



February 20, 2026

# **A Great Place to Work**

## **How Strategy, Systems, and Accountability Drive Sustained Excellence**

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# About Texas Health Resources

# Texas Health: By the Numbers



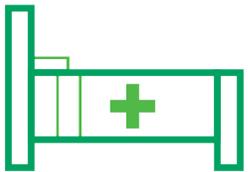
Home to **8M+** North Texans

**420+** points of access, across 11 counties

**29,000+**  
EMPLOYEES



**4,407** Licensed Hospital Beds



**6,400+**  **PHYSICIANS**  
With medical staff privileges

**750+**  
Physicians

**500+**  
Physicians Assistants & Nurse Practitioners

 **Texas Health**  
Physicians Group®

# Our faith-based nonprofit health system cares for more patients in North Texas than any other provider



**29,000+**

EMPLOYEES

**420+**

Points of Access

Across  
Sixteen  
Counties

Home to 8M+  
North Texans

## HOSPITALS

**29**

Hospitals



**4,407**

Licensed Hospital Beds

- 6,400+ Physicians with Medical Staff Privileges
- Acute Care, Short Stay, Rehabilitation & Transitional Care Facilities

## PHYSICIANS GROUP

**469**

Primary Care  
Providers



**460**

Specialists

**406**

Hospitalist and  
Post-Acute Providers

## OUTPATIENT & COMMUNITY ACCESS

**30**

Breeze Urgent Care Centers  
and Growing



**35** Surgery  
Centers

- 25+ Imaging Centers
- Employer Clinics
- Home Healthcare
- Hospice Care
- Quick Care Video Visits
- Primary Care Video Visits

## CLINICAL INTEGRATED NETWORK

Aligns the strengths of  
UT Southwestern with  
those of Texas Health

Long history of working together  
and are committed to creating a  
healthier North Texas by offering  
highly differentiated clinical  
programs

PHYSICIAN  
NETWORK

HOSPITAL  
NETWORK

- Population Health Services
- Health Insurance Plan



More than  
**420**  
points of access **+**  
**virtual** and  
**on demand**  
care at home  
or anywhere



**Urgent Care  
Centers**



**Physician  
Offices**



**Outpatient &  
Imaging**



**Hospital  
Locations**



Texas Health  
**CONNECT**

Helping consumers  
access care with no  
downloads, no  
logins, no hassle



**Surgery  
Centers**



**Home-Based  
Care**



**Video Visits**

Texas Health Community Hope engages in a broad range of innovative programs, investments, and collaborations to make a difference in the community

In 2024, Texas Health provided:

**\$1.18B**

in charity care & community benefit

**More than 5x**

the state requirement for charity care & community benefit

**26%**

of net patient revenue back to our communities

**\$5M**

in Community Impact grants

**11,179**

hours of employee time to community service projects

*As of December 2024*



**COMMUNITY HEALTH & WELL-BEING**



**HEALTHY FOOD ACCESS**



**EMOTIONAL, SOCIAL & SPIRITUAL SUPPORT**



**COMMUNITY COLLABORATION**



**PUBLIC POLICY & ADVOCACY**



**EMPLOYEE COMMUNITY ENGAGEMENT**

# Awarded for Excellence

Texas Health is consistently recognized for how it prioritizes its employees, patients and communities

## Workplace

**Fortune**  
100 Best Companies  
to Work For®  
11 years in a row



Best Workplaces in Health Care™  
Best Workplaces in Texas™

**Newsweek America's**  
Greatest Workplaces  
Greatest Workplaces for  
Women



**American Heart Association**  
Workforce Well-being Scorecard™  
Platinum Recognized Organization  
16 years in a row

## Safety & Quality

Texas Health has **the most four- and five- star hospitals** of any healthcare system in North Texas per the Centers for Medicare & Medicaid Services' Hospital Compare

**Press Ganey**  
2023, 2024, 2025  
Human Experience Awards



**Texas Hospital Association**  
Bill Aston Award for Quality  
Four-time recipient

## Community



**Texan by Nature**  
TxN 20  
2019 – 2025  
for conservation efforts



**American Hospital Association**  
Foster G. McGaw Prize  
for excellence in community service

**Healthy People**  
2030 Champion  
by the Office of Disease  
Prevention and Health Promotion



# [ Our Identity | Who We Are ]

## **Mission**

Why We Exist

To improve the health  
of the people in the  
communities we serve

## **Vision**

The Future We Imagine

Partnering with You  
for a Lifetime of Health  
and Well-Being

## **Values**

How We Act

Respect, Integrity,  
Compassion  
and Excellence

## **Our Texas Health Promise<sup>®</sup>**

How We Live our Mission, Vision and Values | Individuals Caring For Individuals, Together<sup>®</sup>

**We Will Do It By Being** Reliable, Safe, Seamless, Efficient, Proactive, Caring

# My Story

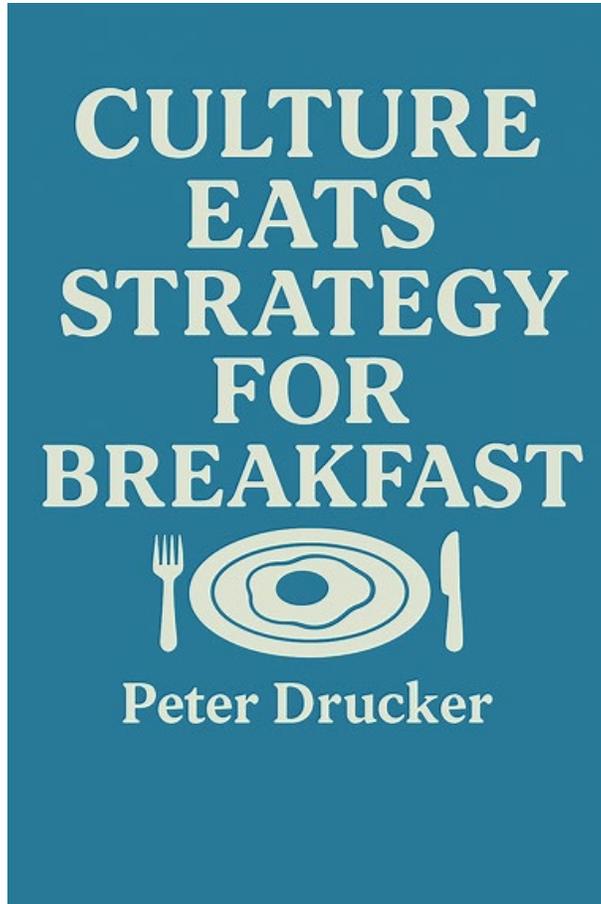
# Culture is a Business Imperative

VISION 2026

Six by '26

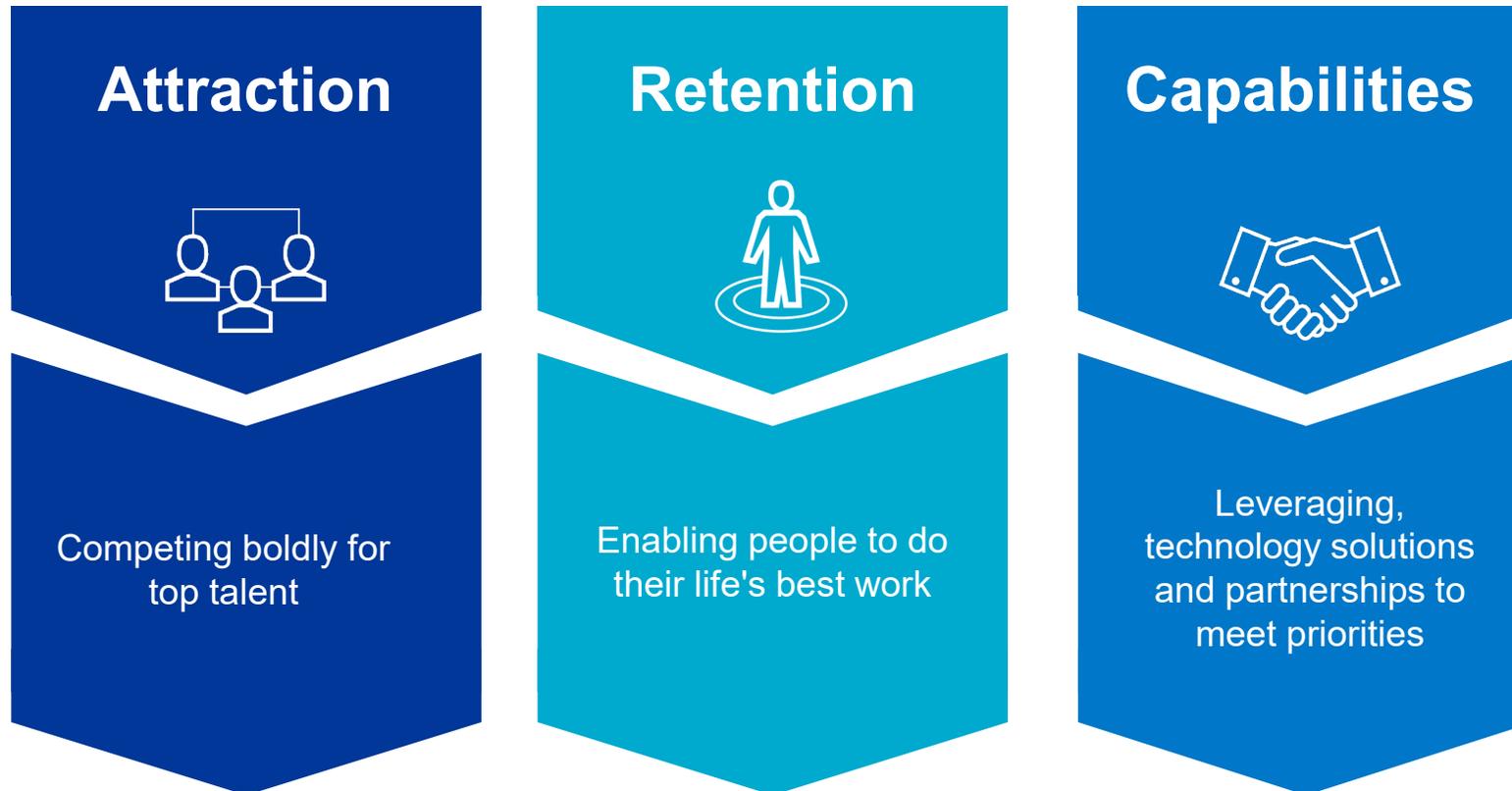


# Why Culture Matters



# A Culture of Excellence

Creating an environment where people can do their life's best work



# Leadership and Core Principles

## I demonstrate Our Texas Health Promise Principles



-  **RELIABLE:** We will be a dependable partner by consistently delivering reliable care and services with exceptional quality
-  **SAFE:** We will keep our consumers and each other safe
-  **SEAMLESS:** We will create a coordinated and convenient experience that is intuitive for the consumers and each other
-  **EFFICIENT:** We will ensure the Texas Health experience honors everyone's time and resources
-  **PROACTIVE:** We will partner with consumers, their families, and each other to understand, anticipate, prepare for and respond to their needs
-  **CARING:** We will make intentional, human connections with consumers and each other treating everyone as a part of the Texas Health team

## Leadership Principles at Texas Health



- Values-Based Leadership and Accountability
- Visionary Thinking
- Focus on Excellence
- Action Orientation
- Managerial Courage
- Sound Decision Making

# Elevating the Employee Experience



# Integrated Organizational Culture Throughout the Hiring Journey



## Hiring Process

Beyond skills, we hire for alignment with our values and our Texas Health Promise.

## Structured Onboarding

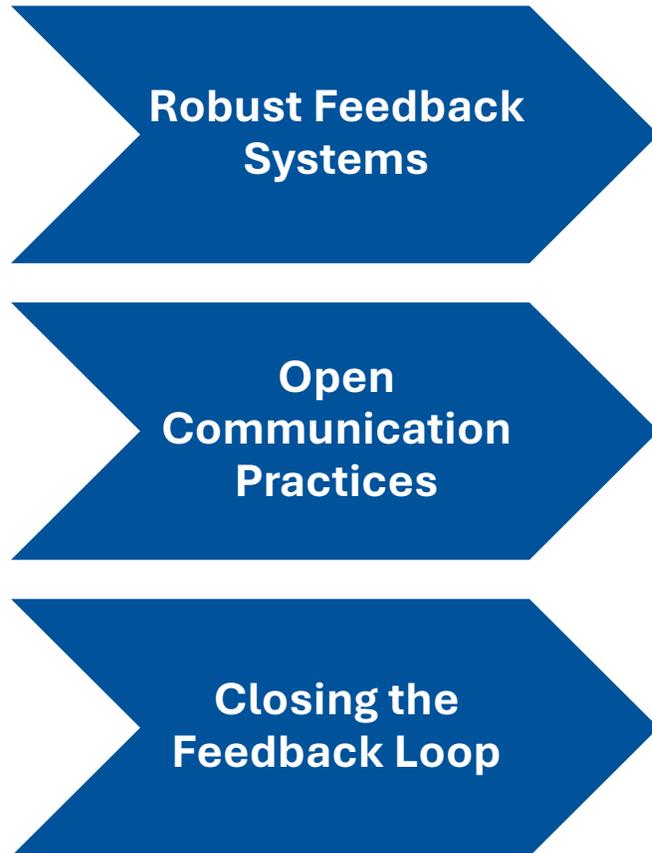
System-level New Employee Orientation and the Onboarding Navigator Program provide clarity and support.

## Promise Pal Initiative

Peer connection during the first 90 days builds belonging and confidence.

# Engagement Through Listening Platforms

Creates trust, belonging, and credibility



*Fueled by*  
**FEEDBACK**

# Employee Survey

## System Core Engagement Result



June 2025	Dec 2024	US 75th	US 90th	US Ave	Healthcare Ave
84%	83%	78%	83%	72%	73%



**System Core Engagement  
90<sup>th</sup> Percentile**



Outperformed U.S. and industry averages on all core engagement metrics, and achieved top decile ranking in four of the five core engagement questions:

- I am proud to work for Texas Health
- I would recommend Texas Health to people I know as a great place to work
- My work gives me a feeling of personal accomplishment
- Texas Health motivates me to go above and beyond at work

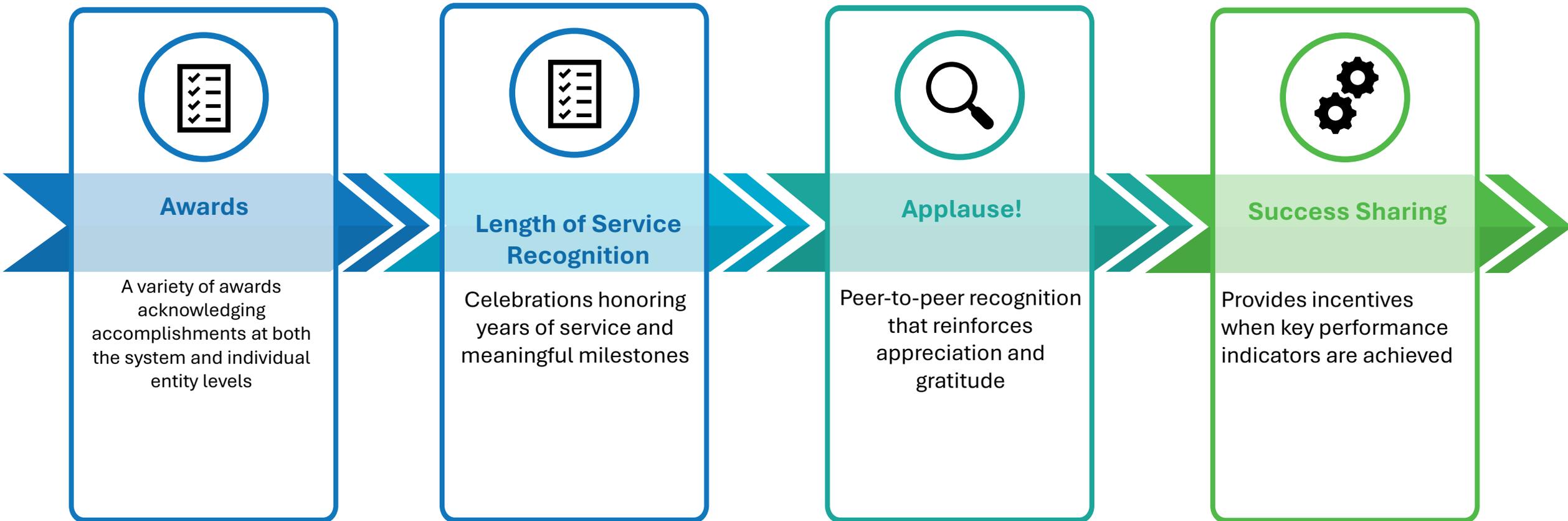
# Engagement Through Shared Purpose



## Culture and Connection Teams (CCT)

- Almost 600 employees volunteer as cultural ambassadors.
- **Promoting Belonging and Engagement**
  - They coordinate celebrations, observances, and activities that strengthen community ties and enhance employee involvement.
- **Influence Organizational Decisions**
  - Offer insights on initiatives, engagement approaches, and the design of employee experiences throughout the organization.

# Recognition: A Culture of Appreciation



# Safety & Well-being

## Workplace Violence Prevention

Required training support safety

## Employee Assistance Program

EAP and wellness rounding provide promote resilience

## Psychological Safety and Speaking Up

Creating psychological safety encourages employees to speak up and contributes to a reliable and supportive culture.

## Focus on Employee Well-being

Prioritizing health and safety enables employees to perform at their best, supporting overall care quality.



# Growth & Development

## Employee Development Programs

MyTalent and My Career Journey offer comprehensive development opportunities for employees across all roles.

## Professional Advancement Pathways

The Nursing Career Advancement Program and Mentor Connect provide structured mentorship and advancement opportunities.

## Continuous Learning Culture

Encouraging growth moments daily fosters continuous learning and helps employees reach their full potential.

## People Readiness



# Building the Next Generation of Leaders



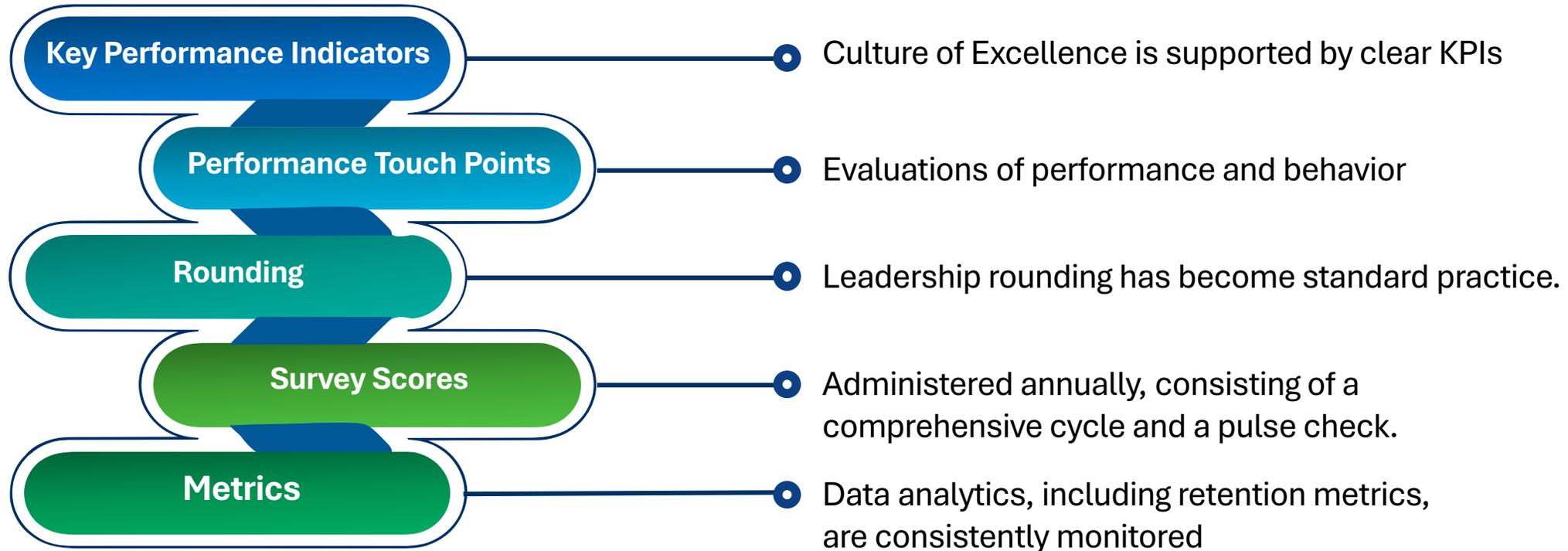
## Leadership Development Programs

- The Reading Inspiring Individuals with Skills to Promote Excellence (RISE)
- Leading Innovation for Tomorrow (LIFT) programs are

## Pipeline Programs

- Offer an array of “learn while you earn” opportunities in allied health professions for graduating high school students and current employees.

# Accountability Mechanism



# Key Takeaways Summary

- **Building Great Workplaces**

Great workplaces are created through intentional strategies and systems

- **Reinforcing Culture**

Listening, development, and accountability reinforce a strong workplace culture led by consistent leadership behaviors.

- **Continuous Commitment**

Sustained excellence is an ongoing journey and requires genuine and authentic commitment from all employees to foster a positive work environment.

**Thank You**  
Any Questions?

