

Building to better serve you

Throughout 2018, anyone passing Methodist Richardson Medical Center couldn't miss the signs of progress. At the corner of East President George Bush Highway and Renner Road, the hospital's new seven-story parking garage went from vision to reality and opened to the public



Tower cranes mean progress for Methodist Richardson's vertical expansion, which will add fifth and sixth floors to the hospital.

in November. The structure features 671 free spaces for patients and hospital staff members to easily access the hospital, emergency department, medical office building, and Methodist Richardson Cancer Center.

"We are very pleased with the progress of this project," says Methodist Richardson President Ken Hutchenrider

Jr., FACHE. "The garage went up fast because precast elements were trucked in and put into place with a crane. You could see daily progress."

With the garage complete, construction crews are now focused on the vertical expansion. The hospital is building floors 5 and 6, which will ultimately add 150 new private patient suites. Construction is expected to be complete in late 2019.

The expansion also included the hospital's ninth operating room (OR). That OR opened in early 2018 and houses the hospital's second robotic da Vinci® Surgical System.

In 2018, the hospital acquired two more robots: A da Vinci X®, ideal for abdominal procedures, and the Mako® robotic arm, technology that helps orthopedic surgeons perform more precise knee and hip replacement surgeries.

ADVANCED TREATMENTS

In addition to major construction, Methodist Richardson also began offering these new procedures and technologies:



Methodist Richardson opened its new seven-story parking garage ahead of schedule in November.

- **Watchman™** — device that can help reduce the risk for stroke in patients with atrial fibrillation
- **TAVR (transcatheter aortic valve replacement)** — minimally invasive heart valve replacement
- **Capsule endoscopy** — tiny wireless camera in a capsule that is swallowed to investigate digestive bleeds
- **EndoFLIP®** — advanced imaging system for digestive diseases
- **Bravo™** — catheter-free reflux testing system
- **High-resolution manometry (HRM)** — advanced measurement of the gastrointestinal tract
- **Savi Scout®** — wire-free system to locate breast tumors.

Methodist Richardson is one of the state's first hospitals to offer wire-free tumor localization with the Savi Scout® technology.



Working for the wellness of our community

Methodist Health System and Methodist Richardson Medical Center are improving community health with these initiatives:

- **Faith Community Nursing.** Through local churches, Methodist Health System provides education and health outreach, including flu shots and biometric screenings.
- **Methodist Generations.** This program offers a variety of wellness activities, social events, and

educational outreach for people ages 55 and older.

- **Asian Breast Health Outreach Project (ABHOP).** Last year, this program provided 492 mammogram screenings, 87 diagnostic exams, and 15 biopsies. ABHOP also offered breast health education to uninsured and underinsured Asian-American women.
- **Mobile mammography.** Methodist's mobile mammography unit

brought breast cancer screenings directly to 2,000 women this year, including 180 in the Methodist Richardson service area.

- **Diabetes education.** A monthly support group offers tips for managing diabetes, including diet, exercise, and insulin use.
- **Methodist Alliance for Patients and Physicians (MAP²).** This accountable care organization improves and saves lives through coordinated care for more

than 85,000 people.

These patients have seen overall improvement in health measures, as well as a lowered overall cost of care. For these efforts, MAP² has achieved national recognition for the quality of care given to patients.

- **HPB Support Group.** This bimonthly support group is open to all caregivers and patients dealing with liver, pancreas, and bile duct conditions.

SERVICE AND SUPPORT 2018

We were proud to offer or sponsor these and other community events and organizations last year:

- Altrusa of Richardson
- Bluegrass on Ballard
- Corporate Challenge
- DFW Hope Mommies
- Gobble Hobble, benefiting Boys and Girls Club of Greater Dallas
- Leadership Richardson and Wylie
- The Mad Hatter Tea Party
- Murphy Maize Days
- NAMIWalks
- Network of Community Ministries
- Plano Prime
- Relay for Life
- Richardson Adult Literacy
- Richardson and Plano symphony orchestras
- Richardson Reads
- Sachse Fall Fest
- Santa's Village
- The Warren Center
- Wildflower! Arts & Music Festival
- Wylie Championship Rodeo.



Methodist Richardson jammed as the headlining sponsor of Richardson's biggest event: Wildflower! Arts & Music Festival.



The behavioral health team at Methodist Richardson put its best foot forward to help raise awareness for mental health at the 2018 NAMIWalks North Texas event.



Hospital employees collected back-to-school supplies and then helped stuff backpacks for Network of Community Ministries.

New technology watches out for your heart



The Watchman implant, offered at Methodist Richardson, made it possible for veterinarian Larry Minter to live without blood thinners — or fear of a stroke.

Not all illnesses have symptoms. That was the case with Larry Minter, DVM, a longtime veterinarian in Richardson. After a routine physical, he found out he had atrial fibrillation (AFib), an irregular heartbeat. Patients with AFib are five times more likely to have a stroke. The reason has a lot to do with the left atrial appendage (LAA), a small part of the heart's left atrium. Everyone has one, but for those with AFib, it poses a greater health risk.

The fast and irregular heartbeat associated with AFib can cause blood to pool and coagulate within the LAA, forming a blood clot that can then travel to the brain and cause a stroke. The treatment is usually a lifetime of blood thinners. But for some, like Dr. Minter, blood thinners

cause severe bleeding issues. Over 3½ years, Dr. Minter had experienced two significant gastrointestinal (GI) bleeds.

“That’s when my cardiologist suggested the Watchman™ implant so I could get off blood thinners,” Dr. Minter explains. “If I had another GI bleed, it could be severe.”

HOW WATCHMAN WORKS

Shaped like a hot air balloon, the Watchman implant is inserted into the LAA where it expands and closes off the area of the heart, eliminating the risk for blood clots.

Brian Lé, MD, cardiologist on the medical staff at Methodist Richardson Medical Center, has performed the Watchman procedure since its approval in 2015. “It’s my go-to procedure,” Dr. Lé says.

The procedure is minimally invasive and takes about an hour. Patients are often discharged after a night’s stay.

For patients like Dr. Minter, the implant is a life-changer. But as Dr. Lé also explains, “The Watchman is not only another option we offer patients to get them off of blood thinners, it’s also part of our commitment to finding the best care solutions for our patients.”

CARE YOU CAN TRUST

Here are just some of the accolades we’ve received in the past year:

Methodist Health System

- Ranked second on the DiversityInc Top Hospitals and Health Systems list
- 205 physicians on the medical staff among the *D Magazine* Best Doctors in Dallas
- 20 Methodist Family Health Centers and Medical Groups, owned and operated by Methodist Medical Group, recognized at the highest level by the National Committee for Quality Assurance for their patient-centered medical home programs

Methodist Richardson

- Magnet® and Pathway to Excellence® designations from the American Nurses Credentialing Center (ANCC)
- First hospital in the nation certified by The Joint Commission in pancreatic/hepatic/biliary cancer
- EDGE Award for Commercial Real Estate from the Richardson Chamber of Commerce
- American Heart Association Mission: Lifeline® Silver Receiving Quality Achievement Award
- American Heart Association Get With The Guidelines® –Stroke Silver Plus Achievement Award
- Top General Hospital and Hospital Safety Score of A from The Leapfrog Group®
- American College of Surgeons Commission on Cancer accreditation
- Robert A. Warriner III Center of Excellence Award for Methodist Richardson Wound Care and Hyperbaric Center
- Accredited by the American College of Radiology for breast MRI
- Four-star rating in overall hospital quality from the Centers for Medicare & Medicaid Services
- Level III (Intensive Care Unit) Neonatal Facility redesignation from the Texas Department of State Health Services
- Continued certification by The Joint Commission for shoulder, hip, and knee replacement surgeries
- Texas Crisis Intervention Team Association’s Behavioral Health Organization of the Year



FOUNDATION HONORS ERICSSON WITH 2018 LEGACY AWARD

The 2018 Yellow and Black Tie Gala, held Oct. 20, 2018, at the Renaissance Dallas Richardson Hotel, was a night about giving back. Methodist Richardson Medical Center Foundation honored international company Ericsson with this year’s Legacy Award. The award recognizes corporations and individuals who have made a difference in the community through their ongoing financial commitment to the hospital. In turn, the event raised nearly \$400,000 in support of vital programs at Methodist Richardson Medical Center.

Shown here, Foundation Board Chair Richard Ramey (left) and hospital President Ken Hutchenrider Jr., FACHE, present the Legacy Award to Barbara Baffer, vice president of government and industry relations for Ericsson North America.

NUMBERS TO KNOW



10,709

The number of people Methodist Health System employed in 2018.

The number of people employed in 2018 by Methodist Richardson Medical Center:

1,840



\$150 MILLION

How much Methodist Health System provided in unreimbursed charity care in fiscal year 2018.

4 The number of years Methodist Health System has been part of the Mayo Clinic Care Network. Both Methodist and Mayo Clinic continue to work together to benefit the communities they serve by sharing knowledge, accessing the latest medical information, and providing innovative care, unmatched in this marketplace.



15 The number of consecutive years that Methodist Health System has been named among the Best Places to Work by the *Dallas Business Journal*. The health system also ranked among the 150 Great Places to Work in Healthcare by *Becker's Hospital Review* for the eighth year running and was named to The Advisory Board's top 20 Workplaces of the Year.

\$1.4 BILLION

Methodist Health System's 2018 economic impact, including from income and benefits provided for employees.



5 How many Chambers of Commerce Methodist Richardson is proud to support: Garland, Murphy, Richardson, Sachse, and Wylie.

METHODIST RICHARDSON ADVISORY BOARD



Thank you to the outstanding people serving on our advisory board: (front row, from left) Nhan Nguyen, MD; Sripathi Kethu, MD; Judy Martin; Chair Gerald Bright; and Joe Snayd; (back row) Julie Yarbrough; Carol Norton, MD; William "Bill" Keffler; Michael "Mike" Spence; Mindy Manson; Ken Hutchenrider Jr., FACHE; David Bonnett, MD; Ronald J. Poff; the Rev. Clayton Oliphint, DMin; Tim Griffy; and Frank Leftwich; (not pictured) Dan Johnson.

A nonprofit 501(c)(3) organization, Methodist Health System is affiliated by covenant with the North Texas Conference of the United Methodist Church. To support any of Methodist's vital healthcare and community programs, call Methodist Richardson Medical Center Foundation at 469-204-6990 or visit MethodistHealthSystem.org/RichardsonFoundation.

Texas law prohibits hospitals from practicing medicine. The physicians on the Methodist Health System medical staff, including those being referenced in the articles contained in this publication, are independent practitioners who are not employees or agents of Methodist Richardson Medical Center, Methodist Health System, or any of its affiliated hospitals.

The Methodist Alliance for Patients and Physicians (MAP²) is an independent legal entity and is established for purposes of managing the health of the communities served by Methodist Health System by arranging for high-quality healthcare services, while reducing the growth in healthcare expenditures through enhanced care coordination. The physician members of MAP² are independently practicing practitioners and are not employees or agents of MAP², Methodist Health System, or any of its affiliated hospitals.

Methodist Family Health Centers and Medical Groups are owned and operated by MedHealth/Methodist Medical Group and are staffed by independently practicing physicians who are employees of MedHealth/Methodist Medical Group. The physicians and staff who provide services at these sites are not employees or agents of Methodist Health System or any of its affiliated hospitals.

