

Our Texas Health Promise®:
Individuals Caring For
Individuals, Together®

2023 Social Purpose Report

ENVIRONMENTAL | SOCIAL | GOVERNANCE

AT-A-GLANCE

Texas Health's 2023 Social Purpose Report highlights key environmental, social and governance strategies to support our Mission.

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 and Excellence

29,000
employees*



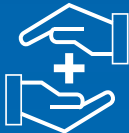
\$6.3B
operating revenue



6,500+
physicians on
medical staffs



400+
points of access



29
hospital locations**



1.29
million
unique patients served***



* includes PRN (as needed) employees

** includes joint ventures

*** includes hospitals and Texas Health Physicians Group

OPTIMIZING OUR ORGANIZATION

Governed with integrity and diversified our Board of Trustees.
Distributed **\$13.6 million** in gifts for community and system needs.
Developed ethical standards for the use of artificial intelligence.
Fostered an inclusive workplace and healthcare environment.
Drove supply chain value despite strong inflationary headwinds.



CARING FOR OUR CONSUMERS

Expanded telehealth services and online tools to expedite care.
Added **five** more Breeze Urgent Care locations across North Texas.
Reduced serious harm events by **38%** since 2020.
Reduced central line-associated bloodstream infections by **58%** since 2021.
Launched bias-aware language training for all employees.



CARING FOR OUR EMPLOYEES

Ranked **No. 3** nationally on Fortune's Best Workplaces in Health Care™.
Improved employee pride in Texas Health to **93%**.
Filled **10,773** job requisitions and increased retention to **85%**.
Increased utilization of health, wellness and mental health resources.
Increased Employee Assistance Program satisfaction to **95%**.



CARING FOR OUR COMMUNITIES

Provided **\$1.05 billion** in charity care and community benefit.
Awarded **\$8 million** in grants to improve community health.
Helped **65,000+** people remove non-medical barriers to care.
Volunteered **10,655** hours, completing **779** service projects.
Advocated for consumer and healthcare public policy priorities.



ENHANCING OUR CARE ENVIRONMENTS

Reduced energy use by **2.7%** and scope 2 greenhouse gases by **1.3%**.
Earned the Texan by Nature TxN 20 and waste diversion awards.
Enhanced emergency response and business recovery capabilities.
Leveraged data and analytics to improve performance.
Strengthened security and supported stricter employee protection laws.



The complete 2023 Social Purpose Report, summary and performance data can be found at:
TexasHealth.org/Responsibility

