AS AN EXTREMELY ACTIVE 30-YEAR-OLD, THE LAST THING ALICIA O’GILBERT EXPECTED TO hear was that she might need a total hip replacement. An avid runner, O’Gilbert started to experience hip pain that she couldn’t ignore. After seeing a specialist, O’Gilbert learned she had undiagnosed bilateral hip dysplasia, a congenital condition that occurs in approximately two to three children per 1,000 and is four times more common in females. Many cases are caught early and corrected in pediatric patients, but long term, the condition can cause pain and damage the cartilage that lines joints.

A total hip replacement would have drastically reduced the number of activities O’Gilbert would be able to perform. Fortunately, O’Gilbert, who is an employee at the Mischer Neuroscience Institute at Memorial Hermann-Texas Medical Center, saw Dr. Alfred Mansour, a pediatric orthopedic surgeon at Children’s Memorial Hermann Hospital and Memorial Hermann IRONMAN Sports Medicine Institute. Dr. Mansour also specializes in hip preservation techniques for adults who find themselves in similar situations as O’Gilbert.

A few years after her initial diagnosis, O’Gilbert has had surgeries on both hips, allowing her to continue leading her active lifestyle. She still regularly visits the performance lab at the IRONMAN Sports Medicine Institute for physical therapy, but she no longer experiences pain.
REX BROWN DOESN’T REMEMBER COLLAPSING AT HIS JOB IN MARCH 2016, BUT HE DOES remember the paramedics rushing him to Memorial Hermann Katy Hospital where he discovered that his bad headache was something much more serious.

Brown had suffered a stroke and had to be transferred to Memorial Hermann-Texas Medical Center, where scans showed progressive swelling in the brain. He underwent a craniectomy and remained in the hospital for several weeks before being transferred to TIRR Memorial Hermann for physical therapy for spasticity. Strokes can damage the signals sent from the brain to the muscles causing spasticity, a condition in which muscles spasm or continually contract. Once those muscles relax, the patient can begin retraining his or her body to move.

Brown spent nearly a month at TIRR Memorial Hermann before being discharged. He continues to receive physical therapy at TIRR Memorial Hermann Outpatient Rehabilitation at Memorial Hermann Memorial City Medical Center, where he learned to walk again. Today, Brown has regained his mobility, and while he hasn’t fully recovered, he rarely uses a walking stick or wheelchair. When his oldest son went off to college, he walked with pride up the three flights of stairs to his dorm room.
FY18 By the Numbers

Serving the Community

111 Years

Patient Encounters

2.3 Million

- 1.5 Million Diagnostic & Therapeutic Visits
- 24,500+ Babies Delivered
- 3,700+ Memorial Hermann Life Flight® Missions

Memorial Hermann Care Delivery Sites

300+

Research Studies

2,500+

Licensed Beds

4,150+

Surgeries

174,700+
Numbers reflect data from July 1, 2017 to June 30, 2018.

### Employees and Physicians

- **26,000+**
- **6,700+** Active Medical Staff
- **240** MHMG Employed Physicians

### Total Operating Revenue

- **$5.25 Billion**

### Emergency Center Visits

- **686,900+**

### Inpatient Days

- **909,600+**

### Inpatient Admissions

- **172,800+**

### Total Operating Revenue

- **$5.25 Billion**

### Individual Donors to Memorial Hermann Foundation

- **5,030**

### Community Benefit Contribution (total amount provided in FY18)

- **$584 Million**

### Centers for Medicare & Medicaid Shared Savings Program Results

- **$32 Million**

*Numbers reflect data from July 1, 2017 to June 30, 2018.*
U.S. ARMY SERGEANT FIRST CLASS NICK LAYE WAS RIDING AROUND HOUSTON ON HIS motorcycle with his fiancée when a pickup unexpectedly crossed into their lane. In an instant, their lives were changed forever. He was rushed to the hospital by paramedics. Due to the severity of his injuries, Laye’s surgical team included orthopedic trauma surgeons, plastic surgeons and specialists from other disciplines. He underwent a total of 10 surgeries to repair the damage he sustained in the collision.

Laye was told it would take eight months before he would be able to walk without crutches and 18 months before he was fully healed. However, due to his positive outlook and determination in rehabilitation, he was able to walk around his home and office without crutches just four months after he was discharged. Laye credits his recovery to Dr. Stephen Warner, an affiliated orthopedic trauma surgeon at Red Duke Trauma Institute at Memorial Hermann-Texas Medical Center, and the Institute’s orthopedic trauma and plastic surgery teams.

Laye went on to do physical therapy for more than 20 weeks at the Memorial Hermann IRONMAN Sports Medicine Institute. He achieved his physical therapy goal of being able to run with his 6-year-old daughter when she came to visit. Laye is grateful for the work that was done to save his leg and says the work the team completed on him is nothing short of amazing.
ABIGAIL FRANKLIN WAS BORN WITH CONGENITALLY CORRECTED TRANSPOSITION OF the great arteries (CCTGA), a rare condition in which the connections of her heart developed backward. Her right ventricle, the pumping chamber that is supposed to supply blood to her lungs, was connected to her body. The left ventricle, conversely, was connected to Franklin’s lungs. CCTGA occurs in fewer than 1 percent of all people with congenital heart defects, but Franklin’s heart was exceptionally different in that she experienced all five aspects of the condition.

Dr. Jorge Salazar, the co-director of Pediatric and Congenital Heart Surgery at the Children’s Heart Center at Children’s Memorial Hermann Hospital, believed he could help Franklin avoid pending heart failure and eliminate the need for an eventual heart transplant. Through a “double-switch” open-heart procedure, Dr. Salazar wanted to surgically reposition Franklin’s major heart vessels to match the configuration and blood flow of a normal heart.

Following a successful 12-hour open-heart surgery, the holes in Franklin’s heart were closed and her arteries and ventricles were rewired. Her heart was even able to regulate its rhythm on its own without the help of a pacemaker. Since returning home, Franklin has pushed past her previous physical limitations and explored activities she never before thought possible. She walks to class without feeling out of breath, rode a bike for the first time since she was 10 years old and has even started running.
MEMORIAL HERMANN HEALTH SYSTEM IS A NOT-FOR-PROFIT, COMMUNITY-OWNED HEALTHCARE SYSTEM WITH SPIRITUAL VALUES, DEDICATED TO PROVIDING HIGH-QUALITY HEALTH SERVICES IN ORDER TO IMPROVE THE HEALTH OF THE PEOPLE IN SOUTHEAST TEXAS.

Mission

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Vision

Memorial Hermann will be the preeminent health system in the U.S. by advancing the health of those we serve through trusted partnerships with physicians, employees and others to deliver the best possible health solutions while relentlessly pursuing quality and value.

Values

Accountable
Collaborative
Compassionate
Empowered
Innovative
Respectful
Results Oriented
Safety Focused

Memorial Hermann Health System 2018 Board of Directors

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Awards and Achievements

National Health IT Award
Memorial Hermann’s efforts to establish a high-reliability culture earned the System a 2018 HIMMS Enterprise Davies Award for its exemplary use of health information technology (IT) systems to make patient care safer. Memorial Hermann is the first organization to be recognized with the award two years in a row.

Recognized by Press Ganey for Employee Engagement
Memorial Hermann was honored by Press Ganey with awards for employee engagement and outstanding nursing quality. Memorial Hermann was recognized as a 2018 Pinnacle of Excellence® Award winner for maintaining high levels of excellence over multiple years for employee engagement.

U.S. News & World Report: America’s Best Hospitals
U.S. News & World Report for 2018-19 ranked TIRR Memorial Hermann as the best rehabilitation hospital in Texas and No. 3 in the U.S. The hospital has been ranked among the top 10 nationally for 29 consecutive years.

Recognized by American College of Surgeons
The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP®) recognized three Memorial Hermann hospitals for achieving meritorious outcomes for surgical patient care.

One of the Nation’s Most Wired Health Systems
Memorial Hermann Health System was named one of the country’s “Most Wired” health systems for 14 consecutive years for successfully using technology to improve patient care, better manage population health and become more efficient.

Recognition for High Quality Stroke Care
Eight Memorial Hermann hospitals received elite recognition from the American Heart Association (AHA)/American Stroke Association (ASA) for their dedication to providing the most appropriate treatment for stroke patients.

National Recognition for Quality and Safety
Memorial Hermann-Texas Medical Center and Memorial Hermann Memorial City Medical Center earned national recognition as top performers for superior quality and safety by the Vizient Quality and Accountability Study.

Highest Quality Rating for Congenital Heart Surgery
The Children’s Heart Center at Children’s Memorial Hermann Hospital earned the Society of Thoracic Surgeons’ (STS) highest three-star rating for quality related to patient care and congenital heart surgery outcomes.

One of Houston’s Best Places to Work
Memorial Hermann was named a Top Workplace by the Houston Chronicle, a recognition the System has enjoyed for nine consecutive years.

Baby-Friendly Designation
Memorial Hermann Southeast Hospital received prestigious international recognition as a Baby-Friendly® Designated birth facility by Baby-Friendly USA, Inc. Southeast joins Children’s Memorial Hermann Hospital, Memorial Hermann Memorial City Medical Center and Memorial Hermann The Woodlands Medical Center as Baby-Friendly® Designated birth facilities.

Magnet Nursing Recognition
The American Nurses Credentialing Center granted recognition for excellence in nursing to Memorial Hermann Southwest Hospital, bringing the total of Magnet® designated hospitals to five.
AS THE BRAIN INJURY PROGRAM LEADER AND CLINICAL NEUROPSYCHOLOGIST FOR THE Disorders of Consciousness (DOC) Program at TIRR Memorial Hermann, Katherine O’Brien, PhD, works with people on a rollercoaster of emotions, living lives they never expected. On Super Bowl Sunday 2017, when Dr. O’Brien discovered a lump in her breast that started her on a 9-month journey into the depths of cancer treatment, she found herself on a similar emotional rollercoaster.

Following a mastectomy, she began chemotherapy. As a cancer patient, Dr. O’Brien had a newfound appreciation of how important it is to care for the patients and their families as they try to understand and process their new normal. In July 2017, doctors described her as in remission.

Dr. O’Brien’s patients – unbeknownst to them – were a source of motivation and encouragement to be strong during her treatments. Walking past the therapy gym, something she had done so many times before, became inspirational as she watched patients putting in work during the rehabilitation process. She has since returned to work at TIRR. The unexpected experience of being a cancer patient and now a cancer survivor has given Dr. O’Brien more authentic and connected relationships with her patients and their families.
FOR THE PAST 36 YEARS, PLAYING THE ROLE OF SANTA HAS BEEN MORE THAN JUST A HOBBY for Deryl McKenzie: it’s a lifestyle. But in 2018, his deteriorating health threatened to impact what he loved doing most. Following McKenzie’s multiple heart attacks and a bypass surgery, a multidisciplinary team including surgeons, critical care physicians, a cardiologist, dietitians, nephrologists and social workers determined the best advanced therapy for him would be a Left Ventricular Assist Device (LVAD), a battery-operated mechanical pump used in patients who have reached end-stage heart failure.

After two months of using the LVAD, McKenzie was placed on the heart transplant list. In November, McKenzie underwent a heart transplant. Although he says it was one of the biggest obstacles he’s faced in life, he remained optimistic. He is thankful for his doctors and caregivers and is especially grateful for the donor and the donor’s family.

McKenzie says the support of his relatives and church family was also key in allowing him to continue doing what he loves – bringing joy to others as Santa. Today, he has a new outlook on life and plans to keep spreading love, cheer and hope to children across the nation.