

HCA Healthcare's Commitment to Serving Patients

As one of the nation's leading healthcare providers, HCA Healthcare's approach to delivering high-quality care is rooted in our belief of always doing what is right for our patients. From our more than 35 million annual patient encounters, we develop and share best practices that help advance patient care and improve more lives in more ways.

Improving COVID-19 care

Since the beginning of the pandemic, HCA Healthcare has conducted various research projects and worked to spearhead literature to accelerate understanding and treatment of the coronavirus. We treated more than 160,000 COVID-19 inpatients in 2021 and over 271,000 from February 2020 to December 2021, which is more than any other health system in the country.

Our integrated network of care enables us to unlock possibilities for improving health and well-being. In 2021, we launched the COVID-19 Consortium of HCA Healthcare and Academia for Research Generation (CHARGE) to use our data to improve patient outcomes and increase public knowledge. As of December 31, 2021, 12 studies were being conducted or had been completed using data from more than 210,000 patients in the HCA Healthcare COVID-19 Registry.

When the Delta variant resulted in a surge of COVID-19 cases in Florida, our Enterprise Emergency Operations Center (EEOC) helped with the decompression of

our hospitals. Our Enterprise Preparedness and Emergency Operations (EPEO) Medical Transport Division contracted transport companies to safely transfer patients as needed, organized from the Emergency Medical Services Operations Center (EMSOC) in Nashville, Tennessee. Overall, nearly 1,000 patients were safely discharged or transferred to help create immediate bed capacity for patients. The EEOC also partnered with [HealthTrust](#) and vendors to monitor oxygen levels and supply across our markets in real time.

To diversify our supply chain and expand access to personal protective equipment (PPE), HCA Healthcare announced a joint venture with A Plus International Inc. to manufacture surgical and procedure face masks in Asheville, North Carolina. In addition, HCA Healthcare continues to work with partners and suppliers to ensure we meet the demand for PPE. Overall, we distributed more than 1.2 billion items of PPE in 2021.

Advancing patient safety

At HCA Healthcare, our focus is first and foremost on our patients. We invest in clinical studies, state-of-the-art protocols, security technology and colleague training to improve patient safety.

Leading our initiative to create the safest community of care for our patients, our Patient Safety and Quality of Care Committee of the HCA Healthcare Board of Directors reviews strategies, policies and procedures developed by our chief clinical officer, Clinical Operations Group and other departments throughout our organization. The committee also reviews our

internal systems to execute these procedures, as well as our graduate medical education (GME) programs.

To further support this work, our Clinical Value Analysis Team (CVAT) reviews and fully vets new products and technologies that enter our portfolio and the market. We are also piloting an updated product recall and safety portal with our supply chain.

Reducing opioid misuse and improving surgical outcomes

As a learning health system, HCA Healthcare utilizes big data from more than 35 million annual patient encounters to combat the opioid public health crisis and transform pain management, with initiatives in surgical, emergency and other care settings.

Our research-based Enhanced Surgical Recovery (ESR) program is helping increase patient satisfaction around pain management and reduce opioid misuse in surgical recovery by significantly reducing the length of patients' stay, blood loss, time to ambulation and overall complications. ESR focuses on the interventions made in the acute care setting with the largest volume of published clinical validation.

ESR patient outcomes in 2021

20% decrease in complication rates compared to those surgeries not using ESR	Up to a 38% decrease in opioid usage compared to those surgeries not using ESR	36% decrease in 30-day readmissions compared to those surgeries not using ESR
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Providing faster stroke care

At HCA Healthcare, we are committed to providing compassionate, effective, innovative care. Our network of providers utilizes a proven rapid assessment approach to swiftly assess and treat stroke patients. As of December 2021, HCA Healthcare facilities achieved a median door-to-needle time of 35 minutes for stroke care, which is 42% faster than the national stroke treatment goal of 60 minutes.¹

¹ American Heart Association/American Stroke Association

Advancing equity of care

We believe all patients should have equitable access to high-quality care, and we strive to meet the social, cultural, linguistic and spiritual needs of our patients, their families, and the communities we serve. To reinforce this commitment, HCA Healthcare signed a national **Equity of Care pledge** to ensure quality and equitable healthcare is delivered to all individuals. Our Equity of Care program provides compassionate and patient-focused solutions and resources through the following focus areas:

Access to services

More than 1,000 Equity of Care Coordinators (ECCs) work to ensure equitable access to high-quality healthcare services for individuals who are deaf or hard of hearing, are blind or have low vision, use service animals, or are limited English proficient (LEP).

Data collection

Our Health Equity Council analyzes data to address disparities and improve patient outcomes, and data from our **more than 35 million** annual patient encounters helps provide insights to advance health equity nationwide.

Language services

Our facilities deliver healthcare services in more than **170** languages and dialects.

Pastoral and spiritual care

HCA Healthcare maintains a large network of professionally certified and accredited chaplains and qualified pastoral and spiritual care providers who offer spiritual care support.

Cultural competence

More than 182,000 HCA Healthcare colleagues have completed our equity of care education course, which was created to advance our colleagues' cultural competence.

Health Equity Council

To help ensure equitable access for our patients, HCA Healthcare created the Health Equity Council, a cross-functional group of senior leaders that develops strategies to advance health equity.

The council analyzes race, ethnicity and language (REaL) data, sexual orientation and gender identity (SOGI) data and other socio-demographic characteristics to address disparities and improve patient quality, safety and satisfaction outcomes at our facilities.

The findings from our annual equitable outcomes analysis help shape our council's initiatives, including partnerships with community organizations and industry partners to address specific opportunities.

Patient privacy

At HCA Healthcare, protecting patient information from theft, damage or misdirection is part of our responsibility and intrinsic to upholding organizational reputation and trust.

We prioritize cybersecurity, physical security and the continued development and enhancement of our controls, processes and practices designed to protect our facilities, information systems and data from attack, damage or unauthorized access.

Our robust colleague training program and numerous policies and procedures support our Privacy Program, including our required Information Protection and Security annual training, which details how colleagues can protect themselves at work and at home. Topics covered in this training include safeguarding your access, phishing email warning signs and how to protect patient privacy.

Privacy Program impact

249,122

colleagues completed their annual Information Protection and Security training

498,228

paper records reviewed for destruction

4,217

medical devices and industrial control system devices remediated

61,218

notable events reviewed and managed by our HCA Healthcare Cyber Defense Center

For further information on how we're improving patient safety and care, visit [HCAhealthcareImpact.com](https://www.hcahealthcareimpact.com).

