



We show up

**2022-2023 Impact Report
HCA Healthcare's Mountain Division**



Mountain
Division

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Our Mission

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

About HCA Healthcare's Mountain Division

The Mountain Division is one of 15 divisions of HCA Healthcare, one of the nation's leading healthcare providers.

Headquartered in Salt Lake City, Utah, the Mountain Division supports the care delivered by more than 13,000 colleagues and providers in 11 hospitals and 110 total sites of care in Alaska, Idaho and Utah.





Greg Angle, President of HCA Healthcare's Mountain Division

President's message

Our HCA Healthcare Mountain Division colleagues made 2022 special by delivering excellent care to patients, making communities stronger, and supporting one another.

It is once again my honor to share with our communities, colleagues and public health partners all of the ways we positively impact the people of Alaska, Idaho and Utah. This report highlights some of the best examples of how we advanced our care, enhanced our network, and supported our team of more than 13,000 colleagues and providers.

After weathering a challenging couple of years, I'll remember 2022 as the year we started to return to some sense of normalcy and, importantly, reprioritized our growth agenda. Many of the communities we serve are among the fastest-growing areas in the nation, and we feel a deep responsibility to meet the changing healthcare needs from Anchorage to Payson.

We're proud to give more Alaskans, Idahoans and Utahns a way to connect with high-quality, cost-effective care, for both life-altering medical situations and for everyday treatment and health needs. As we introduce new care options and enhance our existing facilities, we hope the Mountain Division continues to be a network that even more families across our three states can trust.

While this report will focus mostly on initiatives and accomplishments from 2022, we remain steadfast in fulfilling our mission: ***Above all else, we are committed to the care and improvement of human life.***

Across the HCA Healthcare family, we love to talk about all the ways *We show up* to deliver on our mission. On the pages that follow, we'll detail exactly how our impressive team continues to show up for patients, for communities, and for each other.

Thank you for giving us the opportunity to bring our mission-focused care to the communities we serve and love.

Greg Angle
President, Mountain Division
HCA Healthcare

By the numbers

9,800+

colleagues in Alaska, Idaho and Utah

3,700+

registered nurses

2,670+

active and affiliated physicians

11

hospitals

1,730

licensed beds

110

sites of care

9,920+

babies delivered

1.48M

patient encounters

290K+

emergency room visits



Alaska



1,200 colleagues in Alaska

470 active and affiliated physicians

250 licensed beds

90K+ patient interactions



Idaho

2,200 colleagues in Idaho

480 active and affiliated physicians

442 licensed beds

370K+ patient interactions



Utah



6,600 colleagues in Utah

1,780 active and affiliated physicians

1,038 licensed beds

1M+ patient interactions



Our HCA Healthcare connection

Community-based care, supported by a national leader

We're proud to belong to HCA Healthcare, one of the nation's leading healthcare providers.

Patients who trust our Mountain Division hospitals for their health needs get the best of both worlds: care from local teams who are passionate about helping their communities, supported by the collective strength of our 294,000 HCA Healthcare colleagues.

From our more than **37 million annual patient encounters**, we develop and share best practices across our enterprise that help continuously improve patient care. Our clinicians use evidence-based guidance, tools, measurement,

advanced analytics and data science to support safe, effective and compassionate care.

The services we deliver in Alaska, Idaho and Utah are enhanced by the data, knowledge and best practices from across 2,300 affiliated care sites.

HCA Healthcare has also been recognized for its commitment to doing what is right for patients, colleagues and communities. In early 2023, HCA Healthcare was recognized for the 13th time by Ethisphere, a global leader in defining and advancing the standards of ethical business practices, as one of the World's Most Ethical Companies.

A learning health system

By leveraging data from our 37 million annual patient interactions, HCA Healthcare is able to conduct research and create innovative tools that improve patient outcomes.

Our HCA Healthcare Research Institute focuses on unlocking insights into real-world data and conducting clinical studies that lead to breakthroughs in medical science. The institute worked closely with the Sarah Cannon Research Institute, our oncology research organization, to conduct more than 250 trials in 2022 alone.

Since 2021, a new department focused on Care Transformation and Innovation (CT&I) has been helping to identify and leverage new technology and process innovations to make transformative improvements to the experience of both patients and care teams.

182

hospitals in 20 states and the United Kingdom

37M+

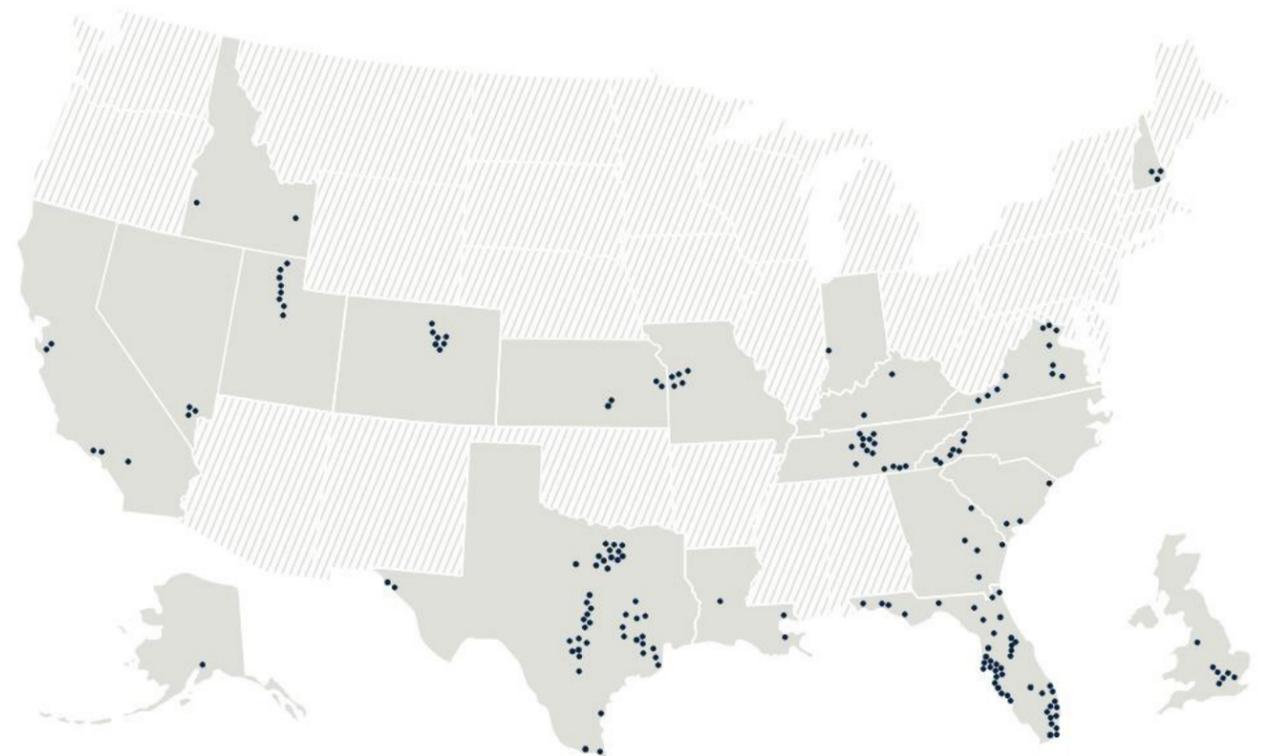
patient encounters

2.3K+

ambulatory sites of care

294K+

colleagues across HCA Healthcare



Data and hospital locations as of Dec. 31, 2022



We show up **for patients**

We're committed to caring for today's patients while protecting our quality, building our network, and enhancing our services as we evolve with the communities we serve.

West Valley Medical Center nurse Darci visits with Madalyn and her mother, Hanna.

Award-winning care

Top hospitals

Lakeview Hospital and Lone Peak Hospital made the 2022 Top 100 Hospitals® list compiled by Fortune and Merative. Both hospitals made the list of the Top 20 Small Community Hospitals in the United States.



Safety and experience

Four of our hospitals received the Patient Safety Excellence Award from Healthgrades in 2022: Alaska Regional Hospital, Lakeview Hospital, Mountain View Hospital and West Valley Medical Center. All four were recognized again in early 2023, along with Ogden Regional Medical Center and St. Mark's Hospital. In addition, Healthgrades recognized Mountain View Hospital and West Valley Medical Center with the Outstanding Patient Experience Award in both 2022 and 2023.

Specialty excellence

The 2023 Healthgrades Quality Awards, announced in October 2022, recognize top-performing hospitals by specialty. Mountain View Hospital and St. Mark's Hospital were recognized by Healthgrades among America's 100 Best Hospitals for Orthopedic Surgery, and St. Mark's also made the 100 Best lists for Prostate Surgery and Spine Surgery.

In all, seven Mountain Division hospitals received a total of 30 designations as Five-Star Recipients in the 2023 Healthgrades Quality Awards: Alaska Regional Hospital (5), Cache Valley Hospital (1), Mountain View Hospital (4), Ogden Regional Medical Center (4), St. Mark's Hospital (11), Timpanogos Regional Hospital (2) and West Valley Medical Center (3).

In the Healthgrades Specialty State Rankings Awards announced in January 2023, Lakeview ranked as the top Utah hospital for Critical Care, while St. Mark's ranked third. St. Mark's and Mountain View Hospitals also ranked second and third in Utah, respectively, for Orthopedic Surgery.

Magnet® recognition

Timpanogos Regional Hospital remained the only Magnet-recognized hospital in Utah throughout 2022. The American Nurses Credentialing Center's Magnet Recognition Program distinguishes organizations that meet rigorous standards for nursing excellence.

13 nursing departments at **6** Mountain Division hospitals were recognized in HCA Healthcare's Units of Distinction program for 2022, including Brigham City Community Hospital's Labor & Delivery team which ranked #1 across the entire enterprise for perinatal services.



Dr. Brant Nikolaus visits with a patient at St. Mark's Hospital.

Protecting excellence

Ogden Regional Medical Center was recognized with a Press Ganey Guardian of Excellence Award for Patient Experience in 2022. The honor is given to facilities in the top 5% in each category.

Honor roll

Seven of our nine hospitals that are eligible for a Hospital Safety Grade from The Leapfrog Group received at least one "A" grade in 2022: Alaska Regional Hospital, Eastern Idaho Regional Medical Center (EIRMC), West Valley Medical Center, Lakeview Hospital, St. Mark's Hospital, Lone Peak Hospital and Mountain View Hospital. West Valley Medical Center earned its 18th consecutive "A" grade in Spring 2023, while Lakeview Hospital pulled in its 14th straight "A."

The choice for women

Seven hospitals in our division were named America's Best Hospitals in 2023 by the Women's Choice Award®, which recognizes top facilities based on clinical performance, patient satisfaction and appropriate accreditations, while taking into consideration the preferences of women:

- Brigham City Community Hospital ranked in the top 1% of hospitals for Emergency Care.
- Lone Peak Hospital ranked in the top 1% of small hospitals for Comprehensive Care, and was also recognized for Obstetrics and Emergency Care.
- Timpanogos Regional Hospital ranked in the top 1% of hospitals for Emergency Care and was also recognized for Obstetrics.
- West Valley Medical Center ranked in the top 1% of hospitals for Orthopedics and was also recognized for Minimally Invasive Surgery, Obstetrics, Patient Experience and Patient Safety.
- Mountain View Hospital was recognized for Emergency Care, Minimally Invasive Surgery, Obstetrics and Patient Experience.
- St. Mark's Hospital was recognized for Bariatric Surgery, Cancer Care, Emergency Care, Heart Care, Obstetrics and Patient Safety.
- Alaska Regional Hospital was recognized for Emergency Care, Heart Care, Minimally Invasive Surgery, Orthopedics, Patient Safety and Stroke Care.

Maternity care

Cache Valley Hospital, EIRMC, Lone Peak Hospital and St. Mark's Hospital all made the list of Best Hospitals for Maternity Care compiled by Money and The Leapfrog Group in 2022.



Advancing our network

In 2022, we celebrated a number of exciting care expansions and added new access points as we grew with the needs of our evolving communities.

Expanding hospitals

Utah's Lone Peak Hospital completed a multi-year expansion project that has nearly doubled the bed count at the Draper facility from 32 to 59. As part of the expansion, Lone Peak will now feature a 12-bed Post-Anesthesia Care Unit, an expanded operating room, new laboratory and pharmacy facilities, as well as other improvements such as renovated kitchen and dining areas.

We also completed operating room expansions at Brigham City Community Hospital and Mountain View Hospital, bringing renovated surgical suites and cutting-edge technology to communities at the far north and south ends of our Utah acute care network.

Work continued on the new five-story patient tower at St. Mark's Hospital in Salt Lake City. The project will add 125,000 square feet of new space to the hospital while also renovating 42,000 square feet of existing space. The tower will be patient-ready in 2023.

Neighborhood-based imaging

In partnership with Envision Radiology, we opened two new Envision Imaging locations in 2022. These community-based imaging centers will support our hospitals and provide patients with a convenient, cost-effective option for life-saving diagnostic services.

The centers are located in Draper and Bountiful.

Access to emergency care

We also added two freestanding emergency departments to our Utah network in 2022: Lone Peak Hospital's Herriman Emergency Center and Timpanogos Regional Hospital's Westlake Emergency Center.

These off-campus emergency rooms bring hospital-level diagnostic and treatment capabilities closer to home for many Utahns. These Joint Commission-accredited departments of the hospitals are staffed 24/7/365 by specially trained care teams.

In late 2022, we announced a sixth Utah freestanding emergency room in the Davis County community of Syracuse. That location is slated to open in 2024 as a department of Ogden Regional Medical Center.

Expanded urgent care network

Our Utah network, MountainStar Healthcare, continues to add to the network of CareNow®

urgent care clinics it acquired in 2021. After adding new locations in Orem and South Jordan in late 2021, new clinics in American Fork and West Point began serving patients in 2023, in addition to the original five locations in Bountiful, Cottonwood Heights, Murray, Salt Lake City and West Jordan.

Ambulatory surgery

Our division has also expanded its ambulatory surgery footprint with centers that offer affordable, high-quality surgical care and minimally invasive technology. With 10 surgery centers in Utah, the network is a state leader in non-acute surgical services and advanced surgical robotics. Alaska is home to three other HCA Healthcare surgery centers.

More to come

We continue to explore ways to help more families access the quality of our care in all three states we serve, and expect to make more exciting announcements in 2023 and beyond.

Opposite page: Hospital leaders and community officials smile as they prepare to cut the ribbon on Lone Peak Hospital's multi-year expansion project.

Below: The South Jordan CareNow location and Timpanogos Regional Hospital's new Westlake Emergency Center are two of the care sites added to our network in 2022.





Service enhancements

We continue to advance our care by bringing new capabilities and services to the communities we serve.

Women & babies

Mountain Division hospitals welcomed nearly 10,000 new babies in 2022, part of the more than 218,000 deliveries across HCA Healthcare. The expertise from those deliveries helps us to identify, standardize and scale best practices that pave the way for maternal safety and healthier babies.

We continue to expand our capabilities when caring for moms and babies, including when newborns need focused treatment to help them thrive. In 2022, we added a Level III Neonatal Intensive Care Unit (NICU) at Lone Peak Hospital. We have NICUs in six of our Utah hospitals and all three hospitals in Alaska and Idaho.

Behavioral health

We're proud to be part of one of the most connected networks for behavioral health services throughout the U.S. HCA Healthcare has more than 220 inpatient and outpatient programs in 17 states, including Idaho and Utah.

In order to address a critical shortage in behavioral health providers in Idaho, EIRMC launched a psychiatric residency program in 2022. Part of HCA Healthcare's overall Graduate Medical Education program, this will bring qualified providers to a state currently ranked last among the 50 states in mental health professionals per capita.

In Utah, we launched a new collaborative system for direct admissions. Referring physicians and attending psychiatrists can now work together via a streamlined admission process for patients who are medically stable and not presenting health issues that would require an evaluation in the ER.



For the fifth birthday of MountainStar Children's Services, Timpanogos Regional Hospital hosted a birthday bash and safety fair. Families from the community showed up for a bike rodeo, dunk tank, water safety booth, EMS demonstrations and more.

Pediatrics

MountainStar Children's Services, our comprehensive pediatric program in Utah, celebrated its fifth anniversary in 2022. We are proud to serve kids in Northern Utah with pediatric specialties, kid-friendly emergency rooms, and special inpatient units designed with children in mind. All 13 of our Utah ERs have pediatric-trained emergency staff, and the pediatric hubs at Timpanogos Regional Hospital and Ogden Regional Medical Center are home to many pediatric specialists and pediatric hospitalists.

In Idaho, EIRMC offers the most comprehensive and advanced pediatric care in the region and continues to grow its capabilities. In 2022, the hospital added a GI component to its pediatric surgery program and started a pediatric hospitalist program. EIRMC also features a separate pediatric emergency room with an environment designed to make kids more comfortable. It is connected to the hospital's Pediatric Intensive Care Unit offering critical care for kids up to age 18.

Alaska Regional Hospital's Kids Care Unit features animal-themed rooms, sleeping accommodations for parents, and board-certified physicians and pediatric subspecialists.



MOUNTAINSTAR

Children's Services

Cardiovascular

In 2022, we launched the Mountain Division Cardiovascular Symposium to share a comprehensive update on cardiovascular care with providers and clinicians. The forum features leading experts in cardiovascular medicine from around the country and covers topics such as atrial fibrillation, pacemakers, heart failure, preventive cardiovascular measures, stress testing, cardiac CT, valve management, cardiac surgery, and coronary artery disease.

Lone Peak Hospital's new catheterization lab was opened in 2022 in conjunction with the hospital expansion, and Ogden Regional Medical Center had its lab upgraded. There are plans for new electrophysiology capabilities to be added in 2023.

EIRMC recently celebrated two major milestones for cardiac procedures: in early 2023, the cardiology team performed its 300th transcatheter aortic valve replacement (TAVR) and then shortly after also performed the 500th left atrial appendage closure (LAAC). The Idaho Falls-based hospital performs the second most LAAC procedures in Idaho, while St. Mark's Hospital is #1 in the state of Utah.

Alaska Regional Hospital is launching a new partnership with Alyeska Vascular in 2023, adding to its heart care program. The Anchorage facility is also adding transcatheter aortic valve replacement (TAVR) procedures.



Stroke

Across the Mountain Division, we've been on a journey to transform our already strong stroke care program. In 2022, we assembled a multidisciplinary team to revisit the processes surrounding the care we provide to our acute stroke patients in the emergency department setting. In particular, we focused specifically on how telehealth capabilities could enhance stroke care.

By October 2022, we launched the "direct beam-in" pilot program, using telehealth technology to bring a neurologist into the initial assessment of the patient. This new process front loads the neurologist's assessment in coordination with the EMS teams, ER providers and clinical staff in order to establish a coordinated treatment plan.

#1 across the HCA Healthcare network in Q4 2022

for door-to-needle administration of thrombolytics



The launch of the direct beam-in program was a vital part of our efforts to improve door-to-needle administration of thrombolytics, which went from 12th in the HCA Healthcare enterprise in the fourth quarter of 2021 to #1 in the fourth quarter of 2022. Our hospitals were also the first in Utah and Idaho (and among the first in Alaska) to treat ischemic strokes with tenecteplase, a clot-busting drug that clinicians can administer far more quickly than its predecessor, alteplase.

The Mountain Division is home to two comprehensive stroke centers: Alaska Regional Hospital and St. Mark's Hospital. This certification from the DNV means the facilities are equipped to deliver the highest quality of care and treat the most complex stroke cases.

EIRMC launched a neurohospitalist program to strengthen its neurosciences and stroke services.

Orthopaedics

Across the network, we continue to standardize and strengthen our total joint programs to focus on quality, efficiency and patient satisfaction. We have also added state-of-the-art technology throughout the division's hospitals and surgery centers, including many first-in-market capabilities.

- St. Mark's Hospital added a low-dose, 3D imaging system from EOS Imaging that can simultaneously take full-body, frontal and lateral images of the skeletal system. St. Mark's is the only hospital in Utah to offer this imaging technology for adults.
- St. Mark's Hospital and Lakeview Hospital became the first facilities in Utah to offer total joint replacement surgeries using the VELYS robotic-assisted solution. This precise, minimally invasive robotic technology has been shown to improve outcomes and speed up recovery.
- Lone Peak Hospital became the first facility across HCA Healthcare to adopt the Globus C-arm Excelsius 3D, an imaging system that integrates with Globus spine robotics.

Lakeview Hospital completed the first year of a pilot program to implement a value-based care model into the facility's total joint replacement services. The approach has led to improvements in quality thanks to enhanced collaboration between surgeons, the hospital and downstream providers.

Imaging & surgical technology

Brigham City Community Hospital celebrated the first anniversary of its robotic surgery program, having successfully performed more than 200 minimally invasive procedures. Lakeview Hospital launched its own surgical robotics program in 2022. Several hospitals enhanced their imaging technology, including the addition of new fluoroscopy equipment at West Valley Medical Center and new nuclear medicine scanners at Cache Valley Hospital.



St. Mark's Hospital's two hyperbaric chambers are part of an advanced wound care program.

Wound care

St. Mark's Hospital opened its new Wound Care & Hyperbaric Medicine Clinic in 2022. The new clinic includes private examination rooms as well as two hyperbaric chambers. New wound care capabilities are coming to Brigham City Community Hospital in 2023.

Cancer

We are proud to be affiliated with Sarah Cannon, the Cancer Institute of HCA Healthcare. With the knowledge and research from our network and the insights from Sarah Cannon, we are able to offer integrated treatments and advanced cancer care. Sarah Cannon is a leader in clinical trials and cancer research, enrolling more than 3,000 patients per year. This includes hundreds of first-in-human new therapies being developed through clinical research to fight cancer.

One way we've continued to apply the learnings from Sarah Cannon here in the Mountain Division is in our patient navigation program. We fully implemented the nurse navigator model in our Mountain Division facilities. Our nurse navigators use their clinical expertise to serve as advocates and educators for cancer patients, helping them coordinate their care from diagnosis through the end of active treatment.

EIRMC is also partnering with Utah Cancer Specialists to bring more medical oncology services to Eastern Idaho.

Emergency

In addition to the new emergency centers opened in 2022 (see page 14), we continue to work with EMS partners to ensure timely care and seamless coordination in emergencies.

Our air medical service provider, Air Methods, opened a second AirLife Utah base at Timpanogos Regional Hospital in August 2022. Along with the previous base on the campus of Ogden Regional Medical Center, this location offers quicker response times to the scene of an emergent or trauma situation, as well as interfacility transports for patients needing specialized care.

HCA HealthcareSM **Power of the Network**

The care patients receive at our facilities in Alaska, Idaho and Utah is made better by our connection to HCA Healthcare, a leading national healthcare provider. Here are some examples of how our patients, communities and colleagues benefit from the collective strength of the network.



Enhanced Surgical Recovery

HCA Healthcare's Enhanced Surgical Recovery (ESR) program is a patient-centered, research-based, multidisciplinary approach to surgical recovery that allows patients to play an active role in managing their own care and recovery plan. Mountain Division hospitals have fully implemented ESR protocols, which can decrease opioid usage, improve surgical outcomes, and prevent readmissions.



Patient safety

HCA Healthcare's Patient Safety Organization (PSO) collaborates with nurses and leaders from our patient safety, quality and service line teams to support safe, compassionate care. In "Safe Table" discussions, nurses, colleagues and caregivers are encouraged to share concerns and observations related to patient safety that the PSO can act upon to protect patients and enhance quality.



Care equity

Excellence in healthcare starts with a foundation of inclusion, compassion and respect for our patients and colleagues, and we are committed to ensuring equitable access to high-quality care. In 2022, HCA Healthcare established a Patient Advisory Group to identify patient needs and drive progress toward our goals to support cultural competency, improve access, and reduce health disparities.



We show up for our communities

From Anchorage to Payson, the communities we serve are healthier, stronger and better as a result of our mission-driven care.

Colleagues from St. Mark's Hospital are joined by a local reporter to talk about their back to school drive supporting the Granite Education Foundation. The group stuffed 150 backpacks to celebrate the hospital's 150th anniversary.

Giving back

Mountain Division colleagues strengthen the communities where they live and work.

Our colleagues' love for their communities shines through in the care they deliver inside our 110 care sites, and also in the way they come together to make communities stronger. Our Mountain Division team supported 128 organizations through colleague giving in 2022, and provided volunteer service to 115 organizations.

Making a difference

A look at the impact of our charitable giving and volunteerism efforts in the division for 2022:

\$391K



Charitable donations by Alaska, Idaho and Utah colleagues with matching gifts donated by HCA Healthcare

4,700+



Volunteer hours provided by Mountain Division colleagues, a 60% increase from 2021

\$44,600



In volunteer grants given by HCA Healthcare to organizations based on colleague volunteer service

Our hospitals continued to support causes and organizations in their local communities. For example, St. Mark's Hospital and Lone Peak Hospital both partnered with the Fuller Center for Housing on service projects to renovate and beautify homes of community members.

Ogden Regional Medical Center held its popular Thanksgiving Run/Walk, raising over \$10,000 for local charities and collecting a truck load of food donations. Caregivers from the hospital's Alcohol and Chemical Treatment Center participated in a Recovery Run.

HCA Healthcare once again sponsored the Healthy Food for Healthier Tomorrows food drive. Facilities were invited to build a sculpture with the donated food, and a winner was chosen from each division. Brigham City Community Hospital's "Care Like Family" heart sculpture won in the Mountain Division, earning a \$10,000 grant from the HCA Healthcare Foundation for the Box Elder Community Pantry.

West Valley Medical Center has a tradition of volunteering at the Caldwell Night Rodeo. A portion of the funds raised at CNR Strong Night provide cancer screenings for the under-insured. WVMC also supports the Canyon County Festival of Trees, which in 2022 raised \$120,000 for the county's Meals on Wheels program.

Many Mountain Division leaders and hospital executives also lend their leadership insights to a number of non-profit boards, professional affiliations and cross-functional task forces. A few of the organizations our leaders support in board positions and advisory roles include: American Hospital Association and its state-level equivalents, American Heart Association, Make-A-Wish Foundation, American Red Cross, state nurse associations, various higher education institutions and several chambers of commerce and health/emergency service task forces.



From top left: Caregivers from Ogden Regional Medical Center's Alcohol and Chemical Treatment Center participated in a Recovery Run to raise awareness and funds in support of patients suffering from substance use disorders.

Brigham City Community Hospital's food donation sculpture landed a \$10,000 grant from the HCA Healthcare Foundation for the Box Elder Community Pantry.

Colleagues at Alaska Regional Hospital assembled naloxone kits that can save a life by reversing the effects of an opioid overdose.

The team at West Valley Medical Center took part in the Caldwell Night Rodeo. Funds raised on "CNR Strong Night" helped provide cancer screenings to the under-insured.

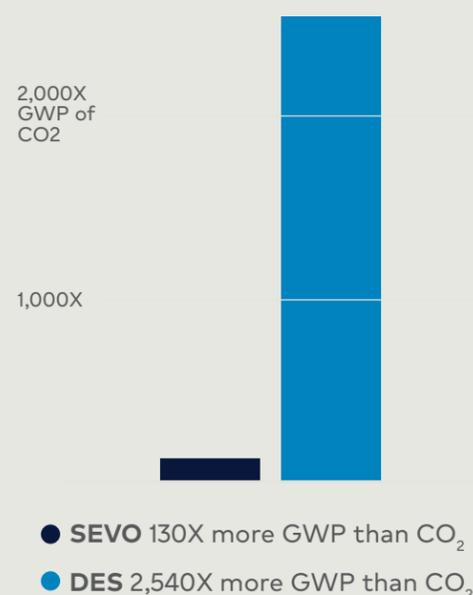
St. Mark's Hospital completed a repair and beautification project with the Fuller Center for Housing.

Leading the way

Our team continues to take the lead in tackling tough issues and being part of the solution when it comes to ethical, high-quality, socially responsible healthcare.

Global Warming Potential, Sevoflurane vs. Desflurane

Source: NIH



“We are constantly open to data-driven clinical innovations. You have to be in today’s world if you want to provide the best possible care.”

Filip Roos, M.D.

Chief Medical Officer,
Mountain Division

Environmental stewardship

Colleagues across the Mountain Division are committed to caring for patients in an environmentally sustainable way.

When Dr. Filip Roos, the division’s chief medical officer, saw an opportunity to improve care while also protecting communities across the world, he knew he had to act.

Dr. Roos discovered research showing that the gases emitted per MAC-hour while administering the surgical anesthetic desflurane are equivalent to the CO₂ emissions from driving a passenger vehicle nearly 200 miles — the distance of the drive from our Salt Lake City division office to the Southern Utah town of Beaver. An hour of sevoflurane administration results in the same emissions of just a four-mile trip, less than the drive to nearby Sugarhouse Park.

Dr. Roos dove into the evidence-based research and spoke to other physicians. Given that desflurane has no increased benefit to patients and is significantly more harmful to the environment, Dr. Roos and the team decommissioned the use of the drug in October 2022. Now the change is being scaled at facilities across HCA Healthcare.

All 11 Mountain Division hospitals are members of Practice Greenhealth, a national leader in defining sustainable, eco-friendly healthcare practices. HCA Healthcare is a founding member of the Healthier Hospitals Initiative, which aims to improve sustainability in healthcare.

Value-based care

The Mountain Division is highly engaged in exploring value-based care programs, which aim to improve patient outcomes and reduce the overall cost of care by rewarding healthcare providers for the quality and efficiency of care they deliver to patients.

Lakeview Hospital has pioneered the value-based approach, having completed a full year in HCA Healthcare’s first orthopaedic Value-Based Enterprise (VBE). In the new framework, surgeons, the hospital and downstream providers work together to improve quality and patient outcomes in the facility’s joint replacement services.

We continue to innovate with value-based payment models and are expanding our Accountable Care Organization (ACO) in 2023. Our Idaho-based ACO, Eastern Idaho Care Partners, improved care for 7,421 Medicare beneficiaries in 2022 and saved Medicare nearly \$3.9 million by meeting quality and cost goals, according to the Centers for Medicare and Medicaid Services (CMS).

We’re excited to build on that success by growing the ACO model into Utah. The Eastern Idaho Care Partners ACO is now MountainStar Care Partners. We also launched a Clinically Integrated Network (CIN) in 2023, also named MountainStar Care Partners.

Together, the ACO and CIN serve 37,000 covered members with more than 700 providers in 15 counties throughout Idaho and Northern Utah.



HCA Healthcare was recognized as one of the **World’s Most Ethical Companies** in 2022, and again in early 2023.

The recognition comes from Ethisphere, a global leader in defining and advancing ethical business standards and practices. The 2023 honor marks the 13th time the enterprise has been recognized.



Crush the Crisis events at West Valley Medical Center (left) and Ogden Regional Medical Center (right) were part of an effort to collect nearly a thousand pounds of unused and expired medications across the Mountain Division.

Combating the opioid crisis

Across HCA Healthcare, more than 100 facilities partnered with local law enforcement in 2022 to collect and safely dispose of a record 19,423 pounds of medication during our annual Crush the Crisis event.

That includes the 979 pounds collected at a record 10 collection sites in the Mountain Division.

Supporting EMS partners

In many situations, a patient’s care journey starts long before they reach our hospitals. We work closely with emergency medical services (EMS) teams in Alaska, Idaho and Utah. Our hospitals frequently offer education opportunities to EMS professionals, and have implemented tools to enhance partnerships and improve responder care.

Kris Shields, our EMS relations director in Utah County, was recognized in May 2022 for her role in introducing those tools and showing crews around the state how to use the insights provided. The Utah Emergency Management System for Children (EMSC) recognized Kris as the EMSC Coordinator of the Year, citing both her work on those care coordination projects and her strong, tireless advocacy for EMS teams throughout Utah.



Kris Shields poses with her plaque after being named the Emergency Management System for Children Coordinator of the Year in May 2022.



In loving memory: Holly Burke

Our entire Mountain Division family is saddened by the loss of our dear friend Holly Burke, who passed away in 2023 after battling cancer.

Holly saved and improved countless lives with her passion and commitment for improving the connections between emergency medical services (EMS) professionals and our hospital teams.

As one of our EMS partners put it, Holly was “one of the most graceful, dedicated, loving, intelligent, motivated, innovative, amazing, and spiritual human beings I have had the incredible opportunity to know and love.” Holly transformed our approach to coordinating with first responders to improve patient care and outcomes, and delivered world-class education to our EMS partners. She truly loved celebrating the crews she worked with throughout Utah and even surrounding states, and made it her mission to strengthen relationships in a way that would enhance public health.

Thank you, Holly. Your impact on our communities will be felt for generations.



Our economic impact on communities



9,800+
colleagues

We play a major role in the economies of our Mountain Division states as an employer of more than 9,800 colleagues.



\$156.9M
taxes incurred

Unlike many healthcare systems in the country, HCA Healthcare pays property, sales and income tax. In 2022, we paid \$156.9 million in federal, state and local taxes in Alaska, Idaho and Utah – funds that have served to support education, police, infrastructure, housing initiatives and more.



\$207M
capital investments

We continually invest to bridge gaps in access to healthcare services and raise the level of care in the communities we serve. Just in the Mountain Division, those investments totaled \$207 million in 2022 as we continued to evolve with the healthcare needs in some of the fastest-growing communities in the nation.



\$55.4M
charity care

In 2022, we provided an estimated \$55.4 million in charity care, uninsured discounts and uncompensated care to our patients in Alaska, Idaho and Utah. As part of HCA Healthcare, we have one of the most generous patient financial protection policies in healthcare.

HCA HealthcareSM Partnerships with a purpose

HCA Healthcare has a number of strategic partnerships aimed at strengthening our communities and solving health needs in the areas we serve.

Mental wellness partnerships



HCA Healthcare continues to respond to the growing need for mental health resources and awareness. We announced a new partnership with Volunteers of America in 2022 that will promote mental wellness and resilience among first responders. We also continue to work with EVERFI to bring the Understanding Mental Wellness course to students across the United States, and we forged new mental wellness partnerships with Psych Hub, the Girl Scouts of America and Musicians On Call.

Stepping forward in a crisis



HCA Healthcare continues to work with the American Red Cross to respond to disasters. The enterprise donated \$250,000 in support of the American Red Cross' Disaster Responder Program in 2022, and also stepped forward with funding, colleague matching and in-kind donations for specific disaster relief efforts. Our own Enterprise Emergency Operations Center brings together a multi-disciplinary incident response team to ensure we are prepared to respond during and after a crisis.

Creating healthier tomorrows



The HCA Healthcare Foundation and its Healthier Tomorrow Fund continue to work with a wide range of organizations and causes. In 2022, the Foundation made grants with the goal of advancing diversity in healthcare, increasing access to healthcare careers, combating food insecurity, and more. The Foundation also supports local charitable giving, such as the more than \$380K in community contributions in the three Mountain Division states.



We show up **for colleagues**

Excellent care starts with excellent people, which is why we are so focused on supporting our colleagues and cultivating the healthcare leaders of tomorrow.

Members of the laboratory team at Alaska Regional Hospital.

Supporting and celebrating our people



Top: St. Mark's Hospital celebrated its 150th anniversary in 2022, and we had activities throughout the year to celebrate the milestone with colleagues.

Bottom: Hospital Week gives us the chance to celebrate the people who make our facilities special, like this group of colleagues enjoying a barbecue at Cache Valley Hospital.

As HCA Healthcare's co-founder Dr. Thomas Frist Sr. said, "Bricks and mortar do not make a hospital. People do."

Our extraordinary colleagues are what make the Mountain Division's facilities such special places and we look for every opportunity to celebrate, support and develop them.

Supporting clinicians

We are committed to supporting our nurses and the nursing profession by actively investing in resources, training and development programs to help advance clinical education and inspire tomorrow's leaders.

We do this by implementing collaborative technology, embracing innovative models of care to reduce the burden on nurses, investing in equipment to address care team needs, and capturing the voice of nurses and other clinicians in our Vital Voices survey.

Walking in your world

One of the ways we improve the patient experience and address care team needs is by listening closely to those who are closest to the bedside.

The Walk in Your World program was introduced in 2022 to give facility, division and enterprise leaders a chance to shadow clinicians and see the care floor through their eyes. By working alongside our caregivers, leaders gain insight into the challenges nurses face and how they can advocate for effective operational change on behalf of colleagues and the patients they serve.

St. Mark's nurse Callie and Mountain Division chief nursing executive Jen Wagenaar pose with orange sneakers as they embark on a "Walk in Your World" shadowing experience.



Physician partnerships

HCA Healthcare is a physician-founded health system built on the belief that the best patient care starts by enabling and empowering physicians. We remain focused on physician engagement in the Mountain Division, giving our 2,600 active and affiliated physicians more opportunities to be part of the conversation about how we meet the changing needs of our communities.

The Mountain Division's Physician Services Group, which works with more than 200 providers to serve patients at dozens of HCA Healthcare-affiliated clinics, was awarded Division of the Year for 2022. The recognition is based on a composite ranking of areas like physician engagement, patient experience and other operational measures. Our division has won the honor for four of the past five years.

Graduate Medical Education (GME)

By preparing physicians for post-graduate specialty training, our GME programs are helping to shape the future of medicine. Our division is home to six GME programs with 70 total residents and fellows. That includes the new psychiatric residency program launched at EIRMC in 2022 to help address a statewide shortage of behavioral health providers. In all, HCA Healthcare has more than 300 accredited GME programs in 16 states.

Physician Services Group
Division of the Year
 for physician engagement and other results in four of the past five years



Celebrating excellence

A number of Mountain Division professionals were recognized in 2022 for their service, compassion and leadership.

Rebecca Hunter, the division's vice president of planning and service line support, received the Senior-Level Healthcare Executive Award for her professionalism and excellence as a healthcare leader. The honor is one of the Utah Healthcare Executives' Regent's Awards and was presented by UHE Regent Lisa Paletta at the Utah Hospital Association's fall conference.

At the same conference, Sandy Ewell was honored by the Utah Organization of Nurse Leaders with the UONL Legacy Leadership Award for her service to Utahns as a nurse and leader at two Utah County hospitals for nearly 50 years.

Lakeview Hospital's Tammy Lawyer and Egda Minnoch were recognized as Healthcare Heroes by Utah Business Magazine in October 2022. Tammy has been a nurse in Lakeview's ICU for 10 years and was recognized for the calm and caring attitude she brings to every interaction. Egda was recognized in the Lifetime Achievement category for the passion and joy she brought to her patients and colleagues during 39 years as an environmental service associate.

Six nurses from West Valley Medical Center were recognized by Nurse Leaders of Idaho at a November conference for demonstrating excellence in nursing practice: Susan Southern (ICU), Brandon Roedel (Float Pool), Tim Ruggles (House Supervisor), Mandy Ellestad (Med-Surg), Shaheen Jamal (ED) and Sami Skogsberg (Education).



Top: Rebecca Hunter (right) receives an award from UHE's Regent.
Bottom: The UONL recognizes Sandy Ewell (right) with the Legacy Leadership Award.

Wellness programs

In 2022, more than 17,000 HCA Healthcare nurses received support from Nurse Care, a 24/7 helpline providing free and confidential access to a wealth of resources. Additionally, colleagues and their household members have access to up to eight free counseling sessions per year through Optum Wellbeing.

Colleagues can learn more about these and other programs at the Wellbeing Hub, a one-stop website for support tools and resources to improve emotional wellness, quit smoking, manage stress, plan for their child's education, find family support resources and more.

A new wellness benefit was introduced in 2022 to provide eligible colleagues access to Progyny, a leading fertility benefits solution. Progyny offers comprehensive treatment coverage, personalized guidance and access to premier specialists to support unique paths to parenthood.

Nurse Competency Passports

The Competency Passport program enables our nurses to demonstrate the proficiencies that are most important in the units where they care for patients. Each nurse is responsible for completing the Competency Passport requirements in their care area. Chelsea Draney and Pam Fulwider, two nurses from the Mountain View Hospital emergency department, were the first nurses to complete their 2022 passports.



Professional development

HCA Healthcare's Leadership Institute provides leadership development offerings to all levels in the organization. The Leadership Institute is dedicated to building leaders who embrace our culture and lead in healthcare.

Leaders across the Mountain Division can participate in programs such as Leadership Essentials, the Leadership Institute Academy and the Charge Nurse Leadership Certificate. The Leadership Institute also provides opportunities for leaders to prepare for executive and other critical leadership roles through the Executive Development Program and the Director Development Program.

These programs complement our rich education assistance programs, including tuition assistance, student loan assistance, certification assistance, and the Patricia Frist Memorial Scholarship available for eligible dependent children. We also offer significant discounts at select higher education institutions, such as HCA Healthcare's own Galen College of Nursing.

Diana Moll Child Life Specialist, Eastern Idaho Regional Medical Center

As the sole child life specialist supporting EIRMC's robust pediatric program, Diana is everywhere, serving children and their parents with tremendous passion and a "Care Like Family" spirit.

Diana also volunteers with a local grief organization where she leads group sessions for children who have suffered loss. She serves on the hospital's Employee Advisory Group where she champions efforts to serve colleagues and the community.

In recognition of her service, humility and commitment, Diana was awarded the 49th annual Frist Humanitarian Award as part of HCA Healthcare's Awards of Distinction program. Named after Dr. Thomas Frist Sr., the annual award is given to one of the enterprise's 294,000 colleagues who embodies our purpose and values.





Building tomorrow's caregivers

Extraordinary care starts with extraordinary people, and the Mountain Division is home to thousands of skilled and passionate caregivers.

We're also working to ensure that the talent pipeline is strong as we look to the future.

Advancing clinicians

HCA Healthcare's Centers for Clinical Advancement (CCA) provide new and existing nurses with classroom education, immersive learning and lifelike simulations to help them grow as clinicians.

We were proud to bring two of these state-of-the-art, hands-on learning centers to Utah. A 13,000 square-foot center opened in Ogden in 2022, and a second 16,000 square-foot CCA opened in Draper in early 2023.

"One of the big questions in nurse education is how to transfer all that great classroom learning to the bedside setting. These centers help address that need by giving clinicians a place to simulate real-life situations," said Emily Shumway, VP of clinical education for the division.

Because of the virtual learning tools, even our colleagues in Alaska and Idaho benefit from having two of the organization's 15 CCAs here in our division.

Workforce appropriation

Nursing leadership and our government relations team worked closely with state legislators and other health systems to advocate for a major healthcare education appropriation in Utah's state budget. Jen Wagenaar, the division's chief nursing executive, met with

the education subcommittee to speak to the need for additional focus on the healthcare workforce landscape. The newly created fund will help higher education institutions address gaps, allowing them to offer more programs for future healthcare professionals.

Models of care

We continued to make progress in 2022 on dialogue around models of care with state leaders and licensing bodies in all three Mountain Division states. By allowing other professionals with appropriate licenses to manage certain tasks, we can enable nurses to spend more of their time operating at the top of their license and training.

Academic partnerships

We entered into an innovative agreement with longtime education partner Westminster College to bring more graduating nurses to HCA Healthcare hospitals, and we continue to develop partnerships with a number of schools offering programs for nurses, nursing assistants, surgical technicians, respiratory therapists and other patient care team members.



Coming in 2023

Early in 2023, division nursing leaders announced that we would be welcoming **Galen College of Nursing** to Utah.

A leading nurse educator, Galen is a single-purpose institution that joined the HCA Healthcare family in 2020 and now operates 21 campuses as well as robust online offerings.

Also in 2023, we introduced the **Caregivers of Tomorrow** program to offer sponsored tuition to select education programs in Alaska, Idaho and Utah.

We'll introduce both initiatives fully in our next impact report.

"We've been working with community leaders in our three states to offer more passionate people a career as caregivers and truly nurture the pipeline of future nurses."

Jen Wagenaar
Chief Nursing Executive,
Mountain Division

Culture of inclusion & caring

We're committed to making the Mountain Division's 9,800-plus colleagues proud to work for an organization that helps them grow and celebrates their perspectives and experiences.

Best places to work

Our culture of caring starts with the way we support and develop our colleagues. We're proud to be part of HCA Healthcare, which has been recognized for the second consecutive year on the LinkedIn Top Companies ranking, an annual list that helps professionals identify the top workplaces to grow their careers. HCA Healthcare has also been recognized as a top employer for Americans with disabilities, for the LGBTQ+ community, and for military families and veterans.

Advancing diversity in healthcare

HCA Healthcare is investing to increase the diversity in the national healthcare talent pipeline. In 2022, the organization announced \$5.25 million in gifts to Historically Black Colleges and Universities (HBCUs) and Hispanic Serving Institutions (HSIs).

HCA Healthcare Awards & Recognition

World's Most Admired Companies

#1 in healthcare on Fortune's prestigious ranking of corporate reputation

Military Friendly Employer

Recognized by VIQTORY for 12 consecutive years, by Military Times for Vets for the last three years

Corporate Equality Index

Score increased 20 points since 2020 on equality benchmarking by the Human Rights Campaign

Best Place to Work for Disability Inclusion

2022 Disability Equality Index® by the American Association of People with Disabilities

LinkedIn Top Companies

Second year in a row on the top 50 employers



Colleague networks

HCA Healthcare's colleague networks are a valuable resource for team members to convene around shared experiences. They also provide opportunities to grow through professional development sessions, volunteer opportunities and networking. Across our organization, we have 99 local Colleague Network chapters.

Supporting diverse businesses

Another way we promote diversity is by engaging diverse businesses as vendors. In 2022, the Mountain Division exceeded its goal by more than any other division, spending over \$19.6 million with businesses owned by minorities, women, veterans and individuals with disabilities.

"HCA Healthcare was founded on principles of compassion and service to our communities. At the heart of this focus is our deep, conscious and active commitment to diversity, equity and inclusion."

Sherri Neal

Chief Diversity Officer,
HCA Healthcare



Leadership spotlights

New hospital leaders



Blake Rose
CEO, Cache Valley Hospital

Blake Rose began his tenure as the CEO of Cache Valley Hospital in August 2022, bringing a decade of experience in healthcare to help the hospital continue growing and serving more Northern Utahns.

Blake and his family most recently lived in Washington where he was the chief administrative officer for Summit Pacific Medical Center. He previously spent time with University of Utah Health and Prosser Memorial Health, also in Washington. But Blake and his wife Nakelle, an elementary school music teacher, are no strangers to the Logan area.

They both grew up close by in Southeast Idaho and have family living in Cache Valley.

“This feels like coming home,” Blake explained. “My wife and I wanted a great community to raise our family, and Cache Valley definitely meets that criteria. We love this area and are excited for the opportunities this new chapter will bring to our family.”

He and Nakelle have three kids (ages 12, 9, and 7) and love to spend time outdoors camping, fishing, riding dirt bikes and exercising. Blake received an undergraduate degree in Business and Spanish from Idaho State University, then went to Grand Canyon University for an MBA with a focus on leadership.



Austin Manning
CEO, Timpanogos Regional Hospital

In late 2022, Austin Manning was named chief executive officer at Timpanogos Regional Hospital, returning to the facility where he was the chief operating officer (COO) from 2014 to 2017.

“I am thrilled to be back at Timpanogos Regional Hospital,” said Manning, who officially started on January 1, 2023. “My family and I loved our time in Utah County and are excited to call the area home again. I look forward to building on the hospital’s 25-year legacy of evolving to meet our community’s needs.”

Manning had spent the previous five years as the COO at HCA Healthcare’s Los Robles Health System in Thousand Oaks, California. While there, he established the system’s Cardiovascular Institute, launched robotic surgery programs and directed the expansion of a rehabilitation hospital. His previous healthcare leadership experience includes a number of leadership roles at sister HCA Healthcare facilities in Oklahoma and Colorado.

Manning has a Bachelor of Science degree from the Virginia Polytechnic Institute and State University, and a Master of Health Administration from Virginia Commonwealth University. He and his wife, Sarah, have three sons.

New chief nursing officers in 2022

Four Mountain Division hospitals welcomed new CNOs.

Brandi Allred accepted the CNO role at **EIRMC** in September 2022. Brandi’s Idaho roots run deep: she grew up in nearby Preston, and graduated with her RN degree from Idaho State University. She started her HCA Healthcare career at Lakeview Hospital before entering the Executive Development Program and accepting the ACNO post at a 741-bed facility in Tennessee.



She also holds a master’s degree in nursing from Western Governors University and is a recipient of the enterprise’s Nursing Excellence Award for Professional Mentoring, the organization’s most prestigious honor for nurses who help others grow in their skill set.



Laura Magstadt became **Cache Valley Hospital’s** CNO in April 2022. Laura has been a registered nurse for over 25 years and has served in leadership positions for 17 of those, having most recently served as the vice president of nursing at Asante Three Rivers Medical Center in southern Oregon for six years. She was drawn to HCA Healthcare’s commitment to nursing, and to the family feel of the North Logan hospital.

Laura holds a bachelor’s degree in nursing from Edgewood College and multiple postgraduate degrees. She received her MSN from the University of Phoenix and then attended Walden University and received an MBA and a Ph.D. in Leadership and Organizational Strategy.

Katie King is the new CNO at **Timpanogos Regional Hospital** after serving in the same role for four years at nearby Mountain View Hospital. She started at the Payson facility in 2002 as a patient care tech on the surgical floor, and would later work as an ICU nurse, house supervisor and behavioral health manager. She was instrumental in helping Mountain View achieve a Five-Star rating from CMS.



Katie holds an MSN from Western Governors University, and lives in Salem with her husband Beau and their three children.



Laura Malaise succeeded Katie as the CNO at **Mountain View Hospital**. Laura has been caring for patients in the Mountain Division for 15 years, including more than a decade at West Valley Medical Center where she started as a certified nursing assistant. She later became an RN, nurse supervisor and the nursing director for medical-surgical, pediatrics and orthopaedics/spine.

She then joined the Executive Development Program and took an ACNO role at St. Mark’s Hospital, where she was recognized as the 2021 ACNO of the Year as part of the EDP program.

New top doc in Ogden: Dawn Harold

Dawn Harold, MD, was named the new chief medical officer at Ogden Regional Medical Center in December 2022.



Dr. Harold brings more than 30 years of leadership experience to Ogden. The Michigan native graduated from the United States Military Academy at West Point. After serving in the U.S. Army in a variety of positions, she attended medical school at East Tennessee State University and completed her residency in general surgery at a Washington army medical center. While stationed at Fort Campbell, Kentucky, she deployed overseas multiple times and held a variety of leadership positions, including three years as the chief medical officer of Blanchfield Army Community Hospital.

Timpanogos tribute: farewell, Kimball & Sandy

Two beloved leaders at Timpanogos Regional Hospital announced their retirement in 2022: longtime CEO **Kimball Anderson**, and **Sandy Ewell**, the chief nursing officer for the entirety of the facility's nearly 25-year history.

Kimball began his 34-year HCA Healthcare journey at Mountain View Hospital, where he was the director of dietary services. When Timpanogos Regional opened in 1998, he became the COO of both hospitals and played a key role in Timpanogos' launch, including by recruiting physicians and launching the ethics and compliance program. He left in 2009 to take a CEO position at Las Vegas' Southern Hills Hospital, but six years later returned to Orem to lead the hospital he helped open. He was named a CEO of the Year in 2021 by Utah Business Magazine for his work meeting the needs of his community during the COVID-19 pandemic.

Sandy worked at our two Utah County facilities for over 40 years. She started as a certified nursing assistant at Mountain View Hospital and worked in nearly every nursing area while earning her BSN and MBA degrees. She became the first CNO at the brand new Timpanogos Regional Hospital in 1998 and helped it grow into a 122-bed facility. Her tenure culminated with the hospital earning Magnet recognition from the American Nurses Credentialing Center.

Other leadership notes

- Alaska Regional Hospital CEO **Jennifer Opsut** will play a major role in shaping the future of healthcare in Alaska as the leader of important local organizations. She is now the chair of the Alaska Hospital & Healthcare Association's executive committee, and is also serving for the third time as president of the Alaska Healthcare Executive Network.
- Betsy Hunsicker**, now EIRMC's CEO, completed her term as the chair of the Idaho Hospital Association's Board of Directors and is now the immediate past chair.
- Division president **Greg Angle** and St. Mark's Hospital CEO **Jeremy Bradshaw** continue to serve on the Utah Hospital Association's Board of Directors and **Megan Davis**, the division's medical staff office director, is currently the president-elect of the Utah Association of Medical Staff Services.
- In other hospital leadership moves, **Nicholas Manning** became EIRMC's COO, and former Mountain View Hospital CFO **Braden Tibbits** moved to the same role at Lone Peak Hospital.
- At the division level, we welcomed **Curtis Lancaster** as the CEO of supply chain management at HealthTrust, and **Casey Jepsen** was promoted to the division VP of clinical informatics.



Highlighting amazing people and stories

Several heartwarming stories from Mountain Division colleagues and patients made regional and even national headlines in 2022.

Reunited: Ben and Holly



On Benjamin Hulleberg's 20th birthday, he got a message he'll never forget — from his birth mother. Holly Shearer had placed Benjamin for adoption 20 years earlier, and reached out via social media to introduce herself. The story took another serendipitous turn when the two realized they were colleagues at St. Mark's Hospital: Benjamin volunteered in the neonatal intensive care unit and Holly is a medical assistant at the Heart Center. Their reunion story was told on Good Morning America (GMA), ABC World News Tonight, Access Hollywood and several local and regional outlets.

Mushing Matt takes on the Iditarod



Once Matt Paveglio had faced a pandemic, a 938-mile sled race was next. Colleagues and patients at Alaska Regional Hospital rallied around Matt, then an ER nurse, as he embarked on the 2022 Iditarod with a team he called "DEEetermined" after his late mother, Dee. Matt had connected with a young patient fighting the same type of cancer his mom had, and she showed up to root him on. Alaska news outlets followed Matt's journey and then GMA highlighted him during National Nurses Week.

Troopers escort "miracle" patient home



After Sgt. Mike Wendler, a 16-year Idaho State Police trooper, was hit by a car while on duty, it wasn't clear if he would survive the extensive injuries to his brain and body. But after a 22-day stay at Eastern Idaho Regional Medical Center he was ready to go home. Family, friends, and the EIRMC team lined up as Sgt. Wendler left the hospital, and troopers escorted him on the 2 ½ hour drive home to Twin Falls. Multiple regional outlets highlighted this heartwarming story.

Additionally, members of our Mountain Division team continue to appear on local news with valuable information for the community.

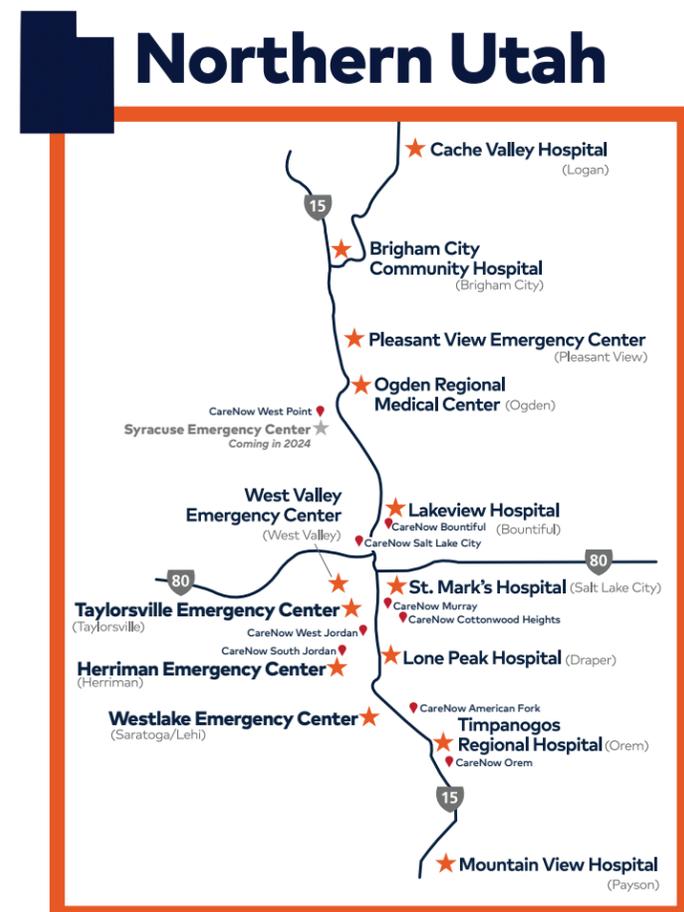
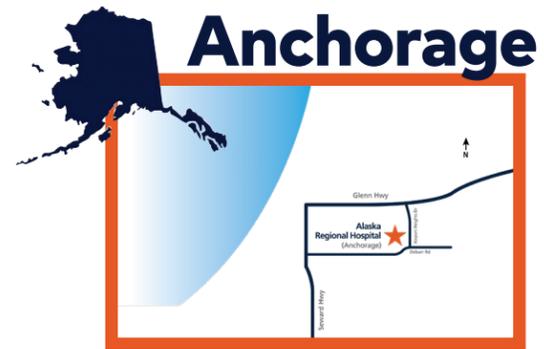
For example, Dr. Filip Roos, our chief medical officer has a recurring weekly segment on FOX 13's Good Day Utah to discuss timely health topics.



Our network

110 sites of care,
one mission

Data points in this section are for the 2022 calendar year unless otherwise noted; physician and advanced practice provider (APP) figures from March 2023.





Alaska Regional Hospital

2801 DeBarr Road, Anchorage, AK 99508 | 907-276-1131 | alaskaregional.com

 **250** Licensed beds

1,057 Colleagues

 **497** Registered nurses

524 Physicians

139 APPs

7,555 Admissions

 **38,876** ER visits

15,201 Total surgeries

566 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Alaska’s only Comprehensive Stroke Center (DNV)
- Received the Healthgrades Patient Safety Excellence Award™ in 2022 and 2023
- Earned Alaska’s only Hospital Safety Grade of A from The Leapfrog Group in spring 2022 and spring 2023
- ICU ranked in top 10% of HCA Healthcare critical care units for 2022 in the Units of Distinction program
- Certification for joint replacement, hip replacement and spine surgery from the Joint Commission
- Accredited as a Chest Pain Center with Primary PCI designation by the American College of Cardiology
- Accredited by the College of American Pathologists and the American College of Radiology
- Designated Center of Excellence in Robotic Surgery by the Surgical Review Corporation
- Cancer program certification by the American College of Surgeons

Services offered

- Emergency care provided by board-certified specialists 24/7
- Cardiology/cardiovascular
 - Cardiac catheterization lab, 24/7
 - Electrophysiology lab
 - Outpatient cardiac rehabilitation unit
- Comprehensive Stroke Center
 - Dedicated endovascular lab
 - Rehabilitation unit
- Neurology 24/7
 - Neurodiagnostics
 - Neuroradiology lab
- Orthopaedics & spine center
- Joint replacements
- Comprehensive surgical care
 - Minimally invasive robotic surgery
 - Inpatient and outpatient
- Intensive care and coronary care
- Hospitalists and intensivists, 24/7
- Maternity care
 - Level II Neonatal Intensive Care Unit
 - Neonatal Abstinence Evaluation, Support & Treatment (NEST program)
- Dedicated women’s care
 - 3D digital mammography
 - Stereotactic, ultrasound, MRI biopsy
 - Ultrasound studies
- Radiology: diagnostic and interventional
- Comprehensive lab services

Take me to Alaska Regional

“They truly care”

Chelsea Hunt, a 36-year-old Anchorage resident, set up a video call to watch her friend in Idaho open a gift. This was their first ever video call, and it turned out to be a life saver.

While chatting, something suddenly changed in Chelsea’s body, and the effects were obvious.

“My friend kept saying, ‘What’s wrong with your face?’” Chelsea said.

In addition to a facial droop, Chelsea lost the ability to use her body’s left side. Sitting on the couch, Chelsea noticed her left arm and leg hanging limply. She tried to communicate all she was experiencing, but only mumbled words came out.

Thankfully, Chelsea’s friend recognized the signs of stroke and hung up to call Chelsea’s mom, who also lives in Anchorage. Meanwhile, Chelsea managed to signal for her 3-year-old daughter to get 12-year-old big brother James, who stayed calm and called 911. He took care of his mom and sister and let the paramedics in. The young man’s heroic efforts and speedy action by emergency responders proved vital to Chelsea’s survival.

Within 20 minutes of the stroke’s onset, Chelsea was at Alaska Regional Hospital. As the state’s only DNV-certified comprehensive stroke center, Alaska Regional has demonstrated the highest level of competence for treatment of serious stroke events.

Chelsea was comforted when she met board-certified neurosurgeon Dr. Lucy He and the surgical team. Their positive energy helped ease Chelsea during the scary ordeal.

“It helped me be calm because I could tell they were calm. As strange as it sounds, the surgery room felt like a happy place,” Chelsea said.

Dr. He and the stroke care team carefully dislodged and extracted three pebble-sized clots. Without their precision and speed, Chelsea wouldn’t have survived. Chelsea was then transferred to the Intensive Care Unit (ICU) for constant monitoring and a battery of tests to see if the stroke caused permanent damage.

“I had speech therapists, physical therapists, cardiologists and others doing all kinds of exams – and I passed them with flying colors. I had no lasting effects! It was incredible,” Chelsea said.

After four days in the ICU, Chelsea reunited with her family and returned home without long-term effects. She feels fortunate to have been on the video call with her friend, fortunate for her son’s quick actions, and fortunate that the highest stroke care was waiting for her at Alaska Regional.



“I very much so believe that I had guardian angels around me,” Chelsea said. “So many things fit into place.”

Now that Chelsea has experienced the excellent care at Alaska Regional Hospital, she can’t imagine going anywhere else.

“I say, ‘Take me to Alaska Regional Hospital’ because I feel their care is exceptional. They truly care about people.”



Brigham City Community Hospital

950 S. Medical Drive, Brigham City, UT 84302 | 435-734-9471 | brighamcityhospital.com

-  **40** Licensed beds
- 206** Colleagues
-  **68** Registered nurses
-  **172** Physicians
- 28** APPs
- 904** Admissions
-  **9,955** ER visits
-  **1,792** Total surgeries
- 318** Babies delivered

Services offered

- New 16,000-square-foot emergency room
- Emergency care provided by board-certified specialists 24/7
- Heart attack and stroke intervention
- Cardiology/cardiac rehabilitation
- Orthopaedics/joint replacement
- Surgical care
 - Minimally invasive, robotic-assisted surgeries
 - Inpatient and outpatient
- Intermediate care
- Physical therapy: outpatient and inpatient
- Respiratory therapy
- Hospitalist care, 24/7
- Maternity care
 - Labor, delivery and recovery in one birthing suite
- Women’s wellness center
 - 3D digital mammography
 - Bone densitometry (DEXA)
- Sleep center: diagnostic
- Radiology: diagnostic and interventional
- Comprehensive lab services

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Labor & Delivery ranked #1 across HCA Healthcare perinatal services for 2022 in the Units of Distinction program; emergency department ranked in top 10%
- Named a Women’s Choice Award® America’s Best Hospital for Emergency Care (top 1%)
- Certified stroke receiving facility and Level IV Trauma Center (State of Utah)
- Accredited as a Chest Pain Center by the American College of Cardiology
- Accredited by the College of American Pathologists
- Accredited by the American College of Radiology with the Image Gently designation for pediatric CT

Take me to Brigham City Community

A Thanksgiving miracle

Imagine getting sick every day for three years and not knowing why. This was Jennell’s reality until the weekend after Thanksgiving when everything changed.

Jennell had seen every type of specialist you could imagine — gastroenterologists, homeopaths — you name it. She had scans and MRIs. She adopted a strict diet of fruits, vegetables, and meats — nothing with additives. She tried everything, but day after day for three years, she still vomited.

“It was awful,” Jennell says. “No one knew what was wrong, and I tried everything to make it better.”

The Saturday after Thanksgiving, Jennell had just gone to bed when she suddenly felt excruciating stomach pain. “I kept trying different positions to relieve the pain, but eventually I told my husband to call an ambulance.”

Originally from Portland, Jennell had the perception that a smaller hospital wouldn’t have the capability to offer specialized care, so she typically went to larger facilities. But that Saturday night, first responders took her to the closest emergency room: Brigham City Community Hospital. Tests revealed that Jennell’s gall bladder needed to be removed.

She describes what happened next as miraculous.

Dr. Cody Nebeker was the general surgeon on call that day. He also happens to be Utah’s only bariatric surgeon north of Salt Lake City. Jennell explained her ongoing stomach issues, so Dr. Nebeker told her he’d

look around and see what he could find. What he found changed Jennell’s life for the better: he discovered the cause of her daily vomiting.

Jennell had undergone gastric bypass surgery 12 years prior, and with Dr. Nebeker’s special training as a bariatric surgeon, he was able to identify that her daily stomach irritation for the past three years was due to that operation.

“The remnant portion of my stomach that wasn’t in use after my gastric bypass had been bleeding and oozing bile for several years,” Jennell explained. “Ulcers had also developed, and all of that combined had also impacted my gall bladder.”

Dr. Nebeker removed Jennell’s gall bladder and the remaining portion of her stomach. She hasn’t thrown up since.

“What are the odds that the surgeon on call would also be trained in bariatrics and be the only one trained to look for what my issue was?” Jennell says. “I believe in miracles, and I believe it was a miracle I ended up at Brigham City Community Hospital that night.”

Jennell is recovering well. Having been sick for so long, she had gotten very thin but says she is starting to get her strength back and is so happy for her new lease on life.

“The hospital was great. The staff were great. And the doctor was one of the best and finest I’ve ever encountered,” Jennell says.





Cache Valley Hospital

2380 North 400 East, Logan, UT 84341 | 435-713-9700 | cachevalleyhospital.com

 **28** Licensed beds

191 Colleagues

 **87** Registered nurses

226 Physicians

18 APPs

590 Admissions

 **5,045** ER visits

2,415 Total surgeries

320 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Women's Services ranked in top 5% of perinatal services units across HCA Healthcare for 2022 in the Units of Distinction program
- Named one of the Best Hospitals for Maternity Care by Money and The Leapfrog Group
- Certified stroke receiving facility and Level IV Trauma Center (State of Utah)
- Accredited as a Chest Pain Center by the American College of Cardiology
- Accredited by the College of American Pathologists
- Accredited by the American College of Radiology with the Image Gently designation for pediatric CT

Services offered

- Emergency care provided by board-certified specialists 24/7
- Orthopaedics
 - Minimally invasive, robotic-assisted joint replacements
- Spine care
- Surgical care
 - Minimally invasive, robotic-assisted surgeries
 - Inpatient and outpatient
- Maternity care
 - Spacious and comfortable birthing suites
 - Six home-like birthing suites
 - C-section suite
 - Anesthesiologist 24/7
 - Lactation support
- Advanced wound care and hyperbaric center
- Occupational therapy: outpatient and inpatient
- Physical therapy: outpatient and inpatient
- Respiratory therapy
- Speech therapy: inpatient
- Imaging and radiology
- Women's wellness center
 - 3D digital mammography
- Comprehensive lab services
- Infusion therapy
 - PICC/midline placements
- Cardiovascular care
- Alcohol and Chemical Treatment Center

Take me to Cache Valley

A special gift for Santa

Santa's got a big job — delivering gifts to 2.2 billion children all in a single night. Not to mention the yearlong prep that goes into the big day. All of that work can take a toll.

So what happens when Santa's not feeling so jolly? Rudolph guides his sleigh to Cache Valley Hospital, of course.

"Santa," known here locally as Lynn Hulse, certainly looks the part with his white beard and infectious smile. But things aren't always candy canes and gumdrops for this 60-year-old.

"I've had diabetes for over 20 years. Over time I also developed neuropathy in my feet, and I can't feel pain there."

Because he doesn't have feeling in his feet, Lynn was unaware that the bones in his left foot had weakened — a condition called Charcot foot. Charcot can cause the joints in the foot to collapse and eventually become deformed, which can then lead to open wounds, infection, and amputation.

Lynn's condition was in later stages, so his physician, Dr. Riley Rampton, gave Lynn four options: Do nothing and allow his condition to deteriorate, get temporary relief from a splint, do a Charcot foot reconstruction, or possibly have an amputation.

Lynn remembers hearing that individuals who have a below-the-knee amputation have an 80% mortality rate within five years. "I wanted to be around to see my great grandchildren, so I opted for surgery to keep my foot," Lynn said.

Charcot foot surgery involves complete reconstruction of the foot and ankle, including cutting and realigning bones as well as inserting metal plates and screws. It has a significantly

lower mortality rate than amputation. So in June 2022, Santa jingled all the way to Cache Valley Hospital where Dr. Rampton spent roughly six hours in surgery.

"The nurses were fantastic, and the pampering I received was unbelievable. The facility was so clean, quiet, and peaceful. I didn't have to ask for anything." Except for his favorite diet soda, Lynn added with a wink.

Lynn spent the next 14 weeks with a reconstructive frame over this foot to maintain correction and increase his success rate. He then began a regimen of physical therapy to help regain strength from the foot being immobile for so long. Finally, he was given a green light to put weight on the reconstructed foot.

"Now I won't have any problem getting in and out of the sleigh to get presents to the kids," Lynn said with a laugh.

Lynn is excited to walk again and get back to fishing. And of course, come holiday season, he and Teri — also known as Mrs. Claus — will be back to spreading cheer. And he says none of this would be possible without Cache Valley Hospital and Dr. Rampton.

"I don't want to have to go through this again, but if I did, I'd want to go to your hospital. They went above and beyond, offering my wife meals while she was there and even offering her a bed if she wanted to stay the night. It's things like this you don't expect from a hospital. You put the human factor back into healthcare."





Eastern Idaho Regional Medical Center

3100 Channing Way, Idaho Falls, ID 83404 | 208-529-6111 | eirmc.com

 **292** Licensed beds

1,461 Colleagues

 **580** Registered nurses

449 Physicians

110 APPs

10,778 Admissions

 **38,101** ER visits

7,480 Total surgeries

971 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Primary Stroke Center (Joint Commission)
- Designated a Level II Trauma Center by the American College of Surgeons & Idaho Time-Sensitive Emergency System
- Accredited as a Chest Pain Center by the American College of Cardiology
- Earned Hospital Safety Grade of A from The Leapfrog Group in fall 2022 and spring 2023
- Women's Center ranked in top 5% of HCA Healthcare perinatal services units for 2022 in the Units of Distinction program; PCU ranked top 10%
- Named one of the Best Hospitals for Maternity Care by Money and The Leapfrog Group
- Accredited by the College of American Pathologists
- Only radiation oncology center in Idaho accredited by the American College of Radiology; Image Gently designation for pediatric CT

Services offered

- Emergency care provided by board-certified specialists 24/7 with Level II Trauma Center
- Level I Intensive Care Unit (ICU)
- Idaho's only Burn Center
 - 6-bed Burn ICU; outpatient burn & wound clinic; Idaho's only burn surgical suite
- Cardiovascular care
 - Cardiac catheterization lab; electrophysiology lab; structural heart minimally invasive repair and replacement; cardiac and pulmonary rehabilitation; Level I STEMI Center
- Primary Stroke Center
- Neurology and neurosurgery
- Comprehensive surgical care
 - Minimally invasive, robotic-assisted; Cardiovascular/open-heart surgery program; Neurosurgery and spine center; Orthopaedics and joint replacement
- Inpatient acute rehabilitation unit
- Pediatric care
 - Level III Neonatal Intensive Care Unit
 - Region's only Pediatric Intensive Care Unit and pediatric general surgery program
 - Ronald McDonald Family Room on site
- Women's imaging center
- Behavioral health center
 - Adult/adolescent acute inpatient care
 - ECT therapy program
 - Intensive outpatient program
- Cancer care
 - Idaho's only facility accredited by American College of Radiology; medical and radiation oncology with infusion services
- Wound care and hyperbaric oxygen therapy

Take me to EIRMC

Matt climbs again

Matt Berry has rock climbed along the world's most treacherous mountains. On a blue bird morning in August, he set out to complete the Grand Traverse, a climb in the Tetons spanning 18 miles with a 12,000-foot elevation gain and summits at seven major peaks.

After repelling into an area called Koven Knotch, Matt packed away his rope and began scrambling. That's when the unthinkable happened. His foot slipped on a tiny area of unseen ice.

"It was a freak accident," Matt said. "Once I hit that ice, I moved pretty fast."

Matt plunged headfirst down the mountainside, falling approximately 600 feet while smashing into rocks and bouncing off ice. When he finally landed, he lay 15 feet shy of a 2,500-foot-tall cliff into the cascade canyon.

"Lucky for me, I didn't go for the big ride," he said.

Though lucky to be alive, Matt knew he was seriously injured. He yelled to his climbing partner to call for a rescue helicopter, then began assessing his body. Matt saw a degloved arm, a 3-inch-wide hole in his left leg, an exposed, broken left hip, as well as bones sticking out of his ankle. He also felt internal bleeding, as his liver was lacerated.

He knew he had 10 to 15 minutes of adrenaline before shock set in, so he did his best to stop the bleeding and put on the warmest clothes he had. He settled into meditative breathing, knowing he had a long wait for help to arrive.

It was about 9:30 a.m. and the sun's rays warmed his face. The soft heat also melted snow and ice, dislodging two microwave-sized blocks of granite that suddenly plummeted toward Matt. One

barely missed his face. The other landed on his leg, blowing open a new hole.

About 2.5 hours after his initial fall, the rangers reached him and instantly knew what Matt needed: a transfer to EIRMC for advanced care.

EIRMC is home to the most experienced ER and trauma team in the region. Within an hour of his arrival there, Matt was in surgery.

"It was a wild experience. I remember bright lights and three or four doctors immediately over me – and man, they were moving! A lot was happening quickly, but I remember feeling calm because I was in the hands of professionals... That was a really good feeling," Matt said.

Matt left surgery with 70 staples, 25 stitches and hardware from several bones being set and stabilized. Those first couple of days, he fought pain and fever, but said the nurses and staff were phenomenal. "Not only did they tend to my needs, but they took care of my mom and my girlfriend who never left my side."

Wound care specialists used advanced techniques to help Matt heal, and the acute rehabilitation team got him moving. Physical therapist Derrick Northrup challenged Matt to make it from the sixth-floor unit to the ground floor and back. After a week of rehab, he did just that.

A year later, Matt is back to climbing and adventuring.

"It's hard to explain, but at EIRMC, they made it feel like a weird resort for me. They kept me motivated, they were always around when I needed something," Matt said. "They went above and beyond, and we truly became friends."





Lakeview Hospital

630 Medical Drive, Bountiful, UT 84010 | 801-299-2200 | lakeviewhospital.com

 **125** Licensed beds

494 Colleagues

 **190** Registered nurses

345 Physicians

73 APPs

3,155 Admissions

 **16,094** ER visits

8,662 Total surgeries

330 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Named a 2022 Top 100 Hospital® by Fortune and Merative as a top 20 small community hospital
- Received the Healthgrades Patient Safety Excellence Award™ in 2022 and 2023
- Earned 14th straight Hospital Safety Grade of A from The Leapfrog Group in spring 2023
- PACU ranked in top 5% of HCA Healthcare post-operative care units for 2022 in the Units of Distinction program; Med-Surg & OR ranked top 10%
- Accredited as a Chest Pain Center with primary PCI designation by the American College of Cardiology
- Certification for hip and joint replacements from the Joint Commission
- Accredited by the College of American Pathologists and by the American College of Radiology with the Image Gently designation for pediatric CT
- 5-star CMS Overall Quality rating in 2023

Services offered

- Emergency care provided by board-certified specialists 24/7
- Orthopaedics and Joint Specialty Center
 - Robotic-assisted joint replacements and spine surgery
- Cardiology/cardiovascular
 - Cardiac catheterization lab
 - Cardiac rehabilitation
- Certified Stroke Receiving Center
- Comprehensive surgical care
 - Minimally invasive, robotic-assisted
 - Inpatient and outpatient
- Post-anesthesia care unit
- Critical care unit
- Intensive care unit (ICU)
- Hospitalists 24/7
- Maternity care
 - C-section suite
 - Maternal fetal medicine
 - Level II Neonatal Intensive Care Unit
- Wound care and hyperbaric oxygen therapy
- Behavioral healthcare
 - 24/7 crisis assessments
 - Adult inpatient psychiatric care
 - Intensive outpatient program
 - Geriatric behavioral health program
 - Electroconvulsive therapy (ECT)
- Women's wellness center
 - 3D digital mammography
 - Ultrasound screening for dense breasts
 - Cryoablation breast cancer treatment
 - Bone densitometry (DEXA)
- Diagnostic and interventional radiology
- Comprehensive lab services

Take me to Lakeview

"I feel like they're family"

On her way to Lakeview Hospital, Maranda Kealamakia drives past four other hospitals. She intentionally places hospital preference over proximity for non-emergencies. Why is Lakeview Hospital her hospital of choice?

"I trust them," Maranda put it simply. "It's the people who keep me here."

Maranda lives in West Haven, Utah, but happily drives 30 to 40 minutes to Lakeview Hospital for her personal medical care as well as for her career. She says the hospital teams' united efforts to provide compassionate care continue to win her over.

"I feel like they're family," Maranda said. "I used to think it would feel like this in any hospital, but I've learned that isn't true."

Maranda began her medical career as a certified nursing assistant (CNA) at Lakeview. While attending nursing school, she gained broader clinical experience at different hospitals. That's when she recognized the exceptional culture of compassion at Lakeview.

"I realized Lakeview is unique and decided that I only wanted to work here," Maranda said. After graduating from nursing school, she became a registered nurse on the Medical-Surgical Unit and later the Intensive Care Unit (ICU).

Then she went from nurse to patient.

Maranda recently delivered her first child at Lakeview Hospital. Although Maranda had never experienced the Labor and Delivery department at Lakeview, she felt right at home.

"The team talked me through everything, letting me know what was going on and teaching me each step of the way," she said. "I loved it there."



The pleasant experience only lasted a couple days, but Maranda would return to Lakeview unexpectedly just weeks later.

"After having my baby, I had tons of stomach cramps, pain and bloating. At first, I thought I had an ulcer, but it kept getting worse. When I went to see my obstetrician for a 6-week post-partum appointment, he said it's common after having a baby and rapidly losing weight to have gallbladders go bad," Maranda said.

Maranda's medical teams worked quickly to line up an ultrasound, blood work and HIDA scan of her gallbladder. Tell-tale signs of elevated white blood cells and liver enzymes, as well as a lack of bile production with fatty food consumption, confirmed that Maranda's gallbladder needed immediate removal.

"One of the first things my surgeon, Dr. Russell Todd, asked me was about my baby. He wanted to know if she could take a bottle when I had surgery. I felt like he – just like everyone at the hospital – looked out for my family as well as for me," Maranda said.

That family feeling continued when Maranda woke from the laparoscopic gallbladder removal procedure in the very medical/surgical unit that she had worked in as a CNA and RN. In fact, it felt quite serendipitous as she realized the nurse who trained her would be the nurse at her bedside during her recovery.

"On so many levels, this is my family hospital," Maranda said. "That's why I say, 'Take me to Lakeview Hospital for my work, for my family and for my health.' I don't want to go anywhere else."



Lone Peak Hospital

11925 South State Street, Draper, UT 84020 | 801-545-8000 | lonepeakhospital.com

 **59** Licensed beds

465 Colleagues

 **207** Registered nurses

623 Physicians

105 APPs

2,724 Admissions

 **16,880** ER visits

7,842 Total surgeries

1,387 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Named a 2022 Top 100 Hospital® by Fortune and Merative as a top 20 small community hospital; fourth year in a row on the list
- Named a Women's Choice Award® America's Best Hospital for Comprehensive Care (top 1%), Obstetrics and Emergency Care
- Named one of the Best Hospitals for Maternity Care by Money and The Leapfrog Group
- Earned Hospital Safety Grade of A from The Leapfrog Group in spring and fall 2022
- Certified stroke receiving facility (State of Utah)
- Accredited as a Chest Pain Center by the American College of Cardiology
- Accredited by the College of American Pathologists and by the American College of Radiology with the Image Gently designation for pediatric CT
- 5-star CMS Overall Quality rating in 2023

Services offered

- Emergency care provided by board-certified specialists 24/7
- Comprehensive surgical care
 - Minimally invasive, robotic-assisted
 - Inpatient and outpatient
- Orthopaedics and joint replacement
- Spine center
- Hospitalists 24/7
- Maternity care
 - Labor, delivery and postpartum suites
 - Maternal fetal medicine
 - Level III Neonatal Intensive Care Unit
 - Maternity education classes
- Pediatric care including craniofacial surgeries
- Women's wellness center
 - 3D digital mammography
 - Breast cancer navigation
- Sleep center: diagnostic and therapeutic
- Diagnostic and interventional radiology
- Comprehensive lab services
- Respiratory care
- Intensive care unit (ICU)

Take me to Lone Peak

Emily leans on the NICU

The term "high risk" doesn't come close to describing the 34 weeks of Emily Mabey's fourth pregnancy. Though her three previous pregnancies had been precarious, this one came with added dangers for both Emily and her unborn daughter, Maggie.

"I've had four difficult pregnancies," Emily said of her high blood pressure and an extreme form of morning sickness that lasts the entire pregnancy. "I threw up 20 to 30 times every day and lost 60 pounds. I needed IVs and feeding tubes, the whole works. But with Maggie, the hypertension started earlier, at just 22 weeks."

By 23 weeks, Emily felt awful. Her obstetrician, Dr. Layne Smith, directed her to Lone Peak Hospital. With dangerously high blood pressure and signs of preeclampsia, there was a chance that Maggie would need to be delivered that day.

Fortunately, with bed rest, magnesium, and other medications, Emily's blood pressure was gradually controlled. Instead of delivering Maggie at only 23 weeks gestation, Emily was able to return home on bed rest.

"This is going to sound crazy, but my goal at that point was to make it to 34 weeks so that I could deliver at Lone Peak Hospital. That's how much we loved having our other babies there. We've had opportunities over the years to change health insurance companies, but I wouldn't do it because I have to be able to go to Lone Peak."

Lone Peak Hospital has a Level III Neonatal Intensive Care Unit (NICU), certified to care for premature babies weighing over 3.3 pounds. Emily wanted to make it to 34 weeks to be absolutely sure Maggie could stay there, so she was extra vigilant about following Dr. Smith's instructions, and he was equally vigilant about checking up on mom and baby.

At 34 weeks, though, the baby was not growing enough, and Emily's blood pressure was once again dangerously high. This time, Maggie needed to make her appearance.

"I was induced in one of Lone Peak's huge, beautiful delivery suites," Emily explained. "That's one of the best things about delivering there! Another great thing is that the nurses in Labor and Delivery are pretty consistent; I had some of the same nurses I had when I delivered my other babies. All the nurses are excellent!"

Maggie was taken to the NICU as soon as she was born. She would stay there for over a month so she could focus on getting stronger.

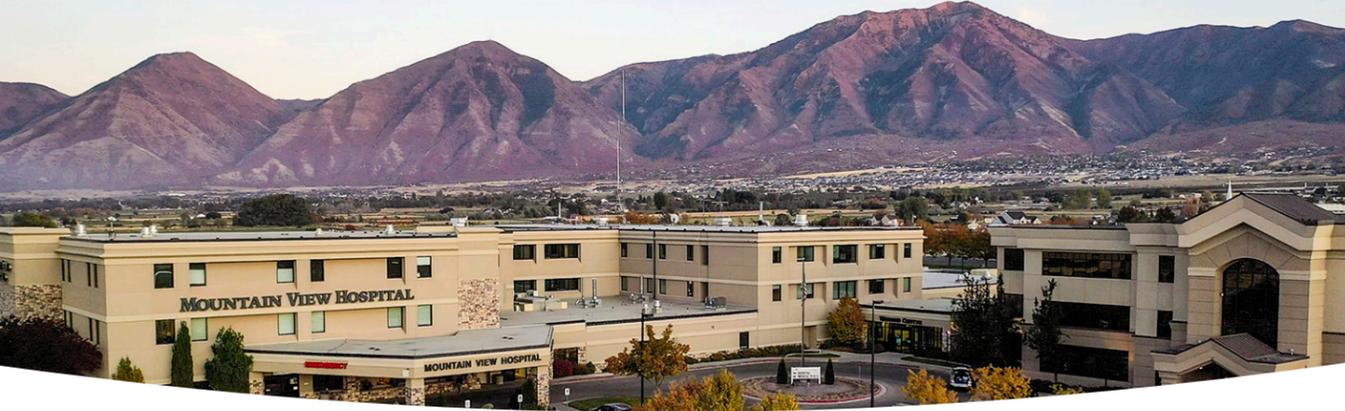
Emily was released after three days of recovery and monitoring. It was hard leaving Maggie behind at the hospital, but she visited daily and could tell from the team's passionate care that her baby girl was in good hands.

"We got to know the NICU nurses really well. I truly believe that they are angels on earth. The work that they do taking care of those babies, and what those babies put them through every day! There were four or five nurses who cared for Maggie as if she were their own child. It gave me great comfort to know she was getting loving care when I wasn't there."

Eventually, Maggie joined her sister and two brothers at home.

"Two boys, two girls; that's enough. I certainly couldn't go through that again. But if I did, I would absolutely choose to go back to Lone Peak."





Mountain View Hospital

1000 East 100 North, Payson, UT 84651 | 801-465-7000 | mvhpayson.com

 **124** Licensed beds

361 Colleagues

 **146** Registered nurses

369 Physicians

118 APPs

3,021 Admissions

 **11,512** ER visits

1,949 Total surgeries

443 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Earned seventh straight Healthgrades Patient Safety Excellence Award™ in 2023; received Outstanding Patient Experience Award in 2022 and 2023
- Named to America's Best 100 Hospitals for Orthopedic Surgeries by Heathgrades
- Named a Women's Choice Award® America's Best Hospital in four specialty areas
- Earned Hospital Safety Grade of A from The Leapfrog Group in spring 2022
- Surgical services unit ranked in top 5% of intra-operative surgical services units in HCA Healthcare's 2022 Units of Distinction program
- Accredited as a Chest Pain Center by the American College of Cardiology
- Accredited by the College of American Pathologists and by the American College of Radiology
- 5-star CMS Overall Quality rating in 2023

Services offered

- Emergency care provided by board-certified specialists 24/7
 - Adult and pediatric
- Trauma care
- Cardiology/cardiovascular
 - Cardiac catheterization
- Certified stroke receiving center and certified STEMI center
- Spine and neurosurgical services
- Comprehensive surgical care
 - Minimally invasive, robotic-assisted
 - Orthopaedic, spine, gynecological, urology and general surgery programs
- Hospitalists 24/7
- Intensive care unit (ICU)
- Maternity care
 - Maternal fetal medicine
 - Level II Neonatal Intensive Care Unit
- Women's wellness center
 - Diagnostic breast ultrasound
 - Breast-specific MRI
- Adult behavioral health
 - Alcohol and chemical treatment
 - Electroconvulsive therapy (ECT)
- Cardiopulmonary services
 - Adult and pediatric echocardiograms
 - Pulmonary function tests
 - Electroencephalography (EEG)
- Diagnostic and interventional radiology

Take me to Mountain View

"It's like I've been adopted by a big family"

A bullet fired from a gun in Boston in the Christmas season of 1978 suddenly brought Phillips Redden to the ground — more than four decades later and across the country in Utah.

Phil was a Boston area police officer in 1978. When he attempted to pull over a car driving the wrong way on a one-way street, the driver of the vehicle fatally shot Phil's sergeant. Then more gunshots rang out. Phil was hit in the side, with the bullet pinning his spinal cord against his spine. Miraculously, Phil survived and escaped permanent disability.

That bullet remained lodged against Phil's spine for decades.

"Back in the '70s, surgeries weren't as sophisticated as today," Phil explained. "If it didn't hurt, they often left things like that — and it never bothered me... until it came loose."

Phil was walking down the hallway in his Salem home when the bullet somehow dislodged after all that time. Phil suddenly collapsed to the floor.

"I couldn't feel anything from my waist down," Phil said. "I didn't know if I'd ever walk again."

An ambulance rushed Phil to Mountain View Hospital, where he underwent a complex surgery to remove the bullet and attempt to restore his ability to walk.

Dr. Chad Farley, a board-certified neurosurgeon, performed the cutting-edge procedure with precision in Mountain View's state-of-the-art operating room.

"Dr. Farley used a fairly new technique to take out the spinal column so he could remove the pressure, the bullet and some nubs on the spine. He was very concise, and he explained

everything to me: the operation, the prognosis and the rehabilitation process."

Right as he awoke from the complex operation, Phil could tell it had gone well. "As soon as the surgery was over, I could wiggle my toes!"

Phil spent several days at Mountain View and is extremely grateful for the care he received.

"During my stay at the hospital, the nurses were fantastic, and the food tasted great. It almost felt like being on a vacation since I was treated like a guest in a hotel. Of course, I would have liked to see a beach," Phil joked.

Phil fully recovered from the incident, but he still has meaningful interactions with Mountain View Hospital's team members. He often sees them around town, in stores or at the post office.

"They always stop and ask me how I'm doing. It's like I've been adopted by a big family."

He also came back to Mountain View as a patient. He suffered a heart attack recently and had a stent put in to restore proper flow. With each experience at the hospital, his gratitude grows. Phil even volunteers at the Payson hospital now.

"I'll tell you, it's unbelievable the care they give," Phil said. "I will always say, 'Take me to Mountain View Hospital' — the one with the big star on top.' That's the only hospital in Utah I want to go to. I wouldn't be here today without them. I just wish I could go out and buy every one of them a new car for Christmas."





Ogden Regional Medical Center

5475 South 500 East, Ogden, UT 84405 | 801-479-2111 | ogdenregional.com

 **232** Licensed beds

1,034 Colleagues

 **391** Registered nurses

539 Physicians

126 APPs

8,613 Admissions

 **38,780** ER visits

11,976 Total surgeries

1,673 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Earned the Healthgrades Patient Safety Excellence Award™ in 2023
- Awarded the Press Ganey 2022 Guardian of Excellence Award for Patient Experience
- Five-star recipient in four different specialty areas in the 2023 Healthgrades Quality Awards
- AHA “Get With the Guidelines” Gold Plus Awards Stroke Honor Roll and Diabetes Honor Roll in 2023
- Acute rehabilitation in top 10% in nation for patient outcomes via Uniform Data System for Medical Rehabilitation, 2022
- Accredited as a Chest Pain Center with Primary PCI designation and Gold Plus Performance Achievement for Chest Pain by the American College of Cardiology
- Accredited by the College of American Pathologists and by the American College of Radiology with the Image Gently designation for pediatric CT

Services offered

- Emergency care provided by board-certified specialists 24/7; Level II Trauma Center
- MountainStar AirLife ambulance base
- Cardiology/cardiovascular
 - Convergent and hybrid ablation and left atrial appendage closure for A-Fib; Electrophysiology lab; Cardiac catheterization; Cardiac rehabilitation
- Family Birth Place
 - Maternal fetal medicine
 - Level III Neonatal Intensive Care Unit
- Pediatric - MountainStar Children’s Services
 - Pediatric unit with multiple specialties
 - Child life specialist
- Women’s wellness center
 - 3D digital mammography
 - Bone densitometry (DEXA)
- Orthopaedics/total joint pain center
- Primary stroke and certified STEMI center
 - Large vessel occlusion treatment
- Spine institute
- Comprehensive surgical care
 - Minimally invasive, robotic-assisted
 - Inpatient and outpatient
- Hospitalists 24/7
- Cancer treatment center
 - Commission on Cancer accredited
 - Inpatient and outpatient
- Diagnostic and interventional radiology
- Behavioral healthcare 24/7
 - Alcohol and Chemical Treatment Center with medical detox, inpatient rehabilitation, ACT residential and IP/OP recovery programs; ECT
- Wound care and hyperbaric oxygen therapy
- Acute intensive rehabilitation

Take me to Ogden Regional

A father and son’s journey at Ogden Regional’s ACT

Two years into actively using drugs and alcohol, Brad Shreeves had an overpowering problem.

“It’s hard to explain the grip this disease has on a person,” Brad said. “It took away all my agency. It dictated my every move. It dictated my life.”

When a work accident on a construction site led him to the hospital, the toxicology screening revealed the cocktail of opioids in his system. That’s how his wife, Ashley, learned he had been hiding and lying about his substance use.

Ashley needed some space, and Brad’s night alone became rock bottom. “The last thing I remember was her walking into the house while I backed out of the driveway,” Brad said. Hours later, he woke up freezing in a corner of a jail cell, covered in vomit and bodily fluids.

“I had to go through that. I had to sit in my own hell. But then God stepped in.”

The miracle Brad needed came when an inpatient bed at Ogden Regional Medical Center’s Alcohol and Chemical Treatment Center (ACT) became available. He underwent a week of medically supervised detox and completed 30 days of inpatient treatment.

Now celebrating its 50th anniversary, Ogden Regional’s ACT is one of the longest running and most respected substance use disorder treatment facilities in Utah. Known for individualized, comprehensive treatment plans for all levels of acuity, ACT’s teams of specialized physicians, nurses, therapists and counselors offer guidance and support to help patients recover.

“The staff were amazing... They helped me share things I didn’t know how to share,” Brad said. “Going through the program taught me... to forgive myself and others.”

Little did Brad know, one of those “others” would be his beloved son Landon, who hit his own rock bottom just two years later.



Landon’s substance use disorder surfaced in seventh grade with energy drinks, marijuana and eventually alcohol. As his drinking increased, his erratic behavior escalated, until a suicidal breakdown brought him to Ogden Regional’s ER.

“As I was sitting in the hospital room, a doctor came in who I hadn’t seen before. He looked me in the eyes and said, ‘Why don’t you just go to rehab?’ and I simply said OK,” Landon recalled.

Landon’s still not sure if the visitor was a doctor, an angel or a figment of his imagination. “I just know that the next day, I went into the ACT program, and it changed my life.”

The eight-week Intensive Outpatient Services treatment taught Landon about his substance use disorder, but more importantly about himself. He could also tell how genuinely his counselors and clinicians cared for him. “They challenge you, and they’re engaged.”

Brad has been sober for eight years and now shares his experience with others at the ACT. When Landon relapsed after six years of sobriety, Brad responded with compassion. Two days later, Landon walked back into an ACT meeting and received another generous dose of encouragement to keep moving forward.

“Because of my time with ACT, I know I can be loved even with this disease,” Brad said. “I’m happy to share that message.”



St. Mark's Hospital

1200 East 3900 South, Salt Lake City, UT 84124 | 801-268-7111 | stmarkshospital.com

 **308** Licensed beds

1,659 Colleagues

 **619** Registered nurses

827 Physicians

119 APPs

13,797 Admissions

 **64,860** ER visits

18,082 Total surgeries

1,909 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Certified Comprehensive Stroke Center (DNV)
- 2023 Healthgrades Patient Safety Excellence Award™
- Named to America's Best 100 Hospitals for Spine, Orthopedic and Prostate Surgeries by Healthgrades
- Earned four straight Hospital Safety Grades of A from The Leapfrog Group
- Named one of the Best Hospitals for Maternity Care by Money and The Leapfrog Group; Women's Choice Award® America's Best Hospital in six specialty areas
- Behavioral Health Unit and Acute Rehabilitation Center ranked in top 10% of similar HCA Healthcare units for 2022 in the Units of Distinction program
- Accredited as a Chest Pain Center with Primary PCI designation by the American College of Cardiology
- Accredited by the College of American Pathologists and by the American College of Radiology with the Image Gently designation for pediatric CT

Services offered

- 24/7 emergency care, Level II Trauma Center
- Cardiology/cardiovascular/cardiopulmonary
 - Electrophysiology services; structural heart program; specialized valve treatment; open-heart surgery; cardiac catheterization; cardiac rehabilitation; ECMO; Certified STEMI; vein treatment
- Comprehensive Stroke Center
 - Continuous EEG; neurology, neurosurgery; endovascular neurosurgery
- Comprehensive care for women
 - Maternity care; OB hospitalists 24/7
- Level III Neonatal Intensive Care Unit (NICU)
- Comprehensive radiology services
 - 24/7 emergency coverage; MRI, CT, US, IR, X-ray; complete interventional radiology services; advanced vascular and cardiology imaging; 3D digital mammography
- Orthopaedics/joint replacement
- Comprehensive spine program
- Interventional Pain Clinic
- Comprehensive surgical care
 - Complex GI; colorectal surgery
- Utah Institute for Robotic Surgery
 - Inpatient and outpatient; vascular surgery
- Inpatient medical rehabilitation
- Comprehensive inpatient/outpatient therapy
 - PT/OT/ST; pelvic floor; neurology
- Critical care, intensivists, hospitalists 24/7
- Cancer care and genetic counseling
 - Commission on Cancer Accreditation and National Accreditation Program for Rectal Cancer (American College of Surgeons)
- Inpatient behavioral health
- Comprehensive senior center
- Weight Treatment Center
- Certified inpatient/outpatient diabetes care
- Wound care & hyperbaric medicine clinic

Take me to St. Mark's

World-class expertise, minutes from home

William Gordon was willing to search far and wide to fix a 14-year issue. Because of the Heart Center at St. Mark's Hospital, he found world-class cardiovascular care just two miles from his Salt Lake-area home.

Fourteen years ago, William Gordon woke up in the middle of the night with a quivery, fluttery feeling that flooded his heart.

"I could feel my heart doing some strange rhythms, and it kind of scared me," William said. "I had never heard of AFib before and had no idea what it was."

Atrial fibrillation, often referred to as AFib, is the most common irregular heart rhythm. Often described as a rapid and chaotic heartbeat, the condition can lead to blood clots and significantly increases a person's risk of stroke, heart failure and other complications.

William's AFib increased in intensity and frequency over the years. Finally, he went to a local hospital to undergo a medical procedure called an ablation, hoping to treat the condition.

"I could tell immediately that the procedure was unsuccessful. I felt a bit depressed and thought, 'What a waste of time.' I realized I would just have to deal with having AFib," William said.

William lived with AFib for an additional decade. Then, when facing what should be golden retirement years with his new wife, Holly, he felt a renewed desire to have renewed health.

"My wife and I did our due diligence," he explained. "We were willing to travel to another state if that's what it took."

Instead, they learned that one of the best doctors in the nation was nearby at St. Mark's.

Dr. John Day, a cardiologist specializing in the treatment of heart rhythm conditions like atrial fibrillation, is known for pioneering a new ablation technique for AFib. The Gordons were able to get an appointment with Dr. Day just four days later, and after the meeting, they scheduled the ablation procedure — this time with the latest techniques and technology.

When William and Holly had some questions come up a few days before the procedure, the Heart Center team rearranged the schedule so Dr. Day could meet with them.

"How he responded spoke volumes. He was very patient with us and took time to thoroughly answer our questions. We could tell the whole team was generally interested in my well-being and the success of the procedure, which helped us feel very comfortable."

After the 90-minute procedure, William could tell right away that this one had gone differently.

"I walked out of that hospital thrilled at how successful it was. I knew we had picked the proper doctor and facility to get this done," William said.

Now, William has more energy and positivity. In fact, the renewed vigor has inspired the Gordons to plan vibrant vacations in their future.





Timpanogos Regional Hospital

750 West 800 North, Orem, UT 84057 | 801-714-6000 | timphospital.com

 **122** Licensed beds

696 Colleagues

 **357** Registered nurses

663 Physicians

195 APPs

4,368 Admissions

 **22,223** ER visits

13,407 Total surgeries

1,676 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Received Magnet® recognition from the American Nurses Credentialing Center, the highest national honor for nursing excellence
- Named a Women's Choice Award® America's Best Hospital in Emergency Care (top 1%) and Obstetrics
- Five-star recipient in two different areas in the 2023 Healthgrades Quality Awards
- Advanced certification as a Primary Stroke Center from the Joint Commission
- Certified STEMI Center (State of Utah)
- Accredited as a Chest Pain Center with Primary PCI designation by the American College of Cardiology
- Accredited by the College of American Pathologists and by the American College of Radiology with the Image Gently designation for pediatric CT

Services offered

- Emergency care provided by board-certified specialists 24/7
- Cardiology/cardiovascular
 - Cardiac catheterization lab 24/7
 - Electrophysiology lab
 - Cardiac rehabilitation, outpatient
 - Cardiac surgery
- Neurology 24/7
 - Neurodiagnostics
- Orthopaedics and spine center
- Joint replacements
- Comprehensive surgical care
 - Minimally invasive, robotic-assisted
 - Inpatient and outpatient
- Intensive care and coronary care
- Hospitalists and laborists 24/7
- Maternity care
 - Maternal fetal medicine
 - Level III Neonatal Intensive Care Unit
- Dedicated women's care
 - 3D digital mammography; stereotactic biopsy; ultrasound studies
- Pediatric - MountainStar Children's Services
 - Pediatric Intensive Care Unit (PICU) and inpatient pediatric unit
 - Anesthesiology, cardiology, cardiopulmonary, craniofacial/ENT, endocrinology, gastroenterology, general surgery, neonatology, ophthalmology, orthopaedics and radiology services
- Cancer care
 - Radiology and oncology
- Diagnostic and interventional radiology
- Comprehensive lab services
- MountainStar AirLife ambulance base

Take me to Timpanogos Regional

When Peter Pan needs air and care

Jennifer Manseau says her son Jason, a 15-year-old with Down Syndrome, reminds her of Peter Pan.

"Jason is my Peter Pan but not for the way people think. It's not because he'll never grow up, but because he always has a happy thought. He's always looking for the bright side," she said.

Maybe that's why it's even more difficult to see Jason in pain, like when he recently crashed on his scooter.

"Right after the crash, Jason sat on the ground with his knee bleeding – but he wasn't freaking out at the bloody knee, he was holding his elbow and saying it hurt," Jennifer said.

An X-ray at nearby Mountain View Hospital revealed a bad break in Jason's elbow. Jason underwent surgery and left the next day with five screws in his elbow and a prescription to manage the pain.

"They were wonderful. The gentleman who did the X-ray held my baby while I helped Jason use the restroom. Plus, I had three kids in the emergency room waiting room, and the staff smiled and welcomed them. Everyone was beyond nice," Jennifer said.

Back at home, Jason moved about at a slow, sluggish pace for the next couple of days. Then one morning Jason wouldn't wake at all. His breathing sounded like gurgles, and his lips appeared pale.

"I could tell something wasn't right," Jennifer said. She called 911 and paramedics arrived to find a high fever and oxygen levels at 36 instead of the normal 80-100. A trip back to the ER yielded the discovery that Jason's lungs were nearly full of fluid.

While on his pain medication, Jason's body had indolently inhaled food or drink instead of swallowing it, causing a dangerous aspiration pneumonia lung infection. It was time to get Jason to the advanced pediatric care at Timpanogos Regional Hospital, one of MountainStar Children's Services' main hubs.

Jennifer raced to Orem by car while AirLife Utah professionals transported Jason by helicopter. The fast medical collaboration proved essential for Jason's life-threatening situation.

"Thankfully, soon after we got to Timpanogos, I saw Jason's oxygen levels hit 80 – he hadn't been up to 80 in more than four hours. There was hope," Jennifer said.

More hope arrived as Jennifer met Dr. Dustin Monroe, pediatric critical care specialist.



"He put his arm around me and said, 'We got him, Mom,'" Jennifer said. "It was amazing. I was literally watching my child not breathe correctly and the doctors and nurses helped me feel like everything was going to be OK."

Jason's lungs grew stronger, and he returned home after four days of compassionate care at Timpanogos Regional, a tense night in Mountain View's ER, and a rapid air ambulance flight. And Jennifer is convinced Jason wouldn't have made it through the ordeal without all three.

"He needed every single one of them. If you took one away, my child would not have made it," Jennifer said. But he did.

In fact, he's feeling so much better that he's back on his scooter – much to his mom's chagrin.



West Valley Medical Center

1717 Arlington Avenue, Caldwell, ID 83605 | 208-459-4641 | westvalleyisbetter.com

 **150** Licensed beds

567 Colleagues

 **214** Registered nurses

261 Physicians

92 APPs

3,310 Admissions

 **27,824** ER visits

5,440 Total surgeries

333 Babies delivered

Accolades & accreditations

- Gold Seal of Approval® from the Joint Commission
- Earned the Healthgrades Patient Safety Excellence Award™ for fourth straight year in 2023; Outstanding Patient Experience Award in 2022 and 2023
- Earned 18th straight Hospital Safety Grade of A from The Leapfrog Group in spring 2023 (21st overall A)
- Named a Women's Choice Award® America's Best Hospital in Orthopedics (top 1%), Minimally Invasive Surgery, Obstetrics, Patient Experience and Patient Safety
- Designated Level II Stroke Center by the state of Idaho
- Accredited as a Chest Pain Center by the American College of Cardiology
- Accredited by the College of American Pathologists
- Accredited by the American College of Radiology with the Image Gently designation for pediatric CT
- 5-star CMS Overall Quality rating in 2023

Services offered

- Emergency care provided by board-certified specialists 24/7
- Bariatric surgery
- Behavioral health: inpatient and outpatient
- Cancer care
 - Radiology and oncology
- Cardiovascular care
 - Cardiac catheterization and endovascular catheterization labs; Electrophysiology lab; Cardiac rehabilitation
- Diabetes resource center
- Employer wellness
- Gastroenterology
- General surgical care
 - Minimally invasive, robotic-assisted
 - Inpatient and outpatient
- Infusion services
- Intensive and critical care
- Laboratory services
- Maternity and newborn services
 - Family postpartum suites, king-size beds
 - Level II Neonatal Intensive Care Unit
- Ophthalmology
- Orthopaedics and joint replacement with dedicated ortho-spine unit
- Physical therapy
- Diagnostic and interventional radiology
- Spiritual care
- Urology
- Vascular surgery
- Women's wellness center
 - Dedicated imaging center; 2D and 3D digital mammography; bone densitometry (DEXA)
- Wound care

Take me to West Valley

A new lease on life for Robin

"I can't remember a time when I didn't struggle with my weight," said Robin.

The Kuna mom had struggled with her weight since she was a teenager. As she got older, she started to feel more urgency to find a solution.

"Once I reached the age of 50 and into my 60s I hovered at 250 pounds which put me in a morbidly obese BMI (body mass index) category," Robin recalled.

Because of her weight, she also suffered from type-2 diabetes and sleep apnea which required her to sleep with a device to provide continuous positive airway pressure (CPAP).

"My health was starting to fail me due to my diet and weight."

That's when Robin decided to take action.

She got in touch with the West Valley Medical Center bariatric program, and the team there gave her hope and helped her map out a journey to better health. Most importantly, they were compassionate and cared like family.

"The team at West Valley locked arms with me throughout my bariatric sleeve experience."

She says she felt safe with the team at West Valley and felt like she was the only one being cared for at the time.

"I felt I was a priority from the minute I was called for pre-op, to when I arrived the day of surgery, through recovery and when I was called at home," Robin explained. "Even knowing the surgery I was having, they all assured me that Dr. David Brown was an excellent doctor and that I was going to be so happy about having it done."

Today, Robin is feeling great. She's down to 166 pounds, and her progress means she's been able to stop taking diabetes medication and sleeping with her CPAP. She's grateful for her new lease on life and she's incredibly thankful to have felt so safe throughout the process thanks to the professionals at West Valley.

"Choosing West Valley was easy," she said. "I've had two other surgeries here. My husband has had a surgery here and so has my grandson. We wouldn't go anywhere else if the surgery was offered here. We feel safe and the staff act like they're here just for us!"

Robin says this is the best decision she's ever made for her health and she will continue to tell others to trust West Valley Medical Center with their care needs.

"I say, 'Take me to West Valley' because I know I will be safe here and treated with kindness and respect," Robin said. "I hear others tell me that my experience isn't unique; they feel the same way. I have trust in West Valley which is so comforting when it comes to my health or the health of my family and friends."



Freestanding ERs

Hospital-level emergency care closer to home

In an emergency, minutes matter. Having life-saving care close to home can make all the difference. That's why we're expanding our footprint with freestanding emergency rooms (FSERs) that bring the quality and capabilities of the hospital closer to where community members live and work.

FSERs are Joint Commission-accredited departments of the hospital, available 24/7 with board-certified emergency medical staff and specially trained ER caregivers. They have on-site imaging and laboratory capabilities and coordinate care with the main hospital campus via telehealth and integrated patient care systems.

We currently operate five FSERs in the Mountain Division, with a sixth coming soon.

Herriman Emergency Center

13306 South Fort Herriman Parkway, Herriman, UT 84096 | 385-488-5600 | herrimanER.com

- 10 patient exam rooms
- Specialized areas for trauma and behavioral health needs
- On-site diagnostic, imaging and lab capabilities, including X-ray, ultrasound and CT
- Opened in 2022
- A department of **Lone Peak Hospital**



Pleasant View Emergency Center

2690 North 600 West, Pleasant View, UT 84412 | 801-786-7911 | pleasantview-ER.com



- 10 patient exam rooms
- Specialized areas for trauma and behavioral health needs
- On-site diagnostic, imaging and lab capabilities, including X-ray, ultrasound and CT
- Opened in 2019
- A department of **Ogden Regional Medical Center**

Taylorsville Emergency Center

2675 West Taylorsville Blvd., Taylorsville, UT 84129 | 801-982-0050 | taylorsvilleER.com

- 10 patient exam rooms
- Specialized areas for trauma and behavioral health needs
- On-site diagnostic, imaging and lab capabilities, including X-ray, ultrasound and CT
- Opened in 2015
- A department of **St. Mark's Hospital**



West Valley Emergency Center

5668 W. 3100 S., West Valley City, UT 84128 | 801-542-9292 | westvalleyemergency.com



- 10 patient exam rooms
- Specialized areas for trauma and behavioral health needs
- On-site diagnostic, imaging and lab capabilities, including X-ray, ultrasound and CT
- Opened in 2019
- A department of **St. Mark's Hospital**

Westlake Emergency Center

700 North Redwood Rd., Lehi, UT 84043 | 385-338-2600 | westlake-ER.com

- 10 patient exam rooms
- Specialized areas for trauma and behavioral health needs
- On-site diagnostic, imaging and lab capabilities, including X-ray, ultrasound and CT
- Opened in 2022
- A department of **Timpanogos Regional Hospital**



Coming soon:

Syracuse Emergency Center

Our sixth Utah FSER, in the Davis County community of Syracuse, is scheduled to begin serving patients in 2024. We are also looking at options to bring FSERs to other communities served by the Mountain Division.

More care options & locations

Urgent care network

Urgent care locations provide convenient, cost-effective outpatient care options that are connected to our broader network when a higher level of care is needed. The CareNow® network, HCA Healthcare's urgent care service line, acquired five clinic locations in Utah in 2021 and has since added four new clinics.



- **CareNow American Fork**
368 Meadow Ln., Suite C-6 | 801-216-0400
- **CareNow Bountiful**
1512 Renaissance Towne Dr. #100 | 801-295-6483
- **CareNow Cottonwood Heights**
1950 East 7000 South | 801-943-3300
- **CareNow Murray**
5911 S. Fashion Boulevard | 801-266-6483
- **CareNow Orem**
117 N. State Street | 801-607-3130
- **CareNow SLC**
441 S. Redwood Road | 801-973-2588
- **CareNow South Jordan**
3537 West 11400 South, Ste. D | 801-996-9720
- **CareNow West Jordan**
8822 S. Redwood Road | 801-256-0009
- **CareNow West Point**
81 N. 2000 W. #F-2 | 385-430-8440

Imaging centers

We have partnered with Envision Radiology to bring high-quality, affordable diagnostic capabilities to community-based imaging centers. We opened two Envision Imaging locations in 2022, giving patients access to low-cost, life-saving diagnostic services in convenient locations. These locations complement our facility-based imaging options.

- **Envision Imaging - Bountiful**
1551 S. Renaissance Towne Dr. #107 | 801-717-9555
- **Envision Imaging - Draper**
557 E. 12300 S. | 801-717-9595

Ambulatory surgery centers

We have expanded our ambulatory surgery footprint with centers that offer affordable, high-quality surgical care and minimally invasive technology. We have 13 total surgical and/or Endo/GI centers in the Mountain Division, including 10 in Utah and three in Alaska.

Physician clinics

We serve families at 58 HCA Healthcare-affiliated primary care and specialty clinics across Alaska, Idaho and Utah. Our Physician Services Group (PSG), which works with more than 200 employed providers to manage the care at those clinics, has won Division of the Year in four of the past five years for having the best physician engagement, patient experience and other operational measures.

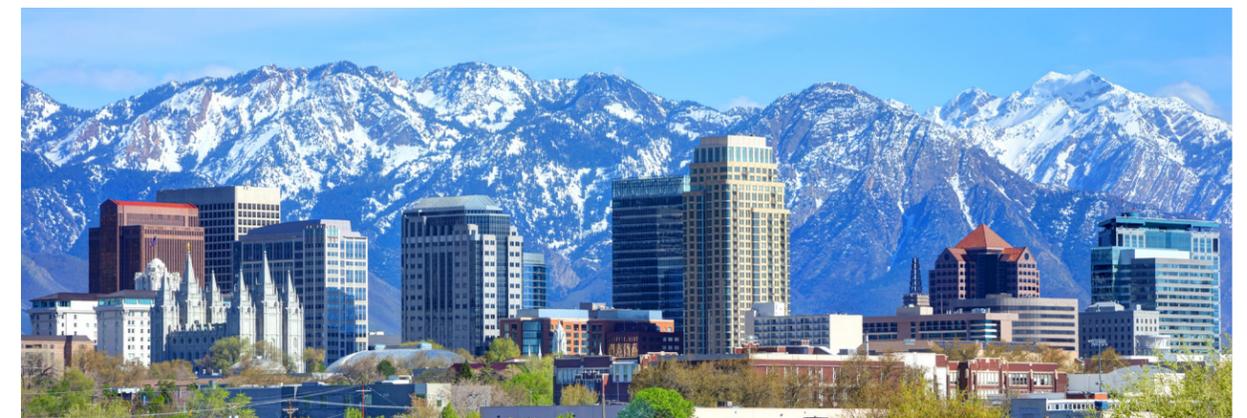
Consult-A-Nurse

Still not sure where to start? Our Consult-A-Nurse® service is available 24 hours a day, seven days a week with expert advice from nurses. The service is free, whether or not you are currently a patient within our network. The numbers for Consult-A-Nurse are:

- **907-264-1722** in Anchorage (Alaska Regional Hospital)
- **208-455-3995** in Idaho's Canyon County and surrounding areas (West Valley Medical Center)
- **208-497-6167** in Eastern Idaho (EIRMC)
- **435-900-STAR** in Utah (MountainStar Healthcare)

New division office

As we look to play a more prominent role in the healthcare landscape, we moved our Mountain Division headquarters in 2022 to the heart of Downtown Salt Lake City. The move brings our clinical leaders and division support staff right to the geographic center of our Utah network, and also closer to state officials and public health agencies.





Looking forward

We're proud of the impact we have had on communities, our colleagues, and those who trust us for their care — but we're not done yet.

We'll have even more to celebrate in our next annual report as we make transformative changes to the healthcare education landscape, further enhance our network, and continue to deliver for our patients and colleagues.

Why? Because *We show up.*

For patients. For communities. For each other.



Mountain
Division