THE HCA TRISTAR DIVISION is home to the birthplace of HCA Healthcare, one of the nation's leading providers of healthcare services. HCA was founded fifty years ago in Nashville, Tennessee by Dr. Thomas Frist, Sr., Dr. Thomas Frist, Jr. and Jack Massey, who envisioned creating a healthcare company with the scale, resources and clinical expertise to provide patient-focused care at a time when many communities were growing rapidly and needed more access to healthcare. Today, HCA is comprised of locally managed facilities that include 178 hospitals and 119 freestanding surgery centers located in 20 states and in the United Kingdom.

Our division is comprised of a network of 19 hospitals and multiple access points including surgery centers, urgent care centers and physician practices throughout Tennessee, Southern Kentucky and Northwest Georgia. Our culture is firmly planted in a commitment to provide superior healthcare with warmth and compassion for patients, colleagues and communities. As we celebrate our 50th year as a company, our mission remains steadfast and guides our future: above all else, we are committed to the care and improvement of human life.

OUR LEGACY

“The great hospitals will always put the patient and the patient’s family first, and the really great institutions will provide care with warmth, compassion and dignity for the individual.”
Dr. Thomas Frist, Sr., HCA Co-Founder

Our Mission

ABOVE ALL ELSE, WE ARE COMMITTED TO THE CARE AND IMPROVEMENT OF HUMAN LIFE.

Our Vision

- Exceptional Patient Care
- Health System of Choice
- Align with our Physicians
- Expand Communities we Serve
- High Value Provider
- Premiere Operator of Hospitals

Our Values

- We recognize and affirm the unique and intrinsic worth of each individual
- We treat all those we serve with compassion and kindness
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity
A message from:
The HCA TriStar Division President

I am proud and humbled by the fact that more than one million patients have entrusted our HCA TriStar Division facilities with their care over the past year. We strive to serve our communities by providing healthcare access points to meet the needs of consumers. The HCA TriStar Division network is comprised of hospitals, free standing ERs, urgent care centers, physician practices and telemedicine in rural communities across Tennessee, Southern Kentucky and Northwest Georgia.

The high-quality, compassionate care that is delivered on a daily basis within the TriStar Division is rooted in the commitment from our physicians, employees and volunteers. What truly makes TriStar special is our people. Every single person working within our hospitals plays an important role in support of our mission.

Our company is committed to investing in new construction, campus expansion projects and the addition of new technology and services. Our large capital investment underscores HCA TriStar’s commitment to providing for the healthcare needs of the growing communities we serve by offering patients access to high-quality services, conveniently located where they live and work.

We continually work to drive innovation, expand services and focus on education. The implementation of our HCA Nurse Residency and construction of our Simulation Learning Center allows our team to support the professional development of new nursing graduates.

We continue to strengthen our communities with the addition of key services including a pediatric ER at TriStar Centennial in downtown Nashville and a Neonatal Intensive Care Unit at TriStar Horizon in Dickson. Looking forward, we are anticipating the opening of a new free standing ER in Mt. Juliet, an ER expansion at TriStar Stonecrest in Smyrna, the completion of an ambulatory surgery center in Bowling Green, Kentucky and the new TriStar Centennial Advanced Joint Replacement Institute.

This year marks a special year for HCA, the celebration of our 50th anniversary. In 1968, HCA was established in Nashville, Tennessee, with a single, 200-bed facility – Park View Hospital. Today, as in the beginning, HCA is committed to providing superior healthcare with warmth and compassion for patients, colleagues and communities.

Within this community report, you will learn about our facilities, our services, our people and our commitment to you.

Thank you for letting us serve you.

Best regards,

Heather J. Rohan, FACHE
President, HCA TriStar Division
MT. JULIET ER
Coming Soon
Atlanta & Northwest Georgia Locations
Cartersville Medical Center
Eastside Medical Center
Eastside Medical Center South Campus
Redmond Regional Medical Center

TriStar Health: Middle Tennessee Locations
TriStar Ashland City Medical Center
TriStar Centennial Medical Center
TriStar Hendersonville Medical Center
TriStar Horizon Medical Center
TriStar Natchez ER
TriStar Portland
TriStar Skyline Medical Center
TriStar Skyline Madison Campus
TriStar Southern Hills Medical Center
TriStar Spring Hill ER
TriStar StoneCrest Medical Center
TriStar Summit Medical Center

TriStar Health: Southern Kentucky Location
TriStar Greenview Regional Hospital

Parkridge Health: Chattanooga Locations
Parkridge Medical Center
Parkridge East Hospital
Parkridge West Hospital
Parkridge Valley Adult & Senior Campus
Parkridge Valley Child & Adolescent Campus

Parkridge Health: Southern Kentucky Locations
TriStar Greenview Regional Hospital

Atlanta & Northwest Georgia Locations
Cartersville Medical Center
Eastside Medical Center
Eastside Medical Center South Campus
Redmond Regional Medical Center

HCA TriStar Division
About Us

HCA
As one of the nation’s leading providers of healthcare services, HCA Healthcare is made up of locally managed facilities that include 178 hospitals and 119 freestanding surgery centers located in 20 states and the United Kingdom.

TriStar Division
The HCA TriStar Division is headquartered in Brentwood, Tennessee, and includes the first HCA facility, Park View Hospital — now TriStar Centennial. The HCA TriStar Division includes 19 hospitals, 28 imaging centers, 84 physician offices, three freestanding ERs, nine surgery centers, 15 urgent care centers and eight medical parks across Southern Kentucky, Middle Tennessee, Chattanooga, Atlanta and Northwest Georgia. In 2017, the HCA TriStar Division employed over 16,000 persons. The Division collectively had 140,632 hospital admissions, 771,175 outpatient visits, 730,873 ER visits and 11,614 babies delivered.

TriStar Health
TriStar Health, made up of 10 hospitals and three freestanding emergency rooms serving Middle Tennessee, represents more than 85,657 hospital admissions, 540,934 outpatient visits, 414,816 ER visits and 7,344 babies delivered in 2017. TriStar Greenview, TriStar Health’s regional hospital serving Southern Kentucky, represents more than 5,812 hospital admissions, 14,518 outpatient visits and 43,652 ER visits in 2017.

Parkridge Health
Parkridge Health is made up of five hospitals spanning 70 miles across Chattanooga and represents more than 17,879 hospital admissions, 39,053 outpatient visits, 103,670 ER visits and 2,063 babies delivered in 2017.

Northwest Georgia
The Northwest Georgia market includes Eastside Medical Center, Cartersville Medical Center and Redmond Regional Hospital. Combined, these three hospitals represent more than 31,284 hospital admissions, 176,670 outpatient visits, 168,735 ER visits and 2,207 babies delivered in 2017.
Nurses are the Cornerstone of Our Mission

Our nurses are nationwide leaders in healthcare, exhibiting compassion and dedication for patients and their loved ones. Our nurses have a profound impact on the lives of friends, neighbors and the communities they serve, both inside and outside the hospital.

As the region’s largest and most comprehensive healthcare provider, the HCA TriStar Division is supported by over 6,100 nurses and 330 nurse residents who form the cornerstone of our mission to care for and improve human life.

Velinda Block, DNP, RN, NEA-BC, division chief nursing executive, provides nursing leadership throughout the division. In her role, Velinda fosters a collaborative culture to enhance the practice of nursing in our hospitals, elevate the nursing profession and provide a superior experience for every patient. She works closely with our hospital facilities in providing outstanding care and exceptional patient experience.

Being a nurse in the HCA TriStar Division means using the best practices for nursing care and treating all with kindness, loyalty and dignity. Our nurses use the latest technology and innovative solutions to enhance their workflow and improve the way patients receive care.

HCA TriStar Division Nurses: Always Learning

The HCA TriStar Division recognizes how important it is for our nurses to continue to expand their knowledge and advance their skills throughout their career. We are committed to investing in the resources they need to grow professionally. Our HCA Nurse Residency and Simulation Learning Center are just two of the ways we are allowing nurses to increase knowledge and improve skills.

Recognition of Our Nurses

The HCA TriStar Division celebrates our nurses and recognizes the work they do on a daily basis. Recognition awards are given at both the local hospital and national level. The HCA Excellence in Nursing Awards recognize nurses on an annual basis based on their compassionate care and professional mentoring.
Creating Clinical Learning Environments

HCA Nurse Residency
The HCA Nurse Residency provides new nurse graduates professional development and training as they transition from a student to a professional nurse. Nurse residents increase their knowledge, build confidence and improve their skills through a variety of methods including simulated learning. In 2017, more than 330 new nurses participated in the HCA TriStar Division’s Nurse Residency.

Simulation Learning Center
The Simulation Learning Center opened in July 2017 in Antioch, Tennessee, and provides clinicians with a state-of-the-art learning environment. The SLC is custom-designed to reflect actual nursing care environments with cutting-edge simulation equipment and technology. Instructors can observe employees’ training from three control rooms that overlook the center’s 15 simulation rooms. The facility includes 19 mannequin training patients of varying ages and interactivity. The audiovisual simulcast capabilities provide ongoing support for nurses, physicians and leaders.

The benefits of simulation education include standardization and repetition of content, interactive learning in a clinical setting without patient risk and the ability of the learner to gain confidence and competence.

Graduate Medical Education
Founded in 2016, the Redmond Residency Program is one of the largest community-based internal medicine programs in Georgia. The residents participate in a learning environment that utilizes the most successful and innovative teaching methods through delivering role-modeling patient-centered care to our diverse population.

Pharmacy Residency
TriStar Centennial, TriStar Summit and TriStar Skyline all host a Pharmacy Residency Program. Pharmacy residents hone their skills with a dedication to optimizing medication outcomes. The Pharmacy Residency incorporates many aspects of clinical pharmacy practice through a wide range of practical learning experiences. Residents foster the development of physician-pharmacist relationships to provide safe patient care.
Network Integrations

MyHealthOne

Patients have online access to their personal health information, 24/7 through a portal system called MyHealthOne. Through a secure, easy-to-use online portal, MyHealthOne consolidates the ability to find a doctor, make an appointment, sign-up for classes or events, view details of recent visits and lab results, pre-register for procedures and more.

Ask-A-Nurse

Our Ask-A-Nurse phone line is available 24/7 to provide answers to health-related questions. Registered nurses do not diagnose conditions, but will help callers with deciding if they or their loved one needs to go to the ER, visit their physician or if they can handle their situation at home.

Ask-A-Nurse also provides information on related questions including cardiac services, children’s health, diabetes care, men’s health, neurology, orthopedics, sleep disorders, spine care, weight loss surgery, women’s health and much more.

HCA TriStar Division Transfer Center

The Transfer Center offers local healthcare providers a single point of access to quickly and effectively transfer patients to the more than 3,200 beds throughout the division by identifying the closest facility to meet the patient’s clinical needs. Emergency and critical care nurses coordinate the logistics of the patient transfer and admission 24/7. The Transfer Center streamlines the patient transfer and admission process, saving time to provide patients the highest level of quality care. Nurses facilitate communication while keeping in touch with the patient’s local healthcare provider for continuity of care.

Telemedicine

The HCA TriStar Division is the region’s largest telemedicine network, providing lifesaving stroke treatment, mental health and infectious disease consultations to patients in rural areas. Telemedicine gives community hospitals and emergency rooms immediate access to specialists. Within seconds of a request, a rural healthcare provider can position the telemedicine robot at a patient’s beside and connect to a video consultation with a specialist.
Service Line Highlights

Cardiovascular

The HCA TriStar Division hospitals are nationally recognized for quality outcomes in cardiovascular services. Our cardiovascular specialists are among the country’s leading experts in the field of cardiac imaging, heart disease, heart failure, electrophysiology (including atrial fibrillation management), interventional, endovascular and open heart surgery.

Within the division, there are 19 hospitals with accredited chest pain centers providing life-saving treatment. Our range of cardiovascular services include cardiac specialists, advanced arrhythmia services, heart failure, hypertension treatment, aortic and high-risk valve clinics.

Sarah Cannon Research Institute’s cardiovascular research program leverages a network of 11 hospital programs across the country, including TriStar Centennial, and more than 125 physician investigators in multiple sub-specialties, including interventional, electrophysiology, heart failure, cardiothoracic surgery, endovascular surgery, peripheral and structural heart.

Many of our physicians were trained at the top institutions in the country, including the Cleveland Clinic, Johns Hopkins and Emory Universities and regularly publish in national peer-reviewed journals.

Our cardiac surgeons perform the most complex surgeries with success rates above the national average. Cardiovascular specialists use the latest surgical techniques, equipment and devices including mitral valve repair, off-pump bypass, robotic and percutaneous procedures. Our surgeons continue to explore the latest in minimally invasive surgical procedures, ensuring patients have access to the best possible treatment options for their cardiac disease.

Supported by trained Nurse Navigators that answer questions and coordinate appointments, our Care Assure program identifies patients with cardiovascular disease and ensures appropriate follow-up after leaving the hospital.
Behavioral Health

The HCA TriStar Division is the region’s largest provider of mental health services with locations throughout Middle Tennessee, Chattanooga and the Greater Atlanta Area, including:

- TriStar Centennial Parthenon Pavilion
- TriStar Skyline Madison Campus
- Parkridge Valley Adult & Senior
- Parkridge Valley Child & Adolescent
- Parkridge Valley Outpatient Cleveland
- Parkridge Valley West
- Eastside South Campus

Our comprehensive scope of mental health and chemical dependency services are designed for seniors, adults and adolescents. Care is provided in a variety of settings to best accommodate the individual needs of our patients, ranging from inpatient care to partial hospitalization to intensive outpatient care.

Emergency and Trauma

The HCA TriStar Division treats more than 730,000 emergency patients each year. With a network of 21 emergency rooms and three free-standing emergency centers, emergency services are located to provide care within our communities. Last year, we opened a new pediatric ER at The Children’s Hospital at TriStar Centennial. TriStar Health has broken ground on a fourth free-standing emergency room in Mt. Juliet, Tennessee, to open late 2018.

A number of our facilities are designated as a trauma center. TriStar Skyline is our only designated Level II Trauma Center. They have trauma surgeons on-site 24/7 for major traumatic injuries such as falls, motor vehicle collisions or penetrating wounds. Trauma specialists at TriStar Skyline include neurosurgeons, orthopedic surgeons and oral maxillofacial surgeons. The trauma center at TriStar Skyline is uniquely positioned north of Nashville to provide life-saving care to patients from both Tennessee and Kentucky.
Oncology

Within the HCA TriStar Division, we strive to bring the most innovative medical minds in oncology together with the most passionate caregivers in our communities. We have always believed in providing patients with the ability to obtain cancer care close to home.

Through our partnership with the world-class Sarah Cannon Cancer Institute, TriStar Health and Parkridge Health are able to provide convenient access to cutting-edge therapies throughout Tennessee and Southern Kentucky.

Sarah Cannon offers renowned oncology specialists, innovative clinical research trials, tumor profiling, oncology nurse navigators, screening and diagnostic services, radiation therapy and genetic counseling. Sarah Cannon’s expertise includes blood cancer, breast cancer, complex gastrointestinal cancer, kidney cancer, lung cancer, neuro-oncology, prostate cancer, skin cancer and thyroid cancer. In addition, the Sarah Cannon Blood Cancer Network is one of the world’s largest providers of blood and marrow transplants.

Orthopedics

The HCA TriStar Division’s network of orthopedic surgeons and rehabilitation experts specialize in everything from total joint replacement to arthritis management. All 19 HCA TriStar Division hospitals provide orthopedic care utilizing a comprehensive approach, combining patient education and advanced techniques, which allow for positive patient outcomes, less postoperative pain and a regained sense of mobility to return to an active lifestyle. Surgeons are able to perform robotic-assisted joint replacements with personalized surgical plans allowing for the most precise alignment based on each individual’s anatomy.

TriStar Centennial Advanced Joint Replacement Institute offers patients a personalized treatment plan supported by the region’s top surgeons who specialize in the most advanced procedures and treatments options. Patients who choose TriStar Centennial for their joint replacement surgery are cared for by highly-trained orthopedic specialists who are leaders in the latest research studies for the advancement of orthopedic care. The TriStar Centennial Advanced Joint Replacement Institute features patient concierges, dedicated valets for joint replacement patients and their families and a family waiting room equipped with separate seating booths, full-service coffee bar and fireplace.
Women’s Health

From routine obstetrics and gynecology care, to specialized cancer treatment and senior health concerns, the HCA TriStar Division serves every phase of a woman’s life with outstanding medical treatment and extraordinary personal care.

Women choosing to deliver their baby at a HCA TriStar Division hospital have access to patient-focused and comprehensive care. New mothers and babies are cared for in the warm, nurturing atmosphere of our labor, delivery, recovery and postpartum rooms. Our OB units include state-of-the-art birthing suites with spa-like amenities, lactation boutiques with breastfeeding consultants, prenatal care and family-centered education, parental access to prenatal units 24/7 and newborn monitoring systems for infant security. If a higher level of care is needed, we provide neonatology care for premature babies and newborns needing specialized services with a neonatal intensive care unit (NICU). Our Level II and Level III NICUs are staffed with board-certified neonatologists providing expert care for premature and full-term babies.

When gynecological surgery is the best option, our surgeons are well-known for their skill in innovative gynecological surgery including procedures utilizing minimally invasive laparoscopic surgery and robotic surgery.

Neuroscience

Our Stroke Network provides high quality, specialized care for patients suffering stroke or neurovascular injury. The network is composed of seven primary Stroke Centers, Neuroscience Centers of Excellence and one of the first and largest tele-neurology networks across three states and over 30 locations. As Tennessee’s first comprehensive stroke center, TriStar Skyline is considered a national leader in neuroscience.

Telemedicine provided by the tele-neurology network allows patients who have had a stroke to have access to specialists within the crucial window of time necessary for an optimum outcome. We are able to provide proper evaluation and treatment of stroke patients via real-time videoconferencing with a neurologist. Additional stroke care via telemedicine includes advanced endovascular treatments for stroke, aneurysms and complex cerebrovascular disease and inpatient and outpatient stroke rehabilitation.

Our neurologists, neurosurgeons and clinical staff are highly experienced at diagnosing and treating complex neurological conditions. Our neurological teams use advanced stereotactic, Cyberknife® and TrueBeam® procedures for neuro-oncology patients, complex spinal surgery and treatment of Parkinson’s, tremors and seizure disorders. Additionally, patients have access to dedicated neuroscience outpatient clinics, sleep disorder centers, peripheral neuropathy and chronic pain management.
The HCA TriStar Division provides a large network of care for children with access to some of the most highly-trained pediatricians in the region. Our network of board-certified pediatricians and specialists are expertly trained to meet the unique needs of children. Our physicians offer convenient hours and locations, and our 24/7 emergency rooms are ready to tackle anything from minor illnesses to life-threatening injuries.

The Children’s Hospital at TriStar Centennial is a comprehensive healthcare facility delivering excellence in pediatric services. The expert team of board-certified pediatricians, pediatric intensivists and pediatric subspecialists are specially trained to meet the unique needs of children.

The Children’s Hospital offers a wide range of specialty services including pediatric intensive care, pediatric hematology/oncology program and outpatient care. Kids Express at The Children’s Hospital is the first and only concierge pediatric outpatient service center in the Middle Tennessee region, offering a timely, kid-friendly alternative to outpatient services like imaging, lab work, IV therapy and respiratory therapy.

Last year, TriStar Centennial opened a dedicated pediatric ER at The Children’s Hospital. The pediatric ER is staffed by full-time, board-certified and fellowship trained pediatric emergency medicine physicians to ensure kids and their parents have greater access to a higher level of emergency care.
Urgent Care Facilities

Through CareNow® Urgent Care and Eastside Urgent Care, the HCA TriStar Division offers a one-stop approach to service, value and convenience for medical needs that do not require emergent attention.

Our urgent care walk-in clinics provide fast care for minor illnesses such as strep throat, cold and flu and physical injuries such as cuts or muscle sprains. The clinics are able to refer patients to physicians and services within their area, if needed. There are 12 CareNow® locations in Middle Tennessee and three Eastside Urgent Care locations in the Atlanta area specializing in urgent care, family care and occupational health services. Additional Northwest Georgia urgent care locations are planned to open soon.
CareNow® Locations – Nashville

- CareNow Antioch
- CareNow Brentwood
- CareNow Cool Springs
- CareNow Donelson
- CareNow Green Hills
- CareNow Hendersonville
- CareNow Hermitage
- CareNow Lebanon
- CareNow Madison (coming soon)
- CareNow Mt. Juliet
- CareNow Murfreesboro
- CareNow Murfreesboro Medical Center Parkway
- CareNow West End

Northwest Georgia Urgent Care Locations

- Eastside Lawrenceville
- Eastside Snellville
- Eastside Lilburn
- Eastside Grayson (coming soon)
- Cartersville (coming soon)
- Redmond (coming soon)
Giving Back to the Community

The HCA TriStar Division believes in giving back to our communities.

Charitable Organizations

The HCA TriStar Division partners with more than 130 charitable organizations in our communities to support and assist with initiatives to improve the health, well-being and lives of area residents. Our facilities, physicians and employees participate in organizations on a local and national level, including the American Heart Association, American Cancer Society, JDRF, Leukemia and Lymphoma Society, March of Dimes and Tennessee Kidney Foundation.

HCA Hope Fund

The HCA Hope Fund is an independent charity created to help HCA Healthcare employees in need. Contributions from the TriStar Division and other divisions within HCA provide assistance to employees facing crisis like illness, injury or disaster. In 2017, approximately 80 facilities and 50,000 HCA employees were impacted by historic storms in Texas and Florida, and our employees stepped up to provided needed assistance. Donations from our employees helped more than 4,400 families in 2017 and helped fulfill a matching grant challenge of $1.5 million.
TriStar Health: Middle Tennessee & Southern Kentucky

TriStar Health is the region’s largest, most comprehensive healthcare provider.

TriStar Health provides area residents convenient access to 10 hospitals, 21 imaging centers, 60 TriStar Medical Group Offices, three freestanding ERs, four outpatient surgery centers, 12 CareNow® Urgent Care centers and eight medical parks.
TriStar Centennial

TriStar Centennial Medical Center is a tertiary care facility in downtown Nashville, serving patients across Tennessee, Alabama, Georgia and Mississippi. TriStar Centennial represents the most innovative and extensive patient services available in the HCA TriStar Division. The medical center was awarded the highest rating for patient safety for the sixth consecutive year, an unprecedented achievement.

TriStar Centennial Heart & Vascular Center is a national leader in cardiac imaging, heart failure, interventional cardiology and electrophysiology, including atrial fibrillation management, surgical intervention and more. Our heart specialists were the first in the area to offer minimally invasive and beating heart surgery, and continue to be on the cutting edge of cardiovascular advancements.

The Women’s Hospital at TriStar Centennial cares for women at every stage of life offering maternity, obstetrics, neonatal, gynecological, surgical and oncology services. Minimally invasive and robotic surgery for gynecologic and bladder conditions are offered as well. The hospital is home to the first and only OB/GYN ER in Nashville.

The Children’s Hospital at TriStar Centennial delivers excellence in over 20 pediatric services represented by board-certified pediatric specialists trained to meet the unique needs of children. Services include medical/surgical, pediatric intensive care, neonatal intensive care, as well as emergency and outpatient care. Kids Express is the region’s first and only concierge outpatient service offering a timely alternative for imaging, lab work, IV therapy and respiratory therapy. In 2017, a 24/7 pediatric ER with board-certified, fellowship trained physicians was added. Neonatal and pediatric transport is available from area facilities.

TriStar Centennial Parthenon Pavilion is Nashville’s largest and most established psychiatric hospital, with a long history of helping individuals recover from different mental disorders and substance abuse problems since 1971. It is the only psychiatric hospital in Tennessee connected to a tertiary medical center, allowing for a full continuum of care.

Sarah Cannon Cancer Center at TriStar Centennial is part of a global network of cancer experts offering oncology services for preventing, diagnosing and treating cancer, including clinical research trials, tumor profiling, patient navigation, genetic counseling, rehabilitation, advanced stereotactic treatment and askSARAH 24/7 call service.

TriStar Centennial Advanced Joint Replacement Institute offers patients a personalized treatment plan supported by the region’s top surgeons who specialize in the most advanced procedures and treatments options. Patients who choose TriStar Centennial for their joint replacement surgery are cared for by highly-trained orthopedic specialists who are leaders in the latest research studies for the advancement of orthopedic care. The TriStar Centennial Advanced Joint Replacement Institute features patient concierges, dedicated valets for joint replacement patients and their families and a family waiting room equipped with separate seating booths, full-service coffee bar and fireplace.

ADDITIONAL FACILITIES:

Our TriStar Spring Hill campus encompasses an ER, a full-service, free-standing endoscopy suite staffed by board-certified physicians and a medical park with physician offices and outpatient medical imaging and laboratory services.

TriStar Ashland City is a 12-bed critical access hospital offering a broad spectrum of inpatient and outpatient services to the Cheatham County area. Specially trained emergency medicine physicians and nurses provide 24/7 emergency care on-site.
2017 Highlights

• TriStar Centennial began offering the latest minimally-invasive robotic joint replacement surgery advancements for faster patient recovery

• The Children’s Hospital at TriStar Centennial opened a new 6,000-square-foot, 7-bed Pediatric ER staffed with full-time, board-certified and fellowship trained pediatric emergency medicine physicians

• The Children’s Hospital and Sarah Cannon Institute at TriStar Centennial received the Blood and Marrow Transplant FACT Accreditation for Pediatric Hematology and Oncology services

• The Children’s Hospital opened a new 20,000-square-foot, 11-bed, HEPA-filtered and positive pressure Pediatric Hematology and Oncology Unit, allowing children to explore outside their hospital rooms

• TriStar Centennial Women’s Hospital received the National Gold Safe Sleep Hospital Certification, demonstrating adherence to stringent infant safe sleep guidelines

• TriStar Centennial Women’s Hospital performed Tennessee’s first 3D Breast Biopsy, improving breast cancer patient outcomes by earlier detection and precise imaging advancements

• TriStar Centennial Heart and Vascular Center was the first hospital in Middle Tennessee to perform the Tryton Side Branch Stent Procedure

• TriStar Centennial Heart and Vascular Center was the first hospital in Tennessee to utilize St. Jude Medical EnSite Precision™ cardiac mapping system to improve cardiac patient outcomes

• TriStar Ashland City Medical Center received the Top 20 Critical Access Hospital Award and 2017 National Organization of State Office of Rural Health Performance Leadership Awards, positioning the facility as a rural healthcare leader

• TriStar Spring Hill ER opened a new 4,800-square Endoscopy Suite for convenient diagnostic procedures for residents of Williamson and Maury Counties
Overview

- Serving Southern Kentucky for over 45 years with excellent comprehensive healthcare
- Leader in emergency care with an Accredited Chest Pain Center as well as Certified Primary Stroke Center
- TriStar Greenview continues to be awarded the highest rating in patient safety – being one of only a few hospitals in Kentucky that meet the state’s strict quality standards in patient care
- Recognized by The Joint Commission as a Top Quality performer and are a Blue Distinction® Plus Center for knee and hip replacement

2017 Highlights

- TriStar Greenview introduced Southern Kentucky’s first O-Arm intraoperative imaging and surgery navigation system, advancing offerings for spine surgery
- TriStar Greenview broke ground on Greenview Surgery Center, a dedicated 14,000-square-foot facility representing $10 million invested in Warren County
- TriStar Greenview is recognized as being in the Top 5% in the nation for Patient Safety and Top 10% in the nation in Orthopedic Surgery Excellence by Healthgrades®

KEY SERVICES:

- Emergency
- Orthopedics
- Cardiology
- Neurology
- Surgical Care

Mike Sherrod
Chief Executive Officer
Overview

- The Birth Center at TriStar Hendersonville features private suites, breastfeeding support and the only Level II NICU north of Nashville
- Minimally invasive robotic surgical options are available for patients needing thoracic, urologic, gynecologic and general surgery
- TriStar Hendersonville offers four convenient imaging locations throughout Sumner County with the latest advancements in diagnostic technology
- The Outpatient Center at TriStar Hendersonville provides laboratory, physical, occupational and speech therapy in addition to wound care services
- TriStar Portland is a satellite campus for our main hospital with outpatient imaging and 24/7 emergency services

2017 Highlights

- TriStar Hendersonville was a recipient of the Women’s Choice Award for Emergency Care
- TriStar Hendersonville opened one of five Milk Bank Depots in Tennessee, demonstrating our commitment to healthy mothers and newborns in Sumner County
TriStar Horizon & Natchez ER

Overview

- TriStar Horizon is “Small Enough to Care, Large Enough to Heal,” offering the highest quality of comprehensive healthcare representing more than 30 medical specialties
- Dickson County’s leader in emergency care with an Accredited Chest Pain Center, Primary Stroke Center and Level III Trauma Center
- The Birth Center at TriStar Horizon features 9 private suites, breastfeeding support and a 4-bed Level II neonatal intensive care unit
- TriStar Natchez, TriStar Horizon’s satellite campus, offers convenient outpatient imaging and cancer treatment in addition to 24/7 emergency care

2017 Highlights

- TriStar Horizon broke ground on TriStar Fairview Medical Plaza to provide convenient access to physician offices for Williamson County communities
- Our emergency room was recognized in the Top 15 Percentile for ER Patient Satisfaction
- TriStar Horizon was recognized as a Top 10 hospital across HCA Healthcare for Employee Engagement, boasting employee satisfaction and high retention
- TriStar Horizon underwent a $2.6 million emergency room renovation and constructed a new interventional radiology suite, offering the latest advancements in diagnostic technology

KEY SERVICES:

- Emergency
- Obstetrics
- Neonatology
- Oncology
- Cardiology
- Orthopedics
- Surgical Care

5,713
Patient Admissions

51,347
Total Annual ER Visits

484
Staff

320
Physicians

157
Beds

Dustin Greene
Chief Executive Officer

TriStar Horizon Medical Center
111 Hwy. 70 East
Dickson, TN 37055
(615) 446-0446
TriStarHorizon.com

TriStar Natchez ER
107 Natchez Park Dr.
Dickson, TN 37055
(615) 326-2960
TriStarNatchez.com
Overview

- As a designated Level II Trauma Center, we provide life-saving care for patients from all over Middle Tennessee and Southern Kentucky
- 24/7 coverage is available from board-certified trauma surgeons, neurosurgeons, orthopedic surgeons and oral maxillofacial surgeons, equipped to handle the most critical emergencies
- TriStar Skyline is Tennessee’s First Comprehensive Stroke Center and the only CARF Accredited Rehabilitation Program in Middle Tennessee
- TriStar Skyline Madison offers behavioral health services to the greater Nashville area. We are committed to helping adolescents, adults and seniors recover from mental health disorders and substance abuse

2017 Highlights

- TriStar Skyline was a recipient of the 2017 Guardian of Excellence Award by Press Ganey for nationally-recognized patient experience performance
- TriStar Skyline received approval for a $69.2 million expansion project to begin in 2018, including the addition of 40 inpatient medical beds, 14 inpatient critical care beds, the relocation of the emergency department and 425 additional parking spaces
Overview

- TriStar Southern Hills has a 24/7 ER with an Accredited Chest Pain Center and Primary Stroke Center, serving Antioch and South Nashville communities.
- The Joint and Spine Center is a 20-bed boutique, hotel-like center dedicated to the wellness of patients who require any type of spine, orthopedic or neurosurgery procedure.
- Our cardiovascular team is equipped to provide fast life-saving treatment for heart attacks and other heart-related conditions.
- Our Advanced Wound Care Center and Vascular Center offer advanced therapies and patient-focused procedures that speed up healing process through hyperbaric oxygen therapy treatment.

2017 Highlights

- TriStar Southern Hills received approval for an ambulatory surgery center to begin construction next year, investing $17.3 million in the Brentwood community.
- CareNow® Urgent Care opened a new location in our fast-growing Antioch community.

KEY SERVICES:

- Emergency
- Orthopedics
- Cardiology
- Neurology
- Surgical Care
- Wound Care
TriStar StoneCrest

Overview

- TriStar StoneCrest has served Rutherford and surrounding counties for 15 years with more than 45 specialties represented
- TriStar StoneCrest is designated a Blue Distinction® Center by BlueCross BlueShield of Tennessee for Knee and Hip Replacement as well as Maternity Care, offering private suites, breastfeeding support and a Level II NICU
- The Spine Surgery Institute provides state-of-the-art care with fellowship trained surgeons and comprehensive rehabilitation options
- Our 24/7 ER is an Accredited Chest Pain Center and Primary Stroke Center
- Minimally invasive robotic surgical options are available for patients needing general, thoracic, urologic and gynecologic surgery

2017 Highlights

- TriStar StoneCrest broke ground on a 17-bed ER expansion, investing $10.5 million in Smyrna
- TriStar StoneCrest performed Tennessee’s first Robotic Transversus Abdominus Release (rTAR) procedure
- TriStar StoneCrest were the first hospital in Rutherford County to offer Deep Inspiration Breath Hold Radiation to help better detect breast cancer

Lou Caputo
Chief Executive Officer

KEY SERVICES:

- Emergency
- Obstetrics
- Neonatology
- Oncology
- Cardiology
- Orthopedics
- Spine
- Surgical Care

5,693
Patient Admissions

51,539
Total Annual ER Visits

524
Physicians

2018 Community Impact Report

23
Overview

- TriStar Summit has served Davidson, Wilson and surrounding counties for over 20 years with more than 35 specialties represented.
- Our 24/7 Level III Trauma ER is an Accredited Chest Pain Center and Primary Stroke Center with patient encounters from Donelson, Hermitage, Lebanon and Mt. Juliet communities.
- The Orthopedic and Spine Unit offers boutique, hotel-like accommodations for patients requiring joint replacement or spine surgical care.
- The Women’s Center features private birthing suites, breastfeeding support and a 10-bed Level III NICU.
- TrueBeam® linear accelerator technology provides the latest advancements in radiation treatment options for our patients closer to home.

2017 Highlights

- TriStar Summit underwent new cath lab renovations, offering the latest cardiac diagnostic technology, representing $1 million invested in Nashville.
- The American Diabetes Association recognized our hospital for providing the highest level of diabetes self-management education.
- TriStar Summit began participation in clinical trials for Sarah Cannon Cancer Institute’s research on determining the correlation between blood testing complementing a mammogram for breast cancer detection.
Parkridge Health: Chattanooga

Parkridge Health System includes five Chattanooga hospitals working together to provide a continuum of services for residents of Southeast Tennessee and Northwest Georgia.

Parkridge Medical Center, in downtown Chattanooga, is an Accredited Chest Pain Center offering comprehensive healthcare services that include a 24-hour emergency department, cardiology, orthopedics, robotics and surgical services in addition to oncology services at Sarah Cannon Cancer Institute.

In East Ridge, Parkridge East Hospital provides 24-hour emergency medical services, obstetrical care, a Level III Neonatal Intensive Care Unit and advanced surgical services in robotics, orthopedics and complex gynecological procedures.

Parkridge Valley offers behavioral health and addictive disorder treatment services for children, adolescents and adults at four distinctive campuses.

Parkridge West Hospital, in nearby Jasper, Tennessee, provides 24-hour emergency medical services, outpatient laboratory, outpatient imaging, outpatient physical therapy and inpatient behavioral health services at Parkridge Valley West.

- Parkridge Medical Center
- Parkridge East Hospital
- Parkridge West Hospital
- Parkridge Valley Adult & Senior Campus
- Parkridge Valley Child & Adolescent Campus
Parkridge Medical Center

Overview

- Serving the Greater Chattanooga Area since 1971, offering a full array of cardiac, oncology orthopedic and emergency care options
- First hospital in the region to install a permanent MRI and to offer a full-service GI lab, mobile MRI and linear accelerator for cancer treatment
- The Heart Center at Parkridge offers a wide array of interventional procedures and minimally invasive treatment options for cardiac patients
- Parkridge Medical Center is a Blue Distinction® Center of Excellence for Hip and Knee Replacement from BlueCross BlueShield, offering latest techniques for total, partial and minimally invasive surgeries
- Robotic surgery leader since 2002 for minimally invasive, multi-quadrant surgeries including gynecologic, urologic and general surgery

2017 Highlights

- Recent completion of a $19 million renovation project including four OR rooms, a new laboratory, ER clinical decision unit, electrophysiology lab and exterior façade updates
- First hospital in Chattanooga offering the WATCHMAN device procedure to prevent stroke
- First Convergent Procedure in Chattanooga area, treating Atrial Fibrillation through a hybrid approach combining cardiovascular surgery and electrophysiology
Parkridge West & Parkridge East

Parkridge West Overview
- Providing outpatient imaging, laboratory and physical therapy in addition to 24/7 emergency care in Marion County
- Adult inpatient and outpatient mental health services for treatment of mental, emotional and behavioral health conditions
- Telemedicine technology offering access to a higher level of neurological and behavioral health care to rural communities

- 622 Patient Admissions
- 16,839 Total Annual ER Visits
- 89 Staff
- 24 Physicians
- 28 Beds

Parkridge West Hospital
1000 Tennessee 28
Jasper, TN 37347
(423) 837-9500

Parkridge East Hospital
941 Spring Creek Rd.
Chattanooga, TN 37412
(423) 894-7870

Parkridge East Overview
- Our 24/7 ER is an Accredited Chest Pain Center serving Southeast Tennessee and Northwest Georgia communities
- The Birth Place at Parkridge East features private suites, breastfeeding support and 22-bed Level III NICU
- Offering a full range of medical and surgical services, including orthopedics and robotic procedures

- 5,345 Patient Admissions
- 49,302 Total Annual ER Visits
- 395 Staff
- 141 Physicians
- 128 Beds

Parkridge East Overview
- Our 24/7 ER is an Accredited Chest Pain Center serving Southeast Tennessee and Northwest Georgia communities
- The Birth Place at Parkridge East features private suites, breastfeeding support and 22-bed Level III NICU
- Offering a full range of medical and surgical services, including orthopedics and robotic procedures

- 5,345 Patient Admissions
- 49,302 Total Annual ER Visits
- 395 Staff
- 141 Physicians
- 128 Beds

Parkridge West
KEY SERVICES:
- Emergency
- Outpatient Mental Health
- Physical Therapy
- Lab Work

Parkridge East
KEY SERVICES:
- Emergency
- Neonatology
- Obstetrics

Jarrett Millsaps
Chief Executive Officer,
Parkridge East
Overview

- Parkridge Valley offers a free 24/7 phone service staffed by psychiatric nurses offering immediate assistance to patients and families during a crisis.

- Hospitalization, partial hospitalization and outpatient mental health services options.

- Our dedicated Senior Life Program for patients over the age of 50 experiencing Dementia, Alzheimer’s, Parkinson’s, Schizophrenia, Depression, Anxiety and more.

- Child and Adolescent Campus designed for children under the age of 18, incorporating outdoor activities into therapy.

- Valley Academy interim schooling through the Tennessee Department of Education is available for kids to balance academics and hospital stay.

3,463
Patient Admissions

348
Staff

64
Physicians

108
Beds

KEY SERVICES:

- 24/7 Community Crisis Helpline
- Child & Adolescent Mental Health
- Addiction & Substance Abuse
- Adult Mental Health
- Senior Mental Health

Melissa Arkin
Chief Executive Officer
Redmond, Eastside & Cartersville: Atlanta & Northwest Georgia

At the HCA TriStar Division, we utilize our expertise and our regional scale to support a sustainable pipeline of physicians, nurses and staff to care for our communities for generations to come. In Northwest Georgia, the HCA TriStar Division encompasses three medical centers providing healthcare to Cartersville, Rome, Snellville and surrounding areas.

Cartersville Medical Center, Eastside Medical Center and Redmond Regional Medical Center support the unique needs of their individual communities, transforming healthcare at the local level while still upholding to the overall vision and strategy of the HCA TriStar Division.

Our facilities are known for deep roots and history in the communities they serve, while providing innovative clinical care at area hospitals, surgery centers, physician practices and urgent cares.
Overview

- Bartow County’s leader in emergency care with an Accredited Chest Pain Center, Certified Primary Stroke Center and Level III Trauma Center
- Joint Commission Certified Diabetes Center of Excellence offering education and support groups for Type 1 and Type 2 diabetic patients
- Women’s Services providing care for every stage of life, including maternity, obstetrics, gynecology and oncology services
- The Advanced Wound Healing Center specializing in the treatment for chronic and non-healing wounds for limb preservation
- Joint Commission Certified Total Joint Program, providing a higher standard of service for hip and knee replacement patients in the community

2017 Highlights

- Broke ground on The Hope Center expansion project, a $3.6 million investment for the new TrueBeam® radiotherapy cancer treatment delivery system
- 2017 Healthgrades® Patient Safety Excellence Award™ providing superior performance in Top 5% of hospitals in the nation for preventing potentially avoidable complications during patient stay
- Leapfrog “A” Safety Grade
- Healthgrades® “5-Star” Recipient for Cardiac, Pulmonary, Gastrointestinal & Critical Care

KEY SERVICES:

- Emergency
- Cardiology
- Oncology
- Orthopedics
- Surgical Care
- Trauma (Level III)
- Obstetrics
- Wound Care
Eastside

Overview
- Providing healthcare services to the Greater Atlanta Area for more than 37 years
- A Gwinnett County leader in emergency care with an Accredited Chest Pain Center and Primary Stroke Center
- Breast Imaging Center of Excellence by the FDA offering the latest technological advancements in the diagnosis of breast cancer
- Welcomes 1,250 babies to the community annually, offering private suites, breastfeeding support and a Level III NICU

2017 Highlights
- Expanding services available to Gwinnett and surrounding counties including neurosurgery, cardiovascular and urgent care
- New Eastside South Campus, 11-bed unit and $2.8 million investment to the Gwinnett County community, complementing Eastside’s existing 45-bed ER
- 2017 Healthgrades® Patient Safety Excellence Award™ providing superior performance in Top 5% of hospitals in the nation for preventing potentially avoidable complications during patient stay

12,071
Patient Admissions

66,867
Total Annual ER Visits

1,200
Staff

517
Physicians

310
Beds

Trent Lind
Chief Executive Officer

KEY SERVICES:
- Emergency
- Oncology
- Cardiology
- Orthopedics
- Obstetrics
- Neuroscience
- Behavioral Health
- Bariatrics
Redmond Regional

Overview

- Regional referral source for Northwest Georgia and Northeast Alabama
- Nationally recognized as a top cardiac care center and Northwest Georgia’s only hospital performing heart surgery
- Fully accredited internal medicine physician residency program
- Eight disease-specific certifications in cardiology, stroke, orthopedic surgery, spine surgery and vascular surgery

2017 Highlights

- Opened the Rome Floyd Wellness Center, offering primary healthcare services to over 600 City of Rome and Floyd County employees
- Only hospital in Georgia to receive the Circle of Excellence Award 10 years in a row for patient safety, quality care and vascular surgery

KEY SERVICES:

- Cardiology
- Cardiovascular Surgery
- Emergency
- Neuroscience
- Oncology
- Orthopedics
- Surgical Care
- Wound Care
- Trauma
As we celebrate our 50th year as a company, our mission remains steadfast: above all else, we are committed to the care and improvement of human life.

Our founders firmly planted our culture in a commitment to provide superior healthcare with warmth and compassion for patients, colleagues and communities.

The hundreds of thousands of caregivers who comprise HCA Healthcare embody this mission every day through the exceptional care and services they provide to patients, families and communities across the United States and U.K.

Our unique delivery of care is supported by a network of data, infrastructure and best practices developed by caregivers across the country.

As we look toward the next 50 years, HCA will continue to invest in technology, data, infrastructure and research that strengthens hospitals, improves the practice of medicine, and advances national standards of patient-centered healthcare.