

Summer 2026

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METHODIST HEALTH SYSTEM MEDICAL STAFF NEWS



Employees who feel valued add up to award-winning health system



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

A highly committed and engaged workforce is the bedrock on which Methodist Health System is built, and we want to show you, our Medical Staff, how that strong foundation makes a lasting impact on all of us.

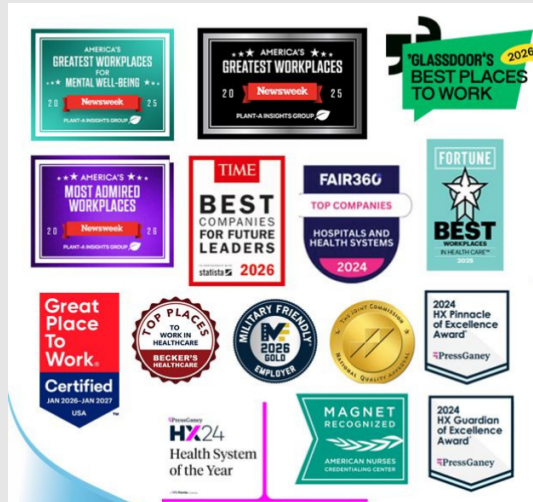
Methodist is consistently ranked among the top places to work nationwide (as you can see at right) by organizations that survey the healthcare experts who know our culture best: our employees. That's not spin or marketing – just real people sharing their truth.

Those experiences add up to a retention rate that ranks in the **86th percentile** nationwide and employee engagement in the **83rd percentile**. It's a testament to a culture where our colleagues stay for the long run, committing to a shared mission every day.

Investing in our people is the highest return on investment we can realize. But we don't just tell employees they matter, we show it through tangible action, from adding \$31.6 million in compensation last fiscal year to investing \$100 million in employee benefits.

When a workforce feels valued and chooses to put down roots, it shows up at the bedside. Of the 1.6 million patient encounters at Methodist's seven wholly owned hospitals, over 100,000 who were surveyed contributed to an HCAHPS score in the **88th percentile** nationally.

Our Medical Staff, all of you, aren't just part of our system; you are driving our culture. We need you at the table, shaping excellence and the future of Methodist. This is our shared journey and we can only continue making progress together.



To that end, I hope you will participate in Methodist's **Physician and APP Engagement Survey** from **August 17 to September 6**. This assessment will provide us with tangible data that we will use to implement solutions, as we do with our employee survey.

We hope to develop strategies to improve work-life balance and ensure your daily work provides the joy, purpose, and meaning that led us all to this career in the first place. Stay tuned for more about how you can help Methodist chart our future.

This is what intentional culture looks like in action...



...a culture that sets us apart.



New requirements for Continuing Medical Education

The state of Texas has issued a new requirement mandating that all Continuing Medical Education (CME) credits be reported and uploaded directly to the [CE Broker system](#). Moving forward, each physician is personally responsible for managing and uploading their credits into this new platform.

The state has set a firm deadline of **September 1, 2026**, for this system to be in place. To ensure you are fully compliant and avoid a last-minute rush, please complete the following steps as soon as possible:

1. **Gather your CME credit hours:** Log into [CME Tracker](#) (the Methodist Health System CME reporting and record-keeping software) to download your certificates. If you received credits through external sites or organizations outside of Methodist, you must gather those certificates as well.
2. **Create your CE Broker account:** [Set up a profile](#) by entering your name and a secure password you will remember.
3. **Upload your credits:** Upload all gathered CME credits and their accompanying certificates directly into the CE Broker system.

Built for Success

Methodist Southwest

A new era begins: Methodist Charlton is now Methodist Southwest Medical Center

The signs around Methodist Charlton Medical Center may have changed, but its mission to serve the Best Southwest region with compassionate, quality care never will.

At midnight August 1, the hospital officially became Methodist Southwest Medical Center, a name that better aligns with the geographic naming of the system's 13 other hospitals, by ownership and affiliation, and reinforces Methodist Health System's deep and lasting commitment to Southwest Dallas County.

"This is about more than a name," said Chief Executive Officer **James C. Scoggin Jr.** "It is about honoring a legacy, recognizing the incredible growth of this hospital, and looking ahead to the future we will build together."

Over 50 years, the hospital has evolved from an 84-bed community hospital into a 314-bed healthcare destination for the hundreds of thousands of patients who benefit each year from major investments in emergency care, comprehensive cancer treatment, robotic technology, and women's services, including a new Breast Center opening later this year.

"In the last decade, Methodist Health System has invested millions of dollars in this hospital — expanding access, enhancing quality, and strengthening the patient experience," said President and Chief Operating Officer **Pam Stoyanoff**, CPA, FACHE. "We are proud of the progress we have made, and we look forward to the opportunities ahead as Methodist Southwest."

The newly named hospital hosted leaders from across Methodist and the Best Southwest communities for a July 29 ceremony — held half a century after the facility opened as Charlton Methodist Hospital, named for philanthropist Margaret Jonsson Charlton.



Guests of honor included patients whose success stories reflect the returns on Methodist's investments in the hospital, from a TV cameraman whose spinal surgery has him walking again after years of back-breaking work to a beloved educator who survived a "widow maker" heart attack.

System leaders credited the hospital's success to its staff, physicians on the medical staff, and strong leadership, a team headed up since 2024 by President **Michael Stewart**. He, too, recognized that the facility's bright future depends on its strong foundation.

"Our name is changing, but our commitment to our patients and community remains the same," Stewart said. "This new chapter reflects the growth of our hospital and the communities we proudly serve, while honoring the trusted, compassionate care our patients have relied on for generations."



Methodist Dallas

10-month project transforms neuro unit

Methodist Dallas' newly transformed 7 Schenkel Tower has reopened to serve as the hospital's Neurosurgical Progressive Care Unit.

The floor underwent a 10-month transformation with funding raised by the Methodist Health Systems Foundation. During this time, leaders refined workflows to ensure high-quality, specialized care for complex neurosurgical and oncology patients.

The unit provides the close monitoring required for a seamless recovery and optimal patient outcomes. Beyond the beautiful new aesthetics, this growth highlights Methodist Dallas' commitment to innovation and excellence.



Methodist Southwest

Family Health Center opens in Red Oak

Families in Ellis County and surrounding areas have greater access to convenient, high-quality care with the debut of Methodist Family Health Center – Red Oak.

Community leaders, healthcare professionals, and local partners gathered in June to mark the milestone and celebrate Methodist's continued investment in meeting the region's growing healthcare needs.

Led by **Lindsay Porter, MD, CAQSM, MAT**, family medicine physician on the medical staff at Methodist Southwest, the new clinic is focused on prevention, wellness, and care for patients of all ages.



Methodist Mansfield

\$6 million upgrade overhauls 5 ORs

Methodist Mansfield has launched a project to completely upgrade Operating Rooms 1-5, replacing the suites that have served the hospital since 2006.

This \$6 million investment, expected to be complete by November, adds next-generation LED lighting, low-radiation C-arms, and the latest surgical technology, including advanced high-definition video integration. By minimizing equipment clutter and reducing setup times, this infrastructure overhaul directly enhances staff mobility and clinical workflows.

These updates ensure surgeons have the advanced tools necessary to enhance precision, facilitate seamless intraoperative consultations, and maintain the highest standards of patient care and efficiency.



Methodist Richardson

3 new Methodist Legacy locations open

Methodist Legacy ER & Urgent Care has opened three new standalone emergency departments, all of them integrated into Methodist Richardson.

Patients in Collin County no longer have to guess whether they need urgent care or emergency services because it's available all in three new locations, with the debut of Methodist Legacy Prosper (pictured above), Methodist Legacy McKinney, and Methodist Legacy Allen.

More locations are expected to open later this year in Melissa and two locations in Frisco. They join standalone EDs in North Richland Hills and Coppell, which are integrated into Methodist Southlake.



Methodist Mansfield

Short stay units ease ED, inpatient care

Methodist Mansfield opened two new short stay units (SSUs) to relieve inpatient overcrowding and patient boarding in the emergency department.

This operational change adds 32 dedicated beds across two locations — 16 beds on unit A4 (SSU-A) and 16 beds within the Clinical Decision Unit (SSU-B). These units are specifically structured to handle low-acuity, high-turnover patients requiring short-term observation or brief post-procedure recovery.

Chief Nursing Officer **Melissa Winans, DNP, MBA, RN, NEA-BC, FACHE**, noted that the specialized units will accelerate patient transfers out of the ED to free up critical exam bays, reduce admissions pressure on standard inpatient wards, and expedite discharge to safely reduce the length of stay.



Methodist Richardson Staff hold Ebola drill with EMS partners

Methodist Richardson teamed up with the Richardson Fire Department to conduct a joint simulation in the event the city must ever respond to a patient with a "high-consequence infectious disease," such as Ebola.

The drill focused on perfecting early notification protocols between paramedics and the emergency department, giving staff critical lead time to put on personal protective equipment before transferring the patient to a dedicated negative pressure room.

The exercise sparked valuable collaborative discussions between first-responders and hospital staff on optimizing receiving protocols, enhancing specialized patient care, and maximizing staff protection.

Equipped to Care



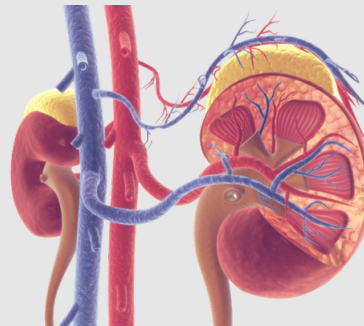
Methodist Southlake

Kidney procedure relieves hypertension

Methodist Southlake has expanded its cardiovascular care to include renal denervation, a minimally invasive procedure for treating uncontrolled high blood pressure.

Anas Alomar, MD, cardiologist on the medical staff at Methodist Southlake, has been credentialed to perform the advanced technique, also known as renal ablation, that targets overactive nerves near the kidneys that contribute to high blood pressure.

Using a catheter, Dr. Alomar delivers ultrasound or radiofrequency energy to the renal arteries, lowering blood pressure and improving overall cardiovascular outcomes without damaging the blood vessels.



Methodist Dallas

New pathology lab serves entire system

Methodist Dallas celebrated the opening of a new anatomic pathology laboratory designed to support patients from across Methodist Health System.

The laboratory prepares tissue and fluid samples collected during surgeries and biopsies for detailed analysis.

The expanded space provides room for future growth and new technologies, helping ensure patients continue to receive high-quality diagnostic care close to home.

Setting the Standard

Methodist Midlothian

Emergency staff receives Lantern Award

Methodist Midlothian's emergency department has been recognized by the Emergency Nurses Association with the 2026 Lantern Award, one of the highest honors for emergency departments nationwide.

The Lantern Award recognizes emergency departments that demonstrate exceptional performance in leadership, clinical practice, education, advocacy, and research. It also highlights organizations that successfully incorporate evidence-based practice and innovation into emergency care while fostering a culture of quality, patient safety, and a healthy work environment.

"This prestigious recognition is a testament to the outstanding care our emergency team provides every day," said Nurse Manager of Emergency Services **Jacob Rhodes**, MHA, BSN, RN, CEN. "Our caregivers are committed to delivering the highest standard of emergency care and ensuring every patient receives compassionate, expert treatment when they need it most."





Methodist Southlake

Heart team earns praise for STEMI care

Methodist Southlake has earned the American Heart Association's Get With The Guidelines – Coronary Artery Disease STEMI Receiving Center SILVER recognition for its commitment to providing rapid, research-based care to people experiencing an ST elevation myocardial infarction (STEMI), one of the most severe and life-threatening types of heart attacks.

"This recognition from the American Heart Association reflects the dedication, teamwork, and passion that our physicians, nurses, cath lab staff, EMS partners, and support teams bring to every patient, every day at Methodist Southlake," said **Anas Alomar, MD**, cardiologist on the medical staff at Methodist Southlake. "It's especially meaningful because it represents our shared commitment to providing our community with the highest quality, evidence-based cardiovascular care."

Two hospitals among cleanest in nation

Methodist Richardson and Methodist Midlothian earned recognition among the nation's cleanest hospitals based on CMS patient surveys.

"Our team works diligently, and it shows," said Methodist Richardson President **Ken Hutchenrider, FACHE**. "They deserve this incredible honor."

Only a dozen hospitals across Dallas-Fort Worth earned five-star ratings, which are based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) surveys after inpatient hospital stays.

"This recognition is a testament to the incredible work of our Environmental Services team and the commitment they bring every day to maintaining a safe, healing environment for our patients, visitors, and staff," said Methodist Midlothian President **Jary Ganske**.



Medical Milestones



Methodist Midlothian

1,000 days of care without CAUTI

Methodist Midlothian celebrated an extraordinary patient safety milestone: 1,000 consecutive days without a catheter-associated urinary tract infection.

The CAUTI milestone reflects the commitment of caregivers, providers, infection prevention specialists, environmental services, quality teams, and leaders working together to deliver safe, high-quality care every day.

"This milestone reflects 1,000 days and thousands of individual moments when our team chose to do the right thing for our patients," said Chief Nursing Officer **Brooks Williams, DNP, RN, CENP**. "Achievements like this only happen when every department is aligned around a shared commitment to patient safety."

Methodist Celina

ED serves 1,000 patients and counting

The emergency department at Methodist Celina reached a major milestone by caring for more than 1,000 patients since the beginning of the year.

This achievement reflects the hospital's growing patient volume and its strong partnerships with regional EMS agencies, including departments in Celina, Pilot Point, Aubrey, Melissa, Van Alstyne, Gunter, and Tioga.

Through station visits, ride-alongs with physicians like **Ammar Al Akshar, MD**, **Steve Duffy, MD**, and **Jason Davis, MD**, and a highly praised dedicated EMS room, Methodist Celina actively invests in building relationships with first responders in these communities.



Bedside Manners

Let's all do our part to break the stigma of seeking mental health care



Paul Lansdowne,
MD, CPE, CPXP
Chairman, Medical Staff
Wellness Committee

Taking Care of Ourselves may be the most neglected of the Care Commitments we try to follow at Methodist, and that's especially true for mental health.

With National Suicide Prevention Awareness Month just around the corner in September, it's important to recognize the sad truth that physicians and other healthcare workers are disproportionately affected by suicide.

That's partly why the MHS Credentials Committee approved small changes related to mental health questions after a thorough review of credentials forms, applications for hospital privileges, and peer reference forms.

You may never notice the change, but the intention is to reduce the stigma surrounding mental health care and to make it easier for clinicians to seek care when they need it.

System: [Paul Lansdowne](#), MD, chair

Dallas: [Oluwadamilola Babaniji](#), DO
and [Lauren Hoffman](#), MD

Richardson: [Jenevieve Hughes](#), MD

Southwest: [Gargeyi Bandaru](#), MD

As a result, Methodist has been recognized as a Wellbeing First Champion by the Lorna Breen Heroes' Foundation, whose mission is to reduce burnout of healthcare professionals and safeguard their well-being and job satisfaction.

In August and September, physicians and advanced practitioners will have the opportunity to provide feedback through the Physician and APP Engagement Survey, which includes questions about burnout and how the workplace affects your relationships at work and outside of work.

Your survey answers are crucial to the efforts of the MHS medical Staff Wellness Committee, Health Informatics, and leadership, and will help shape the ongoing effort to reduce burnout and improve workplace efficiency and culture for the next year and beyond. Please contact me or your campus representative on the Wellness Committee (below) with any questions or suggestions.

Mansfield: [Richard Miller](#), MD

Midlothian: [Benjamin Lo](#), MD

Southlake: [Miriam Torres](#), MD

Celina: [Swapna Katipally](#), MD,
and [Aritra Sen](#), MD

Quality Corner

Listen, verify, connect: choose right tools for safe care

When it comes to patient safety, the most valuable knowledge often belongs to the person closest to the bedside. This quarter's RISE Newsletter focuses on Deference to Expertise, recognizing and listening to the team member with the knowledge or experience most relevant to the situation.

To support this, care teams use RISE Universal Skills such as Validate and Verify, Ask Clarifying Questions, and CARE to promote respectful, two-way communication, clarify concerns, and escalate when resolving a safety issue. For physicians, this means creating space for staff to speak up, listening to those closest to the patient, and responding when concerns are raised.

Respectful communication also includes choosing the right tool for the message. This quarter's newsletter also featured Know Why and Comply (KWC) and appropriate use of Epic Secure Chat. Read more below and in the latest RISE newsletter.

[READ MORE](#)



KNOW | WHY | COMPLY

Who: All Epic Secure Chat users, including nurses, physicians, APPs, and care team members

What:

- Epic Secure Chat is the only approved secure messaging platform for patient care communication at MHS.
- Secure Chat is **asynchronous**, meaning the recipient may not see or respond immediately.
- Secure Chat is for **non-critical communication** and care team collaboration only.
- For urgent or critical concerns: Call, page, activate RRT/code process, or use the appropriate escalation pathway.
- Policy & Guidelines - ["Epic Secure Chat Text and Messaging"](#)
- Epic Tip Sheet - ["Secure Chat PSA"](#)

When: This practice alert is effective immediately to all areas who use Secure Chat.

Why: Using Secure Chat outside of policy may create patient safety, communication, documentation, and regulatory risk.

Secure Chat messages:

- Are not part of the legal medical record
- Are available for **only 14 days**
- Do not replace documentation in Epic
- Should not be used for critical or time-sensitive communication
- If a patient concern is escalated through Secure Chat, the clinically relevant information must also be documented in Epic as appropriate

For any questions or concerns
Contact Unit manager for more information

7/13/2026 [Visit the Nursing Hub for published KWCs](#)

Navigating safety and policy with KWC

Safety and clarity go hand in hand — which is why the "Know, Why, and Comply" (KWC) guidelines are here to support you.

KWC provides clear, standardized guidance about important safety practices or policy changes.

Each KWC explains what staff need to do, why it matters, and how the expectation helps protect patients, staff, and the organization. All current KWCs are available on the Nursing Hub in Pulse for leaders and staff to review and share with their teams.

[SUGGEST A KWC](#)

When Secure Chat is appropriate to use

Secure Chat is designed for routine, nonurgent care coordination and plan-of-care clarification. It is not part of the legal medical record, and messages are permanently deleted after 14 days.

Do not use Secure Chat for medication orders, critical test results, urgent concerns, or documentation of clinical decision-making.

Remember: Chat for routine coordination, call for urgent concerns, and document directly in the medical record when communication impacts patient care.

Explore the Secure Chat tip sheet for additional personalization features.

How Should You Use Secure Chat?

Do	Don't
Secure Chat is meant to convey brief, non-emergent information to other clinicians.	Secure Chat should not be used for placing or receiving orders, clinical decision making, or official documentation.
Messages sent by Secure Chat are for communication and care team collaboration.	Secure Chat must not be used for critical information.
If you have not heard back from the person you are trying to reach in a timely manner, try another communication method.	Pictures are prohibited from being sent or received by anyone except Wound Care Specialists and Physical Therapists documenting wounds.



Successful advisories rank in top decile

Thanks to the continued collaboration between our providers and the OurPractice Advisory (OPA) Governance process, Methodist Health System remains in the top 10% nationally for successful interruptive OurPractice Advisories (OPAs).

This achievement reflects our shared commitment to ensuring interruptive alerts are clinically meaningful, evidence-based, and designed to support patient care while minimizing unnecessary alert fatigue.

Your participation in reviewing, refining, and approving OPAs helps ensure providers see the right alerts at the right time.

New clinical decision support for C. diff

A new C. difficile OurPractice Advisory (OPA) went live on May 6 to support timely evaluation of patients at risk for *Clostridioides difficile* infection.

The advisory appears for an inpatient provider when a patient has documentation of loose, watery stool, diarrhea, and/or bowel incontinence.

- Patient is on admission day 1, 2, or 3
- Has an Inpatient or Observation class
- Does not have an order for C. diff

Note: The OPA will fire for admitted patients located in the ED for IP providers.



Reducing pharmacy alerts by 80K

In our ongoing efforts to minimize alert fatigue, we are updating medication warning settings based on Epic recommendations and Pharmacy Clinical Manager feedback.

These changes took effect April 15:

- Pharmacists will no longer see moderate drug interaction warnings
- Pharmacists and providers will no longer see pregnancy warnings with a severity of "Assess/Risk Benefit"
- Duplicate therapy allowances have been raised on specific drug classes to reduce duplicate therapy warnings

It is estimated that these changes will save us 80,000 alerts per week across the 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.

Dallas: 214-933-3742 (3-EPIC)
or EpicMDMC@mhd.com

Richardson: 469-204-3742 (4-EPIC)
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Mansfield: 682-242-3742 (2-EPIC)
or EpicMMMC@mhd.com

Midlothian: 469-846-3742 (6-EPIC)
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