

*Compassionate
Care*

At Our Core



Nursing Annual Report

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

Table of Contents

Letter from the Chief Nursing Executive.....	1	DFW Great 100 Honorees.....	12
Compassion Campaign/Clinical Care Excellence.....	2	HCA Healthcare Units of Distinction.....	15
Letter From the President.....	3	HCA Healthcare Units of Distinction-Top Ranking.....	22
Fast Facts.....	4	HCA Healthcare Awards of Distinction.....	23
Meet the Chief Nurses.....	5	Texas Two-Step Program.....	24
New Executive Team Members.....	6	Nursing Informatics.....	25
Exceptional Clinical Quality.....	7	Clinical Education and Center for Clinical Advancement.....	27
Unparalleled Patient Services.....	9	Nurse Leader Development.....	28
Research and EBP Conference.....	10	Caring for Our Community.....	29
Shared Governance.....	11	The Voice of Our Patients.....	32



Letter from the Chief Nursing Executive



2019 was a remarkable year during which Medical City Healthcare nurses demonstrated Excellence ALWAYS care to our patients and families on a daily basis—proving that nursing truly is THE differentiator!

I am honored to champion and support your incredible work and I am amazed by the many accomplishments of this past year. As the title of this report states, compassion is at our core. Whether it is the weight of COVID-19 preparedness and response or simply the kind reassurance of a patient or family member, the Compassion Campaign continues to highlight and celebrate the tremendous responsibility of nurses and caregivers in their person-to-person interactions. Below are the phases for the 2019 Compassion Campaign that will continue to expand in 2020:

- **Extreme Nurses:** Recognizing “extreme” nurses and caregivers who are particularly exceptional in their care.
- **Personal Connections:** Making a personal connection with each patient is an expectation of our Care Experience plan that we teach, coach and validate with each care team member.
- **#CompassionCampaign Night Rounds:** Dr. Zach Mueller joins the facility CNO/ACNO to recognize, connect and thank night shift colleagues for their compassionate care.
- **Gratitude:** Nursing units from across the division celebrated the investments made by HCA Healthcare leaders that enable us to better serve our patients.
- **Employee Safety:** The keynote speaker at the 2019 Nursing Executive Summit spoke about colleague safety. We cannot connect if we do not feel safe.
- **Resiliency:** Personal journals were distributed on Certified Nurses Day to promote self-reflection and provide a private outlet to safely express feelings and stressors.
- **Clinical Care Excellence:** Dr. Zach Mueller engages with frontline staff to shadow and deliver nursing care.

This past year also marked the inauguration of the Medical City Healthcare Quarterly Nursing e-Newsletter, the launch of the HCA Inspire App and the opening of the HCA Healthcare Center for Clinical Advancement, just to name a few of the incredible milestones and advances for North Texas nurses. As you read the 2019 Nursing Annual Report, I am sure you will share in my appreciation for the innovation and inspiration from the 6,000+ nurses I am privileged to serve.

Thank you for your exceptional, compassionate care!

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

Compassion Campaign/Clinical Care Excellence



Chief Nursing Executive, Dr. Zach Mueller, put on his nursing scrubs, shoes and stethoscope to engage in a frontline clinical nursing experience at Medical City Denton on August 23. Dr. Mueller shadowed Cindy Trask, BSN, CPEN, TCRN, an exceptional clinical nurse in the emergency department, who has worked at MCDN for one year, and as an ED RN in HCA for eight. He assisted Cindy in caring for patients over his four hours in the department—including many clinical tasks (only those for which he still has competency, of course!) including connecting with and showing compassion to patients and staff. The pictures below represent a few of the #Compassion Campaign Night Rounds.



Letter from the President



In 2019, if you had told me we would face a global pandemic that would fundamentally change the world as we know it, I would have been skeptical. In so many ways, the skill, compassion and outright bravery of our outstanding nurses were the differentiators in flattening the curve of the COVID-19 outbreak, which began in 2019.

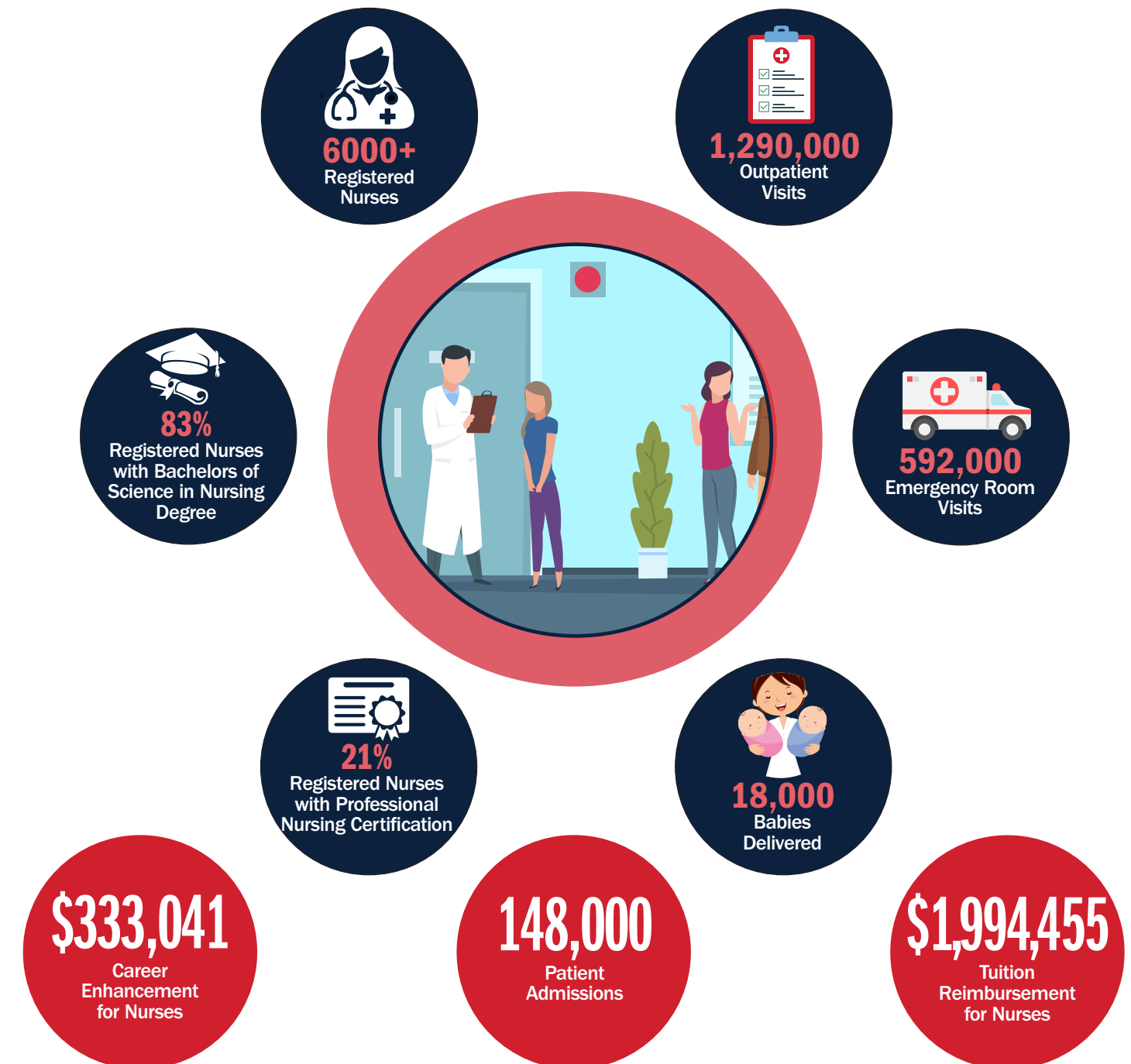
Every day, more than 6,000 Medical City Healthcare nursing professionals make incredible personal connections and mission-driven innovations in patient care, demonstrating repeatedly their dedication to care for and improve human life. Kerri Kennedy, BSN, RN, CPHRM, helped a homeless veteran find temporary placement for his beloved dog while he was hospitalized. Julia Unga, BSN, RN is a NICU nurse and medic for the U.S. Air Force Reserve who also teaches trauma nurse courses and CPR. These two HCA Healthcare Excellence awardees represent the incredible clinical expertise and compassion across our system.

Our culture of nursing excellence continues to shine, encouraging knowledge sharing and collaboration for the benefit of all the patients we serve and creating new opportunities for nurses throughout Medical City Healthcare. This commitment to excellence is evident in the many notable nursing achievements of 2019: Medical City Fort Worth was awarded its third Magnet® designation, Medical City North Hills received a fourth Pathway to Excellence® designation, 23 nurses were named to the prestigious DFW Great 100 list, and our division received an unprecedented number of Units of Distinction. In addition, the commitment to nursing quality excellence was impactful in saving more lives through CAUTI, CLABSI and C-Diff reduction.

To all of our nursing colleagues, thank you for your positive focus on our patients, community and each other. Each day, you make a meaningful difference in countless lives.

Erol Akdamar, FACHE
President, Medical City Healthcare

Fast Facts (2019)



Meet the Chief Nurses



Dean Miller
MSN, RN
Medical City Alliance



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



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



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



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



Damita Williams
Ed.D., MSN, RN, CPN, CENP
Medical City Ft. Worth



Russell Reed
MSN, RN
Medical City Green Oaks



Kim Caraway
MSN, RN
Medical City Las Colinas



Megan Gallegos
DNP, BS, RN, NEA-BC
Medical City Lewisville



Cassidi Roberts
MSN, RN, CEN
Medical City McKinney



John Marker
MBA, MSN, RN
Medical City North Hills



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



Donna Boone
MS, RN
Medical City Weatherford

New Executive Team Members



Terri Nuss
Division VP of Patient Experience

Terri Nuss, joined Medical City Healthcare in July 2019. Terri is a mission-minded executive leader with more than 30 years of experience in large healthcare systems. She joins us from WellSpan Health in Pennsylvania, where she served as the chief experience officer for three years and was responsible for organizational strategies and programs related to colleague engagement and patient-centered care across five counties. Prior to that she was VP patient centeredness for eight years at Baylor Scott & White Health in Dallas where she led system strategies for patient and colleague engagement and developed reporting and action planning for equitable care, among many initiatives. Terri also spent 20 years as a leader in cardiac, vascular and pulmonary medicine.

A graduate of Central Michigan University, she also earned two master's degrees: a Master of Business Administration from SMU and a Master of Science from Penn State University. She has authored several journal articles, including topics on patient and family experience and post-discharge telephone calls.



Rhonda Ross
Division VP of Emergency and Trauma Services

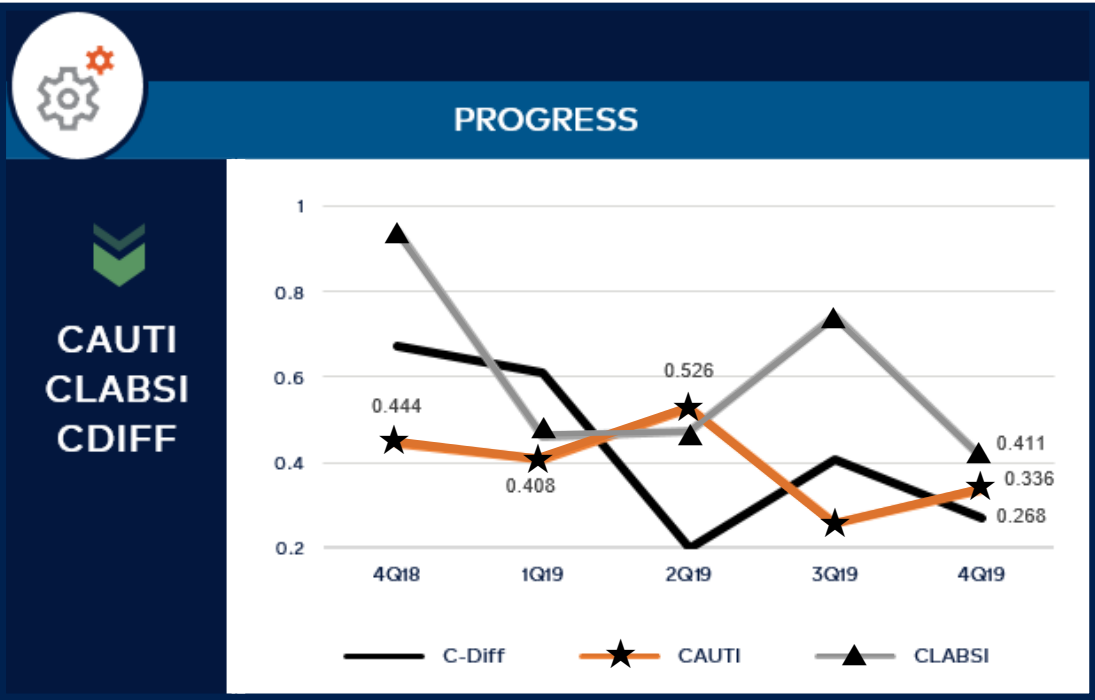
Rhonda Ross, MSN, RN, was named Vice President of Emergency and Trauma services for Medical City Healthcare in October 2019. In this role, Rhonda is responsible for strategic and operational oversight for all emergency and trauma services across the North Texas network of Medical City Healthcare hospitals and off-campus emergency rooms.

Rhonda has been with Medical City Healthcare for seven years, previously serving as ACNO and Director of Emergency Services at Medical City Denton. Under her leadership, Denton achieved a Level II Trauma designation and its emergency department underwent a \$6 million expansion. "With twenty years of experience as a registered nurse working as a staff nurse, a flight nurse/paramedic, and a nurse executive leader, Ross understands the complexities and importance of every role in the emergency and trauma space," says Zach Mueller, DNP, RN, NEA-BC Chief Nursing Executive at Medical City Healthcare.

Rhonda is a graduate of the University of Texas at Arlington and earned a Master of Science in Nursing from Grand Canyon University.

Exceptional Clinical Quality

Catheter-Associated Urinary Tract Infections (CAUTI), Central Line Associated Bloodstream Infections (CLABSI) and Clostridium Difficile (C. Diff) can be life-threatening infections. Medical City Healthcare nurses worked tirelessly implementing best practices and proven strategies to decrease the number of infections in our patient population.



Exceptional Clinical Quality



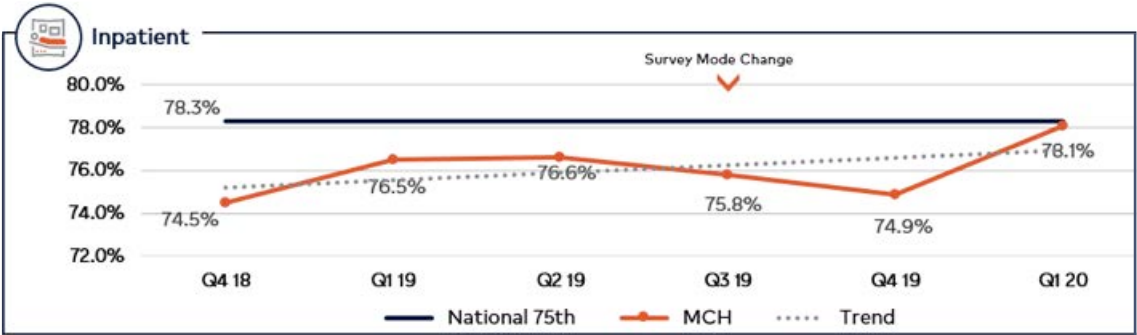
- The Journey to Excellence Regulatory Readiness program creates sustainability in regulatory readiness, reduces variation in practice and promotes continuous learning.
- As an added focus to create alignment and consistency, each nursing unit established two quality indicators to focus on for two quarters (Nursing Quality 2x2).

Unparalleled Patient Services

Medical City Healthcare is committed to providing an outstanding care experience for every patient we are privileged to serve. The graph below represents an improvement in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) perspective of care survey. The 1.1% year-over-year improvement is the result of focused efforts between nurses, physicians, and the entire healthcare team.



2019
1.1 % year-over-year
improvement of patient care



To ensure we meet the patient promise of *Excellence ALWAYS*, nurse leaders round on patients to verify they are receiving consistent and safe care hour by hour. Medical City Healthcare nurse leaders rank No. 1 across all of HCA for demonstrating this discipline of ‘trust but verify’ as evidenced by the positive response of over 93% of patients surveyed. Using ORBIT technology, leaders conduct pre-rounds to assess how well the healthcare team is making a personal connection to provide person-centered care. ORBIT technology is used for nurse leader rounding in order to escalate issues quickly and efficiently.



Julie Downing
BSN, RN, CMSRN
Manager,
Medical Oncology,
Medical City Denton

Research and EBP Conference

2019 Research and EBP Day held on 08.31.19

Nurses at Medical City Healthcare continuously strive to achieve *Excellence ALWAYS* through a culture of continuous improvement at every level. The conference allowed the great work being completed in our hospitals to be disseminated for even further improvements across the division.



This conference highlighted the outstanding work led by our nurses in quality improvement, evidence-based practice and research. The steering committee, Tracine Adame, BSN, RN; Debra Miller, MSN, BMOS, RN-BC, CCRN-K; Jacob Thomas, MHA, MSN, RN; Clifann McCarley, BSN, MBA, NEA-BC and Dave Owen, MSN, RN, reviewed a total of 50 abstracts and there were a total of ten podium presentations from seven Medical City facilities.



Dr. Edmund Jackson, VP, Chief Data Scientist, served as the keynote speaker on The Self Driving Hospital: Use of Artificial Intelligence. In addition, Damita Williams, Ed.D, MSN, RN, CPN, CENP, Megan Gallegos, DNP, BS, RN, NEA-BC and Michael Limerick, PhD, RN, ACNS, BC, CPHN, presented a panel discussion of the role of the doctorally prepared nurse.

One of the highlights of the event was the presentation of the awards.

Awards for Best Research and EBP projects

Best Nursing Research Project & People’s Choice Award: Melissa Furay, DNP, RN-BC, from Medical City Green Oaks for her project: Reduced Stress and Anxiety of Registered Nurses through Mindfulness Meditation in a Psychiatric Facility.

Best Nursing Evidence-Based Practice Project: Van Teresa Tang, BSN, RN, CCRN, from Medical City Plano for her project: Nurse-Driven Burn Resuscitation Protocol: An Evidence Based Practice Project.



Shared Governance

Medical City Healthcare’s Professional Practice Governance Board (PPGB) is a division-level shared governance committee with RN and Ancillary representation from every level and every facility.

Chair: Molly Prescott, BSN, RN, BMTCN, OCN

Co-Chair: Kristin Haterius, MSN, RN, CNE

Executive Sponsors: Dr. Zach Mueller, DNP, RN, NEA-BC; **Dr. Megan Gallegos**, DNP, BS, RN, NEA-BC; **Jeremy Rountree**, MBA-HA, BSN, RN, CEN; and **Michelle Yeatts**, MSN, RN, CEN, NP-BC

PPGB 2019 Accomplishments

Community Service Project:
Collected donations for
PediPlace

Hosted the
Professional Practice
Summit

Selected
gifts for Nurses’
Week

Provided feedback
on divisionwide
Baxter Pump Alert project,
Hydromorphone PSO
Initiative, Fall Policy,
Nurse Call alert
standardization, and
Cultural Link



DFW Great 100 Honorees

Every year the DFW Great 100 celebration honors 100 RNs who were selected based on nominations from peers, patients, physicians, administrators, and family members for being role models, leaders, community servants, compassionate caregivers and significant contributors to the nursing profession. Over the past 20 years, this award has become recognized throughout the nursing community in Dallas/Fort Worth as an esteemed honor and prestigious accomplishment.



Tracine Adame, BSN, RN, LSSGB
Director for Research & Clinical
Innovation
Medical City Dallas/Children’s



Cathy Barnett, MBA RNC, BS
Hospitalist Coordinator
Medical City North Hills



Brandy Brite, MSN, RN, PCCN
Nurse Manager ICU Stepdown
& Hemodialysis
Medical City Plano



Allison Butler, APRN, FNP-BC, CMSRN
Nurse Practitioner – Orthopedic/Trauma
Services
Medical City McKinney



Deborah Cates, MBA, BSN, RNC-OB
Director, Women and
Children’s Services
Medical City Lewisville



Peter Celone, RN
Nursing Administration Manager
Medical City Arlington



Chris Croteau, MSN, RNC-OB,
C-EFMAVP/Director, Women’s
& Infant’s Services
Medical City Dallas



Megan Gallegos, DNP, BS, RN, NEA-BC
Chief Nursing Officer
Medical City Lewisville

DFW Great 100 Honorees



Candace Garland, MSN, RN, RNC-OB, C-EFM
OB Data Analyst
Medical City Arlington



Gina Harrison, MSN, RN, NE-BC
Director of Clinical Innovation,
Magnet, Research and Volunteers
Medical City Lewisville



Roland Helmuth, MBA-HM, BSN, RN-BC
Director of Cardiovascular Services
Medical City McKinney



Melissa Herman, BSN, RNC
NICU Supervisor
Medical City Arlington



Jennifer Johnson, RN
Nursing Supervisor
Medical City Las Colinas



Kimberly Kennedy, BSN, RN
Emergency Room Nurse
Medical City McKinney



Debra Miller, BMOS, MSN, RN-BC, CCRN-K
Magnet Program Coordinator
Medical City McKinney



Michelle Moss, MSN, RN, CCRN
Sepsis Coordinator
Medical City McKinney

DFW Great 100 Honorees



Barbara Obot, MSN/ED, RNC-MNN
Clinical Education Professional
Development Educator
Medical City Arlington/Alliance



Mark Sanders, MSN, RN, NEA-BC
Administrative Director
Critical Care
Medical City Heart & Spine



Jennelle Scroggins, BSN, RN, CCRN, SCR
Manager of Clinical Operations
Interim Manager of Inpatient Rehab
Medical City Fort Worth



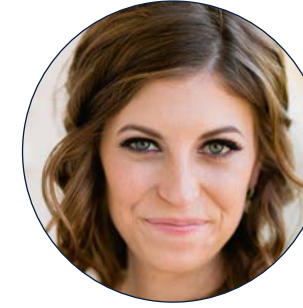
Kylie Seitz, BSN, RNC-OB
Fetal Surgery Coordinator
Medical City Dallas/Children's



Beth Vaughn, DNP, RN, CNRN, SCR, CCRN-CMC
NeuroTrauma ICU Nurse Manager
Medical City Plano



Michelle Wildman, MBA-HA, BSN, RN, CCRN
Director Neuro ICU, Neuro MedSurg,
Neuro PCU and CC PCU
Medical City Fort Worth



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



HCA Healthcare Units of Distinction

HCA | Medical City Healthcare place a premium on superior nursing care because it differentiates and drives our ability to deliver excellent patient outcomes. The Unit of Distinction Program was established to recognize the nursing departments within HCA Healthcare that display exemplary performance in the following strategic pillars: Advocacy and Leadership, Consistency in Nursing Practice and Operations, and Leveraging Scale to Drive Performance.

Honorable Mention (Top 10%)



Medical City Dallas



Medical City Denton



Medical City McKinney



Medical City Denton

HCA Healthcare Units of Distinction

The Unit of Distinction celebrates the individual departments that are defining excellence in nursing practice through nursing specific indicators and departmental performance. These teams and leaders are actively partnering and collaborating with other patient care team stakeholders to problem-solve and create best practices within their local organizations.

Honorable Mention (Top 10%)



Medical City Plano



Medical City McKinney



Medical City Dallas



Medical City McKinney

HCA Healthcare Units of Distinction

Honorable Mention (Top 10%)



HCA Healthcare Units of Distinction

Unit of Distinction Recipients (Top 5%)



HCA Healthcare Units of Distinction

Unit of Distinction Recipients (Top 5%)



Medical City Denton



Medical City Frisco



Medical City Plano



Medical City Frisco

HCA Healthcare Units of Distinction

Unit of Distinction Recipients (Top 5%)



Medical City Denton



Medical City Dallas



Medical City Lewisville



Medical City Alliance,
ER Saginaw

HCA Healthcare Units of Distinction

Unit of Distinction Recipients (Top 5%)



Medical City Lewisville
ER Flower Mound



Medical City Plano



Medical City Fort Worth



Medical City Arlington

HCA Healthcare Units of Distinction

Top Ranking

The units below are ranked #1 within their service line in all of HCA.



Medical City Plano



Medical City Arlington



Medical City Denton



Medical City Arlington ER
Grand Prairie

HCA Healthcare Awards of Distinction

Excellence in Nursing Award

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



Compassionate Care Recipient
Kerri Kennedy, BSN, RN,
CPHRM, CPPS, NE-BC, CDE
Medical City Lewisville



Professional Mentoring Recipient
Julie Ungs, BSN, RN
Medical City Arlington

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.



Frist Award Winner
Melanie Leonard, MSN-ED, RN, CEN
Medical City North Hills

Innovator Award

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



Innovator Award Winner
Christa Croteau, MSN, RN, RNC-OB
Medical City Dallas

Texas-Two Step Program

The Texas Two-Step Nursing Pathway program was initiated in 2008 as the “Grow Your Own” program and was renamed in 2012. The program is available to Medical City Healthcare (MCH) non-nurse employees who desire to become a Registered Nurse (RN). The first step of the Texas Two-Step program is earning an associate’s degree and the second step is obtaining a Bachelor of Science in Nursing. MCH pays the employee’s tuition, fees, books and uniforms during the associate’s degree portion of the program and offers generous tuition reimbursement to support the attainment of the bachelor’s degree.

MCH has partnered with Collin College School of Nursing for several years and signed a collaboration agreement with Tarrant County College (TCC) in 2019. “This collaboration with TCC is an extension of our mission to the care and improvement of human life,” says Zach Mueller, DNP, RN, NEA-BC, Chief Nursing Executive, MCH. “Medical City Healthcare colleagues have the opportunity to realize a lifelong dream of becoming a Registered Nurse, hospitals fill open positions with quality nursing staff who provide compassionate care to our patients, all while the college fulfills its own mission to education.”

The first TCC cohort of eight students began January 2020.



TCC signing ceremony, December 2019



Dr. Eugene Giovannini, TCC Chancellor and
Dr. Zach Mueller, MCH Chief Nursing Executive

Nursing Informatics



iMobile

The iMobile program provides caregivers with an Apple iPhone and a secure application through which to communicate and collaborate in the care of patients.

**Calls
7,265,500**

**Text Messages
7,494,713**

**Labs Viewed
159,099**

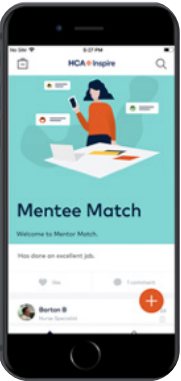


Nursing Informatics

HCA Inspire—the app for nurses by nurses.

It's simple, mobile and an exciting new way to connect nurses across HCA Healthcare. The app allows nurses the ability to:

- Chart a path of clinical or leadership professional growth
- Connect with mentors and mentees
- Recognize nursing excellence
- View their schedule
- Communicate and share photos



HCA  Inspire



Clinical Education and Center for Clinical Advancement

2019 was an exciting year of change for clinical education within Medical City Healthcare. Under the leadership of Dr. Jackie Brock, DNP, APRN, NEA-BC, TCRN, the centralized education team standardized most nursing and specialty orientation in addition to providing enhanced, interactive teaching methodology, including high-fidelity simulation.

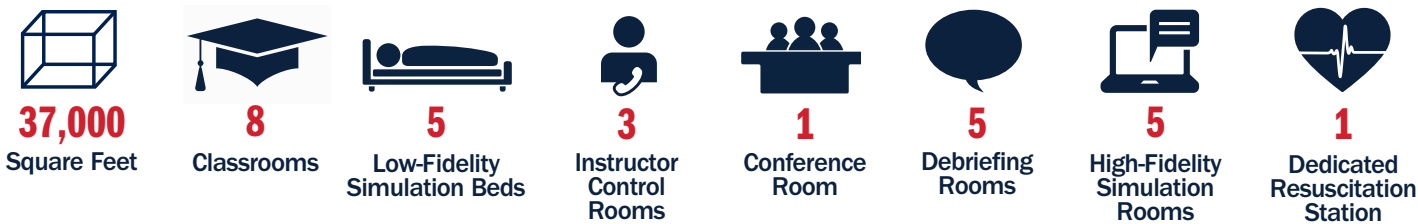


In addition, the HCA Healthcare Center for Clinical Advancement was built in 2019 with the grand opening celebrated in February 2020. The center was designed to maximize education, simulation and innovation to improve clinical quality and the patient care experience. At its heart, it is a training center that gives Medical City Healthcare nurses a simulation of an actual healthcare setting, complete with advanced simulation equipment including high-fidelity, interactive mannequins.



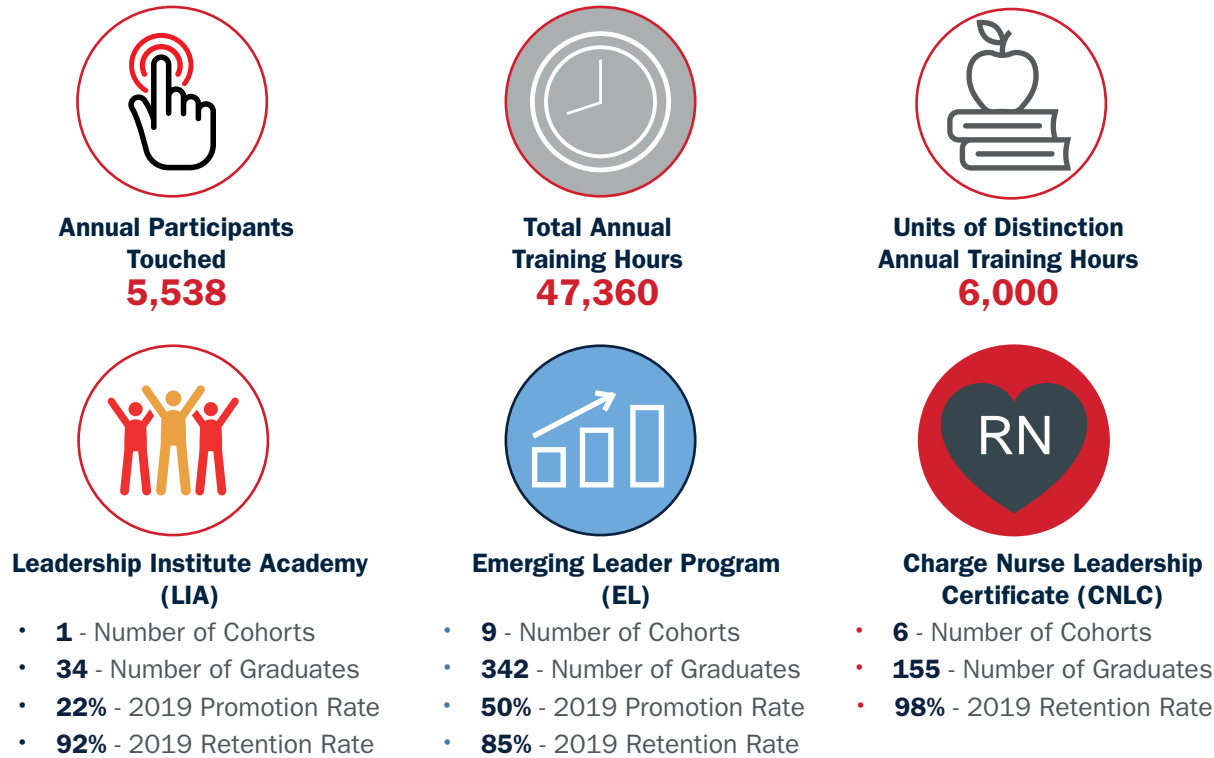
HCA Healthcare Center for Clinical Advancement

BY THE NUMBERS



Nurse Leader Development

The Leadership Institute was launched in 2014 to support HCA Healthcare's strategic priority of the unparalleled development of leaders. The Leadership Institute prepares nurse leaders for each step of their career by providing opportunities for them to develop their leadership skills.



Rowena Yates, Director
DNP, RN, NE-BC, CCRN-A

Your Leadership Institute Team



Lisa Phillips, Specialist
MEd, MSHE, MA

Caring for Our Community

Willingness



Caring for Our Community

Leadership



Caring for Our Community

Attitude



The Voice of Our Patients

Compassionate Care
At Our Core

“ I have never received such **consistently excellent care** in all my life. There was not one moment of my 5-day stay that wasn't met with **exceptional care.** ”

“ Probably the **BEST ER** staff we have ever dealt with! So **thorough** and **caring.** ”

“ I have worked in several hospitals. Your facility **far exceeds** my expectations. ”

“ I honestly cannot say enough about the **amazing care** my 4-year old received. The nurses specifically were **empathetic** and **sincere** in their interactions with my son. ”

“ My night nurse was **amazing.** He provided **excellent care** with the utmost respect and dignity. He was very **knowledgeable** and overall a **very kind person.** ”



A
sincere
thank you
to all our
nurses.

