



April 3, 2020

ATTENTION: All Employees, Physicians, Residents and Students

Going Where We're Needed the Most

Selflessness, tenacity and dedication. These three qualities are required from all of those who choose to work in healthcare. However, we've seen our colleagues throughout the HCA MidAmerica Division take these traits to an entirely new level these past few weeks.

When you're working in strained conditions during a healthcare crisis, you're required to think in new ways, perhaps taking actions that you've never before been asked to. And that's exactly what our incredible team of nurses and physicians have done — and are doing every day.

A few weeks ago, we asked colleagues to raise their hands if they'd be willing to work in different areas, different facilities and even different states to meet the evolving needs and challenges we're facing during the COVID-19 crisis. The response has been overwhelming — a shining testament to the quality of people I'm proud to call my colleagues.

Nearly 200 nurses and 300 physicians answered the call and volunteered to go where they are needed most to help their fellow caregivers during this unprecedented time of need. Their bravery, self-sacrifice and willingness to stand as one united HCA Healthcare family is remarkable and beyond appreciated.

Just this week, we saw a group of [ICU nurses from our Kansas City-area hospitals travel to New Orleans](#) to provide a much-needed break to our [incredible team at Tulane](#). As the number of COVID-19 patients escalates in the New Orleans area, these caregivers are working in an incredibly stressful environment. I remain in constant contact with our Tulane leadership team, and I hear the awe-inspiring stories of what you're facing every day.

To all the Tulane nurses and staff, please know how much I appreciate the personal sacrifices you're making and how truly inspired I am by your incredible resilience. Your efforts not only benefit our patients but all your colleagues as well. While the Tulane nursing team gets a brief respite, our Kansas City team is receiving hands-on training so they can bring best practices back to their communities and be prepared for the coming surge in the days ahead.

This is the benefit of being part of a larger HCA Healthcare family: knowing our colleagues always have our backs and that we are truly in this together. We care like family and we stand united, because we are family.

I'm grateful for each and every one of you and continually moved by your courage, selflessness and dedication. Because *above all else, we are committed to the care and improvement of human life.*

Mel Lagarde
President
HCA MidAmerica Division

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