



COMMUNITY  
WORKFORCE  
RESEARCH  
DATA  
QUALITY

Fall 2013

[www.dfwhcfoundation.org](http://www.dfwhcfoundation.org)

Foundation's new White Paper

# **Emergency Room Visits in North Texas**

**EMERGENCY**

**Entrance A | B**

ALSO:

HEN Annual Report

Texas Organizing Project

New Board Members

**EMERGENCY**



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**Foundation Mission**

To serve as a catalyst for continual improvement in community health and healthcare delivery through education, research, communication, collaboration and coordination.

**Foundation Vision**

Act as a trusted community resource to expand knowledge and develop new insight for the continuous improvement of health and healthcare.

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Baylor Health Care System

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Carter Bloodcare

**Pam Stoyanoff**

Methodist Health System

**Dr. Scott Robins**

HCA North Texas Division

**Dr. Ferdinand T. Velasco**

Texas Health Resources

**How to contact us**

972-717-4279

info@dfwhcfoundation.org



foundation president's column

# Dedication to our community



## Kristin Jenkins

JD, FACHE

President, DFWHC Foundation  
Senior Vice President, DFWHC

### EMPLOYEE VOLUNTEERS OF THE

Dallas-Fort Worth Hospital Council Foundation (DFWHC Foundation) participated in "Ask Not: The Dallas County Day of Service," November 21 in Dallas.

They were part of a contingent of volunteers throughout the county planting trees and cleaning area homes in honor of the service day memorializing the 50th anniversary of President John F. Kennedy's assassination.

I would like to congratulate DFWHC, the DFWHC Foundation and GroupOne volunteers for their great community spirit. They spent several hours at the Salvation Army sorting and loading gifts to be shipped during the holiday season.

From the first moments of his presidency, Kennedy evoked a spirit of idealism which reassured Americans of their nation's strengths and inspired them to serve their country. "And so, my fellow Americans -- ask not what your country can do for you -- ask what you can do for your country. My fellow citizens of the world -- ask not what America will do for you, but what together we can do for the freedom of man," Kennedy said. Today, dazzled by his eloquence, Texans proudly embrace the vigor and vision of this most famous president.

Here at the DFWHC Foundation, we hope to continue this same spirit in the healthcare field. We hope to serve as a catalyst for continual improvement in community health through education and research. We will attempt to discover the community truth by pulling facts from our extensive data and research. We hope these efforts can produce a clear picture about the health of our residents and the strengths of healthcare in North Texas.

The DFWHC Foundation has dedicated itself to communicate these statistics to partners and the community. Our hope is we can bring attention to relevant issues and create a common consensus on the needs of our community. Like President Kennedy so many years ago, we hope to inspire action with vigor and vision.

Please have a great holiday season and thank you for your support of the DFWHC Foundation. ■



# PARTNERSHIP FOR PATIENTS

## *Foundation HEN releases Annual Report*

### THE DALLAS-FORT WORTH HOSPITAL COUNCIL FOUNDATION

(DFWHC Foundation) Hospital Engagement Network (HEN) released its 2013 annual report in November. The document detailed decreases in adverse events involving 22 participating North Texas hospitals.

The goal of the DFWHC Foundation HEN was to reduce harm and improve quality in healthcare. Of the 22 hospitals, two committed to working on all adverse event areas, 15 worked on 60 percent of the adverse event areas and two worked on all adverse event areas provided within their facility. As the project progressed, many facilities expanded work and focus on adverse event areas.

Six hospitals met or exceeded the 20 percent readmission reduction goal with 24-33 percent in decreases.

Thirteen of the participating hospitals met the 40 percent reduction in aggregated Hospital Acquired Conditions. Five of the highest performers also met or exceeded 20 percent reductions in readmissions. An additional two hospitals met a 30-39 percent reduction in aggregate harm.

Pressure Ulcer prevention was a tremendous success with a 98.5 percent reduction from 2010. Venous Thrombo Embolism (VTE) for both medical and surgical patients was reduced by 85.8 percent. A Ventilator Acquired Pneumonia (VAP) decrease of 40 percent was not reached, with a high mark of 37.6 percent through June.

Future plans for the DFWHC Foundation HEN is to reach out to rural hospitals and provide expanded access to its data warehouse. It is also expanding the Heart Failure Translation Project to hospitals, a program where outpatient medical instructions are provided through AV programs in different languages depending upon the native language of the patient.

HENs work at the regional, state and national levels is to help identify solutions and disseminate them to other hospitals and providers. Grants of \$218 million were awarded to 26 state, regional, national or hospital systems to serve as HENs. For a copy of the Annual Report, please contact [info@dfwhcfoundation.org](mailto:info@dfwhcfoundation.org). ■

DFWHC FOUNDATION  
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2013  
ANNUAL REPORT  
NOV. 28, 2013

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Reducing  
HARM  
Improving  
QUALITY

CONTRACT #HHSM-500-2012-0025C  
HOSPITAL ENGAGEMENT NETWORK

# 98.5%

\$23,453,660  
saved from  
prevented  
Pressure Ulcers



# Around DFWHC Foundation

## White Paper on ER visits released to public

IN OCTOBER, THE DALLAS-FORT WORTH HOSPITAL COUNCIL FOUNDATION (DFWHC FOUNDATION) announced the release of its second white paper. The document examined North Texas Emergency Room (ER) visits.

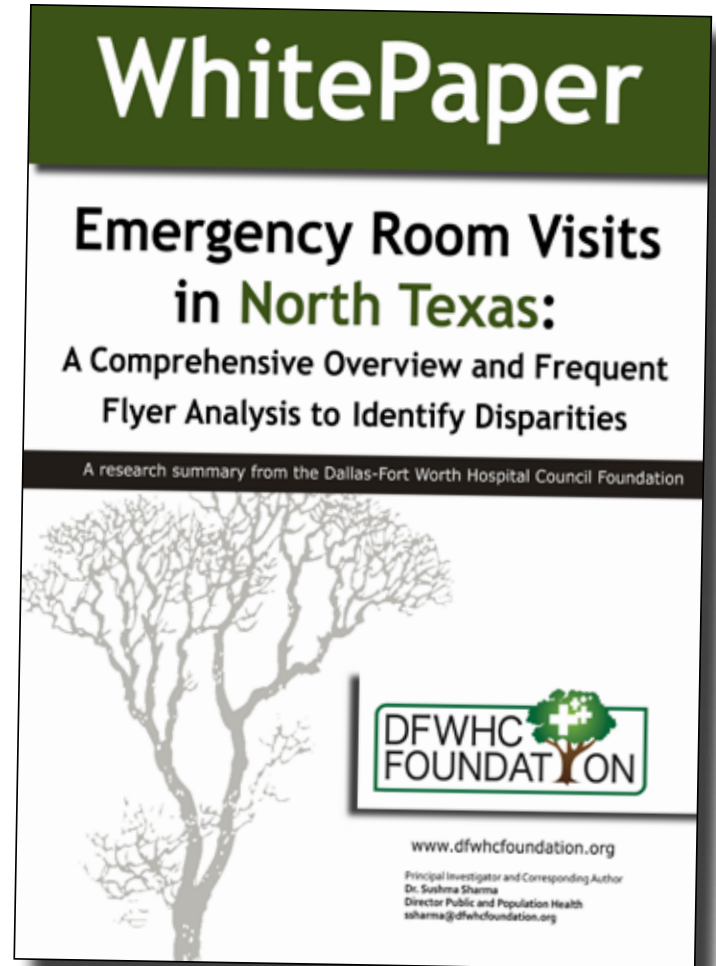
To investigate local ER usage, information was extracted from the DFWHC Foundation's data warehouse for "out-patients" visiting ERs in 2010-2012. Geographic mapping combined with the data was used to identify patients with the most ER visits, or frequent flyer patients.

The research is the first effort to provide in-depth information regarding North Texas ER usage, with detail on ER charges and disparities at the county, zip code and patient level.

Results revealed that in North Texas, 25 percent of ER visits were made by Medicaid patients and 33 percent by the uninsured. Based on these numbers, North Texas ERs served 18 percent more patients as compared to the nationally set target by Centers for Disease Control and Prevention.

Dallas County had the highest number of ER visits by the uninsured (38 percent) followed by Medicaid (29 percent) and the insured (22 percent). Tarrant County had an almost equal number of insured (32 percent) and uninsured (31 percent) visits followed by Medicaid patients (27 percent).

For a copy of the white paper, contact Sushma Sharma, PhD, at [ssharma@dfwhcfoundation.org](mailto:ssharma@dfwhcfoundation.org). ■



## Dr. Irving Prengler named to DFWHC Foundation Board

**DR. IRVING PRENGLER, CHIEF MEDICAL OFFICER AND SENIOR VICE PRESIDENT** at Baylor Health Care System, became a trustee of the Dallas-Fort Worth Hospital Council Foundation (DFWHC Foundation) Board of Directors in September. The DFWHC Foundation Board has 14 members made up of hospital executives from across North Texas, with **Harvey Fishero** serving as 2013 chair. Dr. Prengler's responsibilities include medical staff services, undergraduate and graduate medical education, care coordination and oversight of the medical staffs and chief medical officers of the health care system. He joined the medical staff at Baylor University Medical Center in 1983 as a practicing internist. In 1993, he founded Texas Primary Care, which was Baylor's first hospitalist group, and also became chief medical officer for the nationwide hospitalist programs of Emcare. Dr. Prengler was appointed Associate Chief Medical Officer for Baylor Health Care System in 2012. ■

## Foundation works with Texas Organizing Project

**A SPECIAL EDUCATIONAL MEETING “SIGN UP & SPEAK OUT”** was held September 10 at the Zan Holmes Community Life Center at St. Luke United Methodist Church in Dallas. The free event covered new affordable health care options available to North Texas residents. More than 100 attendees turned out for the meeting hosted in part by the Dallas-Fort Worth Hospital Council Foundation. County Judge **Clay Jenkins** and other elected leaders were present. The event was also hosted by the Texas Organizing Project (TOP), an organization with a mission of improving the lives of low-income and working class Texas families through community organizing and civic engagement. TOP is a membership-based group that conducts direct action, grassroots lobbying and electoral organizing led by working families in Texas. TOP hosted numerous affordable health care workshops across the state of Texas through September. The Dallas session included a presentation by a health care expert on the Affordable Care Act (ACA). Opportunities for attendees to share their health care stories, and training on how to advocate for affordable quality health care for all Texas families was also available. For more information, contact **Brianna Brown** at [bbrown@organizetexas.org](mailto:bbrown@organizetexas.org). ■



TOP hosted numerous affordable health care workshops across Texas through September.



## Board Member Stoyanoff earns national recognition

### **PAMELA STOYANOFF, VICE PRESIDENT AND CHIEF OPERATING OFFICER OF METHODIST HEALTH SYSTEM**

and trustee of the Dallas-Fort Worth Hospital Council Foundation, was named to *Becker's Hospital Review's* "130 Women Hospital and Health System Leaders to Know" in October. Becker's notes that the women included on their list have proven themselves as accomplished leaders within the hospital and healthcare industry. They are chosen based on a wide range of critical management and leadership skills, including oversight of hospital or health system operations. Stoyanoff oversees several of Methodist's most critical operations including information technology, materials management, quality, case management, health information management and graduate medical education programs. **Laura Irvine**, president of Methodist Dallas Medical Center since 2011, was also included in the list. ■

# Around DFWHC Foundation

## Workforce Center visits ASHHRA

*Williams makes presentation at D.C. Conference*



Sally Williams discussed “Workforce Collaboration” at ASHHRA’s event.

**MEMBERS OF THE DALLAS-FORT WORTH HOSPITAL COUNCIL FOUNDATION WORKFORCE CENTER’S** staff Sally Williams and Neguiel Francis traveled to Washington D.C. for the American Society of Healthcare Human Resources Association (ASHHRA) Conference September 28.

They joined more than 700 attendees during the four-day event that included 60 learning sessions. Highlighting the activities was the keynote session by ABC News Chief Correspondent **Byron Pitts** and breakfast with American Hospital Association President **Richard Umbdenstock**.

Pitts’ inspirational speech detailed his story of overcoming a childhood filled with obstacles to achieve success in life. Throughout Byron’s youth—his parents separated when he was 12 and his mother worked two jobs to make ends meet—he suffered from a debilitating stutter.

“I was also functionally illiterate,” he said. “For a kid from inner-city Baltimore, it was a recipe for failure. Along the way, a few key people ‘stepped out on nothing’ to make a difference for me including my mother, who worked tirelessly to raise her kids right, and my college roommate, who helped me practice my vocabulary and speech.”

Umbdenstock’s discussion explored the importance of

workforce populations mirroring the patients they serve.

“It’s not the need for numbers,” said Umbdenstock. “It’s not the increasing demand, it’s not the need for the right mix of specialties, but rather it’s a vision for the future delivery model and the roles within it. The importance of having an inclusive culture in healthcare organizations has never been more important.”

Williams, the DFWHC Foundation’s Workforce Center director, presented a learning session on September 30. Titled “Meeting Workforce Needs through Collaboration,” the session highlighted her department’s activities including the Regional Workforce Planning Collaborative, North Texas Nursing Resource Center, the Preceptor Academy and the many networking committees.

“It was an honor to be chosen to discuss our work,” said Williams. “It was a great time to visit North Texas partners as well as make new connections. My goal was to provide the many best practices we utilize in the Workforce Center. I also wanted to emphasize just how critical human resources is to the functioning of hospitals and healthcare institutions.”

For a copy of her presentation, feel free to contact Sally at 972-717-4279 or [swilliams@dfwhcfoundation.org](mailto:swilliams@dfwhcfoundation.org). ■





# don't rush your baby's birth day

Your baby needs at least 39 weeks to grow and develop before she is born. If your pregnancy is healthy, wait for labor to begin on its own.

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