

March 2021

Annual Impact Report



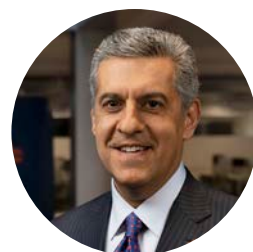
Ela Stutzman, RN
TriStar Summit Medical Center

HCA 
Healthcare®

This annual Impact Report recognizes the incredible hard work and dedication of our doctors, nurses, and colleagues; the ways we care for our communities in which we operate and serve; and the strength and resiliency of HCA Healthcare and the healthcare industry as a whole.

At the beginning of the pandemic, we established two clear objectives: 1) protect our people so they could continue caring for patients; and 2) protect the organization to make sure we could continue serving our communities for years to come. In alignment with those objectives, this report focuses heavily on our response to the COVID-19 pandemic, which impacted every facet of our organization. It also highlights the ongoing work and priorities that did not rest in 2020, as they too are critical components of fulfilling our mission.

I am confident that the results presented and the stories shared will give you an appreciation of our belief that together, we can harness our collective knowledge and resources to improve healthcare everywhere.



Sincerely,

A handwritten signature in cursive script, reading "Samuel N. Hazen".

Samuel N. Hazen
Chief Executive Officer



L-R, top to bottom:

Angela Baker, RN, Doctors Hospital of Sarasota; Menorah Medical Center COVID-19 patient embraces with his caregiver; Dr. Robert Smith, Sunrise Health Las Vegas; Methodist Hospital Stone Oak Rehabilitation team member comforts patient; Trident Medical Center patient with nurse Allie Fant; Plantation Fire Department and Lauderhill Fire Rescue crews



Due to travel restrictions and our ongoing commitment to protecting patients and colleagues, many of the individuals pictured throughout this report are from our TriStar Division. It is important to note that our collective impact reflects the hard work of all of our 275,000 dedicated and compassionate colleagues throughout the U.S. and U.K.

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• From the cover

“As nurses, we deal with patients every day whose lives are on the line, but no one could have imagined that we would also be putting our own lives and our families’ lives on the line this year. Despite the added stress, the pandemic also provided countless opportunities for me to grow my nursing skills in breadth and depth — most importantly through the increased empathy I gained when needing to be family for patients who had none due to visitation limits.”



Ela Stutzman, RN
TriStar Summit Medical Center

8 Mission and introduction

HCA Healthcare is a collaborative healthcare network dedicated to giving people a healthier tomorrow.

45 Caring for our communities

Driven by our desire to improve more lives in more ways, we are committed to helping build stronger, healthier communities.

11 Protecting our colleagues and physicians

HCA Healthcare implemented several initiatives to support and protect our colleagues and physicians throughout 2020.

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We address environmental, social and governance (ESG) issues head on and take actions to help strengthen our diversity and foster a culture of inclusion.

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Through innovative approaches to quality, we are making a meaningful difference in the lives of our patients and setting new standards for care.

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We continue to look ahead, focusing on advancing and improving patient care and supporting all colleagues.

37 Protecting our organization

By utilizing data and innovative tracking systems, we monitor the impact of COVID-19 to help guide our daily decisions and actions.

Helping patients heal so they can return home to celebrate life with loved ones is one of the many ways we care like family.



Rose Medical Center



Los Robles Regional Medical Center



Palms West Hospital

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

Each year, HCA Healthcare takes time to pause and examine the positive impact we have on our patients, colleagues and communities. In 2020, our organization faced unprecedented challenges due to the COVID-19 pandemic, but our dedication to our mission and promise to improve more lives in more ways never wavered.

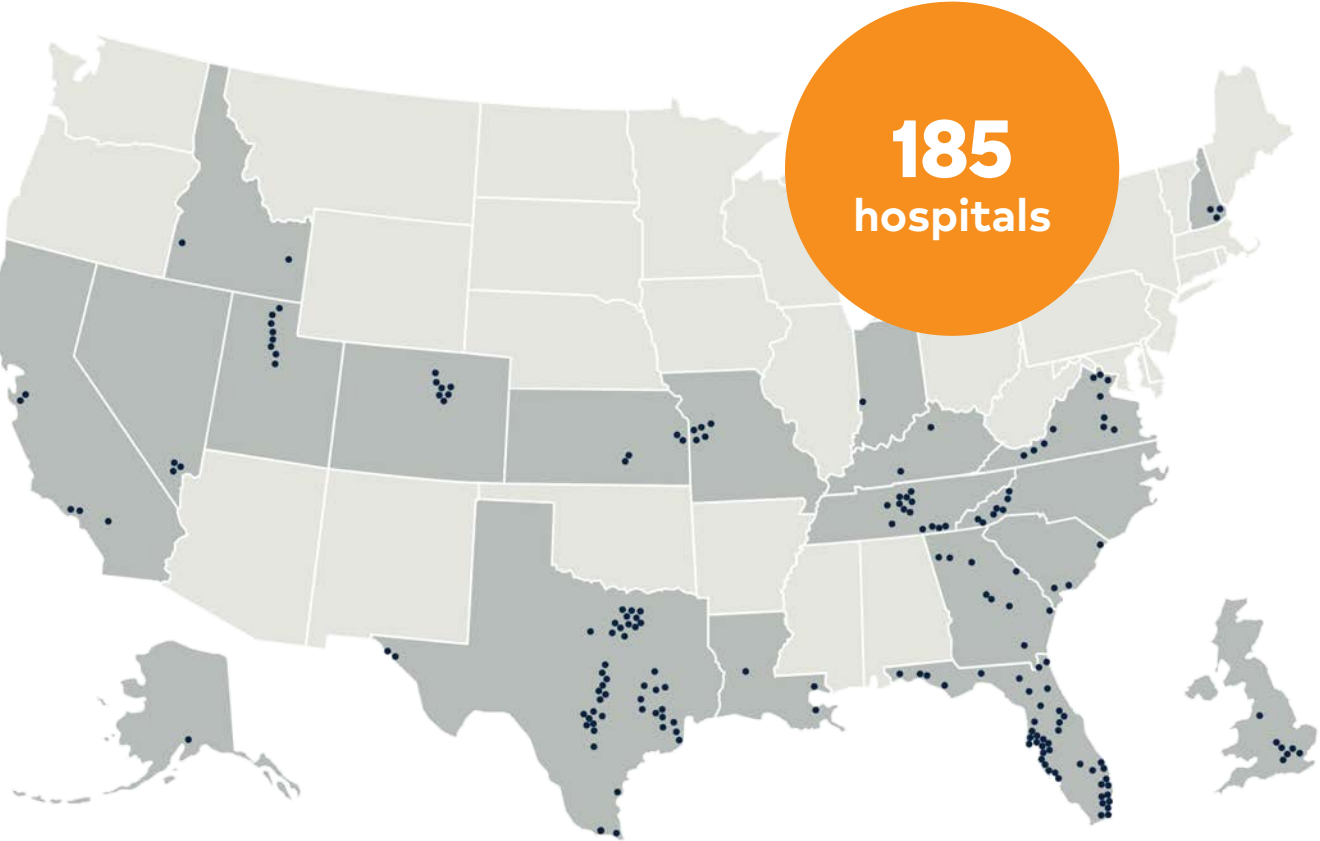
As we managed the organization through remarkable and challenging times, we established two clear objectives: protect our people and protect our ability to serve our patients and communities. It is with great pride that we have been able to do both. This not only applied to our response to the pandemic, but also to advancing clinical capabilities, progressing our community

engagement strategy and our commitment to diversity, equity and inclusion, and more. As an organization, we were able to succeed in part due to thorough planning, solid execution, strong collaboration, appropriate resource allocation, prudent decision making and focused leadership.

Our job is to take care of people — our patients, colleagues and communities. They depend on us, and it's because of them that we show up every day in pursuit of our mission.

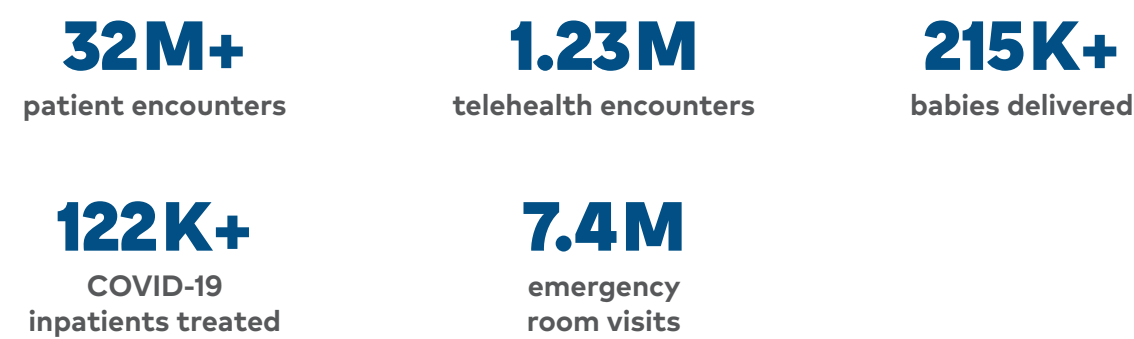
The positive impact of our healthcare system

Through HCA Healthcare’s more than 2,000 sites of care, we strive to deliver on our mission every day.



*Hospital locations as of Dec. 31, 2020

2020 services by the numbers



168
urgent care clinics

119
freestanding emergency rooms

121
surgery centers

1,300+
physician practices

64
inpatient behavioral health programs

17
regions within our Sarah Cannon network

267
telehealth sites

274
graduate medical education programs

12+
regions with physical nursing academic centers and simulation centers

Our affiliated lines of business



HealthTrust is a healthcare performance improvement company committed to strengthening provider outcomes and clinical excellence by leveraging scale, innovation and operator expertise. Since 1999, HealthTrust has been the supply chain engine supporting the HCA Healthcare enterprise.



Parallon, one of the largest premier revenue cycle partners in the country, serves hundreds of hospitals and thousands of physician practices by providing deep operational knowledge, industry expertise and proven revenue cycle solutions.



Sarah Cannon, the Cancer Institute of HCA Healthcare, offers integrated cancer treatments with convenient access to cutting-edge therapies for those facing cancer. Through its services, Sarah Cannon provides state-of-the-art cancer care close to home for hundreds of thousands of patients, a number unmatched by any single cancer center.



Galen College of Nursing joined HCA Healthcare in 2020, bringing together two leading nursing organizations and creating the country’s largest academic practice partnership, to increase access to education and provide nursing career development opportunities that will positively impact patient care.



Protecting our colleagues and physicians



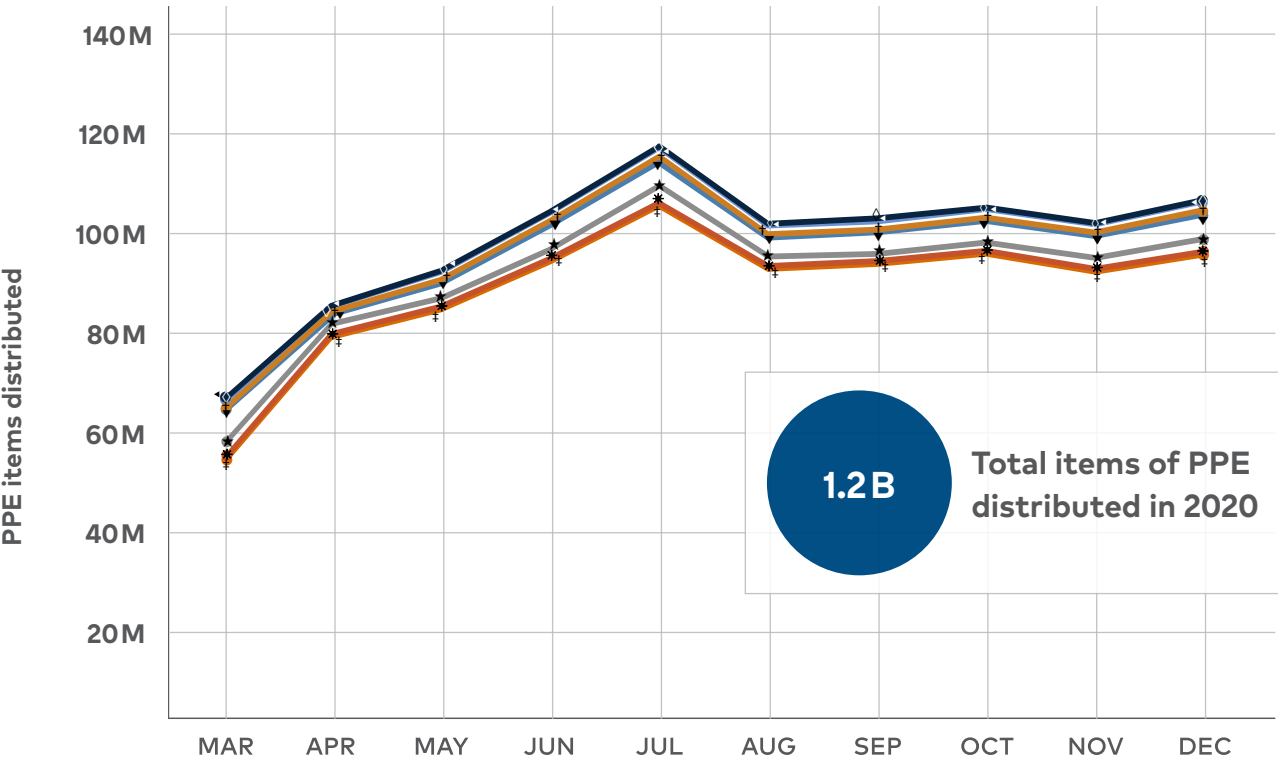
Many things set HCA Healthcare apart from other healthcare organizations; however, at our core, our greatest strength is our people. Protecting and supporting our colleagues and physicians is our top priority, which in turn provides a safe environment for our patients, visitors and community members.

Our organization does this through a variety of programs that offer physical, emotional and financial support for colleagues and their families. HCA Healthcare strives to take a proactive approach to identify risks and increase security protections at our facilities to help provide a safe physical environment for all.



Distribution of PPE in 2020

- ◇ Surgical gowns
- ★ Isolation gowns
- ◀ Surgeon gloves
- ✱ Face shields
- † N95 masks
- ‡ Exam gloves
- ▼ Masks (loop and tie)



Safety through a pandemic

HCA Healthcare’s vast scale and global network of partners and suppliers continue to support our organization with the essential resources and critical safety protocols colleagues and physicians need to be safe.

In the early stages of COVID-19, our organization implemented and enhanced numerous safety precautions under the guidance of the Centers for Disease Control and Prevention (CDC) to help protect everyone who enters our facilities. One of the most crucial ways to keep everyone safe, specifically throughout the pandemic, is to meet and manage the need of personal protective equipment (PPE), such as medical gloves and masks.

To meet the PPE demand, HCA Healthcare created a multidisciplinary task force led by our affiliate, HealthTrust, and comprised of our nursing, quality, infection prevention, administration, education and department leaders. The task force oversees adherence to the CDC crisis guidance related to PPE and tracks usage throughout the enterprise.

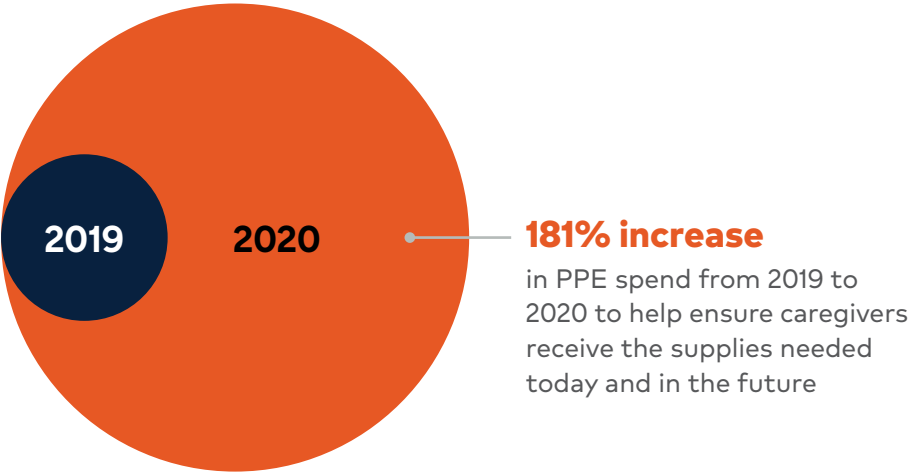
As the pandemic hit our communities, Parallon worked with HealthTrust to meet

increased demand for PPE and shifted facility-based Patient Access and Health Information Management colleagues to entirely new roles to aid the organization in new capacities.

Partnering with HCA Healthcare’s Physician Services Group, Parallon deployed several telehealth platforms to meet a greatly increased demand for remote appointments and expedited curbside registration, which allows patients to bypass person-to-person interaction upon arrival.

Additional measures the organization implemented to physically protect our colleagues and patients included collaborating with major hotel chains to provide housing for providers who work directly with COVID-19 patients, offering scrub laundering for those caring for COVID-19 patients to help protect them from potentially carrying the virus home on their clothing, establishing virtual visitation policies, implementing universal masking and enhanced screening, instituting visitor restrictions in patient care areas and isolating COVID-19 patients.

Total PPE spend



in PPE spend from 2019 to 2020 to help ensure caregivers receive the supplies needed today and in the future

Continued support of our workforce

At HCA Healthcare, we are committed to supporting our colleagues, especially during times of crisis.

In response to the stay-at-home mandates in different states, we expanded our work from home (WFH) practices for our non-clinical colleagues to help ensure their safety in the face of COVID-19.

Our focus remains on supporting and protecting all colleagues — whether they are working at a patient’s bedside in our hospitals, in our facilities or remotely.



Remote colleagues supported per day via HCA Healthcare’s secure network

Financial support

Early in the pandemic, we made the decision not to lay off or furlough any full-time or part-time colleagues due to COVID-19, and we have kept this promise.

Pandemic pay

To help prepare for the economic impact of COVID-19, HCA Healthcare implemented and expanded a number of programs to help financially support our colleagues and physicians. At a time when hundreds of hospitals and healthcare systems were laying off or furloughing colleagues, our organization launched a special pandemic pay program, which guaranteed that full- and part-time colleagues in clinical and non-clinical support services who could not be redeployed to other facilities would continue to receive 70% of their base pay if they were not scheduled for their full shifts.

127K+

colleagues supported through the pandemic pay program

\$200M+

spent to support colleagues with quarantine and pandemic pay through December 2020

7.3M

total hours covered for colleagues during quarantine period

As of Dec. 31, 2020

Katharine Rosier, RN (sitting)
Angie Rife, RN (standing)
TriStar Summit Medical Center





Beverly Blount-McKay, a nurse at Doctors Hospital of Augusta, credits the Hope Fund for helping her with medical and daily expenses as she underwent additional surgeries after developing complications from a knee surgery.

HCA Healthcare Hope Fund

Amidst any crisis, a little hope can make a positive impact and bring much-needed light to a dark situation in someone’s life.

The HCA Healthcare Hope Fund, a colleague-run, colleague-supported 501(c)3 public charity, supports colleagues through unexpected crises, such as a personal illness, death of a family member, domestic violence, disaster or other difficult situation.

Since the Hope Fund’s inception in 2005, HCA Healthcare colleagues have helped deliver over \$67 million in assistance to more than 40,000 families when they needed it most.

This past year, at the beginning of the pandemic, the Hope Fund experienced three times as many requests for assistance. Along with COVID-19 came new unexpected needs and hardships for many HCA Healthcare colleagues. The fund quickly adjusted by expanding guidelines to meet these needs, which resulted in providing over \$3 million to support nearly 2,000 families with pandemic-related hardships. At HCA Healthcare, we take care of our own.



Our HCA Healthcare Hope Fund celebrated 15 years of making a positive impact in the lives of our colleagues and their families in 2020.

\$10.6M in assistance to help nearly 5,000 families, the most given in any year since the Hope Fund began	32,500+ colleagues recorded gifts totaling more than \$7 million to help colleagues through the fund	\$4M+ donated by The Frist Foundation, HCA Healthcare’s Board of Directors, hospital CEOs and other leaders throughout the organization
\$3M+ to support nearly 2,000 families with pandemic-related hardships		\$67M+ provided to assist more than 40,000 HCA Healthcare families since the Hope Fund’s inception

Dec. 31, 2020

Mental wellness

The increased stress levels from the uncertainty of COVID-19 can impact a person’s physical and mental well-being, especially for frontline caregivers.

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

Caregiver and Colleague Wellness resources provide colleagues with tools for mental well-being, including education, events, videos, counseling support, tips from wellness experts on how to avoid physician burnout, stress management and more.

Nurse Care, a nursing-focused emotional support program, provides nurses with free and unlimited 24/7 confidential phone access

to a counselor for help with work/life balance, managing stress and anxiety, self-care and handling common nursing issues.

The Beacon Wellbeing Program, HCA Healthcare’s Employee Assistance Program (EAP), allows colleagues to schedule confidential in-person, phone or video call sessions with a licensed counselor.

In conjunction with a coalition of the nation’s leading mental health organizations, HCA Healthcare supports Psych Hub’s COVID-19 Mental Health Resource Hub, which provides colleagues and providers with mental health resources during the pandemic.

“

My team at work has been a huge part of staying mentally healthy during the COVID-19 pandemic. I know that I can count on them in any situation and that brings me great comfort. HCA Healthcare has also provided resources, such as Nurse Care, to help me stay grounded and cope with stresses caregivers inevitably encounter.

Jessica Fox, RN, IMCU
HCA Houston Healthcare Clear Lake



A special year of the nurse



Rebecca Flannelly, MSN, RN, CMSRN
TriStar Summit Medical Center

2020 was deemed “Year of the Nurse and the Midwife” by the World Health Organization and, as the year progressed and our world experienced an unprecedented pandemic, the true essence of nursing was exemplified.

These extraordinary individuals are vital frontline workers, displaying courage, care and commitment to their patients every day throughout HCA Healthcare.

Despite the added challenges of COVID-19, nurses throughout our organization have consistently shown their resiliency and willingness to go above and beyond for their patients and each other. When HCA Healthcare nurses discover best practices for nursing care, it changes how nursing is practiced across the country. That’s why we support our nurses to ensure they have the tools and resources needed to provide high-quality, patient-centered and compassionate care to every patient that walks through our doors.

With more than 93,000 nurses throughout our organization, HCA Healthcare is one of the largest employers of nurses in the U.S. We are committed to supporting our nurses and providing education and development resources so they can continue to excel.



Centers for Clinical Advancement across the U.S. help nurses and other clinicians feel confident and competent in patient care situations by offering training on best practices and sharing expertise in simulation environments.



Nurse residency programs and our StaRN (Specialty Training Apprenticeship for Registered Nurses) program for first-year nurses allow nurses to move with confidence from the classroom to the bedside.



Assistant Chief Nursing Officer Advanced Leadership Program, in partnership with the American Nurses Association, helps nurses gain the skills needed to move into leadership roles.



The HCA Inspire app provides quick access to nurses’ schedules and offers nurses the chance to recognize excellence, chart professional growth, connect with a mentor and more.



Charge Nurse Leadership Certificate

Galen College of Nursing

Galen College of Nursing joined the HCA Healthcare family in 2020, bringing together two leading nursing organizations and creating the country’s largest academic practice partnership, to increase access to education and provide nursing career development opportunities that will positively impact patient care.

To learn more about our partnership with Galen and overall nursing support, visit [HCAhealthcareImpact.com](https://www.hcahealthcare.com/impact).



Partnering with our physicians

HCA Healthcare was founded by physicians who believed the best care begins by giving physicians what they need. Given the challenges of the pandemic, we supported nearly 47,000 active and affiliated physicians in the following ways:

Providing sufficient PPE

Our priority has been to protect our frontline clinicians and caregivers as they treat patients in our facilities. To minimize COVID-19 exposure and preserve PPE, we created intubation teams and helped ensure physicians have a safe environment to restart procedures.

Helping ensure uninterrupted care for patients

We granted rent deferral with owned medical office buildings (MOBs) to address medical practice or business disruption. This helped to maintain availability of medical care and related businesses and services for patients and the community (“COVID-19 purposes”) as permitted by federal waivers. Additionally, we stood up a patient unemployment communication to assist physicians with helping their patients and created a virtual surgery scheduler to optimize rescheduling of delayed patient surgeries.

Sharing the latest information

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

To make sure our physicians, residents and fellows are prepared for their careers and trained in the latest medical approaches, HCA Healthcare invests heavily in graduate medical education (GME) programs and we are proud to be the nation’s largest GME sponsor.

After the onset of the pandemic, we supported clinical students by:

- Rapidly moving didactic courses and administrative functions to an online format
- Revamping simulation experiences to provide social distancing
- Allowing all students to continue their academic progression



Dr. Chine Logan, DO, MHA,
MS, FACS, FACOS
TriStar Skyline Medical Center

A commitment to scholarly activity

Our scholarly activity bridges the gap between compelling evidence and exceptional patient care. HCA Healthcare residents and fellows have access to talented, highly skilled teams of faculty, industry experts and dedicated research teams to guide them through their journey. Residents and fellows produce evidence that drives future practice by leveraging HCA Healthcare’s national clinical data warehouse — the heart of our data ecosystem.

Our experiential learning is rooted in evidence-based medicine that leads to innovative, real-world patient health solutions. Merging the rigor of ACGME accreditation with high patient touch, our residents and fellows deliver care that demonstrates our mission to care for and improve human life.

2020 COVID-19 response

→
Flip open the page
to view our 2020
COVID-19 timeline.

HCA Healthcare's ongoing response to COVID-19 is possible because of the unwavering commitment and tremendous sacrifice of our more than 275,000 colleagues. We are proud of the steps we have taken to help keep our colleagues, patients and communities safe.

Throughout the crisis, we used the following five guiding principles as a framework for decision making and actions, and they will continue to guide us into the future:

- 1 — Protect our colleagues and physicians.
- 2 — Be there for patients.
- 3 — Partner with others.
- 4 — Be a resource for communities and government.
- 5 — Accelerate the organization through the crisis.

By the numbers

122,000

COVID-19 inpatients cared for in HCA Healthcare facilities in 2020

More than any
other healthcare
system in the U.S.

1.2 billion

pieces of PPE distributed to colleagues in 2020

Increased PPE
spend by 181% from
2019 to help protect
caregivers today
and in the future

80%

of all COVID-19
testing in our
facilities is processed
by HCA Healthcare

24 hours
average
turnaround time

~\$6B

total CARES Act funds
returned or repaid early by
HCA Healthcare.



We began integrating our data with the Centers for Disease Control and Prevention (CDC) in mid-March. By the end of 2020, we conducted

73 partner data integrations

with state and federal government agencies as well as national health organizations.

\$10.6 million

in assistance provided to nearly 5,000 HCA Healthcare colleagues through our HCA Healthcare Hope Fund in 2020. More than \$3 million of this total was distributed to nearly 2,000 colleagues to help with the loss of household income, childcare costs, or other unexpected financial challenges related to the COVID-19 pandemic.

Did you know?



HCA Healthcare was one of the first and largest health systems to implement a universal masking policy for all staff and providers to help reduce the spread of the virus — even before the CDC recommended such a policy.



December 2019

HCA Healthcare's supply chain, HealthTrust, began sourcing PPE and related items in preparation for the potential spread of COVID-19 to the U.S.



February 2020

HCA Healthcare developed policies for clinical decisions and staff safety related to COVID-19.



April 2020

Implemented special pay programs for colleagues.

Cut executive pay and suspended raises for all colleagues.

Partnered with Google Cloud and SADA on COVID-19 data sharing.

Received first tranche of CARES Act provider relief funding.

Suspended quarterly dividend.

Began convalescent plasma trial.

Partnered with the AHA* and the White House task force to develop a national ventilator stockpile.



June 2020

COVID-19 cases in the U.S. (2M+), across several HCA Healthcare markets and facilities, continue to rise.

Continued pandemic pay, quarantine pay and related programs, like hoteling, for colleagues caring for COVID-19 patients.

Created hotline for patients who lost health insurance to receive free, confidential and personalized guidance.



August 2020

As COVID-19 cases surged in many of our markets, HCA Healthcare colleagues joined together with a powerful message to help slow the spread of COVID-19: "Spread knowledge. Save lives."



October 2020

Partnered with Belmont University and the Nashville Metro Public Health Department to help ensure a safe presidential debate for all attendees.

Annual "Crush the Crisis" take back day events resulted in the disposal of 13,523 pounds of medication, more than doubling the medications collected in 2019.

Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec



January 2020

HCA Healthcare enacted our Emergency Operations Center.

First COVID-19 positive patient admitted in an HCA Healthcare facility in San Jose, California.



March 2020

National emergency declared and Stafford Act enabled.

Established COVID-19 information line staffed by HCA Healthcare nurses.

Reduced discretionary spending and capital spend.

State-by-state shutdowns of elective procedures announced.

Began data integration with CDC and publishing daily census reports.

CARES Act signed into law.



May 2020

Some facilities began reopening elective procedures.

Extended the pandemic pay and quarantine pay programs benefiting more than 127,000 colleagues.



July 2020

HCA Healthcare Hope Fund celebrates 15 years of caring. In 2020, a record \$10.6 million in assistance was provided to help struggling families — more than any year in HCA Healthcare Hope Fund history.



November 2020

Veterans Day took on additional significance this year, as many HCA Healthcare veteran colleagues were deployed domestically to help during the early surge of COVID-19.



December 2020

Emergency Use Authorization (EUA) by the U.S. Food and Drug Administration approved for COVID-19 vaccines.

*American Hospital Association

Being there for our patients

HCA Healthcare strives to create the safest environment of care possible for our patients and everyone who enters our care facilities. In 2020, we enhanced many safety protections and proactively initiated new precautions and strict standards under guidance from the CDC. As one of the nation's leading healthcare providers, HCA Healthcare stays prepared in times of crisis to leverage resources and services to support communities, our colleagues and, most importantly, our patients.

Patient safety protocols

HCA Healthcare’s large network of care locations and facilities helps us improve patient safety.

The culture of HCA Healthcare has always been laser focused on the patient. Our strategy, our decisions, and our resource allocation revolve around that focus.

Given ongoing advised precautions by the CDC, we adjusted our facilities to help keep patients, colleagues and visitors safe throughout the pandemic by implementing several new safety protocols and processes.

- Implemented universal masking policy for all staff and providers in patient care areas
- Mobilized hundreds of screeners in our facilities to manage the new screening and visitor control processes
- Designated separate care locations for COVID-19 positive patients and those under investigation
- Treated non-COVID-19 patients, including those receiving outpatient care or undergoing scheduled procedures, in separate areas

A patient getting her temperature taken before entering an HCA Healthcare facility.



Patient financial support

The economic impact of COVID-19 has been felt all around the world. For many people who have lost their jobs and health insurance coverage, going to the hospital for a medical emergency became a choice instead of necessity. HCA Healthcare wants to make sure that all who need care are able to receive care — no matter their financial situation. To support patients during COVID-19, HCA Healthcare opened a free hotline for anyone whose insurance coverage was impacted by a life-changing event, such as job loss or reduced income.



By the end of 2020, 7,200 patients were assisted through the hotline, which addressed more than 20,300 calls.






Telehealth expansion

The COVID-19 crisis increased the need for telehealth due to social distancing and quarantine mandates.

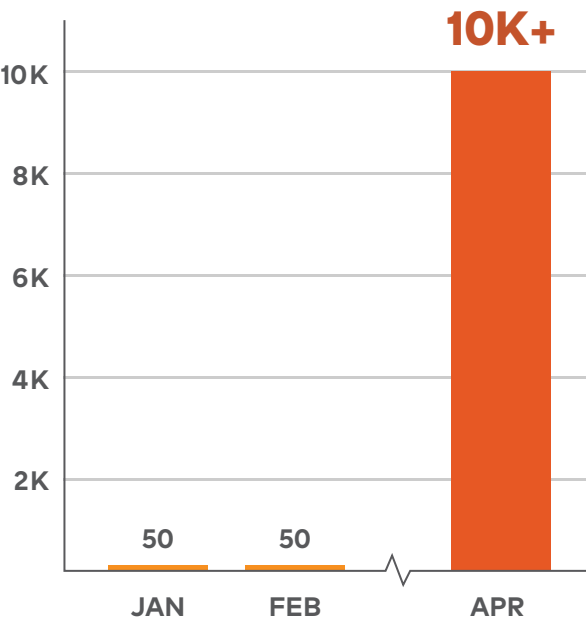
Our existing telehealth innovations allowed us to rapidly expand telehealth capabilities to support the evolving challenges of our clinical staff and to meet the needs of our patients. The goal was to use telehealth to provide best-in-class healthcare at or above the same standard as in-person encounters.

66,000+ colleagues and patients monitored for COVID-19 through the Vivify Health mobile app (VivifyGo)	3,000 hospital-based telehealth services added to support surge demand
6,000+ additional providers supported through the expansion of telehealth services	 Deployed telehealth technology to support all HCA Healthcare urgent care centers

Dec. 31, 2020

Telehealth impact

Average telehealth visits per day



Telehealth in the future

Looking ahead, COVID-19 has shifted the way patients and clinicians use digital tools to engage with each other. Fortunately, HCA Healthcare already had a robust telehealth system in place to care for our patients. More investments and expansions are underway to increase the telehealth capabilities for our clinicians and patients and to continue providing a more efficient and safer way to deliver care.

To learn more about how we expanded telehealth throughout 2020, please visit HCAhealthcareImpact.com.

1.23M

telehealth encounters, a 485% utilization increase from previous years

~183,000

telehealth encounters via inpatient rounding and patient isolation monitoring

~135,000

ER/FSER telestroke and telepsychiatry consults

~38,000

telehealth visits in our urgent care centers

~874,000

primary care and specialty telehealth visits

As of Dec. 31, 2020

Patient-centered care

Through innovative approaches to quality improvement and clinical advancements, we are making a meaningful difference in the lives of our patients and setting new standards for care.

Supported by HCA Healthcare Research Institute (HRI) and Sarah Cannon Research Institute, our organization conducts large-scale clinical research with partners including Harvard Pilgrim Health Care Institute and the CDC to help improve the patient experience and inform patient care supported by research.

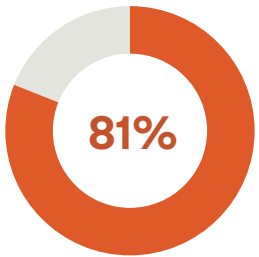
- More than 480 first-in-human clinical trials have been conducted across the Sarah Cannon Research Institute network, 62 of which occurred in 2020. (*Data as of Dec. 2, 2020)
- In 2020, more than 3,700 patients were enrolled in clinical trials across Sarah Cannon sites, including oncology trials and HRI trials.
- Conducted various COVID-19-related research projects, including 22 outcomes studies and 12 clinical studies across 20 sites of care.
- As of January 2021, HCA Healthcare administered more than 300,000 first and second doses of the COVID-19 vaccine to HCA Healthcare colleagues and affiliated patient care workers.
- As a learning health system, we utilize data to improve patient care. As of October 2020, we increased the COVID-19 survival rate by 28% in our hospitals.

Learn more about our superior, patient-centered care at HCAhealthcareImpact.com.

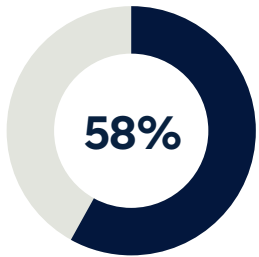


Lee Trevor, RN, CPIINS, CHEP, NHDP-BC
TriStar Summit Medical Center

Hospital Safety Grade of A or B



HCA Healthcare hospitals



Non-HCA Healthcare hospitals

In 2020, The Leapfrog Group recognized 81% of HCA Healthcare's U.S. hospitals with a Hospital Safety Grade of A or B, as compared to 58% of non-HCA Healthcare U.S. hospitals.

Convalescent plasma and treatment research

In 2020, 175 HCA Healthcare hospitals across the country participated in a national study to determine if plasma from recovered (convalescent) COVID-19 patients may help in the treatment of individuals currently sick from the virus. As part of this study, HCA Healthcare leveraged its clinical research capabilities as well as its national hospital network to quickly expand collection and testing.


~9,000

Patients treated in the COVID-19 convalescent plasma trial



Protecting our organization so we can serve our communities

As an organization, we leveraged our scale to move resources from market to market and control supply chain management as surges shifted. We also applied learnings from first impacted facilities to all others in near real time. Our focus on protecting our people and organization continues to guide our daily decisions and allows us to provide the care our patients and communities deserve.



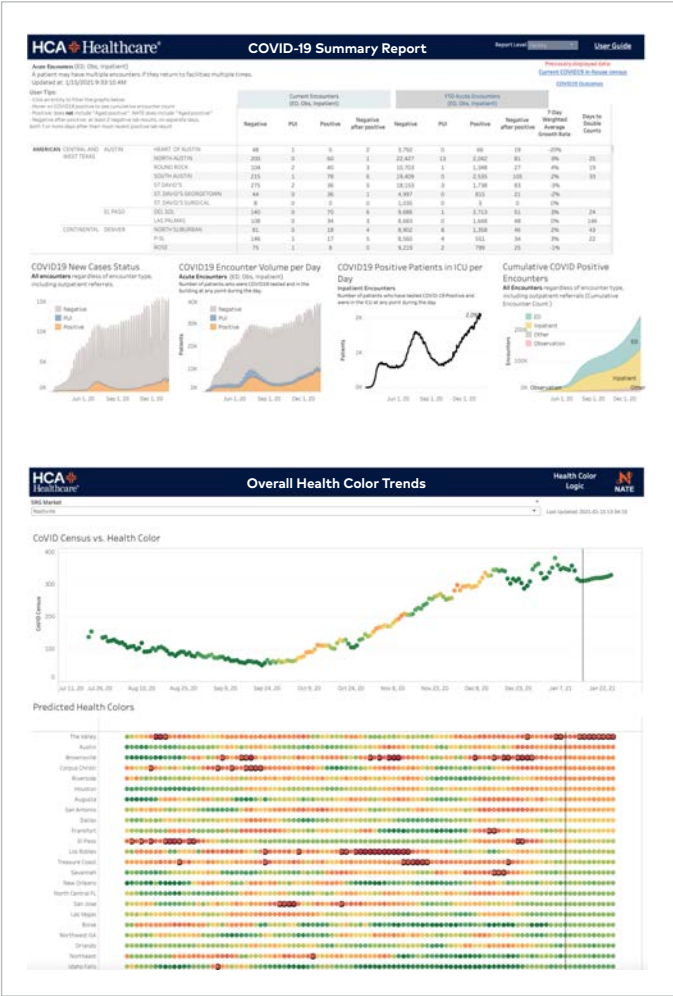
Utilizing data to inform decisions

As a learning health system, we create tools that transform vast amounts of patient data into systems that improve patient care.

Even before the first COVID-19 positive patient arrived at an HCA Healthcare hospital, our organization knew we needed visibility into our volumes across the organization to identify markets with the largest COVID-19 populations and to allocate resources, such as ventilators, to harder hit areas.

To meet this need, HCA Healthcare’s Data Science team created the following tools:

- **CoroNATE**, a portfolio of NATE (Next-gen Analytics for Treatment and Efficiency) applications, provides real-time visuals of what is happening in a hospital and enables quick visibility into the clinical insight of our COVID-19 patients and the overall impact on our resources at the enterprise, division, market and hospital levels.
- **COVID-19 Summary Report** provides key volume measures over time.
- **Vent Capacity Report** provides ventilator utilization metrics for each hospital. The Supply Chain team uses this information to identify which locations require more ventilators and which locations have the ability to supply ventilators.
- **Prediction models** forecast future COVID-19 volumes in each of our divisions and markets.



By the end of 2020 and in coordination with the CDC, we conducted 73 partner data integrations with state and federal government agencies as well as national health organizations to advance patient care everywhere.



~\$6B

Total CARES Act funds returned or repaid early by HCA Healthcare

CARES Act funding

HCA Healthcare returned or repaid early approximately \$6 billion in CARES Act funding

The Coronavirus Aid, Relief, and Economic Security (CARES) Act, enacted on March 27, 2020, provided funding to help healthcare providers, including HCA Healthcare, reimburse lost revenue and additional expenses attributable to the COVID-19 outbreak. This funding has played an essential role in allowing healthcare providers to continue to provide high-quality care to patients and communities across the country.

At the onset of the pandemic, HCA Healthcare took a number of actions to meet the operational and financial challenges expected throughout the pandemic. As a result of these actions, and other factors, HCA Healthcare was positioned to do the right thing — return or repay early all Provider Relief Fund distributions of approximately \$1.6 billion and approximately \$4.4 billion in Medicare accelerated payments.

Emergency operations

The Enterprise Emergency Operations Center (EEOC) works with leaders across HCA Healthcare’s more than 2,000 sites of care and corporate teams to provide necessary resources to deliver the best patient care possible when emergencies occur and coordinate responses before, during and after a crisis to ensure colleagues and patients are safe.

HCA Healthcare activated EEOC teams early on at corporate, in each division and in each hospital to be available 24/7 for leaders, so they could draw on resources and expertise from across the organization to coordinate communication needs throughout the pandemic. In early January, leaders recognized that the outbreak in Wuhan, China, could have implications for global spread and affect the production of the majority of the world’s personal protective equipment (PPE).

~80%

of the world’s PPE is made in China

The EEOC focused on their pandemic plan, relying heavily on protocols already in place from other disaster preparedness situations. In January, the EEOC held a series of exercises with facility leaders to tackle a number of different critical scenarios and evaluate the threat of COVID-19.

In states where COVID-19 cases continued to surge, the EEOC quickly deployed onsite at the hospitals experiencing near capacity

intensive care units (ICUs) to provide a range of critical support for colleagues and patients and organize surge units and mobile hospitals to help treat patients.

The EEOC helps us accomplish this by coordinating resources to focus on four main priorities:

- Meeting the physical and emotional well-being of our patients, colleagues, families and communities
- Providing hospitals and facilities with the people, supplies, equipment and physical space needed to deliver care and conduct business functions
- Ensuring the organization can care for patients, protect staff and respond to the greater needs of the community
- Delivering on our commitment to the care and improvement of human life

HCA Healthcare is committed to fighting COVID-19 and continues to support our patients, colleagues and communities by applying our scale and utilizing resources and best practices to develop and share solutions.

No matter the emergency or threat, at HCA Healthcare, we work together — especially during difficult times — to accomplish our greatest priority: providing the best care for our patients.





Photo credit: Sam Simpkins/Belmont University


Presidential debate


Belmont University, located in HCA Healthcare’s hometown of Nashville, Tennessee, hosted the final debate of the 2020 presidential election. Holding an event of this magnitude, in the midst of a global pandemic, took innovation, precision and teamwork by some of the most prominent organizations in Nashville. Along with other local and national partners, HCA Healthcare helped Belmont execute procedures to conduct the event safely and seamlessly.


“The structure that we put in place for the debate is very much the same structure that we use in our everyday emergency operations,” said Mike Wargo, vice president of Enterprise Preparedness and Emergency Operations for HCA Healthcare. “Safety is always our number one priority, infrastructure is number two and completing the job is number three. And if we accomplish those three, then we hit our fourth priority, which is fulfillment of our mission. And post-debate I am proud to say ‘mission accomplished.’”

 Nearly **600 HCA Healthcare colleagues** volunteered to help with screening, scheduling appointments, registration, lab testing and wayfinding.

 Average turnaround time for receiving test results was **5 minutes**.

 Approximately **2,000 COVID-19 tests** were conducted at HCA Healthcare across 7 days.

 HCA Healthcare managed more than **1,500 calls** for scheduling or assistance.

 Mike Wargo was awarded the **Director’s Recognition Award** for outstanding assistance and support on behalf of the protective responsibilities of the U.S. Secret Service.



HCA Healthcare nurses serve where needed during COVID-19 pandemic

When COVID-19 began to spread, the hospitals that were both short-staffed and overwhelmed with coronavirus patients needed reinforcements — both in and outside of HCA Healthcare.

New York City was the virus's epicenter in the U.S. With the number of cases increasing significantly throughout March and April, physicians and nurses from around the country made their way to New York to help. One of them was Westside Regional Medical Center ICU nurse Tammy Stimmerman.

Before leaving, Tammy made sure her Westside family in Plantation, Florida, was prepared to care for the COVID-19 patients they were receiving. With the support of her leadership team, Tammy arrived in New York, where she said there were some good days — when patients' symptoms improved and she

was able to connect them with loved ones through the phone.

"But then there are the heartbreaking days," Tammy said, "where you allow the family to say goodbye to their loved one through FaceTime and all you can do is hold the person's hand so they know someone is there."

But that's why Tammy chose to be an ICU nurse — to help patients in their greatest time of need.

"I'm doing what I love to do. I'm taking care of people who need me the most, and I'm there to help the struggling nurses that have been here since the beginning. I do what I do because I can," she said.

Maria Ellis, assistant chief nursing officer at Mission Hospital in Asheville,

Back row (from left to right): Starr Santee, RN; Stephanie Droppelman, RN; Veronica Roybal, RN; Lauren Hill, RN; Ashley McClellan, Research Medical Center (RMC) CEO; Deb Ohnoutka, RMC CNO; Joshua Favaloro, RN; Antoinette Berger, RN; Katie New, RN

Front row (left to right): Dr. Olevia Pitts, RMC CMO; Mandy Perrigon, RN; Jacqueline Euritt, RMC ACNO; Sarah Metellus, RN; Darlene Nilson; Peter Corby, RN; Erica Cogswell, RN

North Carolina, also served in New York beginning in early April. As a credentialed psychiatric nurse with the Navy Reserve, Maria was told to mobilize to the city, where she worked on the prone team, helping turn patients in their beds to the prone position (chest down) to help improve lung function, at the temporary care facility built at the Javits Center in Manhattan.

"They've [HCA Healthcare] been fully supportive and nothing but helpful during a stressful time," Maria said. "The COVID-19 crisis has been eye-opening and clearly demonstrates how quickly diseases can spread. It's been an unforgettable experience."

Another military member of the HCA Healthcare family, Arielle Tango, was deployed to support COVID-19 testing sites in South Florida. The ER nurse from Lawnwood Regional Medical Center in Fort Pierce, Florida, and sergeant in the Florida National Guard established procedures, trained service members on personal protective equipment (PPE) and helped create a process for data collection.

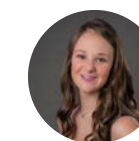
"Being able to make a difference and to protect the general public and our soldiers is everything to me," Arielle told the Defense Visual Information Distribution Service (DVIDS) in March.

And when New Orleans experienced a surge in COVID-19 patients, 200 nurses from HCA Healthcare facilities in the Kansas City area volunteered to help at sister facility Tulane Medical Center. For Tulane nurse Cabrina Ridley, it was reinvigorating to see reinforcements arrive.

"It showed us that we are being supported and everybody is in this together," Cabrina said. "There's no need to feel exhausted anymore because help is actually here."

Months later, when the Kansas City area started to see an increase in COVID-19 cases, Tulane Medical Center nurses returned the favor and made their way to Kansas City to offer their support at Research Medical Center, where they were greeted with signs, cheers and elbow bumps.

"Having a group of people who were willing to drop everything and come help makes me so proud to work here."



Kylee Bolen, RN
Research Medical Center



Caring for our communities and partnering with others



HCA Healthcare colleagues are driven by our mission to care for and improve human life. That mission extends outside the walls of our facilities and into our communities throughout the U.S. Whether it's through volunteering our time, making charitable donations or partnering with other organizations, at HCA Healthcare, we are committed to improving more lives in more ways. Partnering with other organizations has always allowed us to unlock possibilities for improving health and well-being, and during the COVID-19 pandemic, we became a resource for our communities and governments through various partnerships with local and national organizations.

HCA Healthcare Foundation

The mission of the HCA Healthcare Foundation is to promote health and well-being and strive to make a positive impact in all of the communities HCA Healthcare serves. The Foundation accomplishes this mission by providing leadership, service and financial support to nonprofit organizations.

Giving when it matters most

In 2020, HCA Healthcare allocated more than \$1 million in charitable funds through the HCA Healthcare Foundation and a tax-exempt trust to aid COVID-19 relief efforts and address community needs.

Bringing leaders together virtually

The HCA Healthcare Foundation maintained meaningful engagement with executive nonprofit leaders through virtual CONNECT forums. Nonprofit leaders from our TriStar, San Antonio, Gulf Coast and Central and West Texas divisions participated in at least one forum. From April to July, a total of 350 individuals — representing more than 150 nonprofit organizations — participated.

Leading through adversity

For colleagues serving on nonprofit boards of directors, the HCA Healthcare Foundation provided resources on how to support and respond to community organizations during COVID-19. Examples included colleague-matched donations of up to \$500 — starting with a gift of \$25 — and information about the CARES Act that provides support to nonprofits with 500 or fewer employees.

\$250,000
to Nashville COVID-19
response fund

\$850,000
distributed among
divisions with a dedicated
Community Engagement
team for community
partners, focusing on
COVID-19 emergency
response and food banks

Through collaboration with community partners like Habitat for Humanity, HCA Healthcare fosters a culture of teamwork and cultivates goodwill within the diverse communities we serve.



Giving and volunteering

While giving back and volunteering might have looked a little different in 2020, HCA Healthcare colleagues' commitment to caring for our communities never wavered.



Kristi Bidinger, Executive Assistant
Physician Services Group

\$45M

enterprise giving
to community
organizations

83,107

volunteer hours

\$18.9M

colleague giving
with HCA Healthcare
matching

5,468

charitable organizations
supported through
donations and
volunteering

As of Dec. 31, 2020

JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEP

OCT

NOV

DEC



North Suburban Medical
Center colleagues helped serve
the Food Bank of the Rockies

GIVING TUESDAY

Every fall, HCA Healthcare colleagues join people around the world for this day dedicated to giving back. In 2020, colleagues responded to COVID-19 by observing an early #GivingTuesdayNOW in the spring as well.

During the global Giving Tuesday movement on Dec. 1, 2020, HCA Healthcare colleagues donated \$180,948 in support of 593 organizations, including the HCA Healthcare Hope Fund.

1,260
volunteers
participated

471
organizations
supported

9,065
hours
logged

Virtual Giveback

In October, HCA Healthcare colleagues volunteered virtually, made donations to their favorite charities with HCA Healthcare's gift matching program and shared how they care for our communities on social media.

Thanks to the Virtual Giveback campaign, HCA Healthcare saw its biggest spike in volunteering and second biggest spike in giving since the start of the pandemic. In October, giving from all divisions equaled \$366,508 in support of 518 organizations, and 1,260 volunteers spent 9,065 hours supporting 471 organizations.

Community partnerships

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



YMCA

Through a new national collaboration with the YMCA, Community Engagement and HR business partners worked with local YMCAs to identify and raise awareness of childcare services to support HCA Healthcare colleagues and other medical professionals in our various markets and cities.



March of Dimes

As part of our longstanding relationship with the March of Dimes, we promoted virtual March of Dimes Facebook Live events for new moms and moms-to-be during COVID-19. From mid-March to July 30, HCA Healthcare divisions published more than 450 social posts for these March of Dimes webinars, reaching more than 250,000 people.



Psych Hub

HCA Healthcare joined a coalition of the nation’s leading mental health advocacy groups, the largest healthcare insurance companies and the Department of Veterans Affairs to share the COVID-19 Mental Health Resource Hub — Psych Hub, a package of free digital resources to help individuals and providers address mental health needs during the COVID-19 pandemic.



American Red Cross

HCA Healthcare continued to support the American Red Cross 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.



Sodexo and Second Harvest Food Bank

HCA Healthcare and our partners at Sodexo helped feed Nashville’s homeless community during the initial months of the COVID-19 pandemic. Each day, Sodexo employees prepared 400 ready-to-eat meals in our corporate campus’s kitchens, which were vacant while colleagues worked from home. The team used food donated by Second Harvest Food Bank and delivered meals to a temporary homeless shelter.



United Way

We continued to build on our historical relationship with United Way at the national and local levels, exploring opportunities for shared advocacy and action.



EVERFI

In October, HCA Healthcare announced a collaboration with EVERFI, an international technology company driving social change through education, to launch an interactive, digital mental health and wellness education course for middle and high school students. Called Mental Wellness Basics, the course has already reached more than 12,000 middle and high school students in an estimated 105 school districts. HCA Healthcare is investing nearly \$1 million over the next three years to sponsor the course.



Cracker Barrel, FlyteVu and Sony Music Nashville

On April 21, HCA Healthcare partnered with Cracker Barrel, FlyteVu and Sony Music Nashville to launch “There’s Comfort in Giving,” a national campaign that provided 14,726 meals for our frontline caregivers in six markets: TriStar Nashville, Medical City Healthcare, HCA Houston Healthcare, Tampa, Orlando and Virginia.

Strategic COVID-19 partnerships

In 2020, HCA Healthcare formed various partnerships to support hospitals and caregivers around the world — not just our own — in the fight against COVID-19.

COVID-19 National Response Portal

HCA Healthcare teamed up with Google Cloud and SADA to launch the National Response Portal, a platform intended to promote data-sharing about the COVID-19 pandemic in an effort to help hospitals and communities prepare and respond. The portal aggregates data on ICU bed and ventilator utilization, testing results and total number of patient visits to America’s hospital systems, helping to accelerate analysis and response.

National Health Service

HCA Healthcare UK partnered with the United Kingdom’s National Health Service (NHS) to make resources available to them and take on additional responsibilities. It was a huge shift in our business model and a major contribution to the U.K. healthcare system, relieving pressure on the NHS to enable them to focus on the treatment of coronavirus patients.

#MaskUp collaboration

HCA Healthcare participated in an industry-wide #MaskUp campaign with 100 of the nation’s top healthcare systems, representing thousands of hospitals, to encourage everyone to do their part to stop the spread of COVID-19.

Dynamic Ventilator Reserve

HCA Healthcare provided as many as 1,000 ventilators as part of the American Hospital Association’s public-private collaboration with the federal government and health systems to distribute this critical piece of equipment to hospitals experiencing a surge of patients with COVID-19.



HCA Healthcare chief executive officer, Sam Hazen, announced the launch of the Dynamic Ventilator Reserve at a White House briefing in April 2020.



Jocelyne Cerisien, Critical Care Nurse
Aventura Hospital and Medical Center

Economic impact in our communities

At the beginning of the COVID-19 pandemic, HCA Healthcare pledged to keep our colleagues safe and employed, while still protecting the organization in order to maintain the ability to serve our communities today and well into the future. HCA Healthcare is proud to be a member of communities in 20 states and we are committed to investing in them for years to come.

\$2.8B
in capital investment

\$3.4B+
estimated uncompensated care provided

\$4.1B
federal, state and local taxes incurred in 2020, including \$2B of income, property, sales and use taxes

275,000
people employed

\$23.8B+
in payroll and benefits

As of Dec. 31, 2020

Natural disaster response

Whether natural disaster or pandemic, HCA Healthcare strives to always be prepared to respond to any emergency our hospitals and communities might face.

In addition to the pandemic, our nation and organization faced a record number of natural disasters in 2020, including hurricanes, tornadoes and wildfires.

The Enterprise Emergency Operations Center (EEOC) did not skip a beat to support our patients, colleagues and communities in danger. They partnered with community organizations and shared data, best practices and web-based education with other Emergency Operation Centers throughout the country.

When Hurricane Laura hit the U.S. in August, our disaster response teams faced a unique challenge, as the storm occurred during other enterprise emergency incidents, including Hurricane Marco, wildfires in San Jose and the ongoing COVID-19 response. During the storm, Rapides Regional Medical Center in Alexandria, Louisiana, faced power outages and a total breakdown of the community’s water utility.

Our organization’s unique scale allowed us to fully support Rapides with a constant chain of water tank deliveries, and we were also able to support other community healthcare systems in need.

HCA Healthcare colleagues assisted local nonprofits with tornado recovery efforts in Middle Tennessee.



Tornadoes in Tennessee

After tornadoes passed through Middle Tennessee on March 3, 2020, damaging approximately 2,000 homes and buildings, HCA Healthcare and the HCA Healthcare Foundation pledged to donate up to **\$1 million** to assist those affected. \$500,000 was divided up and donated to the Red Cross Southern Tornadoes and Floods Relief fund, HCA Healthcare’s nonprofit partners, and Hands On Nashville and the Community Resource Center.



HCA Healthcare Hope Fund disaster grants for the Tennessee tornadoes and Gulf Coast hurricanes

Part of the solution

Amidst the fight against COVID-19, HCA Healthcare's commitment to addressing critical environmental, social and governance (ESG) issues did not waver in 2020. Our dedication to the communities we serve extends past our facilities and is reflective of our continuous and strong desire to create healthier communities.

“

There is so much good to do in the world and so many different ways to do it.

Dr. Thomas Frist Sr.
HCA Healthcare Co-founder

For more than 50 years, our core values have aligned with our environmental, social and governance (ESG) aspirations.

A few components include preserving the environment; protecting and advancing the health, safety and development of colleagues; and ensuring board diversity.

We are committed to employing robust corporate governance practices, which we have enhanced over time, and believe that our existing corporate governance practices empower stockholders and promote accountability.

Our values help bind and strengthen who we are as an HCA Healthcare family, and our choices and actions strengthen our commitment to dignity and respect. By working together and collaborating with others in our communities, we strive to address and tackle the critical health and well-being issues affecting our society, nation and world.

To learn more about our ESG protocol, please visit HCAhealthcareImpact.com.

Solar panels help power an HCA Healthcare facility.



Diversity, equity and inclusion

Over the past year, several events around the country brought systemic racism and social justice to the forefront of conversations.

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

Ensuring equity from the inside out

In the beginning of 2020, HCA Healthcare launched a comprehensive strategic plan to strengthen our commitment to diversity, equity and inclusion. In light of nationwide events resulting in a heightened focus on systemic racism and social justice, we reinforced our commitment to our colleagues by accelerating program plans and launching new initiatives, including:

- Hosting special listening sessions and enterprise-wide town halls to provide further opportunities for colleagues to share their voice.
- Establishing the HCA Healthcare Black Senior Leadership Council comprised of a group of Black senior leaders who meet regularly with CEO, Sam Hazen, to address topics related to supporting our Black colleagues and communities.
- Establishing division-level diversity, equity and inclusion councils.
- Launching a Colleague Networks program to provide opportunities for HCA Healthcare colleagues to convene around shared commonalities or experiences.

- Pivoting conscious inclusion training to a virtually facilitated experience to educate more leaders on how to recognize and mitigate different types of unconscious biases and prepare them with practical day-to-day skills and resources to engage and support our colleagues. This virtual experience was recognized with an Award of Excellence in December 2020 from Profiles in Diversity Journal. In addition, all colleagues across the enterprise will receive conscious inclusion training as part of the required annual code of conduct training beginning in 2021.
- Increasing visibility of the BRAVE (Bold, Relevant, Authentic, Valuable and Educational) Conversations program, which provides colleagues an opportunity to discuss complex topics in a safe and respectful setting.



Due to the new virtual format, colleague attendance for BRAVE Conversations has tripled from 2019.

Sherri Neal
Chief Diversity Officer
HCA Healthcare



A message from our chief diversity officer

Since joining HCA Healthcare in 2006, Sherri Neal has helped promote our organization’s commitment to fostering a culture of inclusion. In her current role as chief diversity officer, she’s responsible for leading the design, development and implementation of diversity, inclusion, equity, and cultural competence strategy and programs.

“I love that the work of our team touches the soul of our organization. It’s embedded in everything we do as an organization — positively affecting equity of patient care, expanding potential business opportunities and driving the formation of an inclusive culture that celebrates diversity in thought and practice.”

Strengthening and expanding our investments and partnerships

HCA Healthcare invests in the communities we serve through strategic community partnerships. As we strengthen relationships with our neighbors, we are addressing key issues tied to education, workforce development, civic/economic advancement, veterans, health equity and well-being.

To support our colleagues and communities in response to a heightened focus on racial injustice, HCA Healthcare instituted a provisional social justice match, which supported gifts from our colleagues to organizations and nonprofits supporting racial justice and addressing health equity for communities of color.

In total, our colleagues helped us make an impact of \$227,364 across 21 total organizations from June 5 - July 31, 2020.

More than 776 colleagues, with 32% being first time donors, contributed to nonprofits supporting racial justice and addressing health equity for communities of color.

In addition, we are committed to expanding our relationships with our communities by investing \$10 million over the next three years in Historically Black Colleges and Universities (HBCUs) and Hispanic Serving Institutions (HSIs) across our footprint. The HCA Healthcare Scholars at Fisk University program provides scholarships, career planning and internship opportunities for high-achieving undergraduates. This partnership and others with industry- and school-based associations help us develop a diverse pipeline of healthcare professionals and leaders.

Providing equitable access to high-quality, culturally competent care

HCA Healthcare respects and cares for our patients, regardless of their background or differences.

During the COVID-19 pandemic, we encouraged equity of care by expanding critical language services needs, including facilitating translation of COVID-19 related resources, enhancing accessibility of telehealth platforms, and developing a resource guide on cultural and religious considerations for end-of-life care.



Supporting our veteran colleagues

HCA Healthcare has been nationally recognized as a military-friendly employer and military-spouse friendly employer for 10 consecutive years, hiring more than 40,000 veterans, active-duty personnel and military spouses since 2012. In 2020, HCA Healthcare earned recognition from Military Times as one of the country’s best employers for veterans, based on our organization’s military-connected employment programs and support efforts. While all veteran colleagues continue to serve through their work caring for and supporting patients, many were called to serve in a new capacity during the pandemic.



Ajuwan Cunningham
HCA Healthcare, Information Protection and Security



Kelli Wray
West Hills Hospital & Medical Center



Norma Jean Platt
Twin Cities Hospital



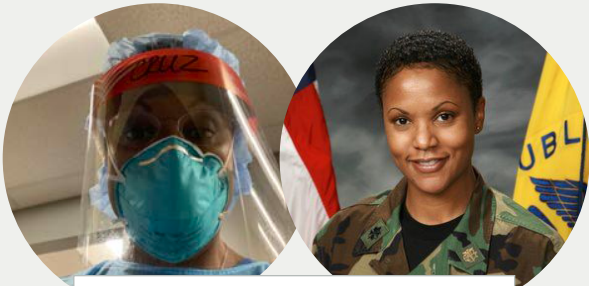
Grace Brook
Oviedo Medical Center



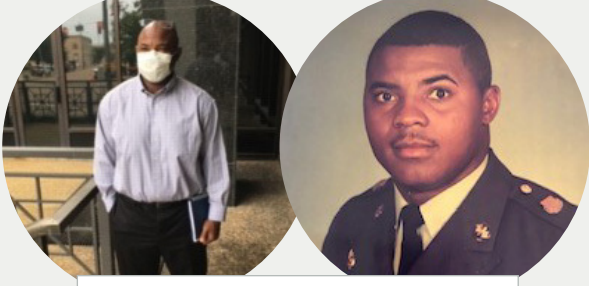
Melanie Putter
Medical City Dallas Hospital



Gabe Bullaro
Ocala Regional Medical Center



Dana Cruz
CareNow Urgent Care
San Antonio, Texas



Dyra Harris
Sarah Cannon Research Institute
at TriStar Skyline



Tennessee-based HCA Healthcare colleagues **Brittany White**, **Brandi White**, RN, and **Logan Cornwell**, RN, volunteered their time by planting trees in the community.

“Our commitment to sustainability goes hand in hand with our responsibility to provide a safe environment for our patients and coworkers. Through a cross-departmental effort, we were able to virtually eliminate mercury-containing devices from our campus. This award is testament to our team’s dedication to improving the environment of care.”



Roland Forno
Facility Manager and Safety Officer
Sunrise Hospital & Medical Center

Environmental stewardship

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.

- Increased water-saving measures through energy efficiencies and building standards
- Increased recycled content in building materials and used wood products from sustainable forest management providers
- First two Leadership in Energy and Environmental Design (LEED) v4 for Healthcare certified projects in the U.S. achieved by HCA Healthcare in 2020

Across the enterprise, colleagues can take pride in the 60 national Practice Greenhealth (PGH) awards presented to 59 facilities for sustainability efforts in three national categories: Partner for Change, Partner Recognition and Making Medicine Mercury-Free.

We contributed to our communities through our resiliency approaches to COVID-19. We helped source critical personal protective equipment (PPE), N95 masks, and Food and Drug Administration (FDA) reprocessable devices to continue circulation, reduce waste and save materials.



34.5M
pounds of cardboard, paper, aluminum, wood and batteries recycled

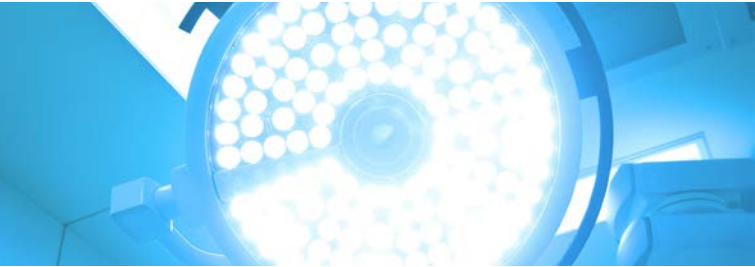


22.9M+
pounds of construction waste recycled



1M
pounds of devices diverted from landfills

11.7M
kWh reduction in energy usage in 2020 compared to 2019



Dec. 31, 2020

Combating the opioid crisis

In 2020, HCA Healthcare announced its second annual national “Crush the Crisis” event to raise awareness about the dangers of opioid misuse and proper disposal of medications.

On Saturday, Oct. 24, in alignment with the Drug Enforcement Administration’s (DEA) National Prescription Drug Take Back Day, approximately 95 HCA Healthcare facilities across 18 states partnered with local law enforcement agencies to collect unused and expired prescription medications at events across the country.

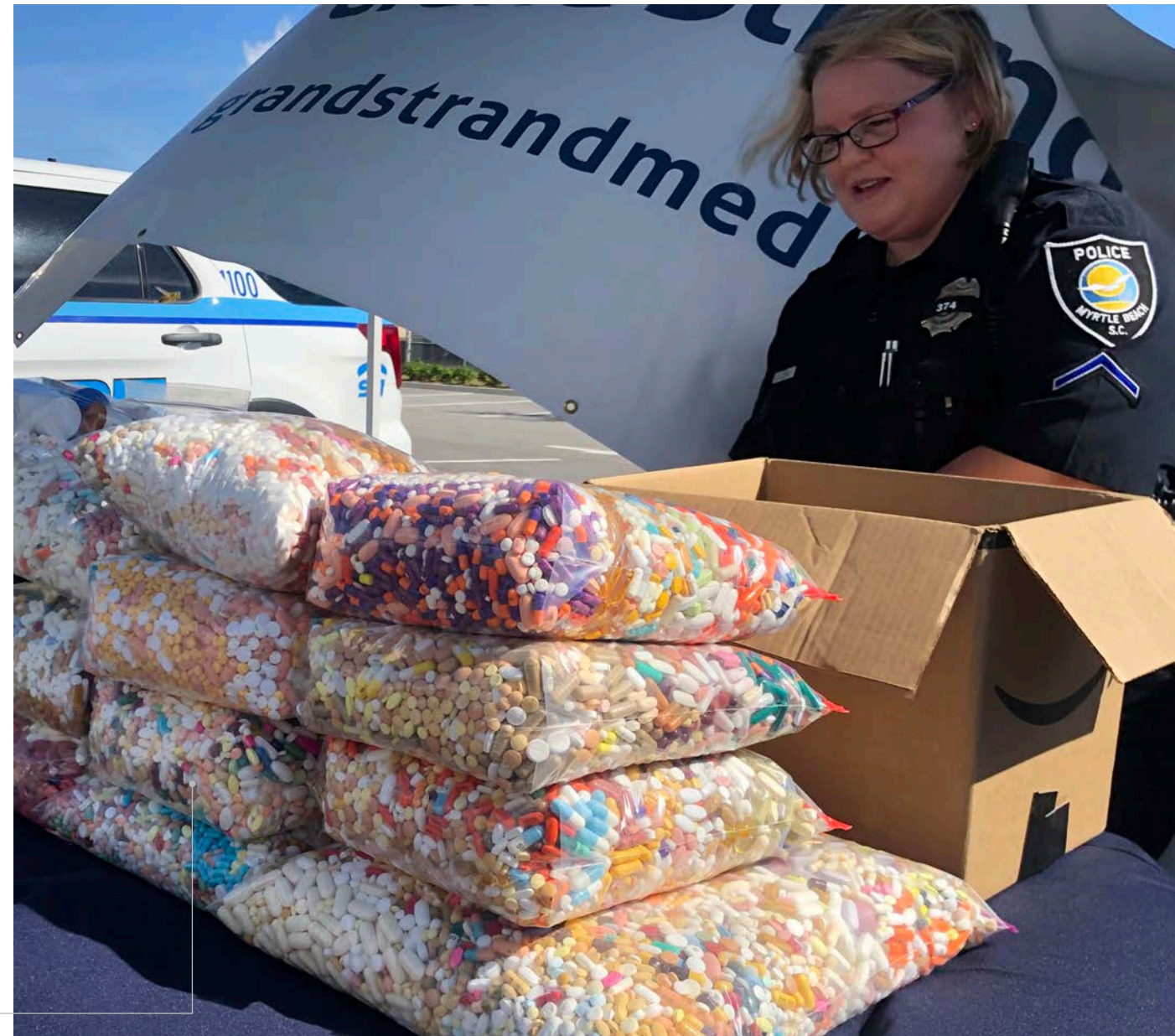
- Collected a record 13,523 pounds of medication, which equates to approximately 9.3 million doses of medication.
- As the COVID-19 pandemic continues, the U.S. is seeing an increase in opioid usage, with 40 states reporting increases in opioid-related mortality, according to the American Medical Association (AMA).

To further help combat the nation’s opioid crisis, HCA Healthcare proudly collaborates with and provides clinical insight to the National Academy of Medicine’s (NAM) Action Collaborative on Countering the U.S. Opioid Epidemic. HCA Healthcare has committed \$750,000 to the Collaborative to support the development of safer pain management protocols and reversal of the opioid crisis.

13,523

Total pounds of medication collected

In partnership with local law enforcement agencies, approximately 9.3 million doses of medication were collected at take-back events throughout the HCA Healthcare enterprise.



HCA Healthcare uses data from more than 32 million annual patient encounters to help continuously improve care. The organization uses the science of “big data” to reduce opioid misuse and transform pain management, with initiatives in surgical, emergency and other care settings, including:

Enhanced Surgical Recovery (ESR)

A multimodal approach to pain management using pre-, intra- and post-operative interventions to optimize outcomes.

ALternatives to Opioids in the Emergency Room (ALTO in the ER)

A multimodal approach to acute pain management, which focuses on alternative medication to hit various pain receptors as a first line treatment for common painful conditions.

Electronic Prescribing of Controlled Substances (EPCS)

Aims to stem increasing rates of opioid-related addiction, misuse diversion and death by making it more difficult for medication-seekers to doctor-shop and alter prescriptions.

To learn more about how HCA Healthcare colleagues are combatting the opioid crisis, visit HCAhealthcareImpact.com.

Accelerating the organization into the future

The year 2020 was unlike any other. Yet, we continue to stand firm in the belief that with each new day, there is hope of a healthier tomorrow. Despite not knowing what challenges may be down the road, together we push forward with an unwavering dedication and commitment to the care of our patients and each other.

Awards and recognition

The awards and recognition of our HCA Healthcare facilities and colleagues reflect the dedication to our mission and providing compassionate care and exceptional service to every patient, every time.

Patient care

HCA Healthcare was awarded the prestigious John M. Eisenberg Patient Safety and Quality Award for our pioneering work using artificial intelligence to help reduce deaths from sepsis, a potentially deadly condition caused by the body's response to infection.

The technology — SPOT (Sepsis Prediction and Optimization of Therapy) — continuously monitors vital signs, laboratory results, nursing reports and other data to detect often-subtle changes in a patient's condition. Clinicians are alerted to signs of sepsis as much as six hours earlier than previously possible.

Hospitals of distinction

In 2020, 17 HCA Healthcare hospitals in eight states earned spots on the Fortune magazine/ IBM Watson Health's ranking of 100 Top Hospitals. In addition, our Continental Division — which includes HealthONE, based in Denver, Colorado, and Wesley Healthcare, based in Wichita, Kansas — was named the nation's No. 1 large health system.

2021 World's Most Ethical Company

In early 2021, HCA Healthcare was recognized for the 11th time by Ethisphere, a global leader in defining and advancing the standards of ethical business practices, as one of the World's Most Ethical Companies. HCA Healthcare is one of only seven honorees in the Healthcare Providers category.

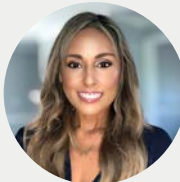
Supporting women

HCA Healthcare affiliate Parallon — a leading provider of revenue cycle management services — was recognized in a survey by Forbes magazine and Statista as one of America's Best Employers for Women in 2020.

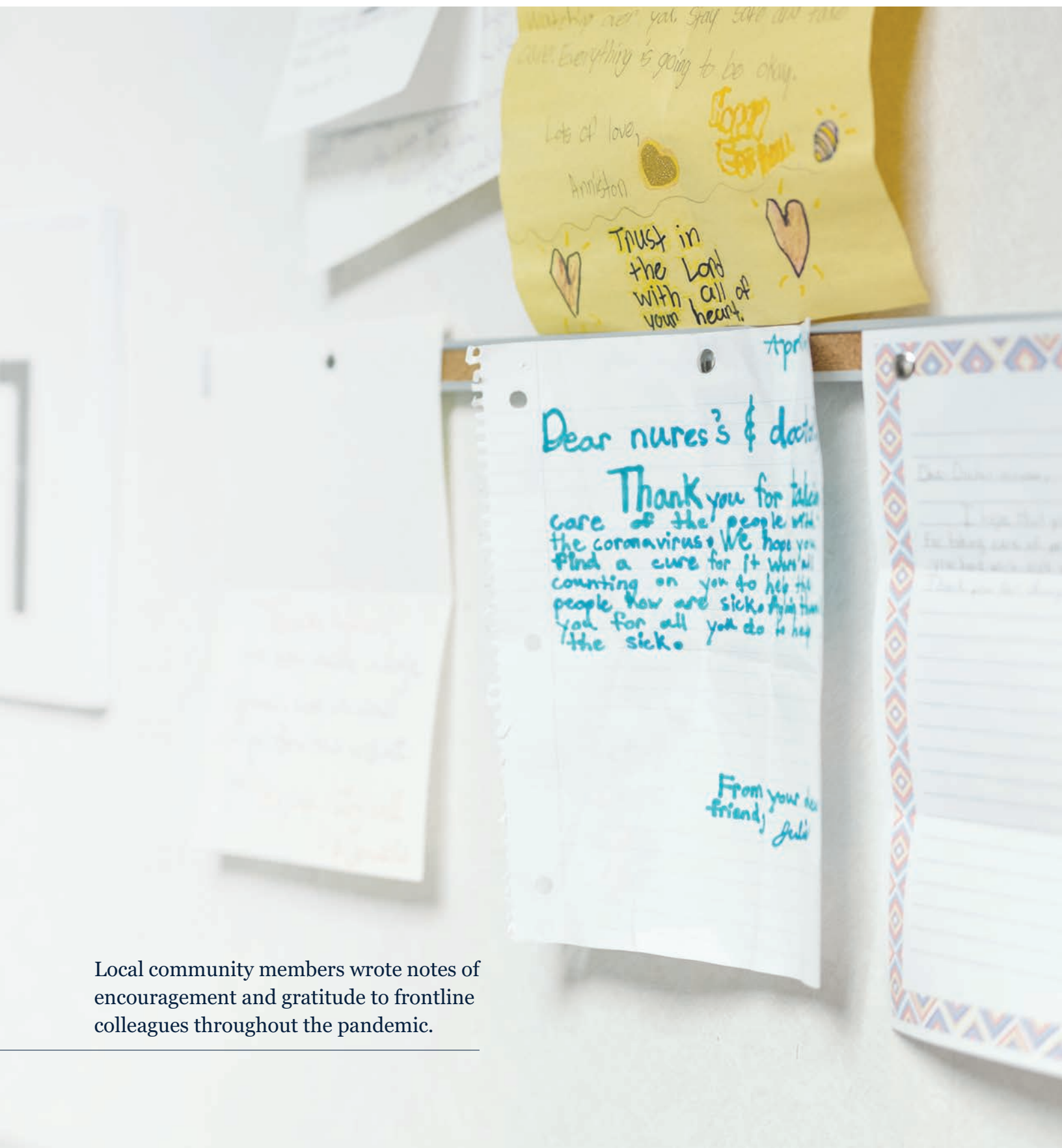
Dr. Jane Englebright, HCA Healthcare's chief nurse executive and senior vice president, administered some of the first COVID-19 vaccines to HCA Healthcare caregivers.



“It’s an organization that values a diverse workforce, and it is in this diversity that we are able to achieve excellence in all aspects of what we do. Innovation through collaboration has made us a valued partner to our patients and clients.”



Leticia Villalobos
Parallon, Regional VP of
Medicaid Eligibility and Advocacy



Local community members wrote notes of encouragement and gratitude to frontline colleagues throughout the pandemic.

This past year, our world faced an enemy like no other. However, through it all, HCA Healthcare has proven that our organization has unique enterprise skills, capabilities and heart, all of which help us to respond effectively and responsibly to events like this one, and at the same time improve our organization.

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

Learn more about our organization's collective impact at HCAhealthcareImpact.com.

