

Careforce Chronicle

SEPTEMBER 2011



Thank you.

25 years of service

Celebrating
Donna Hyland

Contents

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Under your leadership, Children's has grown to an organization of more than 7,500 employees and 6,500 volunteers.



Through your dedication and vision, you continue to positively impact patients, families, the community and your colleagues.

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Through your growing responsibilities, you have contributed to many significant milestones at Children's in the past 25 years.

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ON THE COVER:

On behalf of all the employees, physicians, volunteers and patient families, Children's Healthcare of Atlanta thanks you for your dedicated 25 years of service. Congratulations on this important milestone, and here's to many more!

Simply Put

with Doug Hertz



At the time of the merger, I was serving on the Children's Healthcare of Atlanta Board when you were selected as CFO and there was no doubt you were the right person at the right time for this critically important position. I was also there when Jim spoke to the Board asking for our support to promote you to COO of Children's. And just a few years later, when Jim announced his retirement, I was part of the search committee to find the right person to lead Children's to new heights. Children's had the leader it needed all along, in you, Donna.

I remember when you began your role as CEO very well, because that's when I began my term as Chairman of the Board. I knew, then just as surely as I do now, that Children's could not have been blessed with a better leader for our journey to the pinnacle of pediatric healthcare.

Even before you assumed the role of CEO, you were a driving force behind Children's success, and it is so rewarding to see your impact at Children's and in Georgia continue to grow as you become a key leader in our community.

You believe in our Mission, putting the health and future health of Georgia's kids above anything else. I've seen firsthand your passion for ensuring kids have access to the best possible care, and I believe that you'll continue to make huge strides in how care is accessed.

You have helped to create a special culture for everyone associated with Children's. You believe in all the amazing people who work here. You have worked tirelessly to support the nurses, doctors, staff and administrators who care for our patients and their families.

It is my privilege to serve Children's Healthcare of Atlanta with you, and I am proud to congratulate you on 25 years of service. I am eager to see what the future holds for Children's with you at the helm.

Simply Put: You have had an amazing impact on Children's, but I'm sure the best is yet to come. I can't wait to see what happens and I'll continue to help in any way that I can.

A handwritten signature in blue ink, appearing to read "D. Hertz", with a stylized flourish at the end.

A look back at the last 25 years...



1986

Donna Hyland joins Scottish Rite Hospital, working in the Finance department.

1992

Scottish Rite implements a pediatric emergency network, expanding pediatric emergency care to the community.

Scottish Rite establishes the School Outreach program to teach illness and injury prevention. The program reached more than 84,000 children in its first two years.

Scottish Rite opens the Child Advocacy Center to care for children from birth to age 21 who are suspected victims of child sexual abuse.

1998

Scottish Rite officially merges with Egleston Children's Health Care System to form Children's Healthcare of Atlanta.

Dr. Tally names Donna Hyland as CFO of Children's.

1986

1987

1988

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1998

1987

Georgia designates Scottish Rite a Pediatric Trauma Unit.

1989

Donna Hyland is named CFO of Scottish Rite.

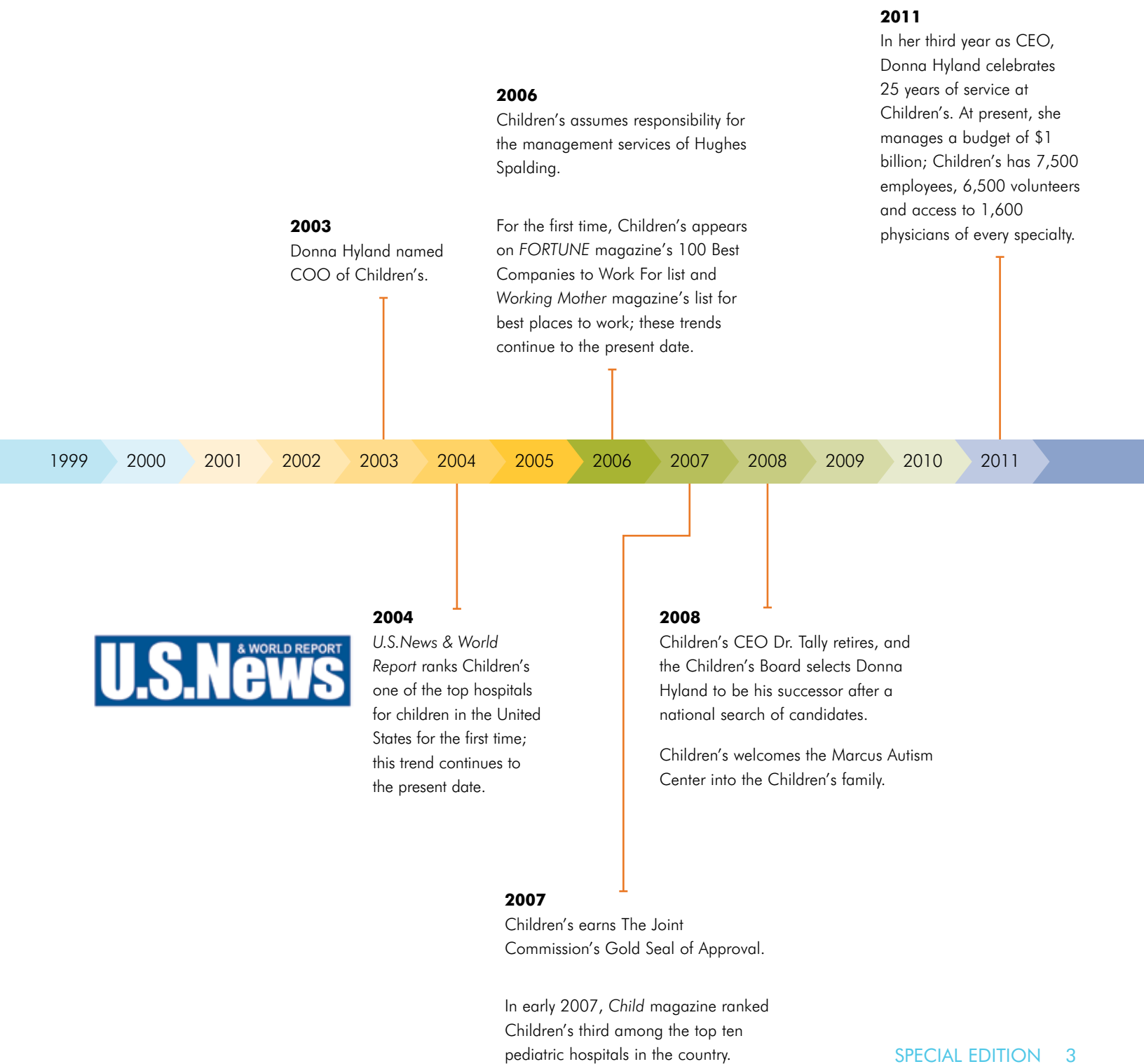
Scottish Rite performed its first dorsal rhizotomy surgery, which can produce dramatic gains in mobility, posture and movement for some patients who have cerebral palsy.

1994

In a national study of pediatric intensive care units published by *The Journal of the American Medical Association*, patients treated at Scottish Rite's PICU had the best outcomes.

1996

Donna Hyland is asked by Dr. Tally to be a point person in Scottish Rite's strategic planning efforts, an effort that is ultimately instrumental in the merger with Egleston Children's Health Care System.



In Pictures





Celebrations & Appreciation

Throughout your 25 years of dedicated service at Children's Healthcare of Atlanta, Donna, you have touched the lives of patients, colleagues and friends. Here are the words of just a few.

From: Barbara Stoll, Children's Healthcare of Atlanta

It has been wonderful to work with you. Your determination, strength and compassion have positioned us to stay focused on what is the most important mission in life—taking care of our children. Your leadership has been instrumental in forging a close working partnership between Children's and Emory.

Thank you for everything you do. Congratulations on 25 years at Children's!

From: Ron Frieson, Children's Healthcare of Atlanta

I am so fortunate that in my role I get to see you interact with our external constituents. I am always so proud and excited as I witness you represent Children's in a humble but professional manner. When I watch and listen to you, I'm reminded of what a special place this really is.

Thanks for taking on the Leadership of our organization!

From: Gene Hayes, Children's Healthcare of Atlanta

Thanks for your unwavering commitment to excellence. Your personal passion and commitment to the betterment of children's lives is a "model" for all of us...and contagious. You have my sincere appreciation for leading in many roles through the years!

From: Toby Thomas, Children's Healthcare of Atlanta

As you celebrate your 25 years at Children's, I wanted you to know how much I've enjoyed working with you. The first year I joined Children's, John was born. While you were out for maternity leave, I would drive to your house for our "folder" meetings on your back deck. This year, John will go off to college, and you remain as dedicated to Children's today as you were then. Congratulations on all you have achieved. Children's is better for your hard work and dedication!

From: Leslie Jones, Children's Healthcare of Atlanta

Thank you for being Children's best advocate and for representing us so well. Your combination of caring and attention to detail make for a great CEO! Thank you for your vision and for being a great leader.

From: Dan Salinas, M.D., Children's Healthcare of Atlanta

Donna is to be commended for all that she has done to advance quality of care in pediatrics at Children's and in this country. Many lives continue to be saved as a result of her incredible focus on quality. She leads with the passion of a mom's heart!

From: Lyn Zahnow, Children's Healthcare of Atlanta

Think of all you have accomplished in the past 25 years at Children's. Now with you at the helm remember what Mark Twain once said: "Twenty years from now you will be more disappointed by the things that you didn't do than the ones you did do. So throw off the bowlines. Sail away from safe harbor. Catch the winds in your sails. Explore. Dream. Discover." Congratulations!

From: Linda Matzigkeit, Children's Healthcare of Atlanta

Thanks for your support of People and Wellness! You are my biggest cheerleader and I appreciate your dedication to Children's and all that we do for the kids. Congratulations on 25 years of service.

From: Charlene Roberts, Children's Healthcare of Atlanta

Thank you Donna for all your years of service at Children's. Thank you, too, for being such a wonderful role model for all women in leadership positions. You are that rare combination of beauty, brains, talent, common sense and nurturing that we have the good fortune to call "Boss" here at Children's. You give with your whole heart and that is a rare leadership quality in today's world. Your passion for children is unrivaled—as is my admiration for you.

Thanks for being my friend and mentor.

From: Dick Miramonti, St. Joseph's Hospital

I started working with Donna in 1986 and what a great team member she was. Donna was very creative, visionary and extremely financially strong. I realized what a great sense of humor she had, and as time passed, we had opportunities to plan numerous practical jokes on each other.

Donna, I'm so happy to have been a part of your 25 years at Children's. Congratulations on your 25th anniversary.

From: Beth Howell, Children's Healthcare of Atlanta

Thank you for sharing your many talents with Children's. Your dedication to the children we serve never waivers. You are an inspiration to all of us.

From: Denise Swords, Children's Healthcare of Atlanta

My first memory of Donna was sitting in a budget meeting and realizing that Donna was the first Finance leader I had met in my career that "had a heart." Margins were tight, so the easy

answer would have been “no,” but not for Donna. She showed up on the clinical units to understand why what we wanted was important, and for the first time, we had a resource helping us figure out how to fund key services, like Child Life, Chaplains, Interpreters, etc. This hasn’t changed about Donna, she is passionate about doing the right thing for the children that we are privileged to serve. Donna has an unwavering commitment to quality that makes us stronger leaders, better caregivers, and the combination has made us the largest and best children’s hospital in the country.

Smart, caring, and passionate are Children’s and Donna is Children’s.

From: Linda Cole, Children’s Healthcare of Atlanta

I remember being impressed with Donna from her early days when she was the controller and I was the trauma coordinator. She made a point of meeting with me to understand the trauma impact to (then) Scottish Rite. It was apparent she had a desire to learn all aspects of healthcare delivery in our System. That desire has never wavered.

From: Janet Baker, former employee of Children’s Healthcare of Atlanta

I’m so proud of you and so grateful to call you a very special friend. We’ve enjoyed so many good times and we’ve held tight through rough times. Through it all, your tender heart has been a constant.

Your love for others, your compassion, your ability to see the good in everything and everyone, your clear thinking and your patience make you not only a true friend and exceptional individual but also enables you to be the perfect person to handle the incredible calling God has entrusted to you: the job of looking after and guarding His special children.

Thank you for all of the time, energy and sacrifices you unselfishly give to fulfill that calling. And, may I add, the grace you bring to every aspect of ALL you are accomplishing for those special children. I truly love, appreciate, and congratulate you, sweetheart! God bless and keep you as you continue this journey.

From: Jane Ellington, Children’s Healthcare of Atlanta

You are an exceptional mom and leader, but the thing I admire most about you is your compassion and caring nature. Congratulations on your 25th anniversary!

From: Joyce Ramsey Coleman, Children’s Healthcare of Atlanta

Thank you so much for your support of Nursing at Children’s. It is through this support that we are able to provide the highest level of care to our patients and families. We have made significant strides in elevating the status of nursing and it is through your guidance and leadership that we have excelled. Thank you for challenging us to raise the bar of the care we provide. We are committed to continue to look forward on how we can assure the care nurses provide at Children’s aligns with the strategic vision of the organization. Thank you for your visionary leadership.

From: Becky Webster, former employee of Children’s Healthcare of Atlanta

It is hard to believe that you have been at Children’s Healthcare of Atlanta for 25 years. I have many memories of working with you when you first came to Children’s as the very competent Controller and then became the CFO. Some of my favorite memories are working with you in the “Operations Committee.” What a melding of personalities! Your sense of humor and your constant push for excellence served Children’s well. I am proud to have worked with you and proud of all you have accomplished!

From: Dr. Jim Tally, former CEO of Children’s Healthcare of Atlanta

You really were a very young lady when you started with Children’s. You, however, were never a young lady in terms of the significance and weight of your contributions. Thanks for making Children’s your home and being such a vital and important part of what it has become, and is becoming!

Your Friend, Jim Tally



HOT	NOT
Walking around Chastain Park	Staying at the office too late
iPad	Desktop computer
Drinking water	Drinking coffee all day
Polar FA20 watch that tracks activity	Being a couch potato
Children's taking on childhood obesity in Georgia	This generation of kids possible not outliving their parents
University of Georgia Bulldogs	University of Kentucky Wildcats (J/K)

Go Figure

9,125

The number of days you have dedicated to serving Children's Healthcare of Atlanta.

An Inspired Friendship

By Jackie Bennett

I've known Donna Hyland for 25 years. When we met, she was Donna Westbrook, and we were both working at what was then Scottish Rite. She had just made the move from Home Depot to the finance department at Scottish Rite, and my first impression of her was that she had the most radiant, friendly smile.

A few years after she came to Scottish Rite, Donna was asked to step into the role of Chief Financial Officer—at first as an interim position and then permanently. I remember being impressed by how seriously she took the responsibility of a more senior role. She accepted the job, because she wanted to be more instrumental in doing the right thing for children. I think that's been a growing theme in her career. She's never taken a job for her benefit, only for the betterment of Children's and with her vision focused on doing what was right for the children.

Over the years, Donna and I struck up a friendship, and I have been blessed by the opportunity to get to know her more personally. Janet Baker, Becky Webster, Karla Yearwood, Donna and I, the five of us are very dear friends. We formed a little group years ago, and we've enjoyed great times—like vacations and family events—and hard times—like when Karla passed away after a battle with ovarian cancer.

To know Donna as a friend is to know that she has the biggest heart. She is the first to laugh, the first to cry. She has such a strong character and conviction to do what is right. She is loyal to her friends. When Karla was fighting cancer, Donna was there for every surgery; we were all there together. And I know that if I needed her, she'd be there in an instant. She's a Christian and she puts her family and her faith above everything. Her children mean the world to her.

Donna is an inspiration to me, because after 25 years of service at Children's and after all of the success that she's seen, she's still the same person she's always been. A radiant smile, a humble and sincere awareness of her responsibility to the Children's patients, a big heart, and a great mom who is inspired to do better every day for children and Children's. Some people would let work or success change them, but Donna is just the same as she's always been. She's just wonderful.

Donna is like a sister to me. I love her and I'm lucky to know her. She inspires me more than she knows.



[Comments?](#)

[Suggestions?](#)

[Questions?](#)

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