

Fall 2025

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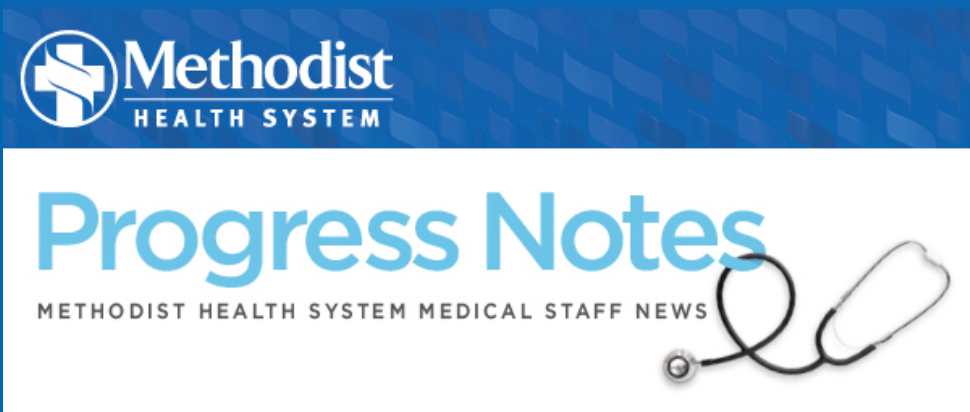
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Top marks for safety in Southlake, Richardson,
and Mansfield



Metrics show outcomes are on the rise, with hundreds of lives saved



Martin L. Koonsman,
MD, FACS, CPE
Chief Medical Officer

Patient safety and quality metrics show significant progress in the past year, and over the past five years. I would like to highlight how much outcomes have improved across the health system:

- **Overall mortality** – We finished the year at 0.68 observed-to-expected ratio, representing 666 lives saved. That is a 7% improvement over the past year and a 26% improvement since fiscal year 2020.
- **Sepsis mortality** – Methodist finished the year at 0.74 O/E ratio, representing 221 lives saved and better than top quartile performance in the nation, which was 0.79 O/E. This represents a 10% improvement over the past year year, and a 47% improvement since fiscal year 2020.
- **Falls with injury** – The system's performance was better than top quartile in the nation, improving 16% over the past year and 51% since fiscal year 2020.

With regard to hospital-acquired infections, we still have work to do but we have made significant improvements:

- **Hospital acquired C. diff.** – Outcomes improved 7% from the previous year and 46% from fiscal year 2020.
- **Catheter-associated urinary tract infection (CAUTI)** – 35% improvement over prior year and 26% improvement since fiscal year 2020. This is the only hospital-acquired infection performing at better than top quartile performance.
- **Catheter-associated bloodstream infection** – No improvement over the past year, but outcomes have improved 52% since fiscal year 2020.

I would like to thank our medical staff for the work that they do to drive this improvement, as well as their commitment to compassionate, quality healthcare.

Built for Success

Methodist Dallas

Burn Center meets a lifesaving need for southern Dallas and beyond

Methodist Dallas Medical Center opened its new Burn Center in October, expanding lifesaving burn care to patients in southern Dallas and beyond.

The six-bed unit — only the third of its kind in the area and the first south of downtown Dallas — offers adult patients such comprehensive services as reconstructive surgery, hyperbaric oxygen therapy, and hydrotherapy.

"I'm thankful our hospital will now be able to provide the necessary lifesaving and healing care to patients who need burn-related services," said hospital president **John Phillips**, FACHE.



The center treats patients whose burns cover more than 10% of their bodies, following American Burn Association guidelines, as well as third-degree burns, chemical burns, and electrical burns.

Methodist Dallas is collaborating with the renowned Grossman Burn Centers to bring the highest level of burn care to Dallas.

"Grossman Burn Centers is proud to unite our expertise in advanced burn care with the trusted excellence of Methodist," said **Peter H. Grossman**, MD, FACS, the burn center's medical director. "Together, we are committed to delivering a true center of excellence for the Dallas-Fort Worth community, ensuring the highest level of compassionate, lifesaving care for every patient we serve."

Methodist Midlothian

New ED breaks ground

Methodist Midlothian recently celebrated its five-year anniversary and broke ground on a \$24.8 million emergency department expansion.

“As we celebrate five years of service, we’re also investing in the next five and beyond,” President **Jary Ganske** said. “We’re growing our footprint, expanding our services, and strengthening our ability to care for Ellis County’s healthcare needs.”

The project includes an 8,800-square-foot emergency department expansion that will add 16 exam rooms and another dedicated trauma room.

It also features a new CT imaging suite adjacent to the ED, a staff breakroom, refreshed EMS lounge, and expanded parking for patients and first responders.



Methodist Charlton

Major renovation transforms ORs

Operating rooms at Methodist Charlton have been fully renovated, marking a major milestone in the hospital's ongoing commitment to clinical excellence.

Each OR was rebuilt from the ground up, including new walls, lighting, booms, monitors, flooring, and all new equipment. Even the master control systems, the “brains” of the ORs, were replaced with the latest technology.

These upgrades feature innovations that simplify workflow, enhance efficiency, and support the highest standards of surgical care. The improvements, in turn, ensure the continued safety and well-being of both patients and care teams.



Methodist Dallas

Specialized cardiology unit opens

The new Cardiovascular Intensive Care Unit (CVICU) has made its debut at Methodist Dallas.

The CVICU provides care for patients who have undergone open-heart, thoracic, or vascular surgery. Patients with acute cardiac conditions like congestive heart failure or severe heart attacks will also be placed on the unit.

Cardiologists, intensivists, and surgeons will work alongside a team of highly trained and specialized nurses to deliver world-class, complex cardiovascular care to patients and the community.

Equipped to Care

Methodist Richardson

New MRI offers comfort, precision

Methodist Richardson recently installed a new MRI scanner that offers sharper images, faster scans, and greater comfort for patients with flexible “blanket” coils and customizable lighting.

“This new scanner is a testament to our commitment to listening to our patients' needs and investing in the latest technology to provide them with the best possible care,” said Methodist Richardson President Ken Hutchenrider, FACHE.

The GE Signa Voyager 1.5T system features AIR Recon DL, which uses deep learning to significantly improve image sharpness and enable up to 50% faster scanning. The wide-bore MRI also features an industry-first, ultra-light, flexible blanket coil system that molds to the patient's body, providing a more pleasant experience and a better signal for clearer images.





Methodist Richardson New da Vinci enhances robotics

Surgeons at Methodist Richardson have a new robotic surgery platform designed to improve patient outcomes for multiple minimally invasive applications.

The da Vinci 5 features "force feedback" for a more precise sense of touch, improved ergonomics, and enhanced data analytics. The platform enables surgeons to do more complex, minimally invasive surgeries with a separate console that has high-definition 3D vision and specialized instruments.

The system is capable of wide-ranging surgical specialties including thoracic, urologic, gynecologic, and colorectal procedures.

Setting the Standard

Southlake earns first 'A' for safety, joining Richardson and Mansfield



Methodist Southlake Medical Center earned its first "A" safety grade from The Leapfrog Group, joining Methodist Richardson and Methodist Mansfield in achieving the highest rating possible from the independent hospital watchdog.

"We strive to ensure the highest standard of patient safety at every hospital across Methodist," said President and Chief Operating Officer **Pam Stoyanoff**, MBA, CPA, FACHE. "We are especially proud to celebrate this achievement with the staff at Methodist Southlake, who earned the first of what we expect to be many A's to come."

Leapfrog surveyors found that all three hospitals excelled at improving outcomes and protecting patients from harm.

Methodist Mansfield Big win for physician well-being

Methodist Mansfield has earned national recognition from the American Medical Association (AMA) as a Joy in Medicine health organization.

The bronze-level award acknowledges Methodist Mansfield's commitment to addressing burnout and creating a culture where physicians find joy and purpose in their work.

"This recognition reflects our commitment to supporting our physicians' well-being so they can continue delivering compassionate, high-quality care," Methodist Mansfield **Juan Fresquez** said.

Chief Medical Officer **Stephen Foster**, DO, CPE, added that prioritizing physician well-being helps teams "provide the level of care our patients deserve while also caring for each other."



Methodist Midlothian Maternal care team retains Level I

Methodist Midlothian has once again earned re-designation as a Level I Maternal Facility for Perinatal Care by the Texas Department of State Health Services.

This re-designation highlights not only excellent patient care, but also the advanced level of training, clinical competencies, and continued education upheld by the maternal care team.

"We are extremely proud of the leadership in the unit that pushed us to earn this re-designation and continue to advocate for maternal system development," hospital President **Jary Ganske** said. "It's a powerful testament to the high standards our team upholds."

Methodist Celina

New hospital earns top marks for patient care and service

Methodist Celina has earned national recognition for patient care and service. The Emergency Department ranked in the 97th percentile, while outpatient services and outpatient surgery both ranked in the 99th percentile.

In addition, the hospital's Environmental Services (EVS) team ranked #1 within Methodist Health System, and Methodist Celina, as a whole, ranked #2 in the system for combined inpatient care.

This success is supported by an exceptional workplace culture, with employee engagement scores ranking in the 99th percentile nationally. These accomplishments highlight the dedication, teamwork, and consistent pursuit of quality at Methodist Celina and the care provided to patients every day.



Methodist Richardson

Cardiology team earns Primary Heart Attack Center designation

Methodist Richardson has earned a Gold Seal of Approval from The Joint Commission as a Primary Heart Attack Center (PHAC). The recognition follows a rigorous onsite review by a Joint Commission survey team in September.

"Primary Heart Attack Center certification recognizes hospitals that are committed to striving for excellence and fostering continuous improvement in patient safety and quality care," said president **Ken Hutchenrider**, FACHE.

This certification process evaluated compliance with standards related to: the evaluation and care of patients who present in the Emergency Department with a STEMI heart attack; immediate intervention in a cardiac cath lab; team expertise; and effective care on nursing units.



Methodist Southlake

4-star rating for quality, outcomes

The Center for Medicare and Medicaid Services (CMS) awarded Methodist Southlake a 4-star rating for quality and patient outcomes in its first year of eligibility.

The overall star rating is based on how well a hospital performs across different areas of quality, such as treating heart attack and pneumonia patients, readmission rates, and safety of care.

Medical Milestone



Methodist Charlton

Orthopedic team performs over 100 joint replacements

The orthopedic surgeons on the medical staff at Methodist Charlton are celebrating more than 100 elective joint replacement procedures successfully completed this year.

This achievement exhibits continued commitment to growing surgical excellence, expanding access to advanced orthopedic care, and delivering exceptional outcomes for patients.

With leading-edge technology such as the ROSA Robotic System, the orthopedic team is performing precise, minimally invasive procedures that support faster recovery, improved mobility, and enhanced patient satisfaction.

Mission to Medicine

Methodist Mansfield
Physicians
meet need in
Kenya

A dedicated team from Methodist Mansfield traveled to Kenya in August for a life-changing medical mission.

Over four days, the group provided care to more than 3,000 patients, performing 37 surgeries, 407 steroid injections, 500 spine injections, and 3,164 clinical evaluations across two hospitals.

The multidisciplinary team partnered with local clinicians at Kisii Teaching and Referral Hospital and Nanchwa Mission Hospital and included several physicians on the medical staff, advanced practice providers, nurses, and surgical staff.

The experience through the Mairura Family Foundation deepened the team's commitment to care, reminding them that the power to heal extends far beyond North Texas.



"This mission was about more than medicine — it was about compassion, partnership, and giving back. We're grateful to everyone who volunteered their time and expertise."

– Edward Mairura, MD, orthopedic surgeon on the medical staff

Epic Strides

Data point to progress in efficiency and quality across every team



Brian Kenjarski, MD, MBA
Chief Medical Informatics Officer
SVP Health Informatics and Medical Affairs

Fiscal 2025 has been an incredibly impactful year, with numerous achievements of note across Health Informatics, Clinical Decision Support & Data Management, Health Information Technology and Emergency Management. Let's take a moment to celebrate all the progress these teams have achieved:

Clinical & Operational Impact

- **Emergency Department Enhancements**
 - Implemented **Chaperone/Witness Assessment** (May 2024 go-live) to establish standardized, compliant documentation
 - Replaced QPATH with **FAST Exam Imaging & Procedures Workflow**, increasing adoption by **25%** and improving provider efficiency
 - Launched **Behavioral Health Navigator** (June 2025), improving compliance by **10%** in BH patient documentation and recognition
- **Nursing & Physician Informatics**
 - Collaborated with ClinDoc/Stork teams to optimize **more than 70 documentation elements**, enhancing safety, compliance, revenue, and efficiency
 - Reduced documentation time by nearly **2 minutes per shift** for ICU nurses, saving **~26 minutes per shift** in a 26-bed ICU
 - Advanced wellness initiatives through workflow optimization, governance support, and AI-driven efficiencies
- **Surgical & Anesthesia Optimization**
 - **Anesthesia Mobile Push:** Implemented 36 new mobile features, increasing adoption to **40%**
 - **CMS Hard Stop Project:** Corrected outpatient booking issues, generating **more than \$1 million in recovered revenue**

Health Informatics & AI Innovation

- **Dragon Expansion:** Grew active licenses from 530 to 626, saving **more than 1,000 provider hours** annually
- **Abridge AI Pilot:** Deployed with 30 MMG providers to improve real-time documentation and patient engagement
- **Thrive Optimization Program:** Expanded across inpatient and ambulatory providers with measurable efficiency, quality, and satisfaction gains

Clinical Decision Support & Data Management

- Earned **Epic Silver Awards in OPA Performance** (Top 10% nationally) in both interruptive (38.7%) and passive (12.3%) OPAs
- Reduced **32,000 passive alerts per month** through governance and OPA retirement
- Deployed **nine new dashboards** and **90 SlicerDicer models**; increased executive dashboard usage by **77% (2024–2025)**

Cross-Departmental & Enterprise Achievements

- Supported **ACO metrics, OR utilization reporting, and registry compliance** (AJRR, CMS, eCQMs)
- Partnered with Supply Chain on **340B reporting**, generating **\$31.2 million in revenue** in FY2025
- Enhanced imaging workflows with **238,660 CT/MRI studies** streamlined and **contrast ordering clicks reduced by 72%**

Emergency Management Achievements

- Recruited, hired, and deployed two new **Emergency Management specialists** for the system
- Performed **Business Continuity Assessment** with Stone Risk Consulting and presented findings to COO
- Implemented **High Consequence Infectious Disease teams** at each campus together with campus operations and system Infection Prevention leaders

Epic Trainers are here, whenever there's a question — or a suggestion

The Epic Training team is always available to answer your questions and provide guidance on how to use Epic more efficiently.

We have a trainer posted at each campus to help with anything you may want to know about Epic, including taking your suggestions about how to improve clinical workflows in Epic for all physicians.

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Charlton: 214-947-3742 (7-EPIC) or EpicMCMC@mhd.com	Celina: 945-677-8833 or EpicMCEL@mhd.com
Mansfield: 682-242-3742 (2-EPIC) or EpicMMMC@mhd.com	

Texas law prohibits hospitals from practicing medicine. The physicians on the Methodist Health System medical staff are independent practitioners who are not employees or agents of Methodist Health System.