

Compassion, Innovation And Collaboration

An Interview with Adriene S. McCoy, Senior Vice President and Chief People Officer, Baptist Health South Florida

EDITORS' NOTE *Adriene McCoy oversees Baptist Health South Florida's Human Resources department, including HR business partners, Total Rewards, HR operations, talent management/development and talent acquisition. Prior to joining Baptist Health in 2007, McCoy was regional director of employee relations at Tenet Healthcare, where she provided support to senior executives on employee relations, labor relations and workforce compliance matters. She serves on the Board of Advisors*



Adriene S. McCoy

for Florida International University's Center for Leadership, and the Board of Directors for Lotus House/Sundari Foundation, the Urban League of Broward County and Bakehouse Art Complex. She also is chair of the board for YWCA South Florida. McCoy has been recognized by the South Florida Business Journal with its Influential Women in Business Award, and the Black Professionals Network honored her with the 2021 Black Women in Excellence Award. She has also been awarded the HR Ring of Honor from the Greater Miami Chamber of Commerce and was named the Healthcare HR Executive of the Year in 2017 by HRO Today magazine. McCoy earned her master's degree in human resources development and bachelor's degree in business administration and management from Barry University in Miami.

ORGANIZATION BRIEF *Baptist Health South Florida (baptisthealth.net) is the largest healthcare organization in the region with 12 hospitals, more than 28,000 employees, 4,500 physicians and 200 outpatient centers, urgent care facilities and physician practices spanning across Florida's Miami-Dade, Monroe, Broward, and Palm Beach counties. Baptist Health has internationally renowned institutes specializing in cancer care, brain and spine care, heart and vascular care and orthopedic care. In addition, it includes Baptist Health Medical Group; Baptist Health Quality Network; and the Baptist Health PineApp, a virtual health platform. Baptist Health South Florida is an academic and clinical affiliate of Florida International University. A not-for-profit organization supported by philanthropy and committed to its charitable mission of medical excellence, Baptist Health has been recognized by Fortune as one of the 100 Best Companies to Work For in America and is the most awarded healthcare system in South Florida by U.S. News & World Report.*

How do you describe Baptist Health's culture?

If you ask anyone at Baptist Health what sets us apart from other healthcare organizations,

I can almost guarantee that they will say our culture. Our workforce is the engine behind our success and, ultimately, the reason for our high levels of patient satisfaction. We maintain a standing commitment to our employee and patient experience and to creating a warm and welcoming environment for all. We know that by taking great care of our team, we are able to deliver the best possible care to the communities that we serve.

What do you feel have been the keys to Baptist Health's industry leadership?

As an organization, Baptist Health is grounded in a culture of compassion, innovation and collaboration. We've built a strong foundation by listening to our team members, responding to the changing needs of our communities, and always staying focused on delivering exceptional care to patients. Our ability to adapt to the ever-evolving healthcare environment while holding true to our mission has been a key driver of our industry leadership, both locally and on a national scale.

Will you provide an overview of your role as chief people officer?

As Senior Vice President and Chief People Officer of Baptist Health, I have the pleasure of overseeing the Human Resources (HR) Department, including HR business partners, Total Rewards, HR operations, talent management/development and talent acquisition.

“Our workforce is the engine behind our success and, ultimately, the reason for our high levels of patient satisfaction. We maintain a standing commitment to our employee and patient experience and to creating a warm and welcoming environment for all. We know that by taking great care of our team, we are able to deliver the best possible care to the communities that we serve.”



Baptist Health South Florida is the largest healthcare organization in the region, with 12 hospitals, more than 28,000 employees, and 4,500 physicians

Beyond that, I spend my days focused on making sure that Baptist Health is fostering a culture where people feel valued, supported, and inspired to grow. Whether it's workforce engagement or talent acquisition, my day-to-day work centers on ensuring our people are positioned to thrive because at the end of the day, when our team thrives, so do our patients.

How important is it for the role to be engaged in business strategy?

Engagement in business strategy is critical to my role. Aligning our people strategy with the broader business goals ensures we continue to maintain top tier talent, build strong teams

and drive performance in a responsible, efficient, and sustainable way. Being at the table for strategic decision-making allows us to anticipate workforce needs, shape culture intentionally, and contribute meaningfully to the long-term success of the organization.

Will you discuss Baptist Health's commitment to investing in diverse talent?

As an organization, we are committed to ensuring that our practices are aligned with our values and to fostering an environment where everyone feels valued, supported and connected. Our culture of belonging supports an inclusive, welcoming and collaborative atmosphere for our staff, patients and guests.

What do you tell young people about the type of career the industry offers?

I maintain that healthcare is one of the most purpose-driven and varied fields that anyone can pursue. I always tell young people that no matter your interests and strengths – whether it's direct patient care, marketing and communications, technology, finance, philanthropy or business development – there is a place for you in this industry. It's a space where you can wake up and make a meaningful impact every day. Beyond that, it's a deeply fulfilling industry full of opportunity to grow, innovate and shape the future of care. At Baptist Health, we're passionate about helping the next generation discover not just a job, but a calling. ●

“Aligning our people strategy with the broader business goals ensures we continue to maintain top tier talent, build strong teams and drive performance in a responsible, efficient, and sustainable way. Being at the table for strategic decision-making allows us to anticipate workforce needs, shape culture intentionally, and contribute meaningfully to the long-term success of the organization.”