

# 2020 Social Purpose Report: At-a-Glance



Texas Health's 2020 [Social Purpose Report](#) highlights the key strategies and activities executed in 2020 in response to the COVID-19 pandemic and in service of our Mission.



## 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:

- provided COVID-19 [information](#), screening, testing, treatment and vaccines. We also provided [financial relief](#) and support to consumers directly affected by the pandemic.
- implemented video-enabled [telehealth](#) to maintain healthcare delivery and education and to safely connect patients to loved ones.
- opened the first of 20 [Texas Health Breeze Urgent Care](#)™ clinics that provide flat-fee pricing, an onsite pharmacy and concierge-style service.
- launched [Consumer 360](#) to better understand consumers' healthcare journeys and tailor services and interventions to improve their well-being.
- enabled consumers to [estimate out-of-pocket costs](#) for up to 300 services, schedule appointments, view lab results, communicate with physicians and [manage payments](#) online.
- reduced [sepsis mortality rates](#) and adverse safety events through highly reliable processes and reporting.



## OUR PEOPLE

We seek to provide a safe, 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:

- [empowered care teams](#) and provided resources to [keep them safe](#) during the pandemic.
- created a [COVID-19 Guidance Hub](#) for employees to access resources and critical updates.
- [raised funds](#) and [extended benefits](#) to provide financial and emotional relief to front-line caregivers.
- adopted strategic goals to drive [diversity, equity and inclusion](#) inside and out of our health system.
- named the Best Workplace in Healthcare and Biopharma™ (No. 1) and to the Fortune 100 Best Companies to Work For® lists (No. 15).



## 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 \$757 million in [charity care](#) and community benefit.
- advocated for [federal funding and flexible telehealth regulations](#) to continue delivering essential care during the COVID-19 pandemic.
- co-led a [COVID-19 Prevalence Study](#) with UT Southwestern to shape more effective public health strategies.
- awarded \$5.2 million in [Community Impact](#) grants to address depression, anxiety and [food insecurity](#).
- introduced a new [community engagement strategy](#) that reinforces our commitment to diversity, equity and inclusion.
- launched a [Community Health Ministry](#) initiative to help faith communities reduce health disparities.
- transitioned the Community Time Off employee volunteerism program and Blue Zones Project programs, training, workshops and other outreach to virtual platforms for ongoing engagement and access to resources.
- promoted the [Open Safe Initiative](#), which provided North Texas businesses, places of worship and universities with free tools to reopen safely.

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## OUR ENVIRONMENT OF CARE

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:

- worked relentlessly to [procure personal protective equipment](#) and critical pandemic supplies.
- developed new [databases, tools and dashboards](#) to help the system reduce costs, increase operational efficiencies and drive performance improvement.
- optimized IT networks and capabilities to support [remote working](#) and [telehealth](#).
- named to the [2020 Texan By Nature 20](#) for our commitment to conservation.
- managed natural resources and the materials we use to reduce consumption, costs and environmental impacts.



## OUR ORGANIZATION

We execute strategies that enable us to fulfill our Mission.

**WHY IT MATTERS:** We must responsibly steward our resources for the communities we serve.

### TEXAS HEALTH:

- opened Texas Health Hospital Mansfield, broke ground on a women's tower at Texas Health Presbyterian Hospital Denton and expanded Texas Health Harris Methodist Hospital Alliance, Texas Health Presbyterian Hospital Allen and Texas Health Harris Methodist Hospital Hurst-Euless-Bedford.
- received nearly \$10 million in gifts to the Texas Health Resources Foundation for [pandemic relief](#), research and other critical needs.
- improved care coordination and saved almost \$120 million since 2017 through [Southwestern Health Resources](#), our affiliation with the UT Southwestern Medical Center.
- saved patients and employers \$1.25 million by enabling [Texas Health Aetna](#) members to quickly resolve healthcare questions and needs through the Anytime-MD app.