

Community Responsibility At-a-Glance



Texas Health's 2018 Community Responsibility & Sustainability Report describes our key citizenship and sustainability programs, commitments, goals and performance. This summary provides an overview of actions we took during the year to maintain our reputation of being a best place to work, strengthen our organization and improve the health of the people in the communities we serve.



OUR CONSUMERS

We design care that is safe, reliable and compassionate.

WHY IT MATTERS: To remain competitive, we are committed to improving patient satisfaction and health outcomes.

- Achieved recertification at 100 percent of all hospitals for our quality and safety practices by The Joint Commission.
- Earned A and B safety ratings from The Leapfrog Group at 12 wholly owned hospitals.
- Provided mobile urgent care services to treat pediatric and adult patients in North Texas through our new [DispatchHealth](#) program.
- Reduced healthcare-associated infections by more than 20 percent in our hospital and ambulatory care settings.
- Recognized for exceptional patient communication at Texas Health Physicians Group.



OUR PEOPLE

We seek to provide a safe and inclusive workplace.

WHY IT MATTERS: To accomplish our Mission, we must be able to find and keep the right people.

- Recognized as one of Great Place to Work® and Fortune's 100 Best Companies to Work For®, and Best Workplaces for Women, Best Workplaces for Diversity and Best Workplaces for Gen X'ers.
- Received the Best Employer for Healthy Lifestyles® Platinum Award from the National Business Group on Health® for the 10th year.
- Introduced a new way for employees to share ideas and feedback 24/7.
- Provided more than \$54.3 million in performance incentives to employees.



OUR COMMUNITIES

We identify and address community health needs and support vital programs.

WHY IT MATTERS: Our communities need access to quality health care, education and tools to enhance well-being.

- Provided more than \$843 million or \$2.3 million a day in charity care and community benefit.
- Launched Texas Health Community Impact to award grants to local nonprofit organizations to address social determinants of health.
- Ranked No. 19 on Fortune's Best Workplaces for Giving Back.
- Awarded \$2 million in charitable contributions and sponsorships.
- Volunteered a record-breaking 11,033 hours to complete 621 community service projects.



OUR ENVIRONMENT

We strive to create a sustainable environment of care.

WHY IT MATTERS: Our goal is to reduce operational costs, environmental impacts and service disruptions.

- Saved \$24 million on supply expenses.
- Invested about \$5 million on 32 building efficiency projects.
- Diverted more than 100,000 lbs. medical devices from landfills and saved \$750,000 in disposal costs.



OUR ORGANIZATION

We hold leaders accountable for sustained performance.

WHY IT MATTERS: To fulfill our Mission, leaders must demonstrate our Values and guiding principles.

- Launched [TexasHealthFamilyCare.com](#) to make it easier for consumers to research primary care doctors, schedule appointments and access health information.
- Saved more than 100,000 members of the Texas Health Aetna health plan 15 percent in premiums.
- Generated \$4.8 billion in operating revenue, an increase of 2.4 percent.
- Helped the city of Fort Worth save an estimated \$4.8 million in health care costs through Southwestern Health Resources.