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METHODIST HEALTH SYSTEM MEDICAL STAFF NEWS



Patient outcomes and experience keep improving, for 5 years and counting



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

Clinical leaders routinely review changes in quality outcomes and patient experience on a year-to-year basis, but to really see how far we've come, we occasionally need to look back a bit further.

Methodist Health System's Quality Review Committee recently reviewed a five-year Historical Lookback, and the across-the-board improvements were eye-opening, especially when you consider these results encompass a pandemic that stretched staffing and capacity like never before.

Of the 11 metrics highlighted, all showed progress and more than half improved by 32% or better. That includes overall mortality (O/E), which was down 12%, and sepsis mortality, which declined by 34% -- for a total of 1,840 lives saved beyond what was expected.

Three of the metrics performed at top quartile or even better in one case:

- Falls with injury were down 11%
- CLABSI was down 32%
- Geometric Mean Length of Stay was down 6%
- Compliance with the Sepsis 1 Bundle is up 26% (top decile)

It's hard to overstate the impact your work has had on these patients and their families, but the good news doesn't end there.

Quality outcomes translate to satisfied patients, and Methodist has also sustained steady improvement in patient experience metrics across all service lines for the past several years.

We began our patient experience journey with a focus on the inpatient HCAHPS survey. Over time, as we built success in this area, we identified that we could realize even greater inpatient success if we put an intentional focus on areas that are often our initial access points for care.

With a majority of our inpatients coming from the emergency department, this became Methodist's next area of focus in our patient experience strategy. Shortly thereafter, efforts expanded into the outpatient test and treatment area, as well as the medical practice service line.

Currently, Methodist is performing at top quartile or higher across our inpatient, ED, outpatient test and treatment, and our primary and specialty medical practices.

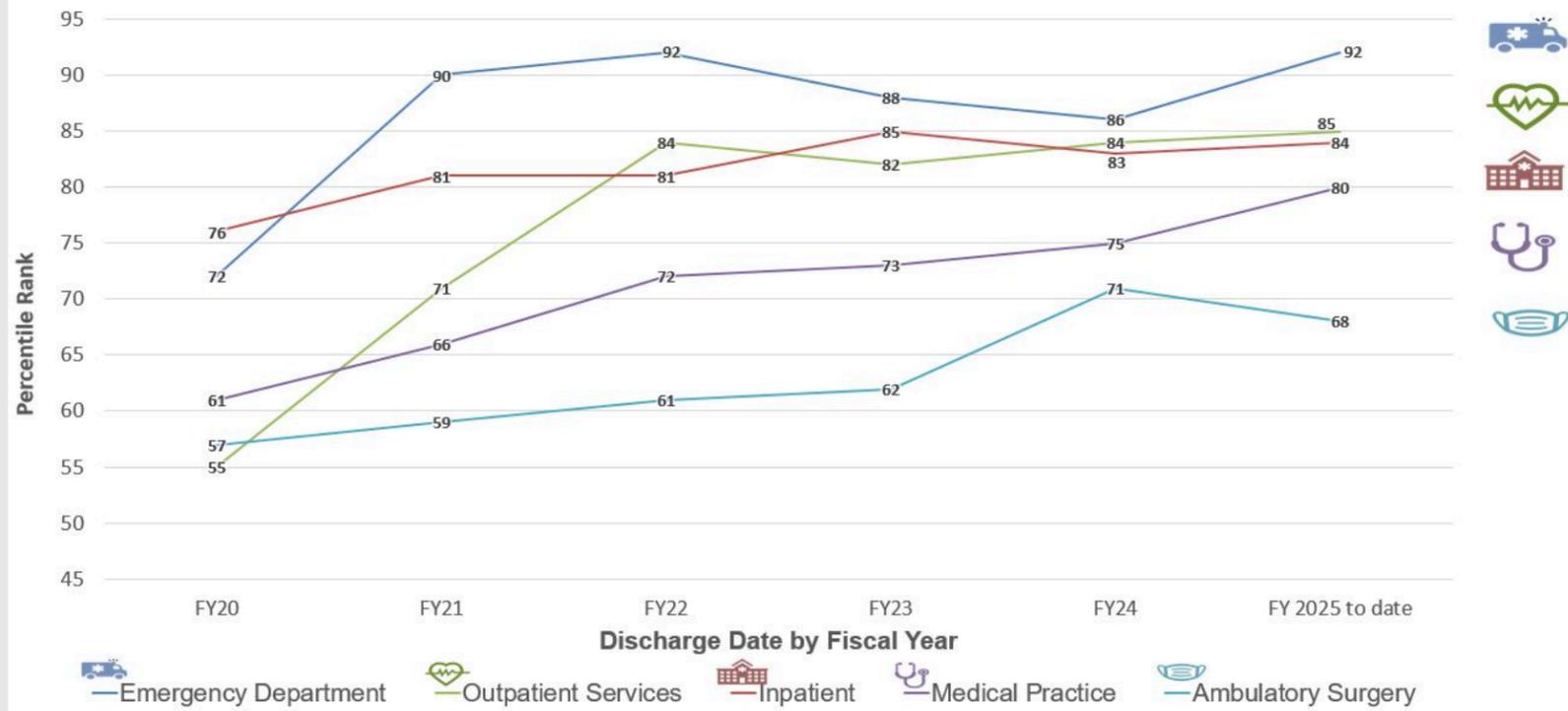
Most recently, with the inclusion of ambulatory surgery surveying in public reporting, the system has taken an "all hands on deck" approach to optimizing our performance within this focus area.

In the ambulatory surgery space, providers on the medical staff can influence patient experience in a number of ways. Most notably, providers like you can ensure communication is clear and consistent for the patient, family, and care team from the preoperative consultation through post-operative care phases.

While this progress shows we are meeting and exceeding expectations, we could use your help! Stay tuned for additional tips and tricks featured in the next issue of Progress Notes.

If you would like to get involved or learn more about the physician's domain on any of our surveys, please reach out to StephanieWells@mhd.com to get connected to your local Patient Experience Consultant. Questions related to clinical outcomes data may be directed to AngelaVincent@mhd.com.

The graph below shows Methodist's patient experience growth over the last six fiscal years. For reference, 10 years ago in FY15 the average HCAHPS ranking for the four wholly owned hospitals was in the 66th percentile. Now, for FY25 to date, the HCAHPS aggregate score for Methodist's six hospitals ranks in the 84th percentile, an improvement we can all be proud of.



ED: Overall Rating, Visits 50k+ DB
 OPTx: Overall Rating, All Facility DB
 HCAHPS: Rate 0-10, All PG National DB
 MMG: Likelihood of Recommending, National Facilities DB
 OAS: Rate 0-10, Large PG National DB
 Surveys Received by 3/16/25

Built for Success

Methodist Celina

Boomtown welcomes its first hospital

The brand-new Methodist Celina Medical Center welcomed its first patients on March 17, opening its doors moments before the sun rose to give one of the nation's fastest-growing cities its first hospital.

"It took us 97 years to get here, Celina, but we're glad we're here," said Methodist Chief Executive Officer **James C. Scoggin, Jr.** "We go where there's need, and we meet that need. We run to it."

The hospital is the 13th within Methodist Health System, by ownership or affiliation, and signaled its opening by lighting up its emergency entrance to give the surrounding communities and the paramedics who serve them a new beacon for lifesaving care closer to home.

"When you see those blue lights on the horizon and the glowing crosses facing west and north, know that this community can trust Methodist." hospital President **Cody Hunter** said. "Our team is ready, willing, and able. We've got you."

The hospital strikes a stunning profile with four stories of glass and steel rising from what was once 40 acres of pastureland where cattle grazed and wildflowers blossomed.

[WATCH VIDEO](#)



"Two years ago, this was just a big field full of longhorns," said **Pam Stoyanoff**, president and chief operating officer of Methodist. "This gorgeous \$237 million hospital will open with 51 beds and the ability to expand beyond that in the years to come."

The grand opening featured a high-tech drone show but was also steeped in the history of Celina, nicknamed Rollertown because its industrious residents once loaded their homes and businesses onto rollers to move closer to a new rail stop at the turn of the 20th century.

In recent years, the city has flourished, serving notice as one of America's true boomtowns.

"Methodist saw our future before others did," said Mayor Ryan Tubbs, noting that his city's population has tripled in the past decade. "Your presence here represents a vote of confidence in what Celina is becoming."



Methodist Dallas

Labor and delivery unit transforms

Methodist Dallas' labor and delivery staff celebrated a new and improved space. The Women's and Children's Services unit includes 14 labor and delivery suites, two operating rooms for cesarean sections, a five-room Obstetrics Emergency Department, and a recovery area.

"Members of our medical staff worked hand in hand with hospital designers to create a labor and delivery space that is as functional as it is beautiful," said Methodist Dallas President **John Phillips**, FACHE. "By adding an OB emergency department, we are once again elevating our care for mothers and their growing families."

The \$13 million transformation was made possible by the efforts of the Methodist Health System Foundation, which raised almost \$11.5 million for the project.

Methodist Richardson Construction complete on unit devoted to C-section care

A new three-bed unit for pre-operative and post-anesthesia care has made its debut at Methodist Richardson.

The Forth Floor space, once a Level 1 well-baby nursery, is now being used to streamline care for cesarean sections. It provides a better patient experience and frees up labor and delivery suites.

The nursery was remodeled as part of a capital project approved last fall.



Equipped to Care

Methodist Charlton

HIFU robot treats prostate cancer

Methodist Charlton has added a new noninvasive technology that treats early-stage prostate cancer using high-intensity focused ultrasound (HIFU).

The first machine of its kind in North Texas, the hospital's new Focal One® Robotic Focal HIFU decreases the risks and side effects that often come with traditional surgery or radiation by using a probe to destroy diseased portions of the prostate without damaging surrounding healthy tissue.

Focused ultrasound works in the same way as rays of sunlight that pass through a magnifying glass and are concentrated at a single point, causing localized heating that destroys the cells in the gland.

HIFU is one of the latest treatment options using focal therapy to treat prostate cancer. The real-time imaging allows for precise local ablation in one session under general anesthesia, repeatable, if necessary, with a low risk of side effects.



Methodist Dallas

Da Vinci 5 robot a first for system

Surgical teams at Methodist Dallas are now using the new da Vinci 5, Intuitive's most advanced surgical system.

Da Vinci 5 allows surgeons to feel and see more during procedures, improving patient outcomes and efficiency. Some key upgrades from previous da Vinci machines include improved precision, 3D imaging, and force sensing, which lets surgeons better sense the amount of force put on tissue.

"The da Vinci 5 is going to help our staff and make cases more efficient. It adds a lot of ease and comfort in the operating room, which will help our patients," says **Susannah Hambright, MD**, general surgeon on the medical staff at Methodist Dallas.

Methodist Charlton

ROSA raises bar for knee surgery

Surgical robotics are a game changer, and Methodist Charlton just added the ROSA Knee system to greatly enhance precision for orthopedic surgeries and offer unparalleled 3D imaging.

"It's like an assistant in the operating room that never gets tired, that never messes up, and is always on," said **Tyler Freeman, MD**, orthopedic surgeon on the medical staff at Methodist Charlton. "The cuts are more precise than I can make with older instrumentation, and I can personalize every knee or hip I work on to each patient's anatomy."

That allows the new joint to be attached to the newly resurfaced bones with unprecedented precision, down to 0.5 millimeter, or the width of a few human hairs. And that translates to a quicker recovery, less pain, and happier patients in the long run, Dr. Freeman says.



Medical Milestones



Methodist Southlake Enhanced capabilities for cardiac, GI care

Methodist Southlake Medical Center continues to enhance its medical capabilities, bringing critical services closer to the community. The addition of percutaneous coronary intervention (PCI) capability provides EMS with a nearby option for patients needing emergent cardiac care, improving transport efficiency, and ensuring faster treatment.

Similarly, the introduction of 24/7 GI services in December allows the facility to accept critical GI patients who previously had to be diverted, reducing delays and improving patient satisfaction. These advancements reinforce Methodist Southlake's commitment to providing high-quality, accessible care to the community.



Methodist Richardson Advancing cancer treatment with LINAC

Methodist Richardson has installed a new-generation linear accelerator (LINAC) to enhance the hospital's radiation cancer therapy.

The linear accelerator produces high-energy radiation that is delivered to the patient's tumor to kill cancer cells while minimizing damage to surrounding tissue.

"In the past decade, the field of radiation oncology has seen incredible advancements in technology, computer power, and imaging," said **Paul DeRose**, MD, radiation oncologist on the medical staff.

"These advancements allow us to provide treatments that are significantly more effective, with fewer side effects than ever before."



Methodist Charlton First kidney cancer surgery performed

The staff at Methodist Charlton performed their first robotic partial nephrectomy last year. A nephrectomy is a minimally invasive procedure that removes the part of the kidney affected by cancer while leaving the healthy portion of the organ intact.

"Kidney surgery has radically changed over the past several years and we are now able to provide patients with effective minimally-invasive surgeries that allow them to recover faster and get back to their lives," said **Srinath Kotamarti**, MD, urologist on the medical staff at Methodist Charlton. "We're proud to help bring this surgery to Methodist Charlton and offer our patients the type of care they deserve."



Methodist Mansfield Celebrating 10,000 robotic surgeries as a team effort

The staff at Methodist Mansfield celebrated a major milestone in advanced surgery last fall after a hiatal hernia patient underwent the 10,000th robotic-assisted procedure at the hospital.

"We are thrilled to celebrate this remarkable achievement with this patient, whose successful surgery represents the thousands of lives we've touched through robotic-assisted procedures," said **Jeremy Parcells, MD**, vice chair of surgery at the hospital.

"Reaching this milestone is a testament to our team's dedication to refining these innovative techniques, ensuring our patients receive the best possible outcomes."

To commemorate the 10,000th surgery, Methodist Mansfield hosted a party honoring the patients, employees, and members of the medical staff who made it possible.

Placing Methodist Mansfield at the forefront of advanced surgical care, robotic-assisted surgeries offer minimally invasive options, shorter recovery times, and better patient outcomes. Since introducing robotic surgery in 2013, the hospital has expanded its capabilities to include oncology, gynecology, urology, and gastrointestinal procedures.

"This is not the work of a single person," said Dr. Parcells. "It's a team mentality, like when you have a quarterback win the Super Bowl. It's anything but an individual accomplishment, and I've got a banger of an offensive line."

[WATCH PATIENT VIDEO](#)

Methodist Midlothian

Hospital notches two surgical milestones

Methodist Midlothian recently performed its first endoscopic retrograde cholangiopancreatography (ERCP), a milestone in advanced gastrointestinal care. The procedure was completed by **Imad Ahmad**, MD, physician on the hospital's medical staff.

ERCP is a minimally invasive technique used to diagnose and treat bile duct and pancreatic conditions. By offering ERCP at Methodist Midlothian, patients no longer need to travel out of the area for high-level gastroenterological care.

"Bringing ERCP to Methodist Midlothian allows us to provide specialized treatment closer to home, reinforcing our mission to deliver high-quality, leading-edge care," said **Brooks Williams**, MSN, RN, CENP, Chief Nursing Officer & Vice President of Nursing.

The hospital's staff also celebrated another milestone: its first spinal surgery, performed by **Stephen Katzen**, MD, neurosurgeon on the medical staff. This procedure marks a significant step forward in expanding advanced surgical care in Ellis County.

"We are incredibly proud of Dr. Katzen and our entire surgical services team, whose expertise, dedication, and teamwork made this milestone possible. Their commitment to excellence ensures that Methodist Midlothian continues to deliver exceptional, patient-centered care," said **Emily Dykes**, MHA, Vice President of Operations at Methodist Midlothian.

These capabilities provide more options, better access, and advanced treatments for patients in need and also represent an unwavering dedication to the community's health.



Setting the Standard



Methodist Midlothian

Chamber gives hospital top award

Methodist Midlothian has been honored with the Midlothian Chamber of Commerce's Award of Excellence for Large Business/Industry for 2024.

Over the past year, Methodist Midlothian has continued to enhance healthcare access and quality in the region. Key milestones include earning a Level IV Trauma designation from the Texas Department of State Health Services, receiving four consecutive "A" Hospital Safety Grades from The Leapfrog Group, and expanding inpatient capacity with 30 new beds in the Intermediate Care Unit.

"When we opened in 2020, our promise to this community was to deliver compassionate care close to where residents live, work, and play," President **Jary Ganske** said. "Receiving this award is a testament to that commitment and a reflection of the dedication and hard work of our providers and healthcare professionals."

Retirement ends an era for NICU

Methodist Mansfield is celebrating the career of **Ben Brann, MD**, who retired in January after serving as NICU Medical Director since December 2006.

Dr. Brann's leadership and dedication have been instrumental in providing compassionate, high-quality care to the hospital's youngest patients and their families.

Hospital President **Juan Fresquez Jr., MBA**, congratulated Dr. Brann on his outstanding service to the NICU and nearly two decades of commitment. His legacy of excellence in neonatal care will leave a lasting impact on the hospital and the community.



Speaking Up for Safety

Workplace Violence Committee unites efforts to make Methodist safer

At Methodist, safety is a top priority, not just for our patients, but for everyone on the care team. Workplace violence is a growing concern in healthcare, and our leadership is actively working to ensure a safe environment for all staff, including physicians.

By applying "preoccupation with failure," a core RISE High Reliability principle, we remain vigilant in identifying risks and implementing proactive solutions.

Our goal is to prevent violence in the workplace, respond effectively, and sustain meaningful change across our system.

To strengthen our approach, we've established a Workplace Violence Committee, bringing together leaders from operations, human resources, pastoral care, and facilities. Key initiatives include:

- Threat Assessment Teams – Campus teams assist with identifying and managing potential threats before they escalate.
- Workplace violence dashboards in VERGE – Tracking incidents in real time allows leadership, HR, and pastoral care to make informed decisions to enhance safety measures.
- Pastoral Care Integration – Recognizing the impact of workplace violence on healthcare teams, pastoral care plays an active role in the following:
 - Providing emotional support after incidents
 - Following up to ensure staff feel valued and heard
 - Partnering with HR and leadership to improve resources and safety protocols

Methodist leadership is committed to accountability, data-driven decision-making, and frontline support to foster a safe and supportive environment for all physicians and staff. Together, we are reinforcing a culture where safety is not just a priority — it's a shared responsibility.



[Click HERE to read the RISE newsletter](#)

Epic Strides

[Thrive efficiency workshops](#)

[What's new?](#)

Thrive workshops focus on chart efficiency and personalization. Learn tips and settings to speed up common workflows in hands-on classes designed to help providers become more efficient in Epic.

With small class sizes, you will leave Thrive with settings updated in Epic – saving you precious moments each time you log in.

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Methodist
HEALTH SYSTEM
HEALTH INFORMATICS TRAINING

Effective earlier this year, the Patient List column (408506004) **Provider Admit Med Rec** had a name update to **Provider Prior to Admission (PTA) Med Rec**. This is to clarify the column for expanded use by users outside of Pharmacy and for future admission medication reconciliation enhancements. The purpose of this column is to show providers if PTA meds have been reconciled or not.

Updating Your Patient Lists

The **Provider Prior to Admission (PTA) Med Rec** column can be added to your Patient Lists to monitor patients prior to admission (PTA) medication reconciliation status.

1. Within Patient Lists, either: Select preferred patient list, right-click the list, and select Properties. Or select preferred patient list, click on Edit List, and select Properties.
2. In the window that appears, search for PTA or the column number 408506004.
3. Select the Provider Prior to Admission (PTA) Med Rec search result and click Add Column.
4. Click Accept.

The screenshot shows the Epic interface for managing patient lists. A red circle '1' highlights the 'Properties' option in the context menu for a patient list. A second red circle '2' highlights the search results for 'pta' in the 'Available Columns' section. A third red circle '3' highlights the 'Provider Prior to Admission (PTA) Med Rec' column, which includes a description: 'This column displays an icon indicating the provider med rec status.'

ADVANCING EPIC
UPDATES FROM HEALTH INFORMATICS

Methodist
HEALTH SYSTEM

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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