

The Largest Provider of Healthcare in the Region. *This is your Hospital.*



**TEXOMA
MEDICAL
CENTER**



2018 Community Profile



From the CEO



At Texoma Medical Center (TMC) we are dedicated to providing quality healthcare, delivering innovative services and exceeding the expectations of the patients we serve. It is our priority to seek out opportunities to add new programs, services and technology to meet the changing healthcare needs of our patients. Over the years, we've grown from a community hospital into a regional healthcare provider delivering a broad range of advanced medical services for the people of Texoma.

In the spring of 2018, we opened our new \$50 million, four-story expansion project, adding 110,000 square feet to the hospital. The new patient tower features a larger emergency department and the addition of 20 Intensive Care Unit (ICU) patient rooms on the second floor. The third floor includes 20 new medical/surgical beds and 12 private rooms dedicated to a Neonatal Intensive Care Unit (NICU) — a service new to TMC. The fourth floor of the new tower will be used to accommodate future growth.

TMC is proud to play an active role in the healthcare of the communities we serve. We are extremely supportive of community initiatives and charities focused on the health and wellbeing of individuals living in the Texoma region.

Our patient-centered services, staff and skilled physicians, help make Texoma Medical Center your comprehensive, caring and top-performing healthcare provider. Looking ahead, our goal is continued recruitment of the top medical professionals. As a trusted name in the region, you can count on TMC to continue to shape the future of healthcare in North Texas and Southern Oklahoma.

Ron Seal

Ronald T. Seal
Chief Executive Officer
Texoma Medical Center



Texoma Medical Center

Hospital History

Texoma Medical Center first opened its doors in 1965 as Memorial Hospital of Denison. Since then, the hospital has expanded and grown into the regional specialty center it is today. In December 2009, TMC moved into a brand new eight-story replacement hospital located at the intersection of US Hwy 75 and State Road 691 in Denison, TX. The new hospital is at the heart of the Texoma region, making healthcare easily accessible to anyone living on either side of the Red River. Construction of the hospital made it one of the largest private investments in the history of Texoma. Texoma Medical Center serves the North Texas and Southern Oklahoma regions. TMC's primary service area includes Grayson and Fannin counties in Texas; and Bryan and Marshall counties in Oklahoma. Our secondary service area includes Cooke county in Texas; and Atoka, Choctaw and Johnson counties in Oklahoma.



Texoma Medical Center Boosts Local Economy

Whether through the quality care it offered patients or through the numerous job opportunities it provided that boosted the local economies, TMC continued to be a community partner to the areas it serves in 2017.

Financial Impact

Salaries and benefits: \$125.2 million
 Capital investment:..... \$23 million
 Uncompensated care: \$136.7 million
 Local/State Taxes Paid:..... \$6.8 million



Patient Medical Care

Admissions: 14,085
 Births: 1,100
 Emergency Visits: 61,963
 Surgeries:..... 15,217



The Hospital Family

Total Employees: 3,130
 Total Physicians on Staff: 360
 Total Volunteers: 120

Comprehensive Healthcare Services*

Angiography Laboratory	Obstetrics
Behavioral Health	Occupational Therapy
Bariatric Surgery**	Ophthalmology
Cardiac Rehabilitation	Orthopedics
Cardiology	Outpatient Rehabilitation
Cardiovascular Surgery	Pastoral Care
Catheterization / Angioplasty Laboratory	Pediatrics
CentRx® Pharmacy	Pharmacy
Critical Care	Physical Therapy
Dialysis	PICC Line Services
Durable Medical Equipment	Podiatry
Electroconvulsive Therapy	Primary Care
Electroencephalography	Psychiatry
Emergency Medicine	Pulmonary Rehab and Testing
Endocrinology	Radiology (CT, MRI, ultrasound, nuclear medicine)
Gastroenterology	Recovery
General Surgery	Recreational Therapy
GI Laboratory	Respiratory Therapy
Gynecology	Robotic Surgery
Home Health	Sleep Studies
Hospitalist Program	Speech Therapy
Inpatient Rehabilitation	Stroke Services
Interventional Neurology	Thoracic Surgery
Labor and Delivery	Transfusion Services
Minimally Invasive Surgery	Trauma Surgery
Nephrology	Urgent Care
Neurology	Urology
Neurosurgery	Vascular Laboratory
Nursery	Wound Care

*Subject to change.

**Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if bariatric surgery is right for you.

Specialty Services

Cardiovascular Services

As the first heart program in the area and as an accredited Chest Pain Center with PCI (Percutaneous Coronary Intervention), we're making strides again. More cardiologists and cardiovascular surgeons work with us than with any other area hospital. Our cardiac catheterization labs and equipment are the newest in Texoma, and we have the most comprehensive cardiovascular teams in the region. TMC also offers open-heart surgery, including the capability to perform beating-heart bypass.

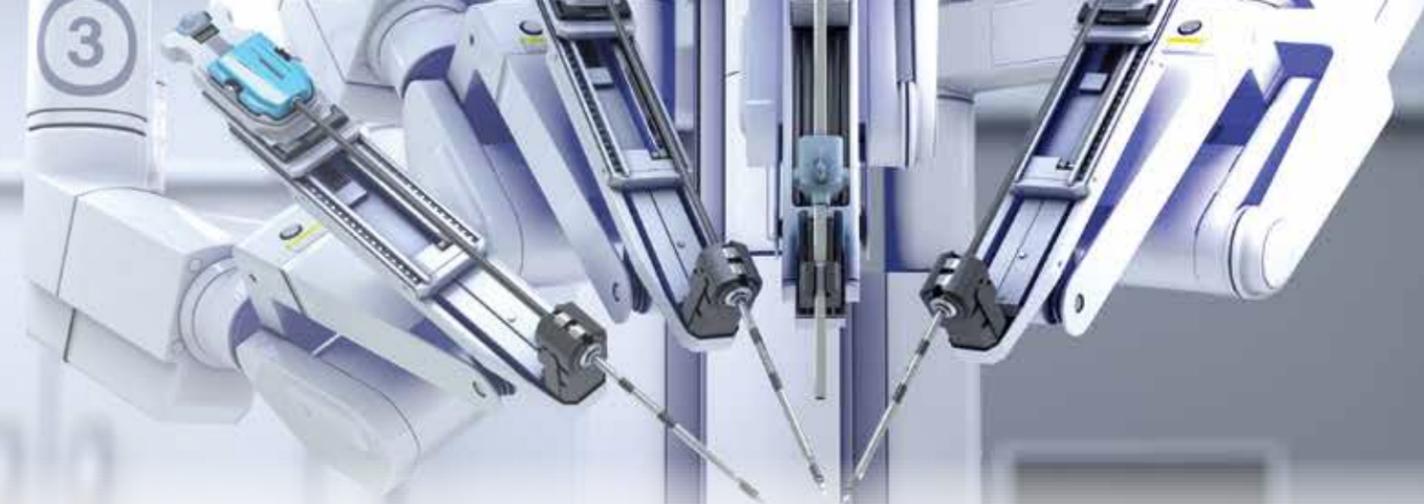
Emergency Department

TMC's Emergency Department features 48 patient rooms, including dedicated areas for trauma, psychiatric treatment, and Fast Track for minor injuries and illness such as sprains, cuts and fever. TMC is a Level III designated Trauma Center. This means that TMC is prepared to provide advanced emergency services to victims of motor vehicle accidents, heart attacks, stroke and other trauma. TMC is certified as a Primary Stroke Center by The Joint Commission, a recognition considered to be the gold standard for stroke patient care. TMC is also certified as a Primary Stroke Facility by the Texas Department of Health Services, and as an accredited Chest Pain Center with PCI by the Society of Cardiovascular Patient Care.

Neurology/Neurosurgery

TMC offers advanced neurological care for conditions involving the brain or nervous system, including epilepsy, stroke and neuromuscular disorders. Neurologists at TMC treat problems involving the nerves, brain, spinal cord and muscles. They also provide diagnosis and treatment for carpal tunnel syndrome, repetitive motion injuries, sleep disorders and epilepsy.

The neurosurgeons at TMC specialize in surgery on the nerves, brain and spine. Among the conditions they may treat are aneurysms, tumors and traumatic brain injury, as well as back pain and neurological impairment. They may also perform minimally invasive procedures on the spine.



TMC is the first hospital in the area to have a Neuro-Interventional Center with minimally invasive biplane angiography. This is an advanced minimally invasive technology used to diagnose and treat stroke and other neurological conditions, such as, brain aneurysms, carotid artery blockages, brain and neck tumors, intracranial hemorrhages and arteriovenous malformations. The procedure may offer patients less risk of bleeding and infection as well as a faster recovery.

Orthopedic Surgery

Orthopedic surgeons at TMC treat patients who have experienced traumatic injuries to their bones, have disturbances in joints, or have inflammation of muscle or connective tissues. Surgeons use non-surgical medical treatment and surgical solutions for a number of orthopedic conditions. TMC also offers Joint Replacement and Spine camps for patients prior to surgery. After rigorous evaluation, the hospital earned The Joint Commission's Gold Seal of Approval® for Hip and Knee Joint Replacement.

Robotic Surgery*

The TMC Center for Robotic Surgery is the region's first program to use the da Vinci® Si HD® Surgical System. The program is the first to offer Single-Site® surgery for hysterectomy and gallbladder and has the region's only residency-trained robotic urologist on staff. Surgeons at the TMC Center for Robotic Surgery use the da Vinci® Surgical System to perform the following procedures: Urologic Surgery, Gynecologic Surgery and General Surgery

Stroke Services

TMC has been designated a Primary Stroke Center by The Joint Commission, as well as a Level II Primary Stroke Center by the Texas Department of Health. This means that the hospital is committed to the highest level of care for stroke patients, from admission through rehabilitation. The hospital is home to a 24-hour stroke team to provide the quick, quality care necessary for the best possible outcomes.

Trauma Surgery

This surgical specialty is designed to provide treatment for traumatic injuries, both internal and external, to nearly any part of the body. TMC is designated as a Level III Trauma Center by the Texas Department of Health Services. Highly trained physicians are available to care for patients 24/7, using advanced procedures and equipment.

Women's Services

Patients at The Birth Place at Texoma Medical Center enjoy spacious labor and delivery suites with large picture window views and comfortable seating, as well as an advanced security system for the safety of babies and moms. Women undergoing medical procedures are able to recover in rooms that are serene and comfortable.

As the region's only Breast Imaging Center of Excellence, the TMC Breast Care Center offers a level of breast care not previously available in the region. By utilizing advanced medical imaging and diagnostic services, we assist patients in screening for the detection of breast disease. The Center offers a spa-like setting designed for comfort, and features special amenities to help patients feel at ease.

The TMC Breast Care Center includes two 3D digital mammography units, stereotactic breast biopsy, ultrasound services and bone density testing. One unique feature is our nurse navigator. The nurse navigator helps guide patients through each stage of care, answers questions, and offers support and assistance to you and your family.

The TMC Neonatal Intensive Care Unit (NICU) is the region's first, featuring 12 private rooms where highly skilled staff care for our tiniest patients.

*Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if robotic surgery is right for you.

Recognition: Accreditations and Awards



Accredited by The Joint Commission, the leading accreditor of healthcare organizations in the United States.

Licensed by the State of Texas



TMC has gained national recognition as a *Top Performer on Key Quality Measures*® by The Joint Commission for 2011, 2012 and 2014.



In 2017, TMC was named “Best Medical Facility” for the tenth time by the *Herald Democrat*, the area’s largest newspaper, in its annual “Best of Texoma” reader’s survey.



The hospital won the UHS Service Excellence Award, given annually to one acute care facility. The award honored TMC for its success in making improvements in quality, safety, employee engagement, patient satisfaction and clinical programming.



- Highest Result in Employee Opinion Survey
- Best Performer in ED Capacity Management
- Best Performer in Supply Chain Management
- Best Performer in Surgery Throughput
- Ron Seal, CEO, 2016 Chairman’s Council Recipient



The hospital earned the Texas Health Care Quality Improvement Achievement Award, presented by TMF® Health Quality Institute, the Medicare Quality Improvement Organization for Texas in 2012.



TMC Family Medicine Residency Program accredited by the American Osteopathic Association



Bariatrics

The TMC Weight-loss Surgery program is fully accredited Bariatric Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). This means that the hospital has met stringent criteria and that the program supports patients from pre-op education through post-op lifestyle changes.



Cardiology

TMC is accredited as a Chest Pain Center with PCI by the Society of Cardiovascular Patient Care for meeting or exceeding national care standards for acute cardiac medicine.



Diabetes

TMC Diabetes LifeCenter is recognized by the American Diabetes Association for meeting national standards for diabetes self-management education.



Emergency Medicine

TMC holds a Level III Trauma designation by the Texas Department of Health Services, signifying that the hospital has met strict criteria for providing comprehensive care for trauma patients from admission through rehabilitation.



Orthopedics

TMC earned The Joint Commission’s Gold Seal of Approval® for Hip and Knee Joint Replacement.



Radiology

The Radiology Department at Texoma Medical Center is accredited in computed tomography (CT), magnetic resonance imaging (MRI), nuclear medicine and ultrasound by the American College of Radiology, the largest organization of radiologists in the nation.



The TMC Breast Care Center is designated as a Breast Imaging Center of Excellence by the American College of Radiology. This means that the Center adheres to the highest standards and guidelines for obtaining and interpreting mammograms.



Stroke Services

Designated a Level II Primary Stroke Facility by the Texas Department of Health Services and a Certified Primary Stroke Center by The Joint Commission, TMC is ready 24/7 to treat symptoms of possible stroke.



Wound Care & Hyperbaric Medicine

The TMC Center for Wound Healing and Hyperbaric Medicine is recognized as a Robert A. Warriner, III, MD Center of Excellence and as a Center of Distinction by Healogics™ for quality care, high patient satisfaction and wound-healing rates.

Quality, Growth, Stability:

Texoma Medical Center Is Onward & Upward

Now Open: TMC's Expanded Emergency Department & New Patient Tower

Texoma Medical Center's new, four-story patient tower expanded the facility by 110,000 square feet. The tower opened in spring of 2018, transforming existing services and offering new ones.

A Larger Emergency Department

- The number of patient rooms doubled to 48, offering the community greater access to emergency care.
- Dedicated Fast Track designed to treat minor medical emergencies.

New Patient Rooms and the Region's First NICU

- The Intensive Care Unit (ICU) added 20 new patient rooms on the second floor.
- The new TMC Neonatal Intensive Care Unit (NICU), on the third floor, features 12 private rooms.
- The third floor is now home to 20 new medical/surgical beds.

Even More Room to Serve Our Community

- The fourth floor of the new patient tower has been shelled for future growth.

We Set the Standard in Emergency Care

- As an accredited Chest Pain Center, TMC is home to one of the most comprehensive heart programs in the region. We offer advanced cardiac care and specialize in open-heart surgery.
- Our designation as a Primary Stroke Center means that we meet stringent national standards for better stroke outcomes. As the only hospital in the region to have a Neuro-interventional Center with bi-plane angiography, we are able to diagnose and treat stroke and other neurological conditions.
- As a Level III Trauma Center, our highly trained clinical team, including board certified trauma-trained emergency physicians and trauma surgeons, work together to streamline your care. FastTrack is also available for prompt treatment of minor injuries and ailments.
- If a patient is experiencing a possible heart attack or stroke, ambulance personnel treat them in transport and call to let hospital staff know that a patient in need of critical care is on the way. Our hospital staff is ready when the patient arrives.

Premier Healthcare for You and Your Loved Ones

At TMC, our goal is to be the hospital of choice for the entire region. For ten years, we have been voted "Best Medical Facility" by readers of the *Herald Democrat's Best of Texoma Poll*. We are a premier provider of healthcare services to the people of North Texas and Southern Oklahoma.





Community Impact Summary of Texoma Medical Center

Texoma Medical Center's commitment to the community it serves begins with the robust healthcare services and programs it provides. The hospital also shows its support of the local area through charitable donations, volunteer initiatives, community events and the training of tomorrow's healthcare professionals. Here is an overview of the hospital's reach in 2017:

Education

TMC is accredited with commendation by the Texas Medical Association to provide continuing medical education for physicians.

TMC is affiliated with multiple colleges and universities in offering clinical experiences. The affiliations cover a broad spectrum of programs including, but not limited to:

- Generic RN, Both ADN and BSN
- RN to BSN
- RN to MS/N
- Licensed Vocational Nursing
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Pre-Med

TMC also accepts individual requests for meeting student academic/clinical needs and has a program for tuition reimbursement for job-related coursework.

TMC offers an approved osteopathic graduate medical education program with the American Osteopathic Association (AOA), providing challenging opportunities for diverse patient care experiences. TMC currently offers a three-year osteopathic postgraduate Family Medicine Residency Program.

Dedicated to the Community

In addition to high-quality healthcare for our communities, we are proud to provide free community health and wellness classes, seminars, supports groups, services and events.

TMC offers seminars on a variety of health topics including heart health, stroke awareness, diabetes, urology, weight loss, nutrition, fitness, stress management, mental health and breast cancer. Screenings may include cholesterol, blood pressure and BMI.

TMC coordinates and participates in numerous community health fairs. Each February, a Heart Health Event is held at TMC. The event draws several hundred attendees and offers free health screenings, education on Early Heart Attack Care (EHAC), heart-healthy eating demos, medication checks and more.

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Community Impact Summary of Texoma Medical Center

In September, TMC hosts an annual health education event at the hospital, called "Celebrate Health Fall Fest." This event typically draws nearly a thousand people. The event features free health screenings, health education, robotics demos, a "Meet the Physicians" area and more. Celebrate Health Fall Fest is focused on family fun, with bounce houses, face painting, carnival food and a kids' color run.

TMC holds support groups for diabetes, open-heart surgery, stroke and weight-loss surgery. The hospital also hosts support groups for prostate cancer and for caregivers of those with Alzheimer's disease.

Community classes offered by TMC include Hands-Only™ CPR, Joint Camps, maternity and parenting classes, and diabetes management and nutrition.

Each year, TMC participates in the United Way® of Grayson County annual campaign. Funds raised go to support local charities. The United Way has recognized TMC for its highest capital giving, the best employee campaign and the largest increase in giving.

In 2017, TMC employees participated in two home-building projects through Habitat for Humanity® of Grayson County. Through the Salvation Army® Angel Tree Program, TMC employees sponsored more than 100 children for the holidays. The TMC Livesaver team participated in the Grayson County Relay For Life® and is one of the top fundraisers in the area.

Through Partners in Education, TMC takes part in the Adopt a School Program, which supports local elementary schools in both Sherman and Denison. Employees also collect school supplies each year, which they donate to the local school systems.

Through the TMC WellnessWorks Program, TMC offers local employers support through workplace wellness initiatives, occupational health and worker's compensation.

The TMC Wellness Program at TMC Outpatient Therapy Services offers fitness classes, water aerobics, weight training and weight-loss programs.

Beyond the hospital's community health outreach efforts, TMC annually donates generously to charitable, educational and nonprofit organizations. This includes a wide range of local, state and national organizations.

Commitment to Quality

Texoma Medical Center has strong commitments to patient safety and high-quality care, which is evident by our many performance improvement initiatives. The hospital participates in these national quality initiatives:

Core Measures

Centers for Medicare and Medicaid Services (CMS)

National Quality Initiatives

Get with the Guidelines® (American Heart Association)

Patient Safety Initiatives

National Patient Safety Goals (The Joint Commission)

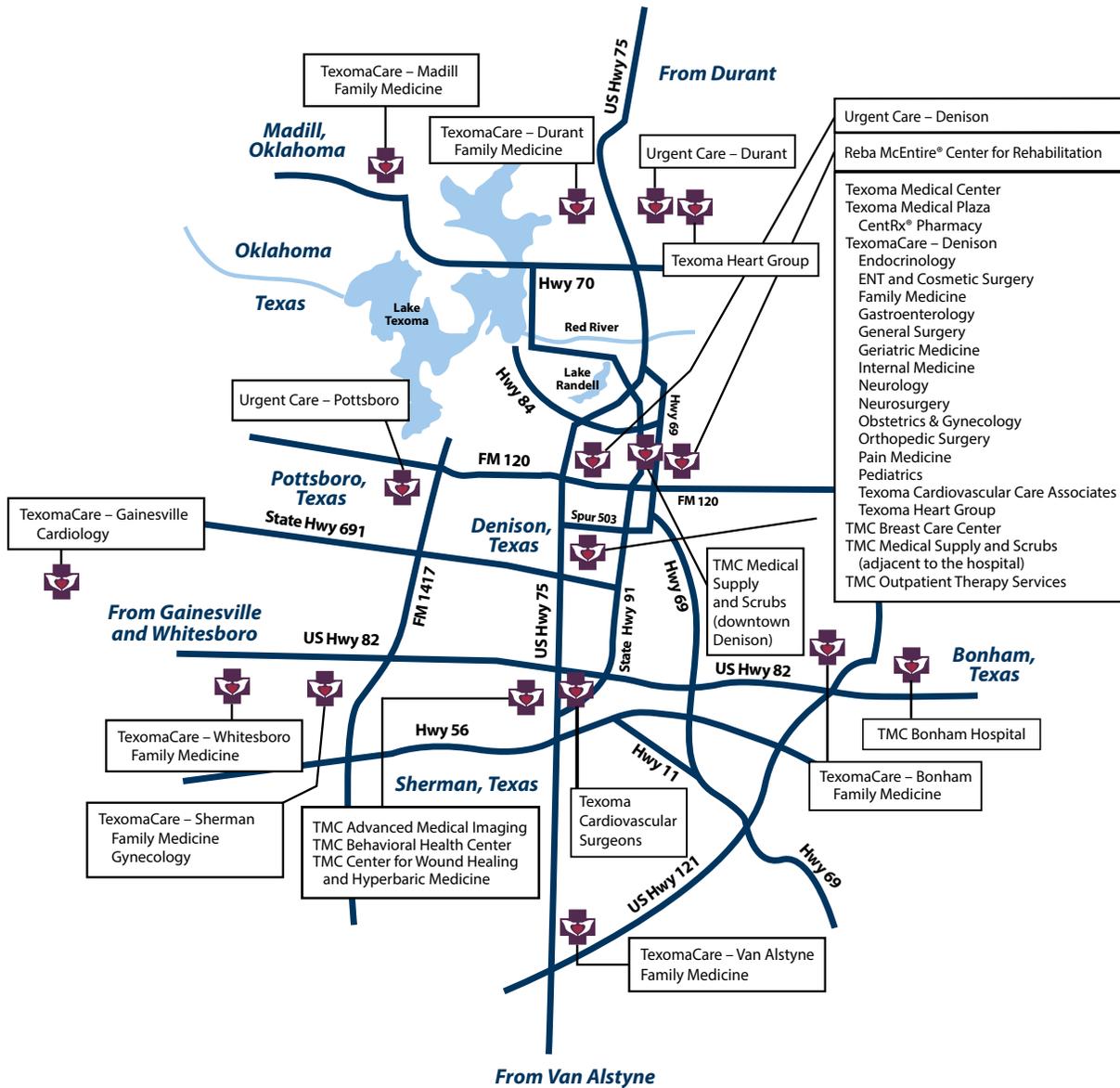
Volunteering

In 2017, the TMC volunteers dedicated 35,466 hours of patient and family support to our hospital. Volunteer activities include staffing the TMC information desk and waiting rooms, providing patient and visitor assistance, and running the TMC Gift Shop. Proceeds from the Gift Shop and other fundraising efforts go toward initiatives to improve the patient experience at TMC. In addition, volunteers run the HeartMenders program which provides support for open-heart surgery patients and their families. These volunteers have had open heart surgery themselves. TMC also has an active program for college student and junior volunteers (ages 14-18) every summer.

Uninsured

TMC has full-time staff onsite dedicated to helping uninsured patients qualify and enroll in local and state health benefits.





TEXOMA MEDICAL CENTER

For more information about our hospital,
visit our website www.texomamedicalcenter.net

