

Compassion

 Medical City Healthcare



2022

Nursing Annual Report

Above All Else, We Are Committed to the Care and Improvement of Human Life.



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Letter from the Division President

2022 brought what we all hope is an end to the global COVID-19 pandemic. But the compassionate connections you made with patients, their families, and each other, are lasting. And meaningful.

Whether in a pandemic, in an ICU patient's room, having a conversation with a worried family member, or in any other of the many scenarios you experience daily, your capable and kind hands and words deliver hope in every unit across Medical City Healthcare. You display remarkable teamwork and a sense of community clear to patients, even as you deliver person-centered, evidence-based care.

Because of your contributions, 10 of our hospitals were graded A for safety by The Leapfrog Group® and four were voted "Best Hospital to Have a Baby" in North Texas by DFWChild Magazine. Additionally, this system has achieved an impressive list of six Magnet®-designated hospitals on 10 campuses for nursing excellence. And your efforts were celebrated across North Texas, with 17 Medical City Healthcare nurses named to the DFW Great 100 Nurses list and to the D Magazine Excellence in Nursing Awards.

I'm tremendously grateful for your inspirational work and the many sacrifices you have already made.

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

Blessings on you and your work,

Allen Harrison
President
Medical City Healthcare



The nurse, doctor, and PA all listened to me even when I was crying. They were very genuine and caring. I can NOT say enough about how impressed I was with this visit. I've had many visits to this ER with myself, and kids and this visit was my best experience to date. Thank you again.



Letter from the Division Chief Nursing Executive

If you or a loved one has experienced a healthcare emergency or visit to a hospital, you know it can be fraught with worry. Our patients feel this deeply, too. The literature is clear that compassion alleviates anxiety and suffering. That is why we continue to focus on compassion as a powerful support for the outstanding care we provide patients and families at Medical City Healthcare.

There are many different ways in which we can show compassion every day

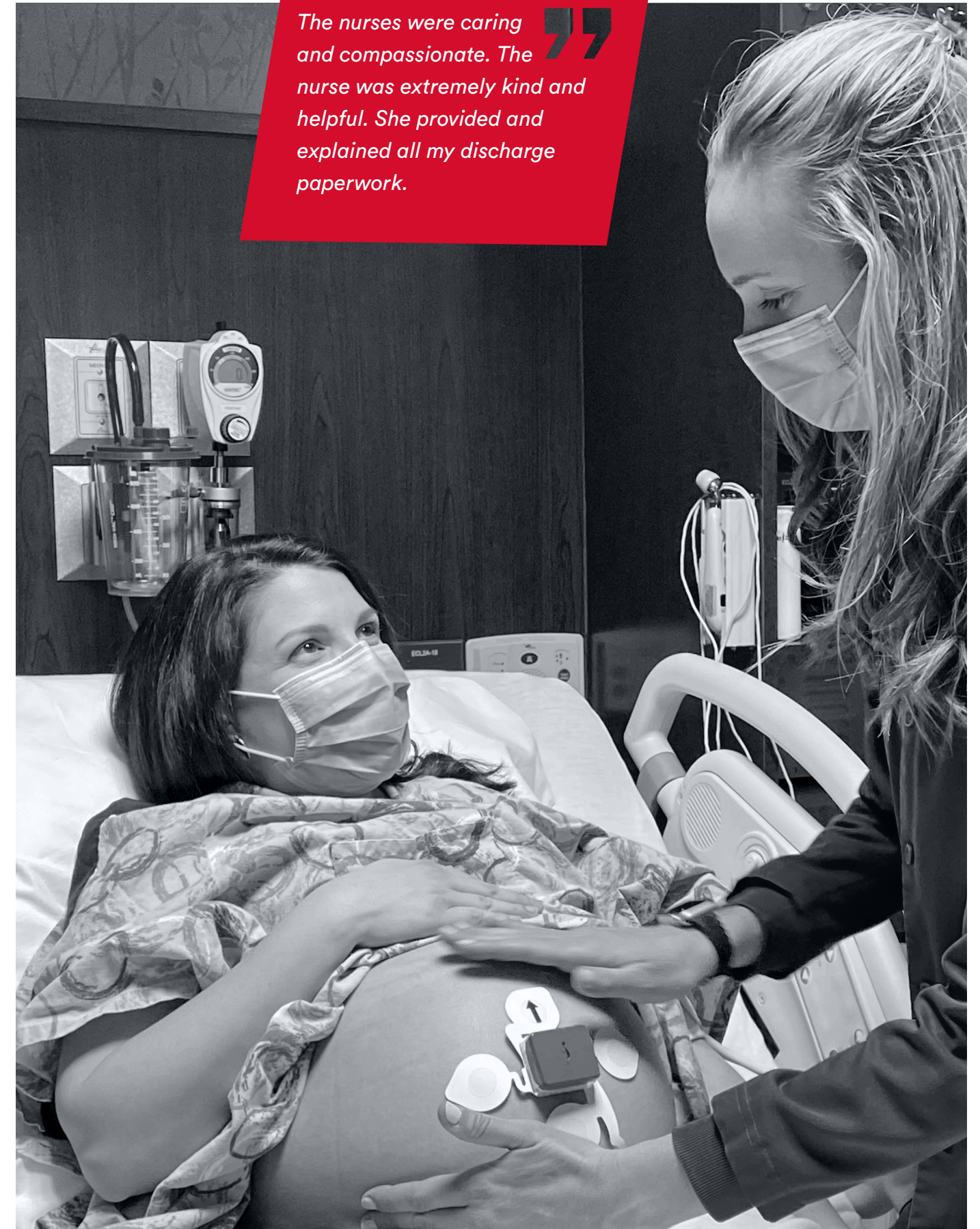
We all have an opportunity to reduce anxiety, build relationships and provide hope and a feeling of normalcy for our patients, peers and ourselves. There are many different ways in which we can show compassion every day. We foster a compassionate culture within Medical City Healthcare and the North Texas Division via our mobile compassion carts; Walk-A-Mile shifts, during which senior leaders shadow a bedside nurse; pet therapy; My why boards, the creation of “wow” memorable moments; and other ways.

Wrapping our patients, their families and each other in the warmth of compassion positively impacts the exceptional care we deliver. What you will see in the pages to follow are the incredible results that have followed as the direct result of compassionate clinical excellence. And, compassion will continue to yield results long term in fortifying and expanding our culture to reduce post-pandemic staffing challenges.

I am thankful and proud of your great work and tremendous compassion in the year past and in the future.

With gratitude,

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



The nurses were caring and compassionate. The nurse was extremely kind and helpful. She provided and explained all my discharge paperwork.

Fast Facts



6,000
Registered Nurses



20,000
Babies Delivered



634,000+
Emergency Room Visits



98,000
Surgeries*



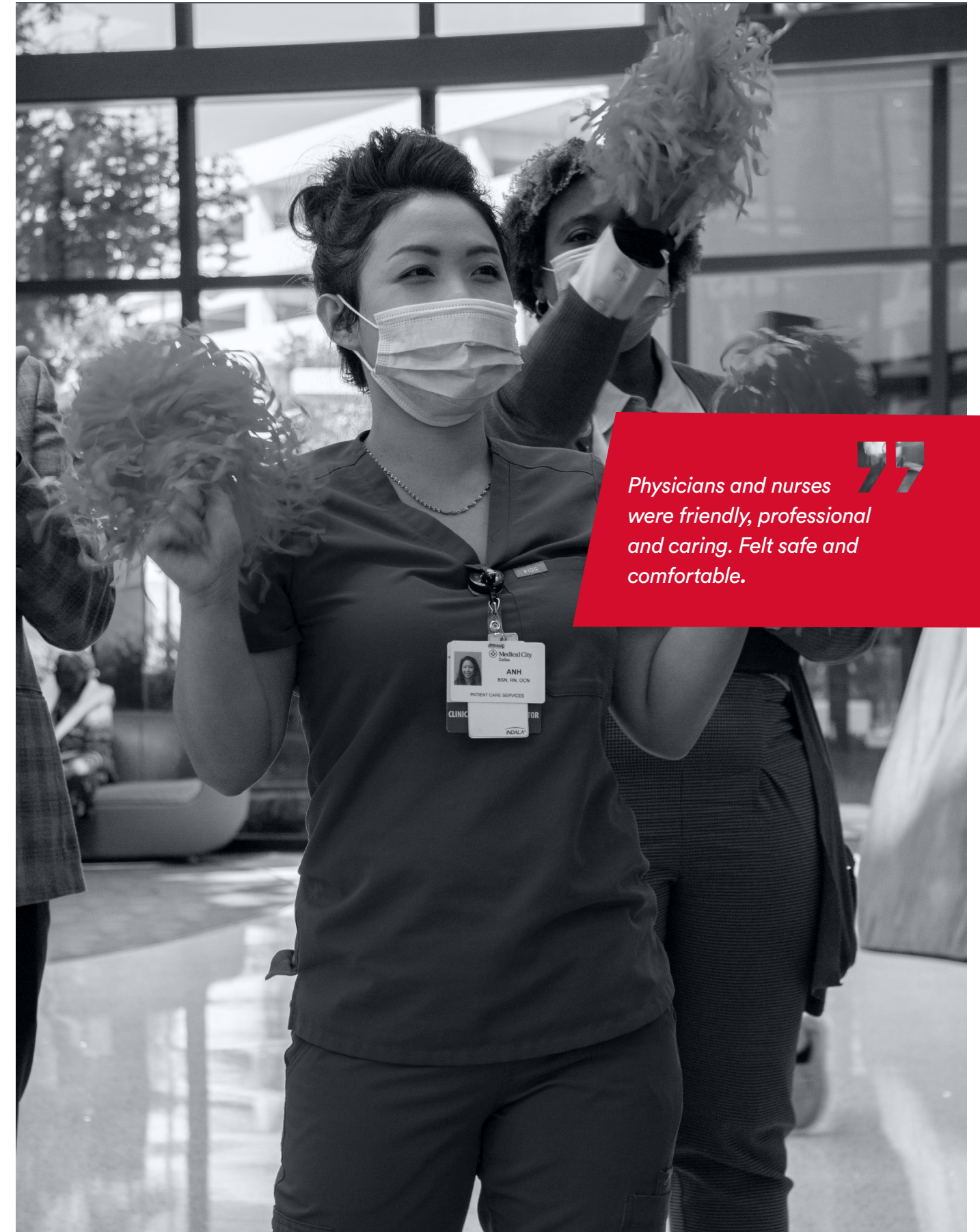
1.2M
Outpatient Visits



**10 Hospitals
graded A**
for safety by
The Leapfrog Group®

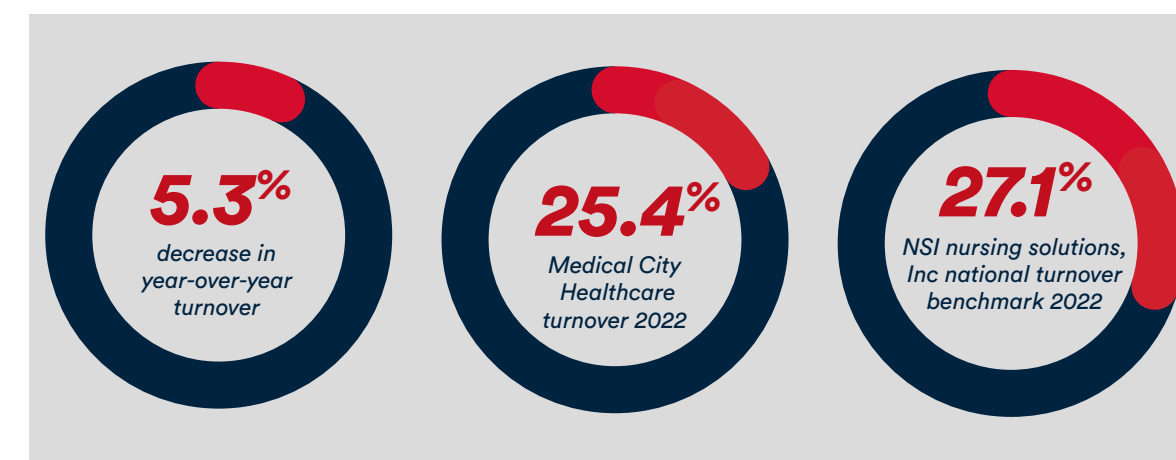
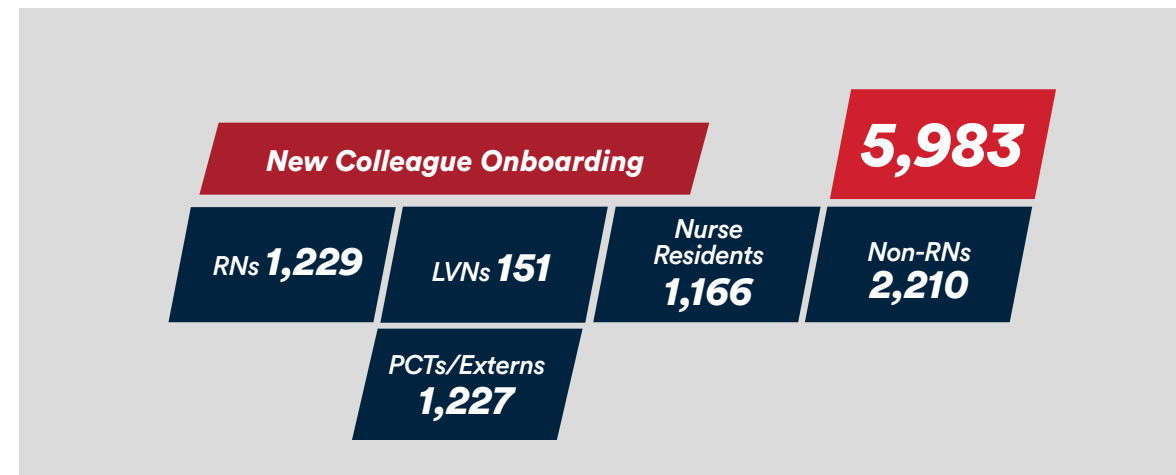


6 Magnet®
designations which
includes 10 campuses



”
*Physicians and nurses
were friendly, professional
and caring. Felt safe and
comfortable.*

Staffing & Care Team Support



New Executive Team Members

Kerry Wilder, DNP, MBA, RN, Division Vice President Quality



Dr. Wilder has served as assistant vice president for quality and patient safety since July 2021, and has been responsible for providing analytical direction for quality, patient safety and regulatory compliance, in addition to supporting other division initiatives. In that role, she implemented the use of the Institute for Safe Medication Practices (ISMP) hierarchy of effectiveness model, resulting in significant quality improvement. She also established collaborative partnerships to aid in transforming quality and patient safety within Medical City Healthcare. She holds a Doctor of Nursing Practice from Duke University, a Master in management from Amberton University and a Bachelor of Science in nursing from Ryerson University.

Amy Smallwood, DNP, RN, Division Vice President Nursing Operations



Dr. Smallwood joined HCA in 2021 as Vice President of Nursing Operations for the Mid-America Division. In 2022, she transitioned to the North Texas Division as part of the realignment of the Louisiana hospitals where she served as the interim CNO for Tulane Health System in New Orleans from June 2022 through December 2022. Dr. Smallwood officially began her new role as Vice President of Nursing Operations for North Texas in January 2023. With a strong background in nursing operations, she will help support our nursing leaders and lead various nursing projects across the division. Dr. Smallwood received her Bachelor of Science in nursing from Florida State University and her Master of Science in nursing and Doctor of Nursing Practice in executive nursing administration from the University of South Alabama.

Krysta Myers, MHA, BSN, RN, Division Director Dialysis



Krysta is responsible for the in-house dialysis program for Medical City Healthcare. She has more than a decade of nursing experience and was most recently the acute dialysis director with Christus Health, converting multiple dialysis programs throughout Texas, Louisiana and New Mexico. Krysta earned a Bachelor of Science in nursing from Texas Tech University Health Sciences Center and a Master of Healthcare Administration from Ohio University.

Deborah Walters, BSN, RN, Division Director Case Management



Deborah joined Medical City Healthcare from St. David's North Austin Medical Center, where she served as director of case management since 2013. She earned the HCA Innovator Award for Financial Impact in 2016 for her case management on wheels proposal. She also worked with a collaborative team to develop a mobile case manager computer that has been adopted by several divisions across HCA. Deborah earned a Bachelor of Science in nursing from Texas Woman's University.

Exceptional Clinical Quality

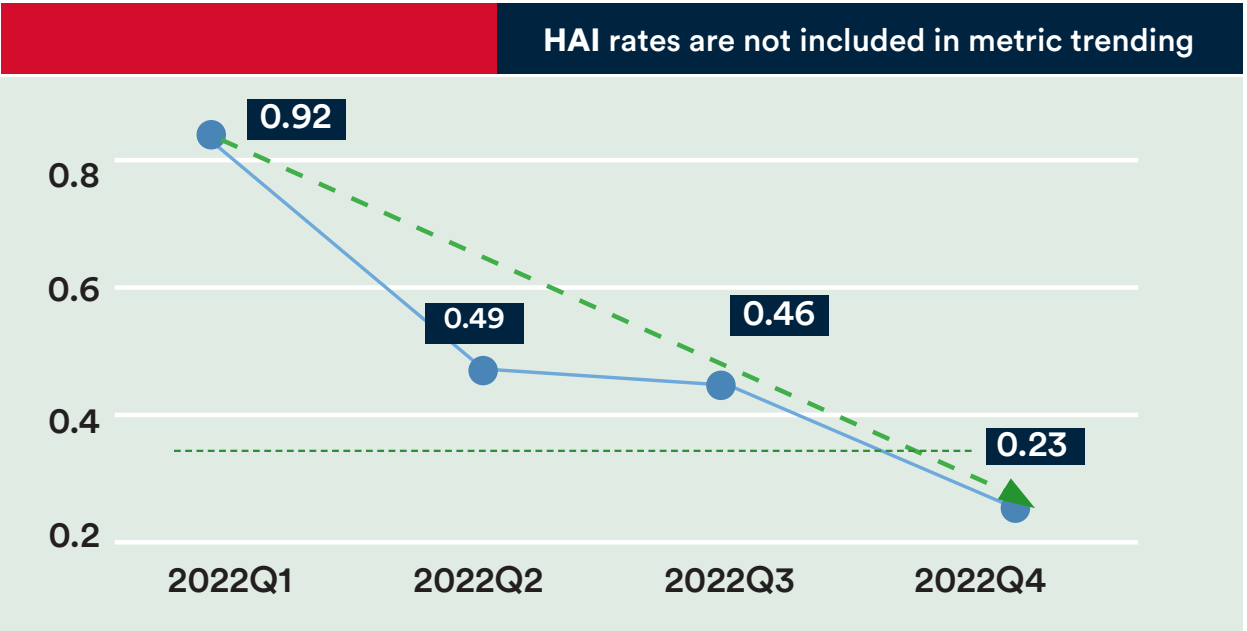
The Quality University was developed at Medical City Healthcare and has since expanded across HCA Healthcare. The program is designed to introduce quality processes, systems, tools and concepts to drive better patient outcomes. It is also a mechanism to expose leaders to this specialty with a goal of building our quality and infection prevention pipeline. Forty five students graduated in March 2023.

45 students
graduated in
March 2023.

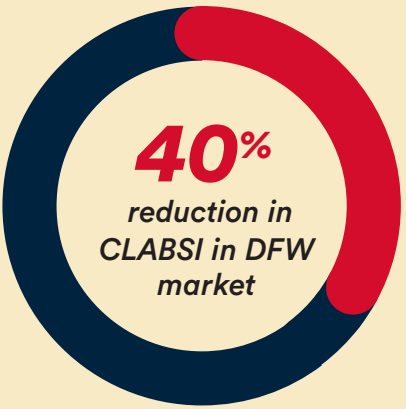
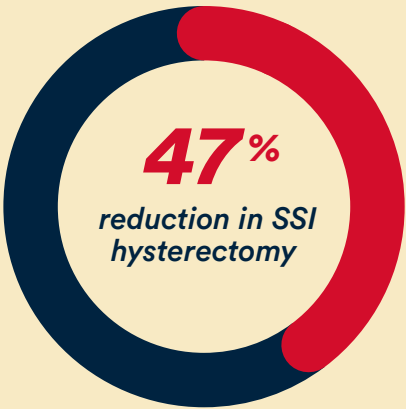


Exceptional Clinical Quality

Surgical Site Infection (SSI): Hysterectomy



5/5 successful triennial TJC surveys



Unparalleled Patient Service

Unparalleled Patient Service

Caring Like Family

No one loves you like your family. And in 2022, when our nation and community had reached the boundaries of stress and fatigue and intolerance for our continued limitations and constraints, we circled our wagons and put at the center caring for self and caring for each other. Sparked by transparent feedback from weary emergency teams about compassion fatigue, we established the Stronger Together Buddy Program, and then broadened the invitation to our entire division. Buddies paired up for weekly discussions – virtually – to share and validate feelings at deeper levels.

Families share, care and help each other. Our colleagues are our family, so we needed every colleague to have an active voice. We determined to round every month on our colleagues and not wait for them to bravely give feedback. We recognized compassionate care, and elevated and shared great ideas. We removed barriers and fixed broken processes. We were able, with monthly improvements, to reach our goals of >75% of all employees receiving a round every month, even with the mid year expansion in June of our sister hospitals in Louisiana. And by acting on this feedback, we are making a difference in keeping our Medical City family strong.



“It was great to learn the perspective and challenges of my buddy. I liked learning about our similarities and differences. You don’t always have to be strong; it is OK to depend on someone else.”

1

Promote Psychological Safety:

- Deeply listen
- Validate and normalize feelings
- Promote basic self-care
- Don’t interrupt, problem-solve, offer solutions or share your own personal experiences
- Repeat information as often as needed

2

Promote Connectedness:

- Discuss getting and giving support
- Ask about support systems: family, friends, children, pets
- Inquire into community connections, including faith-based organizations and hobbies
- Ask the person what they need to feel more connected to others
- Make referrals as needed

3

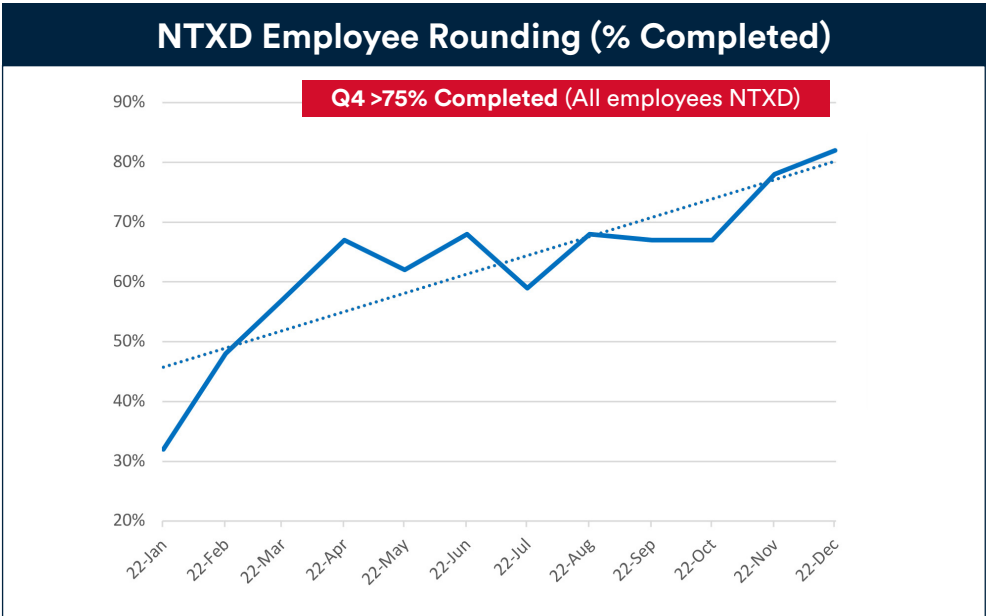
Show Calm and Comfort:

- Focus on function
- Be courteous, compassionate, empathetic and soothing
- Don’t push for information
- Promote coping strategies:
 - Stop and take a breath
 - Self-care
 - Focus efforts on what is within your power
 - Foster a spirit of fortitude, patience, tolerance, gratitude and hope

4

Promote Self-Empowerment:

- Help the person to identify what they can control or do for themselves
- Engage people toward meeting their own needs
- Validate and support the resilience of your team member
- Promote “normal” activities outside of work



Revitalizing and Recovering

After two years of the pandemic, our community returned in 2022 to seek care and have elective surgeries and birth babies. Our beds were at capacity, our emergency departments were holding patients overnight throughout the region, and our staff was again stretched. Innovations from nurses included serving patients and families in special discharge lounges, calling on Lyft and Uber to transport families home when family members had gone back to work, doubling up rooms to avoid waiting, and including families wherever and whenever possible. In spite of these challenges, our nurses provided care experiences that led our company (#2 of 15 divisions and over 185 hospitals) and showed our communities we are here for them in spite of pandemic, tornado or storm. On multiple occasions, nurse and nurse leaders hoteled nearby to keep care continuous. And day in and out, **our nurse leaders rounded on nearly 89% of all inpatients.** Nurse communication and responsiveness were and continue to be our keys to compassionate, connected care.

Unparalleled Patient Service

We learned about the power of moments, and how we can create peaks and remove pits for each other. We created strong and poignant onboarding and welcoming programs. We held special celebrations for patients – weddings, birthday parties and even attending virtual events with them. We provided Walks of Honor for our fallen public servants and members of the military. We laughed and cried and celebrated thousands of milestones.



Police Recruit Honor Walk

Medical City Arlington organized a Police Recruit Honor Walk. “This final, silent salute for a fallen Arlington police recruit will forever stand as a powerful moment and embodiment of Medical City Arlington’s culture.” - Sharn Barbarin, CEO

Unparalleled Patient Service



Medical City Denton worked to empower a teamwork culture, bringing a multitude of powerful moments, as in this example. Trevin had flown in from Florida for his son’s wedding but required emergency surgery before the wedding took place.

Following emergency surgery, Trevin was afraid he wouldn’t be able to be part of his son’s wedding.

ICU, cardiac cath lab, chaplain and support teams threw a wedding to remember thanks to a culture of teamwork and empowerment.



Medical City North Hills and the operations team recognized the opportunity to elevate the experience for patients undergoing spine surgery with a new spine surgeon converting his practice from a boutique surgical center to Medical City North Hills.

The staff were able to create a patient process that would generate peak moments, beginning with a well-coordinated team greeting each patient on arrival and personally escorting them through the surgical process.

Throughout the stay, the patient’s preferred name, a personal connection, and any concerns or questions are shared among leaders via WebEx to ensure the patient and their family members are fully informed at all times.

Unparalleled Patient Service



“I can’t say enough how wonderful your nurses were. EVERY SHIFT, even if not my assigned nurse they were all there ready to help. These nurses are an example of what other hospitals should be. Excellence in the ‘Art of Nursing,’ compassion and dedication!”

Unparalleled Patient Service



Shared Governance



The Professional Practice Governance Board (PPGB) is a division-level shared governance committee with clinical representation from every level and facility. The board’s engagement led to several positive changes throughout Medical City Healthcare. In 2022, our colleagues provided feedback on nursing informatics classes, community engagement, innovative care team models, retention of colleagues, individual development plans and innovations in technology such as: coding for caregivers, GE Wound Image Capture, iatricSystems™ MobiLab® mobile barcode technology for patient identification and specimen labels, and facility scheduler program. Additionally PPGB hosted a Professional Practice & Nursing Strategic Planning Summit in conjunction with CNO Council on October 3, 2022.

Professional Practice & Nursing Strategic Planning Summit

- Compassion Campaign
- Extreme Nursing/Caregiver Recognition
- Employee Engagement Kickoff & five Point Retention Plan Breakout
- Nursing Strategic Plan
- Professional Practice Model Breakout
- Physical and Psychological Safety
- Diversity, Equity, and Inclusion
- Volunteer Activity



Shared Governance



PPGB collected 200+ care packages
filled with toiletries benefiting the Resource Center and Samaritan House.

DFW Great 100 Nurses

Dedication to an exceptional nursing practice environment is a hallmark of Medical City Healthcare. So it is our privilege to share that 17 extraordinary Medical City Healthcare nurses have been named to the prestigious DFW Great 100 Nurses list this year.

The DFW Great 100 organization noted that over 700 applications were received this year, many more than in prior years. Of more than 50,000 nurses practicing in North Texas, only 100 honorees are named to this list as examples of excellence for being compassionate caregivers, leaders, role models and significant contributors to the nursing profession.

- **Medical City Arlington:** Kerrie Eyler
- **Medical City Children’s Hospital:** Heather Stockman
- **Medical City Dallas:** Kaelea Butterfield, Allyson Curlin, Anna Dao, Erika Troutman
- **Medical City Denton:** Maritza Cates, Rebecca Jones, Crystal Perry
- **Medical City Healthcare:** Alexis Burnett
- **Medical City Heart Hospital:** Susan Hanfland
- **Medical City Lewisville:** Shanna Boettcher, Stephanie MacVeigh
- **Medical City McKinney:** Melanie Vazquez, Mark Weiss
- **Medical City Plano:** Tanya Halbmaier, Sarah Romero

Of more than 50,000 nurses practicing in North Texas, only 100 honorees are named to this list as examples of excellence



D Magazine: Excellence in Nursing Awards

Nominators were asked to provide evidence of the Nurse’s dedication to excellence in three primary areas: how the nurse affected their lives, communities and profession. The editors of *D Magazine* selected the best nominations, and were then selected by a panel of esteemed registered nurses in various fields. Below are the outstanding 17 winners from Medical City Healthcare in the following categories: Direct Care Nursing, Education, and Leadership.

Direct Care:	Valerie Parks <i>Registered Nurse</i> Medical City Dallas	Leadership:	Cyndi Kay <i>Nurse Manager</i> Medical City Plano
Justina Arize <i>Clinical Nurse Coordinator</i> Medical City Dallas	Zandra Richardson <i>Clinical Nurse Coordinator</i> Medical City Plano	S��verine Arrieudebat <i>House Supervisor</i> Medical City Dallas	David Rivera <i>Director, Acute and Critical Care</i> Medical City Lewisville
Tammy Avants <i>Palliative Care Coordinator</i> Medical City McKinney	Avery Voigt <i>Registered Nurse</i> Medical City Dallas	Susan Baby <i>Director, Senior Health Clinic</i> Medical City Lewisville	Olivia Sidereas <i>Manager, Emergency Room, Medical</i> City McKinney
Brenda Cannedy <i>Clinical Nurse Coordinator-Emergency Department</i> Medical City McKinney	Education:	Agnes Bieinek <i>Manager, Ortho Surgical Trauma Unit</i> Medical City McKinney	Trista Smith <i>Manager, Progressive Care Unit</i> Medical City McKinney
Natalie Creel <i>Registered Nurse</i> Medical City Plano	Carroll Deighton <i>Women and Children’s Services Maternal Program Coordinator</i> Medical City Lewisville	Deborah Cates <i>Director, Women and Children’s Services</i> Medical City Lewisville	Theresa Van Tang <i>Interim Manager, Burn/Trauma</i> Medical City Plano
Sharron Kerber <i>Registered Nurse</i> Medical City Plano		Megan Gallegos <i>Chief Nursing Officer</i> Medical City Lewisville	



Nursing & Clinical Informatics

iatricSystems™ MobiLab® mobile barcode technology on iMobile coming Nov. 1st-18th

- Utilizes the native camera on the iMobile device for scanning patient ID bands and specimen labels.
- In Scope: ED, Nursing, and Lab
- 100% mobile solution
- Color indicators for past-due and upcoming lab collections
- Secondary patient identification
- Shows and prints labels in order of collection

GE Wound Image Capture on iMobile

Utilizes the native camera on the iMobile device for capturing wound images.

Benefits of GE Wound image capture:

- Improved workflow efficiency
- Easily photograph wounds without searching for a camera
- Quickly view wound images
- Increased wound image capture process satisfaction

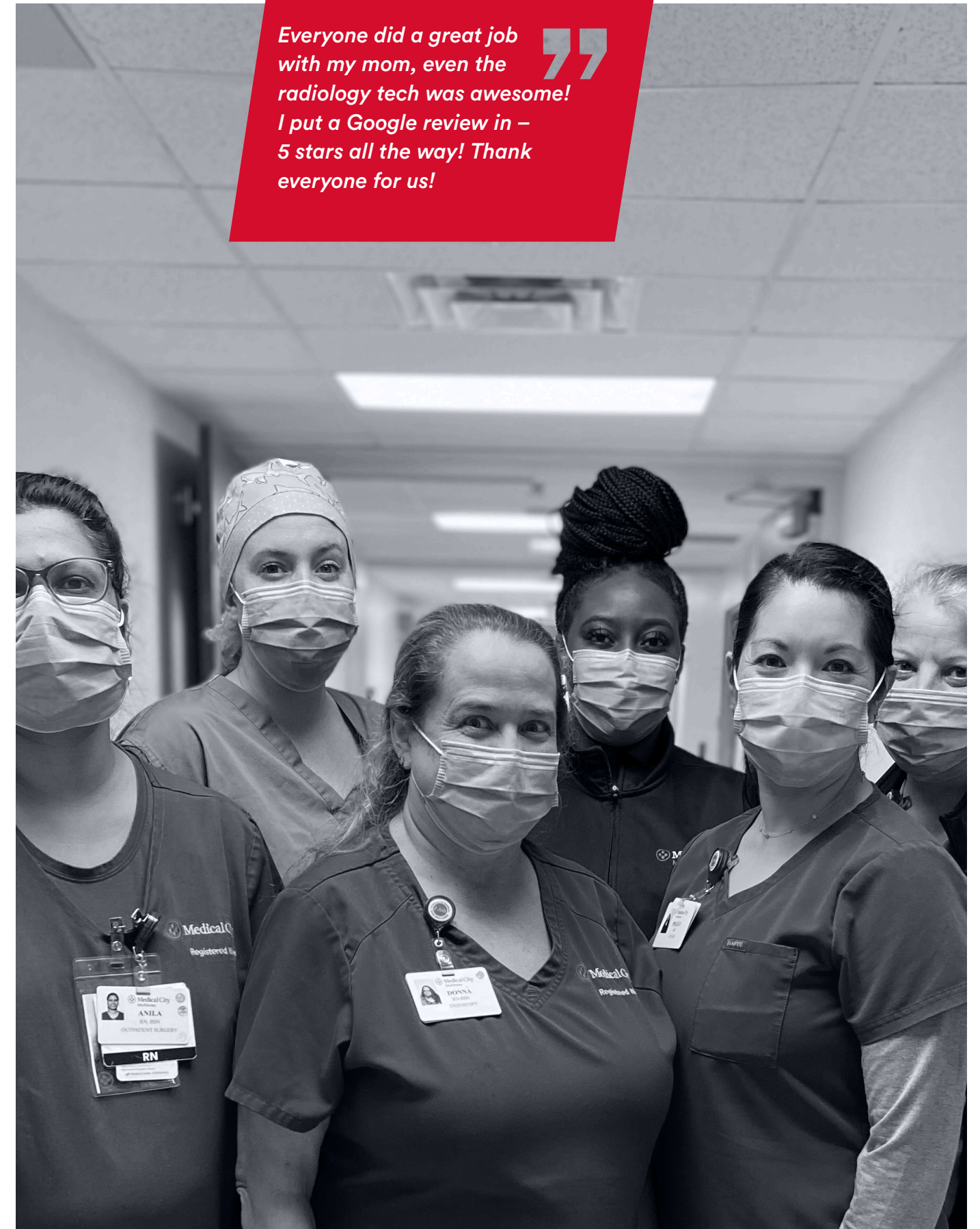
"It saves us two hours on our wound care Wednesdays!"

–Wound Care RN

"I really like being able to view images from any computer and not having to use the paper chart."
–Hospitalist

"It saves so much time now that I don't have to find the camera, mount sheets and print the photo. Plus half the time the printer doesn't work."–RN

Everyone did a great job with my mom, even the radiology tech was awesome! I put a Google review in – 5 stars all the way! Thank everyone for us!



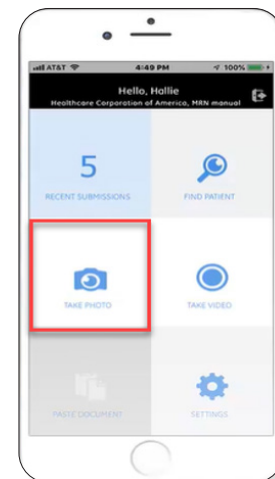
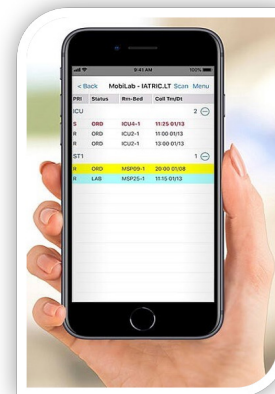
Nursing & Clinical Informatics

Coding for Caregivers (C4C)

A four-day intense competition where 26 other teams across HCA competed to develop our frontline nurses' innovative ideas to improve their everyday tasks and the care of our patients. The North Texas C4C team presented Revive, a mobile solution that accurately keeps time; records; documents all activities, medications, and participants of the code event; and interfaces with the EHR. Revive was selected as the solution that will have the most significant impact on our nurses and clinicians, receiving the Developer's Choice and Voice of the Nurse awards.

Congratulations to our nursing champions:

- **Kim Cole**, BSN, RN – Medical City Fort Worth / Weatherford
- **Luis Matute**, BSN, RN, CCRN – Medical City Plano
- **Danielle Miller**, BSN, CMSRN – Medical City Plano
- **Jenny Ogburn**, BSN, RN – Medical City Dallas
- **Rick Rodriguez**, RN – Medical City Plano
- **Sarah Bryant**, MSN, RN-BC – Division



Nursing & Clinical Informatics

Congratulations to our three nurses whose innovative ideas were selected and created during C4C

- **Minerva Tamayo**, MSN, RN, PCCN Medical City Plano Clinical Nurse Coordinator ICU Step Down
- **Abel Kissaru**, MBA, BSN RN-BC – Medical City Denton Director of PCU
- **Danielle Miller**, BSN, RN, CMSRN Medical City Plano Manager of Critical Care Step Down Unit



Clinical Education & Professional Practice

2022 Year in Review



Student Encounters
Nursing Students 5,304
Allied Health 1,624
6,928



Initial Competency
(JANE®) Assessment
2,404
Knowledge Assessments 81%
2,059
Critical-Thinking
Assessments 47%



2022 CE Hours Awarded
16,806



HealthStream
Training Course Assignments
1,819

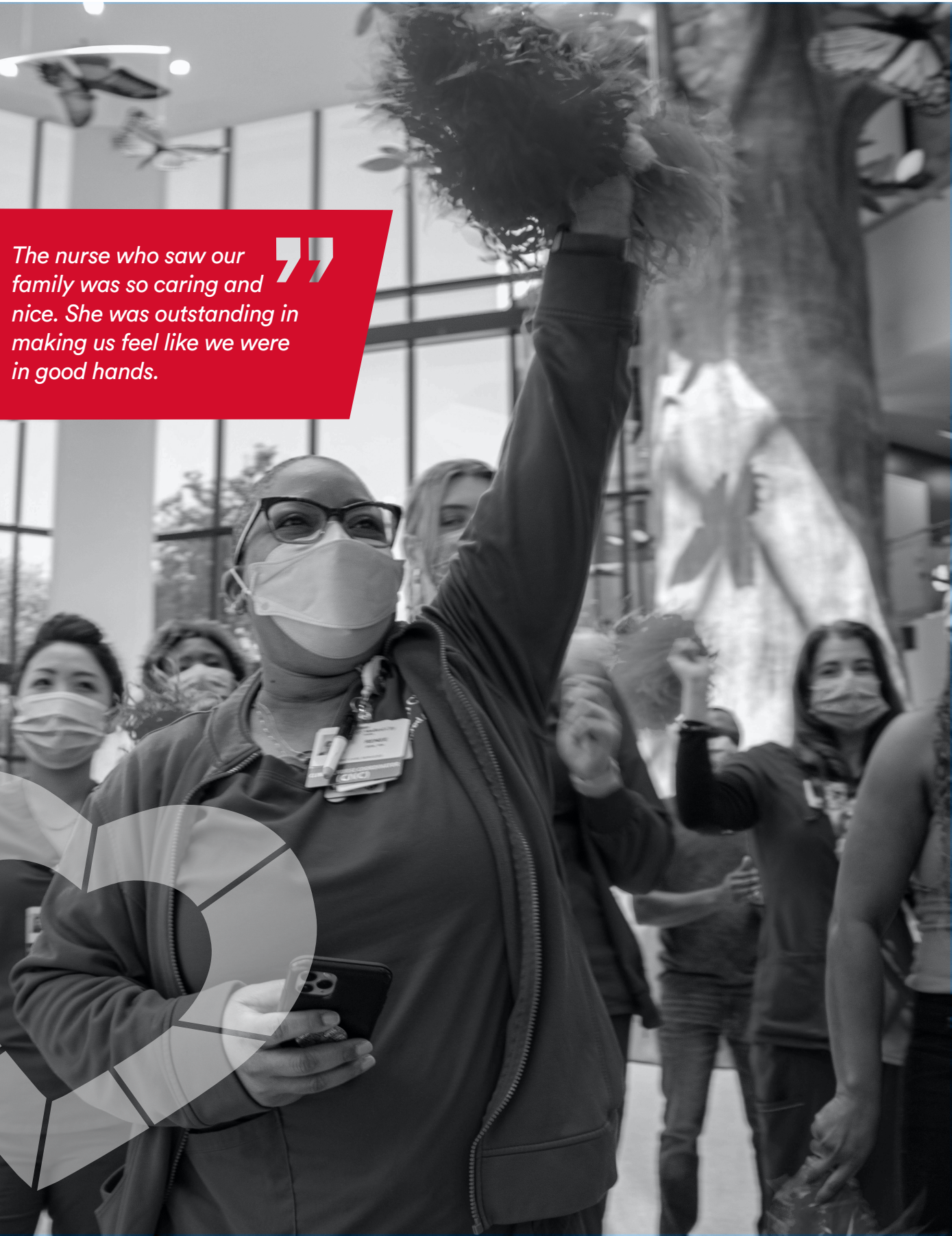


Virtual Reality Users
241
Malignant Hyperthermia
Shoulder Dystocia
RACE PASS Fire in the OR
Pediatric Emergenc, Pre-Hospital
Pediatric Emergency, Hospital
Postpartum Hemorrhage
ALS



*Excellent experience!
Volunteers, staff, nurses
and doctors were friendly,
comforting, caring and
extremely professional. Great
hospital! Great staff! Great
job! Thank you.*





The nurse who saw our family was so caring and nice. She was outstanding in making us feel like we were in good hands.

Nurse Leader Development

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



New Leader Boot Camps



Nurse Leader Mentor Program



New Leader Onboarding Experience



Nurse Leader Certificate Program:
71 graduates in NTX 2022

- Leadership Essentials: **42 graduates in North Texas 2022**
- Leadership Institute Academy: **23 graduates in North Texas 2022**
- Director Development Program
- Advanced Leadership Program for ACNOs
- Executive Development Program for ACNOs
- Executive Transitions for-new-to-role VP and above
- Chief Leadership Program for CNOs
- Leadership Development Institute - Crucial Conversations: **800+ participants**
- Ntrinsx Communications and Team Performance
- Outmatch Leadership Coaching
- Retention Training: **5 North Texas Hospitals**
- Individual Development Plan Coaching
- Monthly Lunch and Learn Series from Harvard Café

Caring for Our Community



173,000
MEALS
DONATED

16
FOOD BANKS
SUPPORTED



4,200
POUNDS OF EXPIRED AND UNUSED
MEDICATIONS COLLECTED



21-DAY SNACKING CHALLENGE
20,000+
ELEMENTARY STUDENTS
PARTICIPATED
2021-2022 SCHOOL YEAR



MENTAL WELLNESS CURRICULUM
GRADES 8-10
5,533
STUDENTS SERVED
2021-2022 SCHOOL YEAR



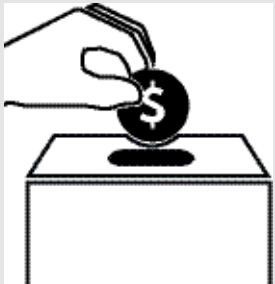
American Stroke Association®
A division of the American Heart Association.
Together to End Stroke®

\$15 MILLION
GRANT SUPPORTED BY HCA HEALTHCARE AND
HCA HEALTHCARE FOUNDATION
TO PREVENT, TREAT AND BEAT STROKE

Caring for Our Community



DONATED BY EMPLOYEES - MATCHED BY HCA
\$840,000+



CHARITIES
350 CHARITIES SUPPORTED

DONATED BY EMPLOYEES - MATCHED BY HCA
\$276,000+



CHARITABLE GIVING

BY HOSPITALS + DIVISION
\$800,000+
(24% INCREASE FROM 2021)



VOLUNTEERISM
279 VOLUNTEERS

VOLUNTEER HOURS BY EMPLOYEES
6,614 HOURS
(57% INCREASE FROM 2021)

GRAND TOTAL: \$1,900,000+

The staff is great — doctors, nurses, aides — everyone is kind, most helpful and makes me feel like I am the only patient they have. Best group of folks ever.

”



They showed so much love, compassion, understanding. These nurses along with a couple of patient techs were so caring to me. Please be sure that they are acknowledged for me, Thanks

”

