

Optimizing our Environment of Care 2020 Performance



Texas Health continued to invest in making care environments secure, efficient and connected to provide an exceptional healing environment for the people we serve. While you can read more about our environment of care strategies and programs in our [2020 Social Purpose Report](#), a summary of goals and progress follows:

Focus Area	2020 Goal	2020 Response
Energy	Reduce energy use by 3% per square foot.	Reduced electricity consumption by 0.1% and natural gas consumption by 1.9% compared to 2019.
Water	Reduce water use by 10% and comply with wastewater regulations.	Reduced water consumption by 17.7%, exceeding our goal.
Supply chain	Save \$30 million on supply expenses.	We shifted our focus from cost-saving opportunities to managing COVID-19 supply needs but still saved \$19.2 million.
Information management/protection	Provide continuous and secure access to information management systems.	Transitioned 3,500 employees to work from home with limited downtime and launched virtual visits.
Business intelligence	Leverage data and analytics to optimize performance.	Launched various digital tools to predict and address consumer health needs and drive efficiency systemwide.
Business continuity	Maintain the continuity of operations for all critical clinical, financial and operational functions.	Maintained operations despite the pandemic and severe weather.
Security and emergency response	Protect entities, employees, physicians on the medical staffs, consumers and visitors from harm and respond swiftly to emergencies.	Experienced a slight increase in threats and violence from patients and visitors.

Honored for Conservation

Texas Health was named to the [2020 Texan By Nature 20](#) for our commitment to conservation for the second consecutive year.

The TxN 20 honorees were selected based upon a stated dedication to conservation, demonstrated commitment to conservation via investment and volunteerism, measurement and reporting of spending and impact on conservation efforts, and employee engagement. Texas Health is the only healthcare organization to be honored.

Highlights



Obtained Critical Supplies

- Purchased at least 6 million isolation gowns, 3 million N95 masks, 2 million face shields and more than 20 million surgical and isolation masks to protect caregivers and other essential staff from the virus, as well as patients and visitors. We also sourced more than 125 additional ventilators for critically ill patients while maintaining our inventory of other essential medical supplies needed for non-COVID-19 patients.
- Rebranded Texas Health Supply Chain Services to [OnHand](#) to reflect the national expansion of services while maintaining our deep roots in Texas Health. OnHand enjoyed another year of growth, significantly exceeding revenue targets and adding new members.



Coordinated a Rapid, Strategic Response

- Activated hospital emergency response plans and stood up a systemwide command center to share timely, accurate information and track critical issues. Emergency management teams met weekly to discuss emerging needs.
- Met regularly with the North Central Texas Trauma Regional Advisory Council to develop improvement plans during the pandemic.



Facilitated Business Intelligence

- Completed the first phase of building [Consumer 360](#), a repository of consumer information and interactions with Texas Health to guide future care management.
- Launched 37 data dashboards across the system, including one to help us manage our [pandemic response](#).

Highlights



Extended IT Capabilities

- Installed about 8,000 virtual desktops in hospital settings to connect physicians and caregivers to patient information from the bedside, nursing station or other devices.
- Refreshed Texas Health Physicians Group's wireless network and other network components.
- Deployed IT infrastructure and capabilities in [Texas Health Breeze Urgent Care™](#) facilities.
- Installed pharmacy kiosks in our urgent care clinics and seven hospital Emergency Departments.
- Facilitated two upgrades to CareConnect One, our electronic health record.



Managed Our Resources

- Expanded our building square footage by 17.55% since 2012 while only increasing energy consumption by 4.3%.
- Conserved 91.4 million gallons of water in the last five years, enough to fill 138.4 Olympic-sized pools.

PROGRESS METRICS

UTILITIES	2016	2017	2018	2019	2020
Energy consumption (kBtu/sq. ft)	190.9	193.8	201.5	200.6	198.2
Investments in efficiency projects	\$5.5 million	~\$14 million	~\$5 million	~\$5.1 million	N/A*
Number of efficiency projects	44	63	32	3	1*
Water and sewage consumption (million kgal)	0.95	1.09	1.10	1.39	1.07
SUPPLY CHAIN (millions)					
Value of contracts awarded to minority- and women-owned businesses	\$29.5	\$25	\$5	~\$10	\$15
Procurement savings	\$30.2	\$24.7	\$24	\$32	\$19.2
WASTE GENERATED BY TYPE* (lbs.)					
Hazardous				139,719	122,230
Universal (i.e., batteries and lightbulbs)				21,041	8,809
Pharmaceutical				9,349	9,673
Regulated medical				1,574,040	1,557,109
Solid				17,716,488	16,598,408

* Reallocated funds to pandemic support.

** Began disclosing in 2019.