

Community Responsibility At-a-Glance



<p>OUR PATIENTS</p> <p>We seek to deliver safe, reliable and compassionate care.</p>	<p>OUR PEOPLE</p> <p>We seek to provide a safe and inclusive workplace where our people can thrive and do their best work.</p>	<p>OUR COMMUNITIES</p> <p>We identify and address community health needs and support vital programs.</p>	<p>OUR ENVIRONMENT</p> <p>We strive to create a sustainable environment of care.</p>	<p>OUR ORGANIZATION</p> <p>We hold leaders accountable for sustained performance.</p>
<p>WHY IT MATTERS</p> <p>To remain competitive, we are committed to improving patient satisfaction and health outcomes.</p> <ul style="list-style-type: none"> • Saved \$73 million by delivering quality and coordinated care through Southwestern Health Resources • Achieved Magnet® or Pathway to Excellence® designation at 100% of wholly owned hospitals in 2017 • Earned A or B safety ratings from The Leapfrog Group at 14 wholly owned hospitals in 2017 • Reduced readmissions, infection rates and patients' length of stay • Broke ground on new acute care hospital and multispecialty clinic in Frisco • Launched an online research panel to gather patient and consumer insights 	<p>WHY IT MATTERS</p> <p>To accomplish our Mission, we must be able to find and keep the right people.</p> <ul style="list-style-type: none"> • Recognized as one of FORTUNE's top places to work, and best workplaces for health care, women, diversity and parents • Received the Best Employer for Healthy Lifestyles® Platinum Award from the National Business Group on Health® • Saved Texas Health \$179 million on employee medical costs • Reduced injuries that kept employees from completing their shift by 24% • Provided more than \$11 million in performance incentives to employees • Achieved top decile performance in employee engagement for five consecutive years 	<p>WHY IT MATTERS</p> <p>Our communities need access to quality health care, education and tools to enhance well-being.</p> <ul style="list-style-type: none"> • Provided \$852 million or almost \$2.3 million a day in charity care and community benefit • Ranked #19 on FORTUNE's Best Workplaces for Giving Back • Received \$7.4 million in gifts through the Texas Health Resources Foundation • Volunteered more than 10,000 hours to complete 700 community service projects • Raised nearly \$1.9 million through employee giving campaigns • Awarded \$2.2 million in grants and sponsorships to worthy charitable organizations 	<p>WHY IT MATTERS</p> <p>Our goal is to reduce operational costs, environmental impacts and service disruptions.</p> <ul style="list-style-type: none"> • Named one of the top 25 health care supply chains by Gartner® • Saved \$24.7 million on supply expenses • Invested \$14 million in 63 projects to reduce energy use • Spent -\$25 million with minority-and women-owned enterprises • Recycled more than 4 million pounds of paper, saving 33,834 trees • Cared for nearly 400 Hurricane Harvey evacuees 	<p>WHY IT MATTERS</p> <p>To fulfill our Mission, leaders must demonstrate our values and guiding principles.</p> <ul style="list-style-type: none"> • Saved members of the Texas Health Aetna health plan 15% in premiums • Generated \$4.68 billion in revenue • Restructured our governance system at wholly owned entities to drive efficiency • Preserved critical federal and state funding to deliver exceptional care • Appointed a chief experience officer to enhance consumer and care team programs and services • Launched Texas Health Community Impact to address health disparities in North Texas