

# 2021



Recognizing All We've

Accomplished **TOGETHER**

MEMORIAL<sup>®</sup>  
HERMANN  
Greater Heights

## FY2021: Unprecedented Pandemic, Profound Gratitude

Thank you for your continued support of Memorial Hermann Greater Heights Hospital during this extraordinary time. Through the many months of unprecedented need in our community, I am deeply grateful for the compassion, strength and courage shown daily by our physicians, staff and leaders. Our entire workforce has had to adapt to continuous change while maintaining a steadfast focus on our mission, vision and values in caring for our community.

I am so proud of their dedicated service to our patients and the health of our community throughout the past year. Never has our commitment been more visible to the patients we serve in pursuit of our vision of creating healthier communities now and for generations to come, allowing us to further serve our growing community and its health needs during a global pandemic.

Personally, I am incredibly grateful to be a part of the Memorial Hermann family and the wonderful team here at Greater Heights. Together, we have stepped forward with courage and compassion in the past year to battle COVID-19 and continue to care for all those in need of our help. Thousands of patients and their loved ones are deeply appreciative of the care and commitment delivered during these challenging times.

Be assured, we will continue to be here to serve the needs of our community. Please read on to learn how Memorial Hermann Greater Heights cared for our community over the past year, and our commitment to continue to serve in the years to come.

With Deep Gratitude,



Paul O'Sullivan, Sr. Vice President and CEO  
Memorial Hermann Greater Heights Hospital



Paul O'Sullivan  
Sr. Vice President and CEO



Jim Murray  
Vice President and COO



Ann Szapor, MBA, BSN, RN, NEA-BC  
Vice President and CNO



Howard Scott, MD  
Vice President and CMO



Kourosh Keyhani, DO  
Chief of Staff



Hybrid OR Suite

## Quality and Patient Safety

- The National Leapfrog Hospital Safety Grade program awarded us an “A” grade for Fall 2020, and Spring 2021.
- Designated as Level II (Specialty Care) Maternal Facility, and as Level II (Special Care Nursery) Neonatal Facility.
- Onsite 24/7 hospitalist coverage, neonatology coverage, obstetrician coverage in the Obstetrical Emergency Department (OBED) within our Family Birth Center, and intensivist coverage in our ICUs.

### Disease Specific Care Certifications

Our Joint Center, Primary Stroke Center and Chest Pain Programs received the Gold Seal of Approval from the Joint Commission after rigorous evaluations of these clinical programs. Earning these certifications demonstrates our commitment to excellence and our dedication to improving health care quality and safety in the services provided for these patient populations.



## Accomplishments

- Vaccine clinic deployed onsite
- XI Robot purchased
- Upgraded L&D Suites and re-equipped Mother/Baby Unit
- Converted 3South, ICU to COVID-dedicated units
- Construction underway for cafeteria renovation
- Remodeled offstage area for staff
- Relocated Sleep Lab to hospital interior
- Established OR Committee Efficiency
- Begun Breast Health Consumer Journey Project

## Physician Community Education Support

- \$10,000 United Way donation
- \$10,000 Employee Campaign donation
- \$12,500 Nursing Education donation



Physician of the Year: Jon-Davy Palmer, MD



We're so thankful for all of our amazing heroes!

(Top): Our community wrapped us in love this year.

(Left): We celebrate our EMS Teams all year long.



Though it looked a bit different than past years, our campus was proud to donate and wrap dozens of gifts for local children at our Foster YMCA.



Pink Out Day

## Community Involvement

- EMS Week celebrations
- Women's Breast Cancer Prevention Zoom Webinar
- "What's Your Gut Telling You?" Heartburn and Reflux Zoom Webinar
- Hospital and Nurses Week event with the Houston Rockets
- Sponsored Shepherd Forest Easter Bunny Photography
- Sponsored Greater Heights Chamber of Commerce Meeting
- Hosted through Zoom a virtual Nurses Symposium
- Colon Cancer Campaign with Neighborhood Health Center



Our Performance Excellence team volunteered with the Houston Food Bank to give back to our wonderful community.

# Retaining and Recruiting the Best People

- Continuous growth with the hiring of 252 external and 213 internal employees in FY21.
- Improvement in employee engagement results under challenging circumstances.
- Overall employee and RN retention above the national average, and distinguished first year total turnover.
- 85 percent of our RNs have a BS degree or higher; 100 percent of nursing leadership holds a BSN or higher.
- The DAISY (Diseases Attacking the Immune System) Award, an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day, has been presented each month to recognize the skill and compassionate care of an MHGH nurse.
- The ROSE (Raising Our Standards Everyday) Award has been given monthly to a non-clinical MHGH employee who exemplifies compassionate care and is recognized as an outstanding role model by our staff, our patients, and their families.



**Congratulations to 3South for winning the PRISM Award!**



**Employee of the Year: Brenda Lucero**



**Leader of the Year: Ray DeAnda**

## FY21 By the Numbers

**12,275** Annual Admissions



**4,430**  
Annual Surgeries



**868**  
Affiliated Physicians



**28,998**  
Diagnostics & Therapeutics



**1,425**  
Employees



**50,475**  
Annual ER Visits



**260**  
Licensed Beds



**54**  
Adult Volunteers



**1,617**  
Deliveries