

# Charlotte Adams

Chief Nursing Officer  
Heartland Spine and Specialty Hospital

Acting CEO  
Heartland Spine and Specialty Hospital



## **Charlotte Adams hopes to make Heartland Spine and Specialty Hospital the type of place she'd want her family to go if they needed care.**

And that's a challenge. Like many nurses, Charlotte has worked in situations where it felt like the hospital actually *got in the way* of taking care of patients. She'd managed almost every department of the local hospital where she began her career. But when she started working at Heartland, she finally felt like the barriers to good care had finally been erased. The nursing staff at Heartland was able to do what she'd wanted to do since she was a child – provide the best care possible.

As interim CEO at Heartland, Charlotte has a larger role right now, but her focus is the same. Hiring the highest quality staff. Creating an atmosphere that promotes quality. Giving the one-on-one attention patients and their families need. Letting doctors and nurses have the tools they need to do their job, without getting in their way.

How does she know it's working? Not a day goes by when she doesn't hear from a patient that Heartland was the best health care experience they ever had. Heartland is, indeed, exactly the kind of place they'd want to go if they needed care.

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