

2019

Texas Health Resources

Social Purpose Report

Summary





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This performance summary highlights Texas Health Resources' long-standing commitment to operating in ways that are ethical, responsible, sustainable and community-focused. Our 2019 Social Purpose Report describes key programs and strategies to optimize our organization and improve the health and well-being of North Texas communities. More information and performance data can be found in our full 2019 report at [TexasHealth.org/Responsibility](https://www.texashealth.org/responsibility).

Information presented in this report covers our wholly owned facilities unless otherwise noted. Some programs and benefits may not apply to all employees and/or facilities that we own, operate or with which we joint venture. All financial figures are in U.S. dollars. References to "Texas Health," "the organization," "we," "us" and "our" refer to Texas Health Resources.

A Note from Our CEO



We are living in unprecedented times. Global social unrest and the COVID-19 pandemic are creating historic disruptions to society. Day after day, our caregivers provide treatment for those we serve and work tirelessly

to design processes to keep each other safe. We have heard countless stories from families and patients impacted by COVID-19 about how we not only cared about their clinical needs but also cared for the whole person – body, mind and spirit.

As an industry focused on health and well-being, we must also recognize that many in our communities are hurting physically and emotionally just because of the color of their skin. At Texas Health, we do not tolerate discrimination. Our core Values – respect, integrity, compassion and excellence – make no distinction regarding race, gender, religious beliefs or sexual orientation and nor should we. While we don't have all the answers, we remain steadfast in our commitment to improve the health of people of color and all people in the communities we serve.

This is why we've spent the last few years optimizing how we deliver care and innovating new ways to serve our communities when, where and how they desire. We are working across all channels to remove barriers to care and deliver convenient, personalized services to all consumers.

For example, in 2019 we:

- Launched Hospital2Home, a free service that connects discharged Emergency Department patients to a doctor for seven days to discuss questions, concerns and follow-up care.
 - Provided more than \$877 million, or \$2.4 million a day, in charity care and community benefit.
 - Enabled consumers at wholly owned hospitals to consolidate their invoices, set up a flexible payment plan and manage bills from one online location.
 - Advocated to end surprise medical billing for emergency or unplanned out-of-network healthcare in Texas. This will help prevent consumers from having to pay for unexpected costs.
- To drive sustainable health improvements, we awarded \$5.2 million in Community Impact grants to address pressing concerns, including the social isolation of seniors and youth who are experiencing behavioral health issues from trauma. Additionally, we continued making investments to meet the region's healthcare needs by:
- Opening Texas Health Hospital Frisco, a joint venture with UT Southwestern Medical Center.
 - Starting construction on the Jane and John Justin Patient Surgical Tower at Texas Health Harris Methodist Hospital Fort Worth, a new

athletics and rehabilitation facility at Texas Health Presbyterian Hospital Allen and a community hospital and medical office in Mansfield in collaboration with AdventHealth.

- Expanding Texas Health Harris Methodist Hospital Alliance and adding a Women's Tower at Texas Health Presbyterian Hospital Denton to provide additional services.

To further strengthen our community, Texas Health employees volunteered 11,305 hours and participated in more than 700 community service projects to support nonprofits across North Texas. PEOPLE Magazine and Great Place to Work also honored our organization with its "50 Companies that Care" award, and we ranked ninth on the Fortune 100 Best Companies to Work For® in the nation.

We intend to continue our progress to differentiate our system, innovating to enhance consumer well-being and address community health disparities. Thank you for being a part of our journey.

Sincerely,

BARCLAY E. BERDAN, FACHE
Chief Executive Officer

MISSION:

To improve the health of the people in the communities we serve.

VISION:

Partnering with you for a lifetime of health and well-being.

VALUES:

Respect, integrity, compassion, excellence.

2019 FACTS



24,337
Employees



\$4.9 BILLION
Total operating revenue



1.8 MILLION
Patients served



6,300
Physicians w/active staff privileges



350
Community access points



28
Hospitals



80
Outpatient facilities

About Texas Health Resources

Texas Health is a faith-based, nonprofit health system that cares for more patients in North Texas than any other provider. With a service area that consists of 16 counties and more than 7 million people, the system is committed to providing quality, coordinated care through Texas Health Physicians Group and 28 hospital locations.

Our [services](#) provide the full continuum of care for all stages of life.

Our Social Purpose Priorities



Earn the trust and lifetime loyalty of North Texans.



Be a good corporate citizen.



Create a culture of excellence.



Reduce operational costs and environmental impacts.



Grow strategically and responsibly.



Provide community health services, resources and education.



“Texas Health wants to meet consumers where they are. We are expanding our products and services beyond hospitals to provide health, wellness and preventive care in various settings. Living out our vision requires that we move beyond episodic sick care, anticipate our consumers’ needs and offer affordable, personalized products and experiences.”

BARCLAY E. BERDAN, FACHE
Chief Executive Officer

Reimagining Healthcare

SNAPSHOT

Serving One of the Nation's Fastest-Growing Communities

Leaders from Texas Health, UT Southwestern Medical Center and the city of Frisco celebrated the grand opening of Texas Health Hospital Frisco, a 63-bed hospital and medical office building that includes primary care practices and a multispecialty clinic. The hospital features a 24/7 Emergency Department, surgical services, women's services and a neonatal intensive care unit. The campus also serves as a community wellness hub, providing farm-to-table food options, rooftop patios, coffee shops, yoga classes and fitness boot camps.

"We wanted to create a campus that not only was a premier destination for medical care but would also be a gathering place for the community," said Barclay E. Berdan, FACHE, CEO of Texas Health. "It's a place to come to maintain good health and find support to help you live your best life possible."

Our consumers trust us with the most important part of their life: their health and well-being. To design health improvement strategies and programs that best serve them, we are evaluating their preferences, needs and behaviors. We want to make every touchpoint safe, reliable and personalized to each individual's needs.

In 2019, we continued:

Evolving into a consumer-centric organization.

We reorganized to transform our core clinical business and focus on developing new products and services that put the needs and preferences of our consumers at the center of all that we do.

Creating a coordinated, convenient experience that is mindful of consumers' time and resources.

We enhanced our customer contact center to address consumers' information needs quickly. Going beyond answering inbound calls from consumers, the team now calls patients after they have left the hospital and answers their question. The team also schedules calls from Texas Health Physicians Group clinics to free up caregivers' time from administrative duties. Additionally, registered nurses follow-up with hospital patients to review discharge instructions and medications and to learn any barriers they may have to healing. If needed, the nurses will connect patients to resources that will support them in returning to their best lives.

Making interactions with Texas Health seamless and convenient.

We completed the multiyear implementation of CareConnect One, which integrates registration, clinical care, billing, medical records and self-service functions into one online platform. This allows patients to have all of their Texas Health information in one location - MyChart.



"To help North Texans live their best lives, we are providing an exceptional experience across every Texas Health location and proactively anticipating their needs. We want to deliver care on their terms, not ours."

WINJIE MIAO
Chief Experience Officer

Delivering the Right Care

We have an ethical and moral obligation to provide safe, consistent and quality care to every single person we care for, every single time.

In 2019, we:

Provided extra support to Emergency Department patients to reduce readmissions and improve their healing process.

We launched Hospital2Home, a free service that virtually connects discharged patients to a doctor for seven days to discuss questions and concerns about follow-up care.

Continued delivering reliable, evidence-based practices to improve the quality of our care.

We enacted multi-disciplinary process improvement strategies that reduced catheter-associated urinary tract infections by 57% and sepsis-related deaths by 12%.

Offered mobile urgent care to additional North Texas communities.

Through our exclusive relationship with DispatchHealth, we expanded the delivery of mobile urgent care services to North Texas consumers' homes or businesses. The service expands access to care in a convenient way and at a significantly lower cost than a visit to an Emergency Department.

Were nationally recognized for delivering exceptional heart attack and stroke care.

Texas Health Fort Worth earned the Joint Commission's Gold Seal of Approval and the American Heart Association's Heart-Check mark for consistently treating heart attack patients with science-based guidelines. Six hospitals received the American College of Cardiology's NCDR Chest Pain - MI Registry Performance Achievement Award for quality heart attack care, and seven hospitals were recognized by the American Heart Association and American Stroke Association for advanced care of heart attack and stroke.



"We're putting our consumers and their needs front and center. We are partnering with them to help them stay well on their life journeys."

KATHI COX
Senior Vice President, Integrated Experience



SNAPSHOT

New Tool Helps Patients, Nurses Connect

To deliver more personalized care and share patient-specific information with care teams, nurse managers began using a digital rounding app that allows them to quickly document and address patient and family needs. Whether noting dietary or room temperature preferences, alerting environmental services that a room needs cleaning or communicating treatment updates during a shift change, nurses use this tool to capture vital information that improves the care experience and outcomes. When patients are transferred or discharged, these details remain in the system to enable future Texas Health caregivers to meet their preferences proactively.

Caring for Our People

SNAPSHOT

Recognized for Our Diversity

With more than 40% of Texas Health's workforce identifying themselves as part of a diverse ethnic population, it is no surprise that Forbes named Texas Health one of its Best Employers for Diversity in 2019. On the medical-surgical floor of Texas Health Harris Methodist Hurst-Euless-Bedford alone, staff members hail from 10 different countries. Additionally, millennial employees comprised 37% of our workforce, Gen Xers encompassed 39% and women made up 78.5%.

"We recognize the importance of a work environment where each of us feels valued and respected for all the ways we are different," said Barclay Berdan, FACHE, Texas Health CEO.

Our employees feel called to work in a healing ministry that improves the quality of life for millions of North Texans. Their ability to flourish – and contribute to our long-term sustainability – depends on their skills, training, values and contributions.

In 2019, Texas Health:

Was named the nation's Best Company to Work for in Healthcare and Biopharma™ for the second consecutive year.

Great Place to Work® and *Fortune* also named Texas Health one of the Best Workplaces for Women (No. 5); Best Companies to Work For® (No. 9); and Best Large Workplaces for Millennials (No. 23); and Best Workplaces for Diversity (No. 44).

Enabled employees to prioritize their own health and well-being.

For the fourth consecutive year, the National Business Group on Health recognized Texas Health with its Best Employer: Excellence in Health & Well-Being Platinum award. We were one of only 19 employers in the nation to receive this honor.

Protected our caregivers by introducing new safety policies and resources.

To provide employees with guidelines and resources aimed to reduce the risk of workplace violence, we updated our Safe Workplace policy. We also created a violence prevention and intervention toolkit and information center for managers.

Enabled employees of all backgrounds to contribute to our Mission fully.

We promoted various cultural awareness events through our Diversity Action Teams to help us better understand each other and our consumers.



"Our employees are charting a path to win the trust and lifetime loyalty of everyone we touch, and to increase our competitiveness and our system's ability to thrive."

CARLA DAWSON
Chief People Officer

Committed to Community

Serving our neighbors and improving community health are rooted in our Mission. As a faith-based nonprofit, Texas Health is committed to providing health services and support that lead to measurable, sustainable improvements.

In 2019, we:

Provided \$877 million in charity care and community benefit.

These investments serve thousands of people, including Medicaid beneficiaries and low-income uninsured individuals.

Awarded \$5.2 million in Community Impact grants to address social determinants of health in high-risk areas of North Texas.

We made strategic investments to reduce the social isolation of seniors and support the behavioral health of youth who have experienced trauma.

Made \$2 million in charitable contributions and sponsorships.

We helped more than 200 nonprofit organizations provide vital health-related programs to strengthen our communities and drive social and economic development.

Were named one of “50 Companies that Care” by PEOPLE Magazine and Great Place to Work®.

Our generous employees logged a record-breaking 11,305 Community Time Off hours by participating in 715 community service projects across the region. They also donated nearly \$1.8 million to support Texas Health and community nonprofit programs and services that aligned with their passions.



“Our community investments help us fulfill our Mission, continue to earn our nonprofit status and serve the community. It is through strong community partnerships that we strive to make measurable and impactful differences in North Texas.”

DAVID TESMER
Chief Community and Public Policy Officer



SNAPSHOT

Why Social Determinants of Health Impact Well-Being

Individuals who struggle to get their basic needs met – such as safe housing, employment, food and access to health care – are more likely to have chronic diseases, such as heart disease or diabetes.

This can lead to costly, more frequent use of Emergency Department visits as well as hospitalization, isolation and depression. By identifying high-risk populations, Texas Health can deploy targeted interventions to improve the emotional and physical health of entire communities and reduce healthcare utilization and costs.

Caring for our Environment

SNAPSHOT

Soliciting Community Input on Care Environments

Before building Texas Health Frisco, a new \$270 million medical campus, Texas Health's leaders wanted to hear firsthand from consumers what services and amenities they would like. Not only did neighbors want outstanding care in a warm, welcoming and environmentally friendly environment, but also better support for new mothers and babies in critical care.

So, Texas Health built postpartum suites that offer privacy to mothers and their babies when needed, as well as spaces to accommodate family and visitors. Newborns needing care in the NICU have private rooms to better control infection and their families can stay in overnight rooms nearby, eliminating the need for commuting.

Texas Health invests in making our environment of care safe, healthy and efficient to provide an exceptional healing environment for the people we serve.

In 2019, we:

Were named to the 2019 Texan by Nature 20 for our commitment to conservation.

Texas Health earned a spot on the inaugural Texan by Nature 20 list as one of 20 organizations recognized by former First Lady Laura Bush for our impact on conservation through our supply chain, employee volunteerism and innovation projects.

Formed a joint venture to support supply chain innovation.

Texas Health affiliated with Premier Inc., a national health care improvement company, to drive supply chain cost reduction and sourcing efficiencies.

Facilitated economic growth and stewarded our financial resources.

Saved \$32 million on supply expenses and spent \$10.5 million with minority- and women-owned enterprises.

Continued to reduce environmental impacts.

We invested nearly \$5.1 million in efficiency projects, recycled 1.9 million pounds of materials and reduced energy and natural gas consumption.



“As a nonprofit, we must carefully steward the resources in which we are entrusted. We do this by intentionally looking for ways to operate efficiently, forging strategic affiliations to leverage our shared resources, and designing programs that close care, cost and consumption gaps.”

SHAUN CLINTON
Senior Vice President, Supply Chain Management

Honored by Their Service

Texas Health is blessed to have community volunteers who contribute their time to support our consumers, employees, patients and their families. These helping hands free up caregivers' time to focus on patient care.

Each year, hundreds of volunteers serve in our hospital units – or work with certain patients, such as seniors, mothers and babies, veterans or those receiving cancer treatment – extending a compassionate hand of support.

We are so appreciative of these volunteers who collectively donated more than 100,000 hours of service to Texas Health in 2019. We admire and appreciate their dedication and service.



Learn More

To access our full report, please visit:
TexasHealth.org/Responsibility

Contact Us



Texas Health Resources
Community Affairs Department
612 E. Lamar Blvd., Suite 300
Arlington, TX 76011



THRCommunityAffairs@TexasHealth.org

