

A PUBLICATION  
FOR THE FRIENDS OF  
MEMORIAL HERMANN

Memorial Hermann Foundation  
July 2020

ADVANCING THE

# VISION



## DEAR FRIENDS,



It seems hard to believe how dramatically our world has changed in just the last few months. Before masks became as critical an everyday accessory as our mobile phones, and when shaking hands didn't raise eyebrows. Still, while this unwelcome intruder has forced many of us to remain apart, we have found new ways to connect.

Just as remarkable is what hasn't changed.

Watching the teams at Memorial Hermann Health System respond to the challenges of COVID-19 is truly inspiring. Thanks to outstanding leadership, physicians and front-line personnel, Memorial Hermann was ready and well prepared to care for both COVID and non-COVID patients—and remains so. The teams are extraordinarily dedicated to the health of our community.

In this issue, we present stories of unwavering commitment, from the front-line heroes of Memorial Hermann to our generous donors, for whom we are eternally thankful.

Of course, events such as this demonstrate the vital importance of our Heroes in Health giving society—and gifts that make projects like the Susan and Faye Sarofim Pavilion possible.

Thank you all for your continuing support. Please remember, heroes wear masks. Stay well.

**Anne E. Neeson**  
Executive Vice President & CEO  
Memorial Hermann Foundation

“As the Houston community is growing by leaps and bounds, the need for access to quality health care increases exponentially. Memorial Hermann has stepped up to the plate to deliver a new facility with greatly increased patient capacity and state of the art equipment. Faye and I are so proud to support Memorial Hermann as the health system continues to deliver award-winning, innovative health care to the Houston community.”

Susan Sarofim

# AUSPICIOUS TIMING

SUSAN AND FAYEZ SAROFIM PAVILION OPENS

On Jan. 13, esteemed donors and Memorial Hermann leadership celebrated the opening of the \$700 million Susan and Faye Sarofim Pavilion, seven years in the making.

A few short weeks later, our city would wonder what would have happened without the 1.34 million square feet of innovation and best-in-class care this new medical tower made possible.



With a nod to the site's storied past, guests passed through the doors of the original Hermann Hospital to enter the pavilion. After Susan Sarofim performed the ceremonial ribbon cutting, guests enjoyed guided tours of the new home of the Red Duke Trauma Institute at Memorial Hermann-Texas Medical Center, ending the evening with a twilight toast and rooftop reception in the hangar of Memorial Hermann Life Flight®'s John S. Dunn Helistop.



Susan Sarofim, Raye White, Christopher Sarofim and Anne Neeson



John and Mary Eads, Rosanna and Myron Blalock



Susan Sarofim, Tom Flanagan



Dee and Stacy Methvin, Rudy Cabrera



Bill King, Hallie Vanderhider, Sandy Barrett, Tony Bradfield



Joan Neuhaus and Michelle Zschappel



Bill and Barbara Easter, Diane and Bill Campbell



Jim and Vicki Montague



Dr. Jamie and Suzanne McCarthy



Ramon Manning, Bill Easter, Roland Garcia, State Senator Borris Miles, Freddy Warner



Erin Asprec, Heath Rushing



Melinda and Mike Perrin



Ann and Bill Pouns



The Johnson family



Glenn Clements Jr., Stewart Morris, Lisa and Jerry Simon



Scott Wise, Laura Chapman



Gwen and Ed Emmett, Anne Neeson, Donna Vallone

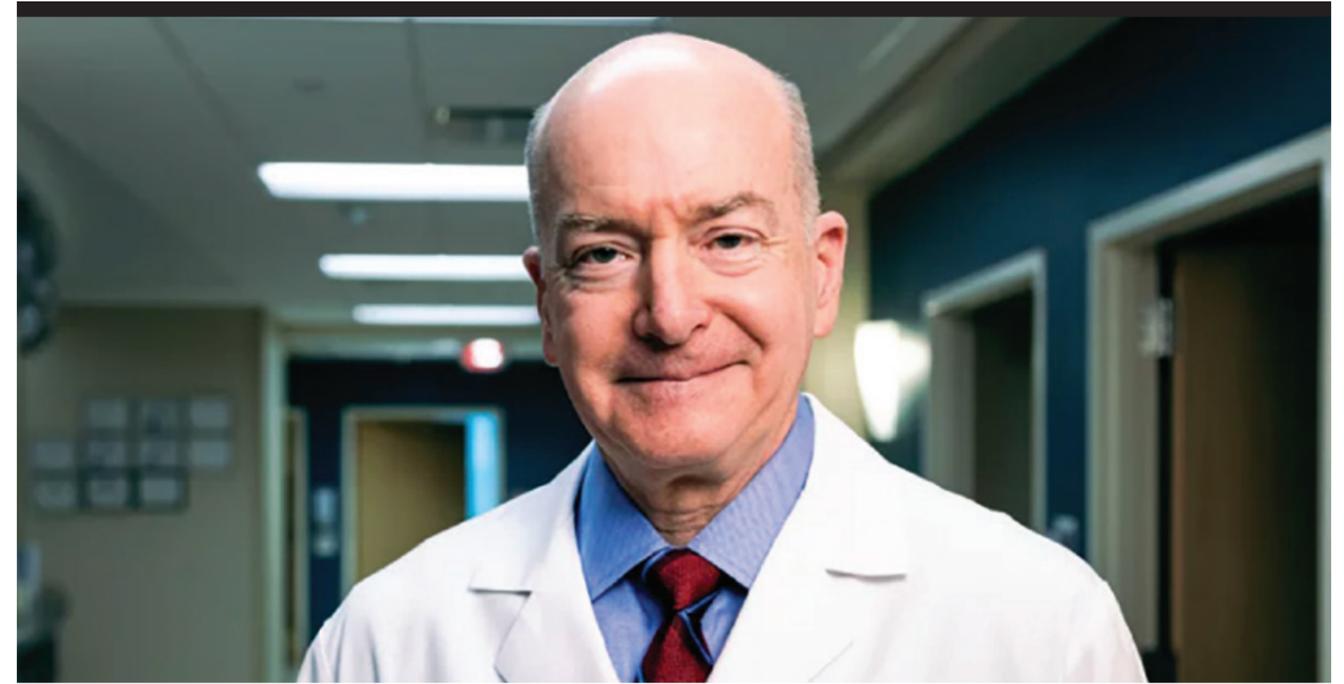


Greg Garland and the senior executive team from Phillips 66 tour the Sarofim Pavilion and Life Flight

# LEARNING CURVE

QUESTIONS AND ANSWERS ABOUT COVID-19

As of June 1, 2020



When David L. Callender, MD, took over as President & CEO of Memorial Hermann Health System last fall, he knew he had a big job on his hands. But no one could have predicted the global pandemic that lay ahead. We caught up with Dr. Callender to hear about his eventful first months on the job and to learn how Memorial Hermann has managed the coronavirus crisis.

**We've heard you say that the coronavirus threw Memorial Hermann a curveball. Can any system truly prepare itself for a global pandemic?**

**Dr. Callender:** There's been a lot of Monday-morning quarterbacking about what could have been done to soften the blow of the crisis, and with good reason: it's been a tough few months for all of us. That said, while we couldn't have predicted a crisis of this scale, we were prepared to act as soon as it began to threaten the health of Houstonians.

Established systems like ours have a pandemic plan in place to make sure that everyone is safe and protected in the event of an emergency. And because we deal with infectious diseases all the time, we were well equipped

While we couldn't have predicted a crisis of this scale, we were prepared to act as soon as it began to threaten the health of Houstonians.

to care for patients with COVID-19. We also were fortunate to have vital support from our donors, which helped us move quickly when the crisis began.

**How does a system like Memorial Hermann protect patients when so much remains unknown about the virus?**

It's true, we're still learning about COVID-19. That's why we're seeking plasma donations from coronavirus survivors for research with UTHealth. But there is plenty that we do know. We know a lot about how viruses like COVID-19 spread, for example, so we quickly took special care to restrict and screen visitors to make sure they would pose no risk to patients. And, given the prevalence of COVID-19, we adjusted the ways we typically use personal protective equipment, but, again, this is something our teams planned for well in advance.

We have introduced our "Safe Wait" measures to make sure everyone - patients, visitors and employees - is effectively socially distanced and protected within our facilities.

Additionally, we're monitoring the concerning uptick in positive COVID-19 cases across our region in collaboration with our TMC colleagues. And we continue to communicate along with public officials about the importance of wearing masks, social distancing and frequent hand washing. If we all continue to follow these guidelines, we believe we can keep more people safe and avoid another shutdown of our economy.

**You mention PPE. Has it been a challenge to obtain enough equipment to keep everyone safe?**

Thanks to our size and stature, it's been possible to procure big orders of the supplies we need, albeit at higher prices than normal. But price gouging is a real issue for other, often smaller players in the community, and it's gotten harder to find credible distributors. It's an unfortunate situation in an already challenging time, to say the least.

**Are you generally optimistic about the coming months of the pandemic?**

There are tough days ahead, to be sure, and we have to stay vigilant. But I'm proud that Memorial Hermann has been able to keep

I've also spoken a great deal about the need to bring the cost of care down. The social determinants of health play a role in coronavirus susceptibility and recovery, just as they do in any other illness.

so many people healthy, and I'm confident in our continuing efforts. Of course, none of this would be possible without our extraordinary staff and affiliated physicians who walk into an uncertain situation every day to care for patients who need them. It's hard to overstate their heroism.

**You've said publicly that you want to improve not just hospitals and clinics but neighborhoods and communities. Are those plans on hold now amid a pandemic?**

Quite the contrary. If we've learned anything in 2020, it's that coming together as a community is the only way to guarantee change. We have a track record of engaging with school systems so that children can enjoy positive long-term health outcomes, and we've worked with the Houston Food Bank to address food insecurity, among other initiatives. I've also spoken a great deal about the need to bring the cost of care down. The social determinants of health play a role in coronavirus susceptibility and recovery, just as they do in any other illness. So now more than ever we're committed to creating healthier communities.

# PROUD MOMENTS IN THE FACE OF A PANDEMIC

## Memorial Hermann Foundation raises \$1.1 million

From the moment COVID-19 hit town, Houstonians rallied in response. Volunteers shared their time. Teams from 13 local restaurants cooked their hearts out. Business leaders delivered valuable in-kind gifts in honor of our staff. Others chose Memorial Hermann as the beneficiary of special fundraising efforts. And hundreds of donors contributed \$1.1 million to the Memorial Hermann Foundation in support of PPE, employee assistance and our Feeding Frontline Families campaign.



Kendra Scott Jewelry raised \$59,000 for Memorial Hermann through their "give-back" program and the sale of a Texas charm over Mother's Day



H-E-B donated 2,000+ meals and 300+ bouquets to Memorial Hermann-Texas Medical Center in honor of Nurses Week



Staff at Memorial Hermann-TMC pick up food delivered by one of the Feeding Frontline families restaurant partners



The Foundation's Feeding Frontline Families campaign has raised \$200,000+ and delivered 4,500 family meals (feeding 18,000 people) to date

# HEROES IN HEALTH CEO ANNUAL DINNER

## Jan. 29, 2020 • Honoring Heroes in Health annual contributions of \$10,000+

Memorial Hermann President and CEO David L. Callender, MD, Memorial Hermann Foundation Board Chair Jim Postl and renowned minimally invasive heart valve surgeon Tom C. Nguyen, MD, shared an evening at the Museum of Fine Arts, Houston, to recognize our 2019 Heroes in Health members who made exceptionally generous contributions in support of Memorial Hermann and the health of Houston.



Beverly and Jim Postl



Alice Mosing, Tony Bradfield, Dr. Michelle McNutt



Maureen and John Graf



Bill and Barbara Easter



Gary and Susie Stankowski



Jan and Joe Netherland



Rosanna and Myron Blalock, Kristina Somerville



Elizabeth and Will Galtney



Tonya and David Callender

## BORN TO SERVE

League City Mayor Pat Hallisey has spent his career in public service putting others first. In the aftermath of Hurricane Harvey, it nearly cost him life.

While Hurricane Harvey was flooding his own home that fateful September day back in 2017, Pat Hallisey was at city hall, managing storm operations. For weeks afterward, he worked tirelessly to help his fellow residents clean up, find shelter and food, and get back to normal. The storm demolished nearly a third of the homes in League City.

Meanwhile, his own family was living in an RV in their driveway, waiting for the mayor to find the time to deal with their home's damage. That day finally came on Oct. 9, or so he thought.

He was in his backyard one minute surveying the mess; in the next, his wife and daughter were rushing him to a nearby hospital. He had collapsed and, it turns out, suffered multiple heart attacks. To make matters worse, his ongoing diabetes had caused complete blockages in his legs, which previous bypass surgeries had failed to correct.

The situation was so dire, doctors at the local hospital knew they were not equipped to provide the level of care he needed. Memorial Hermann Life Flight® answered the call,

transporting him to Memorial Hermann Heart & Vascular Institute–Texas Medical Center. The team there immediately transferred him to the cardiac catheterization lab for a heart catheterization, which revealed additional serious issues. The mayor's aorta was completely blocked below the kidney level, which meant that he had virtually no blood flow in either of his legs.

### Swiftly assembling the right team

Vascular surgeon Rana O. Afifi, MD, was on call, and she knew immediately that this was a life-threatening situation requiring quick, extremely high-caliber intervention. She asked her colleague and revered mentor Hazim J. Safi, MD, to join her in providing the best possible chance for the mayor's recovery.

In the meantime, Dr. Afifi had lengthy discussions with Mayor Hallisey's wife and his daughter, Ashley, to be sure they understood the risks.

"His chances for surviving the surgery were not high, but surgery was his only chance," Dr. Afifi says. "We also talked about the very, very high risk of him losing both legs."



**Rana O. Afifi, MD**

Assistant Professor, Advanced Aortic Surgery and Structural Heart Fellowship Program Director, Dept. of Cardiothoracic and Vascular Surgery, McGovern Medical School at UTHealth

Dr. Safi, in fact, had placed the mayor's risk of dying at 30 to 40 percent, calling it "a flip of the coin." But, against those odds and with Dr. Afifi at his side assisting, the surgeons used a graft to bypass the blockage and reconnected the arteries in his groin to restore blood flow and save his life.

Multiple procedures later, Dr. Afifi and her team were forced to amputate the mayor's left leg, but they were able to salvage his right one.

It's the sort of outcome the average person sees as a miracle. Accustomed to seeing the most severe and riskiest cases daily, Dr. Afifi appreciates her team's special abilities, saying simply, "This is why we love what we do."

"Two days out of my last surgery, they had me out in a wheelchair going through the park. I'd rank them all right up there at 10."

### A positive outlook on life

It was 12 days later when the mayor woke up. He remembers Ashley walking in just moments after he had discovered his left leg was missing.

"She was worried I'd be mad at her, and I said, 'No, I couldn't be prouder that you had the sense to tell somebody to fix me. And here I am now, awake and moving forward.'"

That was two and a half years ago. Today, Mayor Hallisey is back at work, happily, with nothing but positive things to say about everyone who helped him on his journey back to health.

"The doctors, the nurses, the therapists [at TIRR Memorial Hermann] were exceptional. Two days out of my last surgery, they had me out in a wheelchair going through the park. I'd rank them all right up there at 10."

A REQUEST FOR OUR  
FOUNDATION FRIENDS:

# STAY HEALTHY

Amid the current COVID-19 crisis, many Houstonians are putting off routine checkups and doctor visits. Some are avoiding medical facilities of all kinds, even when they are sick or have injuries.

We join our Memorial Hermann colleagues in encouraging you to keep up with your health care. Rest assured that all Memorial Hermann facilities have implemented special protective measures for the health and safety of patients, employees and the community. These include mandatory screening, the use of appropriate personal protective equipment, thorough cleaning and sanitizing in between every patient visit, along with the system's new "Safe Wait" measures for all appointments. To learn more, visit [memorialhermann.org/coronavirus](https://www.memorialhermann.org/coronavirus).

Maintaining good health is the best way to protect yourself and your family from the worst effects of diseases like COVID-19.

Please stay safe and strong.

# MEMORIAL HERMANN Foundation

## Memorial Hermann Foundation

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## VISION

Memorial Hermann Foundation

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713-242-4400

# TOO SOON TO STOP.

**TOGETHER,  
WE CAN STOP THE SPREAD.**

- Wear your mask
- Wash your hands
- Keep 6 feet apart
- Stay home when you are sick, except to get medical care

[memorialhermann.org/coronavirus](http://memorialhermann.org/coronavirus)

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#CountingOnYou