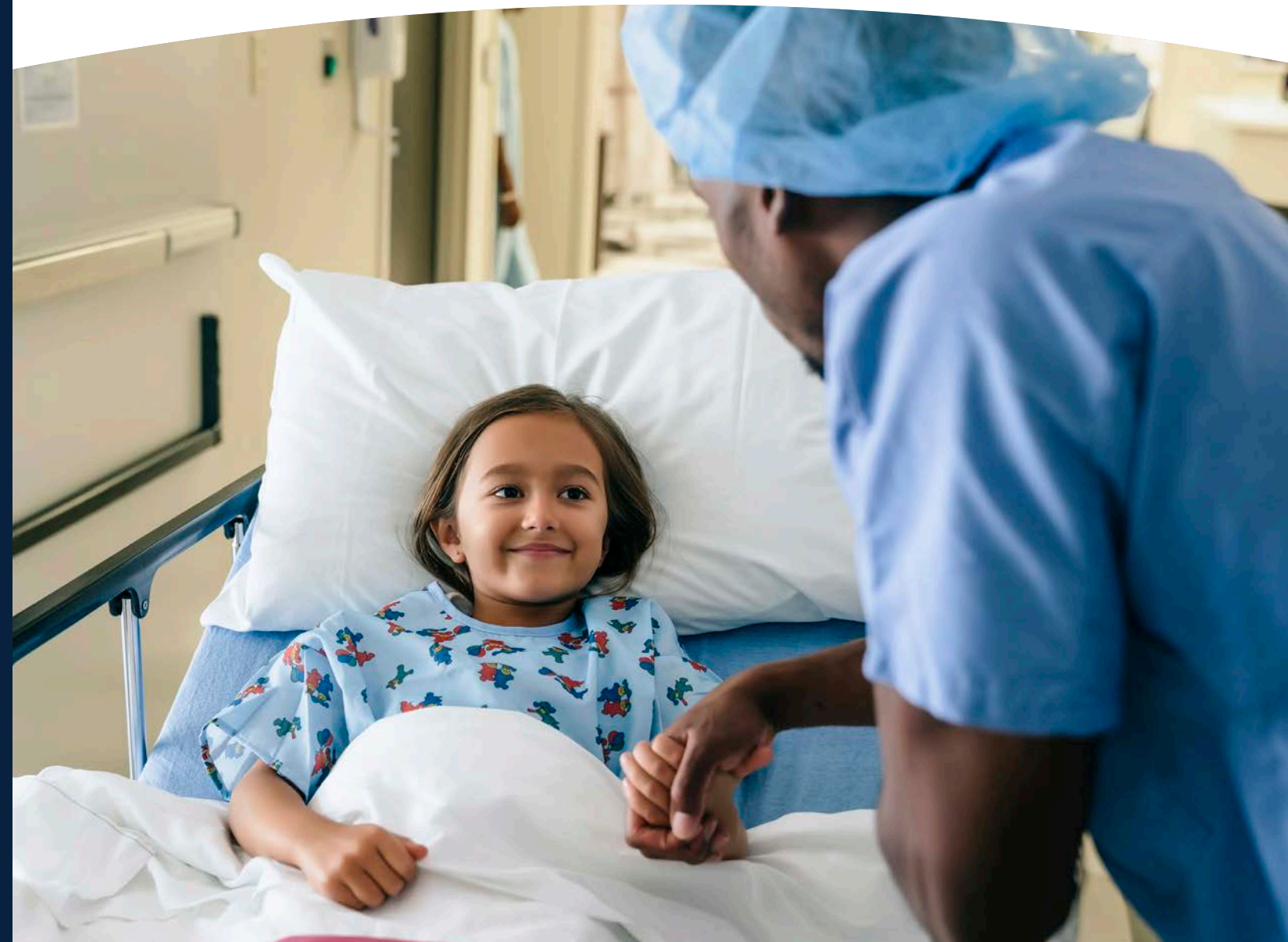


Healthier Together

HCA Healthcare Far West Division 2021 Community Impact Report





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Looking into the Future

**We exist to
give people
a healthier
tomorrow.**

Tiny, timely help

A new father arrived at Riverside Community Hospital to take home his fiancée and their newborn baby. It was a moment they anticipated the entirety of the pregnancy. But their lives would be forever changed that day, not solely because of the birth of their daughter. Nurses noticed the dad was in trouble physically. They quickly got him to the emergency room where a cardiologist saved his life by installing a stent in an artery with 100% blockage. He could have suffered permanent heart damage or worse, but instead he's now enjoying a new lease on life with his wife and newborn — Juliette — who had her own tiny hand in saving her father by coming into the world a month premature.

Find the rest of the story on page 41

A mother's strength

On Thanksgiving Day, doctors at Southern Hills Hospital performed an emergency c-section, saving the lives of a 7-month-old newborn and his mother, who was suffering from life-threatening pneumonia due to COVID-19. While the baby received tender loving care in the NICU, a large, dedicated care team at Sunrise Hospital and Medical Center across town guided his mother through an arduous recovery until she was healthy enough to meet her baby, almost 100 days later.

Find the rest of the story on page 16

A Letter from our CEO

2021 was another extraordinary year.

Our colleagues, physicians and nurses throughout the Far West Division at HCA Healthcare continued to show up each and every day, delivering heartwarming “mission moments” to our neighbors in communities spanning Southern Nevada, Southern California and Northern California.

Despite the second year of a global pandemic, our 16,000 plus colleagues, 4,100 physicians and 6,900 nurses met ongoing challenges with compassion, excellence and pure heart as they cared for more than 1.4 million patients, including those with COVID-19. Each of these encounters was a day someone will never forget, and you can read more of these compelling stories throughout this report.

This 2021 Community Impact Report recognizes the accomplishments of our entire Far West Division team – from frontline caregivers to those behind the scenes – as we continue to lead the way for HCA Healthcare in COVID-19, sharing our innovative best practices with our colleagues across the nation; making terrific gains in patient safety and quality of care outcomes, exceeding national standards on several quality metrics; expanding our GME programs to invest in our future healthcare leaders, helping to bridge physician shortage gaps; and making progress on our diversity, equity and inclusion initiatives.



Above: Brian Cook, CEO

I'm incredibly proud of what we've accomplished, and I'm even prouder of how we did it.

I am incredibly proud of what we have accomplished and I'm even prouder of how we did it. Because even in a time of great change and uncertainty, once again, we rallied and emerged healthier together.

Sincerely,

Brian Cook

What we stand for

Far West Division

HCA Healthcare’s Far West Division delivers high-quality, compassionate healthcare to the communities of Southern Nevada and Southern and Northern California. Our eight hospitals and large physician network offer industry-leading care in a broad range of specialties. Our numerous access points and critical-care air and ground transportation networks ensure patients can get the best care when they need it.

Our physicians, specialists and support staff are devoted to improving the health of our communities. We invest in cutting-edge technology, help advance the careers of our colleagues, train the next generation of

physicians and partner with local organizations. As one of the largest private-sector employers in areas we serve, we’re dedicated to the growth, success and well-being of our communities.

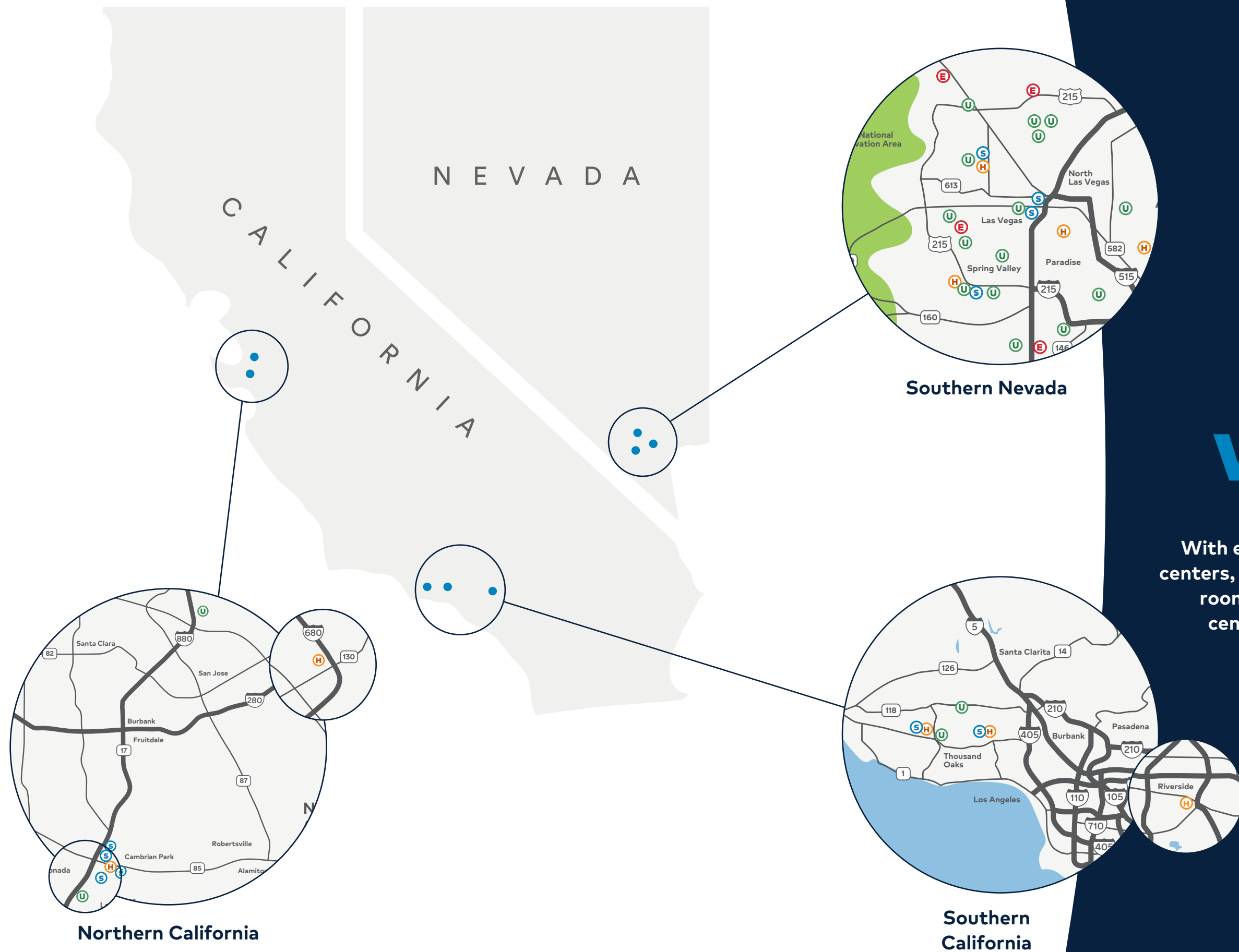
Our division is proud to be a part of HCA Healthcare, a collaborative healthcare network of 182 hospitals and 2,300+ sites of care in 20 states and the United Kingdom. The collective skills and sense of purpose of our 283,000+ colleagues drive our commitment to delivering excellence through effective, evidence-based, innovative and patient-centered care.

Our mission:

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

HCA Healthcare Far West Division: At a Glance





Who we are

With eight hospitals, 21 urgent care centers, four freestanding emergency rooms and 10 ambulatory surgery centers, the Far West Division is helping to keep Nevada and California healthy.

Caring for patients

Despite another year full of uncertainty and change due to the evolving pandemic, the Far West Division came together to care for our communities when it mattered most.

We pivoted and found new, innovative ways to take care of patients, remained unwavering to high-quality and safety and kept our eye on the future by implementing cutting-edge technology that will help improve the lives of generations to come.



Pandemic protection

The pandemic proved that to protect patients, healthcare providers had to be flexible and innovative. In 2021, the Far West Division continued to use this lesson by coming up with creative ways to take care of people, while remaining steadfast to safety and quality.

Innovating during a pandemic

As the COVID-19 virus mutated throughout the second year of the pandemic, our division continued to lead the way for the organization by sharing best practices in caring for patients. As treatments became available, the Far West Division teams mobilized to offer the latest advances to our communities. Two of our hospitals in Las Vegas became the first within Southern Nevada to offer monoclonal antibody treatment therapy to certain patients.

In January 2021, Sunrise Hospital — in partnership with the U.S. Department of Health and Human Services — became the third federally-supported clinic to treat high-risk COVID-19 patients with this new infusion therapy. The treatment brought hope to high-risk patients by helping prevent hospitalization and reduce the severity of illness. Southern Hills Hospital also offered the treatment in their emergency department to certain patients.

As in the previous year, our teams continued with innovative ways to stay safe and take care of patients. A few examples included:

- Forming a multi-disciplinary clinical COVID-19 committee to address all aspects of care, from bedside to lab to therapeutics
- Utilizing HCA Healthcare's NATE (Next-gen Analytics for Treatment and Efficiency) platform to monitor the conditions of patients in real-time in addition to a respiratory module to provide real-time decision support to care teams and improve care for COVID-19 patients
- Equipping patient monitors with Bluetooth technology so caregivers could check on a patient's progress without needing to enter the room (includes both loop and tie masks)
- Continuing development of more special COVID-19 packs of protective equipment to treat a single patient, preventing the need to move an entire equipment cart in the room, thus preserving supplies and time
- Acquiring more Powered Air-Purifying Respirator (PAPR) units for nurses working directly with COVID-19 patients

Homegrown innovation

In 2010, Henok Getahun began working at Good Samaritan Hospital as a housekeeper. With an interest in caring for patients and colleagues and an ability to build great teams, he soon worked his way up to management. And in 2021, he used another of his superpowers — innovation — to help his team and community better navigate through the COVID-19 crisis.

As the San Jose hospital's central equipment distribution manager, Getahun has the critical role of ensuring the hospital has the right equipment and supplies. Easier said than done in 2021, as an unpredictable pandemic lingered and supply chain issues continued to plague hospitals around the country.

But that didn't stop Getahun. In fact, it motivated him to find new solutions. And in 2021, with the leadership and support of Pulmonary Director Robert Petree, he transformed the hospital's equipment processes with a novel innovation:

The Cart Exchange Program

- An app that scans a QR code on each cart to identify which items have expired, in real time;
- A new process to clean critical patient care equipment and transport them efficiently;
- An enhanced process that streamlines management of rented beds; and
- A designated room containing fully inventoried items.

The program ensures staff have access to fully equipped carts from a central location. Some of his innovations in the program include:

- Helping staff worry less about restocking equipment, giving them more time to care for patients;
- Helping the hospital discover six unused beds, resulting in significant cost savings.

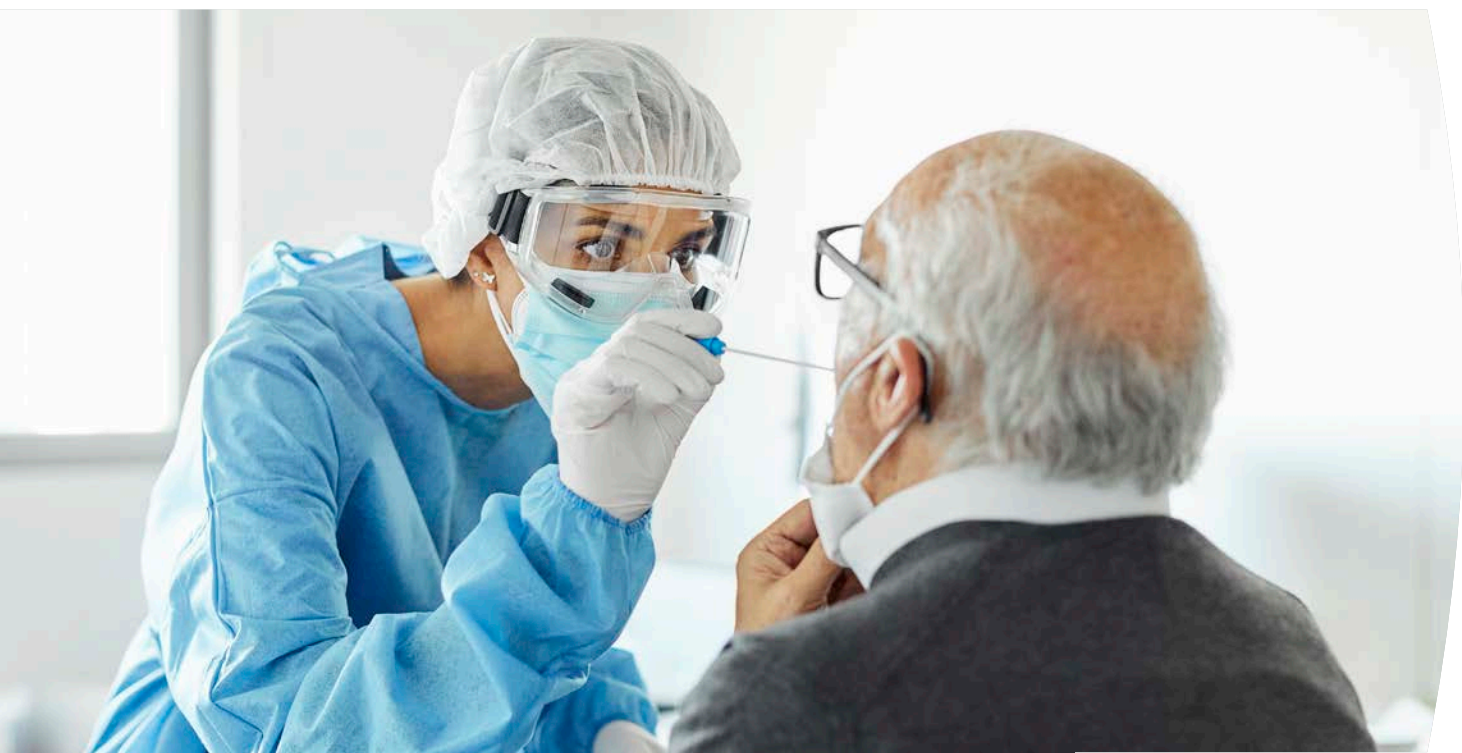
Each year, HCA Healthcare selects one person out of more than 283,000 colleagues for its Innovators Award. In 2021, that person was Getahun, who was recognized for bringing new ideas to life that create positive results for patients and communities.

Congratulations Henok, and thank you for putting patients first in everything you do.



Above: Henok Getahun, Good Samaritan Hospital's central equipment distribution manager and 2021 Innovators Award winner.

Pandemic protection



Expanding remote care

More than 6,500 patients used our division’s telehealth services in 2021, including more than 2,000 in California and more than 4,400 in Las Vegas. With safety as the primary focus of both our patients and clinical staff, telehealth helped reduce exposure to our patients and clinicians and conserve personal protective equipment (PPE). It also kept patients closer to home — and their support systems — aiding emotional health.

Our division’s urgent care clinics, known as CareNow, offered convenient, fast care throughout the year for patients. In 2021, our division’s 21 CareNow clinics cared for more than 328,000 patients. Of those visits, almost half were for COVID-19 testing.

We also made traveling easier and safer in 2021. Several of our locations offered pre-flight COVID-19 rapid testing to American Airlines’ guests. The clinics administered either on-site rapid or polymerase chain reaction (PCR) tests, with rapid tests being ready in less than 15 minutes. In 2021, we helped deliver more than 1,000 tests to passengers.

Sometimes the more pressing question was, “Am I even sick?” In 2021, we offered our interactive COVID-19 Symptom Checker to patients and colleagues. This online tool gave 24/7 care advice based on multiple choice questions. Across the HCA Healthcare Far West Division in 2021, more than 13,700 people used the tool.

Protecting lives

As the pandemic continued, we ensured our hospitals remained safe for patients to get care and for our colleagues to provide it. Using HCA Healthcare’s Universal Protection Framework, our hospitals implemented protection measures including:

- Administering vaccines to our colleagues, physicians and caregivers as they became available
- Continuing our universal masking policy for all staff and providers in all patient care areas
- Treating COVID-19 patients in designated areas and creating dedicated patient flows to limit possible exposure to others
- Treating non-COVID-19 patients, including those receiving outpatient care or undergoing scheduled procedures, in separate areas
- Screening all patients, colleagues and visitors who enter and limiting access points
- Instituting visitor restrictions in patient areas and establishing virtual visitation policies
- Continuous use of hospital grade disinfecting products and processes that are effective at killing the virus that causes COVID-19, as well as other pathogens
- Providing freshly laundered scrubs for those caring for COVID-19 patients

Pandemic protection by the numbers Far West Division



Nearly 12,000

Total COVID-19 inpatient encounters



1.2+ billion

Total PPE distributed in 2021



2.4+ billion

Total PPE distributed since January 2020



3+ million

Procedural and surgical masks produced via joint venture with A Plus International

COVID-19 Response and Assurance hotline

HCA Healthcare created a COVID-19 Response and Assurance hotline for patients to ask certified nurses any COVID-19 related questions. Nurses were available 24/7 to answer questions and triage callers to the next level of appropriate care (using clinical protocols) based on symptoms discussed with the caller.

Through December 2021, the hotline supported 4,242 calls across Far West Division communities. Of the calls, 65% were clinically triaged and 44% were triaged to the ER.

The phone line is still available for the community, and call volumes fluctuate based on what’s happening with COVID-19 in that market.

A mother's strength

Rowena Salas was looking forward to giving birth to her second child. She just didn't know it would be almost 100 days before she'd get to hold him.

It was late 2021, and Salas was in serious condition. First responders rushed her to Southern Hills Hospital in Las Vegas, where they diagnosed her with severe COVID-19 pneumonia. She was unvaccinated and scared. She was also eight months pregnant.

"I remember the doctors saying they had to do an emergency c-section," Salas said. "I told them I'm not ready. The baby is not ready. I was freaking out."

COVID-19 can cause serious complications in pregnancy, so to give Salas and her child a chance to see each other, doctors needed to act quickly. It was Thanksgiving day, and the team got to work, sedated her and performed the surgery successfully. Baby Oliver was born healthy and happy.

But Rowena wasn't doing so well. After the surgery, she took a turn for the worse, falling unconscious while in the hospital. She needed life support if she was going to see Oliver.

"She deteriorated quickly — within a matter of a few days," said Dr. Shahid Ahmad, who treated Salas during her initial hospitalization.

The staff rushed into action, transferring her 15 miles east to Sunrise Hospital. There they had what she needed: an ECMO machine. Sunrise Hospital offers the only comprehensive ECMO program in Nevada. The machine acts as a healthy heart and lungs for patients — taking blood outside the body, removing carbon dioxide, adding oxygen and returning it. A step above a ventilator, it's one of the last tools used to help treat the most critically ill patients.

Several weeks later, Oliver was ready to go home after his time in the NICU. They released him to Salas's family members, who would care for him and her older daughter, Mia.



Above: Salas finally holding her newborn son, Oliver.

But mom wasn't ready to leave. Salas had to remain at the hospital, a long, hard road to recovery ahead of her. And to make it even more difficult, she is a single mother. Her husband, Oliver's father, died earlier in the year of pancreatitis.

"He needs a mom," she said. "I have to finish this."

With a drive only a mother can know, she went through months of tough physical therapy, relearning to walk and breath. Meanwhile, the community and hospital staff rallied behind her, setting up a GoFundMe page and baby registry.

"Rowena is superhuman," Ahmad said. "It takes a lot to really fight through something like this, and you see her family is what she was fighting for."

“

“Once he was put into my arms, I knew this was my baby boy. He looks just like me.”

Rowena Salas



Above: Salas recovering with her physical therapy team.

Finally, 98 days after giving birth and fighting to recover, Salas met her newborn son, Oliver. It was time to go home together.

Salas is thankful for her Thanksgiving Day miracle. She continues to use oxygen and physical therapy to support her recovery. And the hospital staff are thankful, too.

"This is what we live for," Ahmad said.

Dedication to safety and quality

We embed safety in everything we do, make consistent quality improvements and closely monitor key metrics to ensure constant improvement.

Promoting safety through technology

In early 2021, several Far West Division hospitals piloted Vigilanz. It's an innovative monitoring system that helps improve patient safety by converting health data into meaningful intelligence and actionable alerts in real time — helping teams detect and respond sooner when safety issues arise.

The pilot was a success, with many locations noting how its ease of use could contribute to more voluntary reporting. As a result, every location in our division went online with the safety-enhancing platform in 2021, which remains highly utilized by physicians and colleagues.



Recognizing safety and quality

Far West Division hospitals continued to receive recognition in 2021 for their commitment to and performance in patient safety and care outcomes.

Healthgrades

Healthgrades, which evaluates hospital quality for conditions and procedures based solely on clinical patient outcomes, recognized MountainView Hospital as a Top 250 Hospital. Healthgrades also recognized several other programs at multiple locations including critical care, joint replacement and orthopedics, vascular surgery, surgery and gastrointestinal.

2021 Healthgrades recognitions included:

- **America's 250 Best Hospitals Award**
 - MountainView Hospital
- **America's 100 Best Hospitals for Orthopedic Surgery**
 - Los Robles Health System
 - West Hills Hospital and Medical Center
- **Patient Safety Excellence Award**
 - Riverside Community Hospital
- **Five-Star Recipient for Hip Fracture Treatment**
 - Good Samaritan Hospital
 - Los Robles Health System
 - Regional Medical Center
 - Riverside Community Hospital
 - Sunrise Hospital
 - West Hills Hospital
- **Five-Star Recipient for Treatment of Pneumonia**
 - MountainView Hospital
 - Regional Medical Center
 - Southern Hills Hospital
 - Sunrise Hospital
- **Five-Star Recipient for Defibrillator Procedures**
 - Riverside Community Hospital
- **Cranial Neurosurgery Excellence Award**
 - Good Samaritan Hospital
- **Five-Star Recipient for Treatment of Stroke**
 - MountainView Hospital
 - Sunrise Hospital



Awards and recognition for patient experience and safety

The Leapfrog Group

Developed under the guidance of a national expert panel, the Leapfrog Hospital Safety Grade uses up to 27 measures of publicly available hospital safety data to assign grades to more than 2,600 U.S. acute care hospitals twice per year.

In 2021, The Leapfrog Group recognized Los Robles Health System with an A grade and MountainView Hospital with a B grade for Safety Performance.

American Heart Association

The American Heart Association presents the Get with the Guidelines-Stroke Quality Achievement Award to hospitals that deliver stroke treatment in accordance with nationally recognized, research-based guidelines. In 2021, several of our hospitals received the Gold Award, including:

- Los Robles Health System
- MountainView Hospital
- Riverside Community Hospital
- West Hills Hospital

Dedication to safety and quality (cont.)



Continuous improvement

You can’t improve what you don’t track. That’s why we closely monitor numerous key metrics throughout our hospitals. A few include:

- **Heart-attack stabilization**
“Door-to-balloon” measures the length of time it takes to stabilize a heart attack patient, from arrival at the ER to the moment staff use a “balloon” to unblock the artery causing the heart attack. The national standard is about 90 minutes, but every location in our division was well below this, with a combined average of 62 minutes in 2021. In fact, at 41 minutes, West Hills Hospital achieved the best average time in Los Angeles County in 2021, while MountainView Hospital and Riverside Hospital averaged 54 minutes.
- **Healthcare-associated infection**
In 2021, our hospitals continued to reduce healthcare-associated infections, such as those associated with antibiotic use, placement of a catheter, or after colon surgery. Despite multiple surges of COVID-19 associated admissions, Good Samaritan Hospital, Regional Medical Center, and Southern Hills Hospital all reduced their rate of events. Many hospitals also exceeded the Centers for Medicare & Medicaid’s 50th percentile benchmark in individual measures.
- **Stroke intervention**
“Door-to-needle” measures the length of time from the arrival of a stroke patient to the time they intravenously receive a tissue plasminogen activator, which can have immense benefits on the patient’s outcome. Although general guidelines recommend 60 minutes or less, our locations maintained a median stroke response time of under 45 minutes.
- **Complication and mortality indexes**
Collectively, Far West Division hospitals maintained or exceeded performance expectations in the Truven Health model for both complications and mortality. Complications occurred 50% less often than predicted and improved by 7%. Mortality occurred 43% less often than expected, maintaining performance from 2020.

Community through crisis: A patient perspective

In September 2016, I experienced a pontine stroke, leaving me hospitalized for more than a month and without the use of the right side of my body. A few months later, I experienced a second stroke and I was again hospitalized. By the end of the year, I was partially paralyzed and weak with extremely low blood pressure. The third stroke was in the retina of my eye.

The day I experienced the first stroke, my life changed forever. My journey has been scary and tiresome. Having had strokes with different complications each time has led to many emergency visits, specialty therapy and hundreds of doctors, specialists and nurses caring for me. Because of these medical emergencies, I have suffered from paralysis, weakness, blackouts, concussions and more.

But more than five years and three strokes after that day in 2016, I’m no longer reflecting on the challenges. Instead, I’m thankful for the great care I received at Good Samaritan Hospital in San Jose, California. Whether in the emergency room, intensive care unit (ICU) or rehabilitation at their Mission Oaks campus, my care was personalized and attentive, and it ultimately kept me on my path to healing. Good Samaritan and the many members of my care team were truly gifts from God.

But they were not the only team caring for me. Since the first stroke, I have had an army of support from family, friends and other survivors. Knowing that I was not alone in my journey was so crucial for my mental well-being and stimulation. It helped me cope, improved my mood and attitude and reduced my stress and anxiety.

Everyone deserves to have this level of care and support. And I recognize I was lucky. That is why my husband, Bob, and I started Champion the Challenges. We want stroke survivors — and their families — to know they are not alone. With the right tools, we can continue building and strengthening communities and reimagining and improving stroke rehabilitation and outcomes for survivors.



Five hospitals in the Far West Division are accredited comprehensive Stroke Centers.

Chances are, we all know or will likely encounter someone who is a stroke survivor. Spotting the signs of a stroke, acting fast and having reliable hospitals, like Good Samaritan, are crucial to anyone suffering from a stroke. I hope we can continue building our community, raising awareness and ultimately, helping survivors discover what makes them a champion.

“

“Everyone deserves to have this level of care and support.”



Above: Deb Shaw, who after surviving 3 strokes, created Champion the Challenges, an organization dedicated to helping stroke survivors.

Advancing the future of care

We’re setting new standards of care by pushing the boundaries of what’s possible and offering new services to our communities, helping create healthier tomorrows for everyone.

Another dance

Alphonso Aguilar knew how to cut a rug. He competed in Ballroom dance, as well as West Coast Swing and Country Two-Step dance styles. That’s why it was unusual for the healthy, young man to feel sick after working out.

Feeling unwell, Aguilar drove himself to a nearby hospital one day. At the hospital, they told him he suffered a heart attack. The following day, doctors performed an emergency procedure to repair his heart. But the damage was done: His heart had extensive damage, and he felt the fallout.

“I was out of breath dancing barely half a song,” he said. “It was getting to the point that I was having a hard time breathing. I had to sleep sitting up, and I couldn’t carry on with just the normal activities of life.”

He returned to the hospital where they discovered his heart was operating at only 10 percent. It was a grim outlook, but his cardiologist mentioned an option: LVAD. Known as left ventricular assist device, it’s typically reserved for patients who have reached end-stage heart failure.

The only issue was the hospital he was at didn’t offer it. That’s when he decided to leave his current hospital and go Sunrise Hospital. As the only hospital in Nevada with the capability to implant LVAD devices, Aguilar believed hope waited for him there.

“I was afraid that I wasn’t going to get transferred to Sunrise due to COVID-19, he said. “I was afraid I was going to die. So against doctor’s orders, I got up, got in my car and drove to Sunrise.”

“

“Thank you from the bottom of my heart. It if wasn’t for you, I would be here.”

Alphonso Aguilar



Top left: Cardiovascular ICU Nurse Vanessa Tobias embraces Aguilar after his recovery.

Top right: Cardiovascular ICU Nurse Melina Lozada-Garrido (right) welcoming Aguilar after he returned to thank hospital staff.

Bottom left: Aguilar, once again dancing, thanks to his LVAD and hospital staff.

The staff immediately placed him in the ICU for evaluation when he arrived, and a short time later, the team was ready to begin the advanced procedures to save his heart. They first used Extracorporeal Membrane Oxygenation (ECMO) to help his organs recover. After two weeks on ECMO, his liver and kidneys recovered, and doctors implanted the LVAD.

The impact was immediate: “It felt like a reset to my brain,” he said. “I came out feeling really good and positive.”

Today, Aguilar is dancing again, thankful to technology and the staff at Sunrise Hospital.

“Thank you from the bottom of my heart,” he said, pointing at the LVAD he now wears. “It if wasn’t for you, I wouldn’t be here.”



Advancing the future of care

Our hospitals led the way in advancing cutting-edge care in 2021. Here are just a few examples of how they did it:

Bone marrow transplants

Patients with blood cancer and blood disorders no longer have to leave Nevada to receive a blood and marrow transplant. In the fall of 2021, MountainView Hospital, a Sarah Cannon site, was the first hospital in the state to perform the specialized treatment option, which is needed by many patients with leukemia, lymphoma or multiple myeloma.

Per year, approximately 100 Nevada residents have to leave the state to obtain blood and marrow transplant care, which can create financial burdens and stressors. By bringing this complex care to the Nevada community, our division is reducing the cost and burden to patients while providing the innovative, life-saving services close to home.

Augmented reality

Southern Hills Hospital became the first hospital in Las Vegas to use augmented reality for surgery. In March 2021, the hospital performed a surgery using the new technology to help surgeons “see through” a patient’s anatomy as if they have x-ray vision.

Similar to a real-time GPS, the augmented reality technology helps surgeons know exactly where to place implants in a patient’s unique anatomy, bringing a new standard of personalization and care to the operating room. This system is different from other image guidance systems because it allows surgeons to maintain their focus directly on the patient, rather than on a distant screen displaying the patient’s anatomy.

Advanced robotics

In March 2021, Dr. Frank Candela successfully performed his 500th robotic surgery at West Hills Hospital. These advanced surgery techniques use robots to get a clear and steady view of the surgical field, allowing doctors to perform more complex surgeries faster and with more precision.

Reducing the risk of stroke

In February 2021, the West Hills Hospital Cath Lab team performed the San Fernando Valley’s first four implants of the latest generation left atrial appendage closure device on patients with atrial fibrillation (AFib). The hospital is one of only a handful in the country to offer the newest device as an alternative to the lifelong use of warfarin, or blood thinner, for people with AFib not caused by a heart valve problem. The new device closes off an area of the heart to keep harmful blood clots from entering the bloodstream. By doing this, the risk of stroke may be reduced and, over time, patients may be able to stop taking blood thinners.

State-of-the-art cancer care

MountainView Hospital was the first hospital in Nevada to conduct an advanced cancer treatment that offers promising results to patients. The procedure, known as Hyperthermic Intraperitoneal Chemotherapy (HIPEC), is part of a complex two-step surgery that treats some cancers arising in the abdomen by perfusing heated chemotherapy into the abdominal cavity during surgery.

Performed in December 2021, it was the longest surgery ever performed at the hospital, clocking in at just under 14 hours. The two-step process does take some time. First the surgeon removes all visible cancerous tumors and diseased tissue. Then, if appropriate, the doctor circulates a heated high-dose chemotherapy throughout the abdominal cavity.

Although advanced and time-consuming, HIPEC is effective at killing microscopic cancer cells even after visible tumors have been removed. In some studies, it’s been shown to completely cure 25%-30% of patients.



Above: HCA Healthcare colleagues, husband and wife, Derrick and Lauren.

A Perfect Match

Derrick and Lauren Naegler, HCA Healthcare colleagues who are married to each other, always thought they had a special bond. What no one knew was just how perfect that bond was meant to be.

The couple met on a high school bus while returning from a band trip. “At a rest stop in Louisiana, Derrick struck up a conversation, and the rest is history,” Lauren recalled about the 2014 encounter. Six years later, they were married, living in Southern Nevada, both with jobs at HCA Healthcare: Derrick an Associate Administrator at MountainView Hospital and Lauren a business partner at Sunrise Hospital.

Despite the hardships of working through the pandemic, things were looking good for the young couple, who recently adopted some rescue dogs. In the background though, Derrick hadn’t been feeling great. Colleagues noticed Derrick moved slowly at work. He would also complain about the types of aches and pains a 26-year-old shouldn’t have. He had enough, and got a checkup. It was rheumatoid arthritis.

Later in April 2021, Derrick had a massive nosebleed while working. He was sent to the ER. Two days later, he began coughing up blood. The team sprang into action, taking X-rays of his lungs, which looked like broken glass, typically what’s seen with severe cases of COVID-19. But all his tests were negative. Then they ran additional tests and discovered his kidneys had shut down and a rare autoimmune disorder: granulomatosis with polyangiitis.

After a biopsy, the news wasn’t great. “They said the damage was permanent. I had about 10 percent kidney function,” Derrick said.

Through dialysis treatment at home, Derrick improved. But the treatment, which took 10 hours a day and had to be done daily, wasn’t the life he was looking for. So he placed his name on the donor list for a new kidney, knowing that it can sometimes take years to find a donor. And if he did, it had to be a perfect match.

“

"She told me it's marriage insurance; I can't return her without all of her parts."

Derrick Naegler

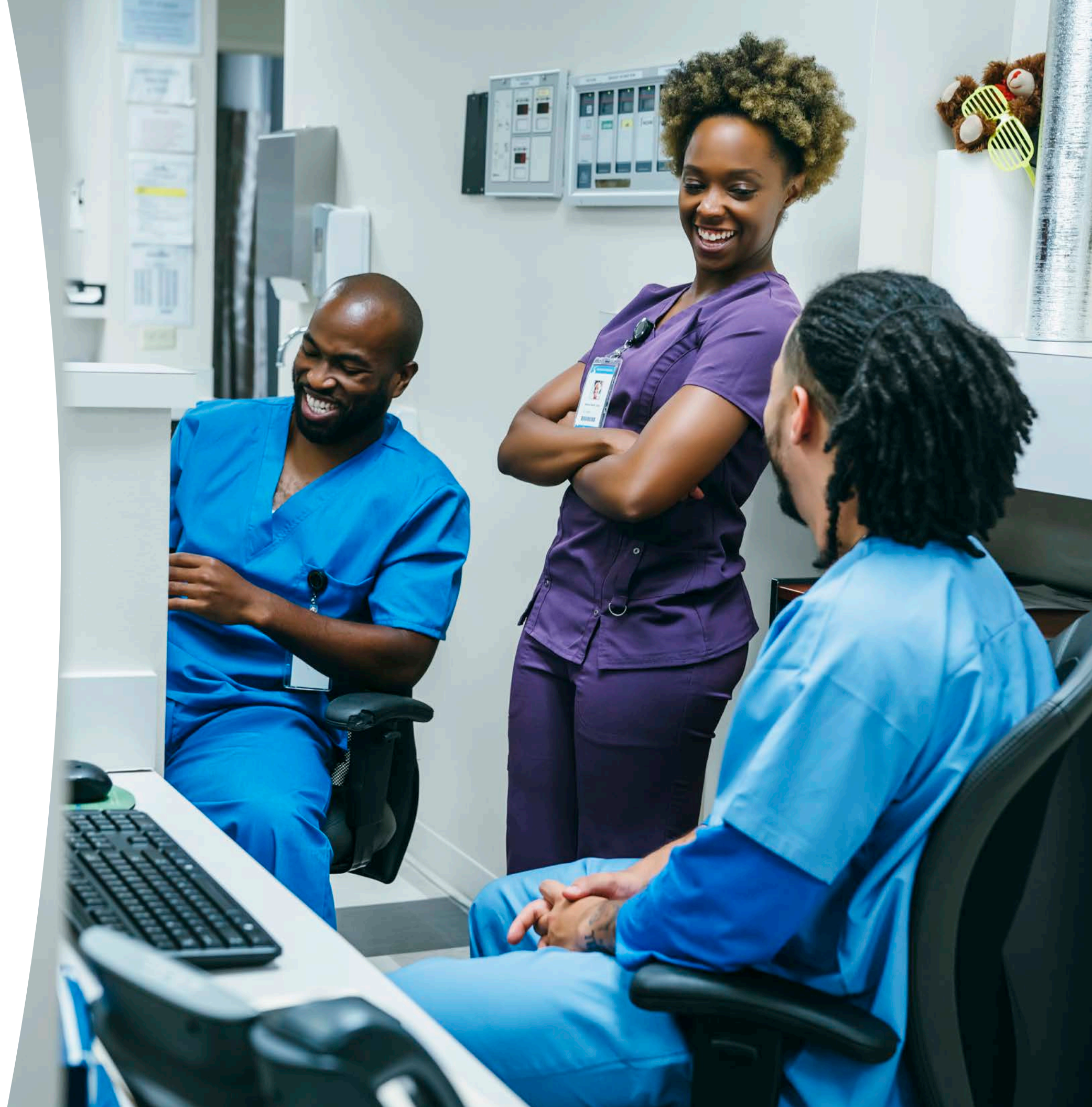
Lauren immediately added her name as a potential kidney donor. Remarkably, tests showed Lauren was not only a blood match, but a genetic cross match: The perfect match.

After more testing, they set a date for the couples’ transplant at HCA Healthcare’s Methodist Hospital – Sept. 2021, just weeks after Derrick celebrated his 27th birthday. The next thing they knew, they were both waking up in the ICU, where they were discharged to their rented home for several weeks of recovery. And like it was all just a dream, Derrick was back at work the week after Thanksgiving.

Through it all, Derrick says the couple’s sense of humor kept them going. “She told me it’s marriage insurance; I can’t return her without all of her parts,” Derrick said with a laugh.

Supporting our colleagues

Our colleagues are the heart and soul of our organization. We take care of them inside and outside of work by looking after their safety and health and by helping them grow, develop and flourish so they can best take care of our patients.





Minding mental health

The new and additional stress caused by COVID-19 impacted many of us in 2021, but it was especially pronounced for frontline healthcare workers.

To support our colleagues, HCA Healthcare expanded existing programs and launched new ones focused on mental well-being. For our Far West Division colleagues, we offered:

Optum Wellbeing Services

Free, confidential counseling services for colleagues and members of their households. Offering online and in-person support, the program has apps, resources and referral services to find help with anything from home maintenance to legal support.

Compassion fatigue workshops

Compassion fatigue, also known as “the cost of caring,” is a common experience for people working in environments with a high exposure to secondary trauma. Through our Combating Fatigue Workshops, we help colleagues understand the symptoms and effects of compassion fatigue and create actionable plans to address it.

Bright Horizons Care Advantage

Helps alleviate daily stressors by connecting colleagues in need of a babysitter, nanny, support for a special needs child, elder care provider, dog walker or housekeeper.

Healing our Souls

Part of taking care of colleagues is ensuring their physical and mental well-being. One way we’re doing this is through the rejuvenating touch of animals.

One of our four-legged healers is Tipper the Trauma Dog. Working at Riverside Community Hospital, her main responsibility is helping with staff wellness. Wendy McEuen, RN, who cares for Tipper, wanted to cheer up her colleagues and make their days a little better.

“I had this idea to train a therapy dog for our trauma nurses, physicians, residents and ER staff to support the unit with stress, burnout and depression,” Wendy said. “I initially launched it for the trauma team, but Tipper became so popular with all sorts of staff that she now rounds all over the hospital.”

Tipper, which stands for Trauma Injury Prevention Puppy Emergency Response, helps bring joy and momentary distraction from the seriousness of life and work. She’s also been known to sport a holiday elf, Easter bunny or other costume. Studies have shown pets can reduce stress, promote healing, lower blood pressure and improve mental health.

“

“I would like her to be involved with helping trauma patients and their families during hospitalizations.”

Wendy McEuen, RN

Tipper completed her American Kennel Club Good Citizen Award, Therapy Dog Certification Test and multiple levels of obedience and therapy dog training classes. She also has had socialization with other dogs and exposure to new and strange environments, such as feed stores, bookstores, outdoor malls and outside dining areas to learn how to behave in multiple situations and around different people.

Despite all her training, there’s just something natural and unspoken about the healing power pets can bring. Because while hospitals care for medical conditions, it’s fair to say that pets care for our souls.

While Tipper has been a hit with the staff, Wendy has expansion plans on her mind.

“The goal is for Tipper to be on-call and respond to traumas for debriefing and decompression,” Wendy said. “I would like her to be involved with helping trauma patients and their families during hospitalizations.”



Top: Tipper the Trauma Dog, an important colleague at Riverside Community Hospital, helps cheer up staff.

Bottom: Tipper and Wendy McEuen, RN, giving some Valentine’s Day love to colleagues and patients.

Follow Tipper on social:
Facebook: Tipper the Trauma Dog
Instagram: @therapy.dog.tipper

Creating opportunity

We invest in our colleagues and help them grow through leadership development, career advancement and recognition.

Developing great leaders

Great leaders use their vision, courage and humanity to elevate and inspire us to accomplish incredible tasks. But leadership doesn't just happen. It requires a clear learning path, time and dedication.

HCA Healthcare offers hands-on leadership experiences at all levels to help develop tomorrow's healthcare leaders. Our Leadership Institute offers a suite of programs, including the Academy for

Directors, Leadership Essentials for Supervisors and Managers and the Nursing Leadership Certificate. In 2021, more than 78,600 colleagues took part in more than 210,200 hours of training.

Throughout 2021, HCA Healthcare Far West Division helped develop leadership at all levels. More than 175 leaders participated in our programs and we expanded them to our hospitals, helping leaders share best practices and grow their mentor and support networks.

Walking in their Shoes

They say to truly understand someone, you need to walk in their shoes. So that's exactly what Jackie Van Blaricum, CEO of Riverside Community Hospital, decided to do.

Each month, Blaricum, adorned with scrubs and tennis shoes, joins frontline workers during their shifts. She started the program, known as Walk in the Shoes, in 2021, to get a more complete look into the daily routines of employees.

During the hour-long shift, she learns about what barriers teams face first-hand, then uses that knowledge to help her colleagues overcome them. She worked with the Endoscopy Department during one of her more recent shifts.

"What really stood out to me was the large scope of care the department provides," Blaricum said. "The whole team is incredible. From pre-procedure to recovery, they truly take a well-rounded, genuine and kind approach to making a connection with a patient."

She's joined more than 20 teams since the program began, including the Emergency Department, Environmental Services, Food and Nutrition Service, the Medical Intensive Care Unit, Surgical Services and more. Next on her list is Labor and Delivery and Wound Care.

"It's an honor to be able to work alongside people who have such passion and dedication to helping people," she said. "So count me in for anything I can do to help them help our patients."



Top left: With Nkechi Ojimaga, endoscopy RN (left).

Top right: With postpartum nurses.
From left: JoAnn Yap, RN, Jackie Van Blaricum, Brittney Chance, RN.

Bottom left: With Emergency Room Hospitalist Nawal Badran, MD (right).

Bottom right: With Food & Nutrition Services.
From left: Shehan Jayasekera, cook, Jackie Van Blaricum, John Cabrera, cook.

Creating opportunity (cont.)



Career and educational advancement

We invest in our colleagues and help them grow through leadership development, career advancement and recognition.

Learning is a lifetime activity. We support the educational goals of our colleagues and the advancements they bring in life through loan, tuition and scholarship programs.



Student loan assistance

Eligible colleagues can receive up to \$100 per month to help repay student loans through our student loan assistance program. In 2021, more than 440 HCA Healthcare Far West Division colleagues received more than \$380,000 in student loan assistance. HCA Healthcare assisted with more than \$59.2 million in student loan payments in 2021.



Tuition assistance

The tuition assistance program provides up to \$5,250 in tuition assistance to eligible colleagues each year. In 2021, more than 340 colleagues from our division received more than \$3 million in tuition assistance. Across HCA Healthcare, about \$40 million is reimbursed annually.



Scholarships

Eligible dependents of HCA Healthcare colleagues can get merit-based higher education scholarships. For the 2021-2022 school year, 22 students received scholarships totaling \$80,500 across the HCA Healthcare Far West Division.

We invest in the future of our colleagues. In 2021, our Las Vegas-based CareNow clinics partnered with the College of Health Care Professions to launch a training program that advances the careers of radiology professionals.

The six-month, virtual program trains attendees to become limited medical radiologic technologists. The program is completely tuition free and meets all required criteria for students to apply for state licenses after they pass a board certification test administered by the American Registry of Radiologic Technologists.

Once testing is completed successfully, CareNow promotes the course attendee to a more advanced position, giving them higher earning potential and helping fill a critical gap in the community's job market.



Recognizing excellence

A large part of success at work is tied to feeling valued. Our colleagues work tirelessly to provide safe, effective care and we're dedicated to showing them how much we value them.

In the fall of 2021, HCA Healthcare expanded its Colleague Recognition Program to all colleagues. Through the program's website, colleagues can give and receive recognition while earning points that can be redeemed for rewards of their choice.

HCA Healthcare Far West Division colleagues from every level received more than 43,000 recognitions in 2021. There were close to one million recognition touchpoints with colleagues across all of HCA Healthcare.

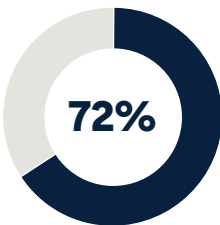


43,000

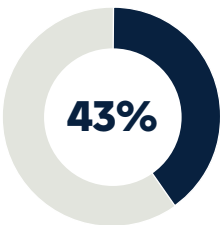
Colleague recognitions in 2021

Promoting diversity, equity and inclusion

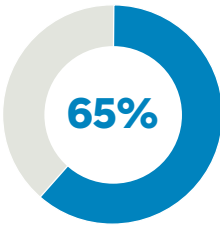
We can better care for our patients when colleagues feel they can bring their authentic selves to work. That’s why we’re dedicated to fostering an inclusive workplace that attracts and inspires diversity of people and thought, and reflects the communities we serve.



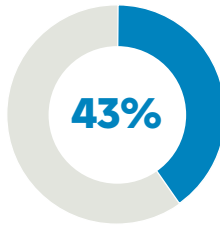
Employees are women



Manager and supervisor roles are female



Identify as a person of color



Manager and supervisor roles identify as a person of color

Regional roots

Ramiro Sanchez is a respiratory therapist at Regional Medical Center in San Jose, California. In his more than 18 years of working at the hospital, he’s seen a lot of change. But what’s more interesting are the things that have stayed the same.

It was 2004, and Sanchez was excited about his new job. At the age of just 18, he landed a gig in the radiology department at Regional. The job seemed to make sense. Familiar, almost. As a teenager born and raised in San Jose, the hospital towers standing over the east side of the city were a common site. It’s something only a local would know.

“I remember when the buildings came up, and when Regional became Regional,” Sanchez said. “I’ve seen it all.”

He began his healthcare career transporting patients. He was an orderly, taking them to the operating room, imaging, physical therapy — wherever they needed to go, really. Curious, driven and friendly, he excelled at his job. He liked it, and people liked him.

From there, it was upward and onward. He got a new job working under nursing administration as a patient care technician, performing essential tasks like measuring and recording vital signs. He later transferred to the emergency room and the intensive care unit, where he also worked as a technician.

Fast forward 15 years. It was 2019, and some things had changed. He married his high school sweetheart, they had kids and they moved northeast to Tracy, California. There, they had the space needed to raise their two children.

Sanchez also started taking classes at Carrington College and graduated in 2021. Three months later, he took and passed his board exams. Later that year, he became a respiratory therapist at Regional, a highly specialized role that, among many things, helps people breathe.



But there wasn’t much time for him to catch his breath, as COVID-19 was still wreaking havoc across the U.S., sending hundreds of thousands of patients to hospitals, many with breathing issues.

“It was a tough and emotional time,” he said. “This was before anyone for sure knew what was causing it and the best ways to help people recover from it. So, there was a lot of unknown, and that’s always scary.”

Sanchez looked to the expertise and experience of Regional’s advanced medical staff to help lead the way. They mentored and further trained him.

He also looked to his peers. While many people were isolated at home, he looked to his team for group support. Sanchez and his colleagues checked in on each other, comforted each other and laughed with each other during this time of crisis. Sharing their collective experiences was a form of therapy, and it helped them through the toughest of days.

“We looked out for each other, and we still do,” he said. “We had indoor soccer games together, would go out to eat together and just be there for one another. We all share that Regional skin.”

Today, 18 years have gone by since that 18-year-old kid first took a job at Regional. Sanchez is now 37. While he has seen a lot of change, there are still some things that remain the same.

This was before anyone for sure knew what was causing it and the best ways to help people recover from it.

Ramiro Sanchez

Above: Sanchez at his graduation ceremony in 2021.

Bottom: Sanchez on the job as a respiratory therapist.

Honoring our Veterans

One of the many traits of a great healthcare professional is the ability to remain calm under pressure. Ben Rawcliffe, director of critical care at Southern Hills Hospital in Las Vegas, knows something about that.

From 2002 to 2006, Rawcliffe served in the US Army’s 101st Airborne Division as a combat medic. In 2003, he deployed to Iraq and engaged in many combat encounters.

But even though he’s years and miles away from past role as a soldier, he sees many similarities between his combat service and his current work in healthcare.

“My nurses are my platoon, and I feel like I’m responsible for their well-being,” he said. “We all have experiences in difficult situations, especially when the pandemic was at its peak, and we help each other get through them.”

As for honoring veterans, Rawcliffe asks us to remember not only those that have served, but everyone touched by them.

“

Veterans day is a time to remember not just those that have served, but also the families they leave behind

Ben Rawcliffe



Above: Critical Care Director Ben Rawcliffe pauses in the hallway leading to the ICU before his shift.

Promoting diversity, equity and inclusion (cont.)

Connection through community

Our colleague networks create communities around shared experiences and enable employees to engage in meaningful discussions safely and openly. They allow employees to openly share ideas and solutions, build relationships and unlock possibilities for career development, mentorship and engagement in our communities.

Throughout 2021, colleagues helped grow seven networks that contribute to a vibrant cultural workplace, including veterans, Black colleagues, women, young professionals, LGBTQ+ colleagues, Hispanic/Latinx colleagues and Asian and Pacific Islander colleagues.

Conscious Inclusion

Bias exists in all of us, both conscious and unconscious. Our Conscious Inclusion Workshop helps colleagues understand their own biases, their impact and how to move beyond them. In 2021, HCA Healthcare Far West Division led the way, with more than 92% of leaders completing the workshop, the highest completion across HCA Healthcare.

Equitable hiring

We’ve enacted inclusive policies on hiring, recruitment and leadership development. We’re proud to be a military veteran and military spouse employer. HCA Healthcare has been nationally recognized as a military-friendly employer and military-spouse friendly employer.

Championing our nurses

The COVID-19 pandemic showed the world how vital nurses are. It also underscored the importance of investing in and advocating for nurses to enable them to do what they do best: care for patients and support each other.

Throughout 2021, we listened to our frontline caregivers to understand their needs, took direct actions to resolve them and followed up to ensure we got it right. As a result, we continued to increase investments in nursing through direct investments, technology upgrades, leadership development, enhanced benefits and well-being resources.

Investing in our caregivers

In June of 2021, HCA Healthcare created a \$50 million “Investing in Our Colleagues” initiative in direct response to engagement survey feedback. Based on the voices of our nurses, HCA Healthcare Far West Division made an \$8 million investment to directly address nurses’ areas of concern and to enhance patient care. This included medical supplies and equipment.

Improving communication

We boosted our two-way communications with staff meetings, town halls and daily safety huddles. We also established quick-response processes for front-line staff to report what resources they need, and deployed Vigilanz software to help physicians and colleagues quickly and easily report safety concerns.

Using technology to improve how we work

In the spring of 2021, HCA Healthcare’s Information Technology Group and Clinical Operations Group hosted a Coding for Caregivers “Hackathon” event, asking nurses to submit ideas for improving work efficiencies at the patient bedside. Nurses submitted more than 5,000 ideas, and many of them are now in development, including an automated process for notifying clinicians when patient medications are refilled in their dispensing cabinets — saving valuable time and resources for our caregivers.

Expanding opportunities

HCA Healthcare is the majority owner of the Galen College of Nursing, one of the largest academic practice partnerships in the country. HCA Healthcare’s tuition assistance program includes the HCA Healthcare-Galen College of Nursing Grant, which allows direct billing between our two organizations. With our partnership, qualified colleagues can complete an online RN to BSN degree with nearly zero out-of-pocket tuition expenses.

HCA Healthcare’s StarRN program provides intensive training for our nursing students, ensuring their development as competent and collaborative care partners.

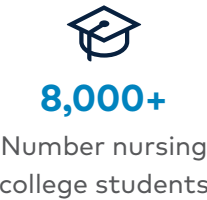
The HCA Inspire app helps nurses chart a path for professional growth, connect with a mentor who can inspire and challenge them and recognize the excellence of their nursing colleagues. The app also provides nurses convenient access to their schedule so they can manage shifts and request time off.

Supporting mental health

We offer several resources including Nurse Care, a confidential, free and always available program connecting nurses to a network of licensed psychologists, social workers, alcohol and drug counselors and marriage and family therapists offering help over the phone and in-person. In 2021, Nurse Care received 24,720 calls from colleagues across the country.

Nursing by the numbers

HCA Healthcare



Far West Division



Tiny, timely help

When Jonathan Cedillo came to Riverside Community Hospital in 2021, he knew his life was never going to be the same. And it wasn’t, but not for the reason he thought.

Cedillo arrived at the Southern California hospital full of excitement and anticipation. He was meeting his fiancée, Vanessa, who was about to welcome a new baby into their lives. It was a moment that required a great deal of design, with months of discussion, planning and eager anticipation. It was a moment to celebrate as their new daughter entered the world.

A day later, the happy couple was still celebrating. But something wasn’t quite right. Cedillo wasn’t feeling well. He asked to lie down in the extra bed in Vanessa’s room. Then he briefly lost consciousness.

Brittney Chance and Patience Okpala — both postpartum nurses — noticed something was seriously wrong, grabbed a wheelchair and raced Jonathan to the emergency room. During his transport, he lost consciousness twice. There, a cardiologist performed an electrocardiogram and found a complete blockage in one of his heart’s major coronary arteries. His heart needed oxygen, now. The doctor rapidly intervened and installed a stent in the artery, helping prevent any further damage to his heart.

Jonathan woke up the next morning in recovery feeling better than he had in months. He spent just a day and half at Riverside before he went home. There he met Vanessa and his newborn — Juliette — who had her own tiny hand in saving her father by coming into the world a month premature.



Above: Newborn Juliette.

Below: Top left: postpartum Nurses, Brittney Chance and Patience Okpala and Cardiologist, Shadi Qasqas, M.D. Bottom left: Jonathan Cedillo, baby Juliette and Vanessa Sandoval.

A day after his daughter's birth, a cardiologist saved his life.



Training the next generation of physicians

We're helping develop tomorrow's world-class physicians through our graduate medical education (GME) program. As the nation's largest sponsor of residency and fellowship programs in the nation, HCA Healthcare's GME program educates future physicians on the best practices of high-quality, safe, evidence-based medicine.

When joining, residents and fellows connect with a talented team of faculty, industry experts and dedicated researchers who help guide them through their educational journey. Residents also receive cultural competence education — including veteran care workshops, conscious inclusion training and transgender care workshops — to prepare them to care for the diverse needs of all our patients.

The Far West Division's GME programs are addressing the growing physician shortage in Nevada, California and across the nation. With five educational hospitals and more than 500 residents and fellows in 2021, our division is the largest provider of GME in Southern Nevada and one of the largest in the nation. This scale helps attract top physicians from across the country and benefits the areas they serve, as more than half of residents stay and work in the state they completed their training in after completing their program.



Training physicians by the numbers

5

GME Hospitals

- Los Robles
- MountainView
- Riverside
- Southern Hills
- Sunrise

29

GME programs

512

GME residents and fellows

Some of our academic partners:

- Touro University
- University of California, Irvine
- University of Nevada, Las Vegas
- University of Southern California, Los Angeles
- University of Southern California, Riverside



Above: Dr. Marcus Harris in his first white coat portrait at Riverside Community Hospital resident orientation.

A transitional year, a transitioning life

Marcus Harris was no stranger to change. Growing up in poverty, he moved frequently across the country from city to city and went through several periods of homelessness. But he had a plan. He enrolled into medical school, spending days pouring himself into his studies and long nights working to support his family.

After school, he began looking for a transitional year program, a GME program giving physicians exposure to a wide-range of disciplines and patients. He found the program at Riverside Community Hospital in Southern California, where he applied, was accepted and soon enrolled. Throughout the program, he took care of patients inside the hospital and took care of his mother and sister at home.

Marcus completed the program with enthusiasm, skill and compassion. But it was just the beginning. He went on to complete his anesthesiology residency at MountainView Hospital in Las Vegas, and later received an avalanche of fellowship interviews from the best programs in the country, including Harvard, Stanford, Duke, John Hopkins, Cornell, the Mayo Clinic and many more.

He landed at Michigan, where he will do his fellowship in pain management. There, after years of obstacles and transitions, will remain one constant he's kept at: Helping people feel better.



Celebrating the Next Chapter

For many people, what you wear to a ceremony takes consideration and planning. But for attendees at Los Robles Health System’s White Coat Ceremony, it’s what you wear after the event that matters more.

In June 2021, the Southern California hospital held its White Coat Ceremony, which celebrates students of their GME program. The graduates, in front of their family, friends, faculty and hospital administration, received a white doctor’s coat, symbolizing their transition from student to practicing physician. Out of the more than 1,700 people that applied, the 20 now-physicians became the first GME class at Los Robles Health System.

About one in three physicians is expected to retire within the next five to ten years. But the GME program at Los Robles, as well programs at other Far West Division hospitals, is helping address the growing physician shortage. It also helps local communities, as studies show 55 percent of physicians settle down in the community in which they complete their training.

Out of the more than 1,700 people that applied, the 20 now-physicians became the first GME class at Los Robles Health System.



Above: New graduates recite the Hippocratic Oath, a commitment to uphold specific ethical standards, during their White Coat Ceremony.

Below: Dr. Saro Avedikian (left) and Dr. Farhad Hashmi celebrate completing their Graduate Medical Education Program by receiving a white doctor’s coat, symbolizing their transition from student to practicing physician.

Training the next generation of physicians (cont.)

With 29 programs — all accredited by the Accreditation Council for Graduate Medical Education (ACGME) — HCA Healthcare Far West Division is pioneering new advances in medicine. Our programs include anesthesiology, endocrinology, family medicine, neurology, surgery and more. In 2021, we added and expanded several programs, including:



Addiction Medicine Fellowship
In 2021, we created the first Addiction Medicine Fellowship in Nevada. Its aim is to address the growing addiction and opioid epidemic in our communities. Through rotations with multiple community partners and rigorous academic research, residents learn a broad-spectrum of evidence and community-based practices to help patients unchain the invisible shackles of addiction.



Internal Medicine program
In July 2021, Los Robles Health System kicked off its brand new Internal Medicine program. Over the course of three years, the program’s 20 residents will study a curriculum based on the six core competencies of ACGME — including patient care, systems-based practice, practice-based learning and improvement and others — to prepare them for careers in primary care and hospital-based practice.



Physical Medicine and Rehabilitation program
Our Physical Medicine and Rehabilitation program at MountainView Hospital is the first and only one in Nevada. Also known as physiatry or rehabilitation medicine, it aims to help people with physical impairments or disabilities. In 2021, its 17 residents used cutting-edge and time-tested treatments to maximize function and quality of life for patients.



Anesthesia Critical Care Fellowship
In 2021, our Anesthesia Critical Care Fellowship program introduced its first fellow at MountainView Hospital in Las Vegas. It is the only Anesthesia Critical Care program in Nevada and focuses on surgical, trauma and medical related critical care pathology.



Emergency Care program
The Emergency Care program provides an intensive academic and practical learning experience to help train tomorrow’s best ER physicians. The program consists of lecture, group learning and high-fidelity patient care simulations. The training all takes place on a dedicated GME floor at MountainView Hospital, offering a fully-stocked resident lounge, a state-of-the-art simulation lab and a 200+ seat auditorium.

Strengthening our communities

We're driven by our mission to care for and improve human life. That mission extends outside the walls of our hospitals and into our communities. Whether it's through volunteering our time, making charitable donations or partnering with other organizations, we're committed to building a healthier tomorrow together with the communities we serve.



Community care

As part of the social fabric of our communities, we have a clear role in improving the health of our patients and the areas where we live and serve.



People
employed
16,484



Making an impact

Our Far West Division hospitals are anchor institutions across Southern Nevada, Southern California and the San Francisco Bay Area. Through our resources and the work of our dedicated colleagues, we help ensure the health and well-being of the areas we serve today and for years to come.

Salaries, wages and benefits:	\$21 billion
Capital investments	\$247 million
Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care:	\$118 million
Federal, state and local taxes incurred:	\$407 million

Giving and volunteering

Although volunteering continued to look a little different in 2021, our commitment to helping our communities remained. Our Far West Division colleagues volunteered more than 860 hours of their time to 28 organizations serving our communities. They also personally gave more than \$343,000 to charitable organizations, which when combined with HCA Healthcare’s match, amounted to more than \$543,000.

Community partnerships

We’re stronger when we work together. In 2021, the HCA Healthcare Far West Division maintained and expanded long-standing partnerships while establishing new connections.

Gentlemen By Choice

Gentlemen By Choice is a mentorship program teaching leadership skills, financial literacy and etiquette skills to at-risk youth in Las Vegas. The program promotes continuous growth, supportive relationships, problem-solving and civil engagement in service of the whole child. The HCA Healthcare Foundation and the Sunrise Health System donated a total of \$10,000 in 2021 to support the program.

SJ Aspires

Launched in 2019, SJ Aspires is an invitation-based program for underserved high school students in San Jose, California, developed to encourage college attendance. The program gives students access to a self-guided curriculum, supplemental college advising and guidance and micro-scholarships as they become college and career-ready young adults.

Students in the program receive up to \$5,000 as they complete different tasks connected to college and career readiness. Approximately 700 students are enrolled in the program. In 2021, Good Samaritan Hospital and Regional Medical Center contributed \$10,000 total to support the program, which is led by the San Jose Public Library and the San Jose Library Foundation, in partnership with the City of San Jose.

EVERFI

In October 2020, HCA Healthcare announced a collaboration with EVERFI — an international technology company driving social change through education — to launch an interactive, digital mental health and wellness education course for middle and high school students.

The course, named Mental Wellness Basics, has already reached more than 18,000 middle and high school students in an estimated 105 school districts including those in the Far West Division. Through the 2021-2022 school year, EVERFI plans to reach an additional 6,000 students, 100 teachers and 70 schools in the division. HCA Healthcare is investing nearly \$1 million over the next three years to sponsor the course.

SafeNest

SafeNest is a nonprofit organization committed to treating the entire continuum of domestic violence — from prevention to protection to empowerment. With 10 locations in Southern Nevada, SafeNest provides discreet, safe shelters for victims of abuse and resources for batterers to address the cycle of abuse and its root causes.

Across all programs, SafeNest provides direct services to more than 20,000 clients across Clark County annually. The HCA Healthcare Foundation and the Sunrise Health System donated a total of \$10,000 in 2021 to support this program.

American Red Cross

HCA Healthcare continued to support the American Red Cross in 2021 by communicating the need for blood and plasma donations to colleagues and consumers through social posts, facility websites and internal communications. As an Annual Disaster Giving Program partner, HCA Healthcare also supports funding for strong infrastructure, trained volunteers, innovative technology and critical resources necessary to respond to a crisis.

Capital investments

We invest millions of dollars each year in capital projects that have a significant economic impact in our communities. In 2021, we made several key infrastructure investments, including:

New freestanding emergency rooms

MountainView - Skye Canyon

In July 2021, MountainView Hospital’s ER at Skye Canyon opened in northwest Las Vegas. The 24-hour facility operates as a fully-integrated department of the hospital while serving the region’s rapidly growing population in a convenient, off-site location.

The 11,000-square-foot building includes 12 patient rooms and is fully equipped to provide emergency, urgent care and ancillary services to adult and pediatric patients. The new emergency room offers a fully functional lab and blood bank, a (non-retail) pharmacy and a full spectrum of radiology services. It adheres to the same regulatory and accreditation standards as traditional emergency departments.



MountainView Hospital’s freestanding emergency room provides emergency, urgent care and ancillary services to adult and pediatric patient.



Opened in June 2021, Southern Hills Hospital's second freestanding emergency room is helping alleviate the chronic shortage of emergency treatment capacity in the Las Vegas Valley.

Southern Hills - South Las Vegas Blvd.

Southern Hills Hospital opened its second freestanding emergency room in June 2021. The full-service emergency room serves one of the fastest-growing areas of Clark County and helps alleviate the chronic shortage of emergency treatment capacity in the Las Vegas Valley.

Unlike many urgent care facilities, this new location is staffed 24/7 by board-certified emergency room physicians, nurses and other healthcare professionals providing similar services available at hospital emergency rooms. The facility has 12 patient examination rooms, around-the-clock laboratory testing, X-ray, CT scanning and ultrasound services and a separate pediatric patient entrance.

Advanced cancer care

Las Vegas Complex Surgical Specialists

MountainView Hospital opened Las Vegas Complex Surgical Specialists in September 2021. The surgery practice is a leading provider of a full spectrum of colorectal and surgical oncology care. The practice employs two highly-skilled, dual board-certified surgeons, treating various types of cancer through surgical and non-surgical approaches. They work collaboratively with patients, including working with their families and support systems, to deliver personalized, compassionate care.

Expanded services

MountainView Hospital expansion

MountainView Hospital celebrated its 25th year of caring for the community by beginning construction on an expanded emergency room and patient tower. The project, which began in February 2021, will add 64 patient beds and 65,600 square feet to the hospital. The emergency room expansion will add 20 beds/bays, bringing the total number of private emergency room treatment areas to 60. The project will also add a five-story, 525-space parking garage.

Los Robles helipad expansion

Los Robles Health System can now accommodate larger Ventura County helicopters used to fight wildfires and transport patients during search and rescue operations, thanks to the expansion of their rooftop helipad in 2021. With the upgraded heliport, the hospital can now treat these patients at its verified Level II trauma center.

Sunrise Hospital expansion

Sunrise Hospital began construction of two new floors in 2021, expanding their ability to serve Nevada and beyond. The floors, located in Patient Tower 4, add new supporting technology and 72 new patient beds, which will increase the hospital’s total bed count from 762 to 834 when the project is complete in 2022. The beds include the expansion of existing units, including the medical cardiac unit, neurosurgical intensive care unit, adult oncology services and trauma surgical intensive care unit.



Capital investments

Protecting our environment

As stewards of the environment, we take a proactive approach to make communities healthier and protect the environment by implementing greening hospital practices, promoting conservation, decreasing waste and exercising environmentally conscious purchasing. In support of these efforts, our Far West Division facilities diverted more than 56,000 pounds from landfills through the use of reprocessed medical devices.

As part of its sustainability plan, HCA Healthcare seeks to protect and preserve the environment inside and outside of its facilities by encouraging the reduction of energy usage throughout its facilities and considering the environment in all new construction and renovation projects. Since 2002, HCA Healthcare has received 178 Practice Greenhealth awards for sustainability efforts.




Combating the opioid epidemic


According to the Centers for Disease Control and Prevention, more than 91,000 people in the U.S. died from drug overdoses in 2020, and nearly 75% of overdose deaths involved an opioid.


In October 2021, West Hills Hospital in Southern California joined other HCA Healthcare hospitals across the U.S. when it held a “Crush the Crisis” event to raise awareness about the dangers of opioid misuse and proper


disposal of medications. Participating HCA Healthcare locations helped collect a record 15,566 pounds of unused and expired medications, including 300 pounds from West Hills Hospital, in support of the Drug Enforcement Administration’s National Prescription Drug Take Back Day. In partnership with local law enforcement agencies, collection sites were hosted at 96 HCA Healthcare facilities at 98 event locations across 17 states.

Far West Division by the numbers

**16,484**
Colleagues

**6,926**
Registered nurses

**4,188**
Active and affiliated physicians

 Infrastructure			
Graduate medical education hospitals	5	Ambulatory surgery centers	10
Graduate medical education programs	29	Gastroenterology center	1
Graduate medical education residents and fellows	512	Freestanding emergency rooms	4
Licensed beds	3,308	Urgent care centers	21
Hospitals	8	Physician practices	14
Additional inpatient acute campus	1	Behavioral health clinics	2
		Home health and hospice agencies	4


**1.4M**
Patient encounters
(2.6 every min)

**624K**
ER visits
(1 every min)

**153K**
Admissions

**16K**
Births
(1.8 every hour)

**94K**
Surgeries

 Impact	Capital investment:	\$247 million
	Salaries, wages and benefits:	\$2.1 billion
	Total taxes incurred:	\$408 million
	Total taxes incurred:	\$2.8 billion
	Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care:	\$118.4 million

Mission moments

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



MountainView Hospital

Never too late to say, "I do."

It was October 2021, and Eddie wasn't feeling well. His cancer had returned — back after just a three-month remission. A short time later, he developed bacterial pneumonia and COVID-19, a dangerous combination that eventually landed him in the ICU at MountainView Hospital in Las Vegas.

But Eddie wasn't focused on that right now. It was a Monday, and he was absorbed in his phone. He needed to text someone now. Right now.

"Can you check and see if there is a way for us to get married long distance?" the text read. "Love you, baby."

The message was for Patricia. The two had history together. They were married briefly and divorced in the 1970s. As fate would have it, they reconnected in 2017, rekindling their love and eventually moving in together. And today, Eddie wanted to know if she'd say "I do" once again.

Marriage proposals can bring a touch of anxiety. Even if unlikely, the chance for a no is always there. And a proposal through text is no less stress-inducing. But Eddie didn't have to wait long for a response.

"YES," it read. "LOVE YOU."

It was officially time to start planning a wedding. There were just a few problems: Eddie was in serious condition and couldn't leave the hospital; he had COVID-19, which meant he needed to stay away from other people; and visitors were generally not allowed. Plus, he didn't have much time to wait, as his health was continuing to decline.

Upon finding out about the couple's wishes, MountainView staff set the wheels in motion for a wedding like no other.

First, administration approved Patricia for an in-person visit. Nurses then decorated Eddie's room with artificial flowers and crafted a special bouquet of blue flowers for Patricia to hold. A crowd gathered, including care teams from across the hospital. Eddie's physician set him up on his bed in anticipation of the ceremony, and Chief of Medicine Dr. Jacqueline King combed Eddie's hair. He was ready.

The ceremony began. A nearby cell phone propped up on a crash cart played those famous violin wedding chords. Patricia, all smiles and glowing in a yellow PPE gown, N-95 mask, and face shield, came and stood at Eddie's bedside, taking his hand.

"I do," they both said. Through both a face mask and face shield, Patricia gave Eddie her best attempt at a kiss.

“Can you check and see if there is a way for us to get married long distance?”

It was official. They were married. And the typical low murmurs and medical instrument beeps of the hospital were replaced with cheerful applause, congratulations and tears.

Two days after the ceremony, with his new wife and family by his side, Eddie passed away as a married man. Although their time together during the second marriage was short, their love remains, a forever testament that no matter what, it's never too late for love.



Top left: Patricia and Eddie about to say "I do," during their wedding ceremony at MountainView Hospital.

Top right: Eddie and Patricia enjoying a meal together.

Bottom left: Patricia posing with her wedding bouquet, prepared by nurses, before the ceremony.

Bottom right: Patricia and Eddie gaze into each other's eyes during their wedding ceremony.



Above: ER Nurse Brooke Johns (left) embraces an emotional patient following a hair braiding session.

Braiding connections

Brooke Johns doesn’t mind being at work off the clock. In fact, she enjoys it.

The ER nurse at the Las Vegas-based Southern Hills Hospital regularly returns to the hospital on her days off. She goes room to room offering her services: hair brushing, braiding or a head massage. Johns enjoys coming together with patients and being a soothing presence for them, many of whom are alone and going through tough times – from post-op recovery to respiratory problems.

Sierra Stein was one patient Johns visited. Stein, who was readmitted to the hospital due to complications from COVID-19, couldn’t have a lot of family around during her month-long stay. But the simple act of connection Johns offered her made all the difference for her at a vulnerable time.

“It would just make me feel so loved and cared for,” Stein said.

For Johns, who has been a nurse for about three years, the hair care is just one part of it. The real connection, she says, comes from being there for someone. To offer them support without strings. Whether they feel like crying or laughing, it’s just about coming together and being there.

“

It would just make me feel so loved and cared for.

Sierra Stein

A lovely day

Many of us saw stars on January 20, 2021. But Nurse Jessica Hanamoto became one.

That day, the 28-year-old registered nurse at Los Robles Health System was featured in President Joe Biden’s post-inauguration event, singing “Lovely Day” alongside a chorus of frontline healthcare workers and pop stars.

“It was just absolutely insane,” Hanamoto said. “I was not expecting that. I couldn’t believe it.”

The show’s representatives contacted her several weeks earlier and invited her to submit a video of herself singing the 1970s R&B classic from Bill Withers. They were showcasing frontline medical staff from across the country in the concert’s finale, but didn’t guarantee who would make the final cut.

That’s why she — and people across her Ventura County community — were happily shocked when they saw the nurse belting out the tune in a black sweater with the Los Robles logo in front of Simi Valley’s golden hills.

“People have been saying they saw the little tree and were like, ‘Oh my gosh, pause that! That’s Los Robles!’” she said.

Friends sent her a clip that aired on “Good Morning America.” Thousand Oaks Mayor Claudia Bill-de la Peña shared the image on social media. And friends and family from across the globe, including Germany and Norway, reached out after seeing the performance.

Hanamoto grew up in Simi Valley performing, dancing and singing in school talent shows and in the choir. She even tried out for “American Idol” a few times. She attended Moorpark College for her nurse training and later took a job at Los Robles.

At the hospital, she’s known as the “singing nurse.” She spreads cheer through homemade care packages and by singing to patients to lift their spirits and ease anxiety. Her special kind of care was unique and much appreciated, especially when she was assigned to the COVID-19 unit in 2019.

“I get to do a job I love and still sing to my patients,” she said.

Her talent caught the attention of an NBC station in the spring of 2021, and she was featured in several news segments for her special kind of care and comfort. She thinks that’s likely how the producers of the post-inauguration show found her.



Above: Registered Nurse Jessica Hanamoto singing in a clip aired at President Joe Biden’s post-inauguration event.

“

You never know how many lives you can touch just by one simple act of kindness.

“Kindness reaches far and wide places, and it will always prevail,” she said. “When my patients thank me for singing, I always say, ‘Kindness is free.’ And it really is. You never know how many lives you can touch just by one simple act of kindness.”

For Hanamoto, representing local frontline healthcare workers is an “absolute honor,” and especially when your own child notices. During the show, there’s a shot of President

Biden and the first family watching the performance from the Oval Office. After seeing it, Hanamoto’s 7-year-old son Hayden chimed in “That’s the president!”

“I just started crying,” she said. “I couldn’t even describe how proud I was.”



Above: Cindy (right) with her mother Margarita (far left) during her wedding day at West Hills Hospital.

One last wish

In June 2021, Cindy Villacreces was excited. She and her fiancé, Andre, were all set to get married in Mexico. But as fate would have it, their marriage would come sooner than expected.

Days later, Cindy’s mother, Margarita Villacreces, was admitted to West Hills Hospital in Southern California with complications from cancer. The hospital staff had to deliver some hard news: The 61-year-old Margarita was terminally ill with stage four colon cancer.

At that moment, everything felt farther away, especially Mexico. Upon learning the news, Cindy’s sister had a suggestion: How about she and Andre get married sooner — like today, at the hospital — so their mom could attend? Would that be possible?

She smiled and clapped as her daughter and new son-in-law shared their first kiss as husband and wife.

The hospital team responded with a resounding yes. And in less than 6 hours, the staff organized a special event in room 607. It was complete with decorations, a wedding cake, sparkling cider and arrangements of beautiful flowers. Several family members attended, including Margarita’s parents and her three daughters.

When the ceremony began, Cindy, the youngest of her mother’s children, walked down a make-shift aisle in her mom’s hospital room. She was glowing in a stunning white wedding dress and veil, a bouquet of red and pink flowers in her hand.

Margarita watched from her bed as the couple made their commitments. She smiled and clapped as her daughter and new son-in-law shared their first kiss as husband and wife.

A new bond formed, and a mother’s final wish fulfilled. There was not a dry eye in the room.

Our hospitals



Southern Nevada

Sunrise Hospital & Medical Center, Sunrise Children’s Hospital, Southern Hills Hospital & Medical Center, and MountainView Hospital make up the Sunrise Health System. Our hospitals, serving Southern Nevada and the Las Vegas Valley, offer the most technologically advanced hospital network in the area thanks to our more than 7,500 colleagues and 3,300 active physicians.



H Hospitals **E** Freestanding Emergency Rooms **U** Urgent Care **S** Surgical Center

Southern Nevada by the numbers



Care delivery

Beds	1,452	Births	8,511
Active physicians	3,349	Surgeries	50K
Admissions	80K	Patient encounters	845K
ER visits	315K		



Impact

Total taxes:	\$100 million
Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care:	\$59.6 million
Capital investment:	\$102 million
Total economic impact:	\$1 billion



Founded: 1996

MountainView Hospital





3100 N Tenaya Way, Las Vegas, NV 89128
P 702.962.5000
MountainView-Hospital.com

At a glance

- Serving the heart of Northwest Las Vegas for more than 25 years
- State-of-the-art, full-service medical facility with nationally recognized programs, including a top cardiovascular and thoracic center, integrated cardiology clinic and the renowned Las Vegas Institute for Robotic Surgery
- Only Nevada hospital offering bone marrow transplants
- Named a top teaching hospital by the Leapfrog Group, we're helping train the next generation of physicians and surgeons through the Sunrise Health Medical Education Consortium

 **26K**
Admissions

 **7,274**
Emergency room visits

 425 Beds	 2,911 Births
 1,172 Active and Affiliated Physicians	
 200K Patient encounters	
 2,474 People employed	

Services and specialties

- 24-hour emergency services
- Bone marrow transplants
- Cardiac services
- Cardiovascular and thoracic services
- Dedicated critical care teams
- Diagnostic imaging
- Freestanding emergency room at Aliante and Skye Canyon
- Gastroenterology
- Las Vegas Institute for Robotic Surgery
- Level III neonatal intensive care unit (NICU)
- Neurology
- Neurosurgery
- Oncology
- Orthopedics
- Pulmonary/respiratory services
- Rehabilitation services
- Surgery services
- Women's services
- Wound care and hyperbaric medicine

Quality recognitions and awards

- Healthgrades**
- America's 250 Best Hospitals
 - Top 5% in the nation for consistently delivering clinical quality (2021)
 - Critical care
 - Critical Care Excellence Award (2020-2021)
 - Top 5% in the nation for critical care (2021)
 - Top 10% in the nation for critical care (2020-2021)
 - 5-star recipient for sepsis treatment (2019-2021)
 - 5-star recipient for respiratory failure treatment (2019-2021)
 - Cardiac
 - 5-star recipient for heart failure treatment (2021)
 - 5-star recipient for pacemaker procedures (2020-2021)
 - Gynecological surgery
 - 5-star recipient for hysterectomy (2020-2021)
 - Labor and delivery
 - 5-star recipient for vaginal delivery (2018-2021)
 - Neurosciences
 - 5-star recipient for stroke treatment (2020-2021)
- Additional quality recognitions**
- American Heart Association's Gold Plus Get With The Guidelines Stroke Quality Achievement Award
 - Target: Type 2 Diabetes Honor Roll (2021)
 - Blue Distinction Center for maternity and cardiac care
 - The Leapfrog Group Hospital Safety Grade: A
 - Six consecutive reporting periods (2018-2021)
 - NICHE designation for elderly population

Accreditations and certifications

- Joint Commission accredited institution
- American College of Radiology (ACR) accredited
- Joint Commission disease specific certifications: sepsis, chest pain, stroke center
- Intersocietal Accreditation Commission (IAC) in echocardiography accreditation

\$285M

Total salaries and benefits

\$35M

Total taxes

\$16M

Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care

\$33M

Capital investment

\$369M

Total economic impact




Southern Hills Hospital & Medical Center

9300 W. Sunset Road, Las Vegas, NV 89148
702-916-5000
[SouthernHillsHospital.com](https://www.southernhillshospital.com)

At a glance

- Serving the southwest valley of Clark County Nevada for more than 18 years
- Three-time Best Hospital in Las Vegas winner offering robust surgical services, including robotically-assisted surgery, women's services, critical care, expanded stroke care, an interventional neurology program and a behavioral health unit.
- First in Las Vegas to offer augmented reality spine surgery
- Graduate medical education program with accredited residency programs in family medicine, transitional year, psychiatry, neurology, gastroenterology fellowship and addiction medicine fellowship

 **16K**
Admissions

 **67K**
Emergency room visits

 **265**
Beds

 **1,776**
Births

 **1,007**
Active and Affiliated Physicians

 **92K**
Patient encounters

 **1,400**
People employed

Services and specialties

- 24-hour emergency services
- Community classes including virtual options
- Community support groups
- Diagnostic imaging
- Electroconvulsive therapy
- Endoscopic ultrasound
- Gastroenterology
- Graduate medical education
- Intensive outpatient therapy programs for teens and adults
- Joint replacement and orthopedics
- Level II neonatal intensive care unit (NICU)
- Neurological services
- Obstetrics and gynecology
- Oncology
- Orthopedic and spine unit
- Pediatric emergency services
- Pulmonary and respiratory services
- Physical therapy, occupational and language pathology
- Robotic surgery
- Spine program including minimally invasive spine surgery
- Thoracic surgery
- Urology
- Women and newborn services, including luxury suites
- Wound care

Quality recognitions and awards

Healthgrades

- Cardiac care
 - 5-star recipient for pacemaker procedures (2020-2021)
 - 5-star recipient for respiratory failure treatment (2021)
 - 5-star recipient for heart failure treatment (2021)
- Critical care
 - 5-star recipient for sepsis treatment (2020-2021)
- Labor and delivery
 - 5-star recipient for C-section delivery (2018-2021)

Pulmonary

- 5-star recipient for pneumonia treatment (2020-2021)
- Pulmonary Care Excellence Award (2021)
- Top 10% in the nation for overall pulmonary services (2021)

Additional quality recognitions

- American Heart Association's Gold Plus Get With The Guidelines Stroke Quality Achievement Award (2019-2021)

Accreditations and certifications

- American College of Radiology accredited
- Joint Commission accredited institution
- Joint Commission certifications:
 - Chest Pain
 - Joint replacement hip and knees
 - Primary Stroke Center



Alexis Mussi
Chief Executive Officer

\$131M

Total salaries and benefits

\$18M

Total taxes

\$8.6M

Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care

\$15.5M

Capital investment

\$173M

Total economic impact



Sunrise Hospital & Medical Center and Sunrise Children's Hospital

3186 S. Maryland Parkway, Las Vegas, NV 89109

702-961-5000

SunriseHospital.com

SunriseChildrensHospital.com

At a glance

- Serving Southern Nevada for more than 60 years
- Las Vegas' largest acute care facility providing sophisticated inpatient and outpatient services with a Level II trauma center, Advanced Comprehensive Stroke Center, Comprehensive Cancer Center, breast center and Level III epilepsy center
- Home to Sunrise Children's Hospital, the most comprehensive children's hospital in Nevada



38K

Admissions



156K

Emergency room visits



834

Beds



3,824

Births
(10.4/day)



1,170

Active and
Affiliated Physicians



224K

Patient encounters



3,418

People employed

Services and specialties

Sunrise Hospital

- 24/7 emergency department
- Adult and pediatric inpatient rehabilitation
- Birth center
- Breast center
- Burn and reconstructive center
- Cancer care
- Diagnostic services
- Heart center
- Level II trauma center
- Nevada Cardiovascular and Thoracic Institute
- Nevada Neurosciences Institute
- Orthopedic surgery
- Robotic surgery
- Women's services
- Wound care

Sunrise Children's Hospital

- 24/7 dedicated pediatric emergency department
- Pediatric and neonatal critical care transport team
- Only pediatric open-heart program in Nevada
- Only pediatric cath lab in southern Nevada
- Only pediatric neurosurgery program in Nevada
- Only inpatient pediatric cardiac ICU in Nevada
- Level-III neonatal ICU
- 24-bed pediatric ICU
- Child life specialists to help reduce fear and anxiety for patients
- Neonatal and pediatric ECMO for patients with life-threatening heart and/or lung problems
- Nevada's only inpatient pediatric rehabilitation unit
- Burn and wound care

Quality recognitions and awards

Healthgrades

- Orthopedics
 - 5-star recipient for hip fracture treatment (2021)
- Neurosciences
 - 5-star recipient for stroke treatment (2021)
- Pulmonary
 - 5-star recipient for pneumonia treatment (2021)

- Critical care
 - 5-star recipient for sepsis treatment (2021)

Additional quality recognitions

- American Heart Association's Gold Plus Get With The Guidelines Stroke Quality Achievement Award

Accreditations and certifications

- Accredited comprehensive bariatric surgery program
- Accredited inpatient rehab by the Commission on Accreditation of Rehabilitation Facilities
- Accredited Level III epilepsy center by the National Association of Epilepsy Centers
- Accredited by the National Accreditation Program for Breast Centers — only center in Southern Nevada
- American College of Radiology Breast Imaging Center of Excellence
- American College of Surgeons Commission on Cancer accredited program
- Certified Chest Pain Center
- Certified sepsis program



Todd P. Sklamberg
Chief Executive Officer

\$402M

Total salaries and benefits

\$43M

Total taxes

\$33.9M

Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care

\$53M

Capital investment

\$532M

Total economic impact

Southern California

Our three Southern California hospitals — Riverside Community Hospital, West Hills Hospital and Medical Center and Los Robles Regional Medical Center — serve the communities of Riverside, West Hills and Thousand Oaks. Our more than 5,000 colleagues and more than 1,400 active physicians offer patient-centered, awarding-winning care.



Southern California by the numbers



Care delivery

Beds	1,124	Births	5,499
Active physicians	1,495	Surgeries	25K
Admissions	47K	Patient encounters	296K
ER visits	190K		



Impact

Total taxes:	\$164 million
Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care:	\$31.5 million
Capital investment:	\$99 million
Total economic impact:	\$973 million



Founded: 1968

Los Robles Health System

215 W. Janss Road, Thousand Oaks, CA 91360
805-497-2727
[LosRoblesHospital.com](https://www.LosRoblesHospital.com)

At a glance

- Los Robles Health System comprises Los Robles Regional Medical Center, Thousand Oaks Surgical Hospital and Los Robles Rehabilitation Hospital and six outpatient clinics
- Serving Ventura, Los Angeles, the Greater Conejo Valley and surrounding communities for more than 50 years
- The only Level II trauma center in eastern Ventura County and the only emergency room in Ventura County designated as Emergency Department Approved for Pediatrics. Also offering a STEMI-designated heart attack center, a Comprehensive Stroke Center, a Level III neonatal intensive care unit and advanced, award-winning orthopedics
- Welcomed first Graduate Medical Education class of internal medicine residents
- Emergency department undergoing total renovation to double the square footage in 2023



15.5K
Admissions



48K
Emergency room visits



382
Beds



1,787
Births



575
Active and Affiliated Physicians



87K
Patient encounters



1,728
People employed

Services and specialties

- 24/7 emergency room
- Bariatrics
- Cancer care
- Cardiovascular services
- Clinical trials
- Community classes and support groups
- Diagnostic imaging
- Level II trauma center
- Level III neonatal intensive care unit with NICVIEW
- Neurosciences
- Orthopedics
- Pediatric services including surgery
- Primary care clinic
- Pulmonary and respiratory care
- Rehabilitation in acute, physical, occupational, speech and language pathology
- Robotic bronchoscopy for early detection of lung cancer
- Robotic minimally invasive surgery
- Spine program, including minimally invasive endoscopic spine surgery
- Surgical and perioperative services
- Total joint program
- Vascular surgery
- Women's and children's services
- Wound care center

Quality recognitions and awards

Healthgrades

- Best specialty
 - America's 100 Best Hospitals for Orthopedic Surgery (2019-2021)
 - America's 100 Best Hospitals for Joint Replacement (2021)
 - America's 100 Best Hospitals for Spine Surgery (2020-2021)
- Critical care
 - 5-star recipient for sepsis treatment (2016-2021)
- Gastrointestinal
 - General Surgery Excellence Award (2021)
 - Top 10% in the nation for general surgery (2021)
 - 5-star recipient for bowel obstruction treatment (2021)
- Orthopedics
 - Orthopedic Surgery Excellence Award (2019-2021)
 - Joint Replacement Excellence Award (2019-2021)
 - Spine Surgery Excellence Award (2020-2021)
 - Top 5% in the nation for overall orthopedic services (2020-2021)
 - Top 10% in the nation for overall orthopedic services (2019-2021)
 - Top 5% in the nation for joint replacement (2020-2021)
 - Top 10% in the nation for joint replacement (2019-2021)
- Top 5% in the nation for spine surgery (2021)
- Top 10% in the nation for spine surgery (2020-2021)
- 5-star recipient for total knee replacement (2019-2021)
- 5-star recipient for total hip replacement (2019-2021)
- 5-star recipient for hip fracture treatment (2019-2021)
- 5-star recipient for spinal fusion surgery (2020-2021)

Additional quality recognitions

- American Heart Association's Gold Plus Get With The Guidelines-Stroke Quality Achievement Award
- Target: Stroke Honor Roll Elite Plus award
- Best Hospital in Ventura County – 2021 Readers Choice Ventura County Star winner
- Best Hospital to Have a Baby Ventura County – 2021 Readers Choice Ventura County Star winner
- Blue Distinction Center+ for knee and hip replacement, part of the Blue Distinction Specialty Care program
- The Leapfrog Group Hospital Safety Grade: A (2018-2021)
- Los Robles Center for Advanced Wound Healing: Center of Distinction award winner by Healogics (2016-2021)



Natalie Mussi
Chief Executive Officer

Accreditations and certifications

- Joint Commission accredited institution
- Certified STEMI-designated heart attack center for rapid heart attack response by Los Angeles and Ventura counties
- Comprehensive Stroke Certification (first Ventura County hospital to be awarded)
- American College of Surgeons accreditations:
 - Commission on cancer accredited program
 - Trauma accreditation
- National Accreditation Program for Breast Centers

\$210M

Total salaries and benefits

\$58M

Total taxes

\$5.9M

Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care

\$45M

Capital investment

\$331M

Total economic impact




Riverside Community Hospital

4445 Magnolia Ave., Riverside, CA 92501
951-788-3000
RiversideCommunityHospital.com

At a glance

- Providing advanced care for the Inland Empire for more than 120 years
- One of the largest STEMI receiving, Level I Trauma Centers and Comprehensive Stroke Centers in Southern California
- Home to advanced robotic surgery, a Comprehensive Transplant Center, the HeartCare Institute and a Level III neonatal intensive care unit (NICU)
- Graduate medical education facility teaching the healthcare innovators of tomorrow with nine residencies, one fellowship and 220 residents

 **24K**
Admissions

 **95K**
Emergency room visits

 **478**
Beds

 **3,712**
Births

 **550**
Active and
Affiliated Physicians

 **124K**
Patient encounters

 **2,650**
People employed

Specialties

- Advanced oncology and thoracic care
- Brain and spine surgery
- Comprehensive Stroke and Chest Pain Center
- Intensive care
- Level I trauma center and emergency services
- Orthopedics
- Surgical services and robotic surgery
- Transplants

Quality recognitions and awards

Healthgrades

- Patient Safety Excellence Award (2017-2021)
- Top 5% in the nation for patient safety (2017-2021)

Additional quality recognitions

- American Heart Association’s Gold Plus Get With The Guidelines® Stroke Quality Achievement Award

Accreditations and certifications

- Accredited cancer program by the American College of Surgeons
- Accredited Chest Pain Center by the American College of Cardiology
- Accredited by the American College of Radiology
- Accredited by the College of American Pathologists
- Certified Joint Replacement-Hip & Knee by The Joint Commission
- Comprehensive Stroke Certification by DNV
- Designated STEMI (heart attack) Receiving Center by the American College of Cardiology and Regional Emergency Medical Services Authority
- Designated as a Comprehensive Stroke Center by Riverside County EMS Agency
- Designated as a comprehensive center with the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- Designated as a Level I Trauma Center by Riverside County Emergency Medical Services Agency
- Three-star rating from the Society of Thoracic Surgeons



Jackie Van Blaricum
Chief Executive Officer

\$333M
Total salaries
and benefits

\$74M
Total taxes

\$20.2M
Estimated cost for the
delivery of charity care,
uninsured discounts and
other uncompensated care

\$45M
Capital
investment

\$472M
Total economic
impact



West Hills Hospital and Medical Center

7300 Medical Center Drive, West Hills, CA 91307
818-676-4000
WestHillsHospital.com

At a glance

- Serving the West San Fernando Valley for more than 50 years
- Offering quality care close to home, with specialties in orthopedic surgery, gastrointestinal, emergency, intensive care and cardiac services.
- Home to the Grossman Burn Center, a plastic surgery-based treatment center specializing in acute burn wound care, outpatient burn care, reconstructive surgery, rehabilitation services, psychological counseling and burn survivor support
- First Accredited Chest Pain Center in Los Angeles County



7,582
Admissions



47K
Emergency room visits



260
Beds



370
Active and
Affiliated Physicians



66.4K
Patient encounters



947
People employed

Services and specialties

- 24/7 emergency services
- Cardiovascular services
- Diagnostic imaging
- Grossman Burn Center
- Neurosciences
- Oncology services
- Orthopedics
- Robotic surgery
- Spine care
- Surgical and preoperative services
- Womens diagnostic center
- Wound care center

Quality recognitions and awards

Healthgrades

- Cardiac care
 - 5-star recipient for coronary interventional procedures (2020-2021)
- Critical care
 - 5-star recipient for diabetic emergencies treatment (2021)
- Orthopedics
 - America's 100 Best Hospitals for Orthopedic Surgery (2020-2021)
 - Top 10% in the nation for overall orthopedic services (2020-2021)
 - Orthopedic Surgery Excellence Award (2020-2021)
 - 5-star recipient for hip fracture treatment (2018-2021)
- Spine surgery
 - 5-star recipient for spinal fusion surgery (2020-2021)

Additional quality recognitions

- Ranked among the top hospitals in Los Angeles County for heart attack treatment response time

Accreditations and certifications

- Joint Commission Certified Primary Stroke Center
- Joint Commission Certified Chest Pain Center
- Joint Commission-certified in sepsis care



Mark Miller
Chief Executive Officer

\$121M

Total salaries and benefits

\$31M

Total taxes

\$4.3M

Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care

\$10M

Capital investment

\$167M

Total economic impact

Serving San Jose and the Bay Area, Good Samaritan Hospital and Regional Medical Center make up the Good Samaritan Health System. Our more than 3,500 colleagues and 1,200 active physicians are leaders in the delivery of community-focused, high-quality care to the areas in which we live.



People employed

3,539



2

Hospitals



3

Ambulatory
surgery centers



1

Endoscopy/
gastrointestinal
center



2

Urgent care
centers



1

Post-acute facility



1

Physician
practice

2

Home health
and hospice
agencies



16

Total sites
of care



Care delivery

Beds	732	Births	2,376
Active physicians	1,233	Surgeries	19K
Admissions	26K	Patient encounters	250K
ER visits	190K		



Impact

Total taxes:	\$125.5 million
.....	
Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care:	\$26 million
.....	
Capital investment:	\$46 million
.....	
Total economic impact:	\$776 million



Founded: 1965


Good Samaritan Hospital

2425 Samaritan Drive, San Jose, CA 95124
408-559-2011
GoodSamSanJose.com

At a glance

- Delivering compassionate care to Silicon Valley for more than 55 years
- Two main locations offering a comprehensive array of inpatient and outpatient services, including emergency, orthopedics, cardiovascular, neurosciences, women's and children's services, and surgical services
- On-site Level III neonatal intensive care unit (NICU) offers specialized birth and maternity care
- Named Best Hospital in Silicon Valley by Metro Silicon Valley publication

 **14,431**
Admissions

 **51K**
Emergency room visits

 **474**
Beds

 **2,376**
Births



760
Active and
Affiliated Physicians



133K
Patient encounters



2,119
People employed

Services and specialties

- Acute rehabilitation unit
- Adult inpatient and partial hospitalization
- Behavioral health
- Birth center
- Breast care
- Cancer care
- Cardiology
- Cardiothoracic surgery (minimally invasive, valve and bypass)
- Cardiovascular intensive care unit (ICU)
- Children's surgery center
- Community classes
- Comprehensive stroke center
- Diagnostic and interventional cardiac catheterization labs
- Diagnostic imaging services
- General surgery
- Intensive outpatient program
- Level III neonatal intensive care unit (NICU)
- Minimally invasive spine surgery
- Neuro interventional radiology
- Neuroscience ICU
- Neurosciences
- Orthopedics and total joint replacement
- Outpatient infusion center
- Pediatric ICU
- Pediatrics
- Rehabilitation
- Robotic surgery
- Surgical weight loss
- Wound care and hyperbaric medicine

Quality recognitions and awards

Healthgrades

- Neurosciences
 - Cranial Neurosurgery Excellence Award (2021)
 - 5-star recipient for cranial neurosurgery (2020-2021)
- Orthopedics
 - 5-star recipient for hip fracture treatment (2021)

Additional quality recognitions

- American Heart Association Get With The Guidelines Gold Plus in Stroke

Accreditations and certifications

- American Society for Metabolic and Bariatric Surgery (ASMBS) accredited bariatric surgery program and designated Center of Excellence
- American College of Radiology accreditation in mammography, stereotactic breast biopsy, breast MRI, breast ultrasound and radiation oncology
- Commission on Accreditation of Rehabilitation Facilities (CARF)-accredited inpatient rehab with special accreditation for stroke care
- California Children's Services certified Level III neonatal intensive care unit (NICU) with pediatric surgery specialization
- County of Santa Clara designated STEMI Receiving Center
- Designated Blue Distinction Center for hip and knee replacement by Anthem Blue Cross
- Joint Commission Accredited Comprehensive Stroke Center
- Joint Commission disease-specific certified for hip and knee joint replacement
- National Accreditation Program for Breast Centers (NAPBC) accredited



Tomi Ryba
Chief Executive Officer

\$329M

Total salaries and benefits

\$77M

Total taxes

\$6.4M

Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care

\$26M

Capital investment

\$439M

Total economic impact




Regional Medical Center

225 N. Jackson Ave., San Jose, CA 95116
408-259-5000
[RegionalMedicalSanJose.com](https://www.RegionalMedicalSanJose.com)

At a glance

- Caring for East San Jose, Silicon Valley and beyond for more than 55 years
- Level II trauma center and community hospital offering advanced acute care and multiple specialties, including emergency, trauma, stroke, cardiology, orthopedics and neurosurgery
- Pioneering integrated, community-based care through the One Team first responder program
- Only surrounding hospital to offer a Coast Guard-certified helipad for Black Hawk-grade air ambulance landings

 **11,638**
Admissions

 **69K**
Emergency room visits

 **258**
Beds

 **473**
Active and Affiliated Physicians

 **95K**
Patient encounters

 **1,327**
People employed

Services and specialties

- 24/7 emergency services
- Advanced gastroenterology
- Cardiothoracic surgery (valve and bypass)
- Comprehensive Stroke Center
- Extracorporeal membrane oxygenation (ECMO)
- Interventional pulmonology
- Laboratory and pathology services
- Level II trauma center
- Minimally invasive surgical services
- Multispecialty intensive care unit (ICU)
- Neurointerventional radiology
- Neurology and neurosurgery
- Orthopedic and total joint replacement
- Rehabilitation services
- Robotic surgery
- Urology care
- Wound care

Quality recognitions and awards

- Healthgrades**
- Critical care
 - 5-star recipient for sepsis treatment (2020-2021)
 - Gastrointestinal
 - 5-star recipient for colorectal surgeries (2019-2021)
 - 5-star recipient for pancreatitis treatment (2021)
 - Orthopedics
 - 5-star recipient for hip fracture treatment (2018-2021)
- Pulmonary**
- 5-star recipient for pneumonia treatment (2021)
- Additional quality recognitions**
- American Heart Association's Get With The Guidelines Stroke Gold Plus with Honor Roll Elite (2021)

Accreditations and certifications

- American Association of Blood Banks Accreditation
- American College of Radiology Accreditation in Computerized Tomography Services
- American College of Radiology Accreditation in Magnetic Resonance Imaging
- American College of Radiology Accreditation in Nuclear Medicine
- American College of Radiology Accreditation in Ultrasound
- American College of Surgeons verified Level II Trauma Center
- Coast Guard Certified Helipad for Black Hawk grade air ambulance landing
- College of American Pathologists Laboratory Accreditation
- County of Santa Clara designated STEMI Receiving Center
- County of Santa Clara designated Trauma Center
- Joint Commission Accredited Comprehensive Stroke Center
- Member- Extracorporeal Life Support Organization (ECMO)
- Santa Clara County designated STEMI (heart attack) receiving center



Ken West
Chief Executive Officer

\$237M
Total salaries and benefits

\$47M
Total taxes

\$16M
Estimated cost for the delivery of charity care, uninsured discounts and other uncompensated care

\$19.4M
Capital investment

\$319M
Total economic impact

The road ahead

We're proud of what we accomplished in 2021, and we're equally proud of our colleagues, physicians and partners who made it all possible. Through persistence, passion and teamwork, we emerged healthier together. Although the future still holds many unknowns, HCA Healthcare's Far West Division remains focused on one thing: the care and improvement of human life. It's what we do. It's who we are. And it's what we'll continue to focus on today and in the years to come.

Our work is never done. Thank you for standing with us as we continue to create healthier tomorrows for all.

Learn more about our organization's collective impact at [HCAhealthcareImpact.com](https://www.hcahealthcareimpact.com).

