



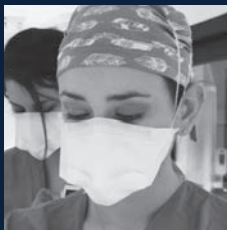
The
YEAR
of the **NURSE**

2020 Nursing Annual Report

 Medical City Healthcare



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



About the cover

The cover and pictures within represent the year of the nurse, **you**, our Medical City Healthcare heroes.



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Letter from the Division Chief Nursing Executive

Who would have thought we would have had the year we did in 2020? Wow! As caregivers, we know there will always be change, and there will always be a need for nurses to deliver exceptional clinical and compassionate care. Within Medical City Healthcare, we have always understood the power of nursing. Now the world knows.

Our Compassion Campaign has been a foundation of care excellence since its inception in 2016, and we needed it more than ever in 2020. We amplified our compassion to face the daunting challenge of COVID-19. Here are some of the highlights:

- **Phase IV:** We expanded this phase focused on **Employee Safety** by ensuring that you had all of the necessary PPE and education about COVID-19 so that, first and foremost, you were safe to care for our patients.
- **Phase V:** We amplified the **Resiliency** phase with the launch of “Code Compassion.” Like a Code Blue, a Code Compassion is called to provide support, recognition or resources to a colleague or team in need. We also added to the complement of nurse and colleague support resources including Nurse Care, Doctor On Demand, Optum Behavioral Health Sanvello, in addition to our Employee Assistance Program (EAP).
- **Phase VIII: Beyond the Mask** helped share your beautiful smiles and connect patients with the compassionate caregivers beneath the PPE. Connecting in such a way reduces patient anxiety, builds relationships and provides a sense of hope and normalcy during a pandemic that created distance between patients, physicians and colleagues.
- **Phase X:** The nursing profession requires the highest degree of compassion and caring. We face death, emotional strain and high degrees of stress regularly. More than ever, we realized we must take care of ourselves and focus on **Self-Compassion** in order to be able to continue to care for each other and our patients.
 - We focused on key self-compassion tactics to utilize personally and with our staff during the 2020 MCH Quality Summit and at the PPGB/CNOC Summit.
 - Many embarked on a 21-Day Wellness Challenge focusing on specific tactics to create positive changes in our mental, spiritual, physical, emotional and personal self-care practices.

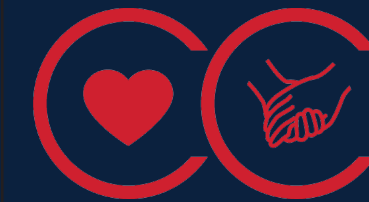
In a year when social media proved a vital tool for sharing information and keeping family and friends connected during the pandemic, nurses were often at the top of the news feed for all the right reasons. #HealthcareHeroes. #CaringDuringCOVID. #SupportTheScrubs. These are just some of the hashtags used in countless social media posts recognizing nurses. As you read the pages of the Nursing Annual Report, please take a moment to reflect on your power as a nurse and caregiver. We are a humble and trusted profession, but we spend very little time on ourselves. I want you to see all of the incredible accomplishments you achieved in the face of immense challenges. Celebrate yourself. Celebrate your colleagues. Celebrate your positive impact.

You are heroes, and I am so proud to work alongside you.

With gratitude,

Zach Mueller, DNP, RN, NEA-BC

Division Chief Nursing Executive, Medical City Healthcare



Compassion Campaign



Follow Zach on Instagram @medical_city_nurses



Letter from the Division President

2020 was fittingly designated the International Year of the Nurse. Across Medical City Healthcare, we hope you felt the enduring gratitude for your bravery and the unrivaled care and compassion you demonstrated during this challenging year. Time and again, we saw you line hospital halls to celebrate as patients reunited with loved ones. Recently, I watched one grateful patient return to tell a Medical City Alliance nurse what a difference her kind care had made to him, which prompted her to reaffirm a commitment to your noble profession. Our community's deep appreciation is matched only by the pride we feel in calling you colleagues.

While coronavirus remained headline news throughout 2020, the non-COVID-19 related business of nursing went on daily. And so did you. In every role and on every unit, you consistently showed your dedication in spite of the demands – personal and professional – placed on you by the pandemic.

Your efforts were recognized and celebrated across North Texas and the nation. It is no surprise that once again, 23 Medical City Healthcare nurses were named to the DFW Great 100 Nurses list. Because of your crucial contributions, Medical City Healthcare also received numerous Healthgrades awards for excellence, 11 hospitals were rated “A” for safety by The Leapfrog Group® and three Medical City Healthcare hospitals were voted “Best Hospital to Have a Baby” in North Texas.

Each of you deserves all the accolades that defined the Year of the Nurse. Thank you for demonstrating excellence always in every action, every patient, every time. For putting others first. And for exemplifying our mission to care for and improve human life.

With gratitude,

Erol Akdamar, FACHE
President, Medical City Healthcare

COVID-19 STATS

>16K
Number of COVID Patients

>5K
Community Vaccinations

>15K
Total Vaccine Recipients

400+ days @ 13 locations
Vaccine Clinics

58,721
COVID Tests Performed

TOTAL PPE USED

>24M
Exam Gloves

>800K
Isolation Gowns

1.4M
Level 1 Masks

>250K
N95 Masks



Fast Facts


6,000
Registered Nurses


1.2M
Outpatient Visits


492,000+
Emergency Room
Visits


15,500
COVID-19
Patients Treated


18,767
Babies Delivered


4,209
Registered Nurses with
Bachelor of Science
in nursing degree
and above


1,093
Registered Nurses
with Professional
Certification


148,000
Patient Admissions



\$1,318,838
Career Enhancement for Nurses

\$1,765,306
in Tuition Reimbursement

Division Nursing Leadership Team

The Division Nursing Team provides leadership and resources to nurses across Medical City Healthcare to further promote our mission: above all else, we are committed to the care and improvement of human life.



Dr. Zach Mueller, DNP, RN, NEA-BC
Division Chief Nursing Executive



Jennifer Reeder
MBA/HCM, RN,
NE-BC
Division Vice
President of
Nursing Operations
and Analytics



Sarah Bryant
MSN, RN-BC
Division Vice
President of
Nursing and Clinical
Informatics



Terri Nuss
MS, MBA, CPXP
Division Vice
President of Care
Experience



Rhonda Ross
MSN, RN
Division Vice
President
Emergency
Services and
Transport



Dr. Jackie Brock
DNP, APRN,
NEA-BC, TCRN
Division Vice
President of
Clinical Education
and Professional
Practice



Rose Johnson
MS, RN, NE-BC
Division Director
of Nurse Leader
Onboarding,
Integration and
Development



Dr. Brionne Boss
DNP, MSN-HCSM,
RN-BC, CRRN,
NE-BC
Director of Nursing
Operations and
Resource
Management



Elizabeth Lindert
MAOM, BSN,
RN, CPXP
Assistant Vice
President of Care
Experience



Christi LeMoine
PT, MSPT, CPXP
Assistant Vice
President of Care
Experience



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



Jennifer Jones
MSN, RN, NPD-BC,
RNC-NIC
Administrative
Director of Clinical
Education and
Professional
Practice





Exceptional Clinical Quality

Quality University was developed at 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 this specialty with a goal of building our Quality and Infection Prevention specialty pipeline. This year's students include a wide range of clinical leaders from a wide range of specialties and disciplines.



- 6 divisions
- 72 hospitals
- 480 students (100 from NTXD)
- Service lines all represented
- Leading practices shared
- Virtual

One Goal: Build a Quality Foundation!

Clinical Excellence 2020

Clinical Quality

- 46% reduction in all healthcare associated infections
- 20 HCA Units of Distinctions, 12 Honorable Mentions
- Over 500 regulatory tracers completed under the Journey to Excellence program
- 61% of Quality University Cohort I students promoted to director or higher positions
- 77% improvement in SPOT Alert to Screen Time

Care & Employee Experience

- HCAHPS overall rating improvement:
 - #3 in HCA for HCAHPS (Q2)
 - #1 in HCA for OPTT; #2 for OAS (Q2)
- Tied for #2 in HCA for Overall Employee Engagement
- 2020 DFW Great 100 Nurses: 23
- Improved RN first year turnover from 20.3% to 18.24% year over year

Finance & Growth

- #1 in HCA Healthcare for physician engagement
- \$636,636 in year to date savings through nursing/supply chain collaboration
- Overtime% of total hours is down 17.3% to prior years' year to date
- Decreased length of stay by 8%, creating an additional 38 beds across the division

Unparalleled Patient Service

Caring Like Family

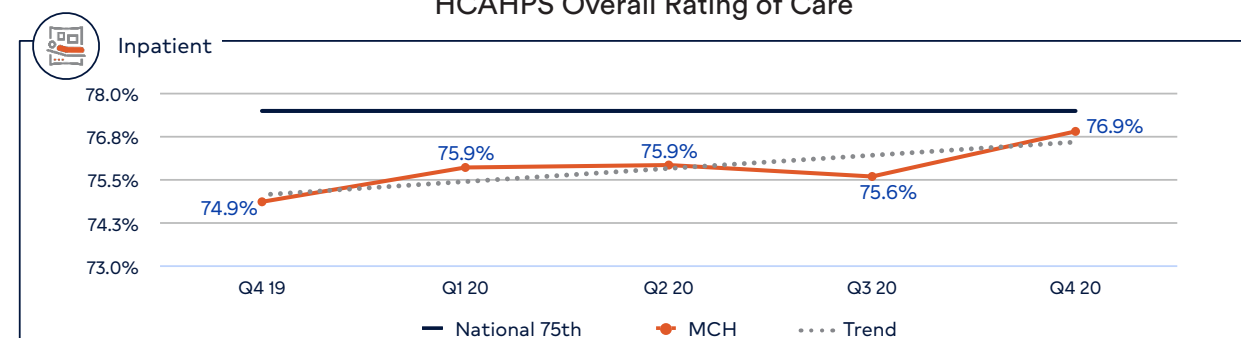
Our objective throughout the pandemic was to see each of the hearts and hands before us and to make personal, intentional connections so no patient or family was left behind. When we were separated by protective equipment, social distancing, and glass walls, our nurses did everything possible to reach through barriers to care. When loved ones were restricted from visiting, our nurses stepped in and became family. We made special posters for children so they would not be afraid. We held the hands of the sick and distressed. We provided phones and tablets to allow patients to see and talk with loved ones. We stood vigil in the most difficult moments of death so no patient was alone. Our nurses stretched, reached and lifted in every direction.



We knew that forming personal connections required that patients see our faces. **Beyond the Mask**, a program that was inspired by a European social media post, became the way that we could share who we were behind our PPE. This helped reduce anxiety for patients and families and helped us stay personally connected with colleagues. Our nurses showed up day after day, wearing pictures of the smiles patients could not see beneath their masks.



HCAHPS Overall Rating of Care



#3



Q4 2020 Percentile Rank
HCA National



72nd

Unparalleled Patient Service

When we ourselves needed care and support, we huddled regularly to lift each other. We prayed with chaplains, met virtually across the division as managers of COVID-19 units and shared patient and family stories at huddles and in rounds. We helped each other stay strong so we could continue to care for others.

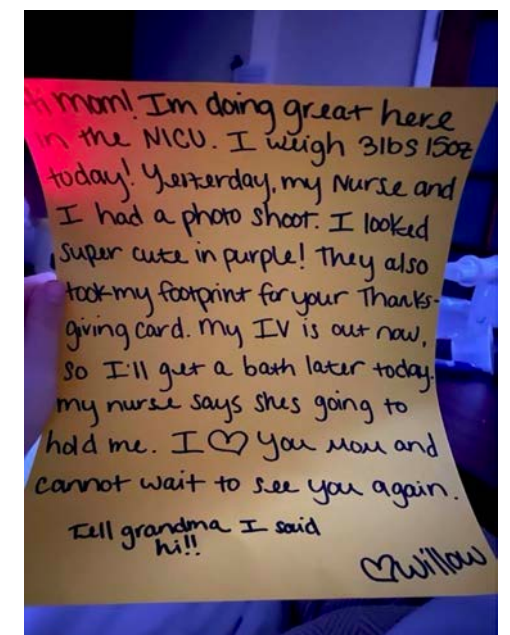


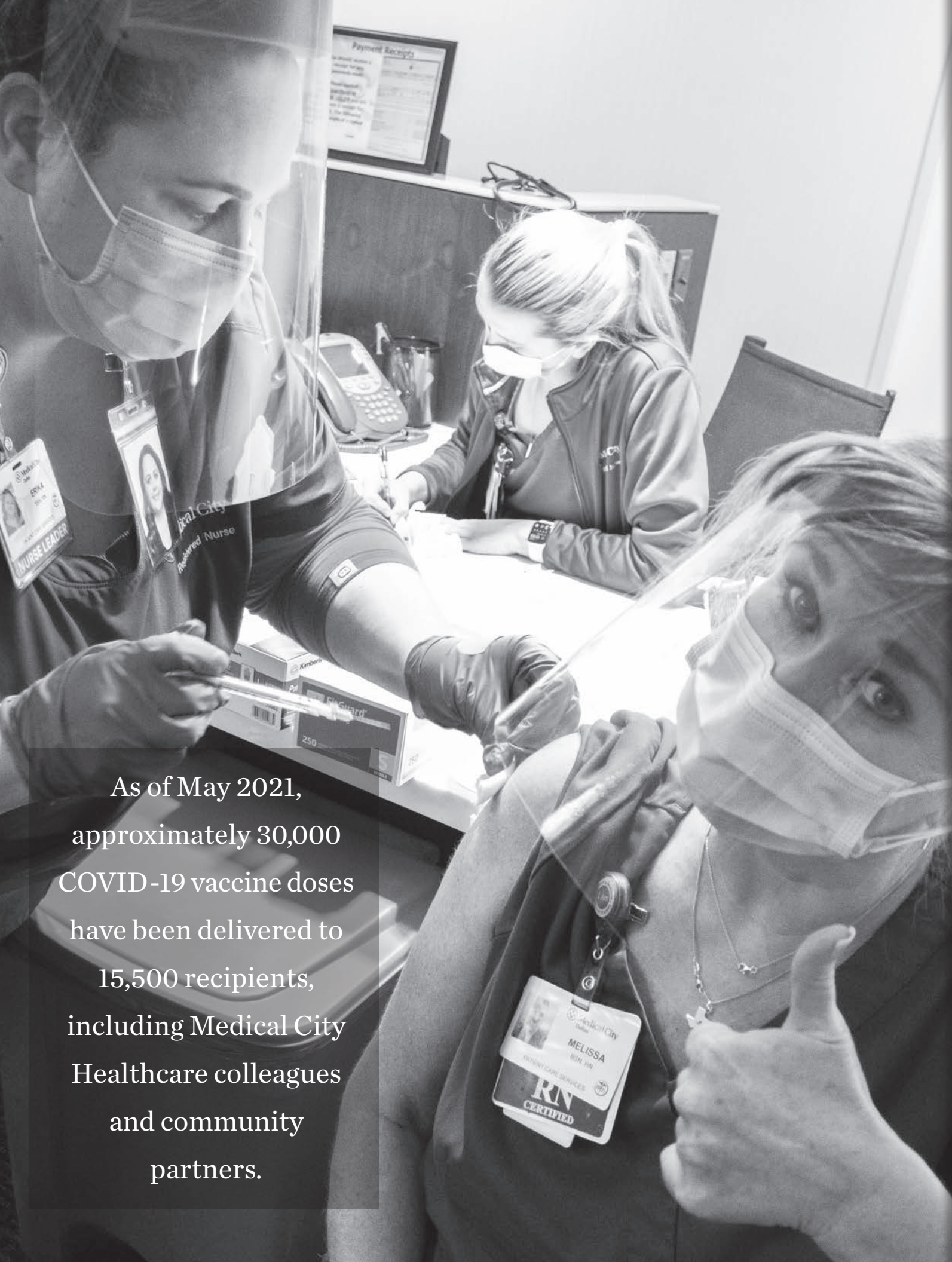
This past year of challenge required the combined strength of our entire care team. Physicians, respiratory therapists, nutrition and environmental services colleagues, and others – we all had to be incredibly flexible and share duties. We cleaned patient rooms. We carried trays. We rounded on patients from our offices in order to preserve PPE. We called families every day and patiently explained care plans. We advocated for loved ones who needed to be present for end-of-life moments. We wrote notes from babies in the NICU to their parents to provide comfort. We checked on patients after they went home, just like family.

In striving to meet our Patient Promise, we held on fiercely to the pledge of providing unparalleled care in every action, every patient, every time – even in a year when the entire nation struggled.

We never lost focus on our patients and our mission. Because of that, the Year of the Nurse became the year in which we shone as a beacon of light across Medical City Healthcare and our community.

Over 275,000 calls completed to patients after discharge in 2020





As of May 2021, approximately 30,000 COVID-19 vaccine doses have been delivered to 15,500 recipients, including Medical City Healthcare colleagues and community partners.

Interdisciplinary Collaboration

While 2020 was The Year of the Nurse, many of the accomplishments would not have been possible without interdisciplinary collaboration.

Personal Protective Equipment

Nursing teams collaborated with HealthTrust supply chain early on in the pandemic to ensure Medical City Healthcare facilities had an adequate supply of PPE to care for patients and keep employees safe. As a result of this interdisciplinary collaboration, the following initiatives were deployed at each facility:

- PPE Depot – centralized storage area for PPE supplies at each facility
- PPE Lead – a designated person to oversee the depot, round on staff to ensure proper PPE practices, and communicate PPE counts and needs
- PPE Czar – a staff member to review and disperse the proper PPE for each patient



The interdisciplinary collaboration continued with the help of IT&S the creation of an electronic PPE Tracker to track daily and weekly run rates at all facilities, thereby ensuring no facility ever ran out of the necessary PPE to safely care for patients.

COVID-19 Vaccinations

Even before vaccines were approved for emergency authorization Medical City Healthcare pharmacists were involved in discussions with the state of Texas to become vaccine providers. A multidisciplinary vaccine task force was then implemented to work through vaccine procurement and distribution. Leaders across Medical City Healthcare representing pharmacy, operations, quality, infection prevention, nursing, physicians, information technology, human resources and strategic planning quickly came together to solve logistical challenges, including collaboration that was needed for the administration of a multi-dose vial in an effort to not waste the crucial vaccine. This interdisciplinary collaboration continued as teams deployed vaccine clinics throughout the healthcare system. These clinics were staffed by Medical City Healthcare colleagues of various disciplines, and as of May 2021, approximately 30,000 doses have been delivered to 15,500 recipients, including Medical City Healthcare colleagues and community partners.



Research and Evidence-Based Practice

At Medical City Healthcare, our patients and the excellence always care we provide are at the center of our culture and the “WHY” behind our nursing practice. In order to provide high-quality care, it is vital that our nurses utilize the most recent evidence found in the literature and incorporate the findings into their daily clinical practice. A key piece of our Nurse Residency Program is the implementation of an Evidence-Based Practice Project. In 2020, 639 nurse residents implemented 33 projects across Medical City Healthcare. The nurses identify a project that will benefit the patients and/or staff on their unit, conduct a review of the literature, and implement a project on their unit. They measure project-related data for two months prior to implementation and then three months post-implementation in order to determine the success of the project. Here are some highlights from the top two Medical City Healthcare Nurse Residency Evidence-Based Practice projects.

The first project, implemented at Medical City Plano, was titled, **“Save a BUNDLE of Money.”** The team of nurses, Cooper Cardinale, RN; Cara Hayden, RN; and John Steward, RN, identified an issue of revenue loss caused by the lack of scanning when gathering supplies to start an IV. They collaborated with unit leadership and supply chain to create an IV bundle with its own scan code in order to help reduce the waste of supplies and increase the ease of scanning. Following implementation, the supply losses were reduced by 50-75%, saving the unit over \$13,000 in one month.

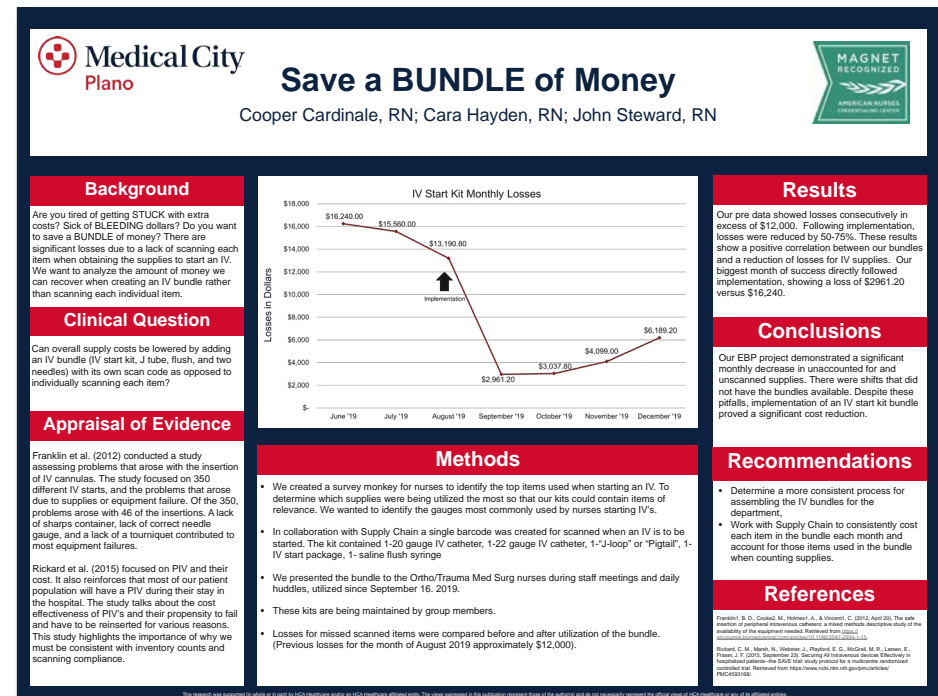
The second project, implemented at Medical City Fort Worth, was titled **“Reducing the Number of False ECG Alarms in the ICU Setting.”** The team of nurses, Melissa Harris, BSN, RN; Courtney Simmons, RN; and KreShun

Johnson, RN, identified an increase in false alarms in the ICU contributing to staff and patient alarm fatigue. They collaborated with the ECG electrode manufacturer and unit leadership to learn the recommended time frame to change ECG electrodes and determined it should be every 24 hours. The nurses educated all clinical staff on the importance of changing ECG electrodes on schedule, and the team advised that it be done at the time of the CHG bath for best results. They also developed a reminder tool which was placed in each patient’s room for the staff to document when the electrodes were changed. Following implementation, one ICU experienced a 10% reduction in ECG alarms per patient, and another ICU experienced a 39% reduction in the number of alarms.

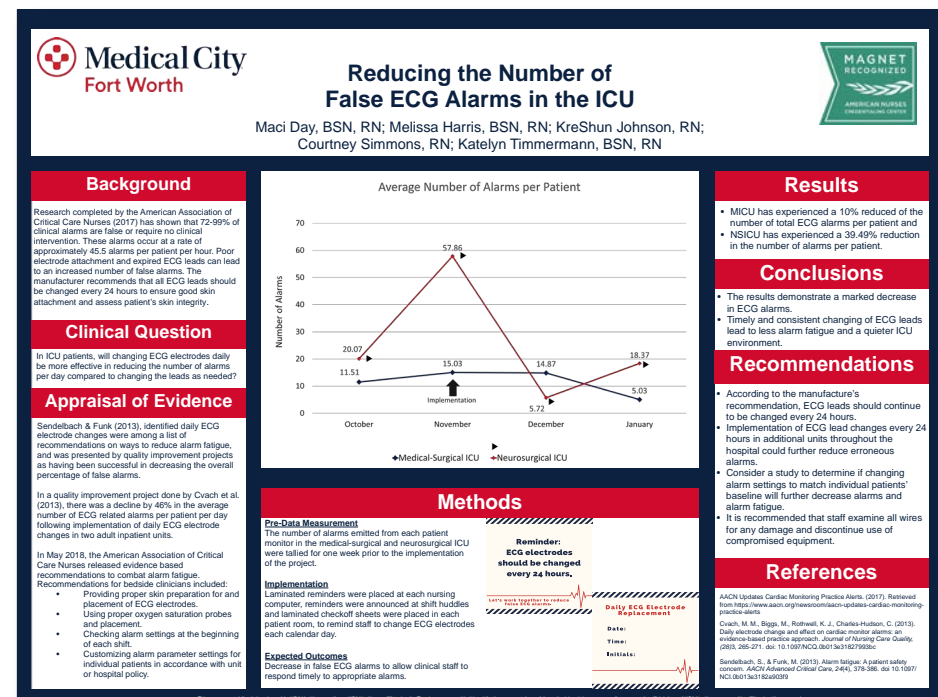


The Corporate Education Team awarded the winter 2020 Best-Practice Poster Winner for the American Group to the nurse residents at Medical City Fort Worth who implemented more timely changes of ECG electrodes. Congratulations to the nurse residents from Medical City Fort Worth and Medical City Plano for creating outstanding projects. Thank you to all of our nurse residents for your dedication to implementing evidence-based practice into the care you provide.

Research and Evidence-Based Practice



“Save a BUNDLE of Money”
Medical City Plano



“Reducing the Number of False ECG Alarms in the ICU Setting”
Medical City Fort Worth

Shared Governance



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

- Chair:
Shaila Sharma, MSN, RN, PCCN
- Secretary:
Russell Tefertiller, BSRS, RT(R)(CT)(ARRT)
- Executive Sponsors:
Zach Mueller, DNP, RN, NEA-BC
Megan Gallegos, DNP, BS, RN, NEA-BC
Jeremy Rountree, MBA-HA, BSN, RN, CEN
Michelle Yeatts, MSN, RN, NPD-BC, CEN

PPGB 2020 Accomplishments

- Hosted multiple Webex meetings during the COVID-19 pandemic
- Completed a community service project: food drive to benefit local schools
- Hosted the Professional Practice Summit in October
- Provided feedback on Division-wide community service projects
- Finalized Professional Practice Model
- Provided feedback on the Nursing Strategic Plan
- Discussed diversity and inclusion



Investment In Nursing We Heard Your Voice/Capital Investments

Nurses are the front line and the backbone of our hospital system. Every day, you are essential to improving patient outcomes, coordinating care and reducing healthcare costs. To patients, you are often the face of our organization.

Across Medical City Healthcare, we are continually investing in leading-edge technology, equipment and other support for our nurses so that you can focus on providing exceptional care in every action, every patient, every time. During the COVID-19 pandemic, nurses across our system picked up 300,000 extra shift hours, which came with premium pay. Regional contract nurses provided about 293,000 additional hours of supplemental staffing. Additionally, Medical City Healthcare supplied more than \$10 million in capital investments and improvements to aid nursing teams.

Thanks to direct input we received from our nursing colleagues, here’s a brief list of some of the investments made across Medical City Healthcare in 2020 to enhance patient safety and to improve your everyday nursing routines:

\$5.1M
Equipment
\$1.7M
Telemetry Upgrade
\$1.4M
Patient Beds
\$1M
Portable Bedside Monitors
\$350K
ED Monitors
\$250K
Portable Oxygen Devices
\$120K
Defibrillators
\$10M
Total Division Nursing Spend

DFW Great 100 Honorees

Every year the DFW Great 100 Nurses 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.

Medical City Arlington

Melonnie Pollard, MSN, RN, NEA-BC

Medical City Dallas

Megan Brunson, MSN, RN, CNL, CCRN-CSC
Lylia “Kaci” Baca, MSN, RN, ONC
Jordan Lindley, BSN, RN, CNOR
KyrieAnn Parker, BSN, RN
Lindsey Segura, BSN, RN-BC
Joyce Soule, DNP, RN, NEA-BC, CNOR
Joan Yvette Ronquillo, BSN, RN, CNN

Medical City Dallas Children’s Hospital

Elena Wurtz, MSN, APRN-PC/AC
Josephine Miodov, BSN, RN
Jennifer Brannum, RN, CPN
Brittany Kendlehart, BSN, RN, CCRN
Corey Robnett, BSN, RN, CPN

Medical City Fort Worth

Steve Cermak, BSN, RN, NE-BC
Tammy Pascarella, BSN, RN
Jennifer Yaklin, MSN, RN, CCM

Medical City Green Oaks

Russell Reed, MSN, RN

Medical City Healthcare

Rhonda Ross, MSN, RN
Janelle Braun, MBA/MHA, BSN, RN, NPD-BC

Medical City Healthcare Patient Transfer Center

Setha Goodwin, BSN, RN

Medical City McKinney

Amanda Faggart, MSN, RNC-OB, C-EFM
Olivia “Libbie” Sidereas, MSN, RN, CEN
Autumn Wood, BSN, RN, CEN

DFW Great 100 Honorees



Melonnie Pollard



Megan Brunson



Lylia “Kaci” Baca



Jordan Lindley



KyrieAnn Parker



Lindsey Segura



Joyce Soule



Joan Yvette Ronquillo



Elena Wurtz



Josephine Miodov



Jennifer Brannum



Brittany Kendlehart



Corey Robnett



Steve Cermak



Tammy Pascarella



Jennifer Yaklin



Russell Reed



Rhonda Ross



Janelle Braun



Setha Goodwin



Amanda Faggart



Olivia “Libbie” Sidereas



Autumn Wood

Nursing Informatics



Moxi Robot

In use at Medical City Denton and Medical City Heart & Spine

Main items delivered – PPE, telemetry boxes, lab samples, medicine

Tasks performed increased approximately 30% between October and November 2020

10,000 tasks x 10 minutes each task = 100,000 minutes / 60 minutes = 1,667 hours saved for our staff



iMobile

Now 100% complete with deployment across every Medical City Healthcare hospital

580+ phones deployed to Medical City Alliance, Medical City Frisco, Medical City Green Oaks and Medical City Weatherford in 2020

In 2020: 11.7 million text messages; 2.1 million phone calls

In 2019: 7.4 million text messages; 7.2 million phone calls

Care Team Assigner (CTA)

Currently at Medical City Las Colinas, Medical City Frisco, Medical City McKinney, Medical City Dallas, Medical City Denton and coming to all Medical City Healthcare facilities in 2021

Today there are multiple applications and programs in use for nursing care assignments. This leads to manual and redundant information between systems and also impedes the ability to accurately identify a patient's caregiver and deliver specific and timely clinical decision support.

HCA Healthcare has developed an application, Care Team Assigner (CTA), to more easily allow patient caregivers to assign themselves to the dynamic care team. These assignments will integrate with Mobile Heartbeat and allow improved connections with both your fellow caregivers, as well as our clinical decision support tools like Sepsis Prevention and Optimized Therapy.

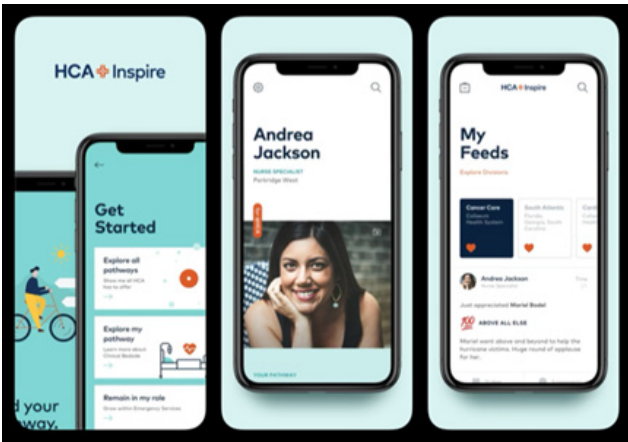
Additionally, by ensuring your bedside caregivers are consistently and accurately making assignments, CTA data will provide greater visibility into staffing levels and generate better tools for leadership insight and real-time response.

Nursing Informatics



HCA Inspire

Nurses are the foundation of HCA Healthcare, and to enhance the nursing experience, HCA Healthcare is providing a nursing app called HCA Inspire. It is a tool created for nurses, by nurses. HCA Inspire is a secure method for nurses to communicate with each other, view and manage their schedules, chart a path for professional growth, connect with a mentor who can inspire and challenge them, and recognize the excellence of their nursing colleagues.



Heightened Alerting Response for Telemetry (HeART)

Medical City Dallas and Medical City Heart and Spine

HeART brings together new tools to improve remote telemetry monitoring for patients by providing the following features:

- Improves patient safety and decreases the risk for *failure to rescue* patients who need immediate interventions or resuscitation.
- Provides consistent alarm management through the use of an escalation pathway and helps reduce alarm fatigue.
- Provides clinicians with new tools via iMobile and AirStrip to see alerts and patient data quicker, which helps improve care by reducing response time and improving care decisions.
- Provides a consistent method of communication between the nurse and telemetry technician in the central monitoring unit.
- Improves documentation and reporting through the use of automated data and analytics.

Clinical Education and Professional Practice

2020 was a remarkable year, which began with the **opening of a leading-edge simulation and technology center** and ended full of challenges with the COVID-19 pandemic. Under the direction of Jackie Brock, DNP, APRN, NEA-BC, TCRN, the centralized education team responded quickly to the educational and clinical needs of our facilities. The team worked weekends and evenings to provide constant education based on frequent changes in practice recommendations, quickly converted programs to a virtual format and added an internship cohort in August in response to growing patient care needs. The team developed education for partner-in-practice and cross-training programs to prepare nurses to work in new specialty areas highly impacted by the pandemic and to serve in team nursing models in COVID-19 units. They also provided orientation and educational support to regional contract nurses, rapid response travel RNs and an increased volume of traditional contract nurses. In response to the increased number of nurses orienting to new areas, Clinical Education also developed an enhanced evaluation process for diligent assessment and follow-up to ensure nurses transitioned from orientation to independent care in a timely fashion. The team adapted to each of the COVID-19 surges, including stepping into staffing, assuming a full patient assignment or working in the role of a resource nurse, and providing vaccinations to hospital staff and family clinics.

Despite the demands of the COVID-19 pandemic, Clinical Education continued to evolve and adapt. The Clinical Education team successfully **transitioned to American Red Cross** as our vendor for Basic Life Support, Pediatric Life Support and Advanced Life Support. Medical City Dallas and Medical City Plano were recognized for earning the nation's highest American Red Cross achievements. The Medical City Healthcare Clinical Education department **implemented two Dedicated Education Units (DEU)** at Medical City Fort Worth and executed longitudinal cohorts at Medical City Dallas, Medical City Plano and Medical City Green Oaks. Longitudinal cohorts are a partnership with a university to have a cohort of students complete all of their clinical rotations within Medical City Healthcare. Clinical

student placement was maintained throughout the pandemic, including an increase in the Meditech student pilot, which provides students with access to document in the medical record while being supervised by their preceptor. To leverage the increased use of technology to support our clinical teams, connected classroom systems were installed across the division to make virtual and distance learning easier to facilitate and schedule. **Expansion of the Donna Wright competency model**, to include multiple methods of competency verification and electronic documentation in HealthStream, provided an efficient model to ensure direct care nurses and patient care technicians successfully completed their ongoing competencies without removing resources from direct patient care.

Onboarded:

929
RNs

1,901
Non-RN Employees

694
Nurse Interns

688
Travel RNs

4,212
Total

Clinical Education and Professional Practice

Spotlight: Dedicated Education Unit (DEU)



Sixteen nursing students with the University of Texas at Arlington College of Nursing and Health Innovation are one step closer to obtaining their first full-time nursing job after completing a successful rotation with Medical City Fort Worth's Dedicated Education Unit (DEU) program, an innovative nursing education model designed to develop nursing students into skilled and compassionate caregivers.

The first of its kind within Medical City Healthcare, the DEU allows nursing students to work directly with an assigned lead nurse mentor for hands-on experience while being able to obtain feedback and ask questions in real time during each patient encounter. Throughout each semester, a trusting relationship is formed between preceptors and students that encourages the students to freely ask questions and gain confidence in their skills in comparison to the traditional nursing education model.

According to the American Association of Colleges of Nursing, faculty shortages at nursing schools across the country are limiting student capacity at a time when the need for professional registered nurses continues to grow. The DEU model helps to alleviate some of this pressure by expanding the nurse educator pool through participation by facility nurse preceptors.

"The DEU model is the future for nursing education," says Medical City Healthcare Division Chief Nursing Executive Zach Mueller, DNP, RN, NEA-BC. "At Medical City Healthcare, the destination of choice for nurses to practice, we care like family and are proud to expand our partnership with the University of Texas at Arlington and other nursing schools to train high-caliber nurses."



“
The DEU
model is the
future for
nursing
education.
”

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



Nurse Leader Development

2020 challenged most leadership development activities to pivot quickly from in-person meetings to a virtual platform. Many established programs were paused and restarted in alignment with COVID-19 surges. However, despite the challenges of the pandemic, the following leadership development activities were accomplished:



105
Charge Nurse
Certificates



24
Leadership Institute
Academy (LIA) Graduates



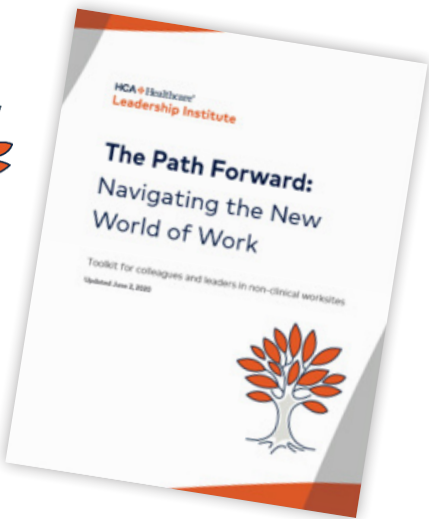
28
Leadership
Essentials (Le) Graduates



66
Nurse Leaders
Onboarded

In addition, **The Path Forward**, an on-demand learning toolkit, was developed and launched. It is available to all leaders and includes 26 resources for Leading Self, Collaborating and Working with Others, and COVID-19 Resources for Leaders.

The Path Forward: Navigating the New World of Work provides resources to help colleagues thrive as we move forward. The toolkit serves as on-demand learning that can be easily shared among teams.



Care for Our Community



2,300 pounds
OF MEDICATIONS COLLECTED
THROUGH THE DRUG TAKE BACK
DAY INITIATIVE



**HEALTHIER TOMORROWS
FOOD DRIVE**

13
FOOD BANKS
SUPPORTED

\$10k
TOTAL
GRANTED



**MENTAL HEALTH CURRICULUM
GRADES 8-10**

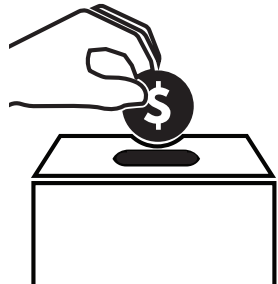
6,148
STUDENTS SERVED

Care for Our Community



DONATED BY EMPLOYEES - MATCHED BY HCA

\$998,708



CHARITIES
300 CHARITIES SUPPORTED

DONATED BY EMPLOYEES - MATCHED BY HCA

\$250,500



CHARITABLE GIVING

BY HOSPITALS + DIVISION

\$353,803



VOLUNTEERISM
170 VOLUNTEERS

VOLUNTEER HOURS BY EMPLOYEES

3,409 HOURS

GRAND TOTAL: \$1,603,011

Living Our Mission

“I have never been treated with so much *love and kindness*. You are doing something right here — I feel the faith in this hospital. I want you to know that something has happened to me here. I will never be the same ... From the *wonderful* housekeepers to the therapists and the nurses, they have all just been wonderful to me. I am a blessed woman.”

–Medical City Fort Worth inpatient

“Even though our work is hard, what we do matters every day. We have no idea the *difference we are making* in the lives of our patients. Little did we know that the care we give could even remove years of racial prejudices just because of the way we care for people at some of the lowest points in their lives ...”

–Medical City Fort Worth chief nursing officer

“By far *the best experience* I had at the hospital was because of the nurses and how I was treated. They were *excellent!*”

–Medical City Plano inpatient

“This was the *best* emergency room I’ve ever experienced. Clean, friendly, made my daughter feel extra comfortable, and the wait time estimations for test results were posted. Drs and Nurses all were *extraordinary!!!*”

–Medical City McKinney ED patient

“I really want to express how truly *amazing and supportive* [my mother’s] nurses were to me and my family members. My mother was very young and ... none of us were prepared for how quickly she declined. I’m a nurse myself & spent many years at the bedside in ICU, so I have a deep respect & understanding for what they do. I never imagined I would be on the other side, as a devastated family member, but I can say that without the *wonderful care* from nurses ... in the last few days of my mom’s life, I do not know that I could have got through it. Please let them know that I will always remember

them & and the *compassion* they showed us. It means the world to me.”

–Medical City Plano, daughter of inpatient

“The nurses were *fabulous*. I even got a card signed by the staff.”

–Medical City Frisco surgery patient

“I’ve been to your medical ER three times and EACH time I receive *excellent care* and was treated with respect by the physicians & RN’s, In a *very professional* manner, with concern for my wellbeing. I will tell ALL my friends that if they want excellent care they should ask to go to Las Colinas Medical City Emergency for their health needs.”

–Medical City Las Colinas ED patient

Living Our Mission

“This was my third operation at Medical City, I have been in 4 other local hospitals and Medical City is my hospital of choice. Your hospital is by far the *most concerned* about, not only your patients but the comfort for patients families as well!!!! If at all possible I will be using your hospital for all my procedures.”

–Medical City Arlington surgery patient

“I had the best time I had ever had in a hospital. usually hospitals aren’t somewhere that you have a good time at. However, the staff and people working at Medical City in Alliance were *beyond amazing*.”

–Medical City Alliance surgery patient

“I had the *best* nurse! she was very sweet and *listened* to what I had to say. A wonderful soul!”

–Medical City Denton ED patient

“I had *exceptional* nurses during my stay!”

–Medical City Lewisville inpatient

“The nurses were *amazing*. I wish I could name each one. They *advocated for me* and kept me well informed.”

–Medical City Dallas inpatient

“Loved the nurses — They were so *nice!*”

–Medical City Green Oaks inpatient

“The intake nurse in the waiting room was doing a *phenomenal* job. She was basically treating me from the waiting room because every room in the treatment area was full. She was checking on me, offering a blanket, and constantly apologizing for the unusual circumstances. I noticed that she even started sweeping the waiting room, because she saw trash and dirt on the floor. I don’t remember her name but she went so *above and beyond* that I was incredibly impressed.”

–Medical City Arlington ED patient

“I would like to recognize a nurse from the COVID team. She has gone above and beyond during these times. When charging, she has worn all of the hats — setting up placement for patients to help *take the load* off of case management, helped some nurses with

their first patient deaths, etc. She also displays *compassion* at every turn. She noticed a husband and wife were admitted in separate rooms. She got them both cleaned up and brought them together to spend time with each other before the wife was discharged. She *never stops*, she picks up as much extra shifts as she can to help the unit out and she is just beyond amazing.”

–Medical City Dallas manager

“*The best nurses ever.*”

–Medical City Heart & Spine inpatient



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