

2019 Social Purpose Report: At-a-Glance



Texas Health's 2019 [Social Purpose Report](#) highlights the key strategies and activities of 2019 that were executed in service of our Mission. This summary provides an overview of actions we took during the year to improve the health of the people in the communities we serve.



OUR CONSUMERS

We seek to deliver safe, reliable and personalized care.

WHY IT MATTERS: To best serve our community, we are committed to deeply understanding our consumers and partnering with them to live their best possible lives.

TEXAS HEALTH:

- Launched Hospital2Home, a free service that allows Emergency Department patients to contact a physician with questions or concerns for seven days.
- Enabled consumers at wholly owned hospitals to consolidate their invoices, set up a payment plan and manage bills from one online location.
- Expanded the delivery of urgent care services through our affiliation with DispatchHealth.
- Reduced catheter-associated urinary tract infections by 57% and sepsis-related deaths by 12%.



OUR PEOPLE

We seek to provide a safe and inclusive workplace where our people can thrive and do their best work.

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

TEXAS HEALTH:

- Was recognized by Great Place to Work® and FORTUNE as one of the nation's best places to work, and as a top workplace for women and diversity.
- Earned Platinum recognition from the National Business Group on Health® for our commitment to employee health and wellness.
- Improved workplace safety and reduced patient-handling injuries by 19%.
- Recognized employees by paying more than \$27 million in awards and other incentives.



OUR COMMUNITIES

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

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

TEXAS HEALTH:

- Provided \$877 million in charity care and community benefit.
- Conducted a Community Health Needs Assessment to identify the most prevalent health issues in our service area and gave \$5.2 million in grants to address social determinants of health.
- Awarded \$2 million in charitable contributions and sponsorships and enabled employees to volunteer 11,305 hours to complete 715 community service projects.
- Advocated to end surprise medical billing in Texas and made progress on solutions for healthcare affordability, innovation, accessibility, safety and quality.



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.

TEXAS HEALTH:

- Was named to the [2019 Texan by Nature 20](#) for our commitment to conservation.
- Saved \$32 million on supply expenses and spent \$10.5 million with minority suppliers.
- Recycled 1.9 million pounds of materials and reduced energy and natural gas consumption.
- Made Premier Inc. a joint-venture member of Texas Health Supply Chain Services to reduce procurement costs and improve efficiency.



OUR ORGANIZATION

We execute strategies that enable us to fulfill our Mission.

WHY IT MATTERS: We must responsibly steward our resources to best serve our community.

TEXAS HEALTH:

- Restructured to support our evolution to a consumer-centric organization.
- Expanded access to care by opening Texas Health Hospital Frisco and medical campus in collaboration with UT Southwestern Medical Center.
- Received more than \$14.5 million in gifts through the Texas Health Resources Foundation to fund building improvements and community health projects and programs.
- Began offering free, virtual behavioral health services to members of Texas Health Aetna.