, HCA Healthcare's annual Healthier Tomorrows Food Drive felt even more important. In addition to collecting nearly **7,200** pounds of food across all of our hospitals, colleagues at each facility constructed food sculptures to raise money for local pantries. Mission Hospital's water tanker truck – commemorating the amazing response to the hurricane – was made of **2,250** food cans and earned **\$10,000** for MANNA Foodbank. In 2024, Mission Health and HCA Healthcare donated more than **\$193,000** to organizations that feed Western North Carolina.



## Food Connection partnership launches

Despite waste reduction practices in our kitchens, preparing for the highly variable food needs of our hospital results in unused meals. Luckily that is just what Food Connection is looking for in its daily mission to rescue chef-prepared meals and deliver them to people in our community needing ready-to-eat nutrition.

Food Connection staff teamed up with our Food and Nutrition Services for regular pick-ups from Mission Hospital that resulted in **36,633** pounds of food being shared with our community last year, a win-win for reducing food waste and food insecurity at the same time.

Food Connection also welcomes our colleague volunteers to their kitchen for food delivery prep, while our Chef Stasha and team serve as guest chefs at the annual fundraiser, Chefs in Action. Marisha MacMorran, Executive Director at Food Connection, shared that “collaborating with Mission Hospital has been transformative for our work in reducing waste and easing hunger in our community. It ensures that we can consistently support our neighbors with fresh, nutritious meals. We are grateful for this vibrant partnership.”





# Partnering with physicians

## Innovating cardiac care

Dr. Michael Chenier, interventional cardiologist at Asheville Cardiology Associates, recently led a groundbreaking advancement in cardiac care at Mission Hospital. In May 2024, Dr. Chenier and his exceptional team performed North Carolina's first commercial TriClip procedure offering new hope to patients suffering from tricuspid value regurgitation – a condition where blood flows backward into the heart, leading to symptoms like fatigue and shortness of breath.

This new device was approved by the FDA in April 2024, representing a significant innovation in treating this challenging condition, and Dr. Chenier's leadership ensured that Mission Hospital was among the first to adopt this cutting-edge technology.

Dr. Chenier's passion for cardiology stems from the field's dynamic nature and its pivotal role in advancing healthcare. He believes that interventional cardiology, particularly structural interventions, allows physicians to provide state-of-the-art, world-class care using the most advanced technologies. His guiding philosophy has always been to treat each patient as he would his own family, ensuring compassionate and personalized care.



## Graduate medical education

Mission Health offers a rigorous graduate medical education (GME) program aimed at providing learners with a superior educational opportunity. By partnering with Mountain Area Health Education Center (MAHEC), we remain committed to the care and improvement of human life in Western North Carolina. In 2024, we continued at the forefront of training the next generation of clinicians by helping to facilitate and host **176 residents and fellows**. In addition to the medical programs listed below, we also support Dental, Oral Maxillofacial Surgery and Pharmacy residents.

At the end of 2024, HCA Healthcare's GME network was comprised of **79 teaching hospitals** with **325 programs** educating **5,454 residents and fellows**.

### Residency programs

- Family Medicine
- General Surgery
- Internal Medicine (expanded class size in 2024)
- OB/GYN
- Psychiatry
- Transitional Year

### Fellowship programs

- Addiction Medicine
- Addiction Psychiatry
- Child and Adolescent Psychiatry
- Maternal Fetal Medicine
- Sports Medicine
- Surgical Critical Care



## Expanding access to specialty care

Mission Health was pleased to welcome Dr. Robert Lane, a highly regarded orthopedic surgeon specializing in hand surgery, in 2024. Lane brings his expertise to both Asheville and, importantly, expanding access to specialized care in Franklin, North Carolina, through his work at Angel Medical Center. His commitment to bringing advanced hand surgery services to communities like Franklin significantly enhances access to specialized care, reducing the need for patients to travel long distances. This collaborative partnership aims to restore function and meaning to patients' lives, whether they aspire to return to sports, work or their cherished hobbies.





# Celebrating nursing colleagues



## Winners of the 2024 North Carolina Great 100 Nurses

Top Row (L to R): Linda Pitman, Debbie Ogden, Shelby Harbin, & Kathy McElreath  
Bottom Row (L to R): Amber Hyman, Hannalie Lindsey

Since its inception, the Great 100 Nurses of North Carolina has been dedicated to recognizing and celebrating the outstanding contributions of nurses who have demonstrated a commitment to improving healthcare and enhancing the well-being of our communities. Its mission is not only to acknowledge these exceptional individuals but also to inspire future generations of nurses to strive for excellence in their profession. By highlighting the achievements of our Great 100 Nurses, we can showcase the vital role that nursing plays in our healthcare system and advocate for the continuous advancement of nursing education and practice.

## Dedicated to patient experience

At Mission Health, we are dedicated to providing an exceptional patient experience. In 2024, our patient experience scores increased in both our Emergency Department and across our inpatient units.



**10.1%**  
INCREASE IN PATIENT  
EXPERIENCE IN ED



**10.4%**  
INCREASE IN PATIENT  
EXPERIENCE IN  
INPATIENT UNITS

## Growing our team

Mission Health is proud to educate and develop the next generation of nursing assistants right here in our hospitals. In January of 2021, Mission Health began the Nurse Aide Training Program (NATP) to educate prospective Certified Nursing Assistants (CNA) at Mission Hospital and Highlands-Cashiers Hospital. This six-week program provides classroom and bedside experiences to the students to ensure they are well equipped to provide exceptional care in our hospitals. Since the inception of the NATP, we have graduated over 200 new CNAs with secured roles in Mission Health.

Participation in the NATP is a paid position, which allows those who have an interest in a healthcare career but face time constraints or financial obstacles to remove those barriers and obtain the education they desire. We are thrilled to continue this program in 2025, with even more seats available in each cohort.



**12.7%**  
RN TURNOVER, AS  
COMPARED TO  
20.7% NATIONAL  
AVERAGE

## Developing our nursing support

Throughout the years, Mission Health has aimed to develop the team around our nurses by ensuring they have the best partners in care, and 2024 was no exception.

Our PCTs and LPNs play vital roles in our excellent patient care, and to ensure they are empowered to own their practice, we have grown our Nurse Aide Training Program, formed a PCT professional governance council and a nurse extern professional governance council.







# Clinical ladder

Beyond bedside patient care, nurses at Mission Health serve on professional councils and committees, volunteer in our community, teach classes, conduct research and much more. Because of this, Mission Health’s Nursing Clinical Ladder Program exists to support and recognize registered nurses (RNs) in advancing their clinical expertise and professional development.

Throughout 2024, nearly 200 nurses across Mission Health created a portfolio of their work, including:

- Quality and Safety Involvement
- Professional Communication and Dissemination
- Lifelong Learning and Personal Growth
- Commitment to Professional Organization and Community
- Leadership
- Clinical Expertise
- Evidence-Based Practice
- Research

These portfolios are reviewed by a committee of nurses dedicated to improving nursing practice and patient outcomes. Those who complete the Nursing Clinical Ladder Program are eligible to receive a bonus of up to \$5,000 – encouraging RN retention, increasing competency and positively affecting work satisfaction through personal ownership of improving the quality of patient care.

“For me, Clinical Ladder has been a professional growth experience. Clinical Ladder empowers the nursing profession to see all of the ways that we can impact our patients, our communities and ourselves. From volunteering, evidence-based practice and leadership, it hones our nursing skills in so many different ways.” – Debra Rybicki, RN



# Care-first culture

Mission Health continues to champion a professional practice environment where nurses feel supported to deliver high-quality patient care. A few of the ways we do this is by focusing on evidence-based practice, national designations and research.

**Evidence-based practice** – Use of current literature and practice guidelines from professional organizations to inform the care we provide patients, including:

- Skin-to-skin guidelines for newborns
- Get with the Guidelines® for stroke care
- Completed 13 Doctorate of Nursing Practice (DNP) evidence-based practice projects
- Completed 32 evidence-based practice classes

**National designations** – The American Nursing Credentialing Center (ANCC) recognizes the nursing team’s ability to provide exceptional care through the following distinctions:

- Mission Hospital Magnet Designation
- Blue Ridge Regional Hospital Pathway to Excellence
- Angel Medical Center Pathway to Excellence

**Research** – Nursing is both an art and a science. 2024 nurse-led research demonstrated new knowledge leading to innovation in process solving and removing barriers as seen in:

- 11 research projects
- 18 publications
- Six accepted abstracts



“Evidenced-Based Practice is a combination of best available science, clinical expertise and patient and family preferences. Those three elements are the very foundation of nursing practice as well. With integrating EBP into our culture, we can not only improve patient outcomes, but the work environment and professional satisfaction of our nursing peers.”

– Andie Slivinski,  
Clinical Nurse Specialist – Trauma







# Committed to delivering high quality healthcare

**It's true** – safety is no accident. Our caregivers strive to provide the best care possible to our patients, and we're pleased to be recognized year after year for superior clinical outcomes, including the designations below in 2024.

**“Our outstanding team at Mission Hospital continues to raise the bar in providing exceptional care to our patients.”**

**- Greg Lowe, CEO, Mission Hospital**



## Fostering an engaged workforce

HCA Healthcare Colleague Networks offer a way for colleagues to connect and learn with each other, engage in the community together and continually strive for an environment where everyone belongs and everyone thrives. Our networks look forward to annual events such as the Martin Luther King, Jr. Association's Commemorative Breakfast, Blue Ridge Pride Fest and the Asheville Area Chamber of Commerce's Woman Up Awards Celebration. In 2024 our Colleague Networks convened lunch and learns to discuss professional development opportunities and how to improve patient experience for those served in our facilities. Innovation and collaboration are driven by positive relationships, and we value the various Colleague Networks that help us build those.



## 50 Best Hospitals

Mission Hospital was again named one of America's 50 Best Hospitals for 2024, according to Healthgrades. This achievement puts Mission Hospital in the top 1% of hospitals nationwide for overall clinical performance across the most common conditions and procedures. This was the 9th consecutive year Mission Hospital is among America's Best, and Mission was the only hospital in the Carolinas to make the list. Mission Hospital was also honored as the top hospital in North Carolina for several specialties including cardiology, critical care and gastrointestinal care.



**The Society of Thoracic Surgeons**

## 3 Stars Society of Thoracic Surgeons

Mission Hospital's Cardiovascular Surgery Program received a 3-star recognition rating in CABG, AVR-CABG and Lobectomy - the highest rating from the Society of Thoracic Surgeons. Only 5-6% of the programs across the country receive 3-stars.



## Press Ganey Guardian of Excellence

The Emergency Department at Highlands-Cashiers Hospital was once again recognized for their outstanding patient experience with the Guardian of Excellence Award by Press Ganey. This team earned a place in the top 5% of all hospitals across the country. Recognized by the Centers for Medicare and Medicaid Services (CMS), Press Ganey is a national organization surveying patient experience measures such as Likelihood to Recommend, Overall Rating and Teamwork.



# Our hospitals

**1.8M+**  
patient encounters

**4,085**  
babies delivered



## Angel Medical Center

124 One Center Court  
Franklin, NC 28734  
828-524-8411



Angel Medical Center is a full-service, critical access hospital operating 25 beds serving Macon and the surrounding counties. As part of Mission Health, Mission My Care Now – Angel and CarePartners Hospice & Palliative Care are also available for the community. Angel Medical Center has been named an Acute Stroke Ready hospital by the Joint Commission and American Heart Association/American Stroke Association. The hospital also includes a full-service ER with 17 beds.



A community open house was held to celebrate the grand opening of the new Mountain Area Medical Airlift (MAMA) Franklin Base and Hangar at Angel Medical Center. This investment by HCA Healthcare reflects our long-term commitment to Western North Carolina. The state-of-the-art hangar provides a space where the helicopter can be maintained to the highest standards and also provides a streamlined process to launch the helicopter in nearly half the time.

### Services and treatments

- Acute Medicine Service (Med/Surgical/ICU)
- Anesthesiology
- Bone Density
- Cardiac Calcium Scoring
- Cardiac Rehabilitation
- Cardiology
- CT/CT Angiography
- CT Coronary Scans
- Diabetes and Nutrition
- Echocardiography
- Emergency Services
- Family Practice
- Gastroenterology
- General Surgery
- Infusion/Transfusion Therapy
- Joint Commission Accredited Stroke Program
- Laboratory
- Mammography/Breast Health
- MRI/MRA
- Neurology
- Nuclear Medicine
- Orthopedic Surgery
- Pathology
- Physical, Speech and Occupational Therapy
- Pulmonary Function Tests
- Radiology (Imaging)
- Respiratory Therapy
- Stress Testing
- Surgical Services
- Telemedicine
- Ultrasound
- Vascular Ultrasound

### Leadership



Clint Kendall, FACHE, MBA,  
MSN, BSN, RN  
Chief Executive Officer



# Blue Ridge Regional Hospital

125 Hospital Drive  
Spruce Pine, NC 28777  
828-765-4201



Blue Ridge Regional Hospital has been serving Spruce Pine and the surrounding North Carolina mountain communities of Mitchell, Avery and Yancey counties since 1955. Blue Ridge Regional Hospital is a critical access hospital and operates 25 beds. The hospital also includes a sophisticated full-service emergency department with 12 beds.

Blue Ridge Regional Hospital has access to the Mountain Area Medical Airlift (MAMA) service, which provides critical care air transport to Mission Hospital in Asheville, North Carolina, 24 hours a day.



Blue Ridge Regional Hospital invested \$25,000 in the local YMCA's Youth Center expansion, directly impacting the lives of young people within the community. The contribution will enable the YMCA to expand its programming, providing a safe and nurturing space for youth development and enrichment.

## Services and treatments

- Acute Medicine Services
- Blue Ridge Fitness Center
- Blue Ridge Rehabilitation Center
- Cardiac/Pulmonary Rehabilitation
- Cardiology
- Emergency Services
- Gastroenterology
- General Surgery
- Hospitalist Services
- Imaging Services
- Infusion Center
- Laboratory
- Mission My Care Now – Spruce Pine
- Ophthalmology
- Orthopedics
- Pharmacy
- Podiatry
- Primary Care
- Social Services
- Sports Medicine
- Surgical Services
- Swing Bed Program
- Urology
- Virtual Care Clinic
- Women's Care
- Women's Imaging with 3D Mammography
- Wound Care

## Leadership



Tonia Hale, DNP, MA, RN  
Chief Executive Officer

# CarePartners

68 Sweeten Creek Road  
Asheville, NC 28803  
828-277-4800



CarePartners Health Services is located in Asheville, North Carolina, and has been providing compassionate care for the people of Western North Carolina since 1996.

CarePartners brings together a variety of key services to offer patients a full continuum of post-acute care, or care after a serious illness or injury – and is dedicated to helping people live full and productive lives, despite disability or issues related to aging.



CarePartners Inpatient Rehabilitation Hospital was renovated to continue offering outstanding care for patients and families who support them. All 80 rooms were refreshed including the Family Room and public spaces such as the foyer and waiting areas at the main entrance. This refresh concluded an expansion three years in the making.

## Services and treatments

- Inpatient Rehabilitation – Provides intense, daily treatment and physician services in our 80-bed hospital for people who need 24-hour help while recovering from surgery or conditions such as strokes.
- Outpatient Rehabilitation – Allows patients to stay at home during their recovery and receive therapy on their schedule.
- Home Health – Offering home health care, private duty nursing and companion services throughout WNC.
- Program of All-inclusive Care for the Elderly (PACE) - A unique service for recipients aged 55 years old or older who need support to remain safely at home and continue living independently.
- Hospice and Palliative Care – Hospice provides physical, emotional and spiritual support for families managing a terminal condition. Palliative Care focuses on improving quality of life by addressing emotional and practical needs no matter the timeline of a care journey.
- Orthotics and Prosthetics – For those who have a condition that resulted in limb loss or debilitating function, CarePartners helps find solutions that are comfortable, easy to use and lifestyle-friendly.

## Leadership



Jeff Brown  
Chief Executive Officer



# Highlands-Cashiers Hospital

190 Hospital Drive  
Highlands, NC 28741  
828-526-1200



Highlands-Cashiers Hospital is a 24-bed critical access hospital serving Macon, Jackson and the surrounding counties. The hospital offers seven beds for 24/7 emergency care, acute inpatient care, outpatient surgical services and rehabilitation, as well as long-term, skilled nursing care through the 80-bed Eckerd Living Center.

Eckerd Living Center offers an interdisciplinary team including nursing; occupational, speech and physical therapy; wound care; dietitians; activities and social services specializing in short- or long-term rehabilitation to maintain or improve your loved one's physical abilities.



One morning, Rose Hill suddenly began showing classic stroke symptoms – slowed speech, trouble with words, and right-side weakness. She called 911. Within 13 minutes of arrival at Highlands-Cashiers Hospital, Rose was treated to stop the stroke. Months later at the hospital's Veteran's Day luncheon, Tom Neal was introduced to a man and his wife, who happened to be none other than Mrs. Rose Hill. The three had a wonderful conversation, and Rose showed no symptoms, enjoying life just like she did before her stroke.

## Services and treatments

- Acute Medicine Services
- Acute Stroke Ready Hospital
- Anesthesiology
- Clinical Laboratory with Blood Bank
- CT/CT Angiography
- Echocardiography
- Emergency Services
- Endoscopy/Colonoscopy
- Family Practice
- Hospice Care
- Inpatient Services/Acute Care
- 3D Mammography
- MRI/MRA
- Nursing Home Services/Skilled Nursing and Long-term care
- Outpatient Nursing Services including Infusion, Transfusion, Allergy and Wound Care
- Orthopedics
- Plastic Surgery
- Physical, Occupational and Speech Therapy
- Radiology (Imaging) Bone Density
- Rehabilitation Services/Cardiac Rehab
- Stress Testing
- Surgical Services, including general, orthopedic and ENT
- Telemedicine
- Swing Bed Program
- Vascular Ultrasound

## Leadership



Tom Neal, RN, MBA, MHA  
Chief Executive Officer

# Mission Hospital McDowell

430 Rankin Drive  
Marion, NC 28752  
828-659-5000



Mission Hospital McDowell is located in Marion, North Carolina, and has been serving Marion and the surrounding North Carolina mountain communities of McDowell County since 1908. Mission Hospital McDowell is licensed for 65 beds. Recognized with a CMS 5-star rating for overall hospital quality, the hospital also includes a full-service emergency department with 15 state-of-the-art exam rooms.

## Services and treatments

- Acute Medicine Services
- Cardiology
- Cardiac/Pulmonary Rehabilitation
- Cardiac Testing:
  - TEE, ECHO, Stress Test and Nuclear Medicine
- Critical Care
- Emergency Services
- Gastrointestinal
- General Surgery
- Imaging Services:
  - CT, MRI, Ultrasound, 3D Mammography, Contrast Enhanced Mammography, Nuclear Medicine
- Infusion Center
- Laboratory Services
- Maternity and OB/GYN Services
- Mission My Care Now – McDowell
- Occupational Medicine
- Orthopedic Care
- Pediatric Care
- Pharmacy
- Primary Care
- Rehabilitation Services
- Sleep Center
- Sports Medicine
- Surgical Services
- Urology Services
- Virtual Care Clinic
- Women's Care
- Wound Care

## Leadership



Lee Higginbotham  
Chief Executive Officer



Mission Hospital McDowell welcomed over 320 babies in 2024. The hospital celebrated these new arrivals with a special "Baby's First Christmas" event, where families enjoyed photos with Santa, cookie decorating, and holiday treats.



# Mission Hospital

509 Biltmore Avenue  
Asheville, NC 28801  
828-213-1111



Mission Health’s flagship hospital, Mission Hospital, is located in Asheville and has been serving Western North Carolina since 1885. The hospital is licensed for 853 beds with 94 ER beds and includes the region’s only Level II trauma center, NICU and children’s hospital. Mission Hospital is Western North Carolina’s only Comprehensive Stroke Center, providing patients with the most advanced care for stroke.

Mission Hospital is proud to have been ranked among America’s 50 Best Hospitals by Healthgrades since 2015, placing us among the top 1% of hospitals nationwide.



Mission Hospital performed the first intravitreal treatment for progressing retinopathy of prematurity (ROP). This procedure marks a significant leap forward in our commitment to leading-edge care for premature infants like Audrey Joy. Thanks to this innovation, Audrey and her family can face the future with newfound hope and optimism. Parents Courtney and Steven Weeks were by her side every step of the way, expressing deep gratitude for the care and support they received from the team.

## Services and treatments

- Behavioral Health
- Burn Care
- Cardiac Services
- Critical Care Medicine
- Diabetes and Education Center
- Emergency and Pediatric ER
- Genetics
- General Medicine Services
- Imaging and Diagnostics Services
- Maternity/OB/GYN Services
- Neonatal Intensive Care Unit (NICU)
- Neurology
- Oncology Services and Radiation Therapy
- Orthopedics and Spine Care
- Pediatric Services
- Pediatric Specialty Outpatient Clinics
- Sleep Center
- Sports Medicine
- Surgical Services
- Trauma Services
- Virtual Care Clinic
- Weight Management
- Wound Care and Hyperbaric Therapy

## Leadership



Greg Lowe  
Chief Executive Officer

# Transylvania Regional Hospital

260 Hospital Drive  
Brevard, NC 28712  
828-884-9111



Transylvania Regional Hospital is a full-service, critical access hospital operating 25 beds, including 12 ER rooms, serving Transylvania and the surrounding counties. The hospital also operates a Transitional Care Unit, including 10 short term skilled beds. Transylvania Regional Hospital is fully accredited by The Joint Commission and is a six-time recipient of the Top 20 Critical Access Award. Formed in 1933 with the mission to serve the healthcare needs of this community, Transylvania Regional Hospital remains committed to providing state-of-the-art healthcare delivered with personal attention.

## Services and treatments

- Acute Medicine Services
- Cardiac/Pulmonary Rehabilitation
- Critical Care/Intermediate Care
- Diabetes Prevention/Management
- Emergency Services
- Endoscopy
- Infusion Services
- 3D Mammography/ABUS
- Physical, Occupational and Speech Therapy
- Orthopedics and Sports Medicine
- Outpatient Adult Behavioral Health
- Pain Management
- Radiology
- Sleep Lab
- Surgical Services
- Transitional Care Unit (Skilled Nursing Facility)
- Women’s Care
- Wound Care/Ostomy and Convenience



Our Transylvania Regional Hospital family cares for our community in many ways. In 2024, our team engaged in several volunteer opportunities, including Habitat for Humanity site builds, preparing and serving lunch at Bread of Life and landscaping work at The Haven of Transylvania County. We value the connection to each other and the community that we gain while volunteering, and are always looking to have a positive impact.

## Leadership



Michele Pilon,  
MS, BSN, RN, NE-BC  
Chief Executive Officer



# Service lines

For more than 130 years, Mission Health has been committed to improving lives through a compassionate, patient-focused approach to meet the needs of families in western North Carolina.

## Cancer

Mission Health partners with the HCA Healthcare Sarah Cannon Cancer Network of globally-recognized oncology scientists, physicians and nurse navigators to provide comprehensive, compassionate care from diagnosis to treatment to survivorship. Specialized oncologic surgeons treat gynecological, colorectal, breast, head and neck, plus hepatobiliary-pancreatic cancers. Our multidisciplinary care team also includes accredited radiation oncologists, nutritionists, social workers, genetic and financial counselors, rehab specialists and more. Multiple imaging locations support cancer screenings and treatments including radiation oncology, mammography, PET/CT, bone density, CT, MRI plus ION Robotics for lung cancer diagnosis and staging.

Dr. Amy Alexander, gynecologic oncologist at Hope Women’s Cancer Center, performed her 500th successful robotic surgery using state-of-the-art equipment at Mission Hospital. These minimally invasive procedures allow physicians to perform precise techniques for gynecologic, urologic and other general surgery procedures with fewer risks for complications.



## Surgery

Mission Hospital is proud to perform the most general surgeries in WNC and serve as the busiest minimally invasive robotic surgery program in the Carolinas. This destination center for complex surgeries ranked #1 in State for Gastrointestinal Surgery and was recognized as one of America’s 50 Best in Surgical Care from Healthgrades in 2024. Mission has been triple-certified as a Comprehensive Center for Metabolic and Bariatric Surgery for both adults and adolescents with obesity medicine qualifications by MBSAQIP.

## Cardiac

As one of America’s leading heart programs, Mission Hospital provides a wide range of specialized programs from WNC’s only open heart, electrophysiology and structural heart program to the largest cath lab in the region. Our care teams specialize in the most advanced treatments including heart attack care, heart failure, cardiac rehabilitation, ECMO, cardiovascular surgery, interventional cardiology and pediatric heart care.

In 2024, the Mission Hospital Extracorporeal Life Support team (ECLS) received the Gold Level Center of Excellence Award. This award recognizes our exceptional commitment to evidence-based processes and quality measures, staff training and continuing education, patient satisfaction and ongoing clinical care throughout the entire ECMO experience.



## Orthopedics

Mission Hospital performs more orthopedic surgeries than any other hospital in WNC and offers the region’s only orthopedic trauma service. Our team uses Mako and VELYS robotic technology for knee and hip surgery, as well as Mazor for robotic spine surgery. This experience and expertise have placed Mission among Healthgrades’ 50 Best Outpatient Joint Replacement and 100 Best Orthopedic Surgery programs in America. In addition to comprehensive ortho care within the health system, Mission Sports Medicine works in partnership with local schools and UNC Asheville.

## Neurosciences

Mission Hospital is the only Joint Commission-certified Comprehensive Stroke Center in WNC and hosts the dedicated Neuroscience Unit and Stroke Center including neuroscience ICU, medical-surgical floor and epilepsy monitoring unit. Other Mission Health hospitals are certified as Acute Stroke Ready or are stroke treatment capable. Telestroke capability with 24-hour access to acute stroke experts is available via a two-way live video and audio consultation with image sharing technology.

The American Red Cross recognized our Mission Hospital Stroke Program with this year’s Health Professional Heroes award. Inspired by our patients, the resilience of the human brain and the stroke community, this team has grown stroke care over two decades to serve the 18 WNC counties and provide tele-stroke services at 13 other hospitals across the region – not just within Mission Health.





## Maternity

In 2024, more than 4,000 babies were born at Mission Hospital and Mission Hospital McDowell. Should it be needed, our infant critical care transport team serves WNC and beyond. Mission provides a Maternal Fetal Medicine unit, teleMFM, and perinatal nurse navigators for high-risk moms and are home to WNC's only level III neonatal ICU (NICU) and teleNICU program. More than 850 babies are provided around-the-clock care each year if ill or born prematurely. The NICU is also equipped with cameras allowing 24/7 live-streaming access for parents and loved ones.



One of our most beloved traditions in the NICU is celebrating baby's first holiday with costumes, isolette decorations and extra special visitors. With the help of our Family Support Network, parents who wish to have these sweet celebrations can pick out an outfit, help dress their little one and have them photographed for a keepsake memory.

## Pediatrics

Mission Hospital's Pediatric ER and Mission Children's Hospital, the region's only, are dedicated to and designed specifically for children – with a dedicated pediatric ICU, inpatient unit, and access to pediatric specialists including gastroenterology, general surgery, neurology, orthopedics and oncology. Our Child Life program reduces stress of medical experiences for pediatric patients, and the Family Support Network of WNC supports families with premature infants or children with developmental disabilities, behavioral disorders or chronic illness.

In May, Mission Children's Hospital unveiled a new bell for pediatric cancer patients to ring upon completing their treatment. The blacksmiths at Biltmore Estate hand-forged not only the bell itself, but a special striker to take home for each child who rings it.



## Creating emergency care options

### First of its kind: South Asheville ER opens

South Asheville now has around-the-clock emergency care at its doorstep with the new campus of Mission Hospital, South Asheville ER.

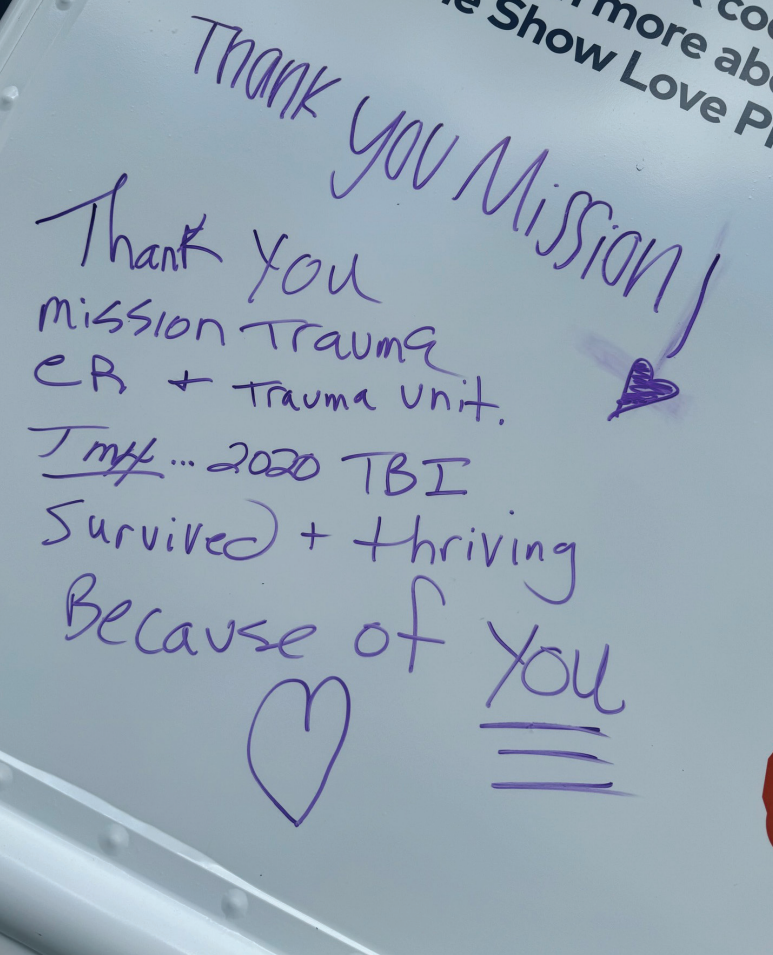
The ER provides 24/7 emergency care to those in the greater Asheville area for even the most critical needs and includes:

- 11 rooms
- Board-certified physicians and specialty trained nurses
- Diagnostic imaging services (CT and Xray)
- Laboratory services

South Asheville ER is what is sometimes referred to as free-standing emergency room and is the first of its kind in Western North Carolina. It is a full-service emergency department and can treat many conditions from broken bones, to chest pain, to serious infections.

Designed for quick access and high-quality care, South Asheville ER underscores Mission Health's commitment to the care and improvement of human life by making critical services even more accessible for our community.





# Love in our community

On the heels of the COVID pandemic, HCA Healthcare launched the Show Love Project at Mission Health to help gather the sentiments of appreciation so many people feel for our clinical teams who care so compassionately for our patients.

To celebrate their remarkable dedication to improving lives, the Show Love Project has offered interactive opportunities to collect words of gratitude at all of our hospitals and in community across the region. From the traveling Show Love coffee truck to local holiday festivals, we helped amplify that our caregivers are the heartbeat of hope for all who come to us in their moment of need.

This culminated in the Show Love Fest at Carrier Park just weeks before Hurricane Helene. Mission Health colleagues, other local healthcare workers, neighbors and park visitors gathered for a day of music, food, bagpipes, a MAMA touchdown and more.

The gratitude of a patient or family member whose loved one has been healed, cured, comforted and consoled is the greatest reminder of why we exist. Thank you for showing up with us to show love.



## Celebrating health. And healthcare workers.

The Show Love Project is showering our healthcare workers with appreciation. Because love is good medicine!







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@MissionHealthNC