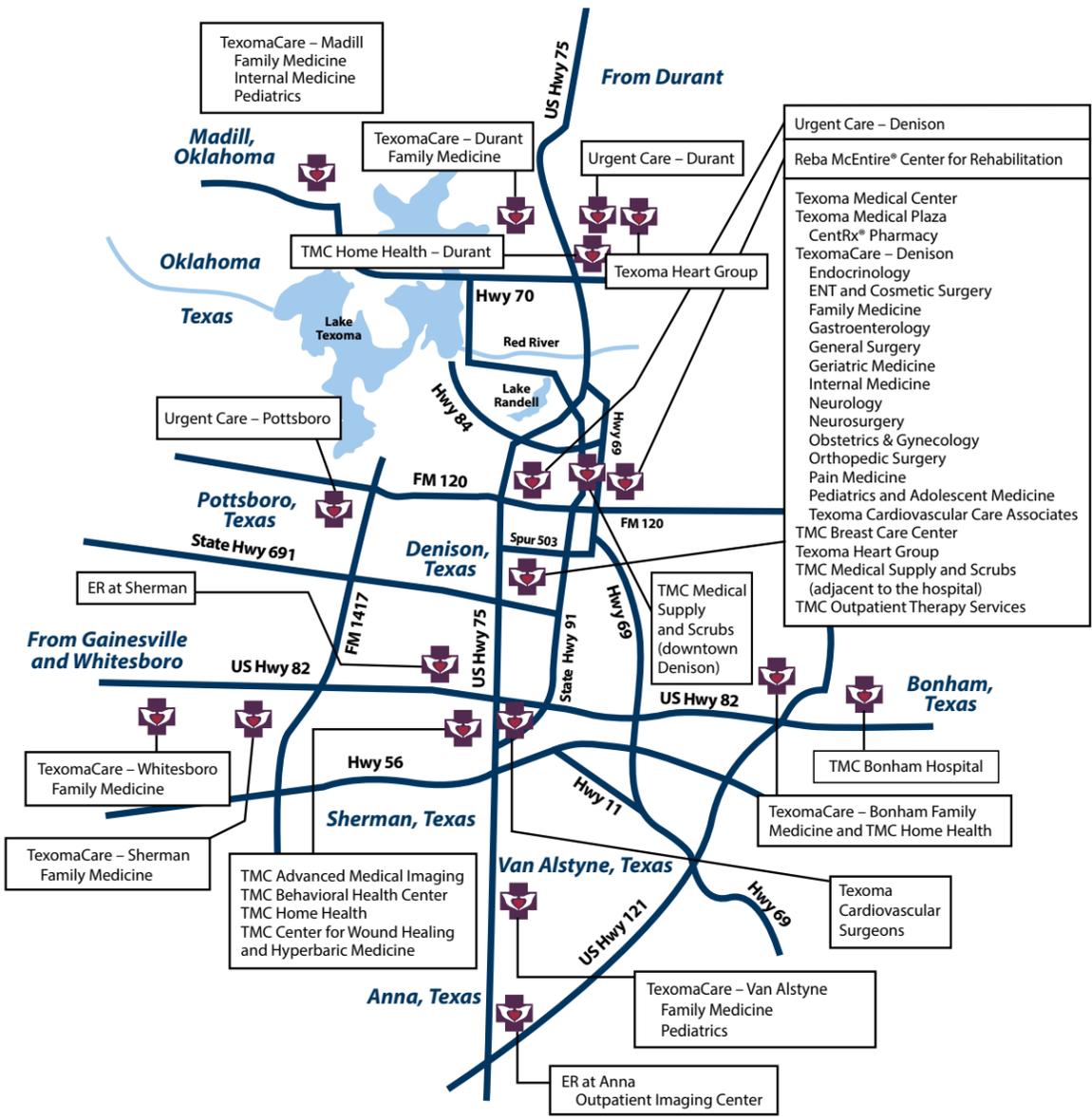


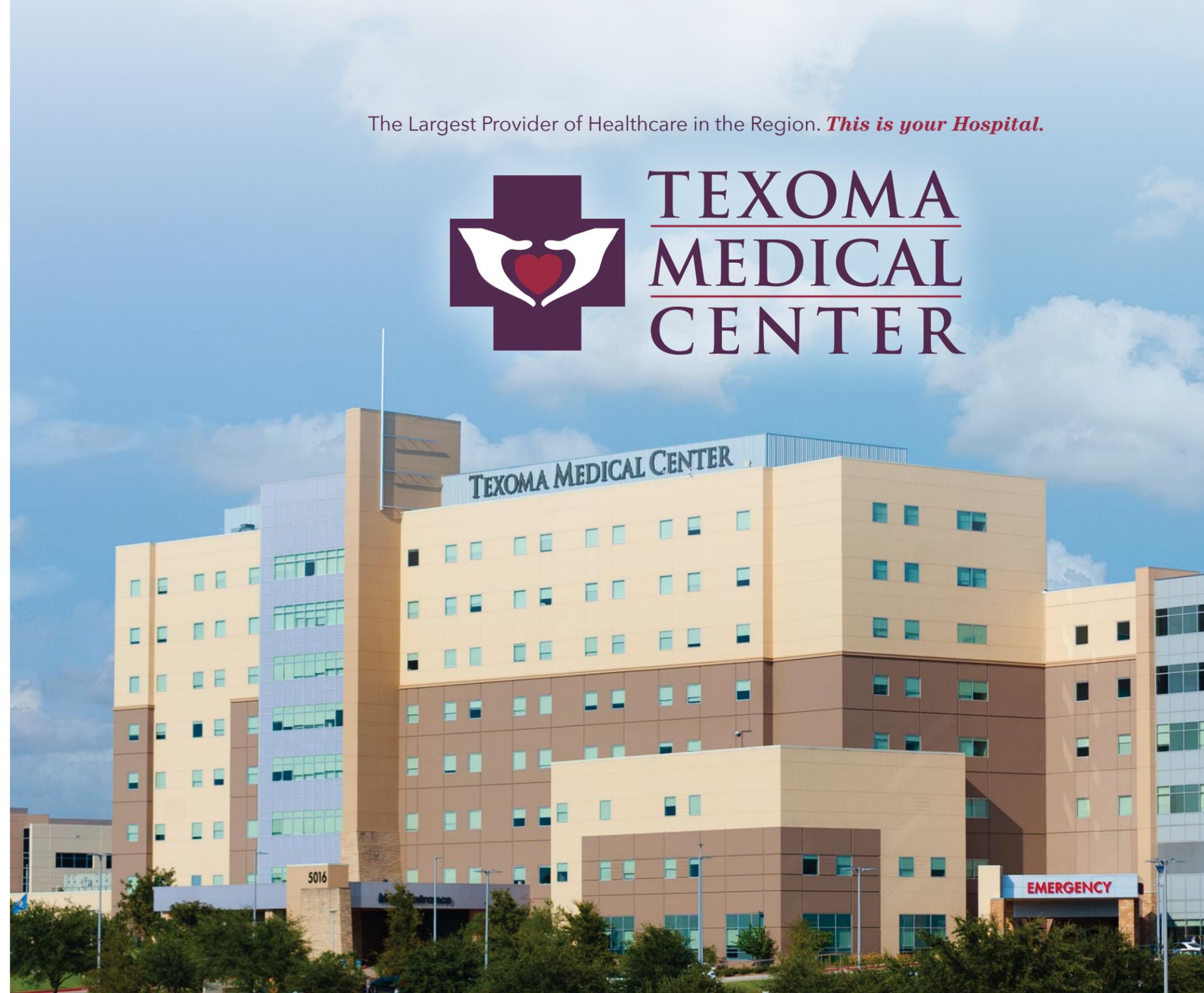
The Largest Provider of Healthcare in the Region. *This is your Hospital.*



TEXOMA MEDICAL CENTER



For more information, visit our website
texomamedicalcenter.net



2021 Community Profile

COVID-19 protocols remain in effect at Texoma Medical Center; masks must be worn while in our hospital. Physicians are on the medical staff of Texoma Medical Center, but, with limited exceptions, are independent practitioners who are not employees or agents of Texoma Medical Center. The hospital shall not be liable for actions or treatments provided by physicians. Reba® and Reba McEntire® are registered trademarks licensed by "Reba's Business, Inc." For language assistance, disability accommodations and the non-discrimination notice, visit our website. 21204870-217547 8/21



From the CEO



Never before has Texoma Medical Center's commitment to providing quality healthcare been more evident than in 2020. COVID-19 demonstrated our dedication and ability to deliver care even under the most trying circumstances. I am grateful to our TMC team and all of our "healthcare heroes" for helping ensure the safety and health of our patients, staff, and community throughout the pandemic.

Despite the challenges, we continued to explore new opportunities, broaden our services and invest in innovative technologies. We opened our second freestanding emergency department (FED), the ER at Anna, fully renovated the second floor of TMC Bonham Hospital and expanded our structural heart and orthopedic programs with the addition of the Watchman FLX™ and the Mako SmartRobotics™ surgical system, respectively, all to help meet the healthcare needs of our patients.

TMC has earned numerous awards for patient safety and quality in multiple specialties. It is gratifying to have received a few new ones, including an "A" Hospital grade by The Leapfrog Group, the Blue Distinction® Center+ for quality and cost-efficiency in Bariatric Surgery from Blue Cross® Blue Shield® of Texas, and the Get With The Guidelines®-Stroke GOLD PLUS with Honor Roll Elite Plus and Target: Type 2 Diabetes Honor Roll from the American Heart Association®/ American Stroke Association®.

We are proud to be a trusted healthcare provider in the North Texas and Southern Oklahoma region, as well as an active supporter of local initiatives and charities focused on our community's health and well-being. The year ahead holds much promise. As always, TMC will be there for you with comprehensive, compassionate and quality care. Stay well.

Ron Seal

Ronald T. Seal
Chief Executive Officer
Texoma Medical Center



Texoma Medical Center

Hospital History

TMC 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 at the intersection of US Hwy 75 and State Road 691 in Denison, Texas – one of the largest, private construction investments in the history of Texoma. Its location in the heart of the Texoma region makes healthcare easily accessible to anyone living on either side of the Red River.

TMC serves the North Texas and Southern Oklahoma regions. Our 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 we provided to our patients or the numerous job opportunities we offered that boosted the local economies, TMC continued to be a strong community partner to our service areas in 2020.

Financial Impact

Salaries and Benefits: \$163.6 million
 Capital Investment:.....\$18.7 million
 Uncompensated Care: \$226.3 million
 Local/State Taxes Paid: \$8.4 million



Patient Medical Care

Admissions: 18,393
 Births:.....1,347
 Emergency Visits:..... 52,868
 Surgeries:..... 15,780



The Hospital Family

Total Employees:..... 3,600
 Total Physicians on Staff: 462
 Total Volunteers: 100

Comprehensive Healthcare Services*

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

*Subject to change.

Specialty Services

Cardiovascular Services

As the first heart program in the area and as an accredited Chest Pain Center with Primary PCI (Percutaneous Coronary Intervention), we're making strides again. More heart specialists 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. As part of our structural heart program, TMC offers Transcatheter Aortic Valve Replacement (TAVR) and the Watchman FLX™.

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. As a Level III designated Trauma Center, 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 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 Primary PCI (Percutaneous Coronary Intervention) by the American College of Cardiology.

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 of the nerves, brain and spine. Among the conditions they treat are aneurysms, tumors and traumatic brain injury, as well as back pain and neurological impairment. They also perform minimally invasive spine procedures.

TMC is the first hospital in the area to have a Neuro-Interventional Center with minimally-invasive, biplane angiography, an advanced 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 provide non-surgical medical treatment and surgical solutions, including minimally invasive robotic surgery using Mako SmartRobotics for a variety 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 to offer the da Vinci® Si HD® Surgical System, as well as Single-Site® surgery for hysterectomy and treatment of gallbladder issues. Surgeons at the Center have been using the da Vinci XI® Surgical System to perform minimally invasive gynecologic, general, orthopedic, urologic and thoracic robotic procedures.

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, demonstrating the hospital's commitment to providing the highest level of stroke care, from admissions through rehabilitation. The hospital is home to a 24-hour stroke team which provides quick, quality care needed to help ensure the best possible outcomes.

TMC earned the American Heart Association®/American Stroke Association® Get With The Guidelines® - Stroke GOLD PLUS with Honor Roll Elite Plus and Target: Type 2 Diabetes Honor Roll.

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

The Birth Place at TMC has a Level II Maternal Designation by the Texas Department of State Health Services. Patients enjoy spacious labor and delivery suites with large picture window views and comfortable seating, as well as an advanced security system helping ensure the safety of babies and moms. Women undergoing medical procedures are able to recover in rooms that are serene and comfortable.

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

As the region's only Breast Imaging Center of Excellence, the TMC Breast Care Center offers a level of breast care not available elsewhere. We use advanced medical imaging and diagnostic services to screen patients and help detect breast disease. The Center features a spa-like setting designed for comfort, as well as special amenities to help patients feel at ease.

In addition to housing 3D Tomosynthesis (TOMO), technology that combines the advantages of digital mammography with a 3D image of the breast, providing better visualization for radiologists and enhanced comfort for patients, the TMC Breast Care Center also offers stereotactic breast biopsy, ultrasound services and bone density testing. A unique and key member of the Center's team is our nurse navigator. Dedicated to helping guide patients through each stage of care, they answer questions, offer support and provide assistance to patients and their families.

*Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if minimally invasive 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.



In 2020, TMC was named "Best Medical Facility" for the 13th 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.



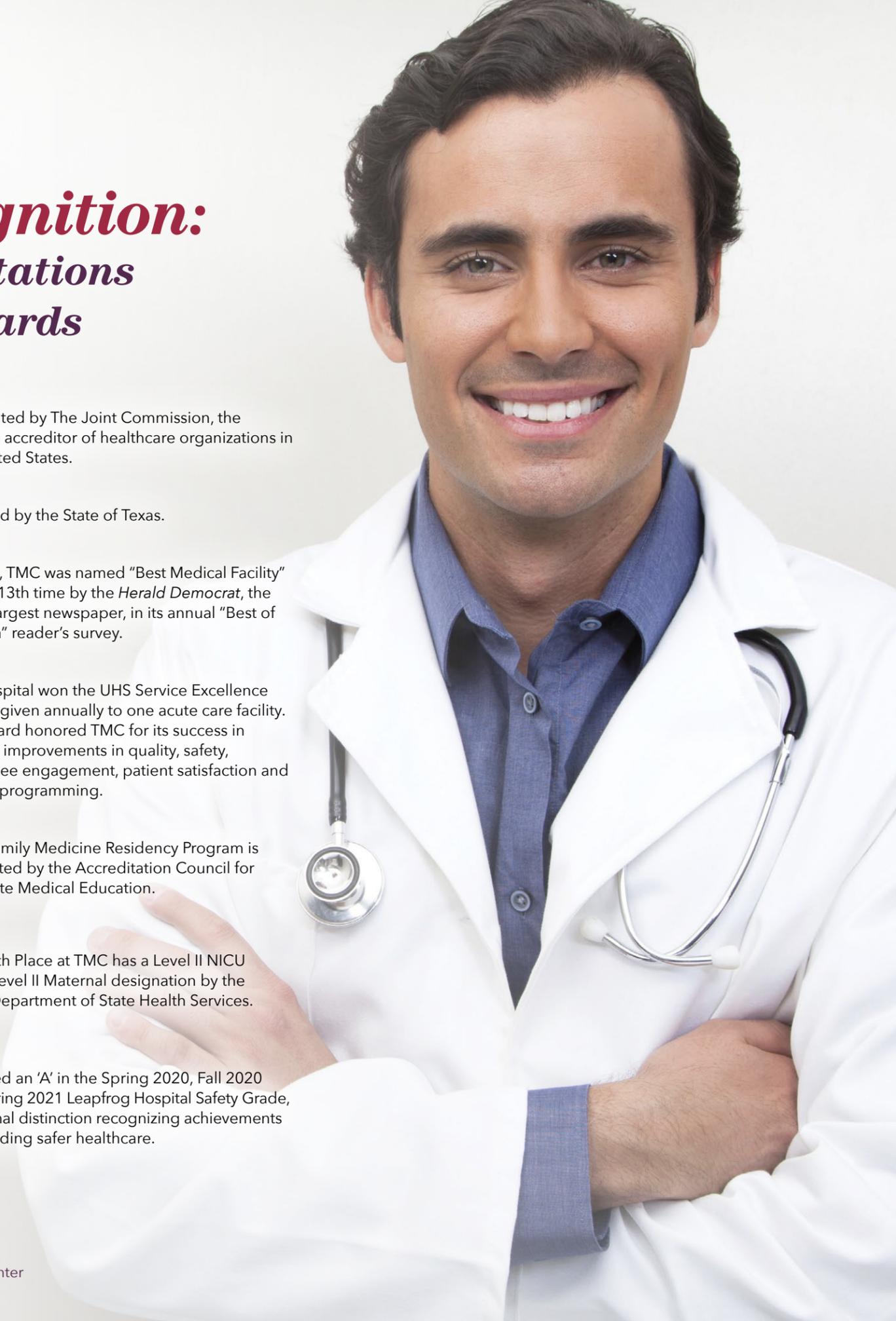
TMC Family Medicine Residency Program is accredited by the Accreditation Council for Graduate Medical Education.



The Birth Place at TMC has a Level II NICU and a Level II Maternal designation by the Texas Department of State Health Services.



Awarded an 'A' in the Spring 2020, Fall 2020 and Spring 2021 Leapfrog Hospital Safety Grade, a national distinction recognizing achievements in providing safer healthcare.



Bariatrics

The TMC Weight-Loss Surgery program is a 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.



We are also proud to be recognized as a Blue Distinction® Center Plus for quality and cost-efficiency in Bariatric Surgery by BlueCross® and BlueShield® of Texas.



Cardiology

TMC is accredited as a Chest Pain Center with Primary PCI by the American College of Cardiology 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 TMC 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, adhering 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. We earned the American Heart Association®/American Stroke Association® Get With The Guidelines®-Stroke GOLD PLUS with Honor Roll Elite Plus and Target: Type 2 Diabetes Honor Roll.



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. In 2019, Healogics also presented our Center with the Company Wound Care Center of the Year and President's Circle Awards.

An Unprecedented Year of Caring

The Fight against COVID-19

From donations of Personal Protective Equipment and food to car parades, thank you letters and more, our community expressed their gratitude to our healthcare heroes in immeasurable ways. We are grateful for the long-established ties we have with our community and their continued support.

Expansion of Emergency Services

To better serve our community, the ER at Anna, a freestanding emergency room providing 24/7 care opened in September 2020. The FED offers private rooms, lab service, and a full outpatient imaging center with open MRI, CT, ultrasound, X-Ray, 3D digital mammography, and more!

Recognition for Quality

TMC proudly earned several new distinctions from some of the nation's highest healthcare standards-setting organizations for stroke and bariatric surgery, as well as safety. (See page 7 for details.)

Enhancements at TMC Bonham Hospital

2020 saw the complete renovation of TMC Bonham's second floor, with upgrades made to patient rooms and nursing stations. We also invested in our Radiology Department with the installation of a digital radiology room and new CT and X-ray for precise medical imaging.

These renovations have enhanced the experience for patients, visitors and staff.





Community Impact Summary of Texoma Medical Center

TMC'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 2020:

Education

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

Through its affiliations with departments at multiple colleges and TMC offers clinical experiences that 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 accredited graduate medical residency program by the Accreditation Council for Graduate Medical Education (ACGME) and is approved by the American Osteopathic Association (AOA) Division of Postdoctoral Training, 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 community health and wellness classes, seminars, supports groups, services and events at no cost.

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 at no cost 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 health screenings, education on Early Heart Attack Care (EHAC), heart-healthy cooking demonstrations, medication checks and more.

(Continued on next page)

Community Impact Summary of Texoma Medical Center

Every May the TMC Breast Care Center holds Cinco de Mammo, a month-long event with digital screening mammograms at a special discounted rate and flexible scheduling hours for working women.

In September, TMC hosts an annual health education event at the hospital, called "Celebrate Health Fall Fest." This event, which typically draws nearly a thousand people, features health screenings at no cost, health education, robotics demonstrations, 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, liver health, stroke, weight-loss surgery and prostate cancer.

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's 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 2020, 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.

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

TMC 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

Despite the adverse impact of COVID-19 and the inability to be on site, our volunteers didn't skip a beat. They dedicated their time and support in numerous ways to patients and staff, from supplying employees with homemade masks and collecting needed donations of PPE to assisting with mailings, providing treats to staff and making calls to patients without loved ones to let them know someone cared about them. As always, we appreciate our volunteers and their efforts to help ensure our patients and their loved ones have a superior experience.

Uninsured

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