

2021 Nursing
Annual Report



POWERFUL MOMENTS



Medical City Healthcare



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

Table of Contents

Letter from the Division Chief Nursing Executive	2
Compassion Campaign	3
Letter from the Division President	5
Fast Facts	7
New Executive Team Members.....	9
Exceptional Clinical Quality	10
Unparalleled Patient Service	12
Interdisciplinary Collaboration	15
Shared Governance	16
Investing in Nursing	17
DFW Great 100 Honorees	18
Nursing Informatics	20
Clinical Education	22
Nurse Leader Development	23
Economic Impact	25
Caring for Our Community	26
The Voice of Our Patients	28

Letter from the Division Chief Nursing Executive



I could not have imagined ANOTHER year inundated with arguably more trials and tribulations than we had in 2020! Despite this, our nurses stood strong to deliver exceptional clinical and compassionate care to our communities. As a collective team of colleagues, we did it together — as a team.

My level of pride and gratitude are immense for you for rising to the challenge of caring for and improving human life. Each one of you are compassion warriors, and I am so thankful for your commitment to our mission, and for the resilience and grit you displayed that got us through this last year.

It’s absolutely amazing what we accomplished during such a challenging pandemic year. For the first time in our history, we achieved the national 75th percentile for HCAHPS patient experience for the entire yearlong performance period!! While the rest of the nation struggled and saw their HCAHPS results drop, you dug in deep to deliver that compassionate care that we know is special within Medical City Healthcare. There are not enough adjectives to describe how amazing this feat is — but simply, we cared for our community when they needed us the most, and we did it like it was our own loved one in that bed. Please take a moment to reflect on your own contribution to that excellence — because each of YOU, regardless of your role, helped make that a reality.

Another thing I would like you to reflect upon is how you are doing as a whole person — really doing. Please be honest with yourself. I would find it hard to believe that any of us escaped the personal struggles of the pandemic, and life, brought over the past year. I know some of you lost family members, others struggled with health, and others things so personal they are hard to acknowledge. But we have to be honest about it so we can deal with it.

From my own personal experience, I want to say, “It is OK to not be OK”. While it is hard for us to be vulnerable as professionals, we must do it so we can move forward. I have had two very “not OK” times in the past three years. Two incredibly painful personal experiences that were layered on top of the harsh pandemic and caused me to significantly struggle. When our dog died after 14 years, I had never experienced loss at that level — he was my child, and the loss was (and still is) immense. You may also have heard of the 2019 Dallas tornado destroying our dream home after only being in it for a very short time — that too was so unbelievably hard.

I would not have survived those challenges if I hadn’t sought out a professional therapist through our EAG. It is very easy to do. Just call: 1-888-600-4327 and you will receive a compassionate call that will get you the individual help you need. In addition to this help, I also doubled down on my spiritual health (through my faith), my emotional health (through healthy relationships with my friends and family), and physical health (through physical fitness). I made sure this discipline of self-compassion created wellness and better life harmony.

We cannot do these jobs if we don’t take care of ourselves. I implore you to do more of that in the coming year — we have some catching up to do after the last two! But despite these challenges, you continue to inspire me through amazing stories I regularly hear about your care, many of which are contained within the pages of this report. I am so proud of YOU, and so grateful for your compassionate care — thank you!

Sincerely,

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

Compassion Campaign



Follow Zach on Instagram @medical_city_nurses

**“I have never been
cared for like this time.
The staff was always
there and concerned
and recovery was
quicker...”**

Letter from the Division President



We faced the second year of the global pandemic in 2021 with strength and spirit, learning to find those powerful moments that helped connect us to our patients and each other.

The year brought shorter COVID-19 surges, provided access to lifesaving vaccines and new tools and treatments to care for our patients, and delivered hope as we leaned on each other in our unwavering commitment to the care and improvement of human life.

I remain immensely grateful to you, our healthcare heroes, and our entire Medical City Healthcare family. Often under immense pressure, your dedication and compassion are truly inspiring.

Your efforts were recognized and celebrated across North Texas, with 17 Medical City Healthcare nurses named to the DFW Great 100 Nurses list and 19 included in *D Magazine's* 2022 Excellence in Nursing Awards. Because of your contributions, 10 of our hospitals were rated A for safety by The Leapfrog Group® and four were voted “Best Hospital to Have a Baby” in North Texas.

Thank you for your commitment to excellence always, in every action, every patient, every time.

With gratitude,

Erol Akdamar, FACHE

President, Medical City Healthcare



“The nurses were all very kind and understanding. They were always making sure I was OK and listened to how I was feeling. I truly felt they cared.”

2021 Fast Facts



582,000+
Emergency Room Visits

12,100
COVID-19 Patients
Treated



6,000
Registered Nurses

23.2%
Registered Nurses
With Professional
Certification



68.4%
Registered Nurses With
Bachelor of Science in Nursing
Degree and Above

19,100
Babies Delivered



160,000
Patient Admissions

1.3M
Outpatient Visits

A grayscale photograph of a nurse wearing a full protective suit, mask, and gloves, attending to a patient in an ICU. The nurse is focused on the patient, who is lying in a bed. The background shows typical ICU equipment and a clinical setting.

**“Nurses
in the ICU
were
exceptional.”**

New Executive Team Members



Alexis Burnett, DBA-HCML, BSN, RN, CPPS
Vice President of Surgical Services

Alexis joined Medical City Healthcare in 2011 as a bedside nurse and has served in several leadership roles across the division. She is currently division vice president of surgical services, working with the hospital teams to support the department’s expansive agenda. Alexis earned her bachelor’s degree in nursing from the University of Texas at Arlington and master’s degree in business administration from Texas Woman’s University, is certified in patient safety, and is finishing her doctorate in business administration. She has three kids ages 11, 5 and 4 and enjoys coaching soccer on the weekends with her husband.

The division vice president of surgical services organizes and supports the core elements of this high-functioning program, considering the market and hospital-specific needs. This includes staffing and leadership strategies; operational efficiencies; employee, patient and surgeon satisfaction; quality; and financial resiliency. The role is designed to accelerate performance through goal prioritization, innovation, accountability and recognition.



Rowena Yates, DNP, RN, NE-BC, CPTD, CCRN-A
Vice President of Clinical Education and Professional Practice

Rowena has been a nurse for 35-plus years, with a majority of her career spent in leadership in adult critical care and nursing education, along with a 10-year stint as a senior executive in the business world. She joined the North Texas division in 2003, starting at Medical City Denton and then Medical City Lewisville, where she helped lead the hospital to its first Magnet® designation. After receiving her Doctor of Nursing Practice, she became the HCA Healthcare director of leadership and organization development for North Texas before taking her current role in May 2021 as the vice president of clinical education and professional practice. She is also dedicated to training future nurse leaders as an assistant professor for the nursing administration online master’s program at the University of Texas at Arlington and serves as a Magnet® appraiser for the ANCC. Rowena has a Bachelor of Science in nursing from Texas Woman’s University, a Master of Science in nursing administration from the University of Texas at Arlington and a DNP from Texas Tech University Health Sciences Center. She is a member of ANOL, TNOL, ANA, TNA, ANPD, ATD and Sigma Theta Tau International.

As the vice president of clinical education and professional practice, Rowena is responsible for the development, management and delivery of division-wide clinical education and professional practice with the goal of supporting nurses and other caregivers in their professional development and learning to ensure exceptional quality in patient care, patient experience and resource stewardship.

Exceptional Clinical Quality

Quality University Cohort II 2021.

The Quality University was developed at Medical City Healthcare 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 pipeline. Fifty-five students graduated in March 2022.



Clinical Quality

- 46% reduction in all HAIs
- 16% reduction in C-diff cases
- QualU students obtained > 1,500 continuing education credits awarded
- 4 successful triennial TJC surveys completed without clinical condition level or immediate jeopardy findings
- Sustained a low mortality index of 0.64 rolling 12M HCA goal of 0.71

Physician Engagement

2021 was another challenging year as we experienced a series of COVID-19 waves. In collaboration with our physician partners, we learned to leverage technology (NATE IP, Webex teams) and developed systems that became more reliable throughout the year. Nursing and physician collaboration helped keep our patients free from central line and catheter-associated infections through active engagement in engagement in MDR and adoption of COVID-19 proning protocols and critical-thought leadership in front line de-escalation.

“The nurse who took care of me pre and post surgery was an ANGEL!... I am very thankful she was by my side. I will remember her for the rest of my life...”



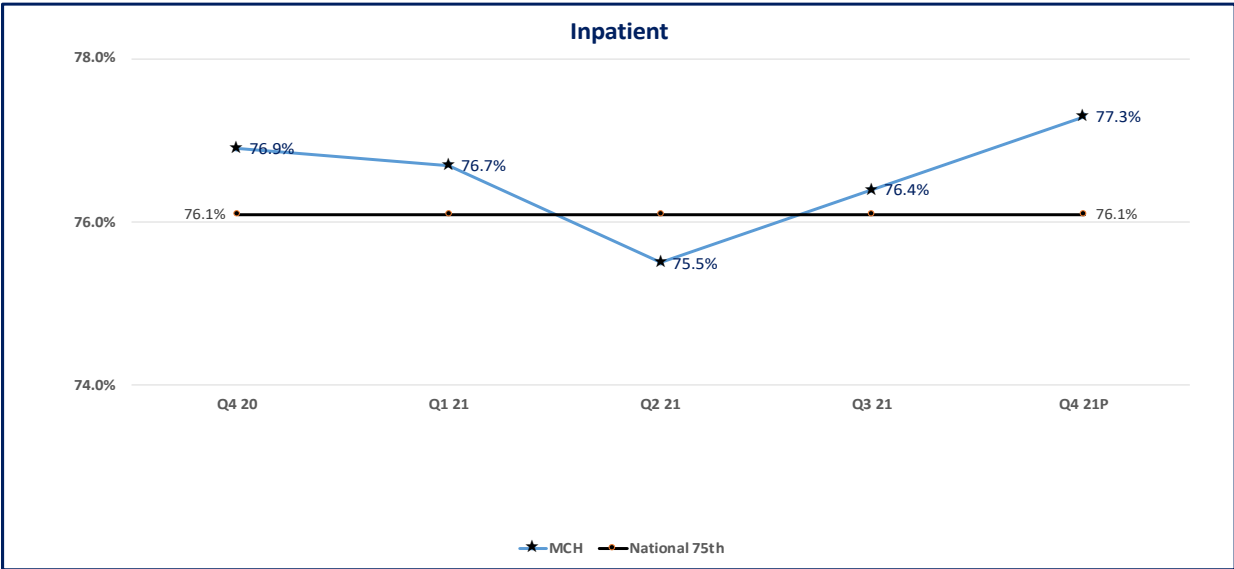
Unparalleled Patient Service

Caring Like Family

What do strong families do during challenging times? They show up. And our nurses showed up, day in and day out, night after night, shift after shift. In 2020, we experienced urgency and a call to action, shaking us to the core but not defeating us. Our communities surrounded us in grief and gratitude. We drew strength from them and each other.

In 2021, the challenges continued, but our communities were growing tired and impatient with the pandemic and its separation, loss and illness. Patients and colleagues were challenged by our ever-adapting environments of care; providers needed support keeping up with the changes, and we deepened our partnerships with them. And our nurses continued to show up.

Family does whatever it takes. Our nurses floated across units. We floated across hospitals and even across divisions. We formed team nursing cross-training and stretch assignments to meet the needs of our patients. Every day, every shift, seven days a week, our leaders were assessing readiness and making sure we could give our best to those who needed our care. We rallied every day. Medical City Healthcare nurses showed true grit. Their commitment to patient care never wavered, ending the year with the highest HCAHP scores in the history of the organization.



Overall Rating of Care

2021 PY (Q420-Q321)

Top Box % **76.3%**

National Percentile Rank **76th**

HCA **#2**

Unparalleled Patient Service



Compassionate care requires connection. And yet, even in a year of pandemic, our nurses took time to learn about **Compassionate Connected Care**. We learned how important personal connections are and that they only take **56 seconds**. We continued to wear our badges that revealed our smiling faces as part of Beyond the Mask, a program adopted across all of HCA. And we began to understand that suffering is avoidable, and we can alleviate suffering by helping manage fear, pain, loneliness and the unknown. We see the person, and not the diagnosis. We learned to be careful saying, “I understand...” or “I know exactly how you feel...” when we really do not know all a patient is dealing with. We learned that anxiety is suffering, and our best nursing skills must be coupled with soothing, caring-out-loud behaviors to reduce the anxiety of patients and their families.

This past year, we had unparalleled results. While the nation struggled to maintain caring experiences with patients, our nurses held firmly to our practices of hourly SAFETY rounds, nurse leader rounding, bedside shift reports, and using key words at key times to build trust and address worries. Our communication excellence with patients drove our ability to finish the year above the 75th percentile of excellence, better than 75% of hospitals across the nation. Our nurses are truly exemplary!

We worked very hard to stay strong. Care experience involves caring for self, caring for colleagues and providers, and caring for patients and families. While nurses are very good at caring for others, sometimes others need to reach in and make sure we care for ourselves. Throughout 2021, we made sure to celebrate with our teams all our powerful moments, comments, feedback, life celebrations, and patient outcomes. We paused for sacred moments to celebrate a life or birth or recovery. We posted notes, emailed recognition in our employee rounds, and sent kudos across the hospital and division. Before we left each day, we took a moment to reflect on the Going Home Checklist. We asked each other “what will you do to lift your thoughts and heart as you transition home after your shift?” We learned that we like to sing in cars, pray, call a loved one or just find a few moments of silence. We shifted our minds to home, remembering our own “why.”

As we complete our second **Year of the Nurse**, we are proud of the tenacity and loving spirit of our nursing colleagues. We are compassion in action.

Going Home Checklist

- ☐ Take a moment to think about today.
- ☐ Acknowledge **one** thing that was difficult on shift – let it go – or talk it out safely with a colleague.
- ☐ Check on your colleagues before you leave - are they ok?
- ☐ Are you ok? Your senior leaders are here to support you.
- ☐ Consider **three** things that went well.
- ☐ Now switch your attention to home - rest and recharge.
- ☐ Do something for **YOU!**
Exercise, prayer, music, meditation, time with a friend, be creative!

Medical City Healthcare

“Every single nurse was so gracious and upbeat. A smile and compassion go a long way when a person is as sick as I felt. It was uplifting to my spirit, mind and body.”

Interdisciplinary Collaboration

Quality healthcare requires a team effort and collaboration with many disciplines to achieve optimal outcomes for patients. In 2017, Medical City Healthcare converted to a standardized drug library for all facilities through a collaborative effort among pharmacy, physicians and bedside nurses to ensure intravenous medications are infused safely. Monitoring drug library compliance data is crucial to effectively prevent medication errors, and as part of a continuous quality improvement process, adherence or compliance to the drug library is monitored by pharmacy and nursing monthly. The compliance goal of 95% or greater is an industry standard as recommended by the Institute for Safe Medication Practices (ISMP) and recognizes there must be some allowance made for situations not accommodated by the current pump library. In addition to monitoring compliance, regular analysis of the alerts generated at the pump by the clinician while programming also helps to improve patient safety and quality.

Pharmacy, nursing leaders and front-line staff collaborate on this important patient safety initiative by:

- Reviewing monthly performance metrics and identifying opportunities for improvements
- Identifying drugs missing from the library or not available in a specific nursing care area
- Maintaining monthly medication library through the IV pump change request process to either add, change, or remove medications or safety limits
- Identifying unnecessary warnings and alarms while minimizing workarounds

In 2021, Medical City Healthcare purchased Baxter Spectrum IQ pumps for all facilities to escalate the improvements in consistency, compliance and patient safety. As a result of the success of this project, Medical City facilities have seen great improvement and consistency in pump library compliance and improved patient safety.

Drug library compliance is defined as the number of infusion starts programmed using the smart pump's drug library divided by the total number of infusion starts programmed, expressed as a percentage (e.g., 97%)												Goal
												Meets Goal: >95%
												Approaching Goal: 90 - 95%
												*Unacceptable Performance < 90%
Hospitals	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
MC Alliance	97.92%	90.21%	97.57%	97.41%	95.39%	96.00%	94.68%	95.97%	97.19%	95.96%	96.55%	96.72%
MC Arlington	96.13%	*87.73%	95.33%	95.66%	96.02%	96.12%	96.34%	96.47%	95.48%	95.93%	96.89%	96.65%
MC Dallas	93.29%	90.22%	94.65%	95.25%	96.00%	96.00%	95.71%	96.18%	96.55%	97.20%	95.98%	96.61%
MC Denton	95.36%	95.46%	91.49%	*89.81%	96.60%	96.22%	95.80%	96.34%	94.89%	95.21%	96.61%	96.76%
MC Fort Worth	96.12%	90.17%	96.17%	96.34%	96.45%	96.45%	96.41%	96.83%	97.35%	96.73%	96.58%	96.93%
MC Frisco	94.68%	96.85%	96.12%	96.79%	94.80%	93.95%	94.68%	94.82%	97.71%	97.58%	97.60%	98.07%
MC Heart & Spine	96.24%	95.93%	96.09%	96.35%	95.03%	96.32%	96.93%	96.37%	95.04%	96.19%	96.47%	96.70%
MC Las Colinas	98.50%	97.73%	97.35%	92.55%	97.83%	97.46%	97.90%	97.65%	98.09%	97.58%	97.71%	97.12%
MC Lewisville	97.63%	96.37%	97.46%	97.51%	98.10%	97.46%	97.21%	97.29%	97.72%	97.59%	97.00%	97.34%
MC McKinney	96.23%	96.33%	96.18%	96.37%	96.23%	96.71%	93.24%	96.49%	96.38%	97.04%	97.11%	97.47%
MC North Hills	95.94%	97.21%	96.07%	97.08%	96.41%	*88.17%	97.11%	97.37%	97.95%	97.07%	97.15%	97.89%
MC Plano	96.99%	95.75%	*89.86%	95.73%	96.94%	97.15%	96.82%	96.85%	96.78%	97.18%	97.22%	97.54%
MC Weatherford	92.27%	97.09%	96.55%	96.29%	97.13%	96.70%	95.93%	94.82%	96.51%	96.04%	96.49%	96.71%

Shared Governance

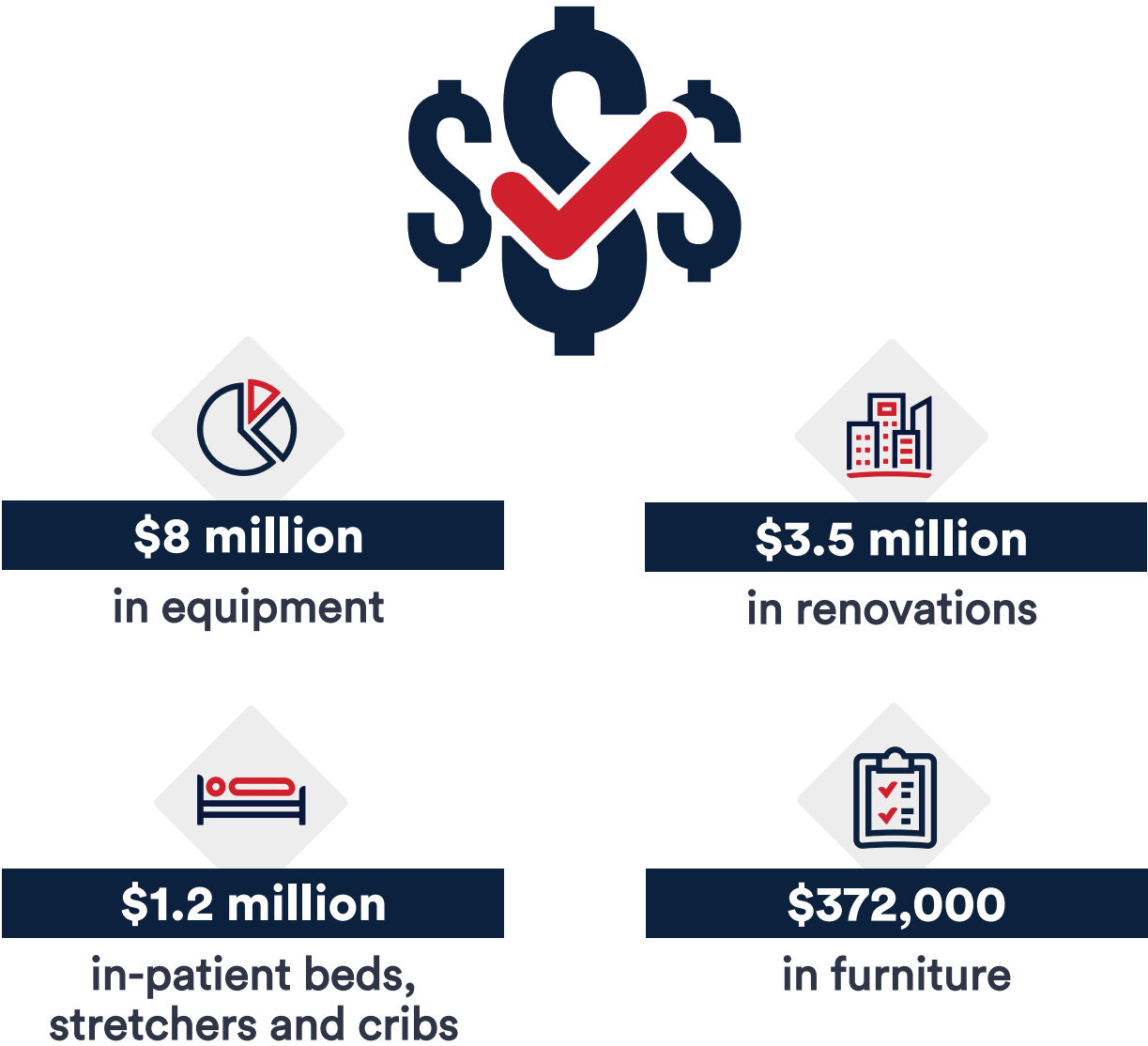
The Professional Practice Governance Board is a division-level shared governance committee with RN representation from every level and facility. The board's engagement led to several positive changes throughout Medical City Healthcare. In 2021, our colleagues provided feedback on sitter utilization, coding for caregivers, employee engagement, care experience and nursing efficiencies and the creation our Professional Practice Model video.



Investing in Nursing 2021

Across the division, we continually invest in leading-edge technology, equipment and other support for our nurses so that they can focus on providing exceptional care in every action, every patient, every time.

Thanks to nurses' direct input, more than \$13 million in nursing investments were made across Medical City Healthcare in the last year to enhance patient safety and improve everyday routines.



DFW 100 Great 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.



Kisse Anku



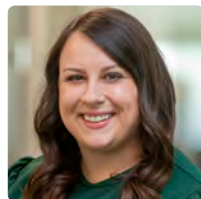
Christy Boucher



Ericka Champion



John Hedgpeth



Jenna Hitchcock



Clinton Keel



Kathryn Kempf



Lauren Kennedy



Shelley Michelli



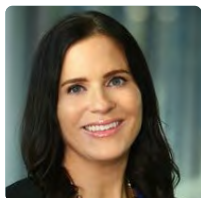
David Rivera



Ineshia Simmons



Jennifer Smith



Emily Sneed



Gwen Spector



Jenny Stuart



Minerva Tamayo



Candace Topping

DFW 100 Great Honorees

Medical City Arlington

Christy Boucher, RN, ADN
Shelley Michelli, DNP, RNC-OB, C-EFM
Ineshia Simmons, BSN, RNC-MNN
Candace Topping, BSN, RNC

Medical City Dallas

Clinton Keel, MSN, RN, CMAC, CCM
Lauren Kennedy, BSN, RNC-OB, C-EFM

Medical City Dallas Children's Hospital

Jennifer Smith, BSN, RN, CPN

Medical City Fort Worth

John Hedgpeth, MSN, RN, NEA-BC

Medical City Heart Hospital

Jenny Stuart, DNP, RN, ONC, NE-BC

Medical City Lewisville

David Rivera, BSN, RN, NE-BC

Medical City McKinney

Ericka Champion, MHSA, BSN, RNC

Medical City Plano

Kisse Anku, BSN, RN
Jenna Hitchcock, MSN, RN, PCCN
Kathryn Kempf, MSN, WHNP-BC
Emily Sneed, MSN, RN, PCCN, NEA-BC
Minerva Tamayo, RN, MSN, PCCN

Sarah Cannon Cancer Institute

Gwen Spector, RN, BSN, COCN

Nursing Informatics

PatientKeeper Link and Launch

Nurses have one-click access to patient charts in PatientKeeper using an iMobile shared device. This truly allows our nurses the ability to be mobile. They can access the entire patient record in the palm of their hand!

What our nurses are saying:

“This is awesome; I like to show my patients their results on the phone. It makes them feel more included in their care.”
— *ICURN*

“I love this; I do not spend as much time on the computer.”
— *House Supervisor*

“I like how if a patient, nurse or doctor asks a question about a lab or test result, I can just look at my phone, and it’s there.”
— *GBURN*

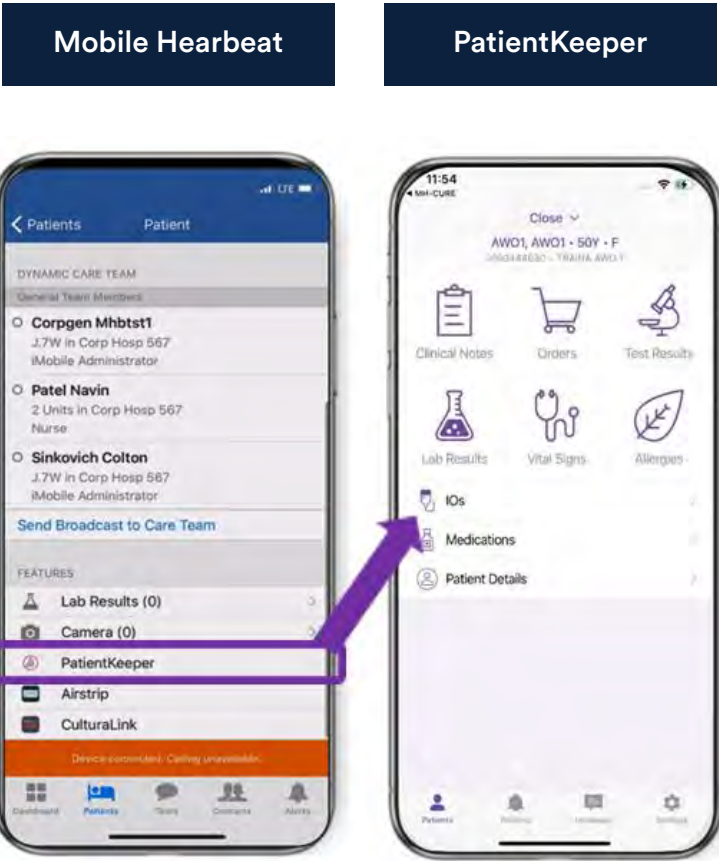
“I really like the functionality, easy to launch in. I can look up orders, and it is helpful for barrier rounds with the physicians.”
— *Case Management*

Care Team Assigner (CTA)

Until recently, there was no single source staff assignment for clinicians. This led to manual and redundant information between systems, which also impeded the ability to accurately identify a patient’s caregiver and deliver specific and timely clinical decision support.

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

Additionally, by ensuring 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

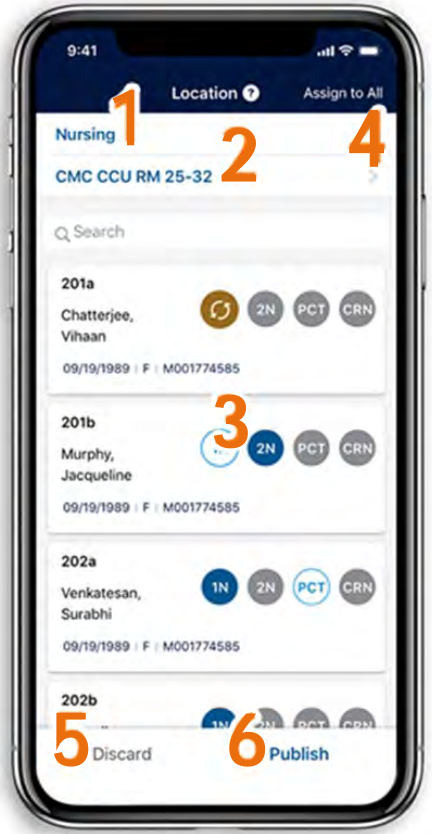
Coding for Caregivers (C4C)

HCA Healthcare hosted its first-ever Coding for Caregivers technology development event. Over 600 experts from every discipline convened virtually or in small groups and spent two days attacking some big problems for HCA Healthcare nurses.

As a result of this event, more than 5,000 ideas were submitted by nurses. With their help, Information Technology Group further vetted entries and identified projects for 30 multidisciplinary teams.

Solutions developed by Coding for Caregivers teams are designed to accomplish at least one of the following:


- Elevate an existing solution to the next level
- Leverage existing technology in a new way
- Create a new solution (majority of the projects)



North Texas won the Voice of the Nurse Award and the overall Coding for Caregivers Champion Award.

Clinical Education 2021 Stats

Nurse Leader Development



1,257

RNs onboarded

3,756

Non-RN colleagues

1,226


Nurse Residents

Total = 6,239

Employees onboarded

91.5%

Nurse residency retention for Feb. 2021, July 2021, Oct. 2021 cohorts



5,520

Nursing students placed

206


Preceptors trained

3,960

Nursing Continuing Education hours provided

3,561

RN participation in professional development courses offered by the HCA Healthcare Clinical Education Team



300

Electronic ongoing competency packages to over 4,300 RNs and PCT/nurse externs

August 2021

Launch of Competency-Based Staged Orientation packages digitally within HealthStream

Nurse Leader Onboarding Upgrades for 2021

Loop, a repository of commonly used links was created and accessible by all Medical City Healthcare leaders. This collection can be found at <https://loop.medcity.net/Collections/2456>

Nurse leader eSAF provisions: Collaborated with the division IT team to standardize first-day access for Orbit, ISAS Plus, ISAS Staffing Grid and Facility Scheduler.

New Leader Compassionate Care Boot Camp: Day One

This full-day training provides the why, what and how of evidence-based leadership tactics, which have been proven to drive performance in employee engagement and patient experience. New leaders are given the opportunity to practice these skills and receive coaching in a safe, learning environment.

Topics covered during this training include:

- Inspiring huddle
- Employee rounding
- LEARN service recovery
- STAR coaching
- Nurse leader rounding

Nurse Leader Boot Camp: Day Two

New in 2022 and led by a panel of subject matter experts, this full-day training provides new nursing leaders with fundamental information to better equip them for success in their new roles.

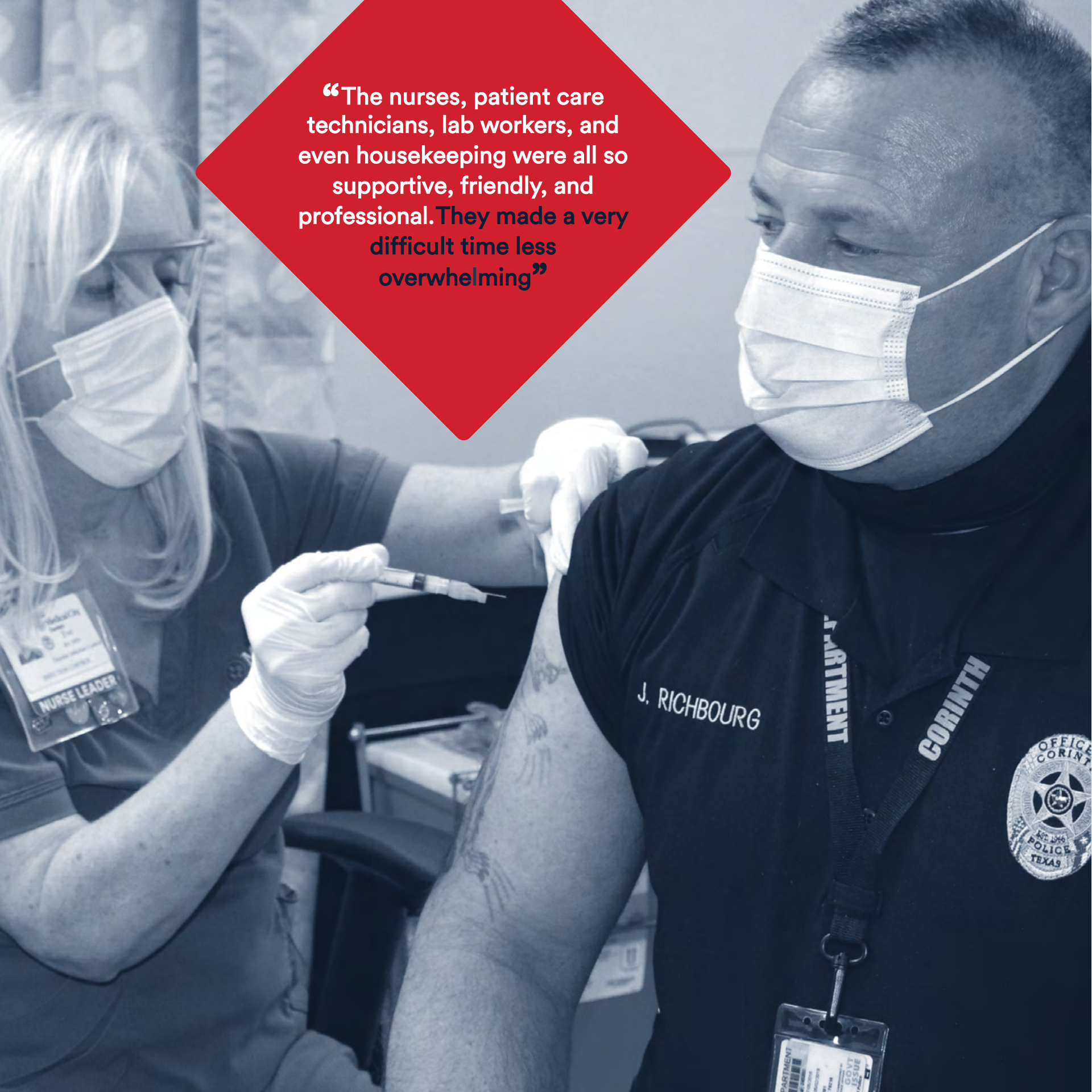
Topics covered during this training include:

- Role and practice of the nurse leader
- Nurse leader pitfalls
- Leading quality at the bedside
- Operational leadership
- Clinical education, shared leadership and Magnet designation
- Leadership development

Amanda Faggart, MSN, NEA-BC, RNC-OB Director of Nurse Leader Onboarding

Amanda joined the division nursing from Medical City McKinney, where she started in 2000. She has served in progressive leadership roles, including clinical educator, nurse manager and director of women and children’s services. As the division director of nurse leader onboarding, she is responsible for supporting the onboarding of new nursing leaders promoting the use of evidence-based leadership tactics. Throughout the onboarding period, she facilitates new leader professional development classes, as well as provides individual mentoring, coaching, and support for leaders as they learn to balance the priorities of service, quality and fiscal stewardship.





“The nurses, patient care technicians, lab workers, and even housekeeping were all so supportive, friendly, and professional. They made a very difficult time less overwhelming”

Economic Impact



\$304 million

in charity and
unreimbursed care



\$73 million

in local property
and sales tax



\$5 billion

in total
economic impact

Caring for Our Community 2021



DONATED BY EMPLOYEES - MATCHED BY HCA

\$829,688



CHARITABLE GIVING

BY HOSPITALS + DIVISION

\$550,000+
60% ▲ from 2020



CHARITIES
300 CHARITIES SUPPORTED

DONATED BY EMPLOYEES - MATCHED BY HCA

\$210,531



VOLUNTEERISM
170 VOLUNTEERS

VOLUNTEER HOURS BY EMPLOYEES

4,205 HOURS
23% ▲ from 2020

GRAND TOTAL: \$1,590,000+

Caring for Our Community 2021



HEALTHIER TOMORROWS
FOOD DRIVE

13

FOOD BANKS
SUPPORTED

\$130k

MEALS
DONATED



MENTAL HEALTH CURRICULUM
GRADES 8-10

6,323

STUDENTS SERVED
2020-21 SCHOOL YEAR



PATHWAYS IN TECHNOLOGY
EARLY COLLEGE HIGH SCHOOL

\$1.35 MILLION

GRANTED TO
EDUCATE TEXAS
HCA HEALTHIER TOMORROW FUND



3,400 pounds

OF MEDICATIONS COLLECTED
THROUGH THE DRUG TAKE BACK
DAY INITIATIVE



The Voice
of our
Patients

“The nurses were
GREAT! Every nurse
during our stay from
8/24-8/26 was
phenomenal.”

“The personnel of
nursing is very special,
selfless, responsible, loving
& very prudent,
very professional.”

“Nurses were very positive —
demonstrated that they
cared about my wellbeing
not just physically —
but also mentally
and emotionally.”

“I cannot remember
the nurses’ names, but they
were all AWESOME.
They gave me the
best care!”

“Nurses were
attentive &
always kind.”

“I have to say all
my nurses on the floor
were awesome! They made
my experience
much better.”

Powerful M O M E N T S

2021

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