



# STRONGER TOGETHER

Nursing Annual Report  
2023



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





## Letter from the Division President

*Medical City Healthcare remains the destination of choice for healthcare excellence with help from our inspiring nurses. From delivering critical care to an ICU patient to reassuring a worried family member, our nurses' compassionate hands and words deliver hope in every unit.*

An outstanding 25 Medical City Healthcare nurses were named to the 2023 DFW "Great 100 Nurses" and the D Magazine Excellence in Nursing Awards. These elite honors recognize nurses for excellence and advocacy, dedicating their skills to the science of nursing across all disciplines, including patient care, academics, education, community service, research and leadership roles.

Because of our nurses' contributions, four hospitals were voted "Best Hospital to Have a Baby" in North Texas. Additionally, our healthcare system achieved an impressive list of six Magnet® designations spanning ten campuses.

A review from a patient's family member further highlights the exceptional care provided by our nurses and clinical teams: "My husband received first-rate care from the doctors, nurse practitioners, PAs, nurses, techs, therapists, and housekeepers. I am a nurse and have worked all over the country, so I can recognize good care. This is the absolute best hospital I have ever seen. I cannot say enough good about it."

These are only a few examples of our exceptional nursing practice environment in action. Thank you for this opportunity to celebrate our nurses and their commitment to improving the lives of those we serve. We are incredibly proud of their accomplishments.

Blessings on you and your work,

**Allen Harrison**  
*President*  
Medical City Healthcare







## Letter from the Division Chief Nursing Executive

*Showing compassion towards others can have a lasting impact on our culture. At Medical City Healthcare, we prioritize providing exceptional care to our patients and their families by emphasizing compassion—leading with empathy and following with action to alleviate suffering.*

There are many ways We Show Up every day, from creating a safe environment, to improving patient outcomes and their experience, to increasing nursing satisfaction and staffing, and decreasing turnover.

The following pages highlight the incredible results we’ve achieved as a team over the past year. By creating an environment replete with compassion, we fulfill our patient promise of being committed to excellence always: every action, every patient, every time.

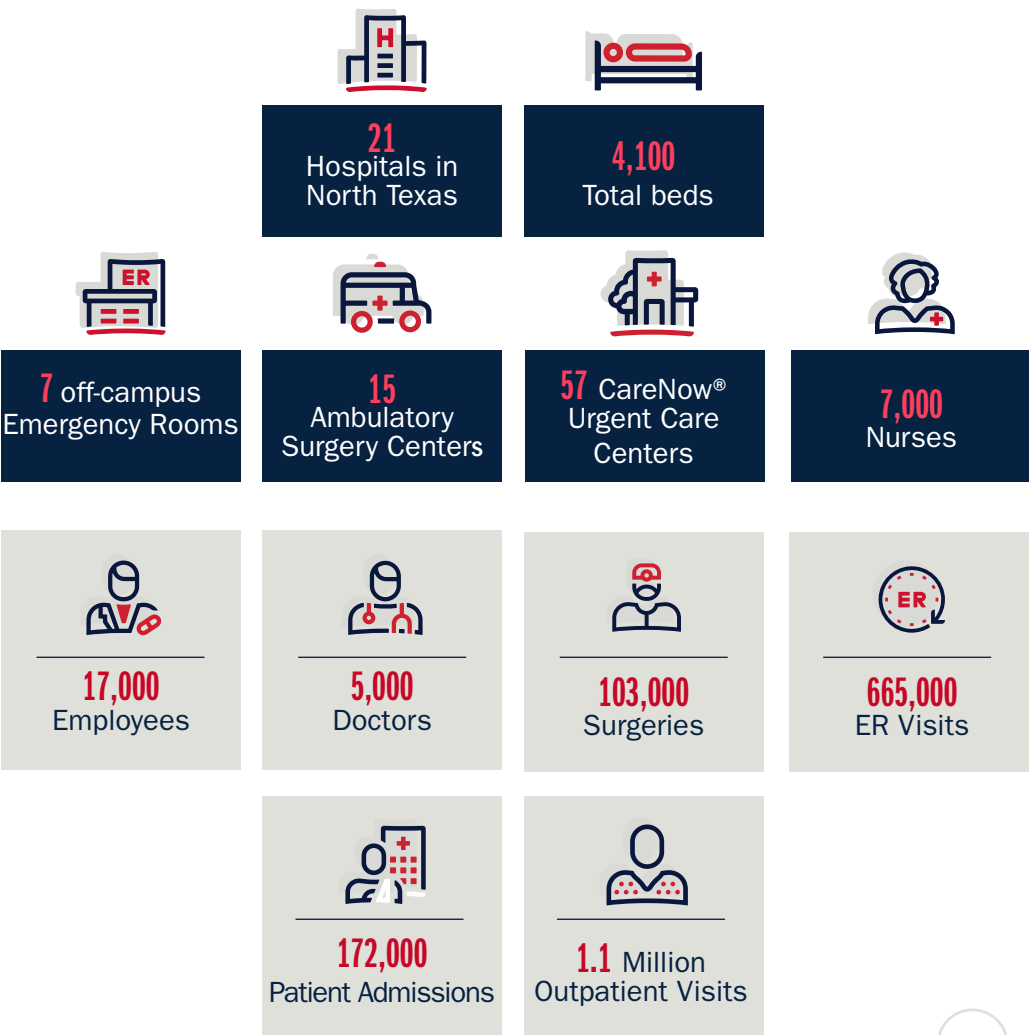
Thank you for wrapping our patients, their families and each other in the warmth of compassion in 2023, and advancing the professional practice of nursing across HCA Healthcare’s North Texas Division. This positively impacts the exceptional care we deliver to the communities we serve, and we should be so proud!

With gratitude,

**Zach Mueller, DNP, RN, NEA-BC**  
*Division Chief Nursing Executive*  
Medical City Healthcare

## 2023 Fast Facts

- Only healthcare system in North Texas with an adult and a children’s hospital on the same campus
- 6 Magnet® Designations that span 10 campuses by the American Nurses Credentialing Center Magnet Recognition Program®, a designation of quality achieved by only the top 5% of hospitals nationwide
- First regional brain attack/stroke network in the United States
- Becker’s Healthcare 150 Top Places to Work in Healthcare
- Over 200 recognitions from Healthgrades
- 4 accredited Comprehensive Stroke Centers
- 11 trauma centers
- Only Level I Trauma Center in Collin County
- 1 burn center



# Clinical Education & Professional Practice




**Practice Transition Accreditation Program (PTAP®) Designation**

Medical City Healthcare’s Nurse Residency Program was officially designated by the American Nurses Credentialing Center (ANCC) as a Practice Transition Accreditation Program (PTAP®) on February 27, 2023. This makes Medical City Healthcare the 2nd division within HCA Healthcare to achieve this prestigious distinction.



# Clinical Education & Professional Practice







**2023 CE Hours Awarded**  
**4,447** Nurses awarded CE through MCH’s approved provider unit

Over 25,000 CE hours awarded  
50% increase in CE hours awarded in 2023 compared to 2022

51% increase in nurse attendance in 2023 compared to 2022




**Healthstream:**  
**2,726** Assignments




**Student Encounters**  
**7,847** Total


Nursing Students 5,676  
Allied Health 2,171



**Center for Clinical Advancement (CCA) Utilization Data:**  
Number of Attendees - **39,615**  
Total Hours - **13,367**  
Total Events - **1,719**



**American Red Cross (ARC):**  
**8,877** American Red Cross Resuscitation Suite™ assignments in HealthStream  
Overall Average Completion Time  
**ALS:** 9 min, **BLS:** 19 min, **PALS:** 14 min



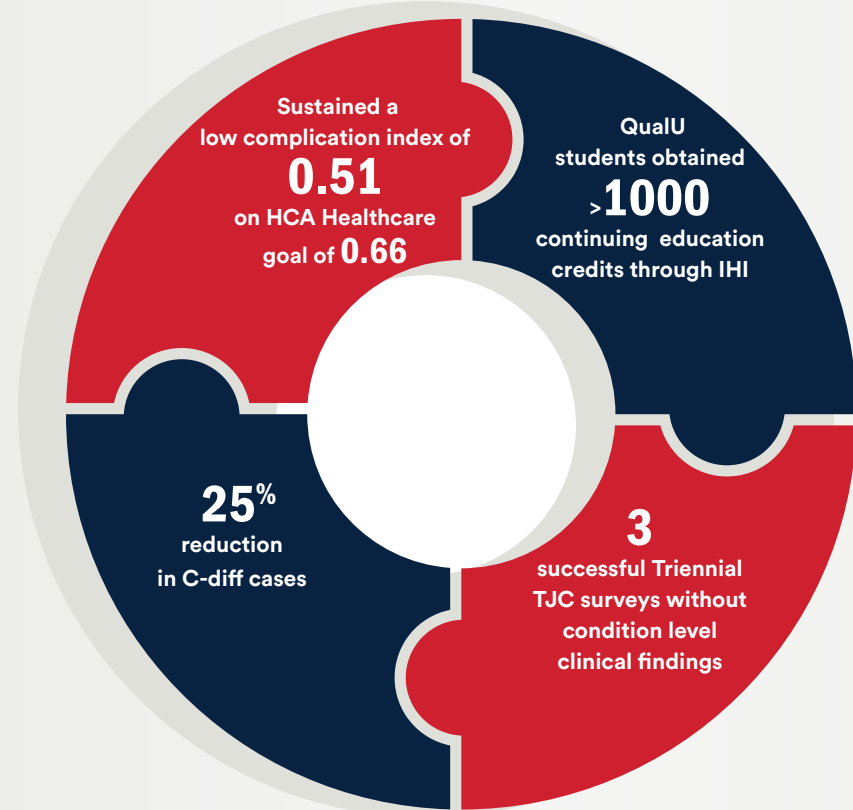
**Initial Competency**  
**7,740** Total

4,133 Knowledge Assessments  
3,607 Critical Thinking Assessments



## Exceptional Clinical Quality

Quality University was developed within Medical City Healthcare in 2019 and has since expanded across HCA Healthcare. The program is designed to introduce quality processes, systems, tools, and concepts to drive better patient outcomes. It is also a mechanism to expose leaders to the quality specialty with a goal of building our quality, infection prevention and patient safety pipeline. Twenty-seven students graduated in March 2024.







## Nurse Leader Development

HCA Healthcare is committed to the unparalleled development of current and future leaders. People are HCA Healthcare's greatest asset. Investing in our leaders advances our vision of delivering industry-leading quality patient care and market growth.



New Leader  
Boot Camps



Nurse Leader  
Mentor Program

**“PEOPLE ARE HCA HEALTHCARE’S  
GREATEST ASSET.”**



New Leader  
Onboarding  
Experience



Nurse Leader  
Certificate Program:  
99 graduates in  
NTX 2023

Advanced Leadership Program for ACNO's  
Executive Development Program for ACNO's  
Executive Transitions for New-to-role VP and above  
Chief Leadership Program for CNO's  
Leadership Development Institute – Influencer  
NTRINSX Communication & Team Performance  
Outmatch Leadership Coaching  
Individual Development Plan Coaching  
Monthly Lunch and Learn Series from Harvard Café

Leadership Essentials: **57** NTX graduates  
Leadership Institute Academy: **33** NTX graduates  
Nurse Leader Certificate Program for CNC's: **99** NTX graduates  
New Leader Boot Camps: **142** participants  
Nurse Leader Boot Camp Day Two: **59** Nurse Managers & Directors  
Director Development Program: **1** graduate/ placement  
ER Immersion Training: **161** participants  
Harvard Spark Usage: **1,487** participants



# Unparalleled Patient Service

Every day our nurses rise up and join together to care for our patients, their loved ones, and each other like family – for scheduled shifts, just-in-time shifts, while on call, for education events, for community events, and as crises unfold in our community or with our teams. Our nurses show up.

We saw the impact of the weather and utilities – again. We experienced community crisis, responding to our McKinney colleagues when the Allen shooting brought friends and neighbors to the hospital. And we celebrated together the joys and heartaches of caring for patients and colleagues – welcoming new life, walking through illness and disease, and all too often, saying goodbye. The goodbyes are always the hardest.



On May 6, Medical City McKinney gathered for a moment of silence in the hospital courtyard after the tragic Allen mall shooting. This powerful moment reminded staff that we not only care for the community - we are the community.

“And we celebrated together the joys and heartaches of caring for patients and colleagues.”

# Unparalleled Patient Service



17-year-old Sebastian was diagnosed with a rare terminal cancer in April.... He inspired family, friends and caregivers by studying hard to earn his diploma and walk the stage. When it became clear he wouldn't make that goal, the compassionate staff at Medical City Children's Hospital planned a senior party... so he could be surrounded and celebrated for this huge accomplishment. These efforts remind everyone of the positive meaning and important memories we make in our work, even when the best treatment and loving care can't change the outcome.

## Growth and Diversity

And we grew! We had 1,403 new graduate nurses join our family! We were blessed to acquire Wise Health late in 2023, giving us new colleagues in Decatur, Argyle, Denton, and Alliance. And we stood up new services in our Haslet free-standing ER, expanding our care into the community.

With this growth came amazing energy and diversity, and our perspectives were ramped up in a way unlike any former year. We learn as we grow, and we adapted our methods for education for nurses with HCA Healthcare Nurse Residency onboarding to ensure streamlined entry sessions for our new graduate nurses. We learned through our Leadership Development Institute more about how to identify with our generational communication styles and how to engage and interact with one another across our diverse backgrounds and experiences. We studied the importance of our verbal and written communications, and found ourselves re-stating and re-writing texts and emails. And we learned how to best approach working together for our colleagues and our patients across our wonderful diversity.



# Unparalleled Patient Service

- Boomers:** Auditory Task Default: When engaging with a boomer, be direct and grammatically correct.
- Gen X:** Visual Share Default: When talking with Gen X, draw a picture or show them a visual of what you need them to do. Better yet, ask them to design a visual of the project.
- Millennials:** Kinesthetic Share Default: With millennials, ask them what they would do. Ask them to research and report their findings back to you, but ensure that you give them a very clear definition of what you are looking for.
- Gen Z:** Kinesthetic/Visual Share Default: With Gen Z, share technology. Think short sharp sentences, like social media. Ask them to create a picture of how they feel. Ask them to repeat what you have said to ensure they heard and ask them to relate that to what they have seen online, how this has been done in the past, and what they would suggest. Ask them to set their listening goals and allow them to use technology.

[Excerpt from keynote speaker Mary Donohue, Bridging Communication for a Compassionate Healthcare Culture, 2023]

And we explored how our patients like to best receive communications and care, we began looking at our communication boards, and realized we needed to be more flexible with our methods. Walking white boards became a norm for us in our emergency departments – adult and pediatric versions – so patients in holding, hall and waiting areas are able to stay connected to their caregivers and care plans. We studied how to best deliver care in the emergency departments both operationally (1.0) and with compassionate care for providers and staff (2.0).

**Medical City Children's Hospitals**  
Emergency Department  
Personal Plan of Care

Who is taking care of me today?

My Doctor: \_\_\_\_\_

My Provider: \_\_\_\_\_

My Nurses: \_\_\_\_\_

Other Team Members: \_\_\_\_\_

What will be done for me today?

Medications ☐ CT Scan / Ultrasound ☐

IV Fluids ☐ X-Ray ☐

Other Care ☐ Lab Tests ☐

Am I allowed to eat and drink? ☐

Now What?

Go home ☐ Stay for more monitoring ☐ Hospital Stay ☐

Before Leaving

Do we have your pharmacy on file? ☐

Do you know what appointments to book? ☐

Do you know how to get your test results online? ☐

Do we have your best phone number on file? ☐

"We are committed to excellence always: Every action, every patient, every time"

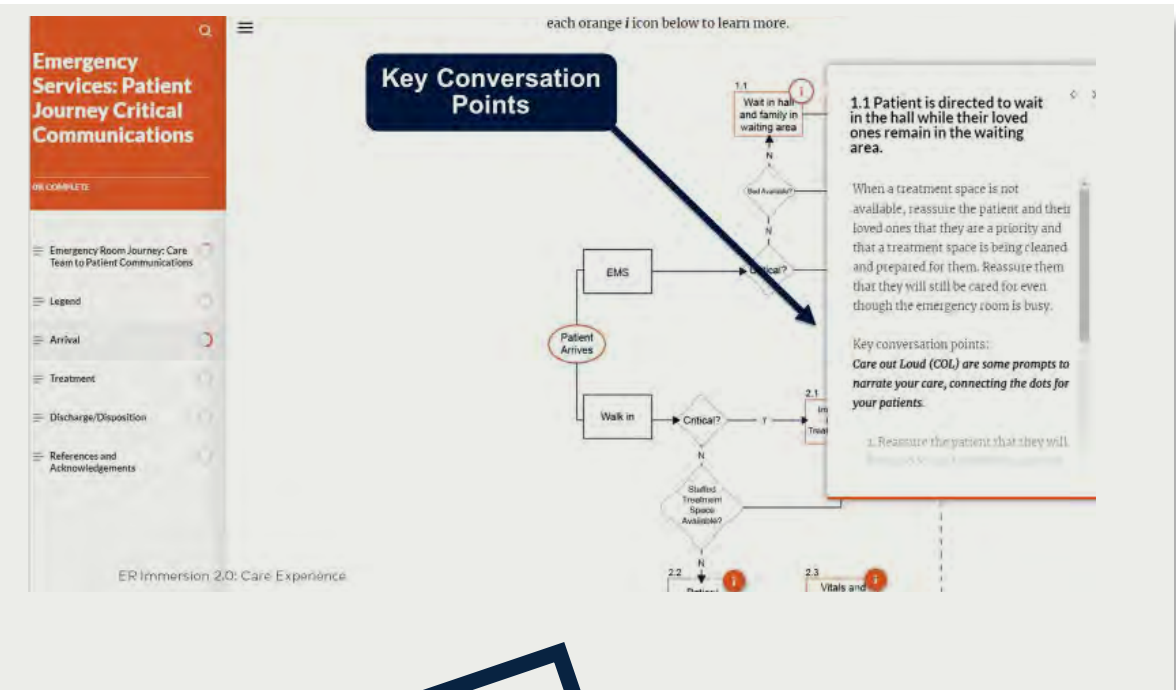
On behalf of the entire team at Medical City Plano, **THANK YOU** for allowing us to care for you today.

During your stay, a **nurse leader** may visit you. This is how we make sure we are giving **excellent care**.

If you have any questions or concerns, please do not hesitate to ask for a **nurse leader** at any time.

# Unparalleled Patient Service

With the Emergency Department (ED) Immersion 2.0, we embarked on a journey to further improve Compassionate Connected Care® for patients and colleagues with a two-day training for physician and nursing leaders. Participants were immersed in evidence-based tactics, including Employee Rounding, Nurse Leader Rounding, SAFETY Rounding and STAR coaching. Leaders were given effective techniques and verbiage to communicate with empathy, enhance listening skills, connect personally, and care like family without judgment. In 2024, ED leaders will implement a playbook that will help them cascade the Compassionate Communication information to all colleagues working in the ED.



"Leaders were given effective techniques and verbiage to communicate with empathy."



# Unparalleled Patient Service

Below are a few comments from the Emergency Department illustrating the voice of our patients.



*“Cat, Dylan, and Yasin were amazing. My daughter was crying and upset that she had to get an IV. All of them came in the room to comfort her, they went over and beyond to make sure she was ok! Cat held her hand and talked with her, everyone was amazing. Best experience ever watching these people come together to make sure my kid was comfortable.”*

Medical City  
Lewisville

*“Nighttime nurses Harold and Hunter absolutely amazing, so understanding, empathetic and helped me get a great room for me and my mom as I was admitted to the hospital. They had huge hearts and were very attentive. MCM is lucky to have them both.”*

Medical City  
McKinney

*“The nurse was amazing. She listened to me, wrote everything down, showed concern.”*

Medical City  
Weatherford

Patients tell us over and over that our nurses are the difference!

*“Staff treated me with TLC; they were patient and worked together as a team, treating each other with professional courtesies and consideration. They all were attentive to me and I feel that I got the ‘Best’ ‘Quality Care’ that night.”*

Medical City  
Denton

*“I was so very impressed with the nurses who surrounded me with love and support when I was alone and scared before my surgery. I had never had anesthesia before and I was very scared. They did not judge me for being scared and they all came together to make sure I had their comfort and support. It really meant so much to me.”*

Medical City  
North Hills

# Unparalleled Patient Service

## Caring for Colleagues

We listened to our colleagues! In 2023 through leaders rounding intentionally on employees, more than 75% of nurses were able to get one-on-one time with their leaders on a regular basis. In these sessions staff shared recognitions, talked about barriers that needed to be removed, and additional supplies and equipment that were needed. Units shared their ‘why’ boards and celebrated their growing teams.

And by caring for each other, our nurses can then better care for our patients and families. Despite the growth of our division and the onboarding of so many new colleagues, our nurses held steady throughout the year with 78% of patients reporting their nurses were communicating with them with excellence ALWAYS. That’s a win for safety and great outcomes! And one step closer to keeping our patient promise.

Through it all we care for each other and our patients, and we focus on staying well and strong. And when we need help, we remind each other “It’s OK to not be OK” and then we listen and connect to ensure meaningful support is available and on the way. Sometimes that support takes the form of a furry friend!



Medical City Dallas regularly invites therapy dogs to join in the volunteer reserves to promote well-being and mental health benefits. On a day when our minds are focused and our tasks are many, furry hugs and canine compassion spread smiles and lift spirits for both patients AND colleagues.



Compassion – it’s how we care, who we are, and why we are here.

At the end of each shift, as we drive home to family and friends, we remember all of the good care we provided that day, and we grieve when we remember something we forgot to follow-up on. And then we are texting or phoning a friend back at work to see that this gets done. But whether you are driving home when the sun rises or when the sun sets, we want each one of our nurses to remember:

You show up, you make a difference, and we couldn’t do this without you.



## Shared Governance



The Professional Practice Governance Board (PPGB) is a division-level shared governance committee with RN representation from every level and facility. The board's engagement led to several positive changes throughout Medical City Healthcare. In 2023, our colleagues provided feedback on nursing certification with the addition of five online Nurse Builder certification courses; retention of colleagues including how to use innovative care team models to optimize the position of CNCs, PCTs, LVNs, and sitters; individual development plans such as the Professional Practice Advancement Program (PPAP) and the Mentor Program; strategies to promote staff recognition; implementation of the HCA Healthcare Nurse Residency program; and innovations in technology such as Revive Code Blue app, Teletracking, Vigilanz Event Reporting System, and Encompass Equipment Finder.

Additionally, PPGB hosted a Professional Practice & Nursing Strategic Planning Summit in conjunction with CNO Council on November 10, 2023.



The Professional Practice & Nursing Strategic Planning Summit included the following topics:

- Extreme Nursing/Caregiver Recognition
- Compassion Campaign
- Facility Strategic Plan Breakouts
- UPC Model Toolkit
- Magnet®/ Pathway to Excellence Journey Facility Updates
- Employee Engagement, Patient Experience, and Quality Metrics

The summit concluded with a community service activity where PPGB collected 200+ care packages filled with fidget toys benefiting The Paws for Reflection Ranch.

## Shared Governance





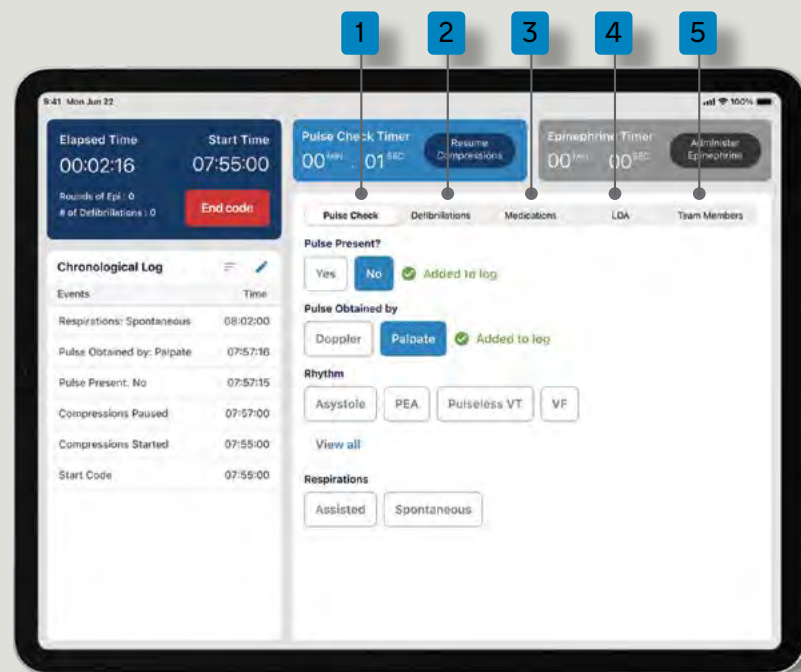
# Nursing Informatics

## Revive Code Blue Pilot

Revive is a mobile code blue application that accurately keeps time, records, documents all activities, medications, and participants of the code event, and interfaces with the EHR.

Revive was selected as the solution that will significantly impact our nurses and clinicians (Developer's Choice) and received the Voice of the Nurse award.

Pilot Site: Medical City Plano / Timeline: Q2 2023



## Code Blue Documentation

Revive is a user friendly, intuitive, hand-held solution for nurses [documenters] to electronically record a code blue event in real-time. Users should open the Revive App from the iPad placed on their crash cart to get started.



- 1 Pulse Check**
  - Pulse Present
  - Pulse Obtained by
  - Rhythm
  - Respirations
- 2 Defibrillations**
  - Joules
- 3 Medications**
  - Medication Type
  - Method
  - Dose
  - Route
- 4 LDA**
  - Lines Inserted
  - Airways Placed
  - Confirmed etCO2
  - Other Events
- 5 Team Members**
  - Name
  - Credentials

# Nursing Informatics

## Virtual Nursing: Why is this important?



We are experiencing recruitment & retention challenges in Med Surg & PCU due to workload.



Nurses are consumed with administrative tasks, **not always working at top of license.**



This is an opportunity to further **modernize & standardize technology** in the patient room.



Nursing department **high productivity** & requires additional resources with innovative models of care.

## Outcome Objectives



- Improve patient throughout** - Remove discharge barriers
- Reduce burden** - Admission History, Med Rec & Discharge
- Provide flexible work settings** - Rehire, recruit & retain staff
- Increase patient satisfaction** - Education & understanding of medications

## Staff Feedback:



## Patient Feedback:





## DFW Great 100 Nurses

*Dedication to an exceptional nursing practice environment is a hallmark of Medical City Healthcare. It is our privilege to share that 13 extraordinary Medical City Healthcare nurses have been named to the prestigious DFW Great 100 Nurses list this year.*

Of more than 50,000 nurses practicing in North Texas, only 100 honorees are named to this list as examples of excellence for being compassionate caregivers, leaders, role models and significant contributors to the nursing profession.

**Medical City Arlington:** Juanita Rich

**Medical City Dallas:** Capri Marshall, Marilen Ramos, Victoria Tierney

**Medical City Dallas Children's Hospital:** Karen Norton

**Medical City Healthcare:** Amy Gloger, Terry Valentino

**Medical City Heart Hospital:** Brittany Butts

**Medical City McKinney:** Jenny Earls, Rhodel Macasaet, Megan Palmer

**Medical City Plano:** Diana Canales, Denise Goynes





# HCA Healthcare Unit of Distinction

HCA Healthcare Unit of Distinction is a program designed to recognize and celebrate the top-performing nursing units within HCA Healthcare. These units demonstrate exemplary performance within the strategic pillars and excellence in the delivery of patient-centered care.

They define best practices and role model the elements of the Nursing Strategic Plan. Through performance visibility, these units set HCA Healthcare standards and benchmarks. This program enables us to focus on the Nursing Strategy while providing excellence in care and assuring commitment to our Nursing team and patients.

## 2023 HCA Healthcare Unit of Distinction: #1 Top Ranking Units

- Medical City Denton:** Emergency Services
- Medical City Denton:** Heart and Vascular Unit
- Medical City Frisco:** Post-Anesthesia Care Unit
- Medical City Lewisville:** Inpatient Rehabilitation
- Medical City Plano:** Medical Oncology



# HCA Healthcare Unit of Distinction



## Units of Distinction Recipients:

### Medical City McKinney:

- Behavioral Health Unit 3
- OB/GYN Post-Partum

### Medical City Arlington:

- Cardiovascular Intensive Care Unit

### Medical City Dallas:

- Neurovascular Intensive Care Unit
- Neurosciences
- Orthopedics 8EW

### Medical City Denton:

- Intensive Care Unit

### Medical City Alliance:

- Emergency Department
- ER Saginaw
- Medical
- Progressive Care Unit

### Medical City Las Colinas:

- Emergency Department

### Medical City Lewisville:

- Emergency Department
- Neonatal Intensive Care Unit

### Medical City Plano:

- Intensive Care Unit Stepdown

### Medical City Heart & Spine:

- Operating Room

## Honorees:

### Medical City McKinney:

- Intensive Care Unit
- 4 Central/Medical Surgical

### Medical City Plano:

- Inpatient Rehabilitation
- Surgical Oncology

### Medical City Denton:

- Medical
- Progressive Care Unit

### Medical City North Hills:

- Neurology Medical Surgical

### Medical City Lewisville:

- Mom Baby
- Progressive Care Unit

### Medical City Weatherford:

- Labor and Delivery



**“ The great hospitals will always put the patient and the patient’s family first, and the really great institutions will provide care with warmth, compassion and dignity for the individual. ”**

**Dr. Thomas Frist, Sr.**  
*HCA Healthcare Co-Founder*





# Medical City Alliance



**Angie Gutierrez, MHCL, BSN, RN, NEA-BC**  
Chief Nursing Officer

**141 licensed beds**

## Compassion

Division HCA Healthcare Frist Humanitarian Award:

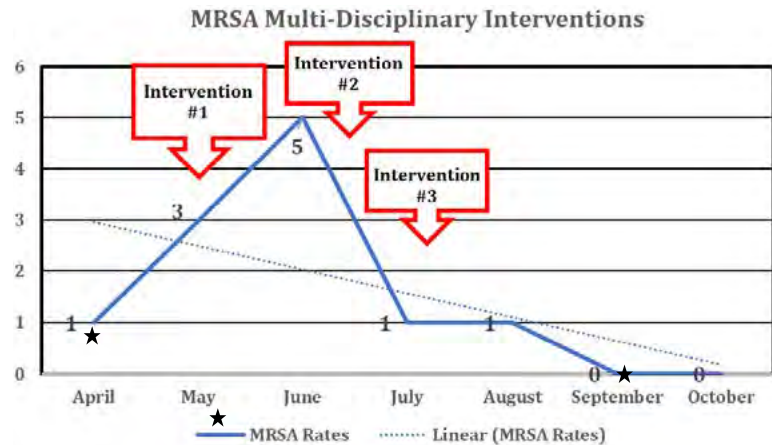
**Kristy Slate, BSN, RN, CEN,**

was awarded the Medical City division HCA Healthcare Frist Humanitarian Award. As an ER CNC, Kristy not only demonstrates excellent clinical knowledge and skill, but is known for being an outstanding preceptor and for her dedication to our community through healthcare promotion and outreach. She serves the community as a CPR, ACLS and Stop the Bleed instructor and is a founding member of Orange Out, a non-profit that supports children and families throughout their battle with childhood cancer.



## Evidence-Based Care

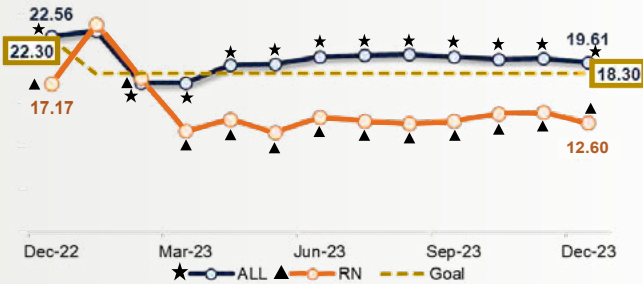
Medical City Alliance (MCAL) had four Quality University graduates: Denise Zimmerman, Amanda Spoon, Rhonda Bull, and Erica Rolf. Denise, Director of Women's Services and Amanda, Director Infection Control, earned 1st place in the poster contest for their project "Chasing Away MRSA: A Multidisciplinary Approach to Combating MRSA in the NICU Setting". Their project garnered national attention as Denise, and Carla Magee, Neonatal Program Coordinator presented the project at the national Academy of Neonatal Nurses conference in Las Vegas, NV. As a result of the implementation of their project, the Medical Alliance NICU saw a significant reduction in MRSA occurrences, recording zero MRSA in September and October 2023.



# Medical City Alliance

## Teamwork

- By focusing on people through talent acquisition, Senior Leader rounding, recognition events, and employee celebrations, MCAL experienced a 7% reduction in nursing turnover, which reached 12.6% in 2023.
- The culture of caring, clinical quality, and shared governance resulted in zero CAUTI and C-Diff occurrences in 2023.



## Teamwork

On December 1st, 2023, we welcomed the newest members to our MCAL family. As part of Medical City's Wise Health system acquisition, Medical City Surgical Hospital | Alliance is now part of the MCAL campus. Our state-of-the-art surgical hospital is a modern and welcoming facility featuring 24 spacious and comfortable patient rooms with seven surgical suites equipped with the most advanced technologies, including large operating rooms with 4K video monitors, robotic spine tables and intraoperative imaging capabilities. In addition, we also offer a combination cardiac catheterization and electrophysiology lab.



## Teamwork

MCAL is proud to be a designated Level 3 trauma center, a status that was maintained with a successful re-designation in February 2023. Our commitment to serving the community extends beyond providing exceptional trauma care to actively engaging in outreach and education initiatives aimed at injury prevention. Over the past year, our trauma program has offered programs like Stop the Bleed, Impact Teen Drivers, and Car Fit, as well as participating in school nurse education and community events. Trauma Program manager Ashley Smith, provided hands-only CPR and Stop the Bleed training to middle schoolers and over 200 staff members at multiple schools. In all, over 400 members of the community were educated in this life-saving intervention.





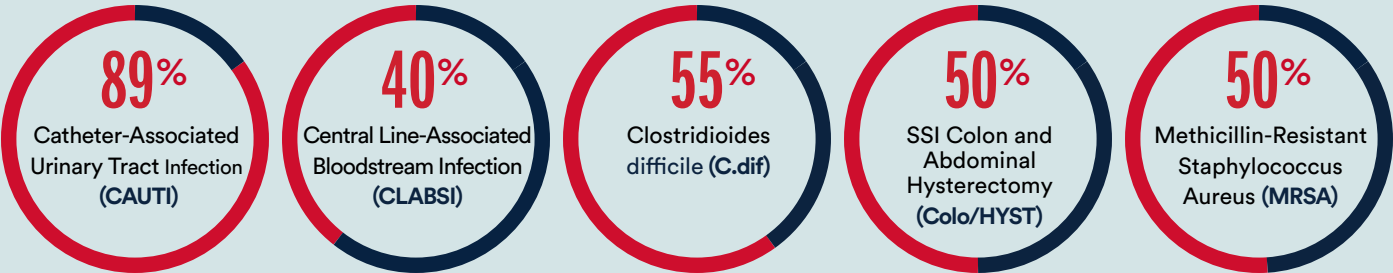
# Medical City Arlington

**Jim Allard**, DNP, RN, NEA-BC, FACHE  
Chief Nursing Officer

**433** licensed beds

## Evidence-Based Care

Healthcare-Associated Infection (HAI) Reduction Year-Over-Year (YOY):



## Teamwork

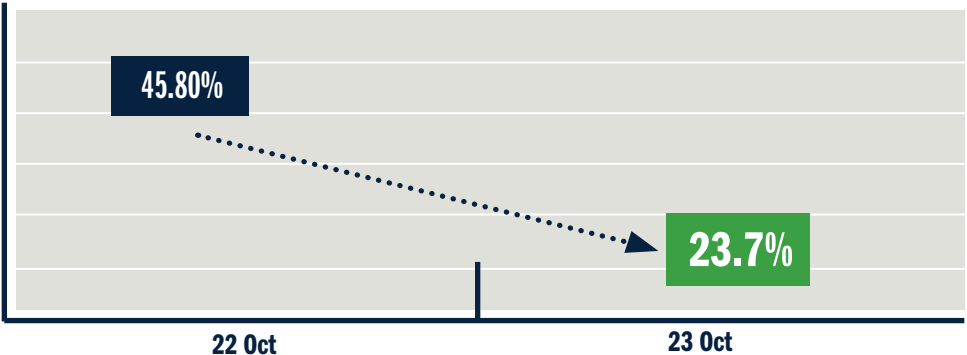
Filled key leadership vacancies



# Medical City Arlington



**Reduced Nursing Turnover:** Oct 2022 at 45.8% versus Oct 2023 at **23.7%**



## CNC's – Business Acumen Training

The team expanding their leadership knowledge!





# Medical City Dallas, Medical City Heart & Spine, and Medical City Children’s Hospital



**Joyce Soule, DNP, RN, NEA-BC, CNOR**  
Senior Vice President and Chief Nursing Executive,  
Medical City Dallas & Medical City Heart and Spine  
**909 Licensed Beds**



**Tabitha South, DNP, RN, NE-BC, CCFP**  
Chief Nursing Officer, Medical City Children’s Hospital  
& Medical City Women’s Hospital  
**254 Childrens Licensed Beds**

## Person-Centered Care

The American Nurses Credentialing Center’s Magnet Recognition Program® distinguishes healthcare organizations that meet rigorous standards for nursing excellence. This credential is the highest national honor for professional nursing practice. In 2023, Medical City Dallas (MCD) attained a fifth recognition, demonstrating a sustained commitment to the highest level of professional practice across all practice settings. The program emphasizes transformational leadership, structural empowerment, exemplary professional practice, and new knowledge, innovations, and improvements. The nursing professional practice model at MCD is based on evidence-based care, research, and person-centered care. The organization has developed a formalized recognition system, promoting both internal and external recognitions based on evidence of successful execution.



Recognition in the *D Magazine* Excellence in Nursing Awards is available in Direct Care, Education/Research, and Leadership categories. (Pictured: Selamawit Gelai, BSN, RN - Direct Care)

# Medical City Dallas

## DAISY® Award Winners

The provision of compassionate, evidence-based and person-centered care is the heart of the professional practice model and nursing care at MCD. The DAISY® Award exemplifies recognition of these aspects of care as identified in the structural empowerment and exemplary professional practice aspects of Magnet® recognition. Individual recognition is available through the DAISY® Nurse Leader Award, which highlights the importance of leadership in implementing identified model components, as well as teamwork within the transformational leadership framework. This year, MCD expanded its recognition portfolio by adding the DAISY® Health Equity Award, which honors outstanding practice driven by evidence-based, person-centered care, community involvement, and compassion.

### DAISY® TEAM Award: Accreta Team

- Rachel Burns, RN, C-EFM
- Brandie Hall, BSN, RN, C-EFM
- Hannah Johnson, BSN, RN
- Lauren Kennedy, BSN, RNC-OB, C-EFM
- Patricia Lambert, BSN, RN, C-EFM
- Maren Moore, BSN, RN
- Lacey Morris, BSN, RN, C-EFM
- Chantal Price, BSN, RN, C-EFM
- Chelsea Scott, BSN, RN, C-EFM
- Bryce Sheets, BSN, RN

### DAISY® Nurse Leader Award:

- Brittany Kendlehart, BSN, RN, CCRN, Pediatric Intensive Care Unit
- Mandee Lancaster, BSN, RN, Pediatric Intensive Care Unit

### DAISY® Health Equity Award:

- Jennifer Bily, BSN, RN, Day Surgery

### DAISY® Award:

- Kathryn Amsbaugh, BSN, RNC-NIC, Neonatal Intensive Care Unit
- Emily Baker, BSN, RN, Orthopedics
- Julie Cavellini, RN, C-EFM, Labor and Delivery
- Cotida Essex, BSN, RN, Cardiovascular Operating Room
- Carey Galofaro, BSN, RN, CCRN, Medical Intensive Care Unit
- Emily Grindinger, BSN, RN, General Pediatrics
- Aaron Holden, RN, Neurovascular Intensive Care Unit
- Tommie Holland, BSN, RN, Day Surgery
- Amaal Jabateh, BSN, RN, Mother Baby
- Virginia Martinez, BSN, RNC-OB, C-EFM, Labor and Delivery
- Molly Miller, BSN, RN, Cardiac Rehabilitation
- Lauryn Mrva, BSN, RN, Gynecology Oncology
- Sydney Samuel, BSN, RN, Pediatric Intensive Care Unit
- Mikaela Savoie, BSN, RN, Medical Intensive Care Unit
- Hannah Schwab, BSN, RN, Gynecology Oncology
- Sarah Smith, BSN, RN, Labor and Delivery



# Medical City Dallas

## HCA Healthcare Awards of Distinction – Nursing Excellence

HCA Healthcare recognizes excellence in the nursing professional practice at the organizational, division and corporate levels on an annual basis. Nominees are evaluated based on written exemplars of compassionate care including evidence-based, person-centered, compassionate care; and professional mentoring including teamwork and person-centered care. Each of the Magnet® model components are identified in the specific examples of nursing excellence.

**Jenna Taylor, BSN, RN, CCRN, Cardiovascular Intensive Care Unit**  
**Alyssa Van Buren, BSN, RN, Congenital Heart Surgery Unit**

## Medical City Dallas City Rewards and ALWAYS Awards

The Medical City Rewards and ALWAYS Awards provide an opportunity for both colleague and leader recognitions based on a specific nomination illustrating excellence in one or more of the organization's core values. For nurses, each of the core values is specifically tied to an aspect of the nursing professional practice model, reflecting a core component central to ongoing Magnet® recognition.

**Tiffany Adger, BSN, RN, BMTCN, Bone Marrow Transplant Unit**  
**Rufayda Al-Saadoon, BSN, RN, Surgical Intensive Care Unit**  
**Audria Baker, BSN, RN, Surgical Intensive Care Unit**  
**Zachary Beville, BSN, RN, Surgical Intensive Care Unit**  
**Kelsey Blacketer, BSN, RN, Emergency Services**  
**Michael Bryant, MBA, BSN, RN, Pediatric Float Pool**  
**Reynaldo Castillo, BSN, RN, Medsurg-BC, Urology/ General Surgery**  
**Alicia Clark, BSN, RN, CCRN, Surgical Intensive Care Unit**  
**Janelle Clark, BSN, RN, Emergency Services**  
**Jennifer Furlano, BSN, RN, Medsurg-BC, Solid Organ Transplant**  
**Dionza Graham, BSN, RN, Orthopedics**  
**Morgan Hines, BSN, RN, Congenital Heart Surgical Unit**  
**Aaron Holden, RN, Neurovascular Intensive Care Unit**  
**Bimasa Kafle, BSN, RN, Medical Diabetes**

**Maria Lanari, BSN, RN, Progressive Care Unit**  
**Brianna Ligon, RN, Telemetry**  
**Evelyn Lujan, BSN, RN, Orthopedics**  
**Nicole McMillan, BSN, RN, Surgical Intensive Care Unit**  
**Hong-Ha Nguyen, BSN, RN, CCRN, Surgical Intensive Care Unit**  
**Hisayo Pelton, MSN, RN, CCRN, Post Anesthesia Care Unit**  
**Arlene Reinking, BSN, RN, Float Pool**  
**Jenna Taylor, BSN, RN, CCRN, Cardiovascular Intensive Care Unit**  
**Michael Temesgen, BSN, RN, Dialysis**  
**Kamela Tessitori, BSN, RN, CPON, CPN, Pediatric Hematology Oncology**  
**Samantha White, BSN, RN, CPN, Pediatric Day Surgery**  
**Ko Xiong, BSN, RN, Bone Marrow Transplant Unit**

## Texas Hospital Association Healthcare Heroes

The Texas Hospital Association highlighted twelve healthcare heroes exemplifying excellence in professional practice and compassionate care for patients and the community as identified in the exemplary professional practice and structural empowerment components of the Magnet® model.

**Molly Miller, BSN, RN, Cardiac Rehabilitation**

# Medical City Dallas





## Medical City Denton



**Brandy Stegall, MSN, RN, NEA-BC**  
Chief Nursing Officer

**232** licensed beds

### Evidence-Based Care



#### North Texas Division Extreme Nurse Award: Cale Hatfield, RN

In July 2023, Cale Hatfield, RN, was recognized as an Extreme Nurse for the North Texas Division for his efforts in introducing the innovative idea of adding a Rapid Response Team nurse at Medical City Denton (MCDN), which became the first of its kind within the organization.

Throughout 2023, MCDN maintained zero CAUTIs and zero CLABSI, emphasizing our commitment to high-quality care, excellent service, and positive patient experiences.

#### Cycle 7 Chest Pain Accreditation

MCDN earned Cycle 7 Chest Pain Center with Primary PCI Accreditation from the American College of Cardiology. MCDN has proven exceptional competency in treating patients with heart attack symptoms and has primary PCI available 24 hours a day, 365 days a year. MCDN hospital systems are streamlined from admission to treatment and discharge, ensuring each patient has the appropriate post-hospital care and recommendations for assistance and lifestyle changes.

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## Medical City Denton

### Teamwork

Medical City Argyle, a Campus of Medical City Denton



On December 1, 2023, MCDN was pleased to expand by adding Medical City Argyle as a campus of MCDN. Medical City Argyle, a is a 12-bed facility and a free-standing Emergency Room that offers the latest in imaging services, surgical methods, and technology in a caring setting. Committed to the care and improvement of human life, we strive to deliver excellence always—providing the highest quality, cost-effective healthcare in the communities we serve.

### Teamwork

In 2023, MCDN increased RN engagement scores by 3% and decreased RN turnover by 3% through strong communication strategies, robust Shared Governance frameworks, and a culture of caring.

“MCDN has proven exceptional competency in treating patients with heart attack symptoms and has primary PCI available 24 hours a day, 365 days a year.”

37



# Medical City Fort Worth



**Ulondia Lee, DNP, RN, CENP**  
Chief Nursing Officer

**378 licensed beds**

## Person-Centered Care



With tears in his eyes, Arthur J. Easton read an emotional letter of gratitude for the life-saving kidney transplant he received on March 4, after eight long years of dialysis. It was part of a Donate Life flag-raising ceremony and moment of silence at Medical City Fort Worth (MCFW) to commemorate National Donate Life Month. “To the young lady who lost her life to give me life and to the amazing team at MCFW, thank you for a new life and for a new chapter,” says Easton.



In November of 2022, Dawn was diagnosed with acute appendicitis and scheduled for surgery at MCFW. After anesthesia induction, she became hypotensive and bradycardic without loss of pulse. Surgery was canceled and the patient was taken to the Cath lab. She was found to have acute systolic heart failure, pulmonary hypertension, and cardiogenic shock and was placed on ECMO for 48 hours. After discharge, she continued care at our Heart Failure Clinic. She graduated from the program in February of 2023. Soon after, she returned to MCFW to thank the staff, share her survivor story and also show off her new ECMO Survivor tattoo.

# Medical City Fort Worth



## Diversity, Equity & Inclusion

In the spirit of fostering a culture defined by inclusivity and belonging, MCFW reaffirms its commitment to Diversity, Equity, & Inclusion (DEI). Our dedication extends beyond rhetoric, as evidenced by the active engagement of our colleagues in voluntary, colleague-led groups known as Colleague Networks. These networks, centered around shared commonalities or experiences, contribute significantly to creating a workplace that is diverse, inclusive, and welcoming to all, regardless of identification with a particular group.



## Noteworthy Initiatives and Events:

### Juneteenth Parade and Festival:

- Led by our colleagues from MCFW, the Black Colleague Network actively participated in the Dallas Juneteenth Parade and Festival on June 17. This engagement demonstrated our commitment to meaningful involvement in events of cultural significance.

### Day of Belonging Celebration:

- On this special occasion, we celebrated the Day of Belonging, paying tribute to our diverse community and the profound sense of belonging that unites us. This day marked a collective embrace of the richness found in our unique stories.

### Healthcare Equity Council's (HEC) Efforts:

- Addressing healthcare disparities among sickle cell disease (SCD) patients, the MCFW Healthcare Equity Council (HEC) has been at the forefront. With a focus on optimizing the quality of care, the HEC has instituted measures such as creating dedicated admission order sets, improving pain management, and providing comprehensive education and follow-up care for SCD patients. These efforts align with the American Society of Hematology guidelines, ensuring swift and effective pain management for SCD patients.

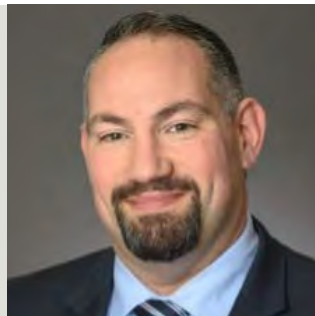
### Blood Drives for Sickle Cell Patients:

- Recognizing the critical need to support patients with sickle cell disease, MCFW conducts regular blood drives. These drives not only contribute to the well-being of SCD patients but also underscore our commitment to addressing broader healthcare equity issues.





## Medical City Frisco



**John Hedgpeth, MSN, RN, NEA-BC**  
Chief Nursing Officer

**98 licensed beds**

### Person-Centered Care

Medical City Frisco (MCF) was named Best Emergency Room by Living Magazine in 2023. It is a leading-edge green facility, LEED-Silver certified for environmental and energy efficiency, and designated to provide an exceptional healthcare experience in a beautiful and healing environment. MCF began the year by nearly doubling in size with the addition of 18 ICU beds and 18 Med Surg beds in a Tower B expansion.



**"MCF was named Best  
Emergency Room by  
Living Magazine  
in 2023."**

## Medical City Frisco



### **In addition to bed capacity expansion**

Medical City Frisco further positioned itself as the only hospital in the city of Frisco with two cardiac catheterization labs by opening its second cath lab, further elevating the service offerings and emergency availability to our community.



### **The investment in our care capability**

for the community continued in 2023 with the addition of two state of the art operating room suites.

### Community



Throughout the year, the nurses at MCF demonstrated their commitment to health and wellness of the community. One example in 2023 was their participation in the Pink Glove campaign to raise awareness for Breast Cancer.

### Teamwork



Emergency Room Staff at MCF were recognized as Extreme Nurses for their response to a mass casualty event in the community by working admirably to save the lives of the victims involved.



## Medical City Green Oaks



**Russell Reed, MSN, RN**  
Chief Nursing Officer

**124 licensed beds**

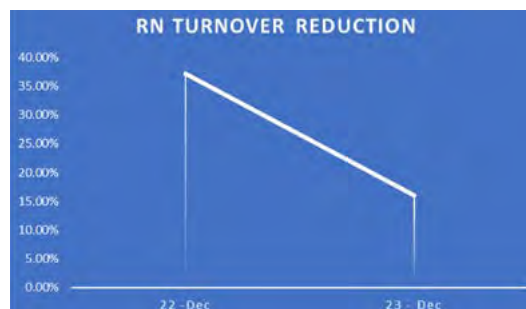
### Evidence-Based Care

**Restraint Reduction:** Decreased restraint minutes by **19%** Year-Over-Year

### Teamwork

Achieved  
**91%**  
overall staff employee  
engagement.

Reduced  
Nursing Turnover by  
**56%**  
from previous  
year



Dec 2022  
**37.1%**  
vs Dec 2023  
**16.0%**

## Medical City Green Oaks

### ALWAYS Awards

Medical City Green Oaks (MCGO) leaders conduct monthly employee appreciation meetings to demonstrate gratitude towards colleagues who consistently exhibit unwavering dedication and commitment to maintaining MCGO as the destination for healthcare excellence.





# Medical City Las Colinas



**Joseph Berumen, DNP, RN, CCRN, NEA-BC**  
Chief Nursing Officer  
**100 licensed beds**

## Evidence-Based Care

Medical City Las Colinas (MCLC) is committed to the care and improvement of human life and received the following awards which demonstrate their focus on providing high-quality care.

- Texas Ten Step program redesignation
- Healthgrades 5-star recipient for treatment of sepsis
- Healthgrades 5-star recipient for treatment of heart failure

Additionally, MCLC was able to support clinical excellence through utilization of nursing capital with the purchase of the following:

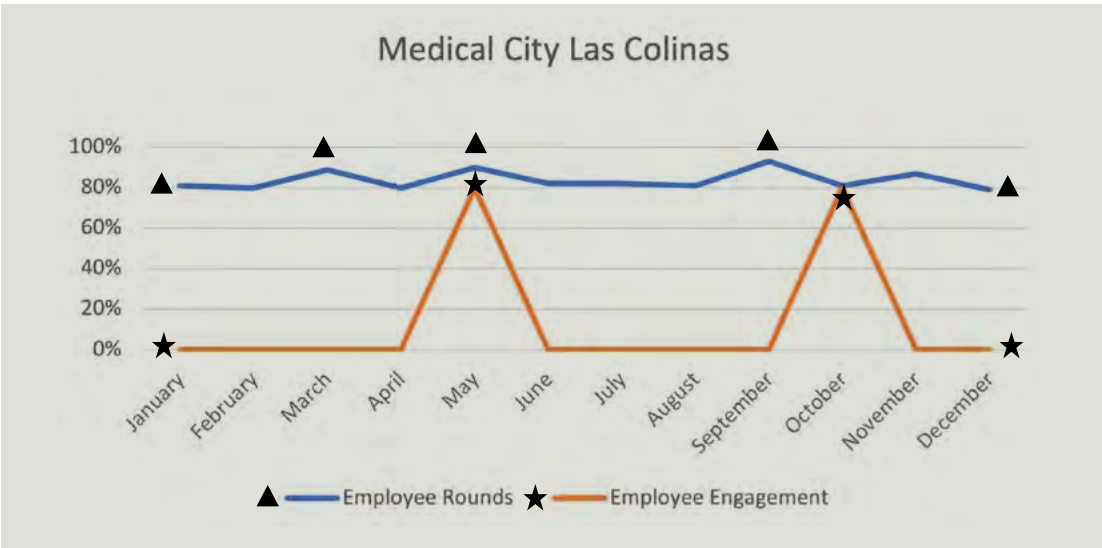
- Bilimeter
- Bedside chairs
- Carts
- Doppler DMX
- Furniture stools
- Infusion pump
- Infant warmers
- Lights in 6 rooms on L&D
- Sleeper sofas
- Ultrasound



# Medical City Las Colinas



2023 was another exceptional year for our talented nursing colleagues who delivered compassionate, high-quality care for our patients. MCLC increased employee engagement through meaningful employee rounds, “night owl” rounds, and resource management. Our top priority is ensuring our colleagues have an engaging and supportive place to work; and our emphasis on patient-centered care, clinical excellence and safety is evident in many ways, including our nursing accomplishments. Through a robust shared governance structure, nursing forums, and a strong culture, teamwork is felt throughout the entire organization. Our expert nurses treat each patient, family and visitor with compassion and play an essential role in furthering our mission to care for and improve human life.





# Medical City Lewisville

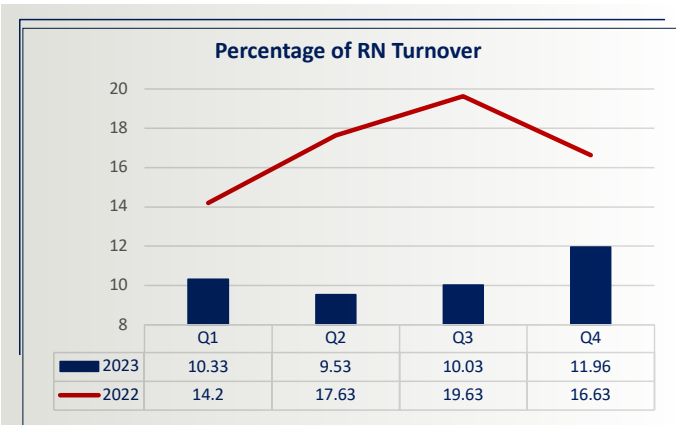


**Emily Sneed, MSN, RN, NEA-BC**  
Chief Nursing Officer

**186 licensed beds**

## Teamwork

- 2023 was an exceptional year for Medical City Lewisville (MCL) nurses! We were able to stabilize the workforce by adding over **130** nurses to our care team while **leading the division** in RN Retention and Employee Engagement. Our nurses created a patient-centered environment by providing **connected compassionate care** with a **You First** attitude.
- 2023 saw a significant decrease in RN Turnover with a 4% decrease from 2022.
- Nurses stayed engaged through Unit Practice Councils, implementing changes that impacted their nursing practice environment.



## Person-Centered Care

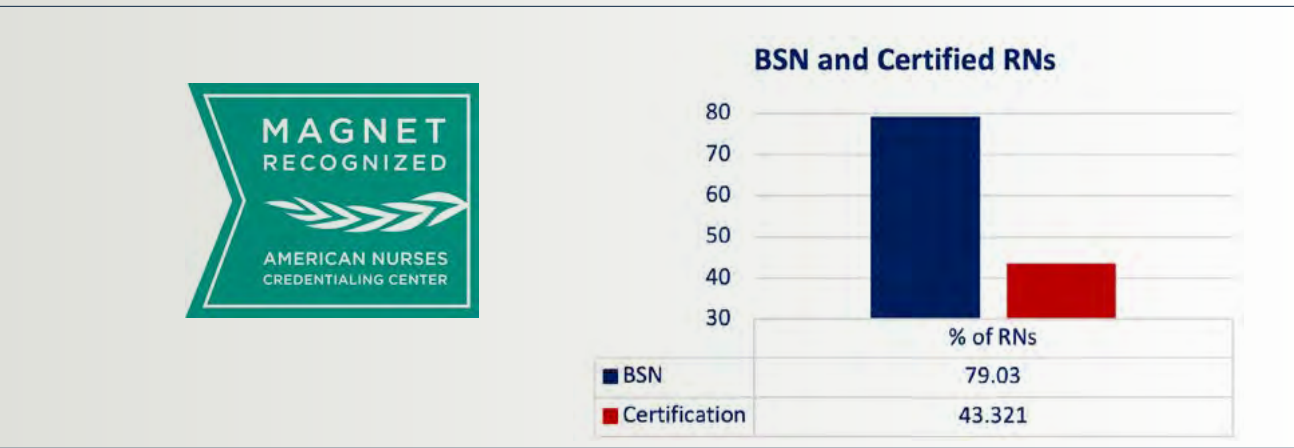
- In 2023, MCL had Zero Catheter-Associated Urinary Tract Infections! Intensive Care Unit and Complex Cardiac Ortho Unit celebrated being CAUTI-free for 4 years!



# Medical City Lewisville

## Person-Centered Care

- With the opening of two new units, the Express Admit Unit and Discharge Lounge, MCL nurses successfully decreased the Emergency Department's length of stay.
- With the nurses' dedication to their profession and high-quality patient care, MCL ended the year ranked as **#8 out of 186 hospitals in quality for HCA Healthcare.**



The RN Satisfaction Survey is a Magnet® standard signifying nurses' commitment and satisfaction in their jobs. High nursing satisfaction correlates with quality care, improved patient outcomes, and decreased turnover rates.

MCL outperformed in all RN Satisfaction Survey categories. **90.9%** of RNs felt satisfied in the following categories:

- Foundation for Quality of Nursing Care
- Interprofessional Relationships
- Professional Development Opportunities
- RN to RN Teamwork and Collaboration





# Medical City McKinney



**Megan Gallegos, DNP, BS, RN, NEA-BC**  
Chief Nursing Officer

**318 licensed beds**

## Evidence-Based Care

Patient care outcomes and goals within Medical City McKinney’s (MCM) nursing strategy were exceeded and demonstrated the commitment to high quality, safe care.

### Quality Wins for 2023 include:

- Improvement from #103 to #1 in HAIs for 4 consecutive months
- Improved sepsis 1-hour antibiotic administration from 49% to 74% (goal 65%)
- Reduced postpartum hemorrhage from 2.01% to 1.41% (Goal < 3%)
- Reunited 31 patients (who were not expected to survive) with their families
- Improved telemetry start from 89% to 15% (Goal <15.3%)
- Centralized all policies on Compliance 360
- Focused on employee violence reduction (signage, safe tables, workplace violence committee, new legislation on felony charges)

## Person-Centered Care

In order to provide person-centered care, it is essential to understand that our most valuable resource is our PEOPLE. Thanks to the direct input from our colleagues, there was significant investments made to enhance patient safety and improve the work experience at MCM, to include:

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Encompass asset tracking system (\$253,825)</li><li>• NICU ventilators (\$376,894)</li><li>• Arctic Sun temperature management system (\$139,631) for Neonatal Intensive Care Unit</li><li>• Badge readers in med rooms on floors 1-4 (\$80,974)</li><li>• Nurse call system (\$37,117) for BHU</li><li>• Thermoguard HQ Temp Management (\$60,728) for Intensive Care Unit</li><li>• Bladder Scanners</li><li>• Vein Viewers</li><li>• Staxis Wheelchairs</li></ul> | <ul style="list-style-type: none"><li>• Blanket Warmers (3) \$(23,324) for Intensive Care Unit (ICU), Ortho and 4C to allow staff to quickly grab patients a warm blanket when needed</li><li>• Recliners (\$9,775) for the Progressive Care Unit</li><li>• Rehab equipment and improvements(\$149,650)</li><li>• Vitalinq communication system (\$25,950) for Cath Lab</li><li>• 15 radios (\$16,403)</li><li>• Aiphone system (\$9,974) for Intensive Care Unit</li><li>• Vital sign machines (\$16,422)</li></ul> |
|--|--|

# Medical City McKinney



Our focus on recognizing our colleagues’ impact on our patients’ lives and families is essential to our care experience. Compassionate connected care is evident as nurses show up, demonstrating a “You First” attitude each and every day.

### Daisy® Award Winners in 2023 include:



**Celine Mwalawa**  
Behavioral Health



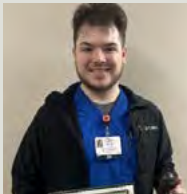
**Stella Udoka**  
Nurse Float



**Michelle Yoo**  
Behavioral Health



**Alexandra Fisenko**  
Med/Surg



**Jacob Gibson**  
Behavioral Health



**Alexandra Fisenko**  
Med/Surg



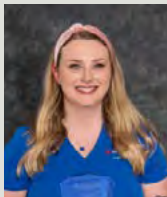
**Amanda Trevino**  
Progressive Care Unit



**Cierra Keltner**  
Behavioral Health

Nurses are a vital part of MCM and are advancing the future of nursing through advocacy, mentorships, and preceptorships.

### Spirit of Nursing Winners in 2023 include:



**Nursing Practice Excellence**  
**Ashley Kennedy**  
Emergency Department



**Compassionate Caregiver**  
**Maryann Holbrook**  
PACU



**Professional Mentoring**  
**Maria Waggoner**  
Labor & Delivery



**Rising Star**  
**Danny Santibanez**  
Ortho



**Nursing Leadership**  
**Megan Palmer**  
Progressive Care Unit



# Medical City North Hills



**Kevin Inderhees, MHA, MSN, RN, NEA-BC**  
Chief Nursing Officer  
**164 licensed beds**

## Person-Centered Care

- Improved inpatient patient experience overall rating by 1.9% over prior performance year
- Improved emergency department patient experience overall rating by 6.8% over prior performance year



Leaders Driving Patient Experience



Daisy® Award Celebration – Maria Yescas

## Teamwork

- Reduced RN turnover from **28.1%** to **14.2%**  
(December 2022 to December 2023)
- RN engagement **79%** (**3%** above company)
- Pathway to Excellence re-designation  
(5th time re-designated)

# Medical City North Hills



Pathway to Excellence re-designation celebration  
with DCNE, Dr. Zach Mueller



Colleague Appreciation –  
Senior Team Pancake Serving

## Evidence-Based Care

- Joint Commission Primary Stroke re-designation
- Trauma Level III re-designation
- Culture of Safety Survey – 89% response rate, 4.04 safety culture rating
- Emergency Department #8 in company for discharge length of stay L3 (96th percentile)
- Emergency Department #7 in company for disposition to leave (96th percentile)
- Cath lab PCI mortality at 0.7% (90th percentile)
- 570 days without a catheter associated urinary tract infection CAUTI (Hospital-wide)
- 399 days without hospital acquired clostridium difficile (Hospital-wide)
- 413 days without MRSA infection (Hospital-wide)
- 691 days without surgical site infection – colorectal surgery



HAI Reduction Rounding



Great Catch Award



# Medical City Plano



**Chadi Awad, DNP, MBA, RN, NEA-BC**  
Chief Nursing Officer  
**603 licensed beds**

Medical City Plano (MCP) celebrates our commitment to nursing excellence and highlights our dedication to fostering community engagement as a vital component of our professional practice model. We recognize that the well-being of our community is intricately linked to the quality of healthcare services we provide. This report showcases our efforts to integrate community-focused initiatives into our nursing practice, thereby enriching the lives of those we serve.

Throughout the past year, we have actively participated in various community engagement events, strengthening our bonds with the local population and promoting health education and awareness.



In collaboration with local fire departments, PHI Air Medical, and Local Fire EMS, our Burn Outpatient Clinic and Burn Trauma ICU hosted a Burn Fair aimed at raising awareness about burn prevention and treatment. The event featured educational sessions on fire safety, first aid for burns, and scar management. Attendees had the opportunity to interact with professionals, fostering empathy and understanding within the community.



# Medical City Plano



Madeline Ngo, BSN, RN with a member of the Local Fire EMS – Burn Fair



In honor of Breast Cancer Awareness Month, our nursing team organized an Evening of Pink event to raise awareness about breast cancer prevention, early detection, and support for survivors. The event included breast health workshops, clinical breast exams, and resources for mammography screening. It served as a platform for education, empowerment, and solidarity within the community.



Left: Tanya Halbmaier, MSML, BSN, RN, RNC-NIC, C-ONQS, CNML; Dana Polk, MSN, RN, RNC-NIC, CNL; Jennifer Fewless, DNP, RN, NEA-BC; Shawn Hoffman, BSN, RN; and Rency Atly, MSN, RN, NE-BC – Evening of Pink



# Medical City Plano



As part of a community – centered initiative, our hospital partnered with local food bank, Kids Against Hunger-Tarrant County to address childhood hunger in our community. Nursing volunteered at this event, packing 20,520 nutritious meals for food-insecure children. This hands-on experience demonstrated our commitment to addressing food insecurity and promoting the health and well-being of vulnerable populations.



Team Medical City Plano & Medical City Frisco – Kids Against Hunger

## Memorial Elementary School Supplies Drive

MCP teams donated more than 3 trucks full of school supplies to Plano Independent School District’s Memorial Elementary School - Bobcats to help start the school year strong and prepared.



# Medical City Plano



As we reflect on the past year, we are proud of the meaningful impact that our community engagement initiatives have had on the well-being of those we serve. Moving forward, we remain committed to nurturing our community partnerships, advocating for health equity, and empowering individuals to lead healthier lives. Together, we will continue to make a meaningful difference in the health and well-being of our community.



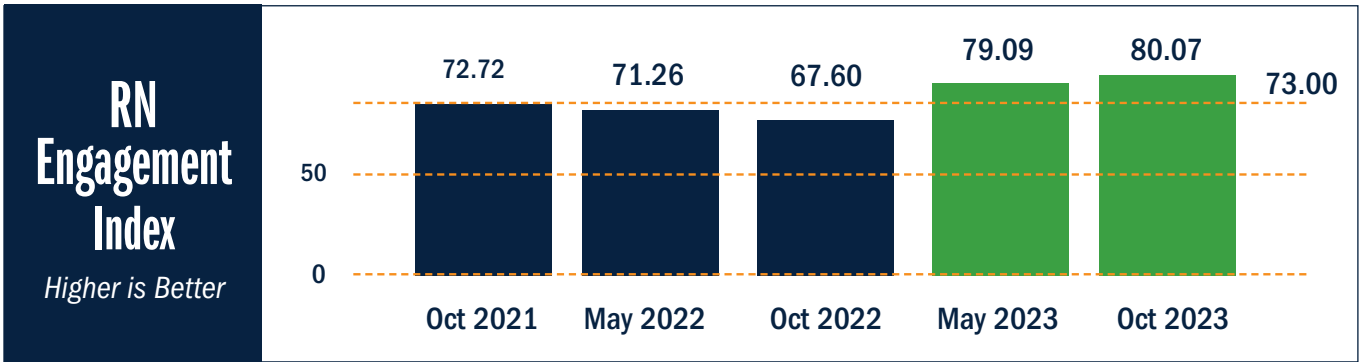
# Medical City Weatherford



**Jim Boyle, MSN, RN, CNML**  
Chief Nursing Officer  
**103 licensed beds**

## Teamwork

- Reduced RN turnover from **28.2%** in 2022 to **18.14%** in 2023
- Increased RN workforce by an additional **82** nurses in 2023 compared to **32** nurses in 2022
- RN engagement improvement from engagement index of **67.6** in October 2022 to **80.07** in October 2023



## Person-Centered Care

“You said...We did...” Medical City Weatherford spent approximately \$225,000 in nursing capital to ensure our nurses have the necessary tools to deliver exceptional care, and as a result, ensure the best possible patient experience.

### These items include:

- Patient beds
- LUCAS chest compression system
- Ultrasounds
- Crash carts
- Procedure carts
- Cortrak feeding system
- Dialysis chairs

# Medical City Weatherford



Teamwork at it's Best: ED Bowling Night photo



Parker County Peach Festival



Celebrating our Amazing Team: Certified Nurses' Day

## Evidence-Based Care

- **C-Diff:** 75th in CMS for SIR of 0.000; 4.5 years without hospital acquired C-diff infection
- **The Joint Commission Primary Stroke Survey:** Zero findings
- **The Joint Commission Triennial:** Zero conditional level findings; Recognized for performing greater than TJC national averages
- Successful Level III Trauma designation survey
- Received over twenty Healthgrades awards across six specialties.
- **America's 100 Best Hospitals for Coronary Intervention™ and America's 100 Best Hospitals for Critical Care™**



## Rapides Regional Medical Center



**Katlin Bolton, MBA-HM, BSN, RN**  
Chief Nursing Officer

**380** licensed beds



### 2023 RRM C Sudden Impact

- 24 High Schools
- 3,654 Students
- 2 Mock Crashes
- 1 Mock Trial

Rapides Regional Medical Center (RRMC) proudly supports the Sudden Impact Program designed to prevent teen injuries related to motor vehicle crashes. It is aimed at young drivers and their parents and operates statewide in Louisiana in partnership with the Louisiana State Police. The program includes various components, including the Hospital-based sophomore-level program, Consequences of Impact Mock Crash, and A Lifetime of Impact Mock Trial, all to reduce the number of injuries and fatalities resulting from motor vehicle accidents.

## Rapides Regional Medical Center

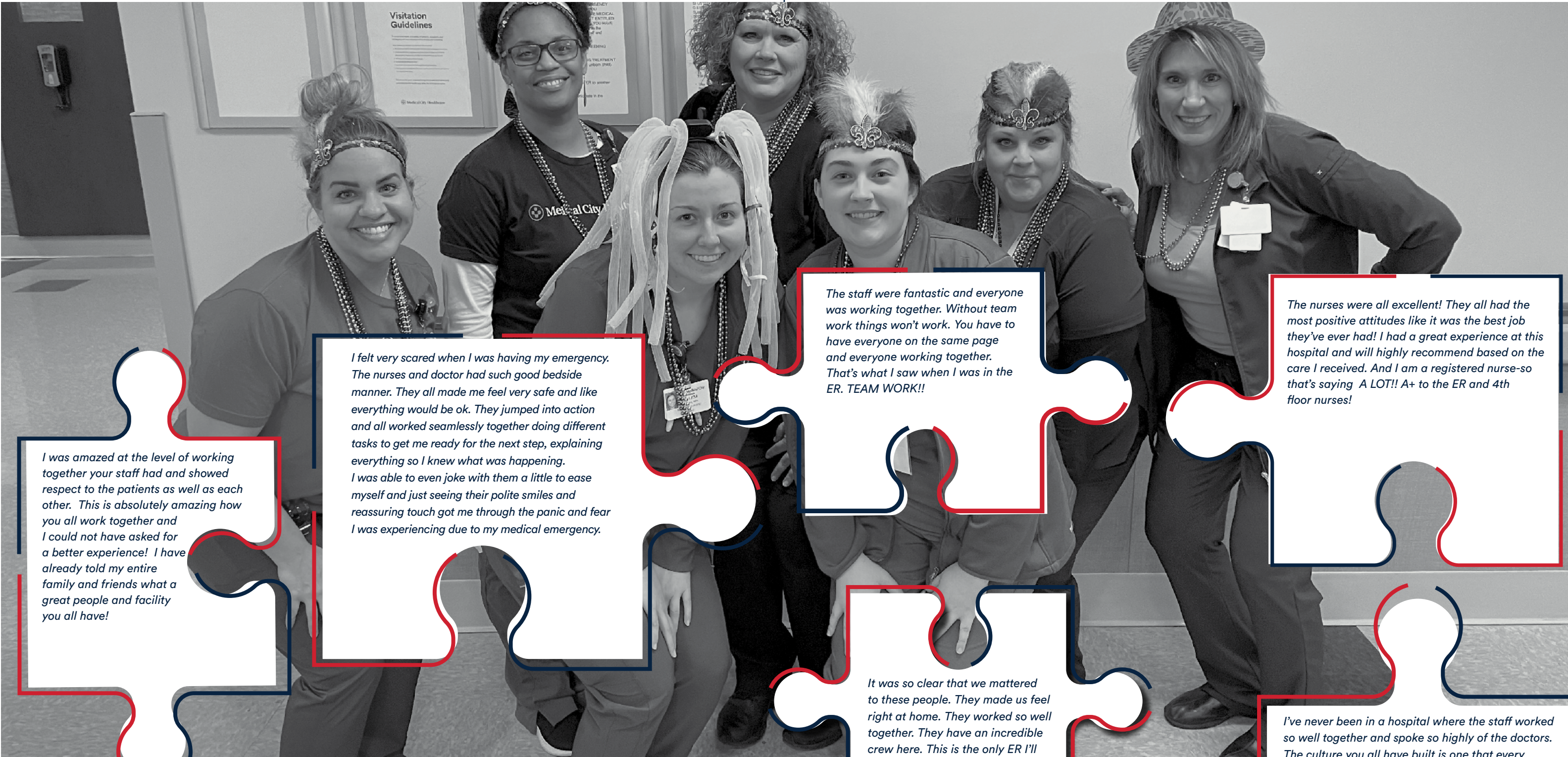
The A-HEC of a Summer program provides an excellent opportunity for high school students interested in pursuing a healthcare career. Students can rotate through various hospital departments during the program and shadow healthcare professionals. This experience allows them to learn first-hand about different healthcare fields, patient care, and health issues. They also get to practice taking vital signs, receive CPR certification, attend interactive workshops, and join field trips. The course is an accredited elective program that offers students a half unit of high school credit.



“They also get to practice taking vital signs, receive CPR certification, attend interactive workshops, and join field trips.”



# The Voice of Our Patients



*I was amazed at the level of working together your staff had and showed respect to the patients as well as each other. This is absolutely amazing how you all work together and I could not have asked for a better experience! I have already told my entire family and friends what a great people and facility you all have!*

*I felt very scared when I was having my emergency. The nurses and doctor had such good bedside manner. They all made me feel very safe and like everything would be ok. They jumped into action and all worked seamlessly together doing different tasks to get me ready for the next step, explaining everything so I knew what was happening. I was able to even joke with them a little to ease myself and just seeing their polite smiles and reassuring touch got me through the panic and fear I was experiencing due to my medical emergency.*

*The staff were fantastic and everyone was working together. Without team work things won't work. You have to have everyone on the same page and everyone working together. That's what I saw when I was in the ER. TEAM WORK!!*

*The nurses were all excellent! They all had the most positive attitudes like it was the best job they've ever had! I had a great experience at this hospital and will highly recommend based on the care I received. And I am a registered nurse-so that's saying A LOT!! A+ to the ER and 4th floor nurses!*

*It was so clear that we mattered to these people. They made us feel right at home. They worked so well together. They have an incredible crew here. This is the only ER I'll ever visit.*

*I've never been in a hospital where the staff worked so well together and spoke so highly of the doctors. The culture you all have built is one that every workplace should aspire to.*

# The Voice of Our Patients



