

2022

Community Impact Report





**Above all else,
we are committed to the
care and improvement of
human life.**

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A message from our president

It shows. In the last year, Mission Health continued to represent exceptional medical care to our families, our friends and neighbors by providing high quality care, state-of-the art facilities and access to advanced clinical services. From the opening of our new Angel Medical Center in Franklin to investments in growing and rewarding our workforce, our commitment to Western North Carolina has never been more evident.

When you care deeply for your community, it shows – and not only in our roles as healthcare workers. Mission Health had a phenomenal total of 4,480 hours served in colleague volunteering in 2022. In addition, HCA Healthcare donated nearly \$189,000 to agencies chosen by our colleagues, above and beyond the \$750,000+ given in cash and in-kind donations to charitable organizations.

Our efforts to retain, attract and recognize colleagues were historic in 2022. In September, Mission Health and HCA Healthcare made a \$20+ million annual investment in our people by giving market-based raises to targeted positions in addition to the annual wage increases for all colleagues. We hired more than 1,500 new colleagues, and we continue to address the ongoing national healthcare worker shortage by

offering competitive total rewards packages, investing in needed supplies and equipment, and expanding nursing education.

The year ahead only gets better with the highly anticipated completion of multiple projects that will immediately and positively impact our communities. The opening of the renovated G Tower at Mission Hospital will offer an enhanced delivery experience for all future parents growing their families; the Sweeten Creek Mental Health & Wellness Center will offer advanced therapies, technologies and evidence-based best practices to improve the health and well-being of our community; and the brand-new Blue Ridge Unit and PACE expansion at CarePartners will further elevate the continuum of care services offered to our patients.

We create this report every year, and every year, it all still amazes me – our people, our service and our results. Most of all, it makes me so proud. You should be, too.



Greg Lowe
President
Mission Health
HCA Healthcare
North Carolina Division



Rescuing the rescuer

Mrs. Helen Pritchett, who served in the U.S. Coast Guard during World War II, survived a dangerous car accident in early Dec. 2022. The 100-year-old veteran was the passenger in a vehicle that went off a steep embankment and ended up hanging upside down – waiting for help to arrive.

Her rescue quickly came in the form of both EMS and the MAMA (Mountain Area Medical Airlift) crew. She was transported to Mission Hospital, where she was stabilized and treated by our care teams whose partnership assisted her on the path to recovery. Soon after, Mrs. Pritchett continued her rehabilitation with our skilled team at CarePartners Rehabilitation Hospital and was released on Dec. 22, just in time to be home for Christmas.

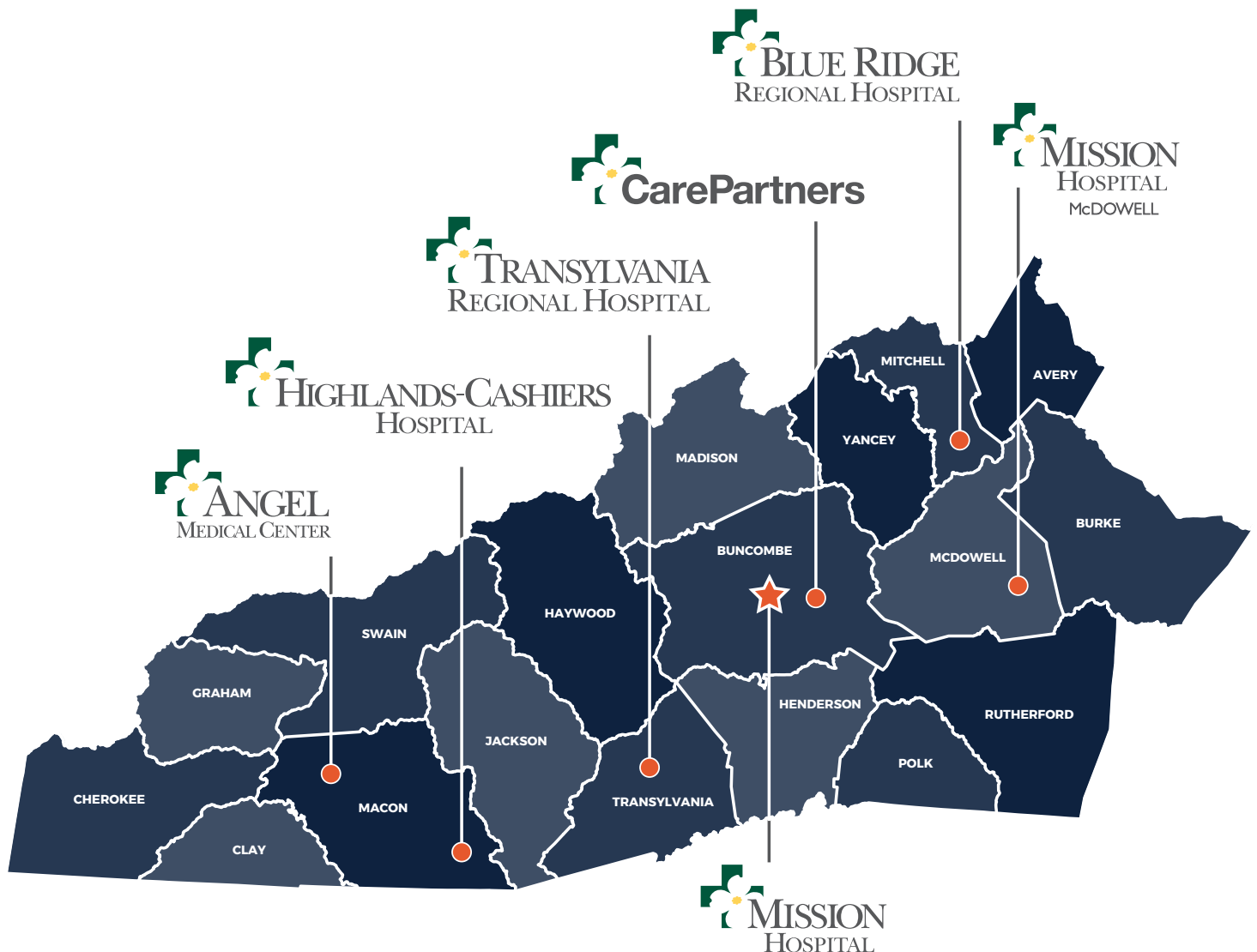


“The service, the compassion of the nurses and the workers there is outstanding. I highly recommend CarePartners.”

Mission Health

Based in Asheville, North Carolina, Mission Health operates 1,181 licensed beds across six acute care hospitals and one inpatient rehabilitation hospital; numerous care access points; CarePartners, a post-acute care provider; Asheville Specialty Hospital, a long-term acute care provider; and the region's only dedicated Level II trauma center. As the largest employer in the region, Mission Health is committed to improving the health and wellness of the people of Western North Carolina.

In this year's annual Impact Report, we reflect on the past year and the positive impact we created for those we are privileged to serve and with whom we collaborate.



Part of the HCA Healthcare family

Together in action

HCA Healthcare is made up of communities across the country where colleagues live, work and take action collectively to respond to identified needs. To improve more lives in more ways, our WNC colleagues took part in many HCA Healthcare-led initiatives:

- **HCA Healthcare Hope Fund** - a colleague-run, colleague-supported 510(c)(3) charity that helps our families when faced with financial hardship due to natural disaster, illness/injury, domestic violence, death of a loved one or other difficult situations. \$12M in assistance was distributed in 2022 through 4,427 grants for HCA Healthcare colleagues and families, including ours at Mission Health.
- **Healthy Food for Healthier Tomorrows** - As food insecurity rose during the pandemic, HCA Healthcare scaled its Food and Nutrition Drive across its national network of facilities, including all of our WNC hospitals. In 2022, HCA Healthcare colleagues provided more than 345,000 meals to food banks and pantries, and Mission Hospital McDowell's "Bigfoot in the Mountains" food sculpture earned a \$10,000 prize for its partner, the Foothills Food Hub.
- **Crush the Crisis** - In 2022, more than 100 HCA Healthcare facilities, including all Mission Health hospitals, partnered with local law enforcement to raise awareness about the dangers of opioid misuse on National Prescription Drug Take Back Day. In addition to educating the community on options for safe and proper medicine disposal, HCA Healthcare facilities collected 19,423 pounds of medication — an estimated 13.4 million doses at its Crush the Crisis events.



Bridge over troubled water

A water production facility in Buncombe County became unable to produce water for an extended period of time. Our CarePartners facility experienced an outage that affected the main campus of our Inpatient Rehabilitation Hospital along with our Inpatient Hospice Center.

While water crews worked around the clock to identify and repair broken lines, Mission Health acted swiftly and independently to ensure that patient care was not affected. Additionally, CarePartners' PACE vans distributed drinking water to the homes of our participants.

Without hesitation, HCA Healthcare procured water tankers from a private vendor in Atlanta that were used until water was restored – almost a week later. As a part of HCA Healthcare, we are fortunate to have access to vital resources, supplies and learnings from across the country during times of local crisis.



Caring for our communities

HCA Healthcare's giving and volunteering program offers each benefits-eligible colleague an annual match for donations to charities of their choice and additional contributions to community organizations when logging volunteer hours.

Every 10 hours of volunteering unlocks a \$200 donation to a charity they select, up to \$1,000 (or 50 hours) per year.

Shawna, an orthopedic trauma physician assistant, received a special "care card" from her team, allowing her to direct an HCA Healthcare donation to the charity of her choice. She selected 12 Baskets, a program that offers to-go meals, grocery items and sit-down community meal all made from food "rescued" from local restaurants and the food service industry. Through this gift, Shawna learned about our giving and volunteering platform and said, "I will start logging all of my volunteer hours to be able to donate more to 12 Baskets. What a great program!"



Giving and volunteering

- Mission Health colleagues served **4,480 volunteer hours** in our communities across WNC.
- HCA Healthcare donated **\$188K+** to charitable organizations selected by our colleagues through giving and volunteering matches.
- Combined with the generosity of our colleagues, we fundraised for a total of **\$297,000** for causes we care about!
- Some of the **165 organizations** that our colleagues support include United Way, Eblen Charities, Beloved and, of course, many public schools and pet adoption organizations too.

Innovating whole person care

Mission Health Partners (MHP) is a participant in Western North Carolina's Healthy Opportunities Pilot, an innovative program led by the NC Department of Health and Human Services to assess the impact of providing specific, non-medical interventions related to housing, food, transportation and interpersonal safety to eligible Medicaid enrollees. One of three pilot sites in the state, we are pleased to take part in this innovative program.

An anchor of our community

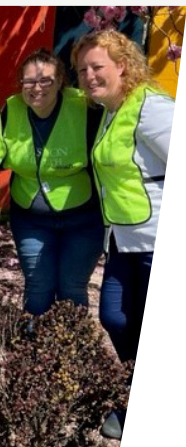
We take our role as an anchor institution very seriously — as a large employer, as a provider of critical services, and as a partner in contributing to the greater good of a healthy and thriving community.

\$60 million+
in state taxes incurred
(includes income, property, provider, sales and unemployment taxes)

\$300 million+
in financial assistance

\$880 million+
in payroll and benefits

\$750K+
in cash and in-kind donations to charitable organizations



Inspiring our youth

Whether they are future nurses and doctors, or just full of curiosity and potential, we seek to inspire the youth of our community and connect them with opportunities to learn and thrive.

- Our month-long **Junior Volunteer program** returned to the hospital last summer after a hiatus from the pandemic, introducing area youth aged 14-18 to the hospital environment and clinical settings.
- In 2022, we created a new **\$50,000 scholarship fund** for students attending nursing and allied health programs in high vacancy fields such as respiratory care, radiology and surgical tech. The Mission Community Scholars program supports students at eight Western North Carolina colleges and universities.
- We participated in the United Way of Asheville & Buncombe County's United for Youth Network, including its end-of-summer Block Party **bringing kids together** for celebration and connection to resources and opportunities. Their enthusiasm for learning and nurturing others is inspiring to us!



We visited more than **1,600 middle and high school students** at schools and career fairs across the region, sharing real life experience in health career fields, including a hands-on experience of emergency medical care and CPR in our Mobile Sim Lab.



17 WNC seniors and college students received the Kesha Young Health Careers Scholarship. Started 25 years ago in honor of a young Mission Hospital patient, this scholarship is awarded to students of color pursuing degrees in health professions.

Partnering with physicians

Mission Health partners with physicians in delivering exceptional care, guiding the advancement of medicine across Western North Carolina.

Physician spotlight: Phil Stahel, MD, FACS



Phil Stahel, MD, FACS, was appointed to the chief medical officer (CMO) role for HCA Healthcare's North Carolina Division in July 2022. "Dr. Phil" is a European board-certified trauma surgeon and orthopedic surgeon who trained at the University of Zurich, Switzerland, Charité University in Berlin, Germany, and the University of Alabama at Birmingham (UAB).

Since he was a kid, Phil always wanted to be a healer and a servant to the community. As a trauma surgeon, he had the ability to help his patients when they were at the worst point in their lives and at risk of losing life or limb. "I consider both opportunities to serve – as a trauma surgeon in my previous work, and now as a Division CMO for Mission Health – not just a job, but a true calling," says Dr. Phil. "It is an immense privilege to support our world-class medical staff at Mission by continually raising the bar for clinical quality and patient safety on behalf of the community we serve in Western North Carolina."

Phil is a professor of surgery at East Carolina University Brody School of Medicine and teaching faculty for the GME residency programs at MAHEC. He also serves as the Chair of the WNC CMO Council and is a member of the NCHA Physician Advisory Council. Phil is an unwavering advocate for patient- and family-centric care, based on the fundamental partnership between patients and their healers through shared decision-making.

For more than 25 years, Mission Hospital has partnered with the Western Carolina Medical Society as part of its Project Access program, a healthcare volunteer initiative providing access to comprehensive medical care for low-income, uninsured patients that has since been replicated around the country. Elisa Quarles, CEO of WCMS, says that the participation of Mission Health's network of providers and services is critical to its success. **“Thank you to the physicians and providers who helped care for the 2,000+ Project Access patients seen in 2022. Navigating preventative, diagnostic and curative medical care can be overwhelming for anyone, and together we make it easier for those without access to standard medical resources.”**

Graduate medical education in Western North Carolina

HCA Healthcare is dedicated to developing a leading network of teaching hospitals, and it is no different at Mission Health. By partnering with Mountain Area Health Education Center (MAHEC), we remain committed to the care and improvement of human life here in Western North Carolina. Through a rigorous graduate medical education (GME) program, learners have the opportunity to care like family while earning a world-class education. In 2022, we continued at the forefront of training the next generation of clinicians by helping to facilitate and host 141 residents and fellows.

At the end of 2022, HCA Healthcare's GME network was comprised of 320 programs with 5,321 residents and fellows.

Residency programs

- Family Medicine
- General Surgery
- Internal Medicine
- OB/GYN
- Psychiatry
- Transitional Year

Fellowship programs

- Addiction Medicine
- Maternal Fetal Medicine (new in 2022)
- Sports Medicine
- Surgical Critical Care
- Addiction Psychiatry and Child & Adolescent Psychiatry (coming in 2023)



Celebrating our nursing colleagues

North Carolina Great 100 Nurses



(L to R) Teresa Neill, MSN, RN, Blue Ridge Regional Hospital; Betsy Powell, MSN, FNP-C, COHN-S, CEAS, BBA, Mission Health; Kristy Stewart, MSN, RN, ONC, Mission Health; Lisa Clark, MSN, RN, PCCN-ASC, Mission Hospital, Asheville Surgery Center; Ashley Hudson MSN, RN, CPN, NPD-BC, Mission Hospital; Leah Frady, MSN, RN, Mission Hospital McDowell; Margo Eatmon, MSN, APRN, ACCNS-AG, OCN, Mission Hospital; Angie Chandler, MSN, RN, ONC, Mission Hospital



Shaping the future of healthcare

Galen College of Nursing, a proud affiliate of Mission Health, continued its mission to expand access to quality nursing education and to help address the nation's increasing nursing workforce needs with the opening of a new campus in Asheville, North Carolina.

Solely focused on nursing education, Galen prepares a diverse population of students to become nurses who deliver quality, compassionate care. The state-of-the-art facility features advanced patient simulation labs and classroom environments designed to encourage practice-based learning.

Full- and part-time employees of Mission Health may be eligible for up to \$5,250 per calendar year in tax-free reimbursement for applicable higher education courses, including tuition, books and course-related fees at Galen and other schools.



Creating the pipeline for our nursing workforce

- **Wage increases** - In our ongoing effort to recognize, retain and recruit colleagues, Mission Health made a \$20 million annual investment in our team by giving additional pay increases for key roles which support patient care.
- **Earn as you learn** - The Nursing Assistant Training Program (NATP) is a free, five-week training program that provides candidates the opportunity to get paid as they train as a certified nursing assistant (CNA). This program creates a career ladder for candidates and builds a pipeline into open patient care technician (PCT) positions.
- **PCT Council** - Our PCT Council, led by PCT Kendra Greenlee and Chief Nursing Officer Melanie Wetmore, allows PCTs to address barriers that hospital care teams face and develop solutions, while maintaining consistent communication with the CNO.



Academic partnerships

According to the American Association of Colleges of Nursing, U.S. nursing schools turned away over 80,000 qualified applicants from baccalaureate and graduate nursing programs in the 2019 - 2020 academic year due to insufficient number of faculty, clinical sites, classroom space and clinical preceptors, as well as budget constraints.



“As we face the many challenges in healthcare staffing, we are looking for creative solutions to strengthen partnerships with our local schools,” said **Fran Paschall, Mission Health’s chief nurse executive**. “Funding a role at each of these schools is one of the steps we are taking to help relieve the nursing shortage and help qualified applicants attend our local schools.”

To assist with this barrier to growing the nursing pipeline, Mission Health is:

- **Funding a full-time faculty member** at three local nursing schools, including Asheville-Buncombe Technical Community College, Blue Ridge Community College and Western Carolina University. This investment in the WNC community will allow these institutions of higher learning to expand their acceptance by 30 qualified students.
- **Supporting nine Mission Health nursing colleagues** who serve as adjunct clinical faculty for our three partner schools while being paid through Mission Health at their regular rate of pay.
- **Partnering with Blue Ridge Community College** for the NC AHEC Nursing Clinical Partnership Project which will provide additional funding to the college to support a mentor for our adjunct clinical faculty and funding for those attending the Nursing Clinical Instructor Course.
- **Donating IV pumps** to Asheville-Buncombe Technical Community College, and hospital beds and IV pumps to Western Carolina University to expand their two simulation laboratories, ensuring students are familiar with the most advanced patient care technology.

Clinical nurse coordinator implementation

Critical components of the HCA Healthcare nursing strategy are the development of extraordinary nursing leadership at every level and the creation of an unrivaled work environment for nurses to succeed and thrive.

In an effort to equip nurse leaders to promote high-quality care and provide strong frontline support, we were excited to deploy and fill 89% of roles for the clinical nurse coordinator (CNC) leadership development model across Mission Health in 2022.

What is a CNC?

- **An experienced RN** that has received leadership training
- **Accountable for the day-to-day operations** of the nursing unit during a particular shift
- **A frontline nurse leader** who provides support to the nurses and ensures patients are consistently receiving exceptional care
- **Readily available** to support frontline nurses and physicians

Yessica Padilla Hernandez,
Clinical Nurse Coordinator
A4 Renal East, Mission Hospital





Creating a diverse and equitable culture

Mission Health is committed to providing equitable access to high-quality care for our **patients**, fostering a diverse and inclusive workplace for our **colleagues**, and cultivating and sustaining relationships with **suppliers** and **community partners** that broaden our reach and deepen our understanding in the communities we serve.

Our DEI Councils are accountable for understanding and supporting the strategies that will help us reach these goals. Our Colleague Networks serve as one way we approach this ongoing work. Voluntary, colleague-led groups that convene around a shared commonality of experience, Colleague Networks offer a safe space to discuss challenges, develop authentic relationships and explore opportunities in the areas of community, recruiting, professional development and innovation. In 2022 we launched six active Colleague Networks at Mission Health! Members collectively volunteered **465 hours in the community**, often together at group events, as a way to engage with each other and the community.



Veterans
Colleague
Network



Women's
Colleague
Network



Young
Professionals
Colleague
Network



New to WNC
Colleague
Network



Black
Colleague
Network



LGBTQ+
Colleague
Network

Quality and safety

Mission Health strives to deliver high-quality care to our patients during every interaction and our approach is rooted in our commitment to always doing what is right for our patients. Our clinical excellence builds on best practices – resulting in improved patient safety and clinical outcomes. By leveraging HCA Healthcare’s national network of care, we can bring even higher quality personalized care to our patients.

We know that our teams are among the nation’s top caregivers – and others agree. While awards and accolades are never the goal, they do validate the quality patient care that our teams consistently provide in our facilities, and we are honored to accept them. Along with many more, we earned these designations in 2022.



Leapfrog Hospital Safety Grade A – Both Mission Hospital and Mission Hospital McDowell received the nation’s top patient safety award, an “A” Leapfrog Hospital Safety Grade. The Leapfrog Hospital Safety Grade is an elite designation from The Leapfrog Group, a national, independent watchdog that sets the highest standards for patient safety in the United States. Mission Hospital was also recognized as one of Leapfrog’s Top Teaching Hospitals for 2022.

50 Best Hospitals – Mission Hospital was again named a Healthgrades’ 50 Best Hospital, among the top 1% in the nation for providing the highest clinical quality. Healthgrades evaluates hospital performance using objective quality measures including clinical outcomes and patient safety, as well as patient experience.



Opioid-Free Anesthesia – Blue Ridge Regional Hospital offers a modern Enhanced Surgical Recovery (ESR) program to improve perioperative care by reducing opioid use in favor of safe, effective, opioid-free pain management alternatives. This patient-involved decision can result in higher patient satisfaction and helps suppress the opioid epidemic.



3 Stars Society of Thoracic Surgery – Mission Hospital’s Cardiovascular Surgery Program received a 3-star recognition rating - the highest rating from the Society of Thoracic Surgeons. Only 5-6% of the programs across the country receive 3-stars.





Our hospitals

\$633.3M+

in total capital invested since 2019

\$227.6M+

in capital invested in 2022

Angel Medical Center

124 One Center Court
Franklin, NC 28734
828-524-8411



Angel Medical Center is a full-service, critical access hospital operating 25 beds serving Macon and the surrounding counties. As part of Mission Health, Mission My Care Now – Angel and CarePartners Hospice & Palliative Care are also available for the community. Angel Medical Center has been named an Acute Stroke Ready hospital by the Joint Commission and American Heart Association/American Stroke Association. The hospital also includes a full-service ER with 17 beds.



Angel Medical Center colleagues celebrated the ribbon-cutting of the new, state-of-the-art facility in September 2022. The new hospital marks a commitment HCA Healthcare made to the communities of Macon County when it acquired Mission Health. “I don’t think another community comparable to Franklin can boast of a new 82,500 square foot hospital with an investment that, including the new heliport, equals over \$70 million.” - Franklin Mayor Jack Horton

Services and treatments

- Acute Medicine Service (Med/Surgical/ICU)
- Anesthesiology
- Bone Density
- Cardiac Rehabilitation
- Cardiology
- CT/CT Angiography
- Diabetes and Nutrition
- Echocardiography
- Emergency Services
- Family Practice
- Gastroenterology
- General Surgery
- Infusion/Transfusion Therapy
- Joint Commission Accredited Stroke Program
- Laboratory
- Mammography/Breast Health
- MRI/MRA
- Neurology
- Nuclear Medicine
- Orthopedics
- Pathology
- Physical, Speech, and Occupational Therapy
- Pulmonary Function Tests
- Radiology (Imaging)
- Respiratory Therapy
- Stress Testing
- Surgical Services
- Telemedicine
- Ultrasound
- Vascular Ultrasound

Leadership



Clint Kendall, FACHE, MBA,
MSN, BSN, RN
Chief Executive Officer

Blue Ridge Regional Hospital

125 Hospital Drive
Spruce Pine, NC 28777
828-765-4201



Blue Ridge Regional Hospital has been serving Spruce Pine and the surrounding North Carolina mountain communities of Mitchell, Avery and Yancey counties since 1955. Blue Ridge Regional Hospital is a critical access hospital and operates 25 beds. The hospital also includes a sophisticated full-service emergency department with 12 beds.

Blue Ridge Regional Hospital has access to the Mountain Area Medical Airlift (MAMA) service, which provides critical care air transport to Mission Hospital in Asheville, North Carolina, 24 hours a day.



Blue Ridge Regional Hospital celebrated October as Paint the Town Pink month to help raise awareness about breast cancer and the importance of getting breast cancer screenings. Leaders from surrounding communities attended an all-pink fashion show from the Blue Ridge Regional Hospital employees.

Services and treatments

- Acute Medicine Services
- Blue Ridge Fitness Center
- Blue Ridge Rehabilitation Center
- Cardiac/Pulmonary Rehabilitation
- Cardiology
- Emergency Services
- Gastroenterology
- General Surgery
- Hospitalist Services
- Imaging Services
- Infusion Center
- Laboratory
- Mission My Care Now – Spruce Pine
- Mental and Behavioral Health Care
- Ophthalmology
- Orthopedics
- Pharmacy
- Podiatry
- Primary Care
- Social Services
- Sports Medicine
- Surgical Services
- Swing Bed Program
- Urology
- Virtual Care Clinic
- Women's Care
- Women's Imaging with 3D mammography
- Wound Care

Leadership



Tonia Hale, DNP, MA, RN
Chief Executive Officer

CarePartners

68 Sweeten Creek Road
Asheville, NC 28803
828-277-4800



Injured at work, Dale had multiple surgeries and eventually had his leg amputated. Following surgery, Dale was transferred to CarePartners Rehabilitation Hospital where he received a microprocessor knee from CarePartners Orthotics & Prosthetics. The knee helps Dale enjoy his daily activities such as walking, running and mountain biking.

CarePartners Health Services is located in Asheville, North Carolina, and has been providing compassionate care for the people of Western North Carolina since 1996. CarePartners services include Home Health, Inpatient and Outpatient Rehabilitation, Hospice, Palliative Care, Program of All-inclusive Care for the Elderly (PACE), Private Duty Nursing and Orthotics & Prosthetics. CarePartners Health Services is dedicated to helping people live full and productive lives, despite illness, injury, disability or issues related to aging.

Leadership



Tracy Buchanan, MBA, PT
President and
Chief Executive Officer

Asheville Specialty Hospital

428 Biltmore Avenue, 4th floor
Asheville, NC 28801
828-213-5400

Asheville Specialty Hospital (ASH) is located in Asheville, North Carolina, on the campus of Mission Hospital. ASH is a licensed long-term acute care hospital (LTACH) offering a unique treatment approach for complex medical conditions by designing an individualized treatment plan in cooperation with the patient's medical provider. The approach to care is family-oriented, providing a compassionate atmosphere that improves

outcomes and values family as a part of the treatment and recovery process. A low staff-to-patient ratio provides intensive, highly skilled treatment and therapeutic care for patients.

Leadership



Julie Dikos, MSN, RN
Chief Executive Officer

Highlands-Cashiers Hospital

190 Hospital Drive
Highlands, NC 28741
828-526-1200



Highlands-Cashiers Hospital is a 25-bed critical access hospital serving Macon, Jackson and the surrounding counties. The hospital offers 7 beds for 24/7 emergency care, acute inpatient care, outpatient surgical services and rehabilitation, as well as long-term, skilled nursing care through the 80-bed Eckerd Living Center (ELC). ELC offers an interdisciplinary team including nursing; occupational, speech and physical therapy; dietitians; activities and social services specializing in short- or long-term rehabilitation to maintain or improve your loved one's physical abilities.



In addition to providing quality care to our patients, our colleagues at Highlands-Cashiers Hospital care deeply about staying engaged in our community. One highlight of 2022 was our participation in both the Highlands and Cashiers Christmas parades. Our colleagues came together to create an eye-catching, whimsical parade float that elicited smiles across The Plateau and beyond.

Services and treatments

- Acute Medicine Services
- Anesthesiology
- Clinical Laboratory with Blood Bank
- CT/CT Angiography
- Echocardiography
- Emergency Services
- Endoscopy/Colonoscopy
- Family Practice
- Hospice Care
- Inpatient Services/Acute Care
- 3D Mammography
- MRI/MRA
- Outpatient Nursing Services including Infusion, Transfusion, Allergy and Wound Care
- Orthopedics
- Physical, Occupational and Speech Therapy
- Radiology (Imaging) Bone Density
- Rehabilitation Services/Cardiac Rehab
- Sleep Studies
- Stress Testing
- Surgical Services, including general, orthopedic and ENT
- Telemedicine
- Swing Bed Program
- Vascular Ultrasound

Leadership



Tom Neal, RN, MBA, MHA
Chief Executive Officer

Mission Hospital McDowell

430 Rankin Drive
Marion, NC 28752
828-659-5000



Mission Hospital McDowell is located in Marion, North Carolina, and has been serving Marion and the surrounding North Carolina mountain communities of McDowell County since 1908. Mission Hospital McDowell is licensed for 65 beds. While currently operating 30, this year a planned expansion of 10 more beds was announced. The hospital also includes a full-service emergency department with 15 state-of-the-art exam rooms.



Valorie Frye, a supervisor at Mission Hospital McDowell, woke up one morning with pain between her shoulder blades. Valorie decided to head to the Mission Hospital McDowell emergency department, where the team worked to stabilize her. Valorie's arteries had a 99% blockage and required a stent. Valorie credits the Mission Hospital McDowell team for her care and saving her life.

Services and treatments

- Acute Medicine Services
- Cardiology
- Cardiac/Pulmonary Rehabilitation
- Emergency Services
- Imaging Services:
 - CT, MRI, Ultrasound,
 - 3D Mammography,
 - Nuclear Medicine
- Infusion Center
- Laboratory Services
- Maternity and OB/GYN Services
- Mission My Care Now – McDowell
- Occupational Medicine
- Orthopedic Care
- Pediatric Care
- Pharmacy
- Primary Care
- Rehabilitation Services
- Sleep Center
- Sports Medicine
- Surgical Services
- Urology Services
- Virtual Care Clinic
- Women's Care
- Wound Care

Leadership



Marsha Myers
Chief Executive Officer

Mission Hospital

509 Biltmore Avenue
Asheville, NC 28801
828-213-1111



Mission Health's flagship hospital, Mission Hospital is located in Asheville and has been serving Western North Carolina since 1885. The hospital has 815 beds with 94 ER beds and includes the region's only Level II trauma center, NICU and children's hospital. Mission Hospital is Western North Carolina's only Comprehensive Stroke Center, providing patients with the most advanced care for complex stroke cases.

Mission Hospital is proud to have received a Leapfrog A score twice in 2022. An A grade places Mission Hospital among the best in the state for safety, a special achievement considering the size and complexity of the hospital.



Sheriff Manjang accepted his life was soon going to end as his 18-wheeler was barreling down a mountain with brakes that no longer worked. In his attempt to get to the runaway truck ramp, Manjang's truck overturned. His next memory was waking up in Mission Hospital. "I was so thankful to be alive. I cannot put into words how impactful my time was at Mission Hospital. Some of my nurses would come to my room, hold my hand and cry with me. I will never forget my time at Mission," said Manjang.

Services and treatments

- Behavioral Health
- Cardiac Services
- Critical Care Medicine
- Diabetes and Education Center
- Emergency and Trauma Services
- Genetics
- General Medicine Services
- Imaging and Diagnostic Services
- OB/GYN Services
- Neonatal Intensive Care Unit (NICU)
- Neurology
- Oncology Services and Radiation Therapy
- Orthopedics and Spine Care
- Pediatric Services
- Pediatric Specialty Outpatient Clinics
- Sleep Center
- Sports Medicine
- Surgical Services
- Trauma Services
- Virtual Care Clinic
- Weight Management
- Wound Care and Hyperbaric Therapy

Leadership



Chad Patrick, MHA
Chief Executive Officer

Transylvania Regional Hospital

260 Hospital Drive
Brevard, NC 28712
828-884-9111



Transylvania Regional Hospital is a full-service, critical access hospital operating 25 beds, including 12 ER rooms, serving Transylvania and the surrounding counties. Transylvania Regional Hospital is fully accredited by The Joint Commission and is a six-time recipient of the Top 20 Critical Access Award. Formed in 1933 with the mission to serve the healthcare needs of this community, Transylvania Regional Hospital remains committed to providing state-of-the-art healthcare delivered with personal attention.

Services and treatments

- Acute Medicine Services
- Cardiac/Pulmonary Rehabilitation
- Critical Care/Intermediate Care
- Diabetes Prevention/Management
- Emergency Services
- Endoscopy
- Infusion Services
- 3D Mammography
- Physical, Occupational and Speech Therapy
- Orthopedics and Sports Medicine
- Outpatient Adult Behavioral Health
- Pain Management
- Radiology
- Sleep Lab
- Surgical Services
- Transitional Care Unit (Skilled Nursing Facility)
- Urology
- Women's Care
- Wound Care/Ostomy and Convenience



In 2022, the Transylvania Regional Hospital team welcomed general surgeon James Osborne, Jr., MD, MBA, FACS. Dr. Osborne served his country as an Army officer. This solidified his desire to work closely with people and do everything he could to support them medically.

Leadership



Michele Pilon,
MS, BSN, RN, NE-BC
Chief Executive Officer

Service lines



Cardiac

- Continuously recognized since 2006 by the Society of Thoracic Surgeons (STS) with the **prestigious three-star rating** in CABG.
- In 2023, Mission was the only hospital in North Carolina and South Carolina to be named a Healthgrades America's **100 Best Hospital for Cardiac Care** and received a Cardiac Surgery Excellence Award
- Only **Open Heart, Electrophysiology and Structural Heart Program** in WNC; largest Cath Lab in WNC



Cancer

- **Partnership with Sarah Cannon, the Cancer Institute of HCA Healthcare**, a network of globally-recognized cancer scientists, physicians and nurse navigators
- Mission Cancer Centers provide **comprehensive, compassionate care** from diagnosis to treatment to survivorship
- **Multidisciplinary care team support** from physician specialists, nurse navigators, nutritionists, social workers, genetic and financial counselors, rehab specialists and more
- Accredited surgical, medical and radiation oncologists delivering care in **specialized physician tumor-specific teams**
- Multiple imaging locations to support **cancer screenings and treatments** including Radiation Oncology, Mammography, PET/CT, Bone Density, CT, MRI and more



Orthopedics

- **More orthopedic surgeries** than any other hospital in WNC and only Orthopedic Trauma service within WNC
- Only team to offer **MAKO and VELYS for robotic knee surgery and hip surgery**
- Named a **100 Best Hospital for Joint Replacement** and Five-Star Recipient for Total Knee and Hip Replacement by Healthgrades America
- **Sports medicine program** in partnership with local schools and UNC - Asheville



Maternity

- More than **4,190 babies** born in 2022
- Mission Hospital is WNC's **only Level III Neonatal ICU** and teleNICU which admitted 750+ patients last year
- **Maternal Fetal Medicine** Unit, teleMFM and Perinatal Nurse Navigator for high-risk moms
- **Neonatal and pediatric critical care transport** serves WNC and beyond
- Extensive **renovation of Women's Tower** including the remodel of L&D and Postpartum rooms, new OB triage with private rooms, and dedicated entrance for expecting mothers



Behavioral Health

- Acute **psychiatric services** for both adults and pediatrics
- **Telepsych program available 24/7** to all Mission Health emergency departments
- Hospital-based **intensive outpatient and partial hospitalization programs**
- Older Adult Structured Outpatient Program of Transylvania Regional Hospital provides individualized and group **outpatient treatment for ages 55+** who suffer from a wide range of emotional, behavioral or mental health disorders
- New 120-bed **Sweeten Creek Mental Health and Wellness Center** opening in summer 2023



Pediatrics

- Mission Hospital is home to **Mission Children's Hospital**, WNC's only children's hospital
- Region's only dedicated **Pediatric ICU and inpatient pediatric unit**
- Mission Hospital opened the region's **first Pediatric ER** in 2021, offering board-certified pediatric emergency physicians and certified nurses in a kid-friendly space
- Access to **pediatric specialists** including orthopedics, neurology, gastroenterology and hematology/oncology
- The region's only **Child Life program**, reducing stress of medical experiences for pediatric patients



Surgery

- Recipient of Healthgrades **Surgical Care Excellence Award** and America's **100 Best Hospitals for Gastrointestinal Surgery**
- Busiest **minimally invasive robotic surgery program** in North and South Carolina, and most general surgeries in WNC
- Regional destination center for **complex hernia care**
- WNC's largest **Bariatric Center of Excellence**



 **SWEETEN CREEK**
MENTAL HEALTH & WELLNESS CENTER
A CAMPUS OF MISSION HOSPITAL
Opening Summer 2023

Looking to the future

Making an impact on our world starts in every community we are privileged to serve, and we are beyond grateful to our colleagues who have shown their own deep commitment to learning, serving and leading in their communities.

Already underway, 2023 is off to an amazing start as Mission Health continues to expand our services and grow to meet the healthcare needs of Western North Carolina:

- **Growing outreach to the next-generation in caregivers through new fellowships, more nurse training programs and interaction with youth about health careers**
- **Opening the 120-bed Sweeten Creek Mental Health & Wellness Center this year bringing an additional 37 behavioral health beds to the region**
- **Increasing inpatient capacity at Mission Hospital McDowell by one-third with its \$20 million new tower**
- **Welcoming WNC moms to the upgraded mother/baby unit and OB triage area at Mission Hospital**
- **Launching the Mission Hospital Burn Center providing outpatient care for the WNC region and beyond**



MISSION
HEALTH

