



2020 Annual Nursing Report





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



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A Message from Kelli Nations HCA Healthcare Gulf Coast Division CNE

Dear Colleagues,

This time last year, we all had no idea our lives were about to change forever. As we approach and reflect on our first year of this global pandemic, I want to acknowledge and remind each of you how incredibly impressed I am by all of your efforts. Amid this global health challenge, you have all worked tirelessly to provide excellent patient care and to care for each other – also, you all continued doing great things! I was amazed to learn that many of you are still pursuing your BSN, MSN/MHA, Doctorates/ PhDs, maintaining and pursuing your certifications, rolling out division-wide professional practice models, maintaining and elevating the work of your units and so much more. Words can't express how incredibly proud I am. Bravo!

I know these last twelve months have been rough; however, 2021 is our year of rebuilding and getting back to where we once were. As I rounded the floors at your facility, I saw the staffing challenges you face daily. I also saw and heard how many of you continued to do what needed to be done to care for our patients and the communities we serve. Trust me, your efforts have not gone unnoticed. Staffing is a priority for me, and it's a priority for our Division. With the support of our enhanced nursing recruitment efforts, we expect to increase our nursing workforce with hundreds of nursing graduates that are entering our StaRN program. Support is on the way.

Again, thank you for your courageous efforts and the countless sacrifices you make daily. Every day you raise the bar and show what it means to care like family. Your steadfast commitment to the care and improvement of human life is seen and felt every day, and I am forever grateful for the work that you do.

Kelli Nations
HCA Healthcare Gulf Coast Division
Chief Nurse Executive



A Message from Jeffrey Mills Jr Chief Nursing Officer

Dear Colleagues,

What a year and what an AMAZING team! Despite the challenges of this unprecedented year, I couldn't help but be blown away by the dedication, compassion, tenacity, and strength of our work family. This year has not been easy by any stretch of the imagination, and each of you has undeniably risen to the challenge.

We began 2020 as the Year of the Nurse. Little did we know how true this dedication would be just a few short months later. As we learned of this new virus COVID-19 we began observing and witnessing events around the globe that we have not seen in our lifetimes. We have faced equipment and supply shortages that challenged our innovation and determination to keep each other safe in the face of an invisible enemy that we knew must be defeated. You cared for patients, communicated with their families, and demonstrated unyielding compassion during many patients' last moments. For this, I cannot express enough pride and gratitude! I believe we truly provide the BEST care and the BEST collaboration at HCA Houston Healthcare Northwest. Admittedly, I am biased.

We took a global challenge head-on and not only survived but excelled as a facility. We have adopted many new graduate nurses who experienced an unfathomable alteration in their last year of training. You invited them into our work family, wrapped your arms around them, protected them when they needed it, pushed them when they needed to be pushed, and taught them how to transition into practice.

I cannot overstate the amount of pride that I have when I walk the halls of our hospital and see the many faces of healers throughout our building. Thank you for the care that you provide to our community!

A handwritten signature in black ink that reads "Jeffrey Mills Jr." The signature is written in a cursive, flowing style.

Jeffrey Mills Jr.
HCA Houston Healthcare Northwest
Chief Nursing Officer

OUR SERVICES



There's a reason I've built my surgical practice around this hospital! It is because the skill and compassion of the nursing staff have been consistent throughout the years. The year 2020 was challenging, but one of the advantages is that it allowed us to showcase the phenomenal patient care we already had here. To say that our nurses have "stepped up" over the last year doesn't recognize the fact that our nurses operate at the highest level of care even when there is not a pandemic. COVID has just given us an opportunity to recognize them. Thank you to all of the nurses for allowing me to be on this amazing team. I am so grateful for the care my patients receive at HCA Houston Healthcare Northwest.



A handwritten signature in black ink that reads "Seeyuen Lee". The signature is fluid and cursive.

Seeyuen Jane Lee, MD, MPH, FACS
Chief of Staff



Critical Care

The day in the life of an ICU nurse.

The year 2020 was a traumatic period for healthcare workers all over the country. HCA Houston Healthcare Northwest (HHHNW) MICU nurses were no different. But, looking through the hallway of MICU, you can still see the nurses' smiling eyes and resiliency.

COVID-19 overwhelmed and tested the world's ability to improvise and adapt. Intensive Care nurses were witness to life's most gut wrenching moments in a person's life. Most people don't even like to think about an ICU nurse's daily job, and COVID-19 only magnifies those moments 100%. Through it all, the nurses in the ICU were true heroes during patients' and families' difficult days. ICU Nurses were cheerleaders, clinicians, supporters, advocates and caregivers. They assisted in life saving intubations, managed ventilators, administered multiple life-saving medications, monitored dialysis (CRRT) and Impellas. All the while, our nurses were worried about their personal protection from this virus and the risk of taking it home to their families.

The ICU nurses at HHHNW banded together to get the job done and overcome the pandemic. They picked up extra shifts, worked longer hours, accepted heavier load; and worked as a team to make sure that every patient was taken care of like a family member.

Resilience is the process of adapting well in the face of adversity, trauma, and tragedy, and that is exactly what the nurses have done here at HCA Houston Healthcare Northwest.

Resilience is the process of adapting well in the face of adversity, trauma, and tragedy.



It's called the Honor Walk

More than 109,000 people are currently on the national transplant waiting list. A single donor can provide up to eight organs, eyes, and tissue, and this is no small gesture that can improve or save so many lives. The Honor Walk is the opportunity to recognize the donor for their gracious gift. This is a breathtaking moment when frontline hospital staff, friends and family line the hallways of the hospital as the HERO who chose to save another life by donating an organ, makes the way to the operating room. The team pays their respects to the donor and lends support to the friends and family in hope that our appreciation can help comfort them in a time of great sadness. The walk also offers the caregivers an opportunity to show their love, respect, and compassion to the donor and their family.



159

LifeGift Referrals



12

Organ Donors



35

Transplanted Organs

**LIFE GIFT**

DONATE
LIFE
Texas

Emergency Department

Helping Sister Facilities

In October of 2020, sister facilities in El Paso, Texas were experiencing a COVID surge and were in need of assistance. HCA Houston Healthcare Northwest and the ED leadership team saw the opportunity to offer support by asking for volunteers to travel to El Paso to assist. Four staff nurses relocated to El Paso for a month and the Emergency Department Director deployed for one week to provide lessons learned from our Houston surge earlier in the year. During their time in El Paso, they were able to support both Las Palmas and Del Sol Medical Center with their COVID Surge. Two nurses, Brittini Ubel, BSN, RN and Andrea Falcon, RN, went to Del Sol while the other two, Esther Martinez, BSN, RN and Jessica Vaglienty, RN went to work at Las Palmas.

They were ready to work and ready for anything. Staff at both facilities were very happy to see the team. They each provided patient care in the COVID areas within their assigned emergency rooms. The staff at these facilities were exhausted, but you would never know it as they were committed to caring for their communities. They were amazing to say the least and showed “Care like Family” to all and quickly made them feel at home. Nurses from other divisions of HCA, as well as FEMA nurses worked side by side to provide optimal care. Team work was crucial and everyone did their part. To add to the influx, one of the local facilities experienced an internal disaster and was forced to transfer their patients to Las Palmas. Las Palmas received approximately 20 patient transfers from this facility daily. The patients came rapidly, and all were in need of High Flow Oxygen. All colleagues learned how to perform in disaster operations very quickly. By the second round of transfers, there was a plan and all equipment was immediately available for when they arrived: oxygen tanks at the door to swap out with the EMS agencies instantly upon their arrival, BiPAP machines at the ready, and the team waiting to provide exceptional care to their new patients.



Caring for Community Brains

As a Certified Stroke Center, we care for our community with outreach and education. Members of the Emergency Department team developed an education program to meet the needs of a local church parish with an older population. Jasmine Jackson BSN, RN; Sandra Roberts RN; Aida Lewis BSN, RN; Jessica Vaglienty RN; Lance Brumlow BSN, RN; and Ana Garza MSN, RN went to the church to provide education and answer questions regarding how to identify the signs of a stroke and how to obtain treatment from a qualified emergency room.

Parishioners of the Northwoods Presbyterian Church attended this community outreach event in early 2020. There were about forty people in attendance with ages 50 years and over.

Presentations were given on different aspects of stroke and were followed by a question and answer session. The parishioners were very engaged and had a lot of excellent questions. They enjoyed the fact that each nurse covered a different area of stroke. Another highlight of the event was the raffle of an automatic blood pressure cuff which went to one lucky winner and was much appreciated.



Pre-COVID

“Working in El Paso was very exciting for us. We went there to work and came back with new friends and new experiences. I know I can say this for all of us, we would welcome the chance to do this again.”

Esther Martinez BSN, RN

Inpatient Medical

The Inpatient Medicine Nursing departments at HCA Houston Healthcare Northwest include 3 North, 3 North Intermediate Care Unit (IMU), 5N Clinical Decision Making Unit/Observation and 6 North. Cumulatively, they provided care for 28,847 patient days in 2020, averaging 80 patients per day. The service line nursing staff is comprised of 96 registered nurses and 1 licensed vocational nurse, supported by 28 patient care assistants and 9 clerical staff. Sixty-six percent of the registered nurses are BSN prepared, thirty-three percent are ADN prepared, and one percent are Diploma prepared. Six percent boast specialty certifications including Oncology Certified Nurse, Progressive Care Certified Nurse, and Board Certified Cardiac Nurse.

On 3 North we have a 23 bed unit; the patient population includes acute and chronically ill adult patients who present with conditions concerning cardiac, pulmonary, nephrology, and neurology in addition, the floor offers continuous telemetry monitoring. The 3 North IMU is a 12 bed intermediate care unit providing transitional care for acute and chronically ill adult patients that do not require intensive care services, yet require more frequent monitoring than is available on general medical surgical/telemetry units. Patients often require continuous cardiac monitoring, pulse oximetry, continuous intravenous medications and frequent reassessment.

The 5 North unit is a 28 bed clinical decision making/observation unit that also cares for medical overflow patients. They specialize in admitting patients directly from physician offices or home. They maintain the ability to provide continuous telemetry monitoring and pulse oximetry. A discharge lounge is available on the unit for patients that are discharged and awaiting transportation to facilitate throughput of newly admitted patients.

The 6 North floor is the largest medical unit at HCA Houston Healthcare Northwest with 36 inpatient beds providing care for acute and chronically ill adult patients admitted for internal medicine services. Additionally, 6 North maintains the ability to care for a small oncology population requiring chemotherapy infusion.

The nursing staff in all departments collaborate and work closely with numerous care team members including physicians, case managers, therapists, pharmacists, diagnostic technicians, and procedural areas to diagnose, treat, and stabilize patients to transition to their next level of care, including home, skilled nursing facilities, long-term facilities, inpatient rehabilitation facilities and some to higher levels such as intensive care.

The nursing staff of the medicine service line shined during the COVID-19 pandemic by providing approximately 1500 patient days of care for COVID Patients in 2020. Leading the way were 3 North and 3 North IMU as they were designated as the inpatient “ORANGE” Unit. These units took the first admitted COVID patients outside of the ER and the Medical Intensive Care Unit. Five North became the “ORANGE” overflow unit, and 6 North staff frequently provided support to all the areas during this time. Nursing staff remained flexible and resourceful by modifying processes frequently to adapt to the latest Center for Disease Control guidelines for and the introduction of best practices of unfamiliar treatment modalities and medications such as High Flow Oxygen Therapy and Remdesivir.

Improving Patient Safety and Employee Engagement

Inpatient medicine department nurse practice councils are actively focused on initiatives to improve nursing care with the following goals:

- Increasing the percentage of nationally certified nurses
- Increasing the percentage of BSN degreed nurses
- Increasing care compliance of key performance indicators including clostridium difficile, catheter associated urinary tract infections, central line associated blood stream infection and restraint utilization
- Decreasing Time-to-Screen for Sepsis Prevention and Optimization of Therapy (SPOT) to less than 27 minutes
- Improving patient experience.
- Improving patient flow.

During the last year, 3 North and 3 North IMU strove to increase patient safety by recognizing skin breakdown early and improving wound assessment with a team approach to assessment including pairing a primary nurse and a “buddy” nurse, implementing initiatives to conserve personal protective equipment, and creating processes to decrease the chance of errors during medication pass.

The 5 North Unit has been instrumental in implementing programs focused on elevating employee engagement and satisfaction with initiatives including: an employee council for support staff including patient care assistants, transporters, techs, and unit secretaries, debuting the T.U.L.I.P. Award (Touching Unique Lives In Practice), an award designated to recognize the outstanding efforts of individual support staff who ensure their patients receive the highest quality of care.

The 6 North staff has been instrumental in filling important additional staff roles outside of their own unit responsibilities, including screening employee visitors and staff at our hospital entrances and assisting filling vacancies in the imaging department and wound care. Initiatives to improve the patient experience are the focus of the 6 North Nursing Practice Council such as developing the personal connection, providing clear explanations, and hardwiring the bedside shift report.



Inpatient Surgical

5 South

5 South is the designated orthopedic/trauma specialty unit for HHHNW housing 33 beds and offering telemetry monitoring in addition to the post-operative care that these specialized patients need. Staff work closely with their patients, families and physicians to align goals that work towards getting patients back to their prior level of function. Many of the patients need a post-acute care setting, so the nursing team works closely with therapy groups to facilitate a seamless transition and preparation for intense therapy. Daily huddles are held with the case management team to ensure that patients receive the best discharge plan. The staff on 5S are very familiar with therapy regimens and how to help the patients progress quickly through their post-operative rehabilitation.

The Nurse Practice Council for 5S, chaired by Jermaine Wegener, targeted improving patient fall rates for 2020. After determining the current fall rate, the council implemented interventions including the placement of gait belts inside of every patient room upon admission and a standardization of fall precaution practices. This resulted in a reduction of fall rates through quarter four.

The nurse practice council also worked closely with nursing leaders and members of the therapy team to transform an unused storage room into a specialized mobility space complete with several pieces of equipment, weights and resistance bands. This room provides a place where therapists and nursing staff can work with their patients away from the main hallways which gives patients an opportunity to work outside of their room.

Projects for 2021 include research and investigation into early mobility protocols as well as continued improvement and participation in the Enhanced Surgical Recovery program.



6 South

6 South is a 33 bed inpatient nursing unit that provides care to patients requiring trauma, bariatric, postop surgical and medical intermediate levels of care. The entire unit has telemetry capability and houses 12 IMU level beds to help the hospital meet COVID demands. This new IMU capability allows patients to receive the care that they need while on 6 South.



A key initiative for 6S in 2020 was multidisciplinary discharge barrier rounds. Nursing, case management, rehabilitation services and our dietitian team met daily to discuss patient goals, plan of care, and to identify potential discharge barriers ensuring all disciplines worked together to ultimately improve patient outcomes and length of stay.

The Bariatric Service Line had a stellar year with the introduction of the Enhanced Surgical Recovery Program. Our patients benefited from decreased length of stay, reduction in the use of opioids for postoperative pain management, and quicker ambulation times. Our Bariatric Services Manager, Surgical Services team, inpatient nursing and other disciplinary teams worked together leading to better outcomes and improved experience for the surgical patients. To maintain our Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) accreditation, multidisciplinary meetings were held with key stakeholders, nursing staff and administrative representatives to review quality initiatives, statistics, and review case studies. Goals for 2021 include revamping education for nursing staff providing care to the bariatric patient population as well as increasing the overall number of surgical cases performed and decreasing surgical site infections.

Acting upon suggestions and recommendations from the 6S Nurse Practice Council, nursing leaders collaborated with our education partners to develop a specialized education platform focusing on the care of medical IMU and surgical trauma patients. After completing the education, the team demonstrated improved competence in caring for these higher acuity patients.

Surgical Services

Surgical Services is a comprehensive department including pre-admission testing (ACC), Preop Holding, Post Anesthesia Care Unit (PACU), Operating Rooms, Endoscopy Suites, and Sterile Processing Department (SPD), and Anesthesia. With over 120 staff, the department is under the leadership of our Administrative Director, Clinical Director, Preop/PACU/Endo Manager, and SPD Manager. The department has 24/7 in-house staffing and anesthesia services: each of which is immediately available to support HCA Houston Healthcare Northwest's growing trauma program. Early 2020 started robustly as January and February exceeded usual winter case volumes. This energy was abruptly halted when COVID-19 was declared a national pandemic. By mid-March, Operating Room schedulers had cancelled over 350 in response to the order issued by the Governor; inpatient beds were needed for COVID-19 patients. At HCA Houston Healthcare Northwest, human resources in the emergency room and the intensive care units were taxed by the growing number of patients needing medical care. Surgical Services played a critical role in responding to this unprecedented crisis. There were five new StaRNs who volunteered to go full time to MICU. Eight RNs went to the ER full time, performing COVID swabs on all patients who entered. Anesthesia techs and OR attendants worked throughout the hospital to help with transporting patients. Our surgical technicians – 100% of them – volunteered to be trained in performing vital signs, EKGs, and glucometers to assist on the units. Nurses from ACC and Preop Holding were the COVID screeners for the entire hospital. Unit clerks, schedulers, and sterile processing technicians worked as hospital entrance screeners and assisted in PPE rounding. The deployed staff covered all shifts including nights and weekends. Two of our bilingual staff members volunteered to call families with updates. These two staff members got report from the nurses and physicians and relayed messages back and forth daily to patient family members using an iPad so families could see their loved ones. Because of our expertise in patient positioning, our Chief Nursing Officer asked Surgical Services to develop a patient proning team. Intubated patients in the MICU were turned prone at 2 pm then supine at 2 am, every day. It was extremely humbling to turn, bathe, and position these critically ill patients. Surgical volume began to return to normal by year end.



Pre-COVID



Achievements

In 2020, 75% of the RNs (eligible for the certification exam) had achieved advanced certifications, a 3% increase from 2019. Employee engagement was 84%, an increase of 10% and 10 points above company benchmark. Surgical Services proudly accepted the HCA Unit of Distinction Award, 2nd Place recipient in the Corporation.

Service Lines

New service lines were developed in 2020. These included vascular surgery, otolaryngology, ortho trauma, and ortho/neuro spine. Exceptional growth occurred in these service lines. To support our strategic plan for quality, safety, and growth, the OR leadership and staff identified five service line bundles. Staff selected their areas of expertise and service line coordinators were interviewed and selected. These leaders were Brittany Leblanc, RN and Crystal Bangerter, CST (Neuro/Spine), Alanna Gonzalez, RN and Melissa Lumpkins, CST (Cardiac/Thoracic/Vascular), Alex Riner, RN and Kevin Vance, CST (Ortho/Joint/Hand), and Kelsey Kellum, RN, Tonja Garner, CST, and Terry Foreman, CST (General/Gyn/Robotics/Urology), Stacye Breedlove, RN (Trauma).

Initiatives

Together, with our surgeons and anesthesia providers, Preop and PACU continue to be drivers of our Enhanced Surgical Recovery Program (ESR). This program is based on preoperative carbohydrate loading, proper hydration, goal-directed therapies, and multi-modal pain management. The goal is quick return to baseline health, rapid mobility, and decreased need for post-op narcotics. This program has contributed to decreased length of stay, decreased return to the hospital, and financial benefit to the hospital. The team saw a 40% increase in ESR by year-end with 77% of eligible patients receiving the benefits of this program.

At the onset of the pandemic, leadership relocated the Endoscopy Suite from the 4th floor to the operating rooms to maximize staff and efficiency. In 2020, Endoscopy expanded their nurse-driven manometry service and implemented additional GI diagnostic and treatment modalities Endo Flip, Bravo, Celvizio, Stretta, pH studies, and Endo Capsule.

The Orthopedic Hip Fracture initiative reduces postoperative complications, length of stay and one-year mortality. It is a multidisciplinary, fast track assessment, and surgical care program where fractures are repaired within 24 hours. Surgical Services worked collaboratively with the Trauma Department to receive hip fracture alerts, posting them on an operating room Fracture Watch Board. This allowed the OR and Anesthesia to stay aware of these cases. We are all looking forward to 2021!

Women & Children

Women's and Children's Services is a robust department within HCA Houston Healthcare Northwest with ten Labor and Delivery Rooms, two L&D Operating Rooms, nine OB Triage/Antepartum Unit beds, fifty-two Mother baby couplet rooms, and a twenty-two bed Level 3 NICU.

In 2020, Womens's and Children's Services completed over 3100 deliveries with over 80 COVID+ patients and 330 NICU admits. Women's services has continued to rise to the top of professional development and exceptional care as 48% of Women's nursing services staff have achieved advanced specialty certifications.

"Care Like Family" is not just a slogan at HHHNW but depicts how we truly care for our patients. The Women's Services department has consistently ranked in the top 90th percentile with Press Ganey, reaching a top score of 98% for the 4th Quarter of 2020. Not only are our patients happy, but so is staff withan overall RN turnover rate of <11% in L&D and <4% in Mother-Baby. Through shared governance, nursing staff are encouraged to bring their ideas and issues forward. The Mother-baby unit achieved 87% in the final employee engagement survey of 2020!



Pre-COVID



Women’s and Children’s Service at HHHNW is dedicated to providing high risk care to the community we serve. When the pandemic hit in early 2020, patients looked to us for information. In collaboration with our pediatricians, an admissions packet for our COVID positive patients was developed. This packet provided the patient with a list of community pediatricians who will see babies with COVID positive parents and their requirements, a list of COVID testing places for families throughout the community, and evidence-based information from the CDC for social isolation, symptom management and retesting. The packet also included follow-up instructions for the baby’s hearing test. Additionally every patient received a list of community pediatricians upon admission to the mother baby unit along with a weekend list of pediatricians’ hours of operation. The list helped with the discharge process on the weekends.

The Women’s Services department is activity in pursuit of Level III Maternal Care.



100%
Elective Deliveries
after 39 weeks



14.3%
Nulliparous, Term, Singleton, Vertex
(NTSV) Cesarean Birth



Over 50%
L&D Certified in Fetal Monitoring



97.2%
Oxytocin Management
Compliance

Dialysis

HCA Houston Healthcare Northwest transitioned dialysis services from a contracted vendor to in house in April 2020. Israel Giron RN, Supervisor, leads a team of 5 nursing staff supported by dialysis technicians and a dialysis equipment technician. Staff completed over 4,000 treatments in 2020, which were performed in either the 6 bed dialysis suite or at the patient bedside. The staff were challenged by having to learn all new equipment including the Fresenius 2008T Hemodialysis Machine, Tablo Dialysis Machine, MarCor Reverse Osmosis System, and the Liberty Peritoneal Dialysis Cycler. Staff were instrumental in integrating new processes, procedures, competencies and policies for the new department. Goals for 2021 will focus on increasing the depth of staff knowledge of acute renal failure, managing dialysis complications, and expanding understanding of equipment capabilities.



Inpatient Rehabilitation

In the Inpatient Rehabilitation Center, intensive physical, occupational and speech therapy along with continued nursing care are provided to facilitate patient recovery and independence. The Inpatient Rehabilitation Center is focused on creating a pathway that enables patients to return to prior abilities and become even stronger before going home. In 2020, we were able to safely discharge 316, or 78.2% of our patients to their home.

Collaborating with the Inpatient Rehabilitation Medical Director and adding the capability of cardiac telemetry monitoring are just some of the great things done to provide superb patient.

The therapists and nursing team know how to work through physical challenges that can impede a patient from being able to function independently. The rehabilitation team continuously meets with patients to set goals and regularly reassesses progress toward meeting those goals. Patients are involved in their plan of care and celebrate the goal achievements through a STAR reward system as well as a unit-based celebration.

Team conferences are held so that multiple disciplines can collaborate and work together to ensure that the patient is progressing towards their goal. Family participation is essential and encouraged throughout the patient's stay. This caring collaboration was part of the reason that the Inpatient Rehabilitation Center was ranked in the 91st percentile of all Rehabilitation Centers within the Press Ganey database across the country for patient satisfaction in the 4th Quarter of 2020.

The Inpatient Rehabilitation Team focuses on improving the lives of patients and their families by providing safe, compassionate care and a positive experience that the patient will remember.



Our Care



“Our dedication to caring like family extends beyond our hospitals’ walls into the communities where we live and work.”

Doug Goodman
HCA Healthcare Gulf Coast Division
Regional Human Resources Vice President

Our Care by the Numbers

HCA Houston Healthcare Northwest is committed to the care and improvement of human life within our community.



423

licensed beds



15,034

inpatient admissions



2,770

outpatient visits



58,527

emergency room visits

Category	2019	2020	% Change
Admissions	14,782	15,034	1.7% ↑
Trauma Activations	1,330	1,517	14.1% ↑
Inpatient Surgeries	2,998	3,071	2.4% ↑
Outpatient Surgeries	3,529	2,770	21.5% ↓
Deliveries	3,225	3,162	2.0% ↓
Neonatal ICU Admissions	306	332	8.5% ↑
Cath Lab Procedures	3,052	5,108	67.4% ↑
ED Visits	72,933	58,527	19.8% ↓

Cardiovascular Services

The Cardiovascular Services department here at HCA Houston Healthcare Northwest provides comprehensive cardiovascular services for adults that include non-invasive cardiology procedures, interventional cardiology, interventional neurovascular, interventional radiology, and interventional vascular. Our department also has a designated pre- and post-procedural area to care for these patients. We are staffed with radiology technologists, cardiac sonographers, EKG technicians, and registered nurses throughout the department to provide care at any moment of the day.

The last year was challenging for our department, as it was for most, because of the COVID-19 pandemic. In the midst of this pandemic, we also managed to gain support for our newest services lines, interventional neurovascular and interventional vascular. There has been so much to learn, but our staff is taking it all in via educational in-services and opportunities provided by our physicians and medical device company representatives. We have grown tremendously in our ability to serve our newest population of patients and continue to seek opportunities for additional education as we strive to become a comprehensive site for stroke care. Even with the addition of our newest services, we are planning to partner with additional electrophysiology physicians to further develop this service. That being said, we are actively looking for motivated staff to join our ever-growing department!

Fortunately, we were able to continue to care for our patients while enforcing special precautions to keep ourselves and our patients protected. While many Cardiovascular Service lines across the nation saw a decline in their quarterly and yearly caseloads, at HCA Houston Healthcare Northwest, we have had one of our best years yet. We lead all departments in the facility for growth in 2020. Our door-to-balloon times for our ST-elevation myocardial infarction patients has also decreased on average, steadily beating the international guideline goal of 90 minutes.

Whether it's a global pandemic or a winter snow storm, and often times leaving our own loved ones behind, the Cardiovascular Services team sticks together and steps up to serve the community.



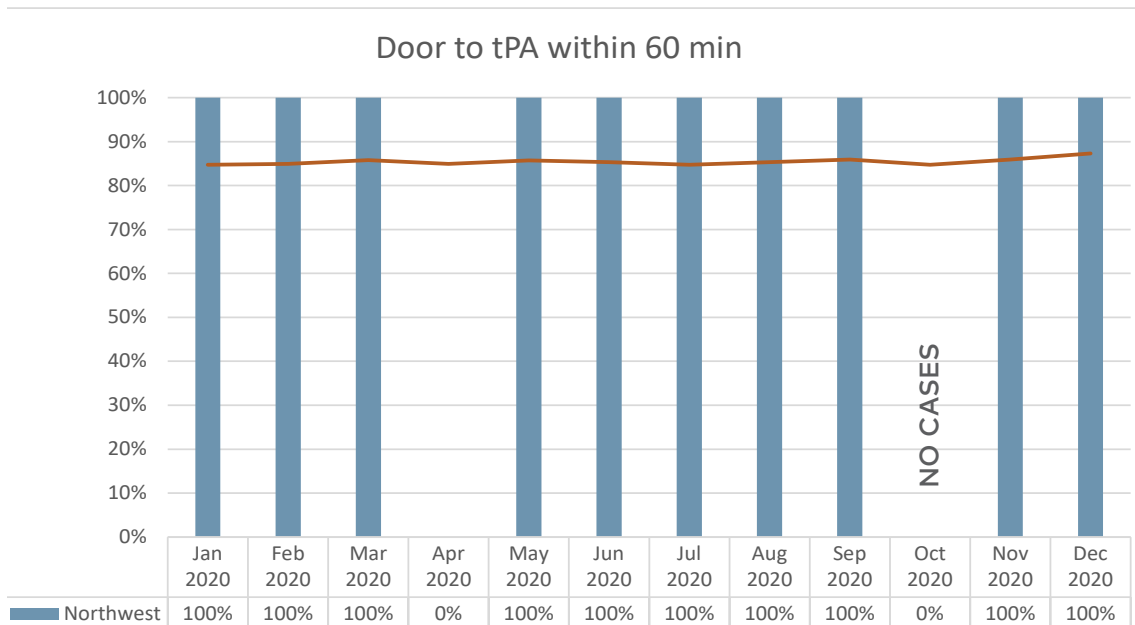


Stroke

As a primary stroke center, we have made some great strides over the past year in raising the bar for patients that suffer from Acute Ischemic Stroke (AIS), Intraparenchymal bleeds (ICH & IVH), and Subarachnoid hemorrhage (SAH).

To maintain our Primary Stroke Center (PCS) designation from The Joint Commission we follow the best practice guidelines outlined by the American Heart Association and American Stroke Association to provide exceptional patient care. As we strive to consistently improve our care, we have developed a robust multidisciplinary team between our EMS service providers and the ED to coincide with the multidisciplinary team of Doctors, Nurses, Physical Therapists, Occupational Therapists, Speech Therapists, and many more colleagues responsible for the care of our patients.

Early recognition of patients displaying any stroke like symptom along with early team activation, non-contrast CT scan of the head, rapid assessment, and rapid treatment with alteplase or mechanical thrombectomy for clot removal can dramatically reduce the lasting effects from a stroke. For the past 10 months we have consistently exceeded the national benchmark of Door to Drug of 60 min or less with a Door to Drug median time of 44 min.





Chest Pain

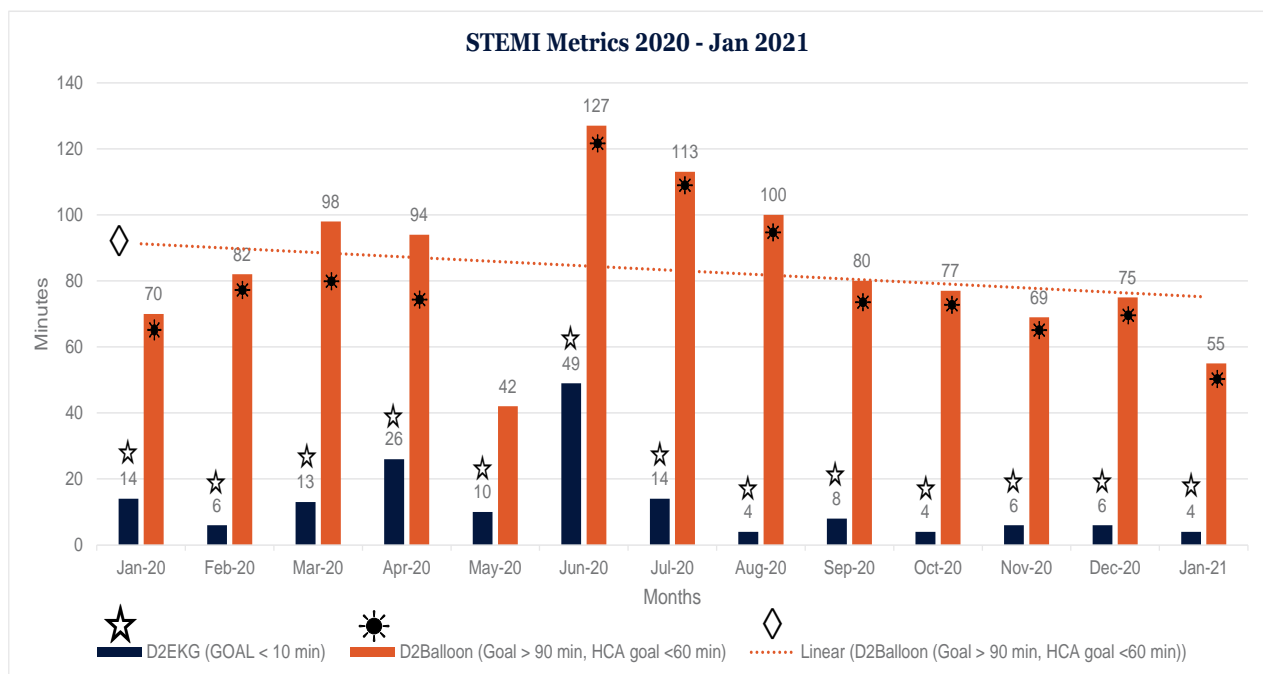
As a Chest Pain Accredited facility, we have exceeded national standards over the last year to provide exceptional care to our patients with Acute Coronary Syndrome (ACS).

In order to be certified by the American College of Cardiology (ACC) as a Primary PCI Chest Pain Center we follow best practices outlined by American Heart Association (AHA) and the ACC. We have consistently improved multidisciplinary coordination of care between EMS, ED, and Cath lab. We continue to hardwire the early activation of S-T Elevation Myocardial Infarction (STEMI) patients by strengthening education initiatives and feedback with our clinical partners.

Early recognition of patients with possible heart attack symptoms, immediate EKG, STEMI activation, and implementation of quality improvement initiatives enhance our patient outcomes. For the last five months we have consistently exceeded the National Benchmark goals for Chest Pain Accredited facilities in Door-to-EKG (under 10 min) and Door-to-Balloon (under 90 min) times for STEMI patients.

TIME IS MUSCLE!

Bottom line. . . We are making a positive impact on our community and improving the quality of life for our patients.



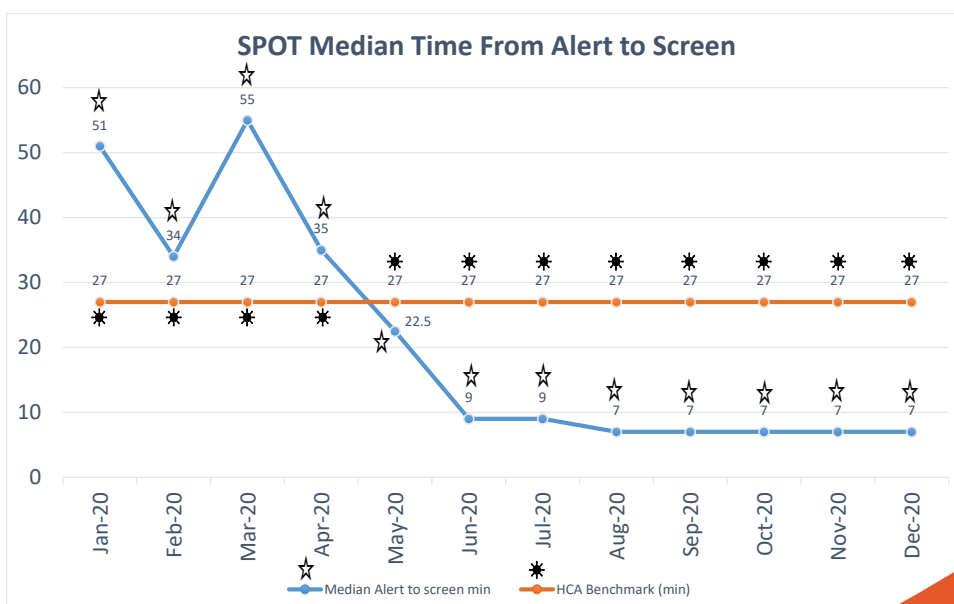
SEPSIS

HCA Houston Healthcare Northwest staff cared for our sepsis patients with improved outcomes, despite the COVID-19 pandemic. Severe sepsis and septic shock patients who received antibiotics in less than 1 hour improved from 50% in January 2020 to 75% in December 2020. Complete bundle compliance in less than 3 hours also improved from 61% in January 2020 to 78% in December 2020. Mortality rate was at 12% in December 2020 as compared to 16% in January 2020.

We have also enhanced the safety of our patients by greatly improving the median time from alert to screen for Sepsis Prevention and Optimization of Therapy (SPOT) from 51 minutes in January 2020 to 7 minutes in December 2020. We are currently maintaining our median time from alert to screen at 7 minutes!

We have a dedicated team of providers, nurses, monitor techs, laboratory technicians, administrators and other colleagues that ensure our patients receive the best possible sepsis care. Multiple collaborative process improvement projects were implemented in 2020. A Sepsis Reboot in 2020 involved the introduction of a new sepsis checklist and education of all nurses and providers regarding the checklist and evidence based care of sepsis patients. There is concurrent sepsis review and providers are informed about gaps in documentation in real time. Our Multidisciplinary Sepsis Committee was re-organized and meetings were held to discuss the care of sepsis patients in addition to weekly meetings between the sepsis coordinator and ED Management. The sepsis coordinator regularly rounds and all outliers are addressed with action plans put in place. There is also extensive collaboration with our documentation specialists and Parallon to review codes. There is a new Perinatal Sepsis Policy that is waiting for approval to improve sepsis care in that population.

The workflow for SPOT has also been reviewed by the sepsis team and senior nursing leadership and a Sepsis attestation and escalation of deviations put in place. SPOT numbers and call log are sent to Nursing Management daily for follow up and Education.



Our Colleagues

“Our colleagues exemplify compassion and kindness and continually raise the bar by providing exceptional care.”

Kelli Nations,
HCA Healthcare Gulf Coast Division
Chief Nurse Executive



Colleague Advancement

HCA Houston Healthcare Northwest has a longstanding tradition of developing nursing leaders to advance. Our team has excelled in growing their knowledge and establishing exceptional outcomes leading them to increased responsibility within our hospital. **The following Northwest staff were promoted to leadership positions during 2020.**



Sharon Ikeler
DNP, RN, NEA-BC

Sharon Ikeler DNP, RN, NEA-BC was promoted to the Division Chief Nursing Executive for the Ambulatory Surgery Division on November 1, 2020. Sharon served as the Chief Nursing Officer for HCA Houston Healthcare Northwest for two years. During her tenure at Northwest HCAHP Scores improved and the hospital achieved its' first redesignation as an American Nurses Credentialing Center Pathways to Excellence® facility.

Sharon has served in Chief Nursing Officer roles for multiple facilities including Tomball Regional Medical Center from 2014 – 2018, Plaza Medical Center from 2011 – 2014 and Las Colinas Medical Center from 2006 – 2011.

Sharon has dedicated her time as a CNO encouraging her team to pursue education and preparing them to assume greater roles within the organization.

Sharon holds a Bachelor in Nursing and Doctorate of Nursing Practice from Texas Christian University and Master of Science in Nursing Administrator from University of Texas at Arlington.

Jeff Mills MBA, BSN, RN, NEA-BC was promoted to Chief Nursing Officer for HCA Houston Healthcare Northwest in November of 2020. Jeff joined the Northwest family in July of 2019 as the Assistant Chief Nursing Officer. Prior to this role Jeff served HCA as the Division Vice President of Clinical Informatics, the Director for Pediatric Services at The Woman's Hospital of Texas, and as the Trauma Program Manager for Bayshore Medical Center.

Jeff has a strong desire to maintain the family work environment that is so prevalent at Northwest. He also encourages our work colleagues to continue to advance their knowledge with both formal and informal educational endeavours. Jeff has obtained a Masters in Business Administration from Houston Baptist University, a Bachelors in Nursing from Texas A&M University - Corpus Christi, and entered the nursing field with an Associates in Nursing from Del Mar College. Currently he is pursuing his Doctorate in Nursing Practice at the University of Texas Health Science Center Houston in the Cizik School of Nursing.



Jeffrey Mills, Jr.
MBA, BSN, RN, NEA-BC



Michelle Jackson
MSN, RN, SCRNP, NE-BC,
CPPS, CPHQ

Michelle Jackson, MSN, RN, SCRNP, NE-BC, CPPS, CPHQ, was named AVP of Patient Safety and Clinical Excellence for the HCA Houston Healthcare Gulf Coast Division, effective January 11, 2021 after serving as the Vice President of Quality at HCA Houston Healthcare Northwest.

In the Division leadership role, Michelle has been appointed to continue to strengthen the culture of patient safety, focus on the elimination of patient harm, serve as a partner to improve the clinical excellence domains, implement strategies to mitigate risks for patients and facilities as well as be proactive to fortify a just culture of caring like family throughout our division.

She holds a Bachelor in Nursing from Prairie View A&M University and Master of Science in Nursing and Healthcare Administration from Research College of Nursing.

Michelle and her husband, Jason, have been married for 14 years. They have two children Jaily and Bria (the twin princesses- 'Twincesses') and one dog, Truck. She enjoys family time, traveling, being in nature and warm chocolate chip cookies!

Amber Ferro MSN, RN, NE-BC, CVRN transitioned to the Director of Critical Care starting November 22, 2020. Amber has worked side-by-side with our HCA Houston Healthcare family for twenty years. Beginning her nursing career in Labor and Delivery, spending time in the Surgical ICU, then leading 3 North and 6 South. During her tenure she also helped to develop a cutting edge dedicated rapid response team to our hospital and successfully completed the HCA Leadership Institute Academy.

Amber received her Bachelors of Science in Nursing from Texas A&M University - Corpus Christi in May 2000 and completed her Masters of Science in Nursing with an emphasis on Nursing Administration and Management from pursuits at Aspen University in May 2017.



Amber Ferro
MSN, RN, NE-BC, CVRN



Kristen Eberly
MSN, RN, CVRN

Kristen Eberly MSN, RN, CVRN was promoted to the role of Director of Surgical Inpatient Units beginning December 6, 2020. Kristen is a graduate of the HCA Emerging Leader Academy. She started her nursing career with Houston Northwest in 2008 and quickly caught the attention of the leadership team. She supported the entire facility through her leadership of the clinical informatics team before she transitioned to be the Manager for 6 North.

Kristen is an active member of Sigma Theta Tau. She graduated *cum laude* from Stephen F. Austin State University with a Bachelors of Science in Nursing and subsequently received her Masters of Science in Nursing from the University of Texas at Arlington.

Nicole Powley was promoted as the Trauma Program Director for HCA Houston Healthcare Northwest. Nicole has worked with us in her previous roles as trauma educator, injury prevention and outreach coordinator. In her new role, Nicole will be responsible for the overall trauma program. She will be working to ensure a successful pursuit of our level II verification and designation.

Nicole joined HHHNW in 2018 as a trauma nurse in our Emergency Department. Nicole has always had a passion for trauma and soon found her way over to the trauma department.

Away from work she is a devoted wife and mother of five children. Nicole is originally from Michigan but made it to Texas as fast as she could.



Nicole Powley
RN



Beena Jacob
MSN, RN, CCM

Beena E Jacob MSN, RN, CCM has been named as the Director of Case Management effective September 26, 2020. Beena obtained her Bachelor Science (HON) from All India Institute of Medical Science College of Nursing, New Delhi and Master of Science in Nursing Leadership from Grand Canyon University, Phoenix Arizona. She has been a Certified Case Manager for the past 20 years.

Beena came from Memorial Hermann where she held numerous leadership positions in the hospitals and in the insurance company. She is a graduate of Memorial Herman’s Leadership Institute and Women Leadership Mentoring Program. Beena is a process-oriented leader who leads by example. She had sustained employee engagement scores throughout her tenure with Memorial Hermann. She is trained in Language of Caring and received the Daisy Award in 2015. She has mentored many case managers to obtain their certification within two years of their employment.

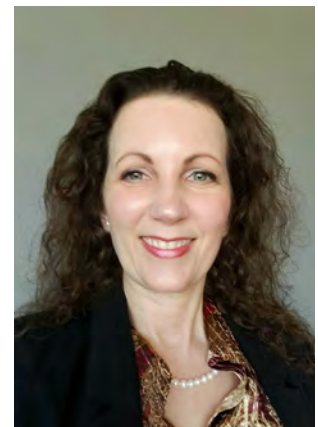
Beena started her nursing career as a pediatric nurse and has experience in Med-Surg, Critical Care, CV Recovery, Education, Clinical Management, Case Management and Nursing Supervision. She has worked in Magnet designated hospitals, and brings her vast clinical and health care financial knowledge to our team.

She is an active member of CASE Management Society of America National and Houston Chapter. She has developed a Care Navigation Guide for bedside nurses. When not at work Beena enjoys spending time with her family and friends, traveling, and exercising.

Geraldina (Geri) Collins MSN, MBA, RN, CNOR, CSSM, Operating Room Charge Nurse, was selected to join the enterprise-wide HCA Surgical Director Development Program (DDP). Geri is one of twelve surgical leaders selected for the DDP from across all HCA facilities. Geri took her next step with HCA as the Associate Director of Surgical Services at HCA Houston North Cypress.

Geri is a second career RN entering the nursing profession in 2013 as an ADN. She completed her BSN in 2015, MSN in Leadership and Management in 2019, and MBA in Healthcare Management in 2020. Working with surgeons, administration, OR leadership and staff, Geri led HHH Northwest to achieve the AORN GO CLEAR Award Gold Level. This award signifies the hospital’s commitment to actively evacuate all waste smoke/gases from operating rooms generated during a surgical procedure increasing patient and staff safety.

Geri is originally from Buenos Aires, Argentina. She has been married to her husband Bill for over 20 years. She enjoys reading, studying, crafting, and volunteering with her church.



Geraldina Collins
MSN, MBA, RN, CNOR, CSSM

Martha Ronquillo BSN, RN was promoted as the Manager of Case Management, effective December 6 2020. Martha is a graduate of Prairie View A&M University. She started her nursing career with HCA Houston Healthcare Northwest in 2012 as a Med-Surg / Oncology nurse and has served on many hospital committees, such as Wound Care Committee, Staff Nurse Advisory Committee and was the chair of the Staff Nurse Advisory Committee for her unit.

Martha's ambition to learn more about patients and post-acute care encouraged her to take on the role of Transitional Care Coordinator where she worked closely with patients, nursing and case management to eliminate gaps in care and to improve the continuum of care for our patients and their families. She joined our Case Management team in 2018 and has been a preceptor for new staff, a valuable resource and has a good rapport with our medical staff. Martha is very goal oriented and works with the multidisciplinary team to keep our length of stay down while providing safe and cost effective care to our patients.

On a personal note, she is a wife and a mother of four children. She enjoys the outdoors, such as camping, fishing and hiking. Whether just being at home to taking on a new adventure, Martha loves spending time with her family.



Martha Ronquillo
BSN, RN



Esther Martinez
BSN, RN

Esther Martinez BSN, RN was promoted to Manager of Emergency Services on December 20, 2020. Esther started her career with HCA Houston Healthcare Northwest as an Administrative Assistant to the ED Director in 2008 and continued on with her career by getting her RN license in May 2013. Within her first year as an RN she became a Charge Nurse then progressed to become ED Supervisor in 2018.

The ED is a unique operation that is optimized to exist at the edge of chaos and Esther will be responsible to ensure that the staff work in an environment where they can deliver the best care to the patients under those conditions. We have no doubt that Esther will take on the ED Manager role with dedication to our patients and staff!

Babette Quintanilla MSN, RN, CVRN, RN-NIC was promoted to Manager of Neonatal Intensive Care Unit in Women's Services effective January 4, 2021. She began her NICU career at HCA Houston Healthcare Northwest as a Graduate Nurse Resident and then continued her Neonatal ICU career at Texas Children's Hospital before returning to Northwest as a charge nurse then subsequently as the NICU/Women's Services Educator.

Babette received her Bachelor of Science in Nursing from Prairie View A&M University in 2012 and her Masters of Science in Nursing from Grand Canyon University in December 2018

Babette is a servant leader at heart and prides herself on being readily available for the team. She is willing to assist in problem resolution, as well as implementing innovative ways to drive quality patient care for the smallest of our patients. She is an advocate for nurse-driven initiatives and a "Care Like Family" environment for all.



Babette Quintanilla
MSN, RN, CVRN, RN-NIC



Laura Crockett
BSN, RN, CVRN, RN-BC

Laura Crockett BSN, RN, CVRN, RN-BC was promoted to Manager of 6 South Surgical IMU. Laura most recently served as a full-time Clinical Nurse Coordinator on 6 South. She has served as Chair on several committees including Nurse Practice Council, Shared Governance, Employee Advisory Group, and as a member of other committees.

Laura received her Associates Degree in Nursing from Lone Star College - Kingwood. She went on to receive her Bachelor of Science in Nursing from University of Texas Arlington. As a staff nurse at HCA Houston Healthcare Northwest she has worked on 3 North, Telemetry Unit, and 6 South Surgical Trauma.

Certified Colleagues

HCA Houston Healthcare is dedicated to providing exceptional care to our patients by raising the bar for clinical excellence. We ended 2020 with 151 certified registered nurses. This demonstrates a 3% increase over 2019. Thank you to all of the certified nursing staff that have demonstrated mastery of their area of nursing!

Labor and Delivery

Alejandra Perez BSN, RN, RNC-OB
Alice Sanchez BSN, RN, RNC-OB
Allison Bickmore BSN, RN, C-EFM
Ationne Crittenden RN, C-EFM
Carolyn Clark RN, RNC-OB
Christina Champagne MSN, RN, C-EFM
Claudette Smith RN, C-EFM
Corey Pettway BSN, RN, CN-BN
Donna Villavasso BSN, RN, C-EFM, RNC-OB
Jacquetta Edward BSN, RN, C-EFM, RNC-OB
Jaime Magee BSN, RN, C-EFM, RNC-OB
Jazmin Johnson BSN, RN, C-EFM
Katherine Korenek BSN, RN, C-EFM
Kelly Hunter BSN, RN, C-EFM, RNC-OB
Kimberley Cole RN, RNC-OB
Lawanna Andrews RN, C-EFM
Meagan Golightly MSN, RN, C-EFM, RNC-OB
Melissa Zahn RN, RNC-OB
Michelle Diggs RN, C-EFM
Rashidra Brager RN, C-EFM, RNC-OB
Rochelle Wilson MSN, RN, C-EFM, RNC-OB
Samantha Ealey BSN, RN, C-EFM
Shelby Kyle BSN, RN, C-EFM
Stephanie Rubalcava BSN, RN, C-EFM
Summer Latham BSN, RN, C-EFM, RNC-OB
Susan Reader RN, C-EFM
Tina Martin BSN, RN, C-EFM
Tricia Wren MSN, RN, C-EFM, RNC-OB

Mother / Baby / Transition

Allissa Wheatley BSN, RN, IBLC
Ana Ruiz BSN, RN, RNC-MNN
Anna Galo BSN, RN, RNC-MNN
Brooke Dymont BSN, RN, RNC-MNN
Charlotte Hall MSN, RN, RNC-MNN
Cristina Debelen BSN, RN, RNC-MNN
Debi Gomez BSN, RN, RNC-MNN
Evelyn Stevens RN, RNC-MNN
Ivy Huynh RN, RNC-MNN
Jacqueline Abbassi BSN, RN, RNC-MNN
Jacqueline Trammell JD, RN, RNC-OB
Kelsey Lee BSN, RN, RNC-MNN
Kristen Riapolov BSN, RN, RNC-LRN
Laura Dorsch BSN, RN, RNC-MNN
Maria Eapen RN, RNC-LRN
Martha Lugay RN, RNC-MNN
Meaghan Butler BSN, RN, RNC-MNN
Minhchau Bui BSN, RN, RNC-MNN
Nora Silva BSN, RN, RNC-MNN
Paige Henderson BSN, RN, RNC-MNN
Patricia Pearson RN, RNC-MNN
Rebecca Hartman BSN, RN, RNC-MNN

Neonatal ICU

Alma Palacios BSN, RN, RNC-NIC
Ashley Laman BSN, RN, RNC-NIC
Digna Pizarro BSN, RN, RNC-NIC
Emily Sausley BSN, RN, CCRN
Kathleen Bittner RN, RNC-NIC
Maria Enriquez RN, RNC-LRN
Monica Speaks BSN, RN, CPN
Sandra Marroquin BSN, RN, RNC-NIC
Sue Nguyen BSN, RN, RNC-NIC

Medical ICU

Amber Grinnell RN, CCRN
David Hoot BSN, RN, CCRN
Michelle Frank BSN, RN, CCRN
Sheila Khalim BSN, RN, CCRN
Tammy Stanfield BSN, RN, CCRN

Surgical ICU

Agnes Labay-Padilla BSN, RN, CCRN
Brittany Reed BSN, RN, CCRN
Joyce Boyd BSN, RN, CCRN
Julie Klassen RN, CCRN
Melanie Wyatt RN, CCRN
Mindy McNeill BSN, RN, CCRN
Neil Baquiran BSN, RN, CCRN, CVRN-BC

Rapid Response Team

Kristen Brown BSN, RN, CCRN
Wendy Clark MSN, RN, VA-BC

Emergency Department

Ana Garza BSN, RN, CEN
Angela Trees BSN, RN, CEN
Brittany Larson BSN, RN, CEN
Cassandra Staple BSN, RN, CEN
Lupe Diaz MSN, RN, CEN
Victoria Magana BSN, RN, CEN

3 North

Deborah Lalinde RN, PCCN
Olivia Mendoza BSN, RN, CVRN-BC

5 South

Lavonna Coleman RN, CMSRN
Michael Barreda BSN, RN, ONC
Sheena Singh RN, CMSRN

6 North

Alesia Zentay RN, OCN
Colleen Magura BSN, RN, OCN
Jill Morgan RN, OCN

6 South

Laura Crockett BSN, RN, CVRN-BC
Francesca Andrade BSN, RN, CVRN-BC
Josephine Silvederio BSN, RN, CMSRN

Bariatrics

Nicole Horvath MSN, RN, FNP-C

Pre-Op / Ambulatory Care Center

Anne Benda RN, CPAN
Brittani Pounders BSN, RN, CMSRN
Charina Sarmiento BSN, RN, CPN
Cheryl Mullins RN, CMSRN
Diane Hendrickson RN, CMSRN
Gilbert Cabacungan BSN, RN, CMSRN
Jennifer Gallardo BSN, RN, CRRN
Judith Daly RN, CMSRN
Katherine Pointer BSN, RN, CMSRN
Lisa Zanotti BSN, RN, CMS-RN
Lizeth Grun BSN, RN, CMSRN
Marylyn Cabacungan BSN, RN, CMSRN
Melanie Blackburn BSN, RN, CMSRN
Uyen Dao BSN, CMSRN

Post Anesthesia Care Unit

Catherine Pachorro BSN, RN, CPAN, CEN
Julie Matthews BSN, RN, CPAN
Rosalie Garcia BSN, RN, CPAN

Endoscopy

Medalla Daduya BSN, RN, CMSRN
Naomi Mangaoang RN, CMSRN

Cath Lab

Alma Barreda BSN, RN, CVRN-BC
Lauren Phipps RN, CMSRN

Operating Room

Carol Avery RN, BSN, CCRN
Caroline Chelimo BSN, RN, CNOR
Christina Djordjevic BSN, RN, CNOR
Jeanan Rasco MBA, BSN, RN, CNOR
Jennifer Sanders RN, CNOR
Karen King BSN, RN, CNOR
Olga Cossio RN, CNOR
Paula Jones BSN, RN, CNOR
Sharon Soeder BSN, RN, CNOR
Sinol Soney BSN, RN, CNOR
Sylvia Perez RN, CA-SANE
Stacye Breedlove MSN, RN, CNOR
Vivian Dionisio BSN, RN, CNOR
Laurie Jackson BSN, CRNA
Lisa Sevier MS, CRNA
Elizabeth Pham MSN, CRNA
Maria Espana, MSN, CRNA
Mary Coon MSN, CRNA
Michael Lacombe MSN, CRNA
Michael Sims MSN, CRNA
Nancy Washington MSN, CRNA
Robert Metts MS, CRNA
Sean Dunnihoo MSN, CRNA
Stephanie Steiner MSN, CRNA

Trauma

Cristen Rojas-Noto RN, CEN
Pamela Crouse BSHM, RN, LSSYB

Occupational Health

Almeta West BSN, RN, COHN

Education

Jasmine McDuffie MSN, RNC-OB, C-EFM
Marisa Reger BSN, RN, CVRN-BC
Rebecca Raspberry BSN, CVRN-BC

Inpatient Rehabilitation

Aida Cheung MSN, RN, CRRN
Shelley Thompson RN, CRRN

Cardiac Rehab / Diabetic Education

Marcine Kowpak MSN, RN, CDE

Case Management

Bridgette Morrow BSN, RN, CCM
Beena Jacob MSN, RN, CCM

Wound Care

Patricia Thompson BSN, RN, CWON

Breast Center

Esther Valdez RN, CBN, OCN
Elaine Johnson RN, CBN
Victoria Foerster RN, CBN

Quality / Risk Management

Nakia McMullen JD, MBA, BSN, RN, CPHQ, CPPS
Charlotte A. Carr BSN, RN, CIC, HACP
Bindhu Koshy MSN, RN, LSSYB
Connie Cintron RN, LSSYB
Melissa Edwards BSN, RN, LSSYB
Nereyda Lozano RN, LSSYB
Steven Constantine BSN, RN, LSSYB

Leadership

Jeffrey Mills MBA, BSN, RN, NEA-BC
MaryClaire Dangel-Palmer DNP, RN, CRNA
Amber Ferro MSN, RN, CVRN-BC, NE-BC
Kristen Eberly MSN, RN, CVRN-BC
Mary Menafra MSN, RN, CEN
Nancy Carey MSN, RN, NE-BC
Olubunmi (Boomie) Harvey DNP, RN, RN-BC

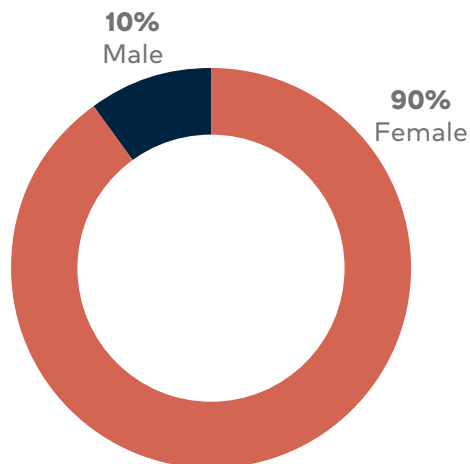
Who are we?

The promise of HCA Houston Healthcare Northwest is in our people. Our people make a difference in the lives of our patients by providing exceptional, patient-centered care. Always.



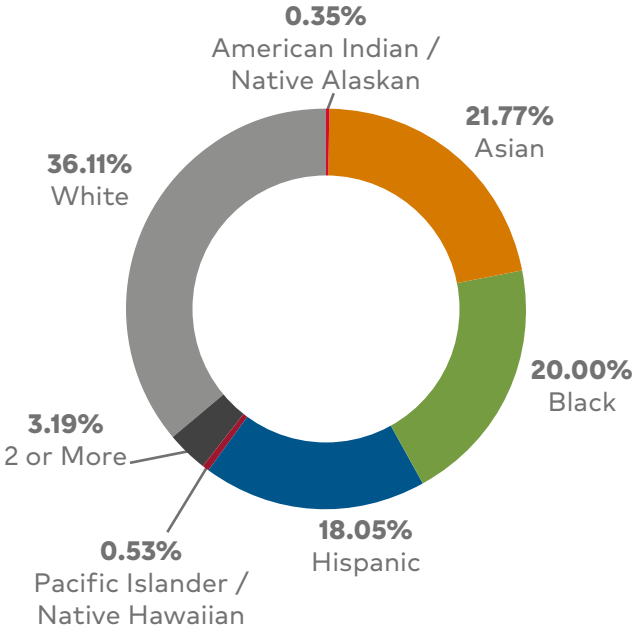
Nurses (Registered Nurses, Direct Care, Full-Time and Part-Time)

Nursing Colleagues by Gender

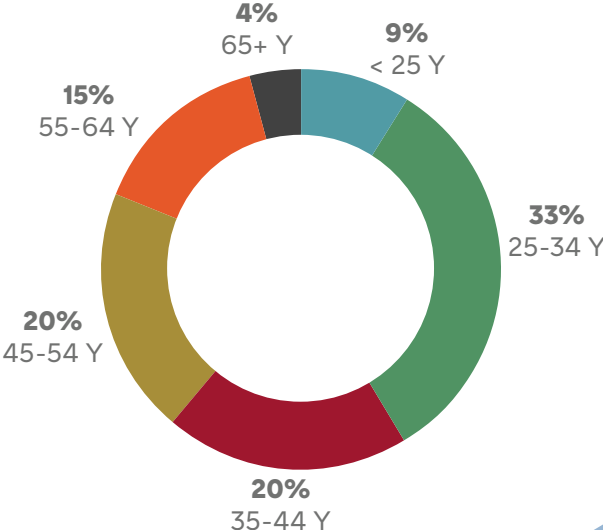


Our Many Parts

**Nursing
Colleagues by Ethnicity**



**Nursing
Colleagues by Generations**



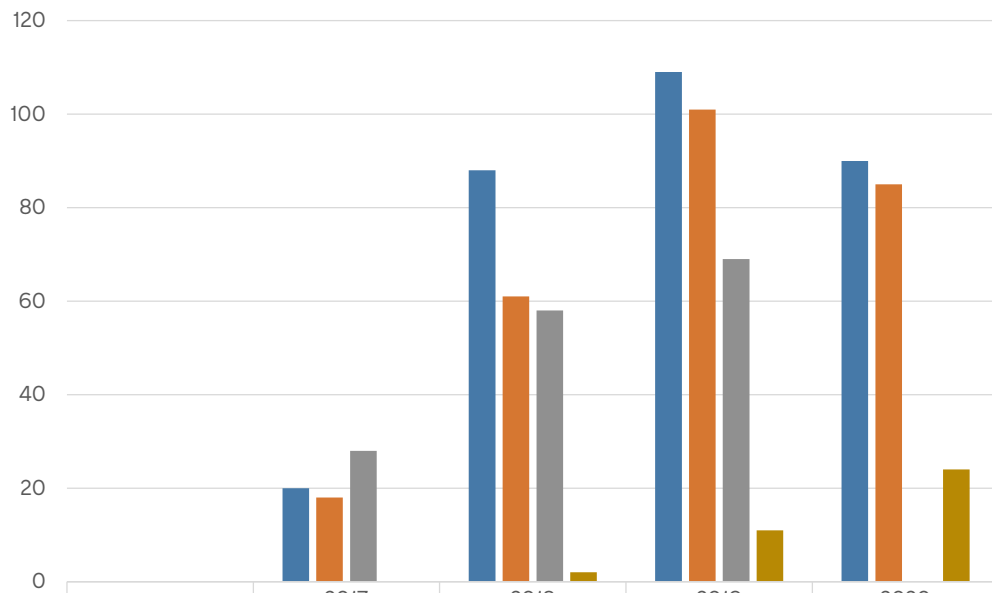


HCA[®] Nurse Residency



The HCA Residency is a year long program designed to meet a critical need for specialty nurses by preparing newly licensed nurses in areas such as Med/Surg, Telemetry, Critical Care, Behavioral Health, Emergency Services, Woman’s and Children’s, and Surgical Services. The program consists of two parts, patient care with a preceptor and professional development. Thirty-three new graduate nurses were hired into the residency program for 2020 with thirty-one remaining and expected to graduate in May 2021. Due to COVID-19 restrictions, all professional development courses were redesigned and successfully taught virtually.

Nurse Residency Statistics



	2017	2018	2019	2020
■ StaRNs hired	20	88	109	90
■ StaRNs remaining	18	61	101	85
■ Nurse Residency completion	28	58	69	
■ StaRN Plus		2	11	24



Advancing Your Career

Keith Biri graduated from Lamar University in 2018. Keith was eager to get to Houston and start his career at HCA Houston Healthcare Northwest, he knew that HCA Healthcare was the best place for him to reach his career goals because of the many programs available to all colleagues.

Keith chose HCA because of the wide range of possibilities. With more than 2,000 sites of care across the nation, he could build a lifelong career with job security and flexibility in locations, cities, or roles, ultimately to fit his lifestyle and future dreams. He initially was hired on 6 South, a busy surgical trauma unit. During his two years on 6 South he had the most recognition from his peers and his patients as being “The BEST”.

Keith served on the unit practice council, he was preceptor, relief charge nurse, mentor, and an advocate. After Keith completed his two-year agreement, he applied for the StaRN PLUS Program in the Medical Intensive Care Unit. Keith is now a great team member in MICU and serves as a preceptor for new StaRN PLUS colleagues and is orienting to relief ICU Charge Nurse. Keith has absolutely been a testament to taking advantage of all that HCA has to offer its team members.



FOR EXTRAORDINARY NURSES

**HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES**

The DAISY Award® for Extraordinary Nurses was created by the family of Patrick Barnes after his death in 1999. Patrick was just 33 years old when he passed away, eight weeks after being diagnosed with Idiopathic Thrombocytopenic Purpura. During Patrick’s hospitalization his family stated that they experienced the very best of nursing. Patrick’s nurses always delivered his care with kindness and compassion, even when he was ventilated in the intensive care unit. The Nursing team informed and educated the family in such a way that eased their minds. Patrick’s nurses cared for his family.

Following Patrick’s death The DAISY Foundation™ was created, standing for **D**iseases **A**ttacking the **I**mmune **S**ystem. The goal was to “ensure that nurses know how deserving they are of our society’s profound respect for the education, training, brainpower, and skill they put into their work, and especially for the caring with which they deliver their care.”

At HCA Houston Healthcare Northwest any patient, visitor, or staff within the facility can nominate a nurse to receive the DAISY Award for Extraordinary Nurses. The nominations are blinded and reviewed by the Nurse Practice Council each month and the awardee is selected. Each recipient of the DAISY Award is presented with a certificate, pin, and the Healer’s Touch statue, hand-carved by a craftsman in Zimbabwe. Cinnabon cinnamon rolls, the only thing Patrick could eat during his hospitalization, complete the celebration. HHHNW is one of over 4650 organizations in 29 countries that participate in the DAISY Award as a recognition of exceptional nursing.

Please join us in congratulating our 2020 recipients for Raising The Bar for care!



January 2020 | Jackie Trammell | Mother Baby

I would like to nominate Jacqueline Trammell, charge nurse on Mother/Baby for the DAISY Award. Jackie participated in the Klink Elementary Hygiene Project, but she took it a step further. She made bags with the Klink Cougar emblem on it and rallied the staff. We put together a goody bag with hygiene information along with other items for the students such as chap sticks, nail files, socks, and underwear. Upon delivery of these items, she was told that for many of these students this would be all they got for Christmas. I knew Jackie would not let that go.

She contacted the school and asked for four needy families. The school asked the children what they wanted for Christmas. Many of them put down items such as clean clothes, shoes, food, a vacuum cleaner, and candles. Jackie and her family went out and bought most of these items. Jackie wanted to do more so she asked the school for two more families and gathered a group of her team from Mother/Baby to buy the gifts for the other two families and help gift wrap all the items. There were so many gifts donated that a second vehicle was used to load all of them. Gifts were bought for the student and all of their siblings, no matter what the age. A total of six families and twenty children got multiple gifts thanks to Jackie spearheading such a wonderful project.

Upon delivery the school principal was overwhelmed and so appreciative of the effort. As a result, Sharon Ikeler has suggested each of our units adopt a school next year and expand the project.

Jackie stepped outside the box and took everything a step further, which is what the DAISY Award is all about. The nurse that goes the extra mile. In this case Jackie helped the community we serve.



February 2020 | Kimberly Cox | Emergency Department

My mother came to the hospital because she was very sick and no one was able to get an IV started for her. Nurse Kimberly was called to come help with the IV. Nurse Kimberly was very nice and patient with my mother. She was able to make my mother smile even while being sick. The holidays are very hard when you have to spend them in the hospital. Nurse Kimberly held my mother's hand and she assured her that she would be taken care of and everyone would do their best to get her feeling better. She made a personal connection with my mother and me, making us feel like a very important family member, her family. Plus, she got the IV started on the first try. Nurse Kimberly explained every thing to us and kept us informed. It is very hard to come to the hospital during the holidays and she made it so much better. I am not very good with words, but nurse Kimberly is a very special person and she touched my heart with her special care.



March 2020 | Loree Hudson | 3 North

I am honored to have the privilege to recommend Loree Hudson for the DAISY Award. Ms. Hudson has served as a charge nurse on multiple units throughout the facility for the past twenty-seven years. I have had the opportunity to work closely with Loree as her Nurse Manager for the last three years. Not only is Loree an amazing nurse, her love for people extends to her family, friends, and community.

Loree has devoted her life to being a nurse and taking care of her patients. Her love for her patients, job, and work family is displayed in the way that she performs her duties as a nurse. She truly cares about her patients, team, unit, and organization.

Loree goes above and beyond to show care for her patients in the way that she responds to her patients' spiritual needs. If a patient requests spiritual support, Loree will often pray with them and stay with them while still respecting and being sensitive to their cultural backgrounds. A similar story involved a young pregnant woman who was admitted to our unit. Unfortunately, the patient suffered a fetal deminse and was emotionally devastated. The patient's husband had not arrived to the hospital at the time she delivered. Even though her shift had ended hours earlier, Loree stayed with the young mom until her husband arrived so she did not have to be alone during this difficult time. She cared for the patient like she would care for her own family.



April 2020 | Katie Korenek | Labor & Delivery

Katie took exceptional care of a thirty-five week demise over the weekend. The patient was an ER walk-in who had been receiving prenatal care throughout her pregnancy. The patient developed eclampsia and had a witnessed seizure at home. When the patient arrived, she was not aware that her baby had passed. Katie was there when the patient and her husband received the terrible news. Katie provided the patient and her family with a shoulder to cry on and an open heart to help share their grief. Katie helped the patient throughout her delivery and recovery. Going above and beyond to give the patient and her family all the time they wanted with the baby, all while arranging for the photographer and pastor to come. She was constantly opening doors to let new visitors in, answering questions, and providing emotional support that only a caring nurse can give. Katie even bought the family cookies from Subway because the cafeteria was closed when the family went to get food. After

eight hours of holding their baby, Katie took on the hardship of helping the family say good-bye. It was hard on Katie, but she did what was best for her patient. Katie always has her patients' best interest in mind. She is an exceptional nurse every day. She helps not only her patients, but her co-workers too. A truly extraordinary nurse.



May 2020 | Marsha Tucaling | Emergency Department

One year ago, I brought my husband to the emergency department at Houston Northwest after he had fainted twice at home. In the midst of assessments, IV starts, and lab draws, we saw his heart rate drop on the monitor from fifty beats per minute, to thirty beats per minutes, to zero. His nurse during this episode was Marsha Tucaling.

Thankfully, it wasn't asystole, but a VERY long pause. Eight seconds that seemed like an eternity. One-one thousand, two-one thousand, three-one thousand, four-one thousand, five-one thousand, six-one thousand, seven-one thousand, eight-one thousand. Long enough for Marsha to yell for help and have numerous people run into the room preparing to start a code.

All is good now. We found out that my husband had suffered a stroke and required a pacemaker insertion, he was discharged a couple days later with very little residual deficits from the event.

It wasn't just the great care that Marsha gave in the ER that compels me to write this, but what she has done since that day that continues to have an emotional impact on me. I too work at Houston Northwest, so I frequently see Marsha at hospital events, passing in the hallway or when I'm rounding in the ER. Each and every time I see her, she goes out of her way to give me a little hug. I don't know what her intentions are for giving me that hug. But, I feel like she's letting me know that she remembers that day when for a brief eight second pause, we feared my husband could die. She's letting me know that she shared my fears and she cares, "Cares Like Family."

Such a small gesture that is very meaningful to me, not as an employee, co-worker, or peer, but as the wife of a patient. Thank you!



June 2020 | Fiona Elliott | Surgical ICU

My sister suffered a Traumatic Brain Injury and was admitted to the surgical intensive care. Nurse Fiona cared for my sister and she always made sure to call me and update me on my sister. She always took the time to talk to me about my sister and she had time for me to ask questions. She listened to everything and made sure that Dr. Barry was able to speak to me also. Nurse Fiona made sure that my sister listened to her favorite song albums because she heard what I had played for her. I could go home and I knew that my sister, Donna would be cared for with compassion and skill. Nurse Fiona was friendly, we shared stories of my sister. My sister Donna Spencer received the best care here! The ICU is a wonderful place because of nurses like Fiona.



July 2020 | Christina Djordjevic | Surgery

Christina Djordjevic BSN, RN, is a weekend night shift operating room charge nurse at HCA Houston Healthcare Northwest. Christina became a Good Samaritan to another Good Samaritan. Here is their story.

One fateful evening, a driver stopped to render aid to a family stranded on the side of the freeway. It was late, dark, and raining. The stranded car was hit by another car and an 18-wheeler. The Good Samaritan was severely injured, suffering the loss of both of his legs. The patient was young, only in his twenties.

With COVID-19 restrictions in place at the hospital, this young man had no family to visit or comfort him. Our nurse took on the role of “adopted mother.” She stepped in and visited him before and after her shifts and even came in on her days off to support him. Her encouragement and comfort helped him through his long journey toward recovery. Even though he was transferred to a rehab facility,

Christina still keeps in contact with him. Christina is truly our superhero and has taken “Care Like Family” to a whole new level. We are blessed to have Christina in the Operating Room at Northwest.



FOR EXTRAORDINARY NURSES

**HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES**



August 2020 | Joan Wright | Surgical ICU

I was training as an RN in the SICU and had just switched over to nights to fill an open position. I was extremely happy to be in the SICU with a vast opportunity to learn to work with the technical aspects that came with the job. I was humbled by how much preceptors and experienced team members knew. I was most happy to be in an environment where the staff was so supportive of newbies to the sicu and were positive, encouraging, and eager to teach. I loved learning from my preceptor.

I was apprehensive to shift over to nights because I didn't know if the professional courtesy would be the same. Then, I met the night shift team and knew that I had found my new home. I learned to love working with those people, respected their talents and work ethic, and over time I swelled with pride to be in their ranks as we worked hard together to do our best to assist some very sick people to get better.

The night shift charge nurse was Joan Wright. With my first open heart recovery patient, the room was filled with nurses helping me to care for the patient. I was fumbling to connect some of the monitors and equipment, when a pair of hands came over mine and gently changed my hand movements so that the parts fit together. I looked to the side and it was Joan nodding to me and coaching me on. This is just one example of the many ways that Joan and many others coached me to learn how to care for SICU patients. I watched Joan, and paid close attention to things she would say and how to address patient and family concerns as we worked together in what were life and death situations for our patients. Throughout my years of working with Joan I watched her and the caring way that she dealt with patients and families.

Joan often cared for the terminally ill and dying patients. Joan would bring a compassionate gift of caring that I felt was very honorable, that went above and beyond anything I had ever seen anyone else do and honestly, it was a lot of extra work. Joan brought in a basket of love and comfort for each terminally ill patient. In it she had, CD's of music from the patients era. She would play music while she gently bathed them. She would wash, massage, and comb their hair with nice smelling shampoo and conditioner. Then she would message their back, feet and hands with nice fragrant lotion. Joan provided each of these patients with one last gift of comfort, honor, and decency in the last hours of their life. Many times family would see what Joan had done for their family member and would make them feel so good that they knew their loved one was comfortable and pain free and calm.

I don't think I ever told Joan what a nice gift that was for the patient and for the family.

I learned that even while we cannot change the world, where our journey takes us today, we can make things a little better for someone else.

As I have continued in my practice I try to do good and to provide positive, technical and compassionate interventions that I have learned from my many mentors. Often my guiding light is to reflect on what certain people would do in certain situations; Joan is one of those grand people.

Thank you Joan for being a great example of not only a great technical nurse, but also for providing a guiding light for how to teach, coach and encourage new nurses. Thank you for teaching me new ways to look for opportunities to touch with gentle compassion as we try to make things a little better for our patients.



September 2020 | Melanie Wyatt | Surgical ICU

My SICU training at Houston Northwest was one of the best and most enjoyable periods of my nursing career. Several very intelligent people precepted and taught me how to be a nurse in the Surgical Intensive Care. My main preceptor was the "Dr. Red Duke of Nursing: Melanie Wyatt".

Melanie taught, preached, pointed, coached, and taught me the technical skills and intricacies of caring for an ICU patient. "Pop! Pop! Let's GO!" Melanie harped on preventing harm to patients, keeping a sterile environment, and using an aseptic technique. With that little smile on her face, Mel would look into my eyes and somehow knew when I got IT and when I didn't get IT! She force fed information and knowledge into my head. It felt like I was trying to drink from a fire hydrant! I was in Awe of her and how much information she knew.

The reason I know Mel was so influential is because when I teach others, I teach them the way Mel taught me. Many new nurses have been positively influenced by Melanie's teachings even though they have never met her. I have steered many new nursing students to HCA Houston Northwest's MICU and SICU units because of the positive training environment and the positive, uplifting culture in both of those settings.

Melanie is a preceptor and a charge nurse, all the while carrying a full load of patients, many times working 12+ hours a day. The team in SICU that Melanie works with is like the SEAL team of the hospital, because they deliver such a high caliber of care to the patients every day. Even working extra hours and missing meal breaks to provide the high level of technical care for trauma and surgical patients. Melanie and the team that she works with in the ICU has my utmost respect. Melanie is an excellent charge nurse, preceptor, mentor, teacher, and peer. She sets the bar high and goes about her day with tenacity, gusto, perseverance, and persistent high quality execution without seeking glory or attention.

Melanie has touched so many lives I'm sure she is not even aware of. The numbers are too great to count the nurses that Melanie has precepted, mentored, taught, oriented, coached, mothered, and befriended. Not to mention the many, many lives that she has impacted through her caring touch and technical knowledge.

I can only aspire to become a nurse like Melanie Wyatt, what an amazing nurse. Thank you Melanie for all of the thousands of lives you have touched, influenced, and saved.



October 2020 | Think Bui | 5 North

My daughter is 27 years old and has Downs Syndrome. She was admitted to room 569 on August 31, 2020. From the minute Think entered her room, he was kind, caring and compassionate. He took amazing care of her. He spoke gentle and caring words to her and listened to what she would tell him. He would explain what he was doing each time he came into the room.

He asked me my name on the first day and, after that, he always remembered my name.

My daughter has been in the hospital many times and we have never had a nurse like Think. He went way beyond what he had to do but, most importantly, he treated my daughter like an adult. He talked to her and asked her questions. That doesn't happen much because some people think that she can't answer for herself because she is special needs. To me, that shows that he has care and compassion for his patients.

While we were in the hospital, my daughter had an allergic reaction to her antibiotic. He was right on it and knew what to do immediately.

I can't say enough of what a GREAT nurse he is. Houston Northwest is lucky to have him on staff.

During her stay, he not only asked if she needed anything but he also asked if I needed anything.

When he left his shift on Monday evening, he even stepped in to say he was leaving and told us who was taking over for the night. He told us that he would see us in the morning. Amazing!

Just a side note: All of the staff were amazing from the charge nurse, Carolina, to Linda who drew her blood.

Houston Northwest should be proud of their staff!



November 2020 | Shatonja Foster | 6 South

A trauma patient who was severely assaulted had to spend more than 2 months in our hospital. He suffered extensive injuries to his head, face and body. Unfortunately, neither the patient nor his family had funding resources available to allow the patient to continue his rehabilitation in a post-acute care facility. The nursing staff spent many hours training the family on trach care, suctioning, turing and PEG tube feedings in anticipation of taking their newly disabled son home.

During the patient's extended stay in the hospital, his arms began to contract and he developed some loss of muscle tone. The family was advised that they could purchase inflatable arm bands to help in preventing further contractures.

Recognizing the lack of resources within the patient's family, Shatonjia went above and beyond to assist the patient and his elderly mother with the purchase of these necessary arm bands. Even though the patient was no longer in Shatonja's care, she bought the bands and brought them to the hospital. She spent her personal time with the patient's mom and showed her how to use the bands and understand their functionality.

Shatonjia provides amazing care to all of her patients. She consistently raises the bar on clinical quality and experience and advocates for her patients. HCA Houston Healthcare Northwest is very fortunate to have Shatonja as a member of our nursing team and work family.



December 2020 | Lorena Mendez | 6 North

I would like to recognize Lorena Mendez, charge nurse for going above and beyond to assist a patient with a special request.

We have a paraplegic patient from a previous 18-wheeler accident. During Nurse Leader Rounding, the patient told Lorena that it had been more than 1 year since he had a shower. The patient came from home and had multiple wounds.

Due to his physical condition, we could not accommodate him in one of our showers so Lorena reached out to our friends in Rehab and they happily showed us their shower room and the equipment we would need to get the patient to Rehab and into their shower there. Because of the patient's physical immobility, it took a lot of work and some innovation to make this happen but, ultimately, Lorena was able to get the patient to the Rehab shower room and he enjoyed his 30 minute shower very much. Due to his condition, she had to lift up his legs during the whole wheelchair trip to rehab. She got him into the shower and proceeded to wash and clean him.

The patient had multiple wounds which required extensive cleaning. She took care of that in the shower and then completed all of the wound care once she got him back to his room.

He said that he felt like a new person after his shower and was touched by the staff who worked to make this happen for him.

Lorena looks for opportunities where we can make special moments happen for our patients and is willing to do whatever it takes to make somebody feel special...even something as simple as a shower can change somebody's life.



Shared Governance



The Nurse Practice Council (NPC) at HCA Houston Healthcare Northwest consists of clinical nurses who implement and maintain standards of nursing practice and patient care. Professional nursing practice is evidence-based and meets regulatory requirements. Involvement in this shared governance council gives clinical nurses a voice and empowers all nurses to actively support the mission, vision, and values of HCA.

In celebration of the 200th year anniversary of the birth of Florence Nightingale, the founder of modern nursing, 2020 was designated the Year of the Nurse. The Council looked forward to Nurses Week to remember our beloved founder and to celebrate the ongoing growth of our unit-based councils and specialty councils. These are cornerstones for our Journey to Magnet Excellence application. There was much excitement as clinical nurses and nursing leaders embraced the concept of nursing shared governance. Little did NPC know that in mid-March all plans would change.

Covid-19 significantly changed the way NPC supported their fellow nurses. In-person council meetings and celebrations stopped due to social distancing requirements. With the help of the IT department, Webex team meetings allowed virtual council meetings to resume. Nurses Week was celebrated with an Ice Cream “Un-Social” event and candy bars wrapped with inspirational messages from nursing leadership. Chaplain Bruce Coe visited every nursing unit to offer the blessing of the hands while still maintaining social distancing.

And Covid-19 dragged on. The NPC successfully crafted a new charter, modified it, and approved it in late 2020. Additionally, the council worked with multidisciplinary teams to modify and operationalize the “Ticket to Ride” framework. This methodology allows updated safety measures and protocols to be more easily identified and implemented throughout the facility.

The Year of the Nurse took on a much different meaning as nurses became the eyes, ears, and hearts of patients and loved ones who were not able to see each other. The stress on all caregivers was monumental. The Council provided much emotional support as the fear of Covid-19 and the social constraints continued through year end. NPC delivered baskets of treats and other gifts to departments as they focused on employee engagement and recognition. NPC organized a Pet Therapy Parade for our volunteers and their pets who were not able to be onsite. Members of local pet therapy groups participated in this drive-by parade. To support the HCA Nurse Residency Program, the Council exceeded expectations by organizing a drive-thru style graduation for our StaRNs. Graduates were given a delicious meal to take home to family, cake, photos with leaders, and a formal certificate. NPC extended a special gift to each graduating nurse. The Nurse Practice Council played an important role in all areas of nursing practice during this most challenging year.



The Perinatal Butterfly Program

Technology in medicine has advanced tremendously over the years. However, neonatal deaths, stillbirths, and early pregnancy losses still occur. Each case where there is a loss, patients and their families need sensitive and personalized care that is specific to their situation. We, as healthcare professionals, only get one chance to get it right: the right to provide essential medical care while leaving the patient feeling our compassion and empathy. This patient population needs specialized services in our department and throughout the hospital.

There are numerous people entering patient rooms throughout the day from physicians, nurses, to ancillary staff. In women's services people are smiling, laughing, and high-fiving each other. It is a unit of celebrations and congratulations most of the time. When a patient and family are experiencing one of the most heart-wrenching times in their lives, a high-energy environment can be counterproductive to their needs. Communication is vital in this situation. It is essential for anyone entering the room to know and understand the unique needs of the patient and her family. Improving communication across the continuum of care is why we developed our Perinatal Butterfly Program.

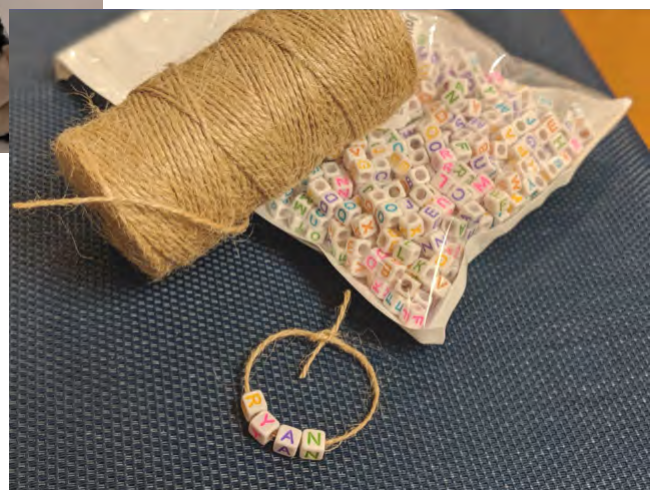
Meaghan Butler and Jackie Trammell developed the Perinatal Butterfly Program. The creation of the program is centered on the butterfly. The butterfly is the ultimate symbol of transformation. Placing a butterfly on the patient's door alerts healthcare providers and ancillary staff about the patients' situation and specialized needs. Although being the first step in developing our program, the butterfly is the catalyst for much more. The symbol is beautiful, and we wanted everything about our program to be inspirational and of highest quality while being mindful of costs. We reached out to the community and received multiple resources: pamphlets, beautiful burial gowns, teddy bears, and even help with burial costs for those experiencing financial hardship. Memory boxes are given with keepsake momentums like pictures, crib cards, bracelets, certificate of life, baptism certificate, and footprints. Meaghan and Jackie worked collectively on the memory box design and details of every momentum. Everyone grieves differently and at their own pace. Grief brochures are available to assist the patient through the grieving process. We provide the patient with information, support, and community resources during the short time allotted in hopes of positively impacting her and her family during their time of sorrow.





Pre-COVID

Our perinatal bereavement program was presented to the division Patient Perception of Quality Committee. Troy Villareal, HCA Healthcare Gulf Coast Division President, commended us on innovation and dedication. He also agreed to fund a butterfly garden on our hospital premises. With the help of Tremaine Gibson, VP of Operations at HCA Houston Healthcare Northwest, and the butterfly committee, architects drew up plans for the butterfly garden. Due to the pandemic, things have been temporarily paused; however, when life gets back to normal, our committee looks forward to regular meetings and bringing new ideas to the forefront. As healthcare professionals, we are getting it right. Our compassion and empathy are in every detail of the program because we are committed to the care and improvement of human life.



Care. Above all else.





