



Caring for our nurses and other professionals

Our colleagues are at the heart of everything we do. We are committed to fostering an exceptional workplace environment to support their career development, growth and professional success.



2023 Stats



Top 1%

of U.S. hospitals for patient safety, per Healthgrades 2020-2024



11%

increase in employed FT/PT RNs



14%

RN turnover, as compared to 22% national average



\$3.8M

spent in nurse-specific capital investments



10

Mission RNs named to NC Great 100

Mission Health's flagship hospital, Mission Hospital has been serving the patients of Western North Carolina since 1885. The commitment to quality care, now a part of the HCA Healthcare family, is clear.

Patient care

We provide a safe environment for our patients by implementing operational measures to ensure their health and safety.

- Facilitated training for our multi-disciplinary care teams to promote high-quality, round-the-clock patient care
- Enhanced communications with employees through staff meetings, Unit Based Council meetings, and daily safety huddles
- Established quick-response processes for frontline staff to report resources needed via Stoplight Reporting
- Deployed Vigilanz, an advanced software system allowing employees and physicians to quickly and easily report any safety concerns

Mission Hospital provides a high-quality care experience.

- Named No. 1 in cardiology, critical care, and GI surgery in North Carolina by Healthgrades
- Earned prestigious ANCC Magnet Designation in 2020 for excellence in nursing care
- Designated Comprehensive Stroke Center by The Joint Commission and American Heart Association

Workplace safety

Safety is of paramount importance to us. We are proud of our record of ensuring our hospital is a safe place to work and to receive care.

- Any unacceptable behavior toward patients and staff is addressed quickly
- Safety training includes Crisis Prevention Institute training and protocols, trained security staff and Code BERT (Behavioral Health Emergency) Response Team
- Staff trainings include identifying warning signs of workplace violence and de-escalation techniques

Staffing and compensation

We work to ensure our compensation is competitive with other health systems in the region and that our team members feel valued and recognized for their contributions.

- Strived to ensure we provide a competitive compensation and benefits package for RNs, including tuition reimbursement, student loan repayment, clinical certification support (bonus & reimbursement), and employee stock purchase program
- Offered generous sign-on bonuses to incentivize colleagues to join our team
- Offered a relocation bonus to RN candidates outside the WNC region
- Provided a pick-up shift bonus for departments with staffing needs
- Instituted pay incentives for qualified RNs who served as preceptors or are certified

We've made significant investments in our people, vital to improving both our patient experience and our colleagues' work-life balance.

- Made a \$20 million annual investment in our nurses and direct patient care team by giving additional pay increases
- Implemented premium pay for RNs who ask to work additional shifts
- Implemented Virtual Nurse to help bedside RNs focus on caring for patients and practice at the top of their licenses
- Allocated more than \$325,000 for major purchases to benefit bedside nurses. All purchase requests went through our shared governance (requests were reviewed and approved by the Nursing Coordinating Council)
- Implemented iMobile technology, a secure iPhone for calls and text messages that allows for instance communication and information-sharing between members of the care team
- Named one of Forbes' America's Best Employers by State 2022-2023
- Optum wellness counselors are on-site three days per week
- Offers 24/7 nurse wellness support
- Facilitates HCA Healthcare Hope Fund grants for colleagues facing illness, injury or other challenges



Giving Back

In 2023, Mission Health colleagues logged more than 7,000 volunteer hours with over 220 nonprofit organizations. Including HCA Healthcare matches combined with the generosity of our colleagues, we fundraised over \$330,000 for causes we care about.