



We grow up[®]

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

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Letter from Division President



Another chapter in our story of nursing excellence was written in 2024. From hospital acquisitions to outstanding nursing accomplishments, your compassionate hearts and hands showed up for our patients and families.

We welcomed new nursing colleagues to Medical City Decatur, Medical City Sachse and Medical City Mental Health and Wellness Center Frisco. These acquisitions expanded Medical City Healthcare to include 21 inpatient hospitals, connecting our nurses to our enhanced system of care.

Fifteen Medical City Healthcare nurses were named to two prestigious lists for excellence in nursing: the DFW Great 100 Nurses and the *D Magazine* Excellence in Nursing Awards. These honors recognize their dedication to an exceptional nursing practice environment, a hallmark of Medical City Healthcare.

Continuing our tradition of nursing excellence, two hospitals were voted the “Best Hospital to Have a Baby” in North Texas. We also maintained six Magnet®-recognized designations across 10 campuses and two hospitals with the Pathway to Excellence® designation.

I am confident that our nursing colleagues will continue to elevate the care we provide to our community.

Blessings on you and the important work you do,

Allen Harrison
President,
Medical City Healthcare | HCA North Texas Division



Letter from Division Chief Nursing Executive



Reflecting on 2024, I am grateful for the excellence our nurses have demonstrated in their compassionate care. Throughout this annual report, you’ll see how we successfully advanced professional nursing practices across our North Texas Division with a spirit of teamwork.

Safety and quality remained at the forefront of our compassionate care. Our unwavering focus helped significantly reduce central line-associated bloodstream infections (CLABSIs) in our division from a standardized infection ratio (SIR) of 1.322 (Q1) to 0.368 (Q4).

Growth and development remained priorities as well. Our eighth Annual Nurse Leader Summit was a resounding success, with more than 200 nurse leaders taking part. We focused on coaching and engagement with in-person insights from former North Texas Division Chief Nursing Executive Carol Gregory, who authored the book, *In a Gentle Way: The Trail to High Performance in Healthcare*.

We celebrated several milestones in 2024, including the fifth Magnet® designations for Medical City Dallas, Medical City Children’s Hospital and Medical City Heart & Spine Hospitals, while Medical City Fort Worth achieved its fourth designation. Medical City North Hills achieved its fifth Pathway to Excellence® designation. Additionally, Rapides Regional Medical Center received its Pathway to Excellence® designation, making it the only hospital in Louisiana to achieve this honor.







Our passion and commitment have always driven our nursing success. I have no doubt we will continue to **Show Up** and positively impact our patients, communities and each other for years to come.

With gratitude,







Zach Mueller, DNP, RN, NEA-BC
Division Chief Nursing Executive
Medical City Healthcare | HCA North Texas Division



2024 Fast Facts

| | |
|---|--|
|  <div>22 Hospitals in North Texas</div> |  <div>4,100 Total Beds</div> |
|  <div>8 Off-campus Emergency Rooms</div> |  <div>15 Ambulatory Surgery Centers</div> |
|  <div>56 CareNow® Urgent Care Centers</div> |  <div>7,000 Nurses</div> |

2024 Fast Facts

| | |
|--|---|
|  <div>16,500 Employees</div> |  <div>5,000 Physicians</div> |
|  <div>117,000 Surgeries</div> |  <div>745,000 ER Visits</div> |
|  <div>190,000 Patient Admissions</div> |  <div>1.2 Million Outpatient Visits</div> |



Research and Evidence-Based Practice



Medical City Healthcare is committed to reaching higher levels of organizational excellence through the recognition of the relationship between research-driven nursing practice and improved patient outcomes. The North Texas Nursing Research and Evidence-Based Practice Council is a division-level committee with RN representation from every facility. In 2024, the Council implemented the Continuing Education Series: Professional Practice Projects in Nursing, the 15th Annual Medical City Healthcare Nursing Research and Evidence-Based Practice Conference, and the Nightingale Scholars Nursing Research Residency. **A total of over 600 continuing education hours were awarded.**



The Professional Practice Projects in Nursing series included the following topics:

- Professional Practice Projects
- Nurses’ Perceptions of Quality of Care
- Division Research Project: Nurses’ Perceptions of Quality of Care Protocol Development and Literature Evaluation
- Tips and Tricks for a Successful Abstract
- Medical City Healthcare Nursing Research Innovation Grant: *I have great ideas but... Review of process and requirements—you CAN do it!*

The Conference included 8 podium and 19 poster presentations.

- **Best Research Project:** Relationships Between Initiation of New Anti-Hypertensive Medications and Fall Risks to be Used as a Predictive Model for Nursing During Inpatient Hospitalization
- **Best Evidence-Based Practice Project:** Re-designing the Status Quo: A Dedicated Pediatric Cardiac Catheterization Lab in an Adult Center
- **People’s Choice Award:** Impact of Transfusion Threshold Reduction for Bone Marrow Transplant Patients
- **Nursing Research Innovation Grant:** Influences of the Priming Procedure and Saline Circulation Conditions on Microbial Count and Polyvinylpyrrolidone (PVP) In Vitro Elution from Polysulfone Membrane Dialyzers

Shared Governance



The Professional Practice Governance Board (PPGB) 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 2024, our clinicians provided feedback on non-ventilator hospital-acquired pneumonia (NV-HAP) tactics and strategies, medication processes, certification day, employee engagement, care experience, patient care tech retention strategies, ticket to test process, dress code policy, and division-wide reward and recognition programs.

Additionally, PPGB hosted a Professional Practice & Nursing Strategic Planning Summit in conjunction with CNO Council on November 8, 2024.

The Professional Practice & Nursing Strategic Planning Summit included the following topics:

- Extreme Nurse/Caregiver Recognition
- 2024 Review/2025 Strategy
- Quality, Engagement & Care Experience
- Shared Governance Best Practices



The summit concluded with a community service activity, during which PPGB collected **200+ care packages** for the nonprofit organization Under My Umbrella.

Academic Partnerships and Continuing Education

Academic Partnerships

155

Academic Affiliation Agreements

9,544

Total Students Placed

5,856 Nursing Students

1,777 Allied Health Students

1,671 High School Students

250 Advanced Practice Students

Galen College of Nursing Student Enrollment:

3-Year Bachelor of Science in Nursing: 415

LPN/LVN to ADN Bridge: 401

Vocational Nursing: 230

Total Students Enrolled at Dallas Campus: 1,046

Galen Student Placement:

Galen Students are currently placed at 13 of our Medical City Healthcare facilities!



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2024 Nursing Annual Report

Continuing Education

Division's Approved Provider Unit for Continuing Nursing Education (CNE)

- Serves under the auspices of Louisiana State Nurses Association (LSNA), reports to the ANCC
- Trains/oversees qualified Nurse Planners
- Goal: Improve practice and patient outcomes through exemplary accredited education

2024 Achievements

- 345 CNE Events
- 6,989 RNs
- 23,771.25 Contact Hours
- Community Impact: 1,931 RNs
- 15 Active NPs
- Dissemination: 22 CNE-related Abstract Submissions
- World Class Net Promoter Score 85!
- Improved Patient Outcomes



| Year | NCPD Events | RN Attendees | Awarded Contact Hours |
|------|-------------------|--------------------|-------------------------|
| 2023 | 174 (↑ 85.1% YOY) | 4426 (↑ 64.3% YOY) | 25,403 (↑ 49.9% YOY) |
| 2024 | 345 (↑ 98.3% YOY) | 6989 (↑ 57.9% YOY) | 23,771.25 (↓ 6.4% YOY)* |

*intentionally reduced hours/session per EBP

NPS and Patient Outcomes

| Course | NPS Score | Impact on Patient Outcomes |
|--------------------------|-----------|----------------------------|
| Supporting Vaginal Birth | 91 | ↓ NTSV Cesarean Section |
| OB Critical Care | 92 | ↓ SMM |
| Advanced NICU Skills | 85 | ↓ NICU LOS |
| ICU Ignite | 96 | ↓ ICU Mortality & LOS |



11

We Show Up

Colleague Networks

Creating a culture of trust, compassion and respect.

Colleague Networks are voluntary, colleague-led groups structured around a shared commonality or experience that are leveraged to increase engagement and foster a respectful workplace. Medical City Healthcare has eight colleague network chapters across the division, which include:

- Asian and Pacific Islander Colleague Network
- Black Colleague Network
- Hispanic Colleague Network
- LGBTQ+ Colleague Network
- Mental Health and Wellness Colleague Network
- Military Colleague Network
- Young Professional Colleague Network
- Women’s Colleague Network



HCA colleague networks are open to all employees, led by volunteer colleagues passionate about supporting their peers and community. Medical City Healthcare has over 700 members within 40+ chapters (10,000+ enterprise-wide). These networks focus on community, professional development, recruitment and innovation. In 2024, Medical City Healthcare hosted over 40 activities, including:

- Launched the Mental Health and Wellness Colleague Network—the fastest-growing network across the Enterprise—with over 130 members in North Texas
- Black Colleague Network – BRAVE Spotlight: The Impact of Sickle Cell and supported the American Red Cross Sickle Cell Blood Drive
- Multicultural Hair Care Supply Drive donated over 400 hair care products to a local women’s shelter
- Military Colleague Network – BRAVE Spotlight: Honoring Veterans in Healthcare
- Asian and Pacific Islander Colleague Network volunteered with GROW North Texas, helping to plant and care for orchard trees to help fight food insecurity
- Young Professional Colleague Network participated in Samaritan’s Purse Operation Christmas Child®, donating 30 toy-filled shoebox totes to children across the world
- Women’s Colleague Network collected feminine hygiene products to donate during their annual Women’s History Month social
- And many other community and professional development events!



Want to learn more about colleague networks?
Join today! All are welcome.



DFW Great 100 Honorees

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

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. Since its inception, **450** nurses from Medical City Healthcare have been formally recognized with the prestigious Great 100 Nurses honor.

Medical City Healthcare
Charity Ballmann, DNP, BA, RN,
CNML, MEDSURG-BC, NEA-BC

Kristina (Kris) Boyer, MSN, RN,
NPD-BC, CNOR

Medical City Plano
Shaila Sharma, MSN, RN,
PCCN

Medical City Lewisville
Miranda Bik-Williams BSN, RN, CCM



Unit of Distinction

HCA Unit of Distinction is a program to recognize and celebrate the top-performing nursing units within HCA Healthcare. These units display exemplary performance within the strategic pillars and excellence in the delivery of patient-centered care.

They define best practices and serve as role models for the elements of the Nursing Strategic Plan. Through performance visibility, these units set HCA Healthcare standards and benchmarks. This program enables us to focus on the Nursing Strategy while providing excellence in care and reaffirming our commitment to our nursing team and patients.

2024 HCA Unit of Distinction: Top Ranking Units

Best Overall:
Medical City McKinney Post Anesthesia Care Unit



Unit of Distinction

2024 HCA Unit of Distinction: #1 Ranking Unit per Category

Medical City Dallas:
Post Anesthesia Care Unit

Medical City Denton:
Heart and Vascular Unit

Medical City Frisco:
Intensive Care Unit

Medical City Plano:
Medical Oncology

Medical City Weatherford:
Labor & Delivery

Medical City Weatherford:
Postpartum

Rapides Regional:
3A Heart & Vascular Unit

Rapides Regional:
Neonatal Intensive Care Unit



Unit of Distinction

2024 HCA Unit of Distinction Winners & Honorees

Units of Distinction Winners:

Medical City Dallas:
- Neuroscience

Medical City Denton:
- Emergency Department
- Intensive Care Unit

Medical City Heart & Spine:
- Telemetry
- Operating Room
- Pre-Operative

Medical City McKinney:
- Intensive Care Unit

Medical City North Hills:
- Cardiovascular Intensive
Care Unit

Medical City Plano:
- Surgical Oncology

Honorees:

Medical City Alliance:
- Emergency Department
- Neonatal Intensive
Care Unit
- Progressive Care Unit

Medical City Dallas:
- 8EW Orthopedics

Medical City ER Saginaw

Medical City Frisco:
- Neonatal Intensive
Care Unit
- Progressive Care Unit

Medical City Heart & Spine:
- Progressive Care Unit

Medical City Las Colinas:
- Emergency Department
- Surgery

Medical City Lewisville:
- Emergency Department
- Inpatient Rehab

**Medical City
McKinney:**
- Surgical Services

Medical City Plano:
- Intensive Care
Unit Stepdown
- Neuro Intensive
Care Unit

**Rapides Regional
Medical Center:**
- Post Anesthesia
Care Unit
- Surgery

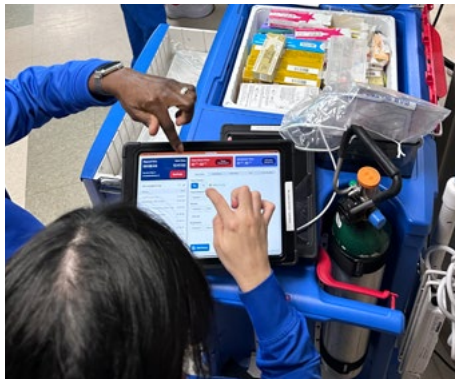
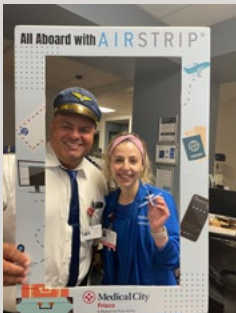
Winner = Top 5% | Honorable Mention = Top 10%

Nursing Informatics

AirStrip® Snippets: 8 successful implementations

- Medical City Surgical Hospital Alliance
- Medical City Argyle
- Medical City Arlington
- Medical City Dallas
- Medical City Denton
- Medical City Frisco
- Medical City Heart & Spine
- Medical City Sachse

- WHAT?**
- AirStrip® is a mobility application that nurses can use to access their patients' cardiac monitoring.
- WHY?**
- AirStrip Snippets gives nurses convenient, real-time access to cardiac monitoring strips in their hands.
 - The telemetry department no longer needs to print or fax strips for mounting in paper charts.
 - Telemetry strips are added directly to the electronic health record (EHR).



Division-wide expansion of Revive Code Blue

The informatics team was able to take the REVIVE Code Blue app, a nursing-designed Coding for Caregivers solution, to all North Texas facilities.

- WHAT?**
- iPad deployment with electronic code blue documentation.
- WHY?**
- Real-time easy capture of code blue documentation with supportive medication and compression timers.
 - Code events are available in the EHR for the entire care team to view.
 - No more paper documentation to track.



IPeople Downtime Pilot Site: Medical City Plano

- WHAT?**
- An easy tool for nurses to reference during Meditech (electronic health record) downtime.
- WHY?**
- Provides a quick care transition during downtime, allowing for nurses to access past patient data.
 - Improves patient safety during downtime by quickly accessing historical patient data for informed clinical decisions.
 - Improves nursing care during downtime by minimizing wait times for medications and treatments.

Successful Meditech conversions for our new facilities

Medical City Sachse
Medical City Mental Health
and Wellness Center Frisco



Clinical Education & Professional Practice

In 2024, the Clinical Education and Professional Practice department transformed professional development through the **Education 2.0 Initiative**. By strategically unifying residency, simulation and clinical education teams, we streamlined processes, increasing efficiency and expanding the reach of Clinical Education to benefit both new and tenured colleagues.

Innovative solutions, such as a centralized education request process and a comprehensive content library, have enhanced our ability to deliver high-quality clinical education. Transition to Practice instructors successfully onboarded **958 graduate nurses** through Medical City Healthcare’s ANCC-Accredited Practice Transition Program® (PTAP®), while clinical educators engaged in **over 10,000** experienced nurse encounters through in-services, class offerings, drills and simulation experiences — ultimately contributing to improved patient outcomes.



2024 also marked the introduction of the **The DAISY Award® for Extraordinary Clinical Educators**, recognizing those who demonstrate exceptional dedication to teaching and professional development. This prestigious award ensures that educators who make a lasting impact on patient care and staff growth are honored and celebrated.



| HEALTHSTREAM | CENTER FOR CLINICAL ADVANCEMENT UTILIZATION | AMERICAN RED CROSS (ARC) | COURSE OFFERINGS | CLASS ATTENDANCE |
|-------------------|---|-------------------------------------|------------------|--------------------|
| 3,458 Assignments | Attendees: 30,044 • Hours: 10,142 • Events: 1,237 | 9,777 ARC Resuscitation Assignments | 106 Class Titles | 9,592 Participants |

Nurse Leader Development

HCA Healthcare 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.

“ABOVE ALL ELSE, WE ARE COMMITTED TO THE CARE AND IMPROVEMENT OF HUMAN LIFE.”

New Leader Boot Camps

Nurse Leader Mentor Program

New Leader Onboarding Experience

Nurse Leader Certificate Program: 133 graduates in NTX 2024

NTX Program Participants

- Leadership Foundations: **46**
- Leadership Essentials: **46**
- Leadership Institute Academy: **33**
- Nurse Leader Certificate Program for CNCs: **133**
- New Leader Orientation (LEADS) Program: **139**
- New Leader Compassionate Care Boot Camp: **178**
- Nurse Leader Boot Camp Day 2: **84**
- Director Development Program: **1**
- Advanced Leadership Program: **3**
- Harvard Spark Usage: **115**
- HCA Training Days: **105**

Leadership Learning Opportunities

- Chief Leadership Program for CNOs
- Executive Development Series for all CXOs
- Executive Development Program for ACNOs
- Executive Transitions for New-to-Role VP and above
- Leadership Development Institute: Accountability
- Leadership Development Institute: Re-wiring Excellence
- Coaching for Excellence/Star Coaching
- NTRINSX®: Understanding People & Communication
- 1:1 Outmatch Leadership Coaching
- Professional Presence
- Facilitating High-Impact Training
- Crucial Conversations
- Peer Interviewing Training
- Presentation Skills



THE VOICE OF OUR PATIENTS: INPATIENT

The greatest pleasure during my hospital stay was the nurses that looked after me. Dorothy and Stephanie were awesome and advocated for me when I was in pain and concerned. Great staff!

MEDICAL CITY ALLIANCE

The nurses were very nice always introduced themselves - Included me in shift report. The entire hospital culture was amazing.

MEDICAL CITY DENTON

All nurses assigned to me were exceptional, kind, and helpful. I felt comfortable and confident with the nurses assigned to me. They all exceeded their duties and made my hospital stay feel like home.

MEDICAL CITY FRISCO

*The ICU Nurses were such angels in helping me deal with getting off the ventilator & were always there if I even needed emotional support through this health scare! They won my heart over with their **compassion** and such positive attitudes. It would have been so much harder if I didn't have their support & cheering me on with my recovery!*

MEDICAL CITY PLANO

Every nurse was excellent. Each & everyone deserves commendation. Nursing could not have been better. All took a personal interest in me & really helped me get through the experience.

MEDICAL CITY HEART & SPINE

*I was in the hospital the week of my youngest daughter's graduation. The day of my daughter's graduation party and baccalaureate the staff was so empathetic & **compassionate**. They respected the reality of me crying all day. I was about to be discharged and my bloodwork came back with bad results. They patiently let me be upset and then allowed me to shower and get set for an extended stay. This was so difficult for me. Again, each one interacted me with to keep me encouraged and help me fight this. Thank you, Kristin, Tamara, Brandie, Amy, Jill!*

MEDICAL CITY WEATHERFORD

*Best experience of my life. My nurse helped me out in such a beautiful, **compassionate**, loving, and patient way.*

MEDICAL CITY GREEN OAKS

Every nurse I saw was amazing! Very thankful for their knowledge and service!

MEDICAL CITY MCKINNEY

I cannot say enough good things about the nursing care on the 7th floor. The nurses and aides were responsive, kind, gentle, and patient. I loved them.

MEDICAL CITY DALLAS

I would definitely recommend this hospital. The doctors, specialists, nurses, techs, dietary department and housekeeping department. This is one of the best, excellent, outstanding hospitals. Overall, we love Medical City Fort Worth and we recommend the hospital to all our friends and family.

MEDICAL CITY FORT WORTH

THE VOICE OF OUR PATIENTS:
OUTPATIENT AND AMBULATORY SURGERY

My daughter has autism and the staff understood this and went above and beyond to help put my daughter's fears at ease and made sure to communicate with her in a way she would understand.

MEDICAL CITY NORTH HILLS

The nursing staff were outstanding, caring, informative and came in regularly. I had a primary nurse, floor leader and tech each day. I was very impressed with their friendliness and positive attitude.

MEDICAL CITY LEWISVILLE

*I had a very pleasant experience. Thank you all for your **compassion**, courtesy, and great care you gave to me. Bless you all and the facility.*

MEDICAL CITY LAS COLINAS

Everyone I came in contact with was awesome. This is true for every time I have been to Rapides. The doctor that did my test went out of his way to explain everything to me. He was really great.

RAPIDES REGIONAL MEDICAL CENTER

Everyone I encountered at this facility was extremely nice, friendly and very knowledgeable. Everyone treated me with respect. I was very nervous going into the procedure but knowing I was in good hands helped a ton.

MEDICAL CITY ARGYLE

Everyone was very friendly, welcoming, and ensured I had the best care possible. Medical City Decatur is one of the best facilities I have ever visited. Good job!

MEDICAL CITY DECATUR

I had the best hospital experience of my life with Medical City Arlington. Everyone was very professional, accommodating, polite and helpful. All the nurses and doctors seemed generally concerned for my well-being, and knowledgeable on what to expect post-surgery. I will definitely recommend this facility to anyone I know having a surgery going forward. God bless the staff for being so wonderful.


MEDICAL CITY ARLINGTON

Amazing staff in every way. Very professional and helpful. Facility was top notch. Wonderful treatment by everyone there.

MEDICAL CITY SACHSE



Medical City Alliance and Medical City Surgical Hospital Alliance



ANGIE GUTIERREZ,
MHCL, BSN, RN,
NEA-BC

CHIEF
NURSING
OFFICER

140
LICENSED BEDS



TEAMWORK



The BEE (Be Exceptional Everyday) Award

The BEE Award debuted, with Tommy Nguyen, PCT, honored as the inaugural recipient for his exceptional patient care and nursing support.




Donation Drive

The Medical City Alliance (MCAL) CNC Council exemplified extraordinary leadership and generosity by spearheading a heartfelt donation drive to support an underserved elementary school. Through their unwavering dedication, they gathered an abundance of essential items, including warm coats, clothing and much-needed school supplies, ensuring that vulnerable students had the resources necessary to thrive. This remarkable initiative inspired a culture of philanthropy and community engagement within the organization.




EVIDENCE-BASED CARE


MCAL demonstrated exceptional patient care in 2024:



Achieved **CMS 5-Star** rating, identifying MCAL as the **only** hospital in the North Texas Division to achieve this prestigious designation.

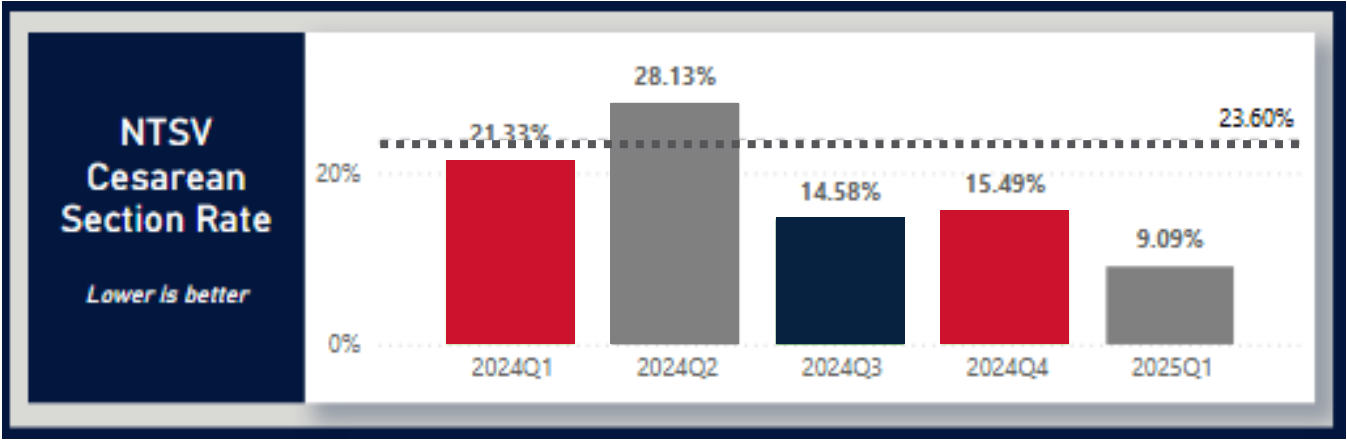


Maintained The Leapfrog® Group Grade A safety rating for five straight reporting cycles.




Engaged in superior infection control standards, resulting in **zero patient harm** from hospital acquired infections, including central line-associated bloodstream infections (CLABSI) and catheter-associated urinary tract infections (CAUTIs).

Significantly reduced NTSV C-section rates from 28.13% to **9.09%** through targeted strategic initiatives and implementation strategies—well below the 23.6% goal.



Medical City Arlington



JIM ALLARD,
DNP, RN, NEA-BC,
FACHE

CHIEF
NURSING
OFFICER

433
LICENSED BEDS



TEAMWORK



2024 was a remarkable year for Medical City Arlington (MCA) nurses! Through **teamwork**, **RN Engagement** increased to 81 from 73, and **Meaningful Conversations** increased from 61 to 73, reaching record highs. Our nurses created a patient-centered environment by providing **connected, compassionate care** with a You First attitude.

RN turnover decreased significantly from a high of 30.6% in 2023 to 21.9% in 2024.

Nurses stayed engaged through the Standards of Nursing Practice Council, Unit-Based Practice Councils, CNC Council, and Preceptor Council, creating positive change with **compassion** to elevate **person-centered care**.

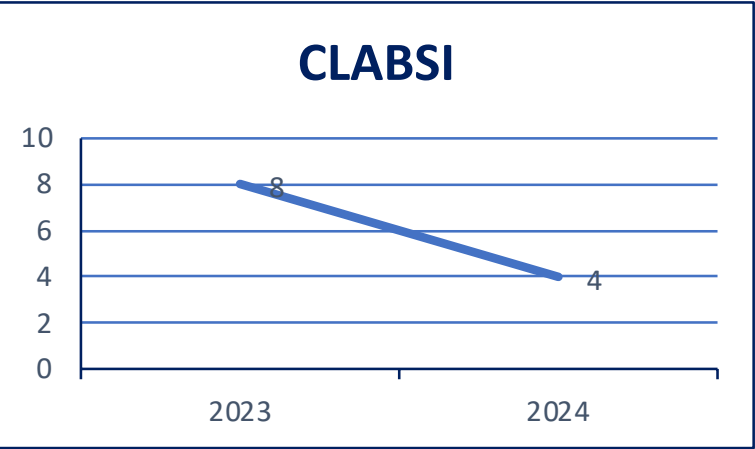


EVIDENCE-BASED CARE

With the nurses’ **dedication** to their profession and increased reporting, MCA celebrates our “Care-First Culture” through Patient Safety awards, including “Great Catch,” “Hand Hygiene” and “STAR” awards.



Nurses prioritized safety through our CLABSI Bundles and reduced CLABSIs by 50% YOY.



Medical City Dallas, Medical City Heart & Spine, and Medical City Children’s Hospital



JOYCE SOULE,
DNP, RN, NEA-BC, CNOR

SENIOR VICE PRESIDENT
AND CHIEF NURSING
EXECUTIVE,
MEDICAL CITY DALLAS
WOMEN’S HOSPITAL

986
LICENSED BEDS



TABITHA SOUTH,
DNP, RN, NE-BC, CCFP

CHIEF NURSING OFFICER,
MEDICAL CITY CHILDREN’S
HOSPITAL & MEDICAL
CITY DALLAS WOMEN’S
HOSPITAL

373
LICENSED BEDS



EVIDENCE-BASED CARE

The American Nurses Credentialing Center’s Magnet Recognition Program® distinguishes healthcare organizations that meet rigorous standards for nursing excellence. This credential is the highest national honor for professional nursing practice, recognizing the organization’s execution of transformational leadership, structural empowerment, exemplary professional practice and the creation of new knowledge, innovations and improvements.



Medical City Dallas was recognized for the fifth time at the ANCC National Magnet Conference® in 2024, demonstrating a sustained commitment to the highest level of professional practice across all roles and care settings—an elite distinction achieved by fewer than 2% of Magnet®-recognized hospitals worldwide.


Medical City Dallas, Medical City Heart & Spine, and Medical City Children’s Hospital




COMPASSION

The role of a professional nurse is unique in that it encompasses both a science in the provision of high-quality care and an art in the delivery of care that exemplifies the ability to compassionately connect with individuals in a holistic manner to alleviate suffering.


Medical City Dallas recognizes individual nurses and teams exemplifying the combination of art and science through the provision of The DAISY Award®. In 2024, 24 nurses were recognized.




Capri Marshall,
BSN, RN, Pediatric
Emergency Department




Roger Barthuly,
BSN, RN, Post
Anesthesia Care Unit




Tamica Blake,
MSN, RN, Medical
Oncology




Sierra Hudson,
LVN, General Surgery/
Bariatrics




Samantha Christian,
BSN, RN, 7S Flex




Alyssa Van Buren,
BSN, RN, Cardiac
Intensive Care Unit




Hope Trahan,
BSN, RN, 6D Pediatrics




Joy Samuel,
MSN, RN, 6 South




Jana Foster,
BSN, RN, Mother Baby




Macy Horine,
BSN, RN, Labor and
Delivery




Andrea White,
BSN, RN, Medical
City Heart and Spine
Emergency Room




Sydney Kilpatrick,
BSN, RN, 6D Pediatrics




Winter Minton,
BSN, RN, General
Surgery/Bariatrics




TyJay Wilson,
BSN, RN, Progressive
Care Unit




Sierra Beeching,
BSN, RN, Solid Organ
Transplant




Debbie Bono,
RN, Pediatric Intensive
Care Unit



Aakriti Panday,
BSN, RN, Medical
Oncology



Jayla Cabler,
BSN, RN, 6D Pediatrics



Jennifer Smith,
BSN, RN, CPN, 6D
Pediatrics

The DAISY Team Award® – Neonatal Intensive Care Unit, Pediatric Intensive Care Unit, Inpatient Wound Care

- Tanya Vo, BSN, RN, CWOCN
 - Shimika Kennison, BSN, RN
 - Krystal Heruela, RN
 - Kerensa Monsalve, RN
 - Patricia Lefeld, BSN, RN
 - Susan Catterson-Bannon, BSN, RN
 - Moyo Ogunseinde, RN
 - Jennifer Zapata, BSN, RN
 - Raegan Jones, BSN, RN
 - Elizabeth Stephenson, MSN, RN, CCRN
 - Zoe Anderson, RN
 - Abigail Nicholson, BSN, RN
- Elise Romero, BSN, RN
 - Haley Loyd, BSN, RN
 - Channing McCurdy, BSN, RN
 - Sofia Makrigeorgis, BSN, RN
 - Emma Koch, BSN, RN
 - Rachel Prochazka, BSN, RN
 - Tambrancia Beckworth, RN
 - Carolyn Wilson, RNC-NIC
 - Laura Slaney, BSN, RN
 - Maxine Rosen, BSN, RN
 - Karen Elliott, NNP



Medical City Decatur



DEAN MILLER,
MSN, MBA, RN

CHIEF
NURSING
OFFICER

150
LICENSED BEDS



TEAMWORK

50-year anniversary celebration.





EVIDENCE-BASED CARE

CNC Council




EP Procedure



The Joint Commission Celebration



Medical City Denton and Medical City Argyle



JENNY S. EARLS,
DNP, RN, AGACNP-BC,
CCRN, NEA-BC

CHIEF
NURSING
OFFICER

238
LICENSED BEDS



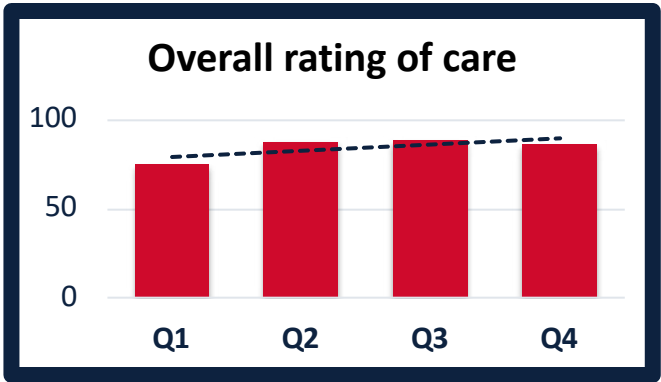
PERSON-CENTERED CARE

Following the December 2023 acquisition, Medical City Argyle and its freestanding emergency department (FSED) underwent significant operational transitions in 2024. This period revealed a decline in outpatient experience scores, with patient feedback indicating deviations from the “Excellence Always” standard of service.

To address this, nursing staff representatives actively participated in weekly executive meetings, driving strategic improvements that focused on enhancing the patient experience. Key initiatives included:

- Implementing dedicated front desk coverage during peak hours
- Establishing a protocol for staff-led patient escorts from the lobby
- Providing direct assistance with kiosk navigation
- Introducing sound machines to improve patient room comfort
- Ensuring the consistent and timely completion of patient call manager (PCM) calls

These targeted interventions effectively reversed the negative trend in patient experience metrics. Nursing leadership continues to play a vital role in executive meetings, advocating for sustained high-quality patient care.



COMMUNITY IMPACT

On May 25, 2024, Medical City Denton (MCDN) responded to a mass casualty incident resulting from two significant tornadoes that impacted Denton County. The tornadoes, affecting a 50-mile radius, caused extensive damage to residential areas and a major travel center.

Through the exceptional response of the MCDN team, supported by division leadership and staff from affiliated facilities, we successfully treated five Level I trauma patients and 12 Level II trauma patients. A total of 68 patients received care across the North Texas region during the acute phase of this event.

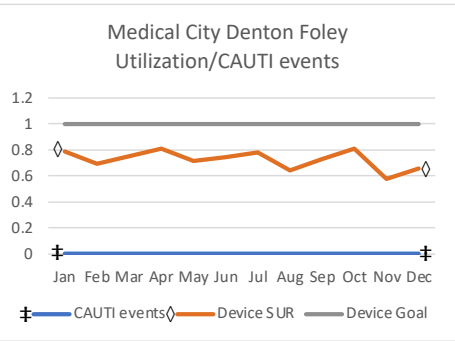
Despite the devastating nature of this incident, MCDN’s response was effective due to the collaborative community of resources and the dedicated commitment of our staff.




EVIDENCE-BASED CARE

In 2024, the MCDN nursing team implemented strategies to minimize CAUTIs. Through collaborative, multidisciplinary rounds with intensivist and hospitalist teams, daily urinary catheter utilization was prioritized and consistently maintained below the national device utilization ratio (DUR) target of 1.

These focused efforts resulted in MCDN achieving a zero CAUTI rate across all departments throughout 2024.



Medical City Fort Worth



**BRANDY
STEGALL,**
MSN, RN, NEA-BC

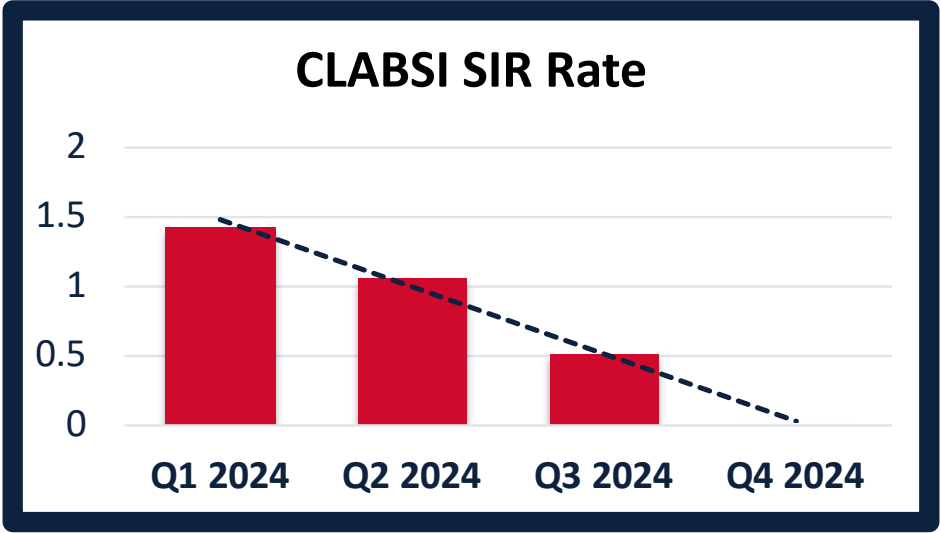
CHIEF
NURSING
OFFICER

378
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PERSON-CENTERED CARE

With the nurses’ **dedication** to their profession and **high-quality patient care**, Medical City Fort Worth (MCFW) ended the fourth quarter with ZERO CLABSIs. What a tremendous accomplishment. This was achieved through dedicated line rounds, audits, interprofessional collaboration, and a commitment to safety from all of our nursing colleagues. The result? More patients’ lives saved!



TEAMWORK

2024 was an exceptional year for MCFW nurses. MCFW received our **fourth Magnet® designation with four exemplars**. In addition, MCFW received several other distinguished awards:

#1 in Texas for kidney transplants according to the Scientific Registry of Transplant Recipients (SRTR).
(Fall 2023 / Spring 2024)

#1 in the nation for one-year kidney survival.
(Fall 2023 / Spring 2024)

Spine Program: Healthgrades America’s 100 Best Hospitals for Spine Surgery Award™



Medical City Green Oaks



**RUSSELL
REED,**
MSN, RN

CHIEF
NURSING
OFFICER

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LICENSED BEDS



COMMUNITY

In 2024, Medical City Green Oaks (MCGO) celebrated its 40th anniversary and in true MCGO fashion, continued its fight for individuals living with mental illness in North Texas through support of its National Alliance on Mental Illness (NAMI).

Red-shirted walkers from MCGO joined fellow Medical City Behavioral Healthcare staff, as well as clinicians, patients and family members to walk, raise money and—most importantly—raise awareness in the fight against mental illness and in support of those affected by it.



NAMI Walks North Texas, May 18, 2024



COMPASSION

MCGO continued its dedicated efforts to support individuals battling depression and other mental illnesses and participated in the National “Be the One” campaign to raise awareness and help end suicide.



Medical City Las Colinas



**JOSEPH
BERUMEN,**
DNP, RN, CCRN,
NEA-BC

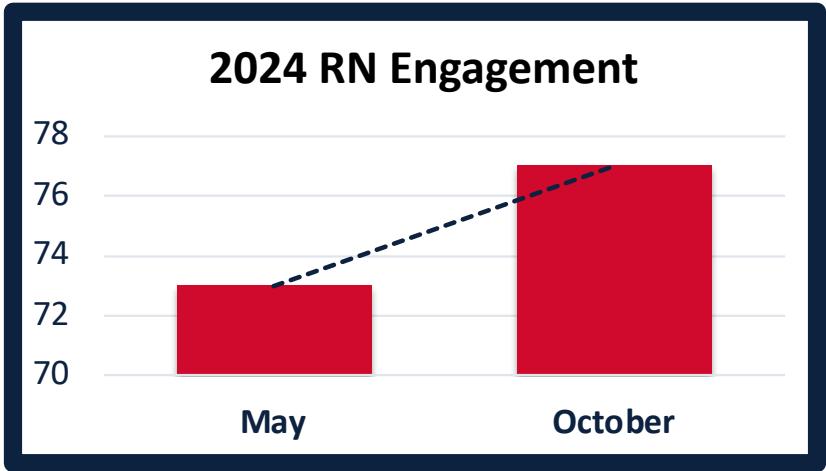
CHIEF
NURSING
OFFICER

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TEAMWORK

The year 2024 was exceptional, marked by a notable increase in RN Engagement from 73% to 77%. We embarked on our Pathway to Excellence® journey and successfully submitted our document in November 2024. Our nurses fostered a collaborative teamwork approach, caring for patients, families and colleagues with compassion and dedication.



EVIDENCE-BASED CARE

Medical City Las Colinas (MCLC) ended the year ranked #23 in quality out of 165 facilities across HCA Healthcare.

In 2024, MCLC had zero MRSA, Colo SSI and CAUTIs!

- The Neonatal Intensive Care Unit celebrated being CLABSI-free for more than four years!



Medical City Lewisville



EMILY SNEED,
MSN, RN, NEA-BC

CHIEF
NURSING
OFFICER

191
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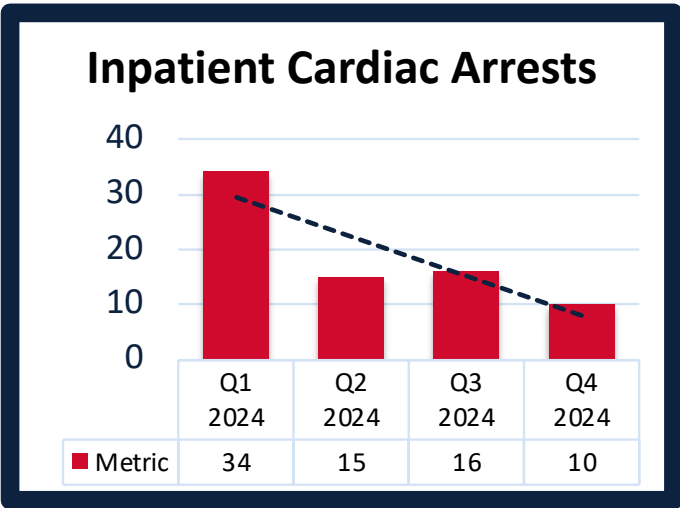
TEAMWORK

Medical City Lewisville’s (MCL) Clinical Support Coordinators (CSC) invested in their peers’ professional development by helping them overcome barriers to calling the Rapid Response Team (RRT).

The CSCs educated clinical nurses on recognizing early signs of patient deterioration and when to call an RRT.

With increased confidence in identifying early decline and activating the RRT, clinical nurses at MCL initiated more RRT calls. These early rescue interventions allowed nurses to stabilize patients before their conditions advanced to cardiac arrest.

MCL’s Inpatient Intensive Care Unit, Progressive Care Unit, Critical Care Observation Unit, Surgical Trauma Unit and Inpatient Rehab Unit, significantly decreased the number of cardiac arrests.



EVIDENCE-BASED CARE

In 2024, the Intensive Care Unit implemented line champions and two-person dressing changes. Their dedication to patient safety and evidence-based care effectively eliminated CLABSIs.

In November, the ICU celebrated being one full year CLABSI-free!



PERSON-CENTERED CARE

MCL completed the renovation of three patient units in 2024.

The Surgical Trauma Unit opened in January 2024, serving the Med-Surg population and functioning as the dedicated unit for bariatric and spinal surgery patients.

Labor and Delivery’s renovation was completed in September 2024.

Neonatal Intensive Care Unit’s full renovation, including an additional five beds, was completed in June 2024.

Medical City McKinney



MEGAN GALLEGOS,
DNP, BS, RN,
NEA-BC

CHIEF
NURSING
OFFICER

311
LICENSED BEDS



COMMUNITY

Making a difference beyond our walls. We SHOW UP, actively seeking opportunities to extend our care beyond the bedside and strengthening connections within our community. Medical City McKinney (MCM) supports local families through the Salvation Army Angel Tree program. We provided gifts for 13 children and raised \$1,350, embodying our commitment to compassion and generosity. Through hands-on service, our ICU team volunteered at the McKinney Community Food Pantry, collecting food donations from the unit, organizing inventory and assisting with resident checkouts.



MCM ICU Department, McKinney Food Pantry

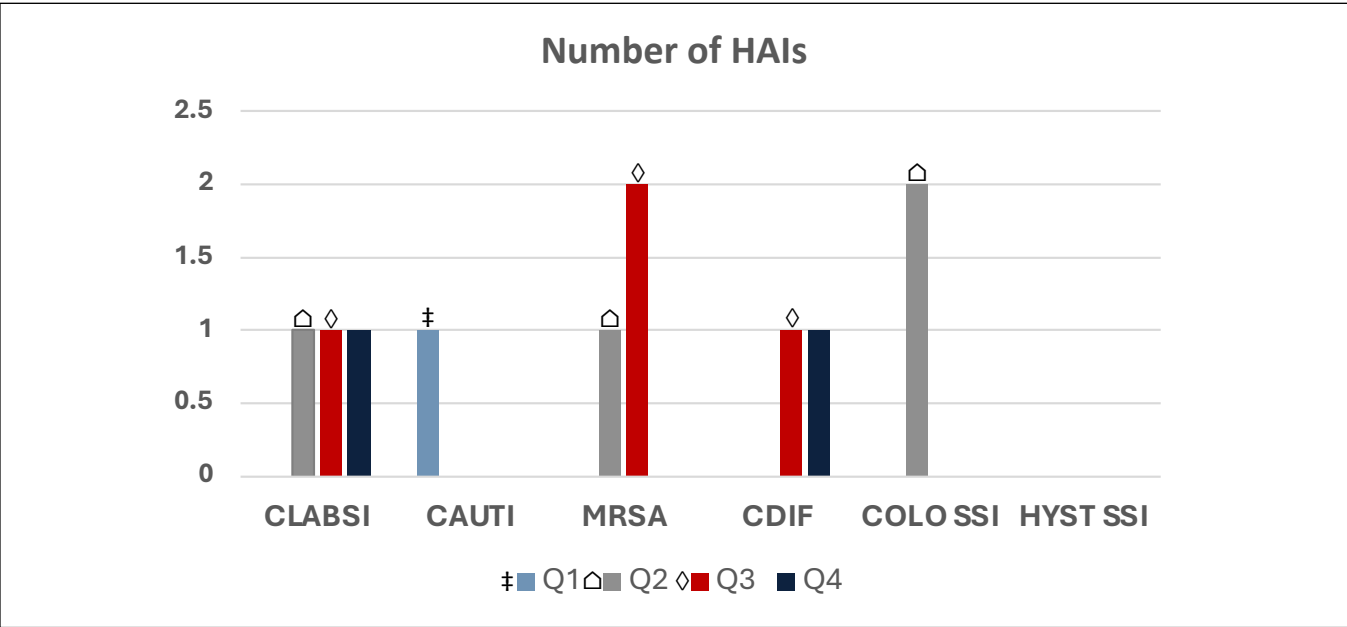
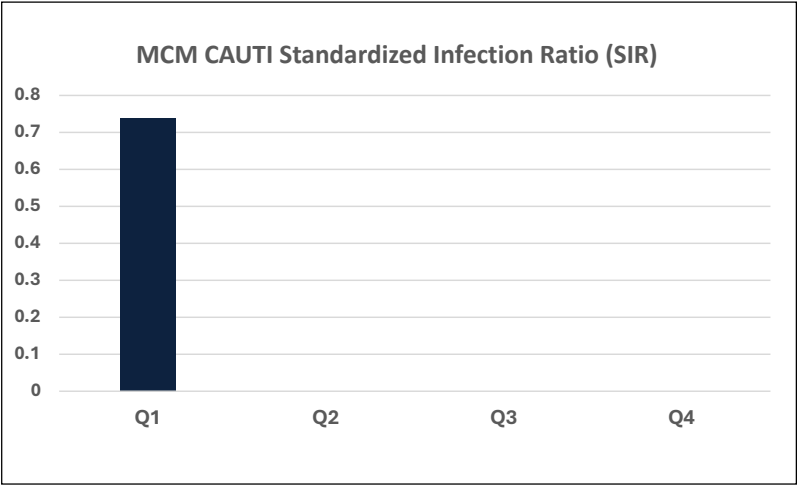


MCM's Salvation Army Angel Tree Shopping Day



EVIDENCE-BASED CARE

Our nurses are dedicated to achieving zero harm for our patients, prioritizing safety and excellence in every interaction. MCM ended the year ranked #29 in quality out of 165 facilities across HCA Healthcare. In 2024, we had just one CAUTI and reached an impressive milestone of 1,754 days hysterectomy SSI-free, reflecting our commitment to reducing hospital-acquired infections and providing the highest quality of care to our patients.



Medical City North Hills



**KEVIN
INDERHEES,**
MSN, RN, MHA,
NEA-BC

CHIEF
NURSING
OFFICER

164
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PERSON-CENTERED CARE

Improved inpatient patient experience overall rating by 1.5% over the prior performance year

Improved emergency department patient experience overall rating by 1.6% over the prior performance year

All-time high: emergency department Q4 2024 overall patient experience rating in the 77th percentile



TEAMWORK

Reduced PCT turnover from 36.0% to 15.9% (December 2023 to December 2024)

RN engagement 81% (+4 above company average)

96% physician satisfaction with nursing on 2024 survey (+13 above company average)



EVIDENCE-BASED CARE

Accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

Electrophysiology Accreditation from the American College of Cardiology

Zero *Clostridioides difficile* (C-diff) infections in 2024

57% reduction in patient falls in 2024

18% reduction in hospital-acquired pressure injuries in 2024

Seven months CLABSI-free hospital-wide (just one CLABSI for all of 2024)



Medical City Plano, Medical City Frisco, and Medical City Sachse



CHADI AWAD,
DNP, MBA, RN,
NEA-BC

SENIOR VICE PRESIDENT
AND CHIEF NURSING
OFFICER
MEDICAL CITY PLANO
MEDICAL CITY FRISCO
MEDICAL CITY SACHSE

605
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JOHN HEDGPETH,
MSN, RN, NEA-BC

CHIEF NURSING
OFFICER
MEDICAL CITY FRISCO

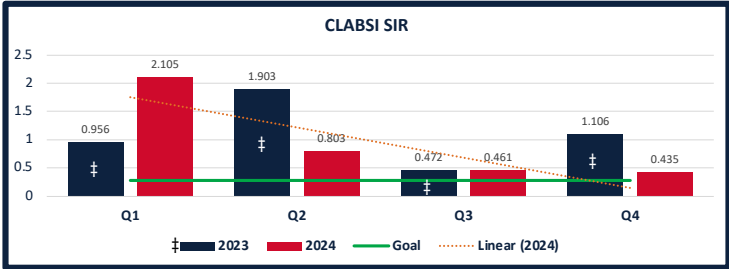
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LICENSED BEDS



EVIDENCE-BASED CARE

2024 was a truly remarkable year for the nurses at Medical City Plano (MCP), particularly in their efforts to reduce CLABSI. Achieving significant progress—from a 2.105 SIR (standardized infection ratio) to a 0.435 SIR by year’s end—not only highlights their dedication and continuous improvement efforts but also underscores their vital role in saving patients and improving safety.

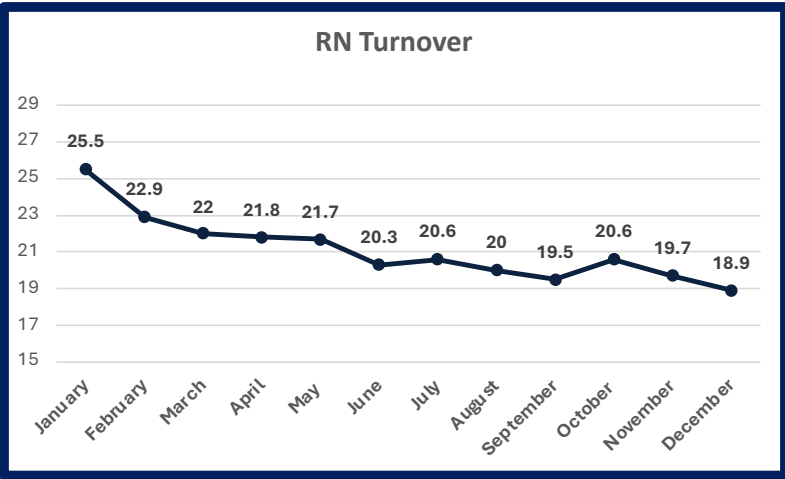
Educational Initiatives: The second half of the year focused on in-depth education and reeducation on infection prevention practices. This involved ensuring all nurses and other healthcare team members were up to date with the latest guidelines and evidence-based practices.





TEAMWORK

In 2024, MCP nurses achieved a significant reduction in annualized external turnover, dropping from 25.5% to 18.9%. This success was driven by effective employee rounding, recognition and support at all levels. Moving forward, we aim to build on this success by enhancing our Professional Practice Councils, ensuring nurses’ voices are heard, and continuing to address challenges and close the loop on feedback.

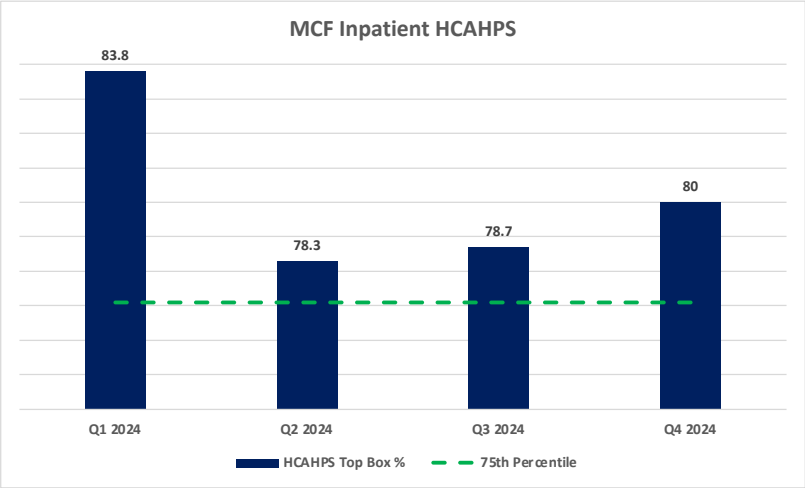


Medical City Plano, Medical City Frisco, and Medical City Sachse



PERSON-CENTERED CARE

The mitigation of avoidable suffering was evident throughout 2024 for our patients and their families at Medical City Frisco (MCF), as our team achieved a top quartile Inpatient HCAHPS score and **ZERO** hospital-acquired infections (HAIs) for the entire year. Our commitment to **Excellence ALWAYS** values and **Compassionate Connected Care** was well demonstrated through collaborative effort from the emergency department, ancillary services, surgical services, physicians and advanced practice providers, and inpatient care areas.



COMMUNITY



Medical City Frisco is proud to partner with the City of Frisco and Collin County through various impactful drives, donations, and volunteer efforts. Our notable partnerships with Frisco Family Services, The Storehouse Community Center, and the Adopt-a-Street Program exemplify how **WE SHOW UP** with engagement and support while fostering strong relationships and contributing to the well-being of our community.



Medical City Weatherford



AMY JACKSON,
MSN, BSN, RN, NE-BC

CHIEF
NURSING
OFFICER

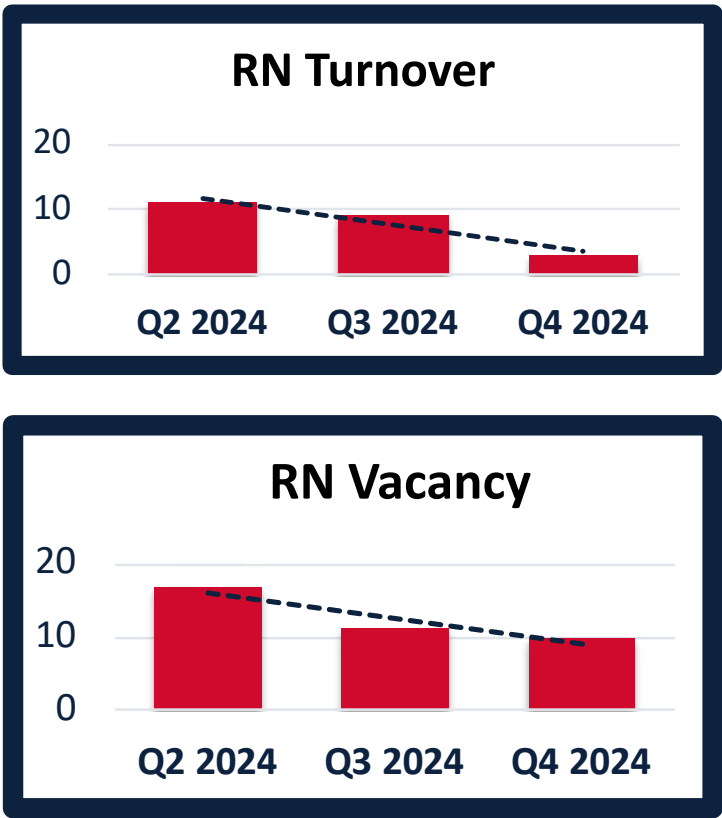
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LICENSED BEDS



TEAMWORK

In 2024, Medical City Weatherford (MCW) successfully stabilized its workforce by reducing the nursing vacancy rate to below 10% and decreasing nursing turnover from 18.1% to 14.6% year over year. Targeted efforts launched in the second quarter led to measurable improvements, reflecting the impact of our strategic focus.

Nursing engagement remained strong throughout the year, with scores of 80% in spring and 76% in fall, as we collaborated to complete our Pathway to Excellence® document, highlighting the outstanding, compassionate and connected care provided by our nursing teams.





EVIDENCED-BASED CARE

Because of our commitment to providing high-quality patient care, MCW finished 2024 ranked #19 out of 165 HCA Healthcare facilities and —#1 in the North Texas Division—for quality outcomes.

2024 marked MCW's fifth year of being C-diff HAI-free!





KATLIN
BOLTON,
MBA-HM, BSN, RN

CHIEF
NURSING
OFFICER

380
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EVIDENCE-BASED CARE

- We achieved exceptional results reducing our door-in-door-out (DIDO) times through Care Stakeholder Collaboration, shifting from a parallel to a linear process.
- Achieved the Louisiana statewide goal of a 90-minute DIDO
 - Initiated launch pad in CT imaging
 - Implemented telestroke notification on patient arrival, including criteria-based robot beam-in or phone consult and AI-assisted interpretation to determine thrombolytic/endovascular therapy eligibility
 - Coordinated EMS pre-alert with vision, aphasia, neglect, large vessel occlusion (VAN LVO) screening; established standby in ED awaiting imaging results; and secured agreements for pre-notification and transport requests for VAN-positive patients arriving by private vehicle
 - Established higher-level-of-care agreements and pre-notification protocols for VAN-positive cases
 - Reduced DIDO time from Q3 2021 median of **123** minutes (mean **165** minutes) to Q1 2024 median of **72** minutes (mean **71** minutes)



Our ED team and EMS partners working together to deliver rapid, lifesaving stroke care.



Stroke Champions



TEAMWORK

We implemented key initiatives that significantly reduced RN external turnover. Filling strategic leadership roles and integrating experienced travel nurse leaders provided stability, while the clinical nurse coordinator (CNC) role strengthened unit-level leadership. Staff engagement improved through meaningful celebrations, stronger personal connections and increased senior leader presence. Workforce expansion, including a PCT hiring event, bolstered support, while nursing town halls enhanced communication. The launch and refinement of our international nurse program, along with enhancements to the residency program, have designation solidified our workforce, driving the continued improvement in turnover. Additionally, the successful completion of our Pathway to Excellence® further solidifies our commitment to fostering a positive practice environment, strengthening nurse satisfaction and reinforcing a culture of excellence across our organization.





We show up®

