OUR PHILOSOPHY IS SIMPLE

CARE. COMPASSION. COMMUNITY.

Care
Providing 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 those in need. 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 the 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.
MISSION STATEMENT
In 1894, Parkland Hospital opened its doors to the citizens of Dallas. Its mission was simple: to provide medical care to patients in need.

Now, 125 years later, Parkland Health & Hospital System is building on that legacy while breaking ground on a new generation of innovative healthcare initiatives. Today, Parkland is an integrated health system comprised of a 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
Time has transformed science, technology, incidence of disease and how medical care is delivered; however, Parkland has remained true to the same promise it was founded upon – the pledge to care for all in need.

Facts about Parkland:

- Founded in 1894
- Licensed for 882 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
- A 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
- The first public, safety-net system with correctional health component to receive the Pathway to Excellence designation from the American Nurses Credentialing Center
- Internationally recognized leader in disaster preparedness, developing disaster plans adopted worldwide
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 our medical expertise in several areas:

- The Rees-Jones Trauma Center
- Spinal cord injuries
- Stroke
- Epilepsy
- Burn care

- Oncology
- Orthopedics
- Correctional health
- Women and infants’ services
- Parkland Center for Clinical Innovation
INNOVATIVE CARE

We continuously seek new ways to create innovations that change how care is delivered, improve outcomes, enhance the patient experience and ensure safety while also making healthcare more accessible, affordable, efficient and effective.

Some of our many innovations include:

• Outpatient Parenteral Antimicrobial Therapy (OPAT) program, a one-of-a-kind program in which patients self-administer IV antibiotics at home, published in the *Journal of the American Medical Association*.

• In the Gastroenterology e-Consult program, GI experts use electronic medical records to make consultations that don’t require an in-person visit. As it turns out, more than 30% of consults can be done this way.

• ICU early mobility aims to free intensive care patients from serious declines in physical and cognitive function resulting from extended periods in an intensive care unit.

• Launched Virtual Care Department that has developed innovative virtual care programs such as electronic consultations with specialists, virtual visits between provider and patients and virtual follow-up visits for areas such as pharmacy, trauma and behavioral health.

• Maintaining a state-of-the-art hospital with patient-centered design, including utilizing the on-stage/off-stage concept for patient healing and comfort.
• The Parkland Score for Adherence to Medication is a program that is changing the way providers care for patients in the clinics and is allowing population-based approaches to improve care for patients with chronic diseases. Using algorithms and pharmacy data, a Parkland team developed a way to track patient adherence to taking their medication. In turn, that indicator of adherence is available in the electronic medical record for providers and care team members to access real-time while interacting with the patient during a healthcare visit.

• Parkland Center for Clinical Innovation aims to avoid pre-term birth and reduce maternal and infant mortality through a series of text message reminders targeted towards women at risk for pre-term birth.
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.

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.

Staff in our COPC clinics cared for patients at more than 440,000 visits in fiscal year 2019.
HEALTH CENTER LOCATIONS

Bluitt-Flowers Health Center
214-266-4200
303 E. Overton Road
Dallas, TX 75216

deHaro-Saldivar Health Center
214-266-0500
1400 N. Westmoreland Road
Dallas, TX 75211

E. Carlyle Smith, Jr. Health Center
214-266-3400
801 Conover Drive
Grand Prairie, TX 75051

Family Medicine Clinic
214-266-0312
5920 Forest Park Road
Dallas, TX 75235

Garland Health Center
214-266-0700
802 Hopkins Street
Garland, TX 75040

Geriatrics and Senior Care Center*
214-590-8369
1936 Amelia Court, 2nd Floor
Dallas, TX 75235

Hatcher Station Health Center
214-266-1000
4600 Scyene Road
Dallas, TX 75210

Irving Health Center
214-266-3000
1800 N. Britain Road
Irving, TX 75061

Pediatric Primary Care Center
214-266-0100
6300 Harry Hines Blvd., Suite 110
Dallas, TX 75235

Oak West Health Center
214-266-1450
4201 Brook Spring Drive
Dallas, TX 75224

Southeast Dallas Health Center
214-266-1600
9202 Elam Road
Dallas, TX 75217

Vickery Health Center
214-266-0350
8224 Park Lane, Suite 130
Dallas, TX 75231

*Geriatrics and Senior Care Center will be moving in August 2020 to 2231 Butler Street, Dallas, TX 75235.
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 just treat disease and illness but to focus on education and prevention as important steps to creating a healthy community.

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

- Dallas Healthy Start
- Epilepsy Outreach
- Global Diabetes Program
- Grief Counseling
- Homeless Outreach Medical Services
- Mobile Mammography
- North Texas Poison Center
- Parkland Speakers Bureau
- Smoking Cessation Support Groups
- Victim Intervention Program / Rape Crisis Center
A healthy community begins outside the hospital walls
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 patients are employed individuals in hourly or low-wage jobs who simply lack health insurance. In fiscal year 2019, Parkland provided approximately $947.1 million in uncompensated care.

Less than one-third of Parkland’s total revenue came from property taxes in fiscal year 2019.

### Ad Valorem Taxes

*(thousands)*

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
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<tbody>
<tr>
<td>Tax Base</td>
<td>$ 224,543,899</td>
<td>$ 245,669,119</td>
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<tr>
<td>Tax (per $100 valuation)</td>
<td>0.279</td>
<td>0.279</td>
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<tr>
<td>Net Tax Revenue¹</td>
<td>$ 620,998</td>
<td>$ 679,133</td>
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<tr>
<td>Cost of Uncompensated Care</td>
<td>$ 1,020,698</td>
<td>$ 947,119</td>
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<tr>
<td>Cost of Uncompensated Care Over Tax Revenue</td>
<td>$ 399,700</td>
<td>$ 267,986</td>
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</tbody>
</table>

¹Net tax revenue includes adjustments for actual collection performance.
**FINANCIALS**

**FISCAL YEAR 2019**

**Payor Mix**
- 28.2% Charity
- 10.8% Self-pay
- 8.0% Commercial insurance
- 17.6% Medicare
- 4.2% Other
- 31.2% Medicaid

**Uses of Revenue (thousands)**
- $1,141,080 Salaries & benefits (54%)
- $637,097 Supplies & purchased medical services (30%)
- $202,390 Pharmaceuticals (9%)
- $39,533 Interest expense (2%)
- $96,834 Depreciation, amortization (5%)

**Sources of Revenue (thousands)**
- $1,108,716 Patient services (48%)
- $32,301 Grants and contributions (2%)
- $307,785 Government programs (13%)
- $194,324 Other (8%) (parking, café sales, gain on sale, etc.)
- $679,133 Property taxes (29%)
Discharges
Adult inpatient discharges 36,726
Neonatal inpatient discharges 1,421
Newborn nursery discharges 11,345
Observation / short stay 23,308
Total discharges 72,800

Deliveries 12,642

Pathology procedures 12,102,881

Radiology examinations 556,539

Prescriptions filled 10,728,094

Surgeries
Main operating room 17,047
Simmons Ambulatory Surgery Center 3,976
Total surgeries 21,023

Outpatient visits
Specialty clinic visits 363,166
Community clinic visits 446,672
Women’s clinic visits 240,138
Total outpatient visits 1,049,976

Emergency visits
ER Patients Treated 241,968
Current workforce
Parkland is a major economic engine for Dallas County, employing and training thousands of people. In fiscal year 2019, Parkland employees totaled approximately 12,850. Of those employees, 4,277 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 about Parkland clinical training and residencies, please visit:

www.parklandhospital.com/Education

For information about internships and student training opportunities, please 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.
HOW CAN WE HELP YOU?

**General information**
214-590-8000  
parkland@phhs.org

**Compliments? Concerns?**
**Patient Experience**
469-419-0820  
patientexperience@phhs.org

**Need to make an appointment? Find a doctor?**
**Patient Access Center**
214-266-4000

**Questions about paying for your services?**
**Patient Financial Services**
214-590-4900  
www.parklandhospital.com/PatientFinancialServices

**We’re always looking for talented people**
**Office of Talent Management**
214-590-8073  
www.parklandcareers.com

**Interested in volunteering?**
**Volunteer and Guest Services**
469-419-0808

**Interested in doing business with Parkland?**
**Supply Chain**
214-590-4600  
www.parklandhospital.com/vendors

**Want a Parkland expert to speak at your organization’s next event?**
**Community Relations**
214-590-1152  
CommunityRelations@phhs.org