Compassion: at the Heart of Everything We Do

2018 Nursing Annual Report

• Medical City Healthcare

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

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Letter from the Division Chief Nursing Executive



What an incredible year for Medical City Healthcare nursing! I am continually proud of your excellence in the care you are providing our patients. Nurses are leading the charge for this exceptional care, but we could not do it without our incredible partners, and that includes everyone in our sites of care — I am grateful for each of you!

Our #CompassionCampaign highlights the compassion that we demonstrate as care providers each day at Medical City Healthcare and in the communities we serve. I regularly hear and witness the compassion you show to our patients, families, physicians and each other — and I am so proud! Compassion can alleviate suffering and create wellness for everyone we touch. This multi-phase initiative will highlight the unique role we play in engaging

others with compassion.

- **Phase I:** Extreme Nursing launched in 2017 where we recognize those nurses who have been particularly exceptional in their care and are "extreme". They are recognized by our CNOs and ACNOs at CNO Council.
- **Phase II:** Launched in late 2017, where we expect that everyone makes a personal connection with each and every patient we touch. Patient Experience is a top priority with Quality and Safety. Your leaders, and the division patient experience team, are validating this through our coaching visits while rounding and observing your bedside shift report, and helping you and the team do it even better. When we do this right, patients rave about their care and rate us a 10 and Always which is the type of care we would want for ourselves or our family members.
- Phase III: #CompassionCampaign Night Rounds: where I tour each facility with your CNO and recognize and thank the staff for their compassionate care. I don't get to see the night staff as much, so this is unique to them. Oh, and we hand out great snacks and take selfies (compliantly—please don't do this on your own!).
- Phase IV and beyond...more to come, and I welcome your ideas!

As you read the pages of the Nursing Annual Report, you will undoubtedly see our mission, vision and values exemplified. You will see examples of the incredible knowledge, skill and compassion of our dedicated nursing staff, as well as quotes from patients who have been on the receiving end of their compassionate care. There are many people that don't understand the power of nursing, but once they have experienced it, they will never forget it. Our responsibility is huge, our commitment is endless, and our impact immeasurable—let's infuse more compassion into our work, with our coworkers and colleagues, and our patients in the year to come!

Thank you for your compassionate care,

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

Compassion Campaign



Follow Zach on Instagram @ cne_zach_mueller

Letter from the Division President



As I reflect on the year 2018, I am reminded of the incredible contributions Medical City Healthcare nurses make to the 'care and improvement of human life'. For example, I think of Kim Adams, a registered nurse in the emergency department at Medical City Plano, who was recognized with the prestigious DAISY Award for her work on the night Richardson Police Officer David Sherrard was fatally wounded. Adams, whose husband is also an Allen police officer, cared for Officer Sherrard, staying beyond her shift to provide the family and first responders with

additional comfort and support. After going home, she created a special memorial painting for his family. I am also reminded of the quick action of Ashley Prud'homme, RN from Medical City Lewisville Labor & Delivery unit, who immediately began CPR on a postpartum mother with a rare complication known as amniotic fluid embolism. This nurse's skill, training and quick action, along with the outstanding care from the entire healthcare team, undoubtedly saved this mother's life. There are countless stories like these unfolding within our healthcare system on a daily basis, and for that, I am incredibly grateful for the contributions of our nursing staff.

Medical City Healthcare nurses played an integral role in the many accomplishments we achieved as a division over the past year: Nine hospitals were honored for outstanding women's services by Healthgrades, nine hospitals received an 'A' for Patient Safety from The Leapfrog Group, Medical City Frisco was named as one of the nation's best performing community hospitals for nursing excellence and Medical City Dallas achieved the prestigious Magnet[®] designation for the fourth time, just to name a few. With a nursing workforce of 6,000 and growing, Medical City Healthcare was just recently recognized as one of the 2019 Best Companies to Work for in Texas by *Texas Monthly*. These and so many more achievements are made possible in large part by the commitment and dedication of Medical City nurses to fulfill our patient promise of excellence always: every action, every patient, every time.

Warm regards,

Erol Akdamar, FACHE President, Medical City Healthcare

Fast Facts (2018)



- **14** North Texas hospitals
- **7** off-campus emergency rooms
- **11** ambulatory surgery centers
- 6 pediatric urgent care centers
- **32** CareNow urgent care centers
- **17,000**+ employees
- 4,400+ physicians
- **6,000**+ nurses
- **1,200**+ volunteers
- **136,000** patient admissions

- **1.3** million outpatient visits
- 540,000 ER visits
- **117,000** surgeries
- 17,000 babies delivered
- 5 Magnet[®] hospitals, recognized for nursing excellence
- 3 Certified Comprehensive Stroke Centers
- 8 trauma centers
- Only Level I Trauma Center in Collin County
- 1 burn center

\$319 million in charity and unreimbursed care

million in local property and sales tax \$90.7 million in federal income tax \$2 billion in economic impact

Meet the Chief Nurses



Medical City Alliance Dean Miller, MSN, RN

- · 75+ beds. 43 ADC
- Market-wide Next Generation Growth in 2017
- 24 specialties
- · Bariatric and Metabolic Institute
- · Level III NICU; 100+ Admissions



Medical City Arlington Cathy McLaughlin, MSN, BSHM, **RN. OCN**

- · 380+ beds. 241 ADC
- · Market-wide Next Generation Growth in 2017
- · Level III Trauma Center, 96,000 ED visits
- · Primary Stroke Center
- · Level III NICU; 3900+ deliveries/year



Medical City Dallas/ **Medical City Children's** Joyce Soule, DNP, RN, CNOR NEA-BC

Angie Buckmeier, MHA, BSN, RN

- · 800+ beds, 520 ADC
- Market-wide Next Generation Growth in 2017
- 58 bed Level IV NICU. 910+ admissions .
- Heart, Liver, BMT Transplant Programs
- · Ranked 3rd Best Hospital in DFW by USNWR



Medical City Denton Nicki Roderman, DNP, RN, CCRN-K, **CNRN**

- · 208+ beds, 126 ADC
- · Market-wide Next Generation Growth in 2017
- · Level II Trauma Center, 44,000 ED visits
- · Advanced Primary Stroke Certification
- · Joint Commission Hip Replacement Certification



Medical City Green Oaks



Medical City Frisco Sandi Gill, MHA, BSN, RN, NEA-BC, CNML

- · 40 beds, 16 ADC
- Market-wide Next Generation Growth in 2017
- · Accredited Bariatric Surgery Program
- CMS Adult Kidney Organ Transplant Certification
- Level I Stroke Center



RN, CPN, CENP

- · 320 beds, 149 ADC
- · Market-wide Next Generation Growth in 2017
- · Accredited Bariatric Surgery Program
- · CMS Adult Kidney Organ Transplant Certification
- · Level I Stroke Center

Medical City Green Oaks Russell Reed, MSN, RN

- · 120 beds, 105 ADC
- · Psychiatric ED; 26,000+ assessments/year
- · CMS Certified Provider
- · Civilian Health and Medical Program of Uniformed Services Designated Provider

Medical City Las Colinas Kim Caraway, MSN, RN

· 100 beds+, 53 ADC

Medicate

- Market-wide Next Generation Growth in 2017
- · Bariatric Surgery Center of Excellence
- Primary Stroke Center Certification
- · Level III NICU, 260+ Admissions



Medical City Lewisville Brandy Farrer, MSN, RN, NEA-BC

- · 185+, 89 ADC
- · Market-wide Next Generation Growth in 2017
- Primary Stroke Center Certification
- · Level III Trauma; 46,000 ED visits
- · Level III NICU; 240+ Admissions



Medical City McKinney Cassidi Roberts, MSN, RN, CEN

- · 260+, 170 ADC
- Market-wide Next Generation Growth in 2017
- \cdot $\,$ Primary Stroke Center & Stroke Rehab Certification
- · Level III Trauma; 44,000 ED visits
- · Level III NICU; 190+ Admissions



Medical City North Hills John Marker, MBA, MSN, RN

- · 160+, 91 ADC
- Market-wide Next Generation Growth in 2017
- Joint Commission Advanced Certifications –
- AMI, Total Knee, Total Shoulder, Total Hip, & Spine
- Primary Stroke Center Certification



Medical City Plano Sandy Haire, DNP, MHA, RN, NEA-BC, FACHE

- · 500+, 342 ADC
- Market-wide Next Generation Growth in 2017
- · 70+ specialties and sub-specialties
- · Level I Trauma; 50,000 ED visits
- · Burn and Reconstruction Center
- · Level I Comprehensive Stroke Center



Medical City Weatherford Donna Boone, MS, RN

- · 103+, 50 ADC
- Chest Pain Accreditation
- · Level IV Trauma; 26,000 ED visits
- Primary Stroke Center Certification



Magnet[®] designated



Pathway to Excellence® designated



Leapfrog Hospital Safety Grade

Key Nursing Executive Roles

As a member of the HCA Healthcare family, Medical City Healthcare (MCH) provides nursing leaders with incomparable opportunities for career growth in preparation for top nursing executive roles. The Executive Development Program (EDP) supports leaders with aspirations to move into CNO, CFO and COO roles. The program is designed to provide a wide variety of opportunities for participants to network, gain necessary experiences, and increase their exposure to other facilities and divisions. In 2018, **Rhonda Ross, ACNO, Medical City Denton,** was selected as the MCH nursing representative for the EDP cohort. 2018 was also the inaugural year for the ACNO Advanced Leadership Program in partnership with American Nurses Association (ANA). **Katie Bruels, ACNO, Medical City Dallas** and **Tabitha South, ACNO, Medical City Plano** were selected as the MCH representatives in the 2018 cohort. As a part of the program, these leaders had the opportunity to learn from executives from both the ANA and HCA Healthcare while working with other leaders within the company to develop change projects for the organization. In true testament to the strength of these programs' ability to support the pipeline for the crucial CNO role, Ms. Bruels was promoted to CNO in another division during the latter part of 2018.

The following MCH leaders served as the second-in-command nursing executive during 2018:



James Boyle, MSN, RN, CNML Medical City Arlington



Megan Gallegos, DNP, BS, RN, NEA-BC Medical City Fort Worth (Promoted to CNO, Medical City Lewisville in 2019)



Rhonda Ross, MSN, RN Medical City Denton



Kyle Bryan, MSN, RN, NEA-BC Medical City Lewisville (Promoted to ACNO, Medical City Dallas in 2019)



Jeremy Rountree MBA-HA, BSN, RN, CEN, EMT Medical City Las Colinas



Joseph Berumen, DNP, MSN, RN, CCRN-K Medical City McKinney



Tabitha South, MSN, RN, NE-BC Medical City Plano

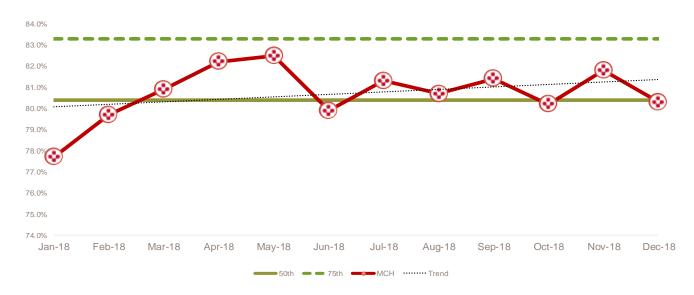


Patricia Jackson, RN, MS Medical City Weatherford

Unparalleled Patient Service

Focus on the Patient Experience

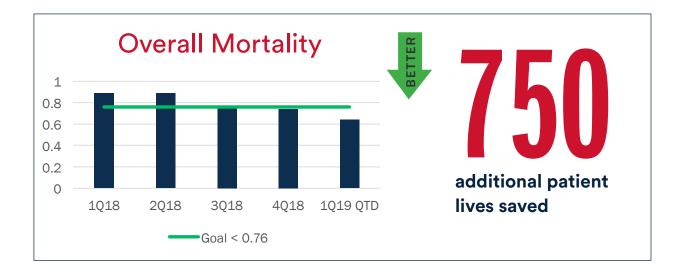
Creating a world-class patient experience is a priority for Medical City Healthcare nurses and by taking steps to improve nursing communication, our hospitals can reduce medical errors, improve patient outcomes and maximize the patient's overall experience. Advancing bedside shift report and establishing a personal connection with every patient were key initiatives in which leaders and staff worked to create structure, focus and alignment during 2018, and patients responded favorably as noted by improvements in the Communication with Nurses domain of HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems).

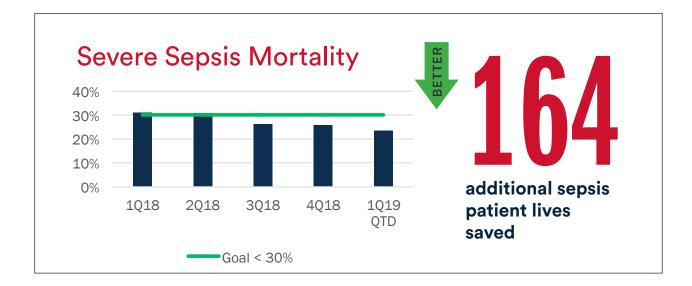


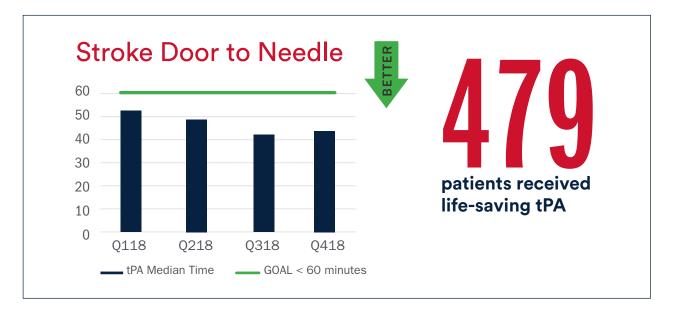
Exceptional Clinical Quality

The Medical City Healthcare Division Quality team was formed in 2018 to provide focused support to front-line clinicians in pursuit of delivering world-class care. The team is lead by **Miguel Benet**, **MD**, **MPH**, **Chief Medical Officer and Brett Hartkopp**, **MSN**, **RN**, **CPPS**, **Division Vice President of Quality**.

Medical City Healthcare nurses worked diligently to achieve significant progress in several areas of clinical quality.







Research and EBP

2018 Research and EBP Day held 8-24-2018

- 194 nurses attended from 12 hospitals and Medical City Healthcare Division
- 37 poster submissions from 9 hospitals
- 9 podium presentations from 5 hospitals
- Keynote presentation from Jane Englebright, PhD, RN, CENP, FAAN, Chief Nursing Executive,
 HCA Healthcare on "HCA Nursing Strategy: Evidence-Based Practice at Scale"
- Keynote presentation from Miguel Benet, MD, MPH on "Supporting Quality Care through Nursing Research and EBP"
- Awards for best research and EBP projects
 - Best Nursing Research Project: Medical City Dallas, Aromatherapy and Post-Operative Pain, Principal Investigator: Katie Bruels, DNP, RN, Lea Ann England MBA, BSN, RN, NE-BC, Shivas Niduasa, MSN, RN, ONC, Jessica Stewart, BSN, RN, CCRN, Sonia Zuniga, BSN, RN, Tracine Adame, BSN, RN
 - Best Nursing Evidence Based Practice Project: Medical City Plano, Restructuring Sleep Architecture: A Nurse-Driven Sleep Promotion Protocol in the Intensive Care Unit, Project Lead: Beth Vaughn, BSN, RN, CNRN, SCRN, CCRN-CMC





Dr. Englebright and Dr. Mueller (seated above) with attendants from across Medical City Healthcare

Division Research Studies

Compassion Fatigue

Multi-site trial continues with data analysis underway

Description of How Surgical Attire is Worn and Association of Surgical Site Infections

- Lead site: Medical City Dallas; 10 sites participating
- Study PI: Sherri Eakin, DHA, MSN, RN
- Purpose: Describe how surgical attire is worn by operating room (OR) staff and visitors at Medical City Healthcare hospitals. Examine if any association between surgical attire and surgical site infections at Medical City Healthcare.
- Status: Direct observations complete. Initiating survey portion of the study.

Assessing the Organizational Health Literacy in Hospitals in North Texas DFW Hospital Council Foundation, Health Literacy Collaborative Research Project.

- There is participation among multiple hospitals and health systems across the North Texas region.
 9 Medical City Healthcare sites.
- Investigators: Tracine Adame, BSN, RN, Teresa Wagner, DrPH, MS, CPH, RDN/LD, CHWI, Carol Howe, PhD, RN, CDE, Brennan Lewis, DNP, RN.
- Purpose: Describe how health care organizations in North Texas are adopting health literate policies and practices that address the 10 attributes of a health literate organization.

- Presentation of initial results by above investigators in the panel "From Autonomy to Ally: Building Collaborative Capacity for a Culture of Health Literacy" at Health Literacy Research Conference in Bethesda, Maryland, October 2018. National conference with international presentations.
- Presentation of initial results by Tracine Adame and Teresa Wagner in panel "Assessing the Organizational Health Literacy in Hospitals in North Texas" at the 2019 Texas Public Health Association Annual Education Conference, San Antonio, Texas, March 2019.
- Status: Analysis



Shared Governance

The **Professional Practice Governance Board** (PPGB) is a division level shared governance committee with RN representation from every level and facility. PPGB's engagement led to several positive changes throughout Medical City Healthcare. During 2018, our colleagues shared best practices utilized in their facilities including Denton's RN retention, Arlington's quality initiative to decrease CAUTIs and CLABSIs, Fort Worth's use of Mud Flaps to decrease CAUTIs, and Las Colinas' Lean Six Sigma Yellow Belt project on emergency equipment setup. These presentations are examples of the **excellence always** nursing care that is delivered within our organization. Additionally, the PPGB has made a positive difference with the following contributions:

- Voted for the 2018 Nurse's Week gift
- Approved Sage Stryker Mobile Air Transfer System (MATS) which will go live in 2019
- Provided feedback on Evidence Based Clinical Documentation (EBCD) and C Tracker utilization
- Provided Clinical input and approved glove conversion which saved approximately \$500,000
- Partnered with the HCA Healthcare Patient Experience team and contributed to the development of SAFETY rounds
- Co-sponsored the 2018 Professional Practice & Strategic Planning Summit with the Chief Nursing Officer Council to assess and evaluate the 2019 Nursing Strategic Plan



Great 100 Honorees



Jackie Bradford, RN Manager Post Partum Medical City Arlington



Sarah Bryant, MSN, RN-BC Assistant Vice President of Nursing Clinical Informatics Medical City Healthcare



Jeanne Fortner, BSN, RN, CNRN Manager of Critical Care-NVICU Medical City Dallas



Laura Nix, BSN, RN-BC Director of Behavioral Health Medical City McKinney



Ryan Schirato, MBA-HA, BSN, RN Director of Emergency Services Medical City Las Colinas



Jesse Serra, BSN, RN Registered Nurse Medical City ER-Grand Prairie



Courtnay Shaddox, BSN, RN, CCRN, CNRN Manager of Clinical Excellence Medical City Lewisville

HCA Healthcare Units of Distinction

The Unit of Distinction Program was established to drive excellence in nursing care and to recognize the nursing departments of HCA displaying exemplary performance of the strategic pillars. The units pictured represent the top 5% of all nursing units within HCA.



Surgical ICU Medical City Dallas **Emergency Room** Medical City Alliance 8 EW Orthopedics Medical City Dallas



NVICU Medical City Dallas Surgical/Ortho/Trauma Medical City Denton Progressive Care Medical City Denton







Emergency Room Medical City Denton

Intensive Care Unit Medical City Frisco

Emergency Room Medical City Frisco



Surgical Services Medical City Lewisville

Emergency Room Medical City Plano

Progressive Care Unit Medical City Lewisville



Emergency Room Medical City Lewisville

Operating Room Medical City McKinney

Surgery Medical City North Hills

HCA Healthcare Awards of Distinction

Excellence in Nursing Award

The HCA Excellence in Nursing Award recognizes the intrinsic value of the nursing practice in accomplishing the company mission of providing the highest quality of care to patients and communities.



Compassionate Care Recipient Edward Lee, BSN, RN, CEN, TCRN, Medical City McKinney



Professional Mentoring Recipient Peter Hoang, MSN, RN, PCCN-K, Medical City Healthcare

Frist Humanitarian Award

The Frist Humanitarian Award honors individuals within HCA Healthcare who demonstrate a level of commitment and caring that goes beyond everyday acts of kindness, and who inspire colleagues with their compassion and dedication.



Mira Brown, MSN, RN, CWCN, Medical City Denton

Innovator Award

The Innovator Award recognizes employees who create new ideas for enhancing quality of care and efficiency.



Justin Burton, BSN, RN, Medical City Fort Worth

The DAISY Awards

DAISY is an acronym for Diseases Attacking the Immune System. The DAISY Award was established by the DAISY Foundation in memory of J.Patrick Barnes who died at 33 of ITP, an auto-immune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this national award to say thank you to nurses everywhere.

Anyone can nominate a nurse for the DAISY Award. The DAISY Award committee selects one nurse who exemplifies the following characteristics:

- Established a special connection with a patient/family
- Has significantly made a difference in the life of a patient
- Shows empathy in all situations
- Is an outstanding role model for the nursing profession
- Generates enthusiasm and energy towards meeting the challenges of nursing
- Consistently exhibits excellent interpersonal skills
- Exemplifies the essence of professional nursing in all activities
- Lives out our mission, vision, values, and patient promise



Below is a small sample of exceptional nurses recognized with the DAISY Award in 2018.



Rachel Williams, RN Medical City McKinney



Christin Marchbanks, RN Medical City Fort Worth



Hector Arias, RN Medical City Fort Worth



Kim Adams, RN Medical City Plano

Clinical Education Centralization

HCA and Medical City Healthcare have begun a journey to transform clinical education. Based on a review of data and interviews of various stakeholders within the organization, we believe that developing the Center for Clinical Advancement (simulation learning center) will improve numerous outcomes, including quality, safety, and nurse engagement, along with retention and physician confidence.

By developing a central approach to learning space and technology, learners will have a more consistent learning experience that fully leverages newly developed content and programs.

In order to enact this change, the organization model will move away from a decentralized "jack-of-all-trades" educator approach, to a new model with a variety of roles specializing in a subset of the 100+ activities currently owned by facility educators. This structure will provide a flexible learning organization that accomplishes the following:

- Generates activity-specific outcome data
- Helps us better manage the strategic and operational priorities of the organization
- Enables the team to meet the development needs of our clinical staff
- Moves clinicians from novice to expert across various generations

2018 Accomplishments:

2,592 Non-RN new hires onboarded 698 RN interns



- Centralized and standardized Nurse Residency
- Centralized Preceptor Program
- Transitioned 42 educators into the centralized structure
- Analyzed, revised and enhanced the nursing internships incorporating more information from world class nursing organizations
- Launched the Stage Gates to help identify interns who are in need of more support or remediation
- Integrated service line Directors of Education into division service line leadership meetings
- Created an infrastructure for deployment of market and service line education

Nursing Intern Recruitment

Medical City Healthcare invites new graduates to an Intern recruitment event twice a year. This event is targeted towards celebrating the Senior level students on their progress in nursing school by providing networking opportunities with CNOs, HRVPs, hiring managers and recruiters. These networking options include hiring manager interviews for open internship positions as well as CNO Q&A sessions, where the leaders from our hospitals provide brief introductions to their facilities and answer student's questions. After these events, intern recruiters schedule follow-up interviews with the candidates in which the hiring managers chose to bring back for facility-based interviews. Interviews are scheduled within 2 to 3 weeks of the event and offers are extended within the month.



2018 Events

- 17 schools attended
- 567 attendees



Texas Local Associate Degree Schools:

- El Centro College
- Brookhaven College
- Tarrant County College
- Collin College
- North Central Texas College
- Grayson College
- Weatherford College

Texas Local Bachelor's Degree Schools:

- Tarleton State University
- Texas Woman's University
- Texas Christian University
- University of Texas at Arlington
- Baylor University School of Nursing
- West Coast University

Texas Statewide Schools:

- Angelo State University
- Texas A&M
- Texas A&M Commerce
- Texas State University
- Midwestern State University
- Stephen F. Austin State University
- Texas Tech University
- University of Texas at Tyler

Out-of-State Schools:

- Arizona State University
- Emory University
- University of Arkansas
- Southern Adventist University
- Oklahoma State University
- Fortis Institute of Nashville



Nurse Leader Development

The Leadership Institute prepares Nurse Leaders for each step of their career by providing opportunities for them to develop their leadership skills in the following ways:

Charge Nurse Development:

The Charge Nurse Leadership Certificate is 32.5 hours of content designed for Charge Nurses to build core leadership skills to ensure exceptional patient care and contribute positive business results. Enterprise-wide, 1,728 Charge Nurses (22% of total population of 7,900) have completed the certificate.

New Leader Onboarding and Orientation:

New Leader Onboarding and Orientation is an enterprise onboarding experience for all leaders new to HCA and/ or newly promoted to their first HCA leadership role. Onboarding provides greater clarity of expectations for leaders including key strategic and operational priorities, as well as increased understanding of HCA resources available to best serve our patients.

Director Development:

The Director Development Program (DDP) prepares aspiring leaders to assume director roles in HCA Healthcare's emergency and surgical services departments. DDP associates are assigned to a host facility for the duration of the seven-to-ten month experience, which includes: in-person and virtual learning sessions, facility-based learning assignments, group work and a capstone project designed around driving operational and clinical excellence in the host facility. In 2018, 21 participants graduated and have been placed in a Director role. Leadership Institute Academy (LIA) is a cohort based, comprehensive leadership program designed to equip leaders to execute strategy, drive operational excellence and lead others to effective action. This program includes opportunities to expand one's network, gain exposure to senior leaders, and apply learned skills to current business opportunities.

ACNO Development:

The Executive Development Program is a yearlong program which focuses on developing CNOs, CFOs and COOs. 40 Associate CNOs have graduated in the past 2 years. 50% of those graduates are now in a CNO role.

The Advanced Leadership Program for ACNOs in partnership with the American Nurses Association (ANA) provides greater role clarity and development of key leadership skills required to be a successful ACNO and prepares participants for the CNO position. 28 ACNOs participated in 2018.

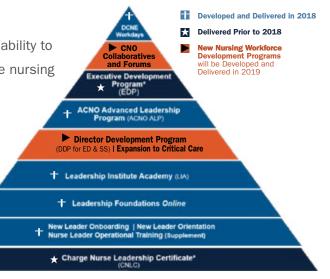
CNO Development:

The 2018 CNO Forum included 16 CNOs. The forum provided executive exposure and strengthened CNOs' network. Participants examined various models for nursing organizational and governance structure and discussed the associated benefits and challenges of each. CNOs are developing a recommended framework to create optimal nursing structure and governance across HCA Healthcare's largest facilities.

DCNE Development:

DCNE Development Workdays focus on improving DCNEs' ability to better identify and execute organizational priorities and the nursing strategy. Participants increased their awareness of HCA Healthcare resources to better leverage existing infrastructure and scale across the divisions. All 15 DCNEs, including the UK, participated in 2018.

For more information go to Atlas Keyword: Leadership



Nursing Informatics



iMobile

iMobile is a secure application in which caregivers receive an Apple iphone to facilitate communication and collaboration. During 2018, iMobile was launched at Medical City Arlington, Denton and Fort Worth.



Orbit

Orbit is HCA's standard enterprise leader rounding application that allows real time results and eliminates the need for paper rounding logs and separate data entry. Orbit allows leaders to better serve our employees and patients by improving the tracking and data gathering process and avoiding duplicative efforts.

Evidence Based Clinical Documentation (EBCD)



EBCD creates a patient-centric record that guides and informs the provision of safe, effective and efficient care by the interdisciplinary team and produces data to evaluate care of individuals and populations of patients. On average our nursing staff have reported saving over 30 minutes in their day that they previously spent on documentation.





Sepsis Prevention and Optimization of Therapy (SPOT)

SPOT is an application that monitors all patient labs and vitals in real time and uses the information to identify patients who are at risk for sepsis based on an algorithm from data gathered in Meditech. The goal of SPOT is to help identify potential septic patients earlier in order to get them treatment faster.

Division Resource Pool

The Medical City Health Care Resource Pool was developed in March 2018. The Resource Pool RNs are a skilled team of care providers ready to deliver professional nursing care in alignment with our healthcare mission, vision and values. The goal of the Resource Pool is to help improve workload and staffing needs across the division. There are currently **48 RNs** in the Resource Pool working in areas of **Acute and Critical Care, Women's Services and Emergency Services.** The Resource Pool continues to expand and grow to provide substantial clinical support to the nursing teams at Medical City Healthcare. Additionally, the development of the Resource Pool, in connection with the tremendous efforts around nurse recruitment and retention, has saved the division over \$20 million through contract labor use reduction.

Resource Pool RNs float between designated facilities and are divided into the following geographical pods:

- East Dallas, Denton, Frisco, Las Colinas, Lewisville, McKinney and Plano
- West Alliance, Arlington, Fort Worth, Las Colinas, North Hills and Weatherford



Nursing Insights

The Nursing Insights Dashboard Series' mission is to equip facility leaders with actionable knowledge, tailored to their staff, on their floors, and in their hospitals. Nursing insights is the dashboard for strategic initiatives, Nursing Sensitive Indicator metrics, and patient level process data. Leaders have the ability to examine nursing care processes that are derived from Evidence Based Clinical Documentation (EBCD) as best practices.

Caring for Our Community





The Voice of our Patients

"Our father was treated with dignity, respect, and compassion. "The nurses' actions will never be forgotten by our family." "Our nurse was comforting and reasouring, and her smile made me sense that everything was going to work out." The staff were absolutely amazing and made me feel safe and comfortable. "I felt genuinely cared for" "Our nurse took the time to talk with me and my family to put us at ease in an uncertain and stressful situation."

Thank you for your compassionale care

Patient Promise We are committed to excellence always: every action, every patient,

every time.

Editorial Board

- * Zach Mueller, DNP, RN, NEA-BC Division Chief Nursing Executive, Medical City Healthcare
- Rose Johnson, MS, BSN, RN, NE-BC Division Director of Nurse Leader Onboarding, Integration and Development, Medical City Healthcare

Michelle Yeatts, MSN, RN-BC, CEN Administrative Director of Clinical Education and Professional Practice, Medical City Healthcare

Brandy Farrer, MSN, RN, NEA-BC Chief Nursing Officer, Medical City Denton

Cassidi Roberts, MSN, RN, CEN Chief Nursing Officer, Medical City McKinney

Tabitha South, MSN, RN, NE-BC Assistant Chief Nursing Officer, Medical City Plano

- * Jackie Brock, DNP, APRN, NEA-BC, TCRN Division VP Clinical Education and Professional Practice, Medical City Healthcare
- * Sarah Bryant, MSN, RN-BC Division Assistant VP Nursing Clinical Informatics, Medical City Healthcare
- * Jennifer Reeder, MBA/HCM, RN, NE-BC Division VP Nursing Operations and Analytics, Medical City Healthcare

Division Nursing Team

