Care
Providing patients with safe, high-quality medical care is at the heart of everything we do. Parkland’s many clinical innovations have changed the way providers all over the world deliver care in areas such as trauma, burn and obstetrics.

Compassion
We care about you. Parkland employees are called by our mission – to care for Dallas County’s most vulnerable. Our dedicated staff is committed to the health and well-being of each patient – body, mind and spirit.

Community
Parkland reaches beyond the walls of our hospital to serve people in their neighborhoods, schools and community centers. Outreach programs are focused on preventing illness and injury by providing education and preventive screenings throughout Dallas County.
Parkland has been caring for Dallas County’s most vulnerable residents since 1894. Today, Parkland is an integrated health system comprised of a new, state-of-the-art acute care hospital and outpatient clinics located throughout the county, a health plan for those who qualify and many educational and outreach programs. As a preeminent public academic medical center, Parkland has developed countless innovations that save lives, improve access to services and reduce healthcare costs.

MISSION
Dedicated to the health and well-being of individuals and communities entrusted to our care.

VISION
By our actions, we will define the standards of excellence for public academic health systems.
We believe in compassionate care for all

PATIENT CARE

Time has transformed science, technology, incidence of disease and facility design; however, Parkland has remained true to the same promise it was founded upon – the pledge to care for all in need.

- Founded in 1894
- Licensed for 878 beds
- Primary teaching hospital for the University of Texas Southwestern Medical Center
- First Level I trauma center in North Texas
- First Level III neonatal intensive care unit in Dallas
- The only burn center in North Texas verified by the American Burn Association and the American College of Surgeons Committee on Trauma
- Parkland is certified as a Primary Stroke Center, providing continuous 24-hour advanced care for both hemorrhagic and ischemic stroke
- Healthcare provider for the Dallas County jail system
- Internationally recognized leader in disaster preparedness, developing disaster plans adopted worldwide
- Hundreds of research studies are active at any time. One-third of studies at Parkland are clinical trials to evaluate new drugs, treatments or devices.
MEDICAL EXCELLENCE

At Parkland, we employ highly skilled health professionals and utilize state-of-the-art technology and equipment to provide a variety of medical services to our patients. Our focus is not just to care for the acute illness but to also promote the journey of recovery, including therapy, support and education.

Parkland is recognized both nationally and internationally for excellence in several medical areas:

- The Rees-Jones Trauma Center
- Spinal Cord Injuries
- Stroke Center
- Epilepsy Center
- Burn Center
- Oncology
- Orthopedics
- Correctional Health
- Women and Infants’ Services
- Parkland Center for Clinical Innovation
At Parkland, patients are our number one priority every time they walk through our doors and when we provide services in the communities where they live and work. We believe that caring for our patients is both a privilege and a responsibility. Our quality, safety and service are at the core of everything we do.

Parkland is recognized for our care and medical excellence, including:

- Accredited by The Joint Commission
- Certified by The Joint Commission as a Primary Stroke Center
- The only burn center in North Texas verified by the American Burn Association
- Certified as a Level I trauma center by the American College of Surgeon’s Committee on Trauma
- The 2016 Gage Award winner by America’s Essential Hospitals for reducing time and cost burdens on patients by teaching them how to self-administer intravenous antimicrobial drugs at home
- The Get With The Guidelines®-Heart Failure Gold Plus Quality Achievement Award for implementing quality improvement measures outlined by the American Heart Association/American College of Cardiology Foundation
- Accredited by the National Association of Epilepsy Centers as a Level 4 epilepsy center, providing the highest level of treatment for patients with complex epilepsy
- The Joint Commission’s Gold Seal of Approval® and the American Heart Association/American Stroke Association’s Heart-Check mark for Advanced Certification for Comprehensive Stroke Centers. The Gold Seal of Approval® and the Heart-Check mark represent symbols of quality for highly-specialized stroke care.
- In partnership with UT Southwestern Medical Center, the 2017 Bill Aston Award for Quality from the Texas Hospital Association for a project that significantly improved the rate of voluntary human papillomavirus (HPV) vaccine delivery in Dallas County.
- A designated Texas Ten Step hospital by the Texas Department of State Health Services for efforts to support and encourage breastfeeding, the preferred method of feeding for newborns and infants.
Parkland pioneered our Community Oriented Primary Care program in 1987. With 12 primary care clinics, 12 school-based clinics and mobile medical vans, this network offers high-quality, affordable and accessible medical care throughout Dallas County.

Clinic services include preventive care checkups, sick visits, urgent care and mental healthcare. Support services also include social work, nutrition counseling, pharmacy and radiology, among others.

Studies show that services provided by community-based clinics help lower the number of patients seeking primary care in emergency room and hospital settings.

The goal of the program is to provide a medical home for patients, building strong, long-term relationships with their physicians and other care providers. The community clinic program is designated by the National Committee for Quality Assurance as a Physician Practice Connections-Patient Centered Medical Home.

The clinics cared for patients at more than 452,000 visits in fiscal year 2017.
COMMUNITY OUTREACH

A healthy community starts outside the hospital. At Parkland, community outreach and preventive care are just as important as the medical services we provide within the hospital and our clinics. Our philosophy is to not simply treat disease but to focus on preventing illness and injury as an important step in creating a healthy community.

Below are just some of the many programs providing education, intervention and prevention:

- AIDS Education Training Center
- Dallas Healthy Start
- DFW FaithHealth Collaborative
- Epilepsy Outreach
- Global Diabetes Program
- Grief Counseling
- Homeless Outreach Medical Services
- Injury Prevention Center of Greater Dallas
- Mobile Mammography
- North Texas Poison Center
- Parkland Speakers Bureau
- Smoking Cessation Support Groups
- Victim Intervention Program / Rape Crisis Center
As a safety net healthcare system for the uninsured of Dallas County, Parkland plays a critical role in ensuring all Dallas residents get the healthcare services they need.

While Parkland is known for taking care of indigent patients, in fact, most of our patients are employed individuals who simply lack health insurance. In fiscal year 2017, Parkland provided approximately $879.7 million in uncompensated care.

Only one-third of Parkland’s total revenue came from property taxes in fiscal year 2017.

**AD VALOREM TAXES**

*(thousands)*

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
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<tbody>
<tr>
<td>Tax Base</td>
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<td>Tax (per $100 valuation)</td>
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<td>0.279</td>
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<tr>
<td>Net Tax Revenue(^1)</td>
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<tr>
<td>Cost of Uncompensated Care</td>
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<td>$879,735</td>
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<tr>
<td>Cost of Uncompensated Care Over Tax</td>
<td>$335,755</td>
<td>$303,990</td>
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</tbody>
</table>

\(^1\)Net tax revenue includes adjustments for actual collection performance.

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**Payor Mix**

- 33% Charity
- 12.4% Self-pay
- 7.6% Commercial insurance
- 16.1% Medicare
- 30.9% Medicaid

**Uses of Revenue (thousands)**

- $1,038,970 Salaries & benefits (58%)
- $454,867 Supplies & purchased medical services (25%)
- $167,175 Pharmaceuticals (9%)
- $105,401 Depreciation, amortization (6%)
- $40,862 Interest expense (2%)

**Sources of Revenue (thousands)**

- $866,868 Patient services (48%)
- $173,293 Government programs (9%)
- $141,266 Other (8%) (parking, café sales, gain on sale, etc.)
- $46,071 Grants and contributions (2%)
- $15,436 Investment income (1%)
- $575,745 Property taxes (32%)
### PARKLAND BY THE NUMBERS

#### FISCAL YEAR 2017

**Discharges**
- Adult inpatient discharges: 39,908
- Neonatal inpatient discharges: 1,392
- Newborn nursery discharges: 11,145
- Observation / short stay: 22,532
- Total discharges: 74,977

**Deliveries:** 12,527

**Pathology procedures:** 11,512,022

**Radiology examinations:** 531,081

**Prescriptions filled:** 10,540,652

**Surgeries**
- Main operating room: 17,141
- Simmons Ambulatory Surgery Center: 3,961
- Total surgeries: 21,102

**Outpatient visits**
- Specialty clinic visits: 345,681
- Community clinic visits: 452,412
- Women’s clinic visits: 248,713
- Total outpatient visits: 1,046,806

**Emergency visits**
- Main emergency room: 148,880
- Urgent care visits: 66,582
- OB/Gyn emergency room: 23,308
- Psychiatric emergency room: 5,427
- Total emergency visits: 244,197
WORKFORCE

Current workforce
Parkland is a major economic engine for Dallas County, employing and training thousands of people. In fiscal year 2017, Parkland’s employees totaled 12,119. Of those employees, 3,890 were registered nurses.

Caregivers of tomorrow
Parkland serves as a training facility for people who care for the physical, mental and spiritual well-being of Dallas County residents, teaching caregivers of all types, from doctors to nurses to chaplains.

Practical experience and other training opportunities provide the next generation of caregivers and healthcare administrators the real world knowledge to make a difference in the evolving healthcare industry.

For more information regarding Parkland’s training programs, visit www.parklandhospital.com/StudentPrograms.

Caregivers today
Parkland is always looking for dedicated individuals who have a calling to serve others:

www.parklandcareers.com
Parkland Foundation is dedicated to securing substantial financial resources that advance the capital, clinical, educational and research goals of Parkland Health & Hospital System.

Donors are the lifeblood that transforms Parkland into one of the top public hospitals in the country. We invite you to stand with us as we embark on the next chapter of Parkland’s storied history.

With your committed support, Parkland is able to extend its services to reach more people who need us and enhance the quality of programs we offer. The profound impact of your philanthropy will be felt for generations to come.

To learn how you can stand for Parkland, visit www.IStandforParkland.org.