

Community Highlights 2017

Our language is caring. Our passion is medicine.

Matters of the heart

Methodist Charlton commits to excellence in cardiology

Fit and active at 49 years old, Roger Williams seemed a picture of great health. But one morning in October 2016, he learned he'd had a heart attack — and it wasn't his first.

John Jay, MD, cardiothoracic surgeon on the medical staff at Methodist Charlton Medical Center, told Roger he had coronary artery disease and had probably had 12 or so very small heart attacks over the past few years. He recommended that Roger undergo triple bypass surgery the very next day.

Within a month of his surgery, Roger was back to workouts in the gym and had embraced a new diet and a passion for men's health advocacy. "I've reached out to all my friends and shared my story on social media and even TV," he says. He

has also shared the story of his excellent experience at Methodist Charlton.

CARDIAC CARE YOU CAN TRUST

With heart disease as the No. 1 killer of both men and women, Methodist Charlton is committed to providing some of the area's most robust heart care services.

- **Fast heart attack treatment.**

Methodist Charlton has received two prestigious honors not only for its fast response to severe heart attacks but also for strictly following established guidelines for treatment: the American Heart Association's Mission: Lifeline® Silver Plus Quality Achievement Award, as well as the American College of Cardiology Foundation's NCDR ACTION Registry™-GWTG™ Platinum Performance Achievement Award. Our fastest door-to-balloon time to date is 11 minutes!

- **Open heart surgery.**

Operating room teams and surgeons on the Methodist Charlton medical staff boast years of experience in treating some of the most advanced heart procedures.

- **Help for healing.**

Patients are monitored closely in our brand-new intensive care unit and,



Roger and Jennifer Williams had planned to marry in December 2016, but right before Roger's open heart surgery that October, the couple made a last-minute decision to bump up their wedding — and have it in the chapel at Methodist Charlton. Hospital employees attended to wish them well!

once released from the hospital, benefit from supportive cardiac rehabilitation in the Fitness Center and Fit Zone.

- **New Heart Failure Clinic.** Through this new program, patients with heart failure or at risk for heart failure can receive the support needed to manage this chronic disease.

It's our privilege to be there for our community through advanced heart care.

To learn more, visit

MethodistHealthSystem.org/CharltonCardiology.



Roger Williams is able to enjoy time with his wife and family, thanks to the open heart surgery he had at Methodist Charlton.

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NUMBERS TO KNOW

LEADING THE WAY AT METHODIST CHARLTON

Methodist Charlton Medical Center looks forward to a bright future of serving the community with these experienced, educated leaders at the helm.



Fran Laukaitis,
MHA, BSN, RN, FACHE,
president



Teresa Land,
MBA, BSN, RN, vice
president of nursing
and chief nursing officer



Dustin Anthamatten,
MBA, MA, CPA, vice
president of operations



Stephanie Gary,
MBA, CPA, vice
president of finance

10,328

The number of people Methodist Health System employed throughout the Metroplex in 2017.



2,218

The number of people employed by Methodist Charlton Medical Center in 2017, making the hospital one of the largest employers in the Best Southwest cities.

3 The number of years Methodist Health System has been part of the Mayo Clinic Care Network. Both Methodist and Mayo Clinic continue to work together to benefit the communities they serve by sharing knowledge, accessing the latest medical information, and providing innovative care, unmatched in this marketplace.

14 The number of consecutive years that Methodist Health System has been named among the Best Places to Work by the *Dallas Business Journal*. The health system also ranked among the 150 Great Places to Work in Healthcare by *Becker's Hospital Review* for the seventh year running.

2020

As part of Methodist Health System's new Vision 2020, we aim to be the trusted choice for health and wellness. We're well on our way with these recognitions in 2017:

- Gold recognition in the American Heart Association's new Workplace Health Achievement Index
- Well Deserved Honorable Mention Award from UnitedHealthcare for our worksite wellness program.

90

Methodist Health System celebrated its 90th anniversary on Dec. 24, 2017. On that night in 1927, eight days before the hospital was to open, a young woman arrived in labor. The medical staff jumped into action and helped her give birth to a healthy baby — the first of thousands to be born at the hospital.

\$1.4 billion

Methodist Health System's 2017 economic impact, including from income and benefits provided for employees.

\$155.9 million

How much Methodist Health System provided in unreimbursed charity care in fiscal year 2017.

4/1/17

At 4:15 a.m. on this date, an 18-month, \$80 million investment paid off when Methodist leaders "flipped the switch" on Epic, a new systemwide electronic medical record system. This robust system allows Methodist to have a more unified approach to care and offers a brand-new patient portal. Learn more at MethodistHealthSystem.org/MyChart.

METHODIST CHARLTON ADVISORY BOARD

Thank you to the outstanding people serving on our advisory board: (seated, from left) Curtistene McCowan; Margie Waldrop; Jill Waggoner, MD; (standing) John Collins; John Hubbard, PhD; Dick Griner; Bob Mong; Ken Weaver, chairman; Ed Harrison; Fran Laukaitis, MHA, BSN, RN, FACHE; Dan Eddy, president; Michael Finch, MD; Marcus Knight; Stephen Mueller, MD; and Michael Hurtt; (not pictured) Kevin Fegan, PhD; Robert Garza, PhD; the Rev. A. Marie Mitchell; Allen Schneider, DO; Boyce Whatley; and Paul Skluzacek, MD.



WE PROUDLY SUPPORT THESE LOCAL CHAMBERS OF COMMERCE

- Best Southwest Partnership
- Cedar Hill Chamber of Commerce
- Dallas Black Chamber of Commerce
- DeSoto Chamber of Commerce
- Duncanville Chamber of Commerce
- Lancaster Chamber of Commerce.

Committed to our community's wellness

Methodist Health System and Methodist Charlton Medical Center are improving the health of our community with these initiatives:

- **Faith Community Nursing.** Through local churches, Methodist Health System provides education and health outreach, including flu shots and biometric screenings.
- **Methodist Generations.** This program offers wellness activities, social events, and educational outreach for people ages 55 and older.
- **Mobile mammography.** In collaboration with Susan G. Komen® Dallas County, Methodist's mobile mammography unit brought breast cancer screenings directly to 664 women this year.
- **Methodist Alliance for Patients and Physicians (MAP²).** This accountable care organization (ACO) improves and saves lives through coordinated care for more than 109,000 people. These patients have seen overall improvement in health measures, as well as a lowered overall cost of care. For these efforts, MAP² has achieved national recognition for the quality of care given to patients.



Methodist Charlton hosted three tables in the Dallas Regional Chamber's Leadership Dallas Alumni Dallas Dinner Table event. The meals provided a chance for community members, including Methodist Charlton leaders, to discuss race relations in Dallas.



In fall 2016, Shop, Eat, Drink, PINK! raised more than \$11,500 for women's imaging at Methodist Charlton to help underinsured women get much-needed mammograms. Founder and breast cancer survivor Sheri Mathis (second from left) presented the check to the women's imaging team in February 2017.

Service and support in 2017

We were proud to offer or sponsor these and other community events and organizations last year:

- Ben Franklin Apothecary and Duncanville ISD Heart of Duncanville 5K
- Best Southwest Legislative Breakfast Series
- Cedar Hill Chamber of Commerce Women's Empowerment Luncheon
- Celebrating Life Foundation Sister to Sister 16th annual Fitness Festival
- City of Cedar Hill 80th Country Day on the Hill
- City of Ovilla Heritage Day parade and event
- Dallas Regional Chamber of Commerce Leadership Dallas Alumni Dallas Dinner Table
- Duncanville Chamber of Commerce Golf Classic
- Falling for Pink
- First Ladies and Women in Ministry Brunch
- 4th Day of Summer
- Harmony Community Development Corporation Donor Dinner
- Heart to Heart
- His and Hers
- MegaFest 2017
- Mountain View College annual health fair
- Relay for Life of Midlothian Survivors Dinner
- Ruby Young Elementary Medical Magnet School
- Shop, Eat, Drink, PINK! at Hillside Village and the Bishop Arts District
- Taste of Cedar Hill
- Taste of Duncanville.



A fitness instructor from the Fitness Center and Fit Zone at Methodist Charlton leads Heart to Heart participants in heart-healthy exercises. The Feb. 25 event was a great way to celebrate American Heart Month.



On March 17, the Methodist Charlton volunteer department launched Charlton Caring Crafters. Here, the paper-crafting group meets to create food tray favors to bring smiles to patients.

Another step in the right direction

Methodist Charlton continually looks for ways to improve patient care

At Methodist Charlton Medical Center, we're always looking for ways to better serve our patients. Here's a look at some of the ways we invested in a better patient experience in 2017:

● 3-D mammography.

In January, the Women's Imaging Center at Methodist Charlton began offering 3-D mammography, which provides a more enhanced view of the breast, especially when a woman has dense breast tissue. The result is more accuracy and more peace of mind for women.

● **Pet therapy program.** Hospital patients can enjoy visits from Cyan, a red standard long-haired dachshund, and his handler, Sandi Myers. Benefits of pet therapy include improved cardiovascular health, diminished pain, decreased anxiety, and motivation for faster recovery.

● **Language of Caring.** Employees began learning the Language of Caring. This proven communication strategy will help to ensure that patients feel valued and receive high-quality care.

● **New support groups.** Last year, Methodist Charlton started a new monthly Breast Cancer Support Group for women. Four local male breast cancer survivors also founded the Men 4 Men Support Group to help men face various health issues, including breast cancer and heart disease.



Twenty-four jump-start facilitators start Language of Caring training at a seminar on June 6.

HONORING SERVANT LEADERS



In 2017 Methodist Health System Foundation awarded its Robert S. Folsom Leadership Award to David B. Miller (second from left), community leader and generous philanthropist. The event raised \$2.1 million in his honor. Presenting the award to him are (from left) R. Stephen Folsom, Foundation board chairman; Jim Johnston, Foundation president; and Stephen L. Mansfield, PhD, FACHE, Methodist president and CEO.

A nonprofit 501(c)(3) organization, Methodist Health System is affiliated by covenant with The North Texas Conference of the United Methodist Church. To support any of Methodist's vital healthcare and community programs, call Methodist Health System Foundation at 214-947-4555 or visit Foundation.MethodistHealthSystem.org.

Texas law prohibits hospitals from practicing medicine. The physicians on the Methodist Health System medical staff, including those being referenced in the articles contained in this publication, are independent practitioners who are not employees or agents of Methodist Charlton Medical Center, Methodist Health System, or any of its affiliated hospitals.

The Methodist Alliance for Patients and Physicians (MAP²) is an independent legal entity and is established for purposes of managing the health of the communities served by Methodist Health System by arranging for high-quality healthcare services, while reducing the growth in healthcare expenditures through enhanced care coordination. The physician members of MAP² are independently practicing practitioners and are not employees or agents of MAP², Methodist Health System, or any of its affiliated hospitals.

CARE YOU CAN TRUST

Here are just some of the accolades we've received in the past year.

Methodist Health System

- Three winners in the *D CEO* magazine Excellence in Healthcare Awards
- Among *Hospitals & Health Networks* magazine's Most Wired in the nation for seventh consecutive year
- Named to *Becker's Hospital Review* list of 52 Hospitals to Know
- Pamela McNutt, FCHIME, LCHIME, FHIMSS, senior vice president and chief information officer, named to Most Powerful Women in Healthcare IT by *Health Data Management*
- Fifty-three physicians on the medical staff among the *D Magazine* Best Doctors in Dallas.

Methodist Charlton

- Redesignation as a Primary (Level II) Stroke Facility by the Texas Department of State Health Services
- Accreditation by the National Accreditation Program for Breast Centers, which is administered through the American College of Surgeons
- Blue Distinction[®] Center+ for Maternity Care
- IBCLC (International Board Certified Lactation Consultant[®]) Care Award Facility by the International Board of Lactation Consultant Examiners[®] and International Lactation Consultant Association[®]
- Five Star Service Award from the Texas Department of Vital Statistics for Excellence in Health Information Management
- Best Emergency Facility in the *Focus Daily News* Reader's Choice Awards
- Quality Respiratory Care Recognition from the American Association for Respiratory Care for the eighth year in a row
- Long-term nurse honored with Special Recognition in the Dallas-Fort Worth Hospital Council Awards and another named among the DFW Great 100
- Patient Safety Excellence Award by Healthgrades
- DeSoto Large Business of the Year.