

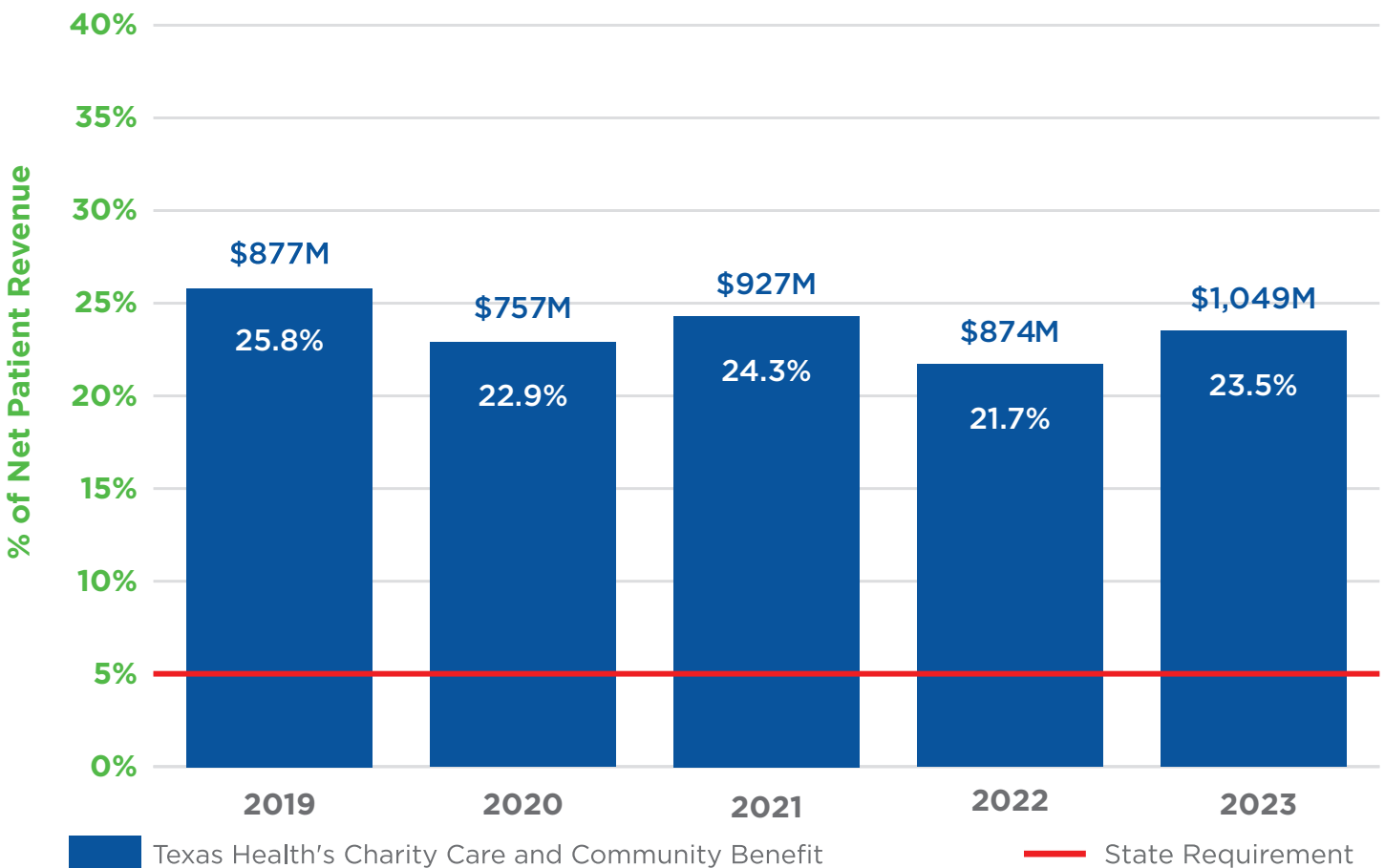
# 2023 SOCIAL PURPOSE REPORT: PERFORMANCE DATA



The following data tables provide an overview of Texas Health's five-year performance. Additional data can be found in the 2023 Social Purpose Report at [TexasHealth.org/Responsibility](https://TexasHealth.org/Responsibility).

## Community | Charity Care and Community Benefit

Texas Health provided \$1.05 billion, or nearly \$2.9 million a day, in charity care and community benefit in 2023. Over the last five years, the system has provided \$4.5 billion.



## Consumers | Quality

The healthcare-associated infection (HAI) ratios in this table are calculated based on the number of observed (actual) infections divided by what was predicted. Ratios under 1.0 mean that patients had fewer infections than predicted. Readmission ratios are calculated similarly and use a risk methodology for additional factors (e.g., the severity of patients' health conditions and demographics). The observed-to-expected (O/E) ratio is a risk-adjusted measure of mortality. A score of 1.0 indicates performance is as expected. A score of less than 1.0 indicates performance is better than expected.

QUALITY MEASURES	2019	2020	2021	2022	2023
Average length of stay (days)	4.4	4.6*	5.0*	4.9	<b>4.8</b>
All-cause readmission observed/expected ratio (omissions: errors threshold)	0.92	0.93	0.94*	0.91	<b>0.95</b>
Sepsis mortality observed/expected ratio	0.77	1.10*	1.15*	0.72	<b>0.63</b>
Sepsis mortality rate	7.07%	7.12%	8.41%	7.24%	<b>6.24%</b>
Overall mortality observed/expected ratio	0.77	0.95*	0.99*	0.66	<b>0.58</b>
Pneumonia mortality observed/expected ratio	1.04	1.20	1.13	0.68	<b>0.53</b>
Pneumonia readmission observed/expected ratio	1.01	1.03	1.05	0.93	<b>0.91</b>
HOSPITAL-ACQUIRED INFECTIONS	2019	2020	2021	2022	2023
Clostridium difficile	0.61	0.59	0.68*	0.67	<b>0.50</b>
Catheter-associated urinary tract infections	0.44	0.42	0.35	0.48	<b>0.39</b>
Central-line-associated bloodstream infections	0.68	0.67	0.94*	0.55	<b>0.39</b>
Surgical site infection (SSI) following colon procedure	0.90	0.95	1.08	0.61	<b>0.61</b>
SSI following abdominal hysterectomy	1.37	1.27	1.30	1.16	<b>0.93</b>

\*The COVID-19 pandemic impacted results due to higher acuity patients and longer lengths of stay.

## Consumer Experience and Satisfaction | Net Promoter Score® (NPS)

NPS measures consumers' likeliness to recommend Texas Health on a scale of -100 to 100. Our goal is to achieve top-quartile performance compared to national benchmarks. In 2023, 10 of our entities achieved our goal and 20 improved year-over-year performance.

LOCATION	2021	2022	2023
Texas Health Breeze Urgent Care	92	90	92
Texas Health Center for Diagnostics & Surgery	89	88	90
Texas Health Heart & Vascular	81	83	84
Texas Health Physicians Group	90	90	90
Texas Health Resources	73	75	77
Texas Health Southlake	93	87	92
Hospital Channel	68	68	71
Texas Health Allen	71	71	74
Texas Health Alliance	67	68	71
Texas Health Arlington Memorial	64	62	64
Texas Health Azle	55	60	62
Texas Health Cleburne	64	66	65
Texas Health Dallas	66	66	68
Texas Health Denton	68	65	72
Texas Health Flower Mound	74	74	75
Texas Health Fort Worth	67	69	71
Texas Health Frisco	80	74	79
Texas Health HEB	69	68	70
Texas Health Kaufman	67	77	74
Texas Health Plano	68	66	72
Texas Health Rockwall	71	71	75
Texas Health Southwest	73	71	76
Texas Health Stephenville	68	70	74

Texas Health began using NPS in 2021. Data are collected from January to November each year.

## HCAHPS Star Ratings

The Hospital Assessment of Healthcare Providers and Systems (HCAHPS®) is a nationally standardized survey developed by the Centers for Medicare and Medicaid Services (CMS). HCAHPS Star Ratings are based on inpatient survey data from Press Ganey that measure eight categories. Stars are awarded on a scale of one to five, with five being the best.

### Systemwide Summary

CMS did not publish Star Rating data in 2020 due to the COVID-19 pandemic.

	2019	2021	2022	2023*
<b>HCAHPS Star (average)</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>
Overall Rating	4	4	4	4
Likelihood to Recommend	4	4	4	4
Nurse Communication	4	3	3	4
Doctor Communication	3	3	3	3
Responsiveness	4	3	3	4
Medication Communication	3	2	3	3
Cleanliness	4	3	4	4
Quietness	3	3	4	4
Discharge Information	3	3	3	3
Care Transitions	3	3	3	3
<b>Total Star Count</b>	<b>32</b>	<b>28</b>	<b>31</b>	<b>33</b>

\*2023 ratings are based on internal calculations. CMS will not finalize 2023 performance data until October 2024.

## Star Ratings by Entity

The following scores are based on entity. CMS did not publish Star Rating data in 2020 due to the COVID-19 pandemic. Most of our entities maintained year-over-year performance, while five improved their ratings.

ENTITY	2019	2021	2022	2023*
Texas Health Allen	4	3	3	4
Texas Health Alliance	3	3	3	4
Texas Health Arlington Memorial	3	3	3	3
Texas Health Azle	2	2	3	3
Texas Health Cleburne	3	3	4	4
Texas Health Center for Diagnostics & Surgery	4	5	5	5
Texas Health Dallas	3	3	3	3
Texas Health Denton	3	3	3	4
Texas Health Flower Mound	4	4	4	4
Texas Health Fort Worth	3	3	3	3
Texas Health Frisco**		4	4	4
Texas Health HEB	3	3	3	3
Texas Health Heart & Vascular	4	4	5	5
Texas Health Kaufman	3	3	4	5
Texas Health Plano	3	3	3	3
Texas Health Rockwall	4	4	4	4
Texas Health Southlake	4	5	5	5
Texas Health Southwest	4	3	3	4
Texas Health Stephenville	4	4	4	4

\*2023 ratings are based on internal calculations. CMS will not finalize 2023 performance data until October 2024.

\*\*Texas Health Frisco did not open until late 2019.

## Environment of Care

<b>ENERGY CONSUMPTION</b>	2019	2020	2021	2022	2023
Total (million Metric Million British thermal units [MMBtu])	2.19	2.16	2.25	2.36	2.30
Per square foot (thousand Btu/square foot)	201.1	198.2	193.2	191.6	188.4

<b>WATER CONSUMPTION</b>	2019	2020	2021	2022	2023
Total (million kilogallons [kgal])	1.39	1.07	1.21	1.35	1.34
Per square foot (kgal/square foot)	0.128	0.098	0.104	0.110	0.110

<b>WASTE GENERATED</b>	2019	2020	2021	2022	2023
Regulated medical waste (million pounds)	1.57	1.56	1.67	1.64	1.50
Solid waste* (million pounds)	17.72	16.60	17.59	16.92	19.44

\*Solid waste generation has increased since 2020 due to systemwide expansion, with more patients being cared for in hospitals, Breeze Urgent Care clinics and other facilities. Additionally, recycling bin selection and equipment issues led to contamination issues, resulting in a considerable amount of recyclable materials being landfilled. Our waste management vendors are working to resolve this issue.

<b>SCOPE 2 GREENHOUSE GAS EMISSIONS</b>	2019	2020	2021	2022	2023
Total (metric tons carbon dioxide equivalent [MTCO <sub>2e</sub> ])		119,289	123,403	128,640	126,976
Per square foot (MTCO <sub>2e</sub> /square foot)		0.01096	0.01058	0.01045	0.01042

Texas Health began measuring Scope 2 greenhouse gases in 2020.

## Employees | Health and Safety

<b>RATES</b>	2019	2020	2021	2022	2023*
OSHA incident rate (vs. national average)	4.0 (5.5)	4.2 (7.6)	3.7 (6.1)	3.7 (6.1)	3.8
OSHA lost time rate (vs. national average)	1.2 (1.3)	1.7 (3.7)	1.3 (2.3)	1.1 (2.4)	1.5
OSHA restricted work rate	0.6 (0.9)	0.5 (0.9)	0.4 (0.9)	0.5 (0.8)	0.4

\*OSHA is the Occupational Safety and Health Administration. National averages will be available in November 2024.

## Diversity, Equity and Inclusion

Program highlights and additional data are in the [2023 Diversity, Equity and Inclusion Transparency Report](#).

### Workforce Demographics

GENERATIONS	2019	2020	2021	2022	2023
The Silent Generation (1928-1945)	0.3%	0.3%	0.2%	0.1%	0.1%
Baby Boomers (1946-1964)	21.0%	20.7%	16.7%	15.4%	13.6%
Gen X (1965-1981)	39.3%	39.0%	38.1%	38.1%	37.4%
Millennials (1982-1996)	38.6%	38.8%	41.5%	41.6%	42.5%
Gen Z (1997-2012)	0.8%	0.9%	3.4%	4.7%	6.4%
AGE, GENDER AND ETHNICITY					
Men	21.5%	21.9%	21.6%	21.2%	21.3%
Women	78.5%	78.1%	78.4%	78.8%	78.7%
Age < 40	40.8%	40.1%	40.1%	40.8%	40.5%
>40	59.2%	59.9%	59.9%	59.2%	59.5%
Ethnic minorities	45.4%	45.8%	47.9%	49.2%	50.1%

### Engagement

OVERALL ENGAGEMENT	2019	2020	2021	2022	2023
Employees	84%	82%	85%	83%	82%
Physicians	79%	83%	82%	74%	76%

### Employment

WORKFORCE	2019	2020	2021	2022	2023
Total employees*	24,344	24,843	25,298	26,844	29,414
Retention**	85.6%	87.4%	81.4%	83.0%	84.8%

\*Includes PRN (as needed) employees.

\*\*Excludes PRN employees.