

A PUBLICATION
FOR THE FRIENDS OF
MEMORIAL HERMANN

Memorial Hermann Foundation
Spring 2021

ADVANCING THE

VISIONS

PROFILES IN PHILANTHROPY

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DEAR FRIENDS,

This issue is a celebration of auspicious events. The first anniversary of Sarofim Pavilion's opening, for one. At the time, no one could have imagined how vital the pavilion would be to Memorial Hermann's extraordinary efforts to take on the coronavirus.

Incredibly, just one year later, Memorial Hermann is leading game-changing initiatives to get Houston-area residents vaccinated.

This also marks the 45th anniversary of Memorial Hermann Life Flight®, the air medical transport service that continues to outdo itself and everyone else, providing patients ever safer, ever faster critical care and transport to definitive care.



Most of all, we're pleased to celebrate the *Stars Among Us* at our 2021 Circle of Life Gala. Chairs and longtime Foundation friends Leticia and Steve Trauber have exciting plans for a virtual event to

honor cherished supporters Beverly and Jim Postl and Philips 66, along with Memorial Hermann's awe-inspiring frontline heroes.

Personally, I'm celebrating 4 years with Memorial Hermann Foundation. I cannot begin to express my gratitude for the opportunity to know and work with all of you who give so generously to support the fearlessly lifesaving, hope-giving stars among us.

Celebrating new beginnings with you,

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

STARS AMONG US

Adversity brings out the best in the teams who keep Memorial Hermann Health System running strong and the people and companies who support them.



BEHIND THE CURTAIN

One young nurse tells of her time in the COVID-19 trenches with Memorial Hermann-Texas Medical Center teams as they faced their fears and unimaginable challenges together.



Mechele Jenkins is a prime example of the heroic efforts we're celebrating at this year's Circle of Life Gala. She is also quick to say she deserves no special credit.

To hear her speak about her experiences is to gain a tiny glimpse of the extraordinary sacrifices being played out across all Memorial Hermann campuses to battle COVID-19.

Mechele was hired to open the heart-failure intensive and intermediate care units (ICU and IMU) at the Susan and Faye Sarofim Pavilion. Her early days at Memorial Hermann-TMC gave her fair warning that the year ahead would be nothing like what she might have imagined.

Here's a look at the highlights of Mechele's and her team's incredible journey.

The pivot of a lifetime

The new heart-failure units were scheduled to open in March 2020, just as COVID-19 emerged in our area.

"On a random Saturday morning, I got a call from my Assistant Vice President, Marie Clark. She said, 'Hey, can you come in to work on Sunday?'"

That's when Mechele learned about the hospital's plans for providing care for COVID-19 patients and about her new assignment, should she agree to accept it: Would she consider opening a specialized COVID-19 ICU? The hospital's medical intensive care unit (MICU) had been taking in people with COVID-19 and was concerned about becoming too full to care for its regular patients.

"Of course, I said yes. There's never a no, right?" Mechele said.

And, despite the situation being unprecedented for everyone involved, they had the new COVID-19 ICU up and running in 3 days.

"It was a huge collaborative team effort to get the space ready for patients," said

They had the new COVID-19 ICU up and running in 3 days.

Mechele. *"We had every discipline involved, from pharmacy to housekeeping, supply chain to biomed."*

Staffing a unit for a mysterious health threat

One of the biggest early challenges was staffing for such a unit. Mechele wanted to be respectful of her team, and she understood the feeling of being hired for one thing and being asked to do quite another.

We had heard so much negativity about COVID-19, so everybody was frightened. We allowed staff members to voice their concerns and decided to ask for volunteers. That went over really well.

Many of the Sarofim ICU staff volunteered, as did many from the other ICUs and services lines. They opened the COVID-19 unit with 10 beds, and it was 2 weeks before they filled them

all. It wasn't long, though, before they added more, and more again, until the unit had 38 beds available for critically ill COVID-19 patients.

A painful reality sinks in

Mechele remembers their early-on naivete. *"At the time, we all thought this would be a 2-month thing, right? In our heads, this was very temporary, and then months and months and months passed by."*

The news media spoke of older patients being most affected. That's not what this Memorial Hermann team saw. Their first patient was a young person, and next was a nurse.

Even for a team who are no strangers to tragic situations and the inevitability of losing some patients despite their best efforts, the daily death tolls were hard on them all.

"Every single day we had people dying. It was really difficult for us," Mechele said. *"We're fixers. Nurses love to fix things, and there was nothing we could do to fix this. For me, there was never a time when I felt I was doing enough."*



I started my nursing career in the neonatal ICU and moved over to a pediatric ER. But none of it affected me like COVID did.

Mechele Jenkins

Determined to remind her team of the good they were accomplishing, she instigated a weekly day of remembrance. In addition to creating memory boards with pictures of all those they had treated, each Friday, they focused on remembering the people they had saved.

Embracing the silver linings

Mechele recounted some of the moments that stand out in her mind. One of their patients, a nurse, provided an eye-opening experience for her and her team. His wife, who was prohibited from visiting at the time, called frequently, desperate for updates.

"I talked to staff and said, 'We have to figure something out. This lady's husband is clinging to his life. She can't come up here. Her kids can't come up here. She doesn't know what's going on.' And so I reached out to patient relations to ask, 'What can we do to help this family?'"

"We set up our first Zoom call. The family was dressed up in their Sunday best. And they just started talking to the man. 'Daddy, why won't you wake up?' 'Daddy, can you hear me?' And you



In addition to creating memory boards with pictures of all those they had treated, each Friday, they focused on remembering the people they had saved.

could see the staff reacting. That made us realize this is not about saving someone's life. This is about saving her daddy. It became very real."

The personal toll on the frontline in a pandemic

Just as the rest of us were forced to isolate during the worst of things, so, too, were the staff who were living the nightmare. For them, there was no escape.

"I started my nursing career in the neonatal ICU and moved over to a pediatric ER," Mechele said. "But none of it affected me like COVID-19 did. We couldn't go out, meet with friends or family. You go home and the news is talking about COVID-19 and then you go back and see someone dying from it and it was the same thing every day."

ONE MAN'S DYING WISH, FULFILLED

Hospital chaplains are used to easing the hearts and souls of the seriously ill. Still, the call Robin Broxon received at the peak of the COVID-19 pandemic was a first.

At one point, she told her boyfriend, *"Don't ask how my day was. Because I just want to get away from it."* She said she wanted to create a bubble at home. *"I think a lot of the staff felt the same way."*

Reflections on an unforgettable year

Mechele works on the 9th floor now as the nurse manager of the heart-failure ICU she was hired to open. In a way, life has come full circle for her.

Still, she'll never forget her time spent one floor below.

"I felt so much empathy for my staff. They are the heroes. Being in there, day in and day out. Making it work, being innovative. And they did it so selflessly, even when they were scared to be on the unit. I really wish I had something to give them. I feel like praise isn't enough."

Mechele is also appreciative of the global effort required to tackle the pandemic.

"This was not a one-team effort. This was a Memorial Hermann-TMC effort. We stepped up as a TMC organization and made it work."



Robin is a chaplain at Memorial Hermann Sugar Land Hospital. The caller told her of a patient in extreme spiritual distress. His greatest fear was not that he would die of COVID-19, but that he would die without being baptized. A devout Catholic, the patient believed he would not be admitted to heaven.

Determined to give the man peace, she spoke to a priest at Sacred Heart Catholic Church, who explained how she could perform the baptism herself. At the time, chaplains were not visiting patient rooms, but the man's nurse, a Catholic herself, agreed to perform the physical part of the sacred rite.

Robin, on the phone just outside the patient's room, recited the sacred words, and his nurse sprinkled water to complete the ritual.

"He was thrilled," Robin said. "This year, we've all had to pivot and adjust. Through our partnerships, we were able to provide this patient the spiritual care he needed when he needed it most."

DRIVEN TO GIVE

Leticia and Stephen Trauber, chairs of this year's Circle of Life *Stars Among Us* Gala, are longtime supporters of health care, performing arts, education and other Houston institutions.



hand, you see how these workers put their lives at risk," Stephen says. *"They had to put in extended hours, and they did it with a great attitude and great care."*

Leticia was so inspired, she proposed the creation of a special pin to honor all 27,000 staff members. *"Not just the doctors and nurses, but the janitorial staff, the people who prepare the food—they're all frontline heroes."*

Expectations for the future

The Traubers have also made it a point to instill the responsibility of giving back to the community in their four grown children. *"Philanthropy was always very important in our family,"* says Leticia. *"When our kids were little, we'd take them to volunteer at the City Wide Club's annual Thanksgiving feast, and they all worked. Even the youngest one—he'd clear tables."*

We are thrilled to have this couple, so devoted to the community we also love, chairing this year's gala.

A simple philosophy drives their philanthropy. *"It's based on Luke 12:48,"* Leticia says. *"For those to whom much is given, much is required."* She feels it's the couple's obligation to give back to the community, and quickly adds, *"It's also our great honor."*

The Traubers first became interested in Memorial Hermann in 2006, when Leticia toured and fell in love with Memorial Hermann-Texas Medical Center. That experience led to years of personal involvement and support. Leticia served on the board from 2009-

2011, and Stephen stepped in when her term ended. They have chaired our Gala once before, and despite knowing the enormity of the challenge during this time of intense fundraising competition, they agreed enthusiastically.

Recognizing the gala honorees

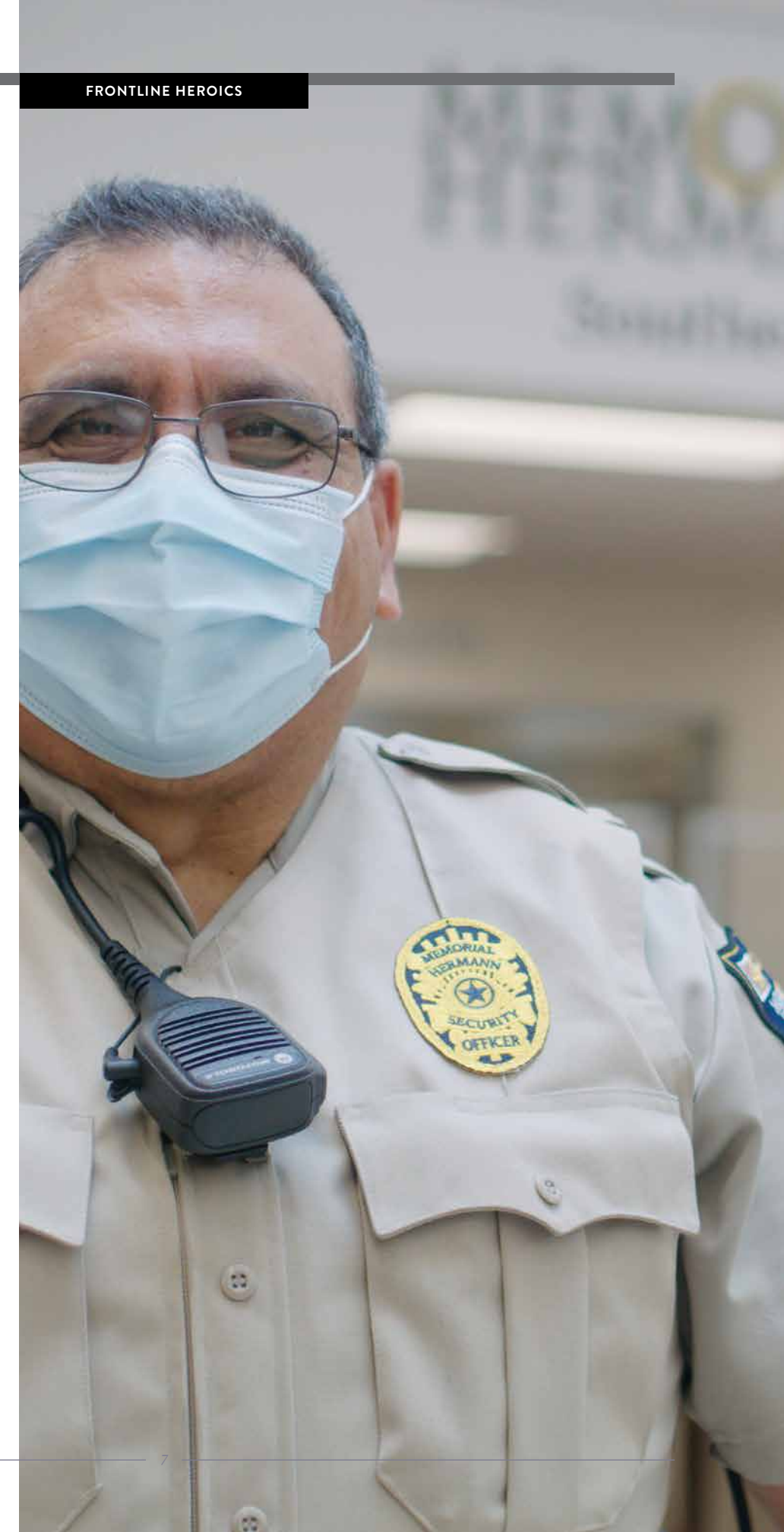
Both Leticia and Stephen, who met in 1982 at Rice University, have expressed the importance of honoring Memorial Hermann's frontline heroes, a focus of this year's gala. *"When you see it first-*

I was so inspired by the staff, I wanted to create a pin to honor all 27,000 of them. Not just the doctors and nurses, but the janitorial staff, the people who prepare the food—they're all frontline heroes.

Leticia Trauber

This is absolutely one of the core hospital systems, not only in our community, but in the world.

Stephen Trauber





THE GREATER GOOD

Our 2021 Circle of Life Gala corporate honoree, Phillips 66, and Memorial Hermann Health System have enjoyed an enduring simpatico relationship that works wonders for the communities we serve.



Zhanna Golodryga,
Senior Vice President
and Chief Digital and
Administrative Officer
at Phillips 66

Phillips 66 is one of those rare organizations that put the health and welfare of people above all else, as evidenced by their corporate values and, more importantly, their actions. The Memorial Hermann Foundation is pleased to celebrate this company's global philanthropic excellence along with our good local fortune to have their Senior Vice President and Chief Digital and Administrative Officer, Zhanna Golodryga, as a member of our board of directors.

Zhanna, who has thrived in the oil and gas industry for over 35 years, chose to join Phillips 66 four years ago in large part because of what she saw the company doing to improve lives in the countries and communities where they operate and live.

"At Phillips 66, we're providing energy to improve lives. Our values are very simple, yet meaningful." Zhanna says, "We value safety, honor and commitment."

We expect our employees to work for the greater good. Zhanna Golodryga

In an industry known for cyclical unpredictability, Phillips 66 has always maintained its philanthropic efforts, with strong participation from its teams at every level.

In fact, despite 2020 being an extremely tough year, the company's United Way campaign was its most successful to date.

"We expect our employees to work for the greater good," Zhanna says, "to create an environment of trust, to seek different perspectives and achieve excellence in everything we do."

These values translate well to their philanthropic initiatives as they work to make a lasting impact through involvement in education and literacy, environment and sustainability, community safety and preparedness, and civic enrichment.

The Memorial Hermann connection

Phillips 66 has been an outstanding corporate sponsor and partner with Memorial Hermann. In recognition of our like-minded commitments to quality and safety, the company has been a generous supporter of ongoing safety education for physicians.

Phillips 66 support helps us ensure physicians have the latest tools to provide safe, high-quality care. James J. McCarthy, MD

The company also hosts a holiday toy drive for Children's Memorial Hermann Hospital and is a strong supporter of anything related to women's health issues, which includes contributions of both money and employee volunteers for annual events like our Razzle Dazzle Luncheon and the Circle of Life Gala as well as grassroots educational efforts in underserved communities.

Zhanna says, "We believe in what Memorial Hermann is doing. To see what is possible when humans work together for the greater good—I'm proud to be a part of it."

COMMON THREADS

Memorial Hermann Foundation's 2021 Circle of Life Stars Among Us Gala proudly honors Beverly and Jim Postl for their lifetime of charity, kindness and generosity.

Some couples just click. Beverly and Jim Postl are one such couple. When they enter a room, they light it up.

Beverly's personality is as bubbly and irresistible as the blue wrap she is wearing over a crisp, white blouse. Jim, by contrast, is a quieter version of warmth and graciousness, adept at one-liners that say it all. They tease one another about their differences, but it's what they have in common that has made them who they are today.

Over the last 44 years, this special couple has weathered tough times, made eight major career moves, raised two beautiful daughters, Jennifer and Erin, and built an enviable life together.

Early lessons in humanity

Beverly grew up in Massachusetts, one of three children in a lower-middle-class Italian family. Her father worked three jobs to provide for them; her mother did everything else.

"Mom had six sisters. My dad was one of six brothers," she says. "So you can imagine, I grew up in a very large Italian family. It was wonderful."

"Noisy," says Jim.

"Yes, a very large, loud Italian family," Beverly says, undeterred. "We didn't go out for dinners or have fancy things, but we never felt that we were missing anything. By our parents' example, we learned respect, aiding those in need, appreciating what we had and always being kind."

For instance, despite their modest home, when her uncle fell on hard times, Beverly's parents took in his family of five without hesitation.

Jim's beginnings were similarly humble. His father immigrated to Canada from Austria at 17. Jim has two brothers and a sister, all of whom still live in Canada. Like Beverly, he remembers growing up in a small house.

"We took in a family of German immigrants," Jim says, "And when they were able to move on, their parents arrived, so we took them in. We sort of ran a hotel without getting paid."

Philanthropic roots run deep

After graduating from the University of Manitoba in Winnipeg, Jim joined Proctor and Gamble in Toronto



where he met his Beverly. Jim's career path has taken them from there to PepsiCo in Toronto, Guatemala, Argentina, Westport and Dallas. Ultimately, after joining Pennzoil, they landed in Houston.

When Jim gets involved in an organization, he's not there just in person and in name, he's there to really do work. He and Beverly are stalwarts in this community.

Stephen Trauber, Board Member, Memorial Hermann Foundation

During the couple's early married years, they were, according to Beverly, "as poor as church mice." That didn't stop them from getting involved in their community. As their financial circumstances improved by leaps and bounds, so did their philanthropic endeavors.

Through the years, the Postls have supported countless causes that touch their hearts. They are members of the United Way Alexis de Tocqueville Society and have contributed to the organization for more than 20 years. Jim is on the board of Good Reason Houston, whose goal

is ensuring a quality education for every child in every neighborhood. He chairs the Foundation for Jones Hall and is on the boards of the Society for the Performing Arts, the business school at Rice University, the Greater Houston Partnership and the Houston Zoo. As Beverly loves to complain, Jim makes a habit of outbidding other donors at the annual Zoo Ball for the naming rights of newborn animals. To date, they've named a giraffe, an elephant, a sea lion and three alligators (Snap, Crackle and Pop).

On a more personal level, because two of their grandchildren were born prematurely, their entire family gives generously to the March of Dimes. Beverly's mom's devastating journey with Alzheimer's inspired her support of the Alzheimer's Association. And Jim's father's death of a heart attack at 54 sparked his involvement with the American Heart Association on the local, regional and national levels.

The Memorial Hermann family connection

It was on behalf of the American Heart Association in 2004 that Jim approached Dan Wolterman, Memorial Hermann Health System's president and CEO at the time, to solicit the system's involvement. Dan turned the tables

on him, making his own pitch for Jim to join the Memorial Hermann board, which he happily did.

Adding to the couple's personal commitment to supporting the system, Beverly suffered a heart attack and received care at Memorial Hermann Memorial City Medical Center, and Jim recently experienced atrial flutter and praises the team at Memorial Hermann-TMC for the care he received there.

Jim has chaired numerous Memorial Hermann committees and is now the board chair of Memorial Hermann Foundation, where he's most proud of recruiting Anne Neeson as the CEO—he jokingly takes full credit for her magnificent performance. He's excited about the future as a result of helping to develop the Foundation's first strategic plan in its history.

The couple feels fortunate to be the honorees of this year's Circle of Life *Stars Among Us* Gala along with Phillips 66 and the frontline heroes of Memorial Hermann.

All of us who are involved are very proud of the leadership role Memorial Hermann has played in addressing COVID-19.

Jim Postl

"The role that the frontline heroes have played has been fundamental to Memorial Hermann's being able to care for and protect our community," Jim says. "And Phillips 66 has been a longtime supporter, financially and through board involvement. The work they do in the community is truly extraordinary."

We owe a tremendous debt of gratitude to the Postls for their involvement with and support of Memorial Hermann over the last 17 years and the role models they've been for future generations of donors.

"It's been a great ride," Jim says. "This is one of the organizations closest to my heart."

Memorial Hermann is one of the organizations closest to my heart.

Jim Postl



RISING TO ANY CHALLENGE

The storied Memorial Hermann Life Flight® program responds to COVID-19 and the need to bring patients to definitive care faster.





Life Flight has faced countless challenges since its first flight in August of 1976, but few have tested its mettle the way COVID-19 has. The pandemic forced the team to focus even more than usual on trauma patient care innovations. Like so many times before, the team responded with aplomb.

A pair of developments led to a dramatic reduction in the amount of time between landing and definitive care. Another led to Life Flight's ability to safely transport patients who were severely ill because of the pandemic. Both took place during a time when the number of trauma cases in our area surged.

Dramatic landing-to-OR time reduction

A 2018 report estimated that nearly 36 percent of trauma deaths in Harris County could have been prevented if patients had received care sooner.

The Life Flight team responded to that news by looking at how they could reduce those numbers. The team needed to overcome the hesitation from surgeons about Life Flight crews beginning treatment in the field and the idea of bypassing the emergency room after the aircraft lands.

The first real breakthrough in patient stabilization and speed of care was the addition of sonography equipment to the aircraft. Doug Bauer, president of the Ruth and Ted Bauer Family Foundation, was pleased to facilitate the funding of this and other crucial Life Flight initiatives. *"These small tablets allow the crew to determine when to take a patient directly to the OR, saving valuable minutes,"* he said. *"There's no better feeling than knowing that our contributions help save lives."*

The new helipad-to-OR process should improve outcomes.

Dr. Michelle McNutt

Next came the timely relocation of the Life Flight program to the new Sarofim Pavilion, which opened in February 2020, only weeks before the coronavirus pandemic took hold. Relocating Life Flight to the top of the tower keeps the new helipad-to-OR process intact. *"Going directly from the helipad to the hybrid OR expedites surgical hemorrhage control, which should improve outcomes for our most critically injured trauma patients,"* said Memorial Hermann affiliated surgeon Michelle K. McNutt, MD.

Both efforts helped reduce the time between landing and surgery from an average of 90 minutes to only 19 minutes. To date, seven patients have been taken from landing to operating room in less than 10 minutes.



85 COVID-19 patients transported since start of UV robot plan

19 Average minutes between landing and surgery, down from 90 minutes

According to David L. Callender, MD, president and CEO of Memorial Hermann Health System, *"The Sarofim tower has been just incredible in terms of its technology and its space. We would not have been able to respond anywhere close to what we have without it."*

Robots to the rescue

Foreseeing the need to safely transport severely ill coronavirus patients and crewmembers, Tom Flanagan, Life Flight program director and vice president of Memorial Hermann Trauma Services, worked with his team to put together a plan. They decided to dedicate one of Life Flight's six helicopters to coronavirus patients, employing a pair of ultraviolet cleaning robots to sanitize the aircraft. The robots, controlled via wi-fi outside the aircraft, are similar to the ones Memorial Hermann-Texas Medical Center was already using to disinfect operating rooms before and after surgeries.

"We were the first air medical program in the nation to start transporting COVID-19-positive patients to definitive care," Tom said. *"To date, we've moved over 85 patients via helicopter to the TMC campus."*

We were first in the nation to transport COVID-19 patients.

Tom Flanagan

Escalating trauma

An already high level of trauma hospital admissions at Memorial Hermann-TMC increased 31 percent in the 12 months ending last October. *"We saw an uptick in high-speed motor vehicle collisions and, more concerning, a 53 percent increase in penetrating trauma cases—victims of stabbings and gunshot wounds,"* said Dr. McNutt. She traces some of both increases to COVID-19. *"There's been more speeding with traffic volumes down,"* she explained. *"I also suspect the increase in drug and alcohol use may be related to stress caused by the pandemic."*

There's no promise that Life Flight's work will get any easier, even after the coronavirus pandemic stops dominating lives and headlines. As Tom Flanagan sees it, *"Patients are still going to experience heart attacks and strokes."* And the Life Flight team is still going to innovate and improve patient care, just as it has for 45 years. The ability to do that even in such trying times is a true testament to the dedication every team member brings to their work every day.



31 Percent increase in trauma hospital admissions Oct 2019 to Oct 2020

53 Percent increase in stabbing and gunshot victims

STAYING CONNECTED

Maternal Fetal Medicine

November 2020

Hosted by Sheridan Williams



This virtual gathering brought together regular donors, board members, patient families and new friends to hear stories of the groundbreaking work in maternal-fetal medicine being done at The Fetal Center at Children’s Memorial Hermann Hospital. Anthony Johnson, DO, explained the crucial need to have the latest ultrasound technology to remain at the center of excellence for treatment and research. Generous donors responded with gifts of more than \$250,000 in support of The Fetal Center.

Located within the Texas Medical Center, The Fetal Center is affiliated with Children’s Memorial Hermann Hospital, McGovern Medical School at UTHealth, and UT Physicians.



Fetal diagnosis and treatment requires state-of-the-art imaging to move the bar forward, and that’s where we need to get this program.

Dr. Anthony Johnson

Your Heart and COVID

February 2021

Hosted by Jim Postl

With special guest, Biswajit Kar, MD



Dr. Biswajit Kar presented alarming new evidence of a very high prevalence of lingering severe and potentially permanent heart damage as well the potential for the coronavirus to prompt the body to attack itself in patients who have recovered from COVID-19. These surprising findings suggest some distressing possibilities in our future: An epidemic of heart failure and autoimmune diseases affecting many who appear to be healthy today, including even young, athletic adults.



We need the help from all of you to fund the research that will help develop therapeutics and help predict what is coming. If we do not do this, let this be a warning signal that we’re going to see something much more catastrophic than what we’re seeing already.

Dr. Biswajit Kar

There’s no stopping the energetic people who keep the philanthropic wheels in motion for Memorial Hermann and the Greater Houston communities the system serves. Memorial Hermann leadership, physicians, donors, advisors, community partners and other supporters come together regularly via Zoom calls hosted by Memorial Hermann Foundation.



Susan and Faye Sarofim Pavilion Anniversary

March 2021

Hosted by Jim Postl

This February, we celebrated the first anniversary of the opening of the 17-story Sarofim Pavilion, knowing now just how vital this new tower has become, allowing for the intended expansion of trauma, critical care and heart and vascular services, but also the ability for teams to be ready with the best just as COVID-19 hit our community.



The Sarofim Pavilion didn’t just provide a beautiful place with state-of-the-art equipment. It really improved our ability to care for trauma patients. I can’t tell you how many lives the addition of the hybrid operating room has saved.

Michelle K. McNutt, MD

Introducing Children’s Memorial Hermann Hospital CEO, Marissa Kiefer

March 2021

Hosted by Sheridan Williams

Greg Haralson, senior vice president and CEO of Memorial Hermann-Texas Medical Center, proudly introduced Marissa Kiefer as the new senior vice president and CEO of Children’s Memorial Hermann Hospital.



Caitlin and Emily Copeland made a surprise visit on this call. The charming, 24-year-old twin sisters were conjoined at birth, and thanks to miraculous medical intervention at Children’s Memorial Hermann Hospital, they’re now thriving young women.



To be the CEO of Children’s Memorial Hermann Hospital is truly a dream come true. There’s a clear desire to achieve preeminent recognition through U.S. News and World Report’s Best Hospitals ranking for our high-quality pediatric and maternity care, and I think the hospital is well on its way.”

Marissa Kiefer

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VISION

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IN CELEBRATION OF VALENTINE'S DAY, the Memorial Hermann Foundation Board delivered 10,000 heart-shaped cookies to 13 Memorial Hermann campuses for employees to enjoy. Special thanks to Chef Austin and the entire team at Tony's for the special creations.