



2021

Community Impact Report



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Data used in this report is from 1/1/2020-12/31/2020 and highlights our response to COVID-19.



A Message from Our President

The year 2020 will be remembered for the devastating impact COVID-19 had on communities around the globe. For those of us in healthcare, COVID-19 tested our resiliency in ways I could never have imagined during my many years working with hospitals and health systems.

From quickly implementing safety protocols and learning how to treat patients suffering from the deadly new virus to adopting technology to working in new ways and collaborating with governments and community partners to deliver the COVID-19 vaccine, 2020 brought out the best in all of us. We showed our patients, each other and our communities what it truly means to care like family.

The colleagues who make up HCA Midwest Health are driven by a sense of purpose and living up to our mission: ***Above all else, we are committed to the care and improvement of human life.*** As an organization, we established two clear objectives at the onset of the pandemic: protect our people and protect our ability to serve our patients and communities. Throughout this report, you will see countless examples of how our organization and our people stepped up to keep our communities safe. I am proud of the positive impact we made on our patients, colleagues and communities despite the challenges brought on by COVID-19.

As the region's leading healthcare provider and one of the area's largest employers, we are dedicated to making the economies of the communities we serve stronger. It is a privilege to be part of an organization that leads by example, whether that comes in the form of the more than \$630,000 in charitable contributions or \$113.4 million for charity and uncompensated care or the \$100.7 million in taxes we pay, which may go to the improvement of schools, roads and infrastructure.

While our organization faced unprecedented challenges in 2020, I am proud that our dedication to our mission and the promise to improve more lives in more ways never wavered. Teams throughout HCA Midwest Health lifted up our patients and communities – and each other – in their time of need. Every day, we raise the bar higher to ensure healthier tomorrows for everyone. It's who we are.



Mel Lagarde
President & CEO
HCA Midwest Health



Defining Who We Are

As Kansas City's leading healthcare provider, HCA Midwest Health is proud of our unwavering commitment to delivering high-quality, compassionate healthcare through some of the most advanced technology, programs and services available.

We offer seven hospitals, the largest physician network and more convenient access points than any other area healthcare system—including emergency rooms, outpatient centers, physician practices, urgent cares and surgery centers. In addition, through outreach sites located throughout the region and advancements in telehealth, we provide patients access to physicians, services and a wealth of other healthcare resources all within their own communities.

HCA Midwest Health's physicians, specialists and support staff are devoted to improving healthcare in Greater Kansas City and the outlying areas with innovative, cost-effective care. To ensure community needs are met, we invest in cutting-edge technology and continually expand facilities and services, as well as partner with numerous local charitable and civic organizations to provide leadership, volunteers and funding. As one of Kansas City's largest private sector employers, HCA Midwest Health is dedicated to the growth, success and well-being of the communities we serve.

HCA Midwest Health by the numbers



9,977 Employees



2K+ Active physicians on medical staff



643,749 Patient encounters



207,877 ER visits



7 Hospitals



10 CareNow urgent care centers



7 Surgery centers



11 ERs



1 Managed hospital



1 Transfer center



1 Burn center



7 Sarah Cannon Cancer Centers



4 Graduate Medical Education programs



86 Physician practices



38 Telehealth clinics



100K Telehealth inpatient and outpatient consults



2,588 Covid-19 inpatients treated



5,552 Babies delivered

Numbers reflect data from 1/1/2020-12/31/2020.

Being There for Our Patients

HCA Midwest Health strives to create the safest community of care possible for our patients and everyone who enters our facilities. Given ongoing advised precautions by the CDC, we adjusted our facilities to help keep patients, colleagues and visitors safe throughout the pandemic by implementing several new safety protocols and processes.



- **Consolidated entrances** – As part of our visitor-control process, we consolidated entry points to our hospitals, clinics, urgent cares and surgery centers to ensure everyone underwent proper screening.
- **Enhanced screenings** – All staff, patients and visitors underwent screening to ensure they weren't experiencing such symptoms as fever, cough or shortness of breath before entering our facilities.
- **Universal masking** – We implemented a universal masking policy for all staff and visitors inside our facilities.
- **Visitor limitations** – We reduced the number of visitors per patient to help control traffic coming in and out of our facilities and to reduce potential exposure to the COVID-19 virus. We also encouraged virtual visits when possible.
- **Separated care areas** – We designated certain locations for COVID-positive patients and those under investigation. And we treated non-COVID patients, including those receiving outpatient care or undergoing scheduled procedures, in separate areas.
- **Paused nonessential community events** – During the early months of the pandemic, and in accordance with local stay-at-home orders, we canceled and/or rescheduled nonessential community events and classes. We also moved some to a virtual format, including launching our House Calls series that featured our healthcare experts providing tips on a range of COVID- and non-COVID-related topics.
- **Promoted virtual care** – We encouraged individuals to seek a virtual health care option, including offering discounted visits through our Care Navigator online triage tool.
- **Kept patients and community members informed** – As guidance from the CDC and state and local health departments evolved, we adjusted our safety precautions and kept patients and community members up-to-date through our website, social media channels and on-campus communications.



Months after recovering from COVID-19, Shakell Avery and his family returned to Menorah Medical Center to thank the staff who cared for him during his 76-day hospitalization. Shakell was one of the first patients in the region to receive convalescent plasma to treat his COVID-19.

Advancing COVID-19 treatments

We believe in continually moving healthcare forward. Throughout 2020, HCA Midwest Health clinical teams stayed abreast of the latest treatments and protocols to improve patient outcomes, particularly in treating COVID-19 patients.

- **Best practices** – By participating in daily calls with the Kansas and Missouri hospital associations, as well as collaborating with state and local health officials, we ensured we were following the latest clinical guidelines as well as sharing knowledge and best practices with our peer health providers throughout the region.
- **Convalescent plasma treatments** – We leveraged HCA Healthcare’s clinical research capabilities and national hospital network to bring new treatments to local patients. For example, 175 HCA Healthcare hospitals participated in a national study to determine whether plasma from recovered (convalescent) COVID-19 patients could help treat individuals sick with the virus. As a result, HCA Midwest Health was first in the region to administer convalescent plasma treatments to COVID-19 patients at Research Medical Center and Menorah Medical Center.
- **Monoclonal antibody treatment** – HCA Midwest Health was one of the few health systems in the area to offer monoclonal antibody treatment to COVID-19 patients. Administered as an infusion on an outpatient basis, this treatment helped high-risk patients decrease their COVID-19 symptoms and reduce their likelihood of hospitalization. HCA Midwest Health was the only area provider to make this treatment available to referring physicians outside our health system.
- **C-ARDS/SOFA** – Hospitals throughout HCA Midwest Health used the C-ARDS/SOFA (C-Acute Respiratory Distress/Sequential Organ Failure Assessment) platform to help caregivers determine clinical interventions. For example, the system pulled specific patient data, such as laboratory results, ventilator data and vital signs, and provided best-practice care options to improve the patient’s clinical outcome.

Hospital safety grade

Throughout HCA Midwest Health, we are committed to quality improvement and clinical advancements. As a result, we are making a meaningful difference in the lives of our patients and setting new standards for care.

These HCA Midwest Health hospitals received a Hospital Safety Grade of “A” or “B” from The Leapfrog Group:

- Belton Regional Medical Center
- Centerpoint Medical Center
- Lee’s Summit Medical Center
- Menorah Medical Center
- Overland Park Regional Medical Center
- Research Medical Center

Equity of care

HCA Midwest Health recognizes the diverse backgrounds of our patients, partners, physicians and colleagues, and we are committed to providing all patients with equitable access to culturally competent, patient-centered care.

- We deliver care in multiple languages to make sure communication and language are not barriers to quality healthcare.
- We focus on access to services, including web accessibility, to ensure our patients can perceive, understand, navigate and interact with our facilities and clinics.

Patient financial support

The economic impact of COVID-19 affected many throughout the communities we serve. As a result, many who lost their jobs or employer-provided health insurance chose to forgo medical care. In response, HCA Healthcare opened a free hotline for anyone whose insurance coverage was impacted by a life-changing event, such as job loss or reduced income. By the end of 2020, the team handled more than 20,300 calls to help patients nationwide get the care they needed.

Personalized, patient-centered care

Maintaining connections with patients is critical and enables our teams to deliver personalized, patient-centered care. Despite safety protocols and restrictions on in-person gatherings, our care teams found creative ways to stay personally connected to patients and ensure some sense of normalcy during the pandemic.



Bernadette Rice, a member of Centerpoint Medical Center's Food & Nutrition Services team, delivers meals to patients.

Beyond the Mask – HCA Midwest Health facilities joined other hospitals within HCA Healthcare by participating in the Beyond the Mask program. By attaching a photo of themselves – smiling and mask-free – next to their ID badge, colleagues showed patients what they looked like “beyond the mask,” helping to connect with patients, ease their anxiousness and ensure a positive patient experience.

Drive-thru NICU reunion – Overland Park Regional Medical Center's neonatal intensive care unit (NICU) team didn't allow the pandemic to disrupt their 28th Annual NICU Reunion. More than 400 NICU graduates turned out for the socially distanced, drive-thru space-themed event, which included eight special stops allowing parents and children to reunite with NICU staff. Costumes, giveaways and lots of happy smiles created an “out of this world” adventure for the children



Even masks couldn't hide the big smiles of NICU team members like Caryn Campbell, RN, when they reunited with their graduates.



5,552
Babies
delivered

Prioritizing parents’ and children’s safety

HCA Midwest health delivers more babies than any other area health system, and our providers proudly delivered 5,552 babies in 2020. Our care teams quickly pivoted to meet parents’ needs and ease their worries during the pandemic. We offered women virtual obstetrics/gynecology (OB/GYN) visits, as well as online childbirth education classes and breastfeeding support. In addition, we offered drive-thru pediatric visits and testing as an alternative for patients needing to visit a medical office.

Employee highlight

Krissy Logan (left) consoles a patient as the Maternal Transport team prepares to load the woman onto the helicopter.



High-flying, specialized maternal and neonatal care

Krissy Logan, MSN, APRN, FNP-C, RN-C
Maternal Transport
Overland Park Regional Medical Center

Preterm labor or other complications during pregnancy often result in premature deliveries, which can be difficult for mothers and providers at smaller facilities without high-risk pregnancy and neonatal intensive care (NICU) experts. That’s why Overland Park Regional Medical Center offers a dedicated air and ground transport team to safely deliver moms and babies to the medical center where they’ll receive the best possible care.

Krissy Logan is part of the 14-member Maternal Transport team that works hand-in-hand with the hospital’s perinatology, obstetric, critical care and NICU teams, as well as emergency medical services, to ensure the littlest of littles has the greatest chance of survival. Their helicopter is equipped with advanced technology, including in-flight ultrasound capabilities, and they’re skilled to handle a range of pregnancy-related complications.

Being transported to a big city can be scary for patients, and COVID added extra concern. But Krissy and her team alleviate patients’ fears by thoroughly explaining what to expect during transport and upon arrival. Staying in constant contact with the awaiting specialists at the hospital, they initiate any treatments in-transport and adjust the care plan as necessary. Whether in-flight or on the ground, the entire team works with a common goal in mind: ensuring patients receive the best specialized care and helping families achieve the best possible outcome for mom and baby.

“It can be traumatic when a normal pregnancy takes a rapid turn and you’re being rushed to a hospital in the big city,” Krissy said. “It’s a privilege to be trusted with such a high honor to care for moms and babies experiencing complications. We rush to the bedside on what can be a very scary day for our patients, and every day we have the opportunity to make an impact on a family’s life. This is why I love transport.”



Telehealth makes an impact

As COVID-19 escalated concerns within our communities and stay-at-home orders took effect, telehealth became critical. As an innovator in telehealth, and thanks to federal public health emergency waivers, HCA Midwest Health was able to quickly expand our telehealth capabilities to support our facilities and our rural partners.

As a result, we supported the evolving challenges our clinical staff faced and met patients' needs. The care we delivered via telehealth met the care delivered through in-person encounters.

Inpatient telehealth expansions – Early in the pandemic, we initiated 30 inpatient telehealth programs, brought 110 additional devices online and trained nearly 500 providers on using the technology. In 2020, we:

- Averaged **1,700** inpatient telehealth encounters a month
- Completed over **20,000** total inpatient telehealth encounters

In addition, providing specialty telehealth care was critical. We added three teleCardiology sites, one teleNICU site and four teleMFM (maternal-fetal medicine) sites. In 2020, we:

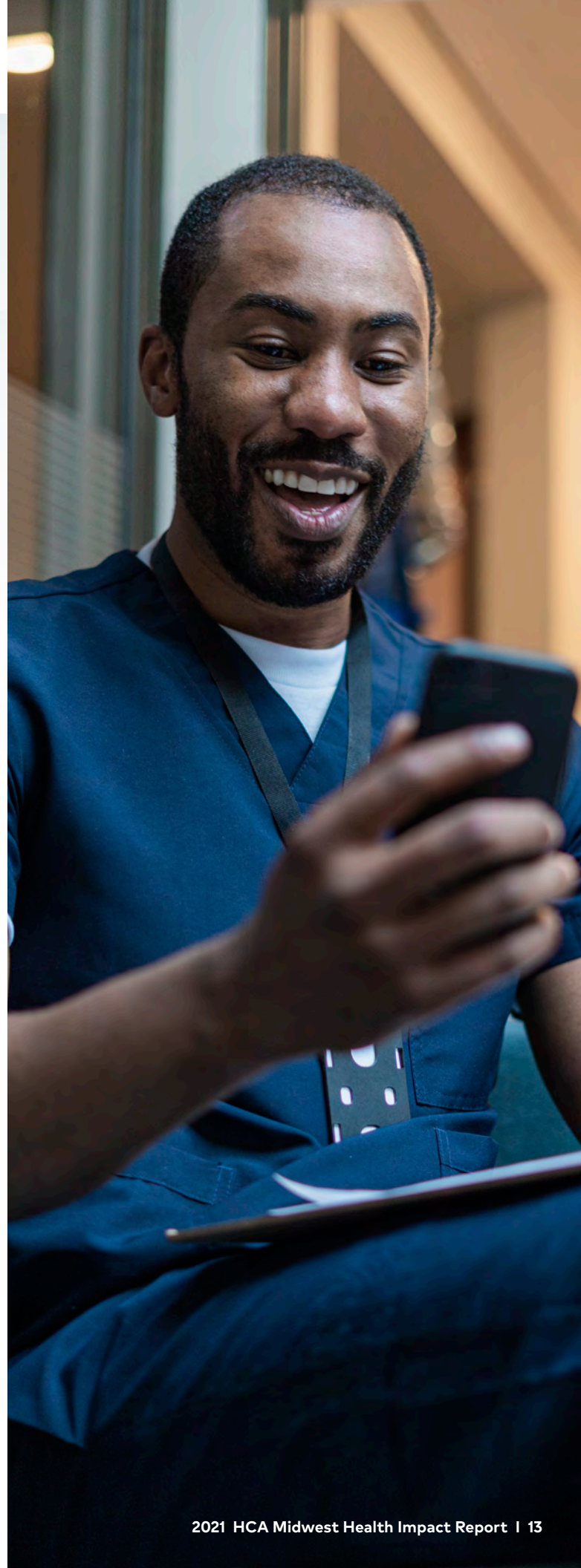
- More than tripled our teleCardiology consults, jumping from 31 encounters (in 2019) to **109**
- Completed more than **1,900** teleMFM consults with patients having high-risk pregnancies

Outpatient telehealth expansions –

Prior to COVID, we averaged 60 outpatient telehealth encounters per month. However, last March we trained and equipped every provider in the 86 practices that make up our Physician Services Group to offer telehealth to their patients. 2020 highlights include:

- Completing nearly **25,000** consults in April alone
- Averaging about **5,000** consults a month (July-December) as more patients returned to in-person visits with their physicians
- Completing more than **75,000** total outpatient telehealth encounters

Looking ahead – For the past several years, HCA Midwest Health has proudly been at the forefront of telemedicine, providing innovative programs to more than 20 communities outside the Kansas City metro area. Telehealth gives patients in rural areas close-by access to medical specialists, allowing them to receive treatment in their local communities. And rural hospitals get 24-hour access to specialized expertise, which improves the immediate care for their patients and helps keep costs lower for everyone by not having to transfer patients. HCA Midwest Health plans to expand its current 81 telehealth programs by adding 33 more in 2021.





Care Navigator

For individuals who preferred to remain socially distanced, we encouraged them to seek a virtual health care option through our free Care Navigator online triage tool at hcamidwest.com/carenavigator. This provides an excellent alternative to them being in a physician's office or clinic, helping reduce their exposure or spread of the virus.

By simply answering a few questions about their medical condition, Care Navigator screened them for COVID-19 and triaged them to the appropriate care site, including the option of a Virtual Visit

(video consultation) with a medical provider. In the beginning months of the pandemic, we lowered our Virtual Visit fee from \$45 to \$25 – and even offered a few \$10 promotional discounts throughout the year, easing community members' access to care.

2020 Care Navigator highlights include:

- Averaged 226 monthly encounters
- Completed 2,716 total encounters; 1,037 total COVID encounters
- Completed 712 Virtual Visits
- Triageed 1,038 individuals to in-person visits

Care Assure

Preventing emergencies and connecting people with the right care saves lives and improves quality of life. HCA Midwest Health uses a patented information technology system, Care Assure, to pull data from various sources and identify individuals who may need crucial care to prevent a future emergency.

The Care Assure program automatically leverages advanced tests already being performed during an emergency, inpatient or outpatient visit to help identify additional health concerns that may have gone undetected so they can be treated preventively. As part of Care Assure, a specially trained nurse navigator reviews the patient's chart and treatment plan and then follows up to connect the patient with the appropriate care.

Vivify safeguards colleagues and patients

HCA Midwest Health's highest priority is the health and safety of all our colleagues and patients. That's why we collaborated with Vivify Health to provide screening and remote monitoring for colleagues who were symptomatic or had been exposed to a patient with COVID-19. We offered this service to all colleagues in HCA Midwest Health as well as our sister facilities in Louisiana. In addition, we also made Vivify available to patients.

When normal patient volume dipped during the early days of the pandemic, our Care Assure team stepped in to manage the remote monitoring of our colleagues' health 12 hours a day, seven days a week. By downloading the VivifyGo mobile app, colleagues enabled Care Assure nurses to monitor their clinical symptoms via a web-based portal so they could intervene when necessary during a 14-day quarantine period. In addition, the app allowed them to securely text or call colleagues to communicate and manage care decisions.

The Care Assure team worked with our Employee Health and Human Resources teams to identify those colleagues who were ready to return to work once their monitoring was complete and they had tested negative. In total, 3,829 colleagues and patients were monitored through Vivify in 2020.

Employee highlight



Colleagues caring for colleagues

Leslie Linzy, RN, BSN
Manager, Care Assure

When asked to help manage Vivify, Leslie Linzy and her fellow Care Assure nurse navigators eagerly said yes, wanting to contribute in a meaningful way during the COVID crisis. They had no idea the impact they'd have on their colleagues – or themselves.

From 7 a.m. to 7 p.m. seven days a week, the Care Assure team monitored colleagues' symptoms, checked in with them via text or phone, and enlisted emergency personnel when someone's condition deteriorated. It was common for Leslie to log on each morning and find 100-plus patients in her queue, ranging in age from 20 to 70 with varying risk factors – from pregnancy to comorbidities.

Although the nurses and colleagues never met face-to-face, they formed incredibly strong bonds from daily check-ins. "Nurses help people get back on their feet, but we became something so much more," Leslie said. "We were the place they told their stories."

One colleague shared how terrified she was of dying after seeing patients suffer with the virus. Another recalled a young 30-something patient, who was scared of intubation and finally relented at her urging, and how he passed with only her at his bedside. And one woman, suffering from severe exhaustion and depression to the point she couldn't leave bed, just needed someone to cry with her.

Having that emotional connection and being able to lean on someone during your most vulnerable state made a huge difference for the colleagues. For Leslie, it validated her role as a caregiver. "I don't know of any other health system that did what we did for colleagues," she said. "I'm really proud of our team and to say I work for HCA."

Protecting Our Colleagues

Protecting and supporting our colleagues and physicians is our top priority, which in turn provides a safe environment for our patients, visitors and community members. We take a proactive approach to identify risks and increase security protections at our facilities to help provide a safe physical environment for all.



Providing adequate PPE

In the early days of the pandemic, HCA Healthcare's supply chain teams began working to source more personal protective equipment (PPE) for our frontline workers. As a global PPE shortage strained healthcare systems, HCA Healthcare created a conservation strategy.

To minimize COVID-19 exposure and preserve PPE, HCA Midwest Health joined other HCA Healthcare facilities nationwide in appointing PPE stewards to help ensure clinicians had the protective equipment they needed and that it fit accurately to keep them safe.

In addition to having designated stewards manage PPE supplies, we also used an FDA-approved third-party decontamination system to reprocess N95 masks. This measure further boosted our PPE conservation efforts.

PPE by the numbers – 2020

- More than **1.2 million** units of PPE distributed (**\$7.1 million** total spend)
- More than **148,000** masks distributed (includes N95, loop and tie masks)
- More than **313,000** exam gloves distributed
- More than **42,000** facial shields distributed
- More than **600,000** gowns distributed (includes isolation and surgical gowns, drapes and packs)

** Note: Numbers reflect total distribution throughout HCA Healthcare's MidAmerica Division, which includes facilities in the Greater Kansas City region and Louisiana.*

Employee highlight



During the pandemic, Joel Saulsberry (right) took a break from his usual athletic training role helping area athletics who've been injured.

Managing PPE operations

Joel Saulsberry, Manager
Sports Medicine

Lee's Summit Medical Center

When area schools transitioned to a virtual learning format and paused activities, Joel Saulsberry found his normal work as an athletic trainer and manager of Lee's Summit Medical Center's Sports Medicine department come to a halt. But like many healthcare workers across the country, Joel stepped into a new critical role managing the hospital's PPE operations and staffing for screening stations.

While Joel had worked for the hospital for more than nine years, he didn't know many colleagues as he'd worked primarily off-site at area schools. In addition, he had to quickly learn about the various types of PPE needed throughout the hospital to ensure adequate supplies were available to keep his colleagues safe. And, perhaps most important, he was tasked with communicating the ever-evolving safety guidelines with colleagues.

"It was amazing to see everyone adapt to changing roles and excel at them," Joel said. "The pandemic showed just how adaptable and determined healthcare workers are when presented with new challenges. Staff from all over the hospital stepped into roles to make sure we were living out our mission."

Working in this new role also gave Joel a better understanding of the depth of care that Lee's Summit Medical Center provides the community so he can articulate that to community members. "Getting to know everyone better, seeing them come together to accomplish a common goal, and witnessing first hand that they truly strive to live out our mission, vision and values makes me proud to work for Lee's Summit Medical Center," Joel said.





Safety through a pandemic

To keep our colleagues physically safe during the pandemic, HCA Midwest Health joined other HCA Healthcare facilities across the nation in implementing additional safety measures.

These included:

- Collaborated with major hotel chains to provide housing for caregivers who work directly with COVID-19 patients
- Offered scrub laundering for those caring for COVID-19 patients to help protect them from potentially carrying the virus home on their clothing
- Allowed colleagues in non-clinical roles to work from home
- Converted additional hospital rooms to negative pressure to exhaust conditioned air outside rather than recirculating it back into the room, reducing the spread of COVID-19
- Implemented extra safety protocols to properly dispose of the increased biohazard waste caused by our additional PPE usage

Employee highlight



During 2020, Dawn Lumpkin and her fellow Microbiology Core Lab Team members processed nearly 31,000 COVID-19 tests.

Managing COVID-19 testing

Dawn Lumpkin, Microbiology
Core Lab Manager
Research Medical Center

As head of Research Medical Center's microbiology team, Dawn Lumpkin spent 2020 managing supply shortages of the critical reagents, specimen media and swabs used in processing COVID-19 tests. The Microbiology Core Lab not only processed tests for patients and colleagues at Research Medical Center but also tests for other HCA Midwest Health facilities, as needed.

Constant communication allowed lab teams to keep close tabs on supplies so facilities could share when necessary. During routine calls, the teams stayed abreast of the latest clinical guidelines and testing protocols that they then used to help educate fellow colleagues on minimizing the spread of the virus throughout our facilities.

Thanks to lessons learned during these discussions, Research Medical Center was the first HCA Healthcare facility in the country to implement a pooled specimen protocol, which helped conserve reagents during COVID-19 surges when supplies were scarce.

In addition, the protocol was shared with other lab teams throughout the organization. The lab teams continue their weekly huddles to share information and best practices today.

In addition, peak volumes of COVID-19 cases also caused staffing issues, which put additional strain on the lab. In response, Dawn and her team members volunteered for extra shifts, and some paused retirement plans, so they could support each other and continue processing these critical tests. In total, Dawn's team processed nearly 31,000 COVID-19 tests last year. Dawn attributes this impressive feat to a "truly team effort."





Care like family

Early in the pandemic, we made the decision not to lay off or furlough any full-time or part-time colleagues, and we have kept this promise. To help support our colleagues and address the economic impact of COVID-19, HCA Midwest Health took a number of proactive measures, including:

- Implemented a Pandemic Pay Policy to protect colleagues' financial security
- Redeployed staff so they could keep working — those who couldn't be redeployed received 70% of base pay for up to seven weeks
- Maintained 100% of base pay of scheduled hours for those working in patient care facilities who were quarantined
- Developed aggressive staff recruitment and retention programs, including referral bonuses and education reimbursement programs, to ensure we have the colleagues needed to care for our community

Our Hope Fund

The HCA Healthcare Hope Fund, a colleague-run-and-supported 501(c)(3) public charity, was established in 2005 to give colleagues a way to support each other in times of natural disaster, illness, injury, domestic violence, the death of a loved one or any of a number of unavoidable hardships. Since then, our Hope Fund has become a deeply appreciated part of our culture as colleagues are proud that we take care of our own.

At the beginning of the pandemic, the Hope Fund experienced three times as many requests for assistance for unexpected pandemic-related hardships. And the fund quickly adjusted to provide support to meet these needs. Within HCA Midwest Health, the Hope Fund provided our colleagues with this support during 2020:

- \$366,800 in grants distributed
- 170 grants distributed
- 157 families helped
- 957 HCA Midwest Health colleagues contributed a total of \$160,734

Minding mental wellness

To support the mental wellness of colleagues and caregivers on the front lines during the pandemic, HCA Healthcare expanded a variety of existing programs and launched new programs and initiatives.

Some of the mental wellness resources that HCA Midwest Health provided to colleagues included:

- **Nurse Care**, a unique and confidential mental health program for hospital-based nurses needing help with work-life balance, managing stress and anxiety, self-care and handling common nursing issues
- **PsychHub**, a COVID-19 mental health resource hub, created by a national mental health coalition to meet the mental health needs of individuals
- **Beacon Health Wellbeing Program**, which allows colleagues to schedule confidential in-person, phone or video sessions with a licensed counselor
- **Bright Horizons Care Advantage**, access to programs to support colleagues looking for a babysitter, nanny, support for a special needs child, elder care provider, dog walker or housekeeper
- **Doctor on Demand**, a telehealth service for colleagues and their dependents covered under the HCA Healthcare medical plan offering 24-7 access to primary and behavioral healthcare
- **American Nurses Association COVID-19 Resource Center**, offering tools that support the mental health and resilience of nurses



Employee highlight

Chaplain Howard McFarland ministered to more than 4,500 individuals at Centerpoint Medical Center during the pandemic



Ministering to all Howard McFarland Volunteer Chaplain Centerpoint Medical Center

When COVID-19 brought community stay-at-home orders and hospital visitor limitations, many frontline caregivers became patients' emotional lifeline, serving in that support role typically reserved for family. However, one key audience often went unrecognized for the critical role they played in supporting patients and healthcare workers: clergy.

For the past 10 years, Howard McFarland has served Centerpoint Medical Center as chaplain. It's a role for which he eagerly volunteers, as ministry is his greatest passion. Locally, he also serves as an administrator and lead bishop of the United Association of Christian Chaplains and Counselors International, teaches chaplaincy and counseling at Faith Bible College and provides a bimonthly service at City Union Mission.

During the pandemic, he was one of a few chaplains available, which made him even more motivated to serve. "I was never scared or concerned for my own health. I strongly believe that if God brings you to it, he will bring you through it," Howard said.

Howard often found himself ministering to those of all faiths when their faith leaders couldn't be at their bedside. He not only comforted family members after a patient's passing, but stepped in to provide love and support to caregivers as well. During last year, Howard ministered to more than 4,500 individuals.



The Research Medical Center team gathered for a warm welcome for their colleagues from New Orleans who traveled to Kansas City to help during a community surge.

2020: A special year of the nurse

2020 was deemed “Year of the Nurse and the Midwife” by the World Health Organization. These extraordinary individuals are vital frontline workers, displaying courage, caring and commitment to their patients every day throughout our organization. Despite the added challenges of COVID-19, nurses have consistently shown their resiliency and willingness to go above and beyond for their patients and each other.

During the early days of the pandemic when our sister facilities in Louisiana were experiencing surges of the virus, nearly 200 nurses from HCA Midwest Health volunteered to go help their Tulane Medical Center colleagues. About 30 nurses traveled to give their Tulane colleagues a brief respite, and they in turn received hands-on training and learned best practices that they employed when our Kansas City area facilities faced surges of the virus. In addition, in late fall and winter, we welcomed six Tulane nurses who volunteered to return the favor and help their HCA Midwest Health colleagues.

The selflessness of our teams and their willingness to step up when needed illustrated what it’s like being part of a larger HCA Healthcare family. In total, HCA Healthcare employs more than 93,000 nurses nationwide.

Advancing nursing care

HCA Midwest Health nurses work hard to raise the bar for our patients, our organization and the nursing profession. This is why we invest in the technologies, infrastructure and clinical education nurses need to develop professionally and continue to excel. Not only does this advance the nursing profession, it also gives HCA Midwest Health a robust talent pool from which to recruit. For example:

- We've developed strong relationships with 31 nursing schools throughout the region.
- Our Specialty Training Apprenticeship for Registered Nurses (StaRN) program provides intense post-graduate training to newly licensed nurses. The 12- to 23-week program combines classroom instruction, a robust simulation experience and hands-on clinical training for nurses specializing in the medical/surgical, telemetry, intensive and progressive care units, and emergency and operating room areas.
- The HCA Inspire app provides quick access to nurses' schedules and offers nurses the chance to recognize excellence, chart professional growth, connect with a mentor and more.

Research College of Nursing

Trusted for more than 115 years, Research College of Nursing is a fully-accredited institution preparing nurses to thrive in complex healthcare environments. During the 2019-2020 academic year, 84% of BSN graduates took advantage of the HCA Healthcare Scholarship/ Loan Forgiveness program. Incoming BSN students are eligible for this program, which offers 90% tuition assistance. Additionally, eligible HCA RNs pursuing their MSN receive up to a 50% tuition discount. In 2020, the college granted 153 degrees and enrolled 596 students across its BSN and MSN programs.

On a larger scale, the Research College of Nursing's award-winning academic practice partnership with Research Medical Center has become a model of excellence for HCA Healthcare facilities across the nation.



Employee highlight



Ashley Garcia (left) and Claire Banholzer (right) treated their fellow Menorah Medical Center nurses to coffee and tea as an incentive to download and use the new HCA Inspire app.

Inspiring nurses to adopt HCA inspire

Claire Banholzer, ADN, RN, and Ashley Garcia, BSN, RN
Menorah Medical Center

Inspiring nurses to become technology adopters doesn't typically fall under nurses' job descriptions. But Claire Banholzer and Ashley Garcia were so confident the new HCA Inspire app (created for nurses by nurses) would benefit their team members, they decided to take matters into their own hands. Enter operation "Coffee with Claire."

The two loaded up a cart with coffee and tea options, including Sleepy Time tea for their nightshift colleagues heading home to sleep, and roved the halls of Menorah Medical Center to entice their colleagues at shift changes. For added excitement, they donned INSPIRE t-shirts and decorated their cart with factoids about the app. What's more, they even helped nurses download the app and demonstrated how to use the technology. And when they found nurses experiencing login issues, they collected their names and checked with nursing leadership to ensure colleagues had proper access.

HCA Healthcare launched the Inspire app to enhance communication among nurses, enable recognition of individuals and teams, facilitate mentor/mentee matching and allow nurses to view their work schedules from home. Thanks to Claire and Ashley's caffeinated efforts, Menorah Medical Center has one of the highest adoption rates for the app among HCA Midwest Health facilities.

Employee highlight



Dear future nurses

Joey Salomone, RN, BSN
Research Medical Center

Note: Excerpted from a letter Joey penned upon graduating from the Research College of Nursing recounting his experience beginning his career during the pandemic. Joey's letter was included in a time capsule in 2021 commemorating the one-year anniversary of Research Medical Center treating its first COVID patient.

I cannot fathom the advancements in medicine and nursing that have happened in the past 50 years. Are you delivering meals to patients in pill form? Do you have science fiction-like chambers that patients can go into that rebuild tissue? Are ambulances flying vehicles? Since I cannot know what changes have happened, I'll tell you what it was like to be a brand-new nurse in 2020.

COVID-19 was a new respiratory virus that medical professionals had never encountered, which meant treatment was difficult. Many patients who ended up intubated would never recover. Everything you learned about therapeutic communication had to be quickly adapted. Nurses held phones and allowed families to say their goodbyes to loved ones via video. They then had to wipe their tears and care for another patient. And yet, nurses persevered.

Nurses in 2020 showed grace and humility, hard work and heart, and professionalism and poise like you have never seen. Nurses came together with the entire healthcare team and beat the virus back, saving countless lives.

I didn't get into nursing thinking it was going to be easy. I did it because I wanted to help people. Please continue to do what nurses do best: care about the sanctity of life. Becoming a nurse was the best decision of my life.





Partnering with our physicians

Throughout 2020, HCA Midwest Health joined other HCA Healthcare facilities across the nation in working closely with physicians to understand their needs and provide support for their practices by helping create a safe and protected patient care environment.

To address medical practice or business disruption, HCA Healthcare granted rent deferral with owned medical office buildings (MOBs). This helped to maintain availability of medical care and related businesses and services for patients and the community (“COVID-19 purposes”) as permitted by federal waivers.

We connected physicians with experts for live Q&A sessions during our physician confidence and resiliency webinar support series. In addition, we hosted town halls for primary care, surgeons and rural facility partners to share information and understand needs related to the COVID-19 pandemic. Through HCA CARES, HCA Healthcare provided education to physicians regarding the CARES Act, including a website and hotline, for COVID-19 purposes as permitted by federal waivers.

Graduate medical education programs

With more than 2,000 physicians on staff and 86 physician practices, HCA Midwest Health believes partnering with and empowering our physicians in delivering exceptional care is the best way to guide advances in medicine across our network.

We are dedicated to fostering learning environments that cultivate excellence, and our four Graduate Medical Education (GME) programs train residents in the fields of family medicine, general surgery, internal medicine and obstetrics/gynecology. All accredited by the Accreditation Council for Graduate Medical Education (ACGME), the programs attract residents from throughout the United States.

- **Family Medicine** — One of the first programs in the country, our Family Medicine GME program began in 1974 and currently has 36 residents, who were actively engaged in treating COVID patients. HCA Midwest Health typically retains 40% of graduates as full-time physicians.
- **General Surgery** — Launched in 2018, our General Surgery GME program has 15 residents who rotate among Lee’s Summit Medical Center, Menorah Medical Center, Overland Park Regional Medical Center and Research Medical Center. Residents complete core rotations in such surgical subspecialties as thoracic, vascular, bariatric, pediatric, colorectal, plastics, ENT (ear, nose and throat) and trauma.
- **Internal Medicine** — Our Internal Medicine GME program, also launched in 2018, currently features 36 residents who practice at Overland Park Regional Medical Center, Menorah Medical Center and Lee’s Summit Medical Center. Under faculty supervision, residents develop a panel of patients that they treat for three years as part of a continuity clinic at Quivira Internal Medicine.
- **Obstetrics/Gynecology** — Launched in July 2020, our Obstetrics/Gynecology GME program welcomed five residents to its inaugural class at Overland Park Regional Medical Center. The program will welcome five more residents in July 2021.
- **Orthopedic Surgery** — In July 2021, HCA Midwest Health partnered with Kansas City University to bring this 40-year-old accredited GME program to Research Medical Center. This expansion provides 16 residents with broader surgical exposure offered through a Level 1 trauma center.

As part of HCA Healthcare, participants of HCA Midwest Health’s GME programs can receive financial assistance through HCA’s “Earn While You Learn” Resident/Fellow Stipend Program.



Team HCA Midwest Health included (left to right) David Mantilla, MD; Anthony Melillo, DO; Andrew Nicholson, MD; and Miles McKee, DO.

GME team wins robotics competition

On Feb. 28, 2020, residents from our General Surgery GME program participated in a robotics competition and networking event, hosted by a robotic surgery manufacturer. Due to COVID precautions, this inaugural event was limited to teams of five from these participating health systems: HCA Midwest Health, University of Kansas Medical Center, and UMKC/Truman Medical Center. The friendly competition provided area surgical residents an opportunity to demonstrate their clinical skills and network with peers.

While all residency programs feature a robotic surgery element in their curriculum, HCA Midwest Health's team proved most exceptional by winning the competition. The team received a traveling trophy, which will be awarded to the 2021 winner when the competition expands and welcomes more participants.

Caring for Our Communities and Partnering with Others

HCA Midwest Health colleagues are driven by our mission to care for and improve human life. That mission extends outside the walls of our facilities and into our communities. Whether it's through volunteering our time, making charitable donations or partnering with other organizations, we are committed to improving more lives in more ways.



Economic impact in our communities

At the beginning of the COVID-19 pandemic, HCA Healthcare pledged to keep colleagues safe and employed, while still protecting the organization and maintaining our ability to serve our communities today and well into the future.

HCA Midwest Health is proud to serve the communities that make up Greater Kansas City, and we are committed to investing in them for years to come.

9,977

people employed

\$807

million in payroll and benefits

\$75

million capital investment

\$113.4

million provided in uncompensated care in 2020

\$100.7

million in federal, state and local taxes paid



Giving and volunteering

While giving back and volunteering might have looked a little different in 2020, HCA Midwest Health colleagues' commitment to caring for our communities never wavered. In total, our colleagues logged 930 volunteer hours, while 14% took advantage of HCA Healthcare's matching gift program to personally give nearly **\$222,000** to charitable organizations.

Community partnerships

Collaboration results in superior quality of care and healthier tomorrows for patients, colleagues and communities. This year, HCA Midwest Health maintained or expanded longstanding partnerships, while establishing new connections to increase our positive impact during the COVID-19 pandemic.

In 2020, HCA Midwest Health contributed more than **\$630,000** to 73 charitable organizations within the region to help care for our communities.

Employee highlight



Caring for his community

Matt Rhadans, MD

Lafayette Regional Health Center

During the first half of 2020, Dr. Matt Rhadans saw patient volumes drop about 50% at Higginsville Medical Clinic in Higginsville, Missouri. But that decrease in patient volume did not equate to less work for the family medicine physician. Instead, he saw even more patients as he made rounds at Lafayette Regional Health Center, as well as area nursing homes and jails, to treat those affected with COVID-19.

While Dr. Rhadans was accustomed to seeing sick patients, treating COVID-19 patients brought new challenges as the virus affected everyone differently. And he developed a sharper sense of empathy when he contracted COVID-19. “It really hit me hard and gave me a new perspective on what really sick patients were going through,” he said. “Seeing COVID and living with it are two entirely different things. I already knew life was precious, but it certainly gave me more humility.”

Fighting COVID even became a family affair when Dr. Rhadans’ wife, Kathryn, and her mother and aunts teamed up to make more than 100 masks for community members. And Dr. Rhadans faced an additional challenge of taking on more patients when his practice partner, Dr. Dal Singh, suddenly passed away. Through it all, he remained focused on what he does best: caring for those in his community.



Supporting YMCA

Last April, the HCA Healthcare Foundation, the philanthropic arm of HCA Healthcare, as well as a separate tax-exempt trust affiliated with HCA Healthcare together provided more than \$1 million in grants to local community organizations to aid in COVID-19 relief efforts. Locally, HCA Midwest Health gave **\$75,000** to the YMCA of Greater Kansas City to help support the organization’s ongoing efforts to meet childcare and nutrition needs for those impacted by COVID-19.

Thanks to a national collaboration between HCA Healthcare and YMCA, our colleagues were able to take advantage of the childcare services through the YMCA of Greater Kansas City when other area childcare facilities were closed.

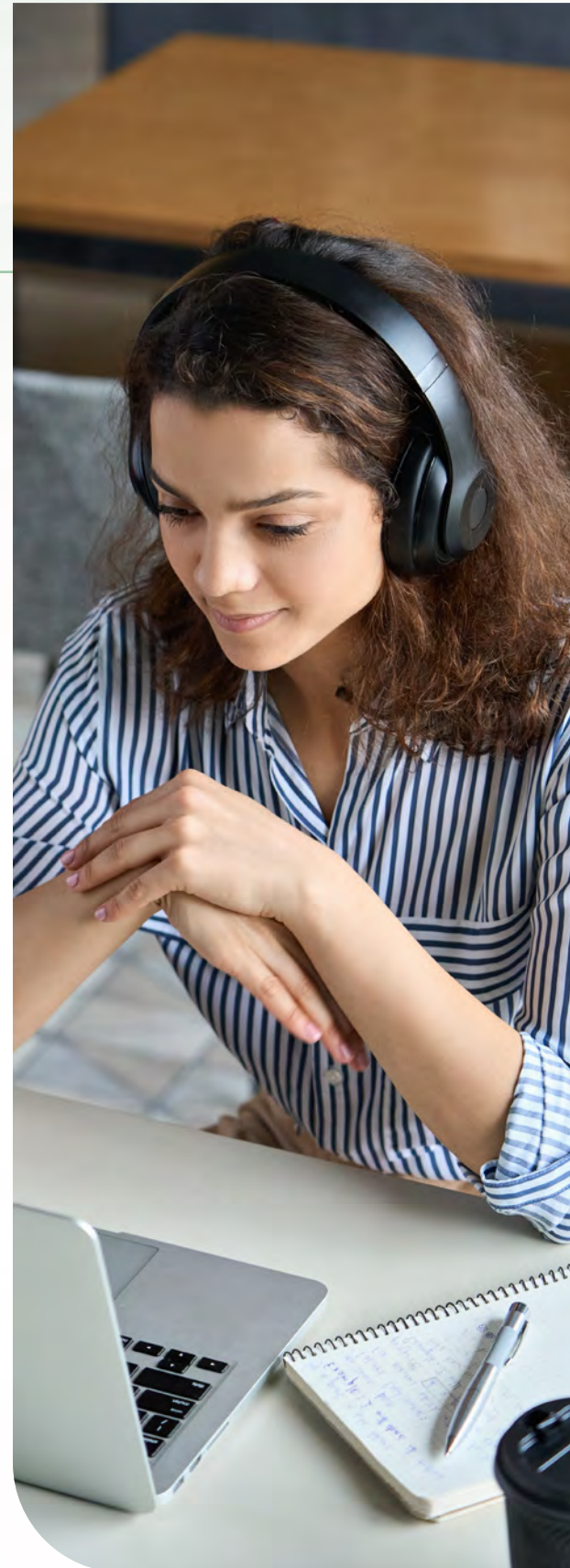
Protecting youth mental health

In October, HCA Healthcare announced a collaboration with **EVERFI**, an international technology company driving social change through education, to launch an interactive, digital mental health and wellness education course for middle and high school students.

Called Mental Wellness Basics, the course has already reached more than 12,000 middle and high school students in an estimated 105 school districts. HCA Healthcare is investing nearly \$1 million over the next three years to sponsor the course. Locally, the course was made available to more than 20 school districts throughout the Kansas City metropolitan area, with 215 students participating in the program so far.

This investment and collaboration with EVERFI deepens HCA Midwest Health's commitment to promote whole-person wellness and respond to the growing need for mental health education in the community. Mental Wellness Basics is designed to provide teachers with the additional curriculum to equip students in grades eight to 10 with the knowledge and skills necessary to build, maintain and promote positive mental health in themselves and their peers. According to the National Alliance on Mental Illness (NAMI), one in six U.S. youth (ages 6 to 17) experience a mental health disorder each year.

HCA Healthcare also has a long-standing collaboration with the **Jason Foundation**, whose primary mission is the prevention of youth/young adult suicide. This collaboration provides educational resources and youth suicide prevention training to students, parents and teachers in our communities.



Being Part of the Solution

Amidst the fight against COVID-19, our commitment to addressing critical environmental, social and governance (ESG) issues remained at the forefront in 2020. Supported by HCA Healthcare, our dedication to the communities we serve extends past our facilities and is reflective of our continuous and strong desire to create healthier tomorrows.





Environmental stewardship

As stewards of the environment, we take a proactive approach to make communities healthier and protect the environment by implementing green hospital practices, promoting conservation, decreasing waste and exercising environmentally conscious purchasing.

We're proud that our hospitals rank in the top 50% of HCA Healthcare hospitals nationwide for energy efficiency. In 2020, our teams collected:

4,134 pounds recycled batteries

2,230 pounds recycled fluorescent tubes

1,195,525 pounds recycled shredded paper

2,387,901 pounds recycled plastics, metal/aluminum cans, paper, newspapers, cardboard, paperboard

In addition, HCA Midwest Health has launched a market-wide initiative to reduce the amount of single-use medical equipment and supplies being sent to area landfills. In 2020, we collected 44,193 pounds of single-use medical equipment and supplies for either reprocessing or recycling.



Research and innovation

HCA Midwest Health partners across HCA Healthcare's more than 2,000 sites of care to conduct leading-edge research, share best practices and support, and develop technologies to improve patient care.

Our cardiovascular physicians and research teams conduct clinical studies to support the development of new medications and procedures that we hope will make a difference in our patients' overall health — as well as the future of cardiovascular care.

- Established in 2005, the **Midwest Heart & Vascular Specialists Clinical Research Program** has more than 50 clinical studies involving hyperlipidemia, acute coronary syndrome, heart failure, hypertension, atrial fibrillation, anticoagulation, cardiovascular outcomes, coronary computed tomography angiography (CCTA) imaging and device trials. To date, more than 2,000 patients have participated in clinical studies at Midwest Heart & Vascular Specialists to forward the progress of cardiovascular health.

- **Established in 2018, the Kansas City Heart Rhythm Institute Clinical Research Program** conducts research at four HCA Midwest Health hospitals and clinics to provide patients with cutting-edge care for arrhythmia conditions. Our research teams are participating in 24 ongoing clinical studies and 45 investigatory studies.
 - Highlights of Kansas City Heart Rhythm Institute physician achievements in 2020 include performing:
 - 1,540 ablations to treat atrial fibrillation, more than three times the procedures than any other Kansas City area provider
 - The country's first left atrial appendages occlusion (LAAO) using one of the newest treatment options available to reduce the risk of stroke in patients with atrial fibrillation (Afib)
 - 40 procedures – among the highest in the country – using a minimally invasive Sinus Node Sparing Hybrid Approach that “maps” the sinus node area and enables a more closely targeted ablation

The **HCA Midwest Health Neuroscience Institute** brings together a diverse array of specialists and programs from across our network to diagnose and treat conditions of the brain, spine and nerves. Through ongoing clinical research trials, we're bringing the latest advances in neurological care to patients throughout the region. Some clinical trial highlights from 2020 include:

- Launched an in-house clinical trial to review the clot pathology of mechanical thrombectomy in patients
- Completed a nursing research trial that assessed post-stroke depression in patients 120 days after discharge
- Interventional radiology researchers participated in two trials that reviewed devices used to treat neck reconstruction after aneurysm and vascular reconstruction after a large vessel occlusion in stroke patients
- Presented findings from a study comparing interventional radiology and neurointerventionalist approaches for removing blood clots in stroke patients to their peers at the International Stroke Conference

Sarah Cannon Cancer Institute at HCA Midwest Health is a network-accredited cancer program (one of only 63 nationally to earn network accreditation) that provides world-class cancer care to patients throughout the region. Through Sarah Cannon Research Institute's innovative clinical research trials, we're working to advance cancer care and bring life-changing therapies to patients. Some highlights from 2020:

- Enrolled 35 patients in oncology research studies through Research Medical Center, Menorah Medical Center and Centerpoint Medical Center, and saw enrollment in our hematology program jump 12% from 2018
- Activated 22 new cancer trials, with the highest volumes in hematology malignancy (seven trials), breast (six trials) and lung (five trials)
- Offered telehealth, flexible scheduling and remote monitoring to patients and our pharmaceutical industry partners due to COVID safety concerns





Employee highlight

Registered nurses Jacob Thomas and Sharaya Sidebottom provide drive-thru COVID-19 tests to community members outside Belton Regional Medical Center.



Helping Cass County combat COVID-19

Tonya Vega, RN, Jacob Thomas, RN,
and Sharaya Sidebottom, RN
Belton Regional Medical Center

When Cass County Health Department officials struggled to maintain community COVID testing, they knew who they could turn to for help keeping area residents safe: Belton Regional Medical Center.

As associate director of Emergency Services, Tonya Vega had streamlined testing processes for the hospital's Emergency Department, as well as the Outpatient Surgery, Oncology and Admissions areas. So, operationalizing a community testing clinic was no challenge.

To reduce traffic coming into the hospital and to ensure easy access for community members, she designed a drive-thru testing clinic on the hospital's campus. She enlisted emergency nurses Jacob Thomas and Sharaya Sidebottom, who volunteered to work an extra shift every week, to oversee the clinical aspects and Health Department staff to handle administrative duties.

During the summer heat and frigid winter, Jacob and Sharaya braved the elements, often performing 200 tests a day. Thanks to the team's hard work and dedication, more than 5,000 community members received the testing and treatment they needed to fight COVID and keep their families safe.

"Nursing as a profession is known for integrity, compassion and kindness. But to be able to show our county the level of nursing excellence we have at Belton Regional Medical Center is something I will always proudly look back on," Tonya said.





Diversity, equity and inclusion

HCA Midwest Health is dedicated to ensuring equitable access to high-quality care for our patients, fostering a diverse and inclusive workplace for our colleagues, and cultivating and sustaining relationships with suppliers and community partners that broaden our reach and deepen our understanding of the communities we serve.

We've created a Diversity, Equity & Inclusion (DEI) Council that comprises a broad mix of leaders, physicians and staff who bring diversity of age, gender, thought and experience to help guide us in:

- Advancing health equity and ensuring access to services for all patients
- Fostering an engaged and inclusive culture where colleagues can thrive
- Promoting the inclusion of diverse businesses within our supplier base
- Ensuring our facility Boards of Trustees reflect the diverse communities we serve
- Building healthier communities through strategic partnerships and environmental stewardship

In addition, HCA Midwest Health has established DEI councils at each of our hospitals to help execute our strategies and provide ongoing input on future actions we can take to support our DEI efforts.

As part of our DEI commitment, we foster a culture where everyone is welcome and has a voice, regardless of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, or payment source or ability.

In addition, HCA Midwest Health has enacted inclusive policies on hiring, recruitment and leadership development. We're proud to be a military veteran and military spouse employer. HCA Healthcare has been designated a Military Friendly Employer and Military Spouse Friendly Employer by VIQTORY. In 2020, HCA Midwest Health hired 35 veterans.



Combatting the opioid crisis



During the COVID-19 pandemic, more than 40 states reported an increase in opioid-related mortality, according to the American Medical Association.

In October 2020, HCA Healthcare hosted its second annual national “Crush the Crisis” event at 95 participating facilities in 18 states to raise awareness about the dangers of opioid misuse and proper disposal of medications. The events were held in alignment with the Drug Enforcement Administration’s (DEA) National Prescription Drug Take Back Day.

HCA Midwest Health proudly hosted “Crush the Crisis” opioid take-back events at five area hospitals. More than 1,000 pounds of unused and expired prescription medications were collected, thereby eliminating the adverse possibility of potential misuse, thanks to these participating facilities:

- Centerpoint Medical Center
- Lee’s Summit Medical Center
- Menorah Medical Center
- Research Medical Center
- Research Medical Center Brookside Campus

In total, HCA Healthcare facilities collected a record 13,523 pounds of medication, which equates to approximately 9.3 million doses of medication.

Vaccines bring hope as we look to the future

By the end of fall, as the nation prepared for the arrival of a COVID-19 vaccine, our teams prepared to quickly operationalize vaccine clinics for our colleagues — and eventually our communities. We also focused our communications efforts on educating our workforce and community members on the safety, efficacy and availability of the vaccine.

During a three-week timeframe in December, HCA Midwest Health facilities delivered more than 8,000 vaccinations to our frontline staff, medical and nursing students, and community first responders. Because this was during the busy holiday season, our teams worked diligently to stagger appointments to ensure colleagues could manage any side effects and their work schedules.

When vaccine distribution became sporadic, we worked with our regional healthcare partners in Bates County, Nevada and Clinton, Missouri, to ensure they had vaccine supplies for their frontline staff. Being able to redistribute supplies and work with partner healthcare providers prepared HCA Midwest Health to become a high-throughput community vaccination provider in the early months of 2021.

While the future still holds many unknowns due to COVID-19, HCA Midwest Health will continue to remain focused on one thing: the care and improvement of human life. It's what we do. It's who we are. In times of uncertainty, our people show up. When faced with a challenge, we see the path forward.



Our Hospitals

Ensuring that community members have access to high-quality healthcare closer to where they live and work drives us at HCA Midwest Health. And as the area's largest healthcare network, we offer more than 150 locations and an array of services to meet the demands of the Greater Kansas City area and to provide patients with easy access.

Our nearly 10,000 compassionate professionals work tirelessly every day to provide patients with the highest quality care no matter whether they access our healthcare services in Johnson County, Kansas, or Jackson County, Missouri, or beyond. At HCA Midwest Health, we are dedicated to creating healthier tomorrows for those we serve and we remain committed to our mission:

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



Belton Regional Medical Center

Belton, Missouri

BeltonRegionalMedicalCenter.com

Since 1984, our mission has been to provide the citizens of southern Jackson and northern Cass counties access to important health resources. To meet the growing medical needs of our community, we underwent a \$39.2 million renovation. Today, we offer a full range of inpatient and outpatient services, supported by our excellent staff, advanced technology and deep relationships within our community.

Our services

- Cancer care—Sarah Cannon Cancer Institute
- Cardiology
- Emergency services
- Intensive care unit (ICU)
- Laboratory
- Orthopedics
- PACU
- Radiology/imaging services
- Rehabilitation (occupational, physical, speech therapy)
- Respiratory therapy
- Sleep lab
- Specialty clinics
- Sports medicine
- Surgical services



71
beds

363
physicians

376
employees

30
volunteers

Accreditations, awards and certifications

- American College of Radiology Gold Seal Accredited
- American College of Surgeons Commission on Cancer—Integrated Network Accreditation
- American Heart/Stroke Association Get with the Guidelines Stroke—Gold Plus Honor Roll Elite Plus - 2019
- American Heart/Stroke Association Get with the Guidelines—Stroke Gold Plus with Honor Roll Elite and Target: Type 2 Diabetes Honor Roll
- Emergency Nurses Association Lantern Award
- Healthgrades—Patient Safety Excellence Award
- Pathway Designated by the American Nurses Credentialing Center
- State of Missouri—TCD Level III Stroke Center
- State of Missouri—TCD Level III Trauma Center
- The Joint Commission Gold Seal of Approval®—Hospital Accreditation
- The Joint Commission—Acute Stroke Ready Hospital
- The Joint Commission—Certification in Joint Replacement for Hips and Knees
- The Leapfrog Group’s Hospital Safety Score—“A” Grade in Patient Safety
- Top Hospital in Kansas City—Lown Institute





Centerpoint Medical Center

Independence, Missouri

CenterpointMedical.com

Centerpoint Medical Center is dedicated to providing compassionate care and the best possible customer service to our patients and their families. We constantly invest in state-of-the-art equipment and technology to offer some of the latest clinical services to our patients. We also provide numerous features for visitors, including sleeper chairs in patient rooms, comfortable waiting areas, wireless internet access throughout the facility and more.

Our services

- Cancer care—Sarah Cannon Cancer Institute
- Cardiology/cardiovascular surgery
- Electrophysiology
- Emergency services
- Gastroenterology
- Neonatal intensive care unit—level III
- Neurology/neurosurgery
- Orthopedics
- Pain management
- Radiology/imaging services
- Rehabilitation (inpatient and outpatient)
- Sports medicine
- Sleep disorders center
- Surgery
- Trauma center—level II
- Women's center
- Wound care

285
beds

500
physicians

1,550
employees

100
volunteers



Accreditations, awards & certifications

- American Academy of Sleep Medicine—Accredited Sleep Medicine Member Center
- American Association of Blood Banks—Laboratory Accreditation
- American Association of Cardiovascular and Pulmonary Rehabilitation—Certified Cardiac Rehabilitation Program
- American College of Radiology Gold Seal of Accreditation—Accredited Facility (all modalities)
- American College of Surgeons Commission on Cancer—Integrated Network Accreditation
- American College of Surgeons National Accreditation Program for Breast Centers—Breast Center Accreditation
- American Nurses Credentialing Center—Pathway Designated
- Blue Distinction® Center—Knee and Hip Replacement
- Chest Pain-MI Registry Performance Achievement Award Recipient—Platinum
- College of American Pathologists Laboratory Accreditation Program—Laboratory Accreditation
- Diagnostic Catheterization and Percutaneous Coronary Intervention Metrics Public Reporting—4 stars
- Implantable Cardiac Defibrillator Metrics 3-4 stars
- Healthgrades America's 250 Best Hospitals
- Intersocietal Accreditation Commission—Echocardiography
- MBSAQIP Bariatric Surgery Program Accreditation
- Missouri Time Critical Diagnosis System—Level II STEMI Designated Hospital
- Society of Cardiovascular Patient Care—Chest Pain Center Accreditation with PCI
- The Joint Commission Advanced Certification—Bariatrics
- The Joint Commission Advanced Certification—Chest Pain
- The Joint Commission Advanced Certification—Stroke (Primary Stroke Center)
- The Joint Commission Advanced Certification—Total Hip & Total Knee Replacement
- The Joint Commission Gold Seal of Approval®—Hospital Accreditation
- The Leapfrog Group—Imaging Award for low-dose pediatric scanning
- The Leapfrog Group's Hospital Safety Score—"A" Grade in Patient Safety

Lafayette Regional Health Center

Lexington, Missouri

lrhc.com

Lafayette Regional Health Center is a critical access hospital, accredited by The Joint Commission, located in historic Lexington, Missouri, 50 miles east of Kansas City. This primary care hospital offers a comprehensive array of services in a small-town environment. Patients enjoy the comfort of knowing they're receiving quality healthcare in their hometown. Lafayette Regional Health Center also owns and operates three physician clinics throughout Lafayette County.

Our services

- Cancer care—Sarah Cannon Cancer Institute
- Cardiology
- Ear, nose and throat
- Emergency services
- Gastroenterology
- Gynecology
- Intensive care unit (ICU)
- Laboratory services
- Medical-surgical nursing
- Nephrology
- Neurology
- Oncology/hematology
- Ophthalmology
- Orthopedics
- Pain management
- Podiatry
- Pulmonary and respiratory services
- Radiology/imaging services
- Rehabilitation services (physical, occupational, speech, wound, pelvic floor, pediatric)
- Rheumatology
- Surgical services
- Swing bed or skilled recovery
- Urology





Accreditations, awards & certifications

- American College of Radiology Gold Seal of Accreditation—Computed Tomography Accredited Facility
- American College of Radiology Gold Seal of Accreditation—Mammography Accredited Facility
- American College of Radiology Gold Seal of Accreditation—MRI Accredited Facility
- American College of Radiology Gold Seal of Accreditation—Ultrasound
- American College of Surgeons Commission on Cancer—Integrated Network Accreditation
- College of American Pathologists—Laboratory Accreditation
- Missouri Time Critical Diagnosis System—Level III STEMI Designated Hospital
- Missouri Time Critical Diagnosis System—Level III Stroke Designated Hospital
- The Joint Commission Gold Seal of Approval—Hospital Accreditation
- Women’s Choice Award—Emergency Care Award





Lee's Summit Medical Center

Lee's Summit, Missouri

LeesSummitMedicalCenter.com

Lee's Summit Medical Center is a full-service hospital serving Lee's Summit and the surrounding areas. All services are supported by a medical staff of nearly 150 physicians who represent more than 40 specialties. Lee's Summit Medical Center has more than 500 highly trained staff members and 47 volunteers.

Our services

- Bariatric surgery program
- Bronchoscopy
- Cancer care—Sarah Cannon Cancer Institute
- Cardiology/cardiovascular surgery
- Gastroenterology
- Cystoscopy
- Emergency services
- Orthopedics
- Imaging services
- Intensive care unit (ICU)
- Neurology/neurosurgery
- Pain management
- Palliative care
- Pediatric subspecialty care
- Physical, speech and occupational therapy
- Sports medicine
- Radiology/imaging services
- Respiratory and pulmonary services
- Sleep disorders center
- Surgical services
- Women's services
- Wound care center

80

beds

138

physicians

531

employees

47

volunteers



Accreditations, awards & certifications

- American Academy of Sleep Medicine Accreditation
- American Association of Cardiovascular and Pulmonary Rehabilitation—Certified Cardiac Rehabilitation Program
- American College of Radiology Gold Seal of Accreditation—Computed Tomography
- American College of Radiology Gold Seal of Accreditation—Mammography
- American College of Radiology Gold Seal of Accreditation—MRI
- American College of Radiology Gold Seal of Accreditation—Nuclear Medicine
- American College of Radiology Gold Seal of Accreditation—Ultrasound
- American College of Surgeons Commission on Cancer—Integrated Network Accreditation
- American Heart Association/American Stroke Association Get with The Guidelines® Gold Plus Honor Roll Elite—Stroke Achievement
- American Heart Association—Target Stroke Honor Roll
- American Nurses Credentialing Center Pathways Designated Hospital
- College of American Pathologists—Accredited Laboratory Program
- Gastroenterology
- Healthgrades Five Star Recipient for Treatment of Sepsis
- Missouri Time Critical Diagnosis System—Level II STEMI Designated Hospital
- Missouri Time Critical Diagnosis System—Level II Stroke Designated Hospital
- Modern Healthcare 100 Best Places to Work in Healthcare
- The Joint Commission—Advanced Certification in Stroke (Primary Stroke Center)
- The Joint Commission—Chest Pain Certification
- The Joint Commission—Core Accreditation for Total Hip and Total Knee Replacement
- The Joint Commission's Gold Seal of Approval®—Hospital Accreditation
- The Leapfrog Group Hospital Safety—Grade A

Menorah Medical Center

Overland Park, Kansas

MenorahMedicalCenter.com

Menorah Medical Center is a full-service, acute care hospital and ER serving the communities of Overland Park and Leawood. We focus on providing compassionate care and some of the most advanced treatment options available in the Kansas City region. Menorah's world-class medical staff offers exceptional experiences and extraordinary medicine for adults, newborns, teens and children.

Our services

- Bariatric and metabolic program
- Breast center
- Cancer care—Sarah Cannon Cancer Institute
- Cardiology/cardiovascular surgery
- Diabetes education
- Emergency services
- Gastroenterology
- Intensive care unit (ICU)
- Laboratory
- Neonatal intensive care unit—level II
- Neurology/neurosurgery
- Orthopedics
- Pediatric neurosurgery
- Pulmonary/respiratory services
- Radiology/imaging services
- Rehabilitation (inpatient rehabilitation outpatient therapy)
- Sleep lab
- Sports medicine
- Surgical services
- Vascular lab
- Women's services

158

beds

850

physicians

962

employees

62

volunteers



Accreditations, awards & certifications

- Aetna Institute of Quality®—Bariatric Surgery
- American Association of Cardiovascular and Pulmonary Rehabilitation—Certified Cardiac Rehabilitation Program
- American College of Emergency Physicians Bronze Level Accreditation—Geriatric Emergency Department
- American College of Radiology Gold Seal of Accreditation—MRI, Breast MRI
- American College of Surgeons Commission on Cancer—Integrated Network Accreditation
- American Diabetes Association—Diabetes Education Recognition
- American Heart Association Get With The Guidelines® Bronze Plus Award—Heart Failure
- American Heart Association Get With The Guidelines® Gold Plus Award—Stroke
- American Heart Association Get With The Guidelines® Honor Roll—Type 2 Diabetes
- Blue Distinction® Center—Bariatrics
- Blue Distinction® Center—Spine Care
- Intersocietal Accreditation Commission—Echocardiography Accreditation, Nuclear/PET Accreditation, Vascular Testing Accreditation
- Kansas Medical Society—Continuing Medical Education Program Accreditation
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program—Bariatric Surgery Program Accreditation
- National Accreditation Program for Breast Centers—Breast Center Accreditation
- National Association of Epilepsy Centers—Level III Epilepsy Accreditation
- Society of Chest Pain Centers—Chest Pain Center Accreditation
- Surgical Review Corporation (SRC) Center of Excellence—Robotics & Colorectal Surgery
- The Joint Commission—Advanced Certification in Stroke (Primary Stroke Center)
- The Joint Commission—Chest Pain Certification
- The Joint Commission—Primary Stroke Certification
- The Joint Commission—Total Joints—Hip & Knee Certification





Overland Park Regional Medical Center

Overland Park, Kansas

oprmc.com

Overland Park Regional Medical is the premier area destination for women and children’s healthcare services. We offer the region’s only Maternal Fetal Health Center, to care for critically ill mothers and their baby under one roof. The hospital includes an antepartum unit, a labor and delivery unit, a Level III NICU and our Pediatric Center offers pediatric specialty care, a dedicated Pediatric ER and pediatric inpatient and intensive care unit. We also offer Johnson County’s only Level II Trauma Center, the hospital is also an Accredited Stroke and Chest Pain Center. We offer four emergency rooms, including two freestanding ERs in Olathe and Shawnee.

Our services

- Arrhythmia care
- Blood bank
- Cancer care—Sarah Cannon Cancer Institute
- Cardiology/cardiovascular surgery
- Diabetes
- Emergency services
- Gastroenterology
- Intensive care unit (ICU)
- Laboratory
- Maternal and NICU Air and Ground Transport
- Maternal Fetal Health Center
- Neonatal intensive care unit—level III
- Neurology/neurosurgery
- Orthopedics
- Pain management
- Pediatric ER
- Pediatric inpatient and intensive care unit
- Pediatric subspecialty care
- Pulmonary and respiratory services
- Radiology/imaging services
- Rehabilitation (occupational, physical, speech)
- Sleep disorders center
- Sports medicine
- Surgery
- Trauma center—level II
- Women’s services



Accreditations, awards & certifications

- American Academy of Sleep Medicine Sleep Medicine Accreditation
- American Association of Cardiovascular and Pulmonary Rehabilitation—Certified Cardiac Rehabilitation Program
- American College of Radiology Gold Seal of Accreditation—Ultrasound Accredited Facility
- American College of Radiology—Breast Imaging Center of Excellence
- American College of Surgeons—Verified Level II Trauma Center
- American College of Surgeons Commission on Cancer—Integrated Network Accreditation
- American Nursing Credentials Center—Pathways to Excellence® Designated
- Blue Distinction® Center—Knee and Hip Replacement
- Blue Distinction® Center—Maternity Care
- College of American Pathologists Laboratory Accreditation Program—Laboratory Accreditation
- Kansas Medical Society—Continuing Medical Education Accreditation
- National Accreditation Program for Breast Centers—Breast Center Accreditation
- Society of Chest Pain Centers—Accredited Chest Pain Center
- The Joint Commission—Advanced Certification in Stroke (Primary Stroke Center)
- The Joint Commission’s Gold Seal of Approval®—Hospital Accreditation
- The Leapfrog Group’s Hospital Safety Score—A Grade in Patient Safety

Research Medical Center

Kansas City, Missouri

[ResearchMedicalCenter.com](https://www.researchmedicalcenter.com)

Research Medical Center is a regional destination for specialized, complex healthcare and is one of the region's leading acute care hospitals. The hospital offers a range of services to patients, including emergency services with a Level I Trauma Center, Time Critical Diagnosis services for stroke, heart attack, and sepsis, and is a comprehensive stroke center. Other specialized programs include cardiovascular center, neuroscience institute, Traumatic Brain Injury, TIA, Grossman Burn Center, Liver and Pancreas Institute, Sarah Cannon Cancer Institute, women's services, 24-hour Obstetrics Emergency Room, Level III Neonatal Intensive Care Unit, Transplant Institute, Center for the Relief of Pain, orthopedics, sports medicine and much more. Our four campuses include the main campus on Meyer Boulevard, the Research Medical Center Brookside Campus on Rockhill Road and Research Psychiatric Center on 63rd Street. Research College of Nursing is also affiliated with Research Medical Center and HCA Midwest Health hospitals in the Kansas City and surrounding areas.

Our services

- Breast care
- Cancer care—Sarah Cannon Cancer Institute
- Cardiology/cardiovascular surgery
- Emergency services
- Gastroenterology
- Burn Care
- Intensive care unit (ICU)
- Laboratory
- Liver and Pancreas Institute
- Neonatal intensive care unit—level III
- Neurology/neurosurgery
- Neuroscience Intensive Care Unit
- Orthopedics
- Pain management
- Pulmonary and respiratory services
- Radiology/imaging services
- Rehabilitation (inpatient rehabilitation outpatient therapy)
- Research College of Nursing
- Research Psychiatric Center
- Surgical services
- Trauma center—ACS verified level I
- Women's services





Accreditations, awards & certifications

- American College of Surgeons Commission on Cancer—Integrated Network Accreditation
- American College of Surgeons Verified Level I Trauma Center
- American Heart Association Get with the Guidelines® Gold Plus Honor Roll Elite Plus—Stroke
- American Heart Association Get With The Guidelines® Gold Plus—Heart Failure and Stroke
- American Heart Association Mission: Lifeline®—Silver Plus, STEMI
- American Nursing Credentials Center—Pathways to Excellence® Designated
- Blue Cross Blue Shield of Kansas City—Center of Distinction, Hip and Knee, Maternity, Cardiac Care
- HealthGrades—5-star Stroke Care Excellence Award
- HealthGrades—5 stars in Orthopedics, Neurosciences, Pulmonary, Vascular, Critical Care
- HealthGrades—Patient Safety Excellence Award
- Missouri Water Environmental Association—Gold Level
- National Cardiovascular Data Registry—Platinum Performance Achievement Award
- Research College of Nursing Named Top 5 Best Nursing Schools in Missouri
- State of Missouri Time Critical Diagnosis System—Level 1 Stroke Center
- The Joint Commission—Advanced Heart Failure Certification
- The Joint Commission—Chest Pain, Center of Distinction
- The Joint Commission—Hospital and Research Psychiatric Center Accreditation
- The Joint Commission’s Top Performer on Key Quality Measures®
- The Leapfrog Group—Top Hospital Achievement



Managed Facility

HCA Midwest Health has partnered with Cass Regional Medical Center through a management agreement to provide valuable services to the hospital, such as purchasing group membership, managed care contract negotiation and strategic planning services.



Cass Regional Medical Center

Harrisonville, Missouri

CassRegional.org

Cass Regional Medical Center is a county-owned critical access hospital located 30 miles south of Kansas City, Missouri. Accredited by The Joint Commission, the hospital offers a comprehensive array of services, including a Level III Trauma Center, a 10-bed geriatric-psychiatric unit, a 4-bed ICU, and 21 primary care and specialty clinics offered in nine area locations, including Harrisonville, Pleasant Hill, Peculiar, Archie, Garden City and Kingsville.

35
beds

249
physicians

453
employees

37
volunteers



Our services

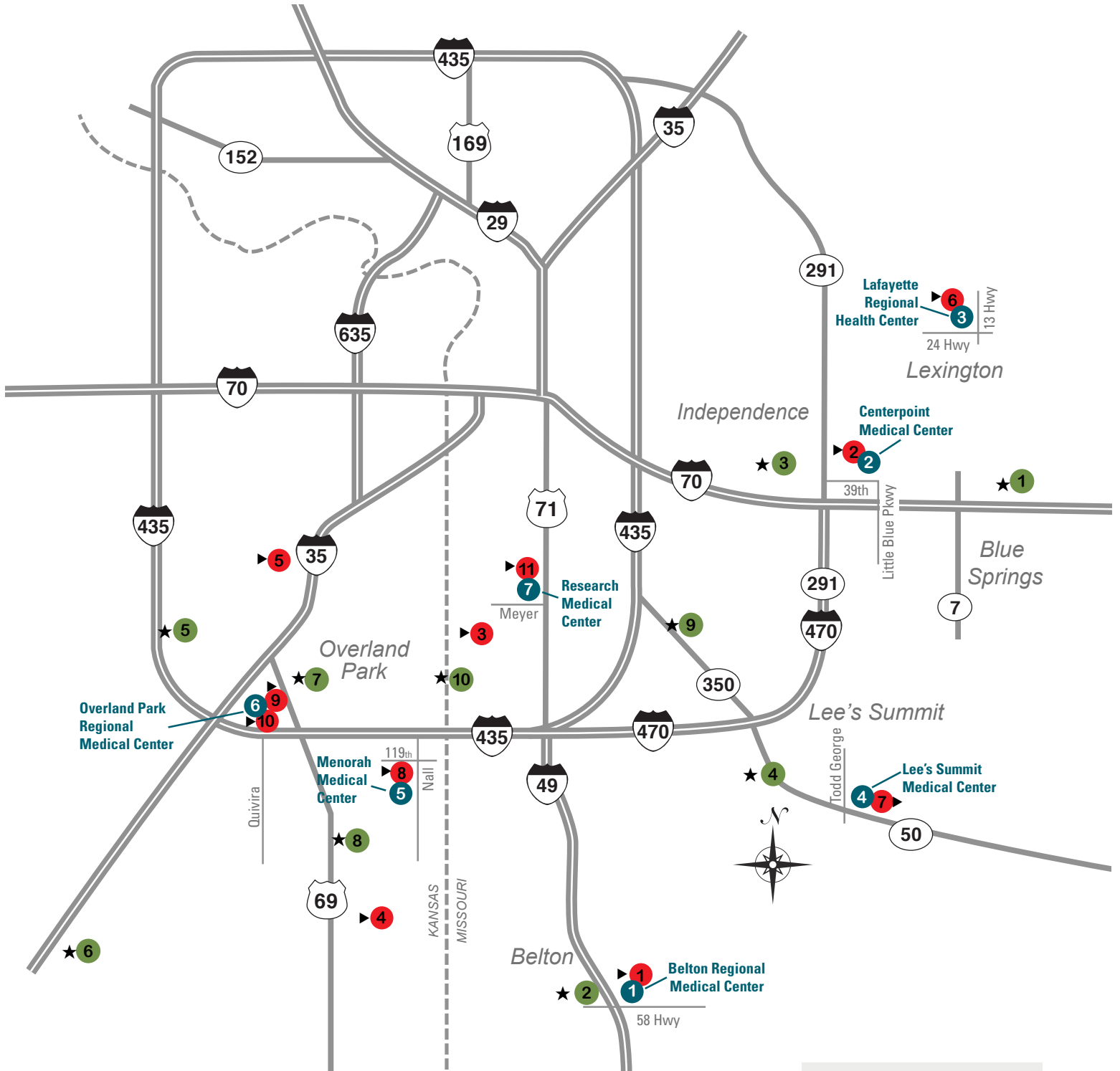
- Bariatric surgery
- Cardiology
- Ear, nose and throat
- Emergency services
- Endocrinology
- Gastroenterology
- Gynecology/prenatal care
- Laboratory services
- Medical imaging
- Nephrology
- Neurology
- New Vision™ Drug & Alcohol Medical Stabilization Service
- Oncology/hematology
- Orthopedics
- Pain management
- Podiatry
- Respiratory and pulmonary services
- Rehabilitation services
- Rheumatology
- Sage Senior Behavioral Health Unit (10 beds)
- Sleep medicine
- Surgical services
- Swing bed program
- Urology
- Wound care

Accreditations, awards & certifications

- Accreditation Commission for Health Care—Sleep Lab Accreditation
- American Association of Cardiovascular and Pulmonary Rehabilitation—Cardiac Rehab Accreditation
- American College of Radiology Gold Seal of Accreditation—Computerized Tomography Accredited Facility
- American College of Radiology Gold Seal of Accreditation—Mammography Accredited Facility
- American College of Radiology Gold Seal of Accreditation—MRI Accredited Facility
- American College of Radiology Gold Seal of Accreditation—Nuclear Medicine Accredited Facility
- American College of Radiology Gold Seal of Accreditation—Ultrasound Accredited Facility
- American College of Radiology Gold Seal of Accreditation—Vascular Ultrasound Accredited Facility
- American Diabetes Association—Diabetic Program Accreditation
- State of Missouri—Level III Trauma Center Certification
- The Joint Commission Gold Seal of Approval—Acute Stroke Ready Hospital Accreditation
- The Joint Commission Gold Seal of Approval—Hospital Accreditation
- The Joint Commission Gold Seal of Approval—Laboratory Accreditation

HCA Midwest Health

Kansas City Metropolitan



- HCA Midwest Hospitals
- ▶ Emergency Facilities
- ★ Urgent Care Centers

► Hospitals

1. Belton Regional Medical Center
2. Centerpoint Medical Center
3. Lafayette Regional Health Center
4. Lee's Summit Medical Center
5. Menorah Medical Center
6. Overland Park Regional Medical Center
7. Research Medical Center

► Emergency Locations

1. Belton Regional Medical Center
2. Centerpoint Medical Center
3. ER of Brookside
4. ER of Olathe
5. ER of Shawnee
6. Lafayette Regional Health Center
7. Lee's Summit Medical Center
8. Menorah Medical Center
9. Overland Park Regional—Main ER
10. Overland Park Regional—Pediatric ER
11. Research Medical Center

► Urgent Care Centers

1. CareNow Blue Springs
2. CareNow Belton
3. CareNow Independence
4. CareNow Lee's Summit
5. CareNow Lenexa
6. CareNow Olathe
7. CareNow Overland Park North
8. CareNow Overland Park South
9. CareNow Raytown
10. CareNow State Line

► Physician Practices

Bariatric and Metabolic Specialists
Bone & Joint Specialists Physician Group, LLC
Center for the Relief of Pain
Centerpoint Internal Medicine
Centerpoint Orthopedics
Centerpoint Primary Care
College Park Family Care Center
Colorectal Surgical Associates
Family Care at Arbor Walk
Family Care of Eastern Jackson County
Family Care of Independence
Family Health Medical Group
Family Health Specialists of Lee's Summit
Goppert-Trinity Family Care

Heritage Physicians Group
Higginsville Medical Clinic
Internal Medicine Associates of Kansas City
Jackson County Pulmonary Medical Group, LLC
Johnson County Neurology
Kansas City Gastroenterology & Hepatology Physicians Group
Kansas City Heart Rhythm Institute
Kansas City Joint Replacement and Sports Medicine
Kansas City Neurology Associates
Kansas City Pulmonology Practice
Kansas City Vascular & General Surgery
Kansas City Women's Clinic Group
Kansas Pulmonary & Sleep Specialists
Lee's Summit Family Care
Lexington Medical Clinic
Medical Group of Kansas City
Menorah Pulmonary and Critical Care Consultants
Midwest Breast Care
Midwest Endocrine Associates
Midwest Heart & Vascular Specialists
Midwest Infectious Disease Specialists
Midwest Maternal Fetal Medicine Physicians
Midwest Metropolitan Physicians Group
Midwest Neurology Physicians
Midwest Neuroscience Institute
Midwest Oncology Associates
Midwest Rheumatology Associates
Midwest Sports Medicine Physicians
Midwest Women's Healthcare Specialists
Neighborhood Walk-In and Family Care
Neurosurgery Associates of Jackson County
Neuroscience Associates of Kansas City
Neurosurgery of South Kansas City Medical Group
Odessa Medical Group
Overland Park General & Bariatric Surgeons
Overland Park General & Trauma Surgery
Overland Park Neurology & Sleep Medicine
Overland Park Surgical Specialists & Sports Medicine
Pediatric Surgical Specialists
Quivira Internal Medicine
Research Neurology Associates
Research Orthopedics and & Sports Medicine
Research Urology Associates
Southland Primary Care
Specialists in Women's Care
Statland Medical Group
Town Plaza Family Practice
Town Plaza Women's Health
The Urogynecology Center
Valley View Medical Associates
Women's Center at Lee's Summit



hcamidwest.com