

When you do good  
in the world,

*it shows.*





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



# Contents

- 4** A message from our president
- 8** Caring for our communities
- 12** Partnering with physicians
- 14** Celebrating our nursing colleagues
- 18** Fostering an engaged workplace
- 19** In safe hands
- 20** Our hospitals
- 28** Service lines
- 30** Promise kept



## A message from our president

**The first five years.** Mission Hospital has been an institution of clinical excellence in Western North Carolina for more than 130 years. As we mark the five-year anniversary of Mission Health joining HCA Healthcare, this year's report proudly reflects the array of achievements that have provided profound benefit to our communities during that time. Adjusting to change does not happen overnight and even now, we are still adapting and growing – all with the goal of improving care for our region.

In our first year, we opened the North Tower at Mission – a \$400 million, 650,000 square foot, state-of-the-art project. Soon after, we received our first COVID patient. In this uncertain time in recent history, HCA Healthcare provided financial security to our colleagues, access to personal protective equipment, and delivered vaccines to staff and community members across WNC. That was no small feat, yet our teams remained resilient and dedicated to delivering excellent care.

HCA Healthcare has also made significant investments to expand and elevate the healthcare of WNC. We recently opened the new 120-bed inpatient behavioral health hospital, Sweeten Creek Mental Health & Wellness Center, which brings 38 additional, much needed beds to the region. We opened the \$68 million Angel Medical Center in Franklin and expanded capacity at Mission Hospital McDowell. Additionally, we created the area's first and only Burn and Wound Center, expanded CarePartners Rehabilitation Hospital, modernized the space in Mission Hospital's Women's and Children's units, and opened the area's only pediatric ER.

Our investments are not without

challenges. Our emergency rooms have seen an influx of patients that have regularly stretched our capacity. Mission Health has worked diligently to recruit and retain our staff, investing more than \$20 million in annual raises for our direct patient care colleagues. We have been able to invest in graduate medical education programs and partner with Galen College of Nursing to open a new campus in Asheville, fostering the next generation of nurses and their continued education.

HCA Healthcare has invested several millions of dollars in advanced surgical technology, including more than 10 robotic platforms to create minimally invasive options not previously possible at Mission facilities. Mission Hospital attained Magnet® recognition, and both Blue Ridge Regional Hospital and Angel Medical Center achieved Pathway® designation as a reflection of our nursing professionalism. The Centers for Medicare and Medicaid Services (CMS) also awarded 5-star ratings for Blue Ridge Regional Hospital, Mission Hospital McDowell and Transylvania Regional Hospital.

All of this – and more - in five short years. I am thankful and proud of our caregivers for the work they do every day to live our mission: Above all else, we are committed to the care and improvement of human life. We look forward to the next 130 years and more of caring for our WNC communities.



**Greg Lowe**  
President  
Mission Health  
HCA Healthcare  
North Carolina Division



## A lifetime of gratitude

Amber Messina delivered her son at Mission Hospital 18 years ago at age 17. As a first time single mom, she was overwhelmed. However, during her experience, Sheryl Adkisson, one of our Mission Hospital labor and delivery nurses, extended her a level of comfort she's never forgotten.

After 18 years and four more children, Amber's firstborn Jacob was nearing high school graduation. Amber reached out to see if Sheryl still worked at Mission Hospital and was excited to find that she does, leading to an incredibly moving reunion. The lasting impact Sheryl left is a true testament to the role of compassionate care for patients in their life-changing moments.

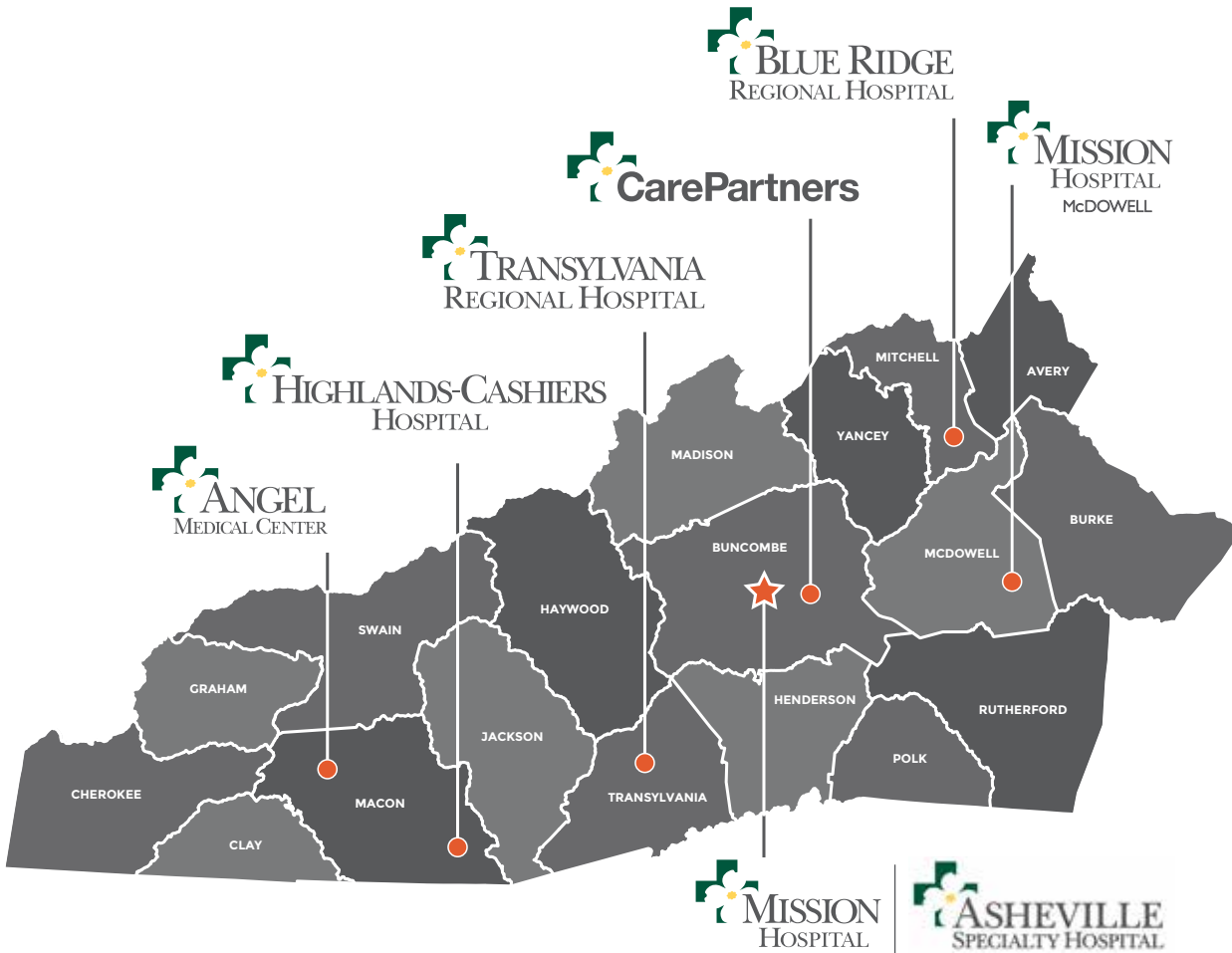


Jacob's Birth, 2005

**“I will never forget Sheryl’s kind words and actions.”**

**– Amber Messina**





# Mission Health

Based in Asheville, North Carolina, Mission Health operates 1,219 licensed beds across six acute care hospitals and one inpatient rehabilitation hospital; numerous care access points; CarePartners, a post-acute care provider; Asheville Specialty Hospital, a long-term acute care provider; and the region’s only dedicated Level II trauma center. As the largest employer in the region, Mission Health is committed to improving the health and wellness of the people of Western North Carolina.

In this year’s annual Impact Report, we reflect on the past years and the positive impact we created for those we are privileged to serve and with whom we collaborate.

# 5 years

as part of the  
HCA Healthcare family

## Economic impact in our communities

**\$4.1B+**  
PAYROLL AND BENEFITS

**\$1.3B+**  
FINANCIAL ASSISTANCE  
TO PATIENTS

**\$739M+**  
CAPITAL INVESTMENT

**\$290M+**  
STATE TAXES PAID

**\$3.7M+**  
COMMUNITY  
CONTRIBUTIONS (750K x 5)

2019 - 2023

## By the numbers



**5**

HEALTHGRADES 50 BEST  
HOSPITAL AWARDS



**20K+**

BABIES  
DELIVERED



**750K+**

HOPE FUND  
GRANTS GIVEN TO  
NC COLLEAGUES



**5M+**

PATIENT  
ENCOUNTERS



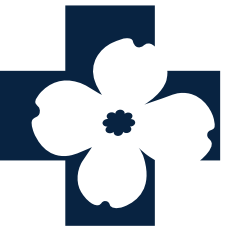
**830**

POUNDS OF MEDICINE  
COLLECTED AT CRUSH THE  
CRISIS DRUG TAKE BACK



**221**

RESIDENTS AND  
FELLOWSHIP  
GRADUATES

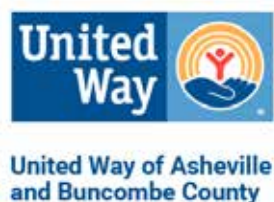


# Caring for our communities

## A pillar of strength for our community

As an anchor institution in Western North Carolina, we are grateful to our partners and colleagues who believe in what we can accomplish together in 2023, alone:

- As a provider of critical services, we contributed **\$311M+ in financial assistance** for medical care to our patients.
- As a large employer, we issued **\$890M+ in payroll and benefits** to our valued workforce.
- As a partner in contributing to the greater good of a healthy and thriving community, we contributed **\$68.6M+ in state taxes** for public use and services, and **\$750K+ in charitable contributions** to **80+ organizations** aligned with our goals for local impact.



and more...



# Partnering with purpose

Our partners help us meet the social needs of our patients, families, and neighbors, invite us to join them in community service, or work alongside us to help solve complex community problems.

HCA Healthcare and the HCA Healthcare Foundation support local partnerships that promote **mental wellness**, increase access to **healthcare careers**, help **moms and babies** have a strong healthy start, and improve outcomes for **heart health and cancer**.



# Fighting food insecurity

Many Americans lack access to nutritious food, which is associated with increased risk for multiple chronic health conditions. To help address this health disparity, HCA Healthcare partnered across the country with local organizations such as MANNA Foodbank, our Feeding America network serving Western North Carolina's 200+ partner pantries.

Through the HCA Healthcare Food and Nutrition Drive, we contributed:

- **6,700 pounds** of donated food and **440 volunteer hours** at area pantries
- **\$24K+ in company contributions** to food security organizations



As part of the campaign, Highland-Cashiers Hospital won the top prize in the national “Food Sculpture Contest,” resulting in a **\$35,000 donation** shared by their food pantry partners, the International Friendship Center and Loaves & Fishes Food Pantry of Cashiers. The design – a giant bear patient with a broken arm constructed out of 850 cans of food – was based on the Teddy Bear Clinics the hospital offered to kids across the community throughout the year.

# Engaging our colleagues

Our colleagues are the community! We care about its health both inside and outside the hospital walls. Using HCA Healthcare Giving and Volunteering incentives including matching funds for charitable donations and volunteer time, we showed up to impact more lives in more ways.

- **7,000+ volunteer hours** provided
- **223** community-based **organizations supported**
- **\$330K+** in **colleague donations** and **company match**



## Showing love

Our colleagues show an unwavering commitment to the health of our communities each day, and we want to show love and gratitude to them in return. The Show Love Project is a region-wide HCA Healthcare campaign to collect words of encouragement and appreciation for our healthcare teams at community events and at our hospitals region wide. Stories of compassionate care, team-spirit and life-saving impact have filled our hearts in response.





Several of our accomplished female surgeons from across Mission Health. L to R: Drs. Pamela Meliski, Lindsee McPhail, Red Hoffman, Amy Alexander, Sarah Sher, Michelle Kiser, Elaine Chan, Ashley Case



# Partnering with physicians

# Graduate medical education

HCA Healthcare is dedicated to developing a leading network of teaching hospitals, and it is no different at Mission Health. By partnering with Mountain Area Health Education Center (MAHEC), we offer a rigorous graduate medical education (GME) program. In 2023, we helped facilitate and host **173 residents and fellows**.

At the end of 2023, HCA Healthcare's GME network was comprised of **72 teaching hospitals** with **304 programs** educating **5,185 residents and fellows**.

## Residency programs

- Family Medicine
- General Surgery
- Internal Medicine  
(expanding class size in 2024)
- OB/GYN
- Psychiatry
- Transitional Year

## Fellowship programs

- Addiction Medicine
- Maternal Fetal Medicine
- Sports Medicine
- Surgical Critical Care
- Addiction Psychiatry (new in 2023)
- Child & Adolescent Psychiatry (new in 2023)

## Physician spotlight: Head and Neck Specialists of WNC

In October 2023, Dr. Paul Davis and Dr. Steven Dennis brought new skills and expertise to Asheville and surrounding regions by helping to open a new practice, Head and Neck Specialists of Western North Carolina. For the first time, WNC has experts who are highly specialized in complex head and neck cancers, which can appear in the skin, mucous membranes (mouth, throat, sinuses, nose), and the salivary, thyroid and parathyroid glands.

Dr. Davis attended medical school at Wake Forest University, and he completed a fellowship at the University of Auckland, Australia. Dr. Dennis attended the University of Texas Health Science Center at Houston and the University of California (Davis) Medical Center for his residency.

We are incredibly fortunate to have the skills of this powerhouse duo and value their unwavering advocacy for their patients and this community. We look forward to seeing the many lives that will benefit from their expertise.





# Celebrating our nursing colleagues



Winners of the 2023 North Carolina Great 100 Nurses (L to R): Viche Castleberry, Ashley Sundheim, Robin Clendenin, Tiffany Davall, Kevin Hancock, Jenny Bradley, Kelly Bowers and Jodie Becker. (Brittany Hart and Tiffany Rose, not pictured).



**11%**

INCREASE IN EMPLOYED  
FT/PT RNS



**14%**

RN TURNOVER, AS COMPARED  
TO 22% NATIONAL AVERAGE



## Elevating nursing excellence

The American Nurses Credentialing Center coordinates this prestigious international designation in workplace excellence.

It empowers nurses to own their practice and create workplaces that focus on shared decision-making, leadership, quality, safety, wellness and professional development.

Congratulations to Blue Ridge Regional Hospital and Angel Medical Center for being awarded their second designation as Pathway to Excellence Hospitals in 2023!



## The future of healthcare

HCA Healthcare has implemented new virtual care pilot programs at more than 10 facilities in nearly 10 states over the past two years, including Mission Hospital.

Virtual nursing adds experienced, fully licensed nurses to the care team providing routine but important and time-intensive administrative tasks via video conferencing that supports the patient bedside experience. Similar to telehealth, this real-time, two-way communication between patient and healthcare provider is for issues that do not require physical tests or examinations. The remote nurse offers additional information and time to address questions, in collaboration with a bedside nurse who provides physical care — the best of both worlds.

Many nurses who participate in virtual nursing programs are former bedside nurses with years of experience, and all are trained in their respective hospital’s electronic health record system, processes and communication tools, helping to ensure seamless integration.

In terms of what the virtual care program can do for the future of nursing, Phillip Shanaghan, a registered nurse at Mission Hospital, explained how this is already proving to be beneficial in his daily workflow.

**“I think it’s going to make time management much easier. What we deal with in nursing everywhere is the influx of charting, which takes time away from hands-on care because so much needs to be documented. The extra time virtual care affords us will be given back to patients, so we’ll see their satisfaction go up as well.” – Phillip Shanaghan, RN**





## The gold standard in nursing

Mission Hospital is one of American Nurses Credentialing Center's 591 Magnet hospitals, working toward our second designation. The Magnet Recognition Program elevates patient and family-centered care and nursing excellence worldwide by setting the standard for excellence through nursing leadership, scientific discovery, and dissemination and implementation of new knowledge.

As a result, some of Mission Hospital's accomplishments in 2023 include:

- Outperforming national certification and education goals for nurses
- Continuing a robust program in nursing research led by a Nurse Scientist Scholar with 18 completed and seven ongoing nurse-led research projects
- Outperforming nursing quality and safety benchmarks in falls, hospital-acquired infections, surgical events, pediatric peripheral IVs, pressure ulcer prevention and assaults on nursing
- Significant improvement in turnover with Mission Hospital at approximately half the national benchmark
- Significant support of the new graduate nurse, including the Journey's Mentorship Program, resource nurses, and nurse educators devoting significant time to the direct care nurse
- Innovative care delivery models, including Nurse Extern Program for Certified Nursing Assistants (CNA)
- Innovative education models, including the Nurse Intern Program (100 hours for senior nursing students as a precepted experience)
- Unique strategies to promote engage including the International Educated Nurses Council

An RN Satisfaction Survey demonstrated outperformance of national benchmarks in nursing engagement, including RN-RN interaction, interprofessional relationships, Nurse Manager leadership, and professional development opportunities.

Mission Hospital Cardiac Stepdown RN Delvine Otieno speaks to the Internationally Educated Nurses Council, newly formed in 2023, with the purpose of addressing diversity and creating a culture of nursing excellence, belonging and a positive practice environment.







## Academic partnerships

We support the educational pipeline for nurses with investments of funding, faculty, clinical rotations and school outreach to inspire and equip future nurses in Western North Carolina.

### Expanding nursing programs

- Funding full-time faculty positions for nursing programs resulting in increased student admissions at Asheville-Buncombe Technical Community College's Practical Nursing Program, Blue Ridge Community College and Western Carolina University
- Providing new nursing clinical rotations within our facilities for Blue Ridge Community College and Southwestern Community College
- Providing eight adjunct clinical faculty for three different partner schools to assist in the training of the next generation of healthcare professionals
- Donating medical equipment and surgical supplies to support learning simulation labs

### Starting early to inspire our youth

- Sending Mission Health's Mobile Simulation Lab to 15 local high schools to teach health science students about healthcare careers, hands-on CPR and AED training
- Engaging with middle and high school students through high school career fairs and classroom presentations
- Presenting "Nursing.... One Career... Multiple Paths" to middle schoolers across the state in the NC Governor's Students@Work program

"If someone were to come and work here at the Mission ER, they can just about count on the fact they will have somewhere to develop their skill and develop their passion." - Jen Warren, RN, Mission Hospital Emergency Department





# Fostering an engaged workplace

At Mission Health and HCA Healthcare, excellence in healthcare starts with a foundation of inclusion, compassion and respect for our patients and each other. Our DEI Councils support organizational-wide strategies to provide equitable care for patients, foster a diverse and inclusive workplace for our colleagues, and cultivate relationships with diverse business and community partners.

## Colleague Network growth

Colleague Networks are voluntary, colleague-led groups that convene around a shared commonality of experience, including those who want to learn about and create positive connections with their co-workers. In 2023, membership in Mission Health’s Colleague Networks grew by 113%. These affinity groups collaborate in many ways to have an impact, including:

- Lunch and learns for education and awareness
- Social mixers for networking and relationship-building
- Volunteering with aligned community-based organizations
- Attending cultural festivals and celebratory events
- Identifying ways to improve culture and operations for our colleagues and patients



“I am involved in the hospital DEI Council because I want to work in an organization that prioritizes diversity, equity, and inclusion, and one where I know that our patients and employees are welcomed, are treated fairly, and have an opportunity to be healthy and successful.” - **Malaika Halley, HR Business Partner and Chair of the Black Colleague Network**



Veterans Colleague Network



Women's Colleague Network



Young Professionals Colleague Network



New to WNC Colleague Network



Black Colleague Network



LGBTQ+ Colleague Network

# In safe hands

The safety and healing of our patients is a priority at Mission Health. We are dedicated to providing the best clinical outcomes and patient safety protocols. As best practices evolve, we also continuously work to improve our own superior standards. The awards and accolades we receive on paper validate the quality patient care that our teams consistently provide in our facilities. Along with many more, we earned these designations in 2023.



**Healthgrades 50 Best Hospital** – Mission Hospital was again named among the top 1% in the nation for providing the highest clinical quality. Healthgrades uses objective quality measures including clinical outcomes and patient safety, as well as patient experience.

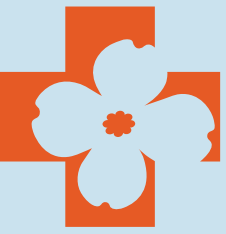
**Healthgrades Top 100 for Cardiac Care** – Mission Hospital received the recognition as one of the top 100 hospitals for cardiac care - the only hospital in North Carolina and South Carolina. This ranking recognizes superior patient outcomes in heart bypass surgery, coronary interventional procedures, heart attack treatment, heart failure treatment and heart valve surgery.

**5 Star CMS Rating** – Mission Hospital McDowell, Blue Ridge Regional Hospital and Transylvania Regional Hospital received a five-star rating for Overall Hospital Quality for 2023 from the Centers for Medicare and Medicaid Services (CMS)



**3 Stars Society of Thoracic Surgery** – Mission Hospital's Cardiovascular Surgery Program received a 3-star recognition rating in CABG, AVR-CABG and Lobectomy - the highest rating from the Society of Thoracic Surgeons. Only 5-6% of the programs across the country receive 3-stars.

**Medication Assisted Treatment** – Mission Hospital and Blue Ridge Regional Hospital were among eight hospitals in North Carolina chosen to participate in a pilot program to coordinate Medication Assisted Treatment (MAT) initiation in emergency rooms. Research shows a person is most at risk for an opioid overdose after a previous one has just been reversed. In this pilot program, patients at participating emergency rooms undergo screening for possible MAT candidacy using the clinical opioid withdrawal scale. An emergency room physician will initiate MAT treatments, then nurses and social workers connect that patient to a follow-up appointment with an addiction specialist.



# Our hospitals

**\$739.7M+**

in total capital invested since 2019

**\$106.4M+**

in capital invested in 2023



# Angel Medical Center

124 One Center Court  
Franklin, NC 28734  
828-524-8411



Photo by © Attic Fire Photography

Angel Medical Center is a full-service, critical access hospital operating 25 beds serving Macon and the surrounding counties. As part of Mission Health, Mission My Care Now – Angel and CarePartners Hospice & Palliative Care are also available for the community. Angel Medical Center has been named an Acute Stroke Ready hospital by the Joint Commission and American Heart Association/American Stroke Association. The hospital also includes a full-service ER with 17 beds.

## Services and treatments

- Acute Medicine Service (Med/Surgical/ICU)
- Anesthesiology
- Bone Density
- Cardiac Calcium Scoring
- Cardiac Rehabilitation
- Cardiology
- CT/CT Angiography
- CT Coronary Scans
- Diabetes and Nutrition
- Echocardiography
- Emergency Services
- Family Practice
- Gastroenterology
- General Surgery
- Infusion/Transfusion Therapy
- Joint Commission Accredited Stroke Program
- Laboratory
- Mammography/Breast Health
- MRI/MRA
- Neurology
- Nuclear Medicine
- Orthopedic Surgery
- Pathology
- Physical, Speech, and Occupational Therapy
- Pulmonary Function Tests
- Radiology (Imaging)
- Respiratory Therapy
- Stress Testing
- Surgical Services
- Telemedicine
- Ultrasound
- Vascular Ultrasound



The Franklin community along with hospital colleagues celebrated Angel Medical Center's "Century of Service." Among the highlights was the unveiling of a new history wall with photos showing the timeline of Angel Medical Center through its 100-year history. The event also helped mark the one-year anniversary of Angel Medical Center's new \$68 million facility at 124 One Center Ct. in Franklin.

## Leadership



Clint Kendall, FACHE, MBA,  
MSN, BSN, RN  
Chief Executive Officer

# Blue Ridge Regional Hospital

125 Hospital Drive  
Spruce Pine, NC 28777  
828-765-4201



Blue Ridge Regional Hospital has been serving Spruce Pine and the surrounding North Carolina mountain communities of Mitchell, Avery and Yancey counties since 1955. Blue Ridge Regional Hospital is a critical access hospital and operates 25 beds. The hospital also includes a sophisticated full-service emergency department with 12 beds.

Blue Ridge Regional Hospital has access to the Mountain Area Medical Airlift (MAMA) service, which provides critical care air transport to Mission Hospital in Asheville, North Carolina, 24 hours a day.



Blue Ridge Regional Hospital celebrated the opening of its new MRI unit. As a state-of-the-art tool, the new MRI machine will not only provide improved imaging in less time, its design makes the imaging experience more pleasant, comfortable, and seamless for patients.

## Services and treatments

- Acute Medicine Services
- Blue Ridge Fitness Center
- Blue Ridge Rehabilitation Center
- Cardiac/Pulmonary Rehabilitation
- Cardiology
- Emergency Services
- Gastroenterology
- General Surgery
- Hospitalist Services
- Imaging Services
- Infusion Center
- Laboratory
- Mission My Care Now – Spruce Pine
- Mental and Behavioral Health Care
- Ophthalmology
- Orthopedics
- Pharmacy
- Podiatry
- Primary Care
- Social Services
- Sports Medicine
- Surgical Services
- Swing Bed Program
- Urology
- Virtual Care Clinic
- Women's Care
- Women's Imaging with 3D mammography
- Wound Care

## Leadership



Tonia Hale, DNP, MA, RN  
Chief Executive Officer

# CarePartners

68 Sweeten Creek Road  
Asheville, NC 28803  
828-277-4800



CarePartners PACE (Program of All-inclusive Care for the Elderly) participant, Don Higdon, credits the program for saving his life. He and his wife consider PACE an extension of their family, and value the expertise of every vocation serving on his team that keeps him safely at home doing the things he loves. CarePartners is excited for the expansion of the PACE program to serve two additional counties starting in 2024.

CarePartners Health Services is located in Asheville, North Carolina, and has been providing compassionate care for the people of Western North Carolina since 1996. CarePartners services include Home Health, Inpatient and Outpatient Rehabilitation, Hospice, Palliative Care, Program of All-inclusive Care for the Elderly (PACE), Private Duty Nursing and Orthotics & Prosthetics. CarePartners Health Services is dedicated to helping people live full and productive lives, despite illness, injury, disability or issues related to aging.

## Leadership



Tracy Buchanan, MBA, PT  
President and  
Chief Executive Officer

# Asheville Specialty Hospital

428 Biltmore Avenue, 4th floor  
Asheville, NC 28801  
828-213-5400

Asheville Specialty Hospital (ASH) is located in Asheville, North Carolina, on the campus of Mission Hospital. ASH is a licensed long-term acute care hospital (LTACH) offering a unique treatment approach for complex medical conditions by designing an individualized treatment plan in cooperation with the patient's medical provider. The approach to care is family-oriented, providing a compassionate atmosphere that improves

outcomes and values family as a part of the treatment and recovery process. A low staff-to-patient ratio provides intensive, highly skilled treatment and therapeutic care for patients.

## Leadership



Julie Dikos, MSN, RN  
Chief Executive Officer

# Highlands-Cashiers Hospital

190 Hospital Drive  
Highlands, NC 28741  
828-526-1200



Highlands-Cashiers Hospital is a 25-bed critical access hospital serving Macon, Jackson and the surrounding counties. The hospital offers 7 beds for 24/7 emergency care, acute inpatient care, outpatient surgical services and rehabilitation, as well as long-term, skilled nursing care through the 80-bed Eckerd Living Center (ELC). ELC offers an interdisciplinary team including nursing; occupational, speech and physical therapy; dietitians; activities and social services specializing in short- or long-term rehabilitation to maintain or improve your loved one's physical abilities.



In 2023, Highlands-Cashiers Hospital hosted a successful series of Teddy Bear Hospital events designed to familiarize children with medical procedures and alleviate any fears they might have about healthcare settings. Area children were invited to bring their own teddy bears or stuffed animals to receive a check up. Teddy bears were also provided for "adoption" for children that did not have one of their own.

## Services and treatments

- Acute Medicine Services
- Anesthesiology
- Clinical Laboratory with Blood Bank
- CT/CT Angiography
- Echocardiography
- Emergency Services
- Endoscopy/Colonoscopy
- Family Practice
- Hospice Care
- Inpatient Services/Acute Care
- 3D Mammography
- MRI/MRA
- Outpatient Nursing Services including Infusion, Transfusion, Allergy and Wound Care
- Orthopedics
- Physical, Occupational and Speech Therapy
- Radiology (Imaging) Bone Density
- Rehabilitation Services/Cardiac Rehab
- Stress Testing
- Surgical Services, including general, orthopedic and ENT
- Telemedicine
- Swing Bed Program
- Vascular Ultrasound

## Leadership



Tom Neal, RN, MBA, MHA  
Chief Executive Officer



# Mission Hospital McDowell

430 Rankin Drive  
Marion, NC 28752  
828-659-5000



Mission Hospital McDowell is located in Marion, North Carolina, and has been serving Marion and the surrounding North Carolina mountain communities of McDowell County since 1908. Mission Hospital McDowell is licensed for 65 beds. Recognized with a CMS 5-star rating for overall hospital quality, the hospital also includes a full-service emergency department with 15 state-of-the-art exam rooms.



HCA Healthcare invested \$20 million into the expansion of Mission Hospital McDowell. The expansion includes 12 new beds, bariatric patient room, 2 negative pressure rooms and a new main lobby. The 28,000 square foot expansion will also support the addition of another floor, based on future healthcare and service needs in the community.

## Services and treatments

- Acute Medicine Services
- Cardiology
- Cardiac/Pulmonary Rehabilitation
- Emergency Services
- Imaging Services:
  - CT, MRI, Ultrasound,
  - 3D Mammography,
  - Nuclear Medicine
- Infusion Center
- Laboratory Services
- Maternity and OB/GYN Services
- Mission My Care Now – McDowell
- Occupational Medicine
- Orthopedic Care
- Pediatric Care
- Pharmacy
- Primary Care
- Rehabilitation Services
- Sleep Center
- Sports Medicine
- Surgical Services
- Urology Services
- Virtual Care Clinic
- Women's Care
- Wound Care

## Leadership



Tonia Hale, DNP, MA, RN  
Chief Executive Officer

# Mission Hospital

509 Biltmore Avenue  
Asheville, NC 28801  
828-213-1111



Mission Health's flagship hospital, Mission Hospital is located in Asheville and has been serving Western North Carolina since 1885. The hospital is licensed for 853 beds with 94 ER beds and includes the region's only Level II trauma center, NICU and children's hospital. Mission Hospital is Western North Carolina's only Comprehensive Stroke Center, providing patients with the most advanced care for stroke.

Mission Hospital is proud to have received five straight Leapfrog A patient safety grades since 2021 and has been ranked among America's 50 Best Hospitals by Healthgrades five years in a row, placing us among the top 1% of hospitals nationwide.



In July 2023, Mission Hospital opened the Mission Burn and Wound Center, a first of its kind in WNC offering advanced outpatient burn and wound care and hyperbaric therapy. Patients like Amanda West, pictured here, previously had to travel over 100 miles each way for this specialized care but can now get treatment just a short drive from home.

## Services and treatments

- Behavioral Health
- Burn Care
- Cardiac Services
- Critical Care Medicine
- Diabetes and Education Center
- Emergency and Pediatric ER
- Genetics
- General Medicine Services
- Imaging and Diagnostics Services
- Maternity/OB/GYN Services
- Neonatal Intensive Care Unit (NICU)
- Neurology
- Oncology Services and Radiation Therapy
- Orthopedics and Spine Care
- Pediatric Services
- Pediatric Specialty Outpatient Clinics
- Sleep Center
- Sports Medicine
- Surgical Services
- Trauma Services
- Virtual Care Clinic
- Weight Management
- Wound Care and Hyperbaric Therapy

## Leadership



Chad Patrick, MHA  
Chief Executive Officer

# Transylvania Regional Hospital

260 Hospital Drive  
Brevard, NC 28712  
828-884-9111



Transylvania Regional Hospital is a full-service, critical access hospital operating 25 beds, including 12 ER rooms, serving Transylvania and the surrounding counties. The hospital also operates a Transitional Care Unit, including 10 short term skilled beds. Transylvania Regional Hospital is fully accredited by The Joint Commission and is a six-time recipient of the Top 20 Critical Access Award. Formed in 1933 with the mission to serve the healthcare needs of this community, Transylvania Regional Hospital remains committed to providing state-of-the-art healthcare delivered with personal attention.



Michele Pilon, Transylvania Regional Hospital CEO/CNO, was honored to present checks to several Transylvania County charities on behalf of HCA Healthcare and Transylvania Regional Hospital. Michele met with staff at each of the organizations, toured their facilities, and learned how the donated funds would support the organizations' efforts in caring for the Transylvania County community. Check presentations were made to The Haven, SAFE of Transylvania County, Cove Shelter, and The Sharing House.

## Services and treatments

- Acute Medicine Services
- Cardiac/Pulmonary Rehabilitation
- Critical Care/Intermediate Care
- Diabetes Prevention/Management
- Emergency Services
- Endoscopy
- Infusion Services
- 3D Mammography/ABUS
- Physical, Occupational and Speech Therapy
- Orthopedics and Sports Medicine
- Outpatient Adult Behavioral Health
- Pain Management
- Radiology
- Sleep Lab
- Surgical Services
- Transitional Care Unit (Skilled Nursing Facility)
- Urology
- Women's Care
- Wound Care/Ostomy and Convenience

## Leadership



Michele Pilon,  
MS, BSN, RN, NE-BC  
Chief Executive Officer

# Service lines



## Cancer

- **Partnership with Sarah Cannon, the Cancer Institute of HCA Healthcare**, a network of globally-recognized cancer scientists, physicians and nurse navigators
- Mission Cancer Center provides **comprehensive, compassionate care** from diagnosis to treatment to survivorship
- Hope Women's Cancer Center provides **comprehensive breast and gyn cancer care**
- National Accreditation Program for Breast Centers (NAPBC) and Commission on Cancer Accreditations through the American College of Surgeons
- **Multidisciplinary care team support** from physician specialists, nurse navigators, nutritionists, social workers, genetic and financial counselors, rehab specialists and more
- **Specialized oncology surgeons** include gynecological, colorectal, head and neck, plus hepatobiliary-pancreatic
- **Accredited surgical, medical and radiation oncologists** delivering care in specialized physician tumor-specific teams
- Multiple imaging locations to support **cancer screenings and treatments** including Radiation Oncology, Mammography, PET/CT, Bone Density, CT, MRI plus ION Robotics for lung cancer diagnosis and staging



## Neurosciences

- **Dedicated Neuroscience Unit and Stroke Center** at Mission Hospital including Neuroscience ICU, medical-surgical floor and epilepsy monitoring unit
- **Mission Hospital is the only Joint Commission certified Comprehensive Stroke Center** in WNC (serving 18+ counties) with other Mission Health hospitals certified as Acute Stroke Ready or are stroke treatment capable
- Team includes neuro hospitalists, advanced practice providers, bedside nurses, neurosurgeons, neuro intensivists, neuro interventional radiologists, interventional nurses, physician assistants, and EEG technicians
- Telestroke capability with **24-hour access to acute stroke experts** via a two-way live video and audio consultation and image sharing technology (CT scan)



## Cardiac

- Recognized by the Society of Thoracic Surgeons (STS) with the **prestigious three-star rating** in CABG, AVR-CABG and Lobectomy
- In 2023, Mission was the only hospital in North Carolina and South Carolina to be named a **Healthgrades America's 100 Best Hospital for Cardiac Care** and received a Cardiac Surgery Excellence Award
- Only **Open Heart, Electrophysiology and Structural Heart Program** in WNC plus the largest Cath Lab in WNC



## Orthopedics

- **More orthopedic surgeries** than any other hospital in WNC and only orthopedic trauma service within WNC
- Only team to offer **MAKO and VELYS for robotic knee surgery and hip surgery and Mazor for Robotic Spine Surgery**
- In 2023, Named a Heathgrades **100 Best Hospital for Joint Replacement**
- **Sports medicine program** in partnership with local schools and UNC - Asheville



## Pediatrics

- Mission Hospital is home to **Mission Children's Hospital**, WNC's only children's hospital
- Region's only dedicated **Pediatric ICU and inpatient pediatric unit**
- In September 2023, Mission Hospital completed **renovation of a new Pediatric ER** space, dedicated to and designed specifically for children
- Access to **pediatric specialists** including gastroenterology, general surgery, neurology, orthopedics and oncology
- The region's only **Child Life program**, reducing stress of medical experiences for pediatric patients
- **Family Support Network of WNC** is 1 out of 11 affiliates across the state of NC that supports families with premature infants or children with developmental disabilities, behavioral disorders or chronic illness



## Maternity

- In 2023, **over 4,600 babies were born** at Mission Hospital and Mission Hospital McDowell
- Mission Hospital is **WNC's only Level III Neonatal ICU and teleNICU** which admitted over 850 patients last year
- NICU equipped with over 50 cameras to allow **24/7 live-streaming access for parents** and loved ones
- **Maternal Fetal Medicine Unit**, teleMFM and Perinatal Nurse Navigator for high-risk moms
- **Neonatal and pediatric critical care transport** serves WNC and beyond
- Extensive **renovation of Women's Tower** including the remodel of L&D and Postpartum rooms, new OB triage with private rooms, and dedicated entrance for expecting mothers



## Surgery

- Recipient of **Healthgrades Surgical Care Excellence Award** and America's 100 Best Hospitals for Gastrointestinal Surgery
- Busiest **minimally invasive robotic surgery program** in North and South Carolina, and most general surgeries in WNC
- Regional destination center for **complex hernia care**
- WNC's largest **Bariatric Center of Excellence**



# Promise kept

## Sweeten Creek Mental Health and Wellness Center Opens

Fulfilling another commitment HCA Healthcare made to Western North Carolina, Mission Health opened the new Sweeten Creek Mental Health and Wellness Center (SCMHWC) in November 2023. This **\$65 million, 82,000 square foot behavioral health hospital** cares for patients aged four through geriatric and offers 38 additional beds from the previous facility. Located on 25 acres off Sweeten Creek Road in Asheville, SCMHWK offers 120 beds and separate units by age group, while outdoor courtyards provide play equipment in the pediatric outdoor space, a basketball court in the adult space, and a walking trail in the geriatric space.

This campus of Mission Health is designed specifically to care for those needing acute inpatient behavioral health care or outpatient programs such as our Intensive Outpatient Program or Partial Hospitalization Program.

### Services and features

- cognitive behavioral therapy
- educational group therapy
- medication management
- assertiveness skills
- safety planning
- on-site pharmacy
- cafeteria
- music and art therapy
- pet therapy
- relaxation therapy
- indoor basketball court
- horticultural area
- mindfulness
- patient and family education





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