



DALLAS-FORT WORTH  
HOSPITAL COUNCIL

SPRING 2024

# INTERLOCUTOR

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**Steve Love**

President/CEO  
Dallas-Fort Worth  
Hospital Council

# Urgent need for Texas Medicaid coverage

**THE KAISER FAMILY FOUNDATION (KFF)** reported in March 2024 that 2,066,708 Texas Medicaid beneficiaries were disenrolled through the Medicaid redetermination process after the COVID-19 public health emergency (PHE). Those terminated for procedural reasons totaled 1,371,219, or 66.3 percent of the total enrollment. Examples of disenrollment included people who did not understand the process, did not have a mailing address on file, failed to return necessary paperwork and long wait times on the telephone.

The concern is these individuals still qualify for Texas Medicaid and many have no medical insurance coverage. Another alarming KFF statistic is 1,346,189 children without a disability represent roughly two thirds of the people disenrolled. Prior to COVID-19 and PHE, Texas had the highest number of medically uninsured in the nation and these recent disenrolled beneficiaries just exacerbate this serious Texas Medicaid crisis.

This column is not meant to point fingers or play the blame game because those types of actions are counterproductive. We need to focus on solutions rather than call out stakeholders. The **Texas Health and Humans Services Commission (HHSC)** increased its staff in anticipation of the surge in reenrollments. They also worked on retention and salary adjustments for staff eligibility advisors and created a multi-pronged communications campaign detailing the rollout of continuous Medicaid coverage during the PHE. HHSC implemented a federally approved waiver allowing managed care organizations to assist in the renewal and reenrollment process. HHSC also developed an Ambassador Program engaging stakeholders to assist Medicaid beneficiaries in understanding the required enrollment procedures. We appreciate those efforts.

Additionally, we thank everyone who worked diligently to help Medicaid recipients become reenrolled in our Texas Medicaid program, including dedicated patient navigators in our Texas hospitals. With that said, we did not achieve the necessary level of reenrollment success when the PHE ended. These startling KFF numbers speak loudly to the crisis we have in our Texas Medicaid program.

We are all in this together and every stakeholder needs to come to the table to assist in developing a plan to reenroll our displaced Medicaid recipients. The health of all Texans depends on our implemented action plans. Let’s convene public, private, legislative, business officials, providers and HHSC personnel to work collaboratively to develop a statewide initiative to reduce these unacceptable disenrollment numbers.

Finally, it’s time to expand Texas Medicaid coverage and realize the importance of its positive impact on a healthier workforce and economy. It will not be the only solution to our present Medicaid crisis, but a step in the right direction towards helping more Texans. Such an expansion would also represent compassionate assistance for some of the most vulnerable residents in our state. Let’s do the right thing for all Texans. ■

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## INTERLOCUTOR

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**INTERLOCUTOR**  
**1: one who takes part in dialogue**  
**2: one in the middle of a line who questions end people and acts as leader**

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**Konica Minolta congratulates this year's  
Dallas-Fort Worth Hospital Council's awards honorees.**

To learn how Konica Minolta supports healthcare's digital transformation, contact  
Olivia Rogers, Sr. Account Manager at [orogers@kmb.konicaminolta.us](mailto:orogers@kmb.konicaminolta.us) or 903-806-2888.

# congratulations

**TO ALL OF THIS YEAR'S DALLAS-FORT WORTH HOSPITAL COUNCIL AWARD NOMINEES.**

Your passion and commitment to health care continues to improve the lives of everyone across North Texas.

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# Around DFWHC

## DFWHC's Love named Chair-Elect of Irving-Las Colinas Chamber

**OUR OWN PRESIDENT/CEO Stephen Love** was named Chair-Elect of the Board of Directors of the **Greater-Irving Las Colinas Chamber of Commerce** in April. His term will begin October 1 and run through the fiscal year. Love currently serves as the Chamber's Board Vice Chair – Legislative Advocacy and has served the Chamber in various roles since 2021.

"I am humbled and honored by the confidence shown in me by the Chamber and my fellow Board members. I am excited to bring my 45 years of management experience and decades of civic engagement to the Chair-Elect position," said Love. "Irving-Las Colinas is one of the nation's most dynamic communities, leading our region with an incredible economy, a diverse, highly educated workforce and a mix of amenities for every interest."

Love added, "I would also like to extend a special thanks to our current Chairman, **Brad Watson**, for his leadership, dedicated service and tireless advocacy on behalf of our members over



the past year. He represents the very best of Irving-Las Colinas."

"We are excited to have Stephen assume the role of Chair-Elect," said **Beth A. Bowman**, President and CEO of the Greater Irving-Las Colinas Chamber of Commerce and Irving Economic Development Partnership. "His depth of knowledge and leadership across our region brings the experience and skills we need to continue serving our member-investors and promoting Irving-Las Colinas as a center of business relocation and expansion. ■"

## Jay deVenny named CEO of Medical City Dallas

**JAY DEVENNY WAS NAMED** chief executive officer of **Medical City Dallas** in April.

Since January 2021, deVenny has served as CEO of Medical City Children's Hospital and Medical City Women's Hospital Dallas. In his new role, he will also lead Medical City Heart Hospital and Medical City Spine Hospital, departments of Medical City Dallas. He will continue serving as CEO of Medical City Children's Hospital and Medical City

Women's Hospital Dallas while a national search for his replacement begins.

"Jay is known for his strategic focus on growth, collaboration with physicians across a complex array of specialties, and his ability to deliver an exceptional experience for patients and families," says Allen Harrison, president of Medical City Healthcare. "It is an exciting time for the Medical City Dallas family of hospitals." ■







# Stewart new President at Methodist Charlton



**METHODIST HEALTH SYSTEM** named **Michael Stewart** as the new president of **Methodist Charlton Medical Center**.

A Florida native and veteran of the U.S. Air Force, Stewart will begin the latest chapter of his 20-year career in healthcare on May 21, following six years as chief executive officer of Saline Health System in Arkansas.

“Michael brings a depth of experience to Methodist,” said **Pam Stoyanoff**, president and chief operating officer of Methodist Health System. “He is passionate about healthcare, our employees, and the communities we serve.”

Stewart started his career in healthcare in 2004 with Dallas-based Tenet Healthcare before moving on to Tennessee-based Community Health Systems. ■

## Spring Educational Webinars

**AS AN EDUCATIONAL SERVICE** to our members, the DFW Hospital Council hosts monthly webinars with Associate Members.

**March 28, 2024**  
“**Navigating Vaccine Reporting and Mandate Prohibitions: A Texas Perspective**”  
– DFWHC/Hall Render  
Panel discussion with **Mac Stewart** and **Robin Sheridan** of Hall Render.  
<https://www.youtube.com/watch?v=lzYd46c3BNc>

**April 4, 2024**  
“**2024 CMS Pricing Transparency Rules**”  
– DFWHC/Hospital Pricing Specialists  
Speaker **Etosha McGee** of Hospital Pricing Specialists.  
<https://www.youtube.com/watch?v=7leGJqNxX98>

**April 25, 2024**  
“**Reducing the Cost and Complexities of Dialysis**”  
– DFWHC/Outset Medical  
Panel discussion with **Krysta Myers** of Medical City Healthcare and **Laura Romike** of Outset Medical.  
[https://www.youtube.com/watch?v=eqp8\\_niB26E](https://www.youtube.com/watch?v=eqp8_niB26E)

For info, contact **Chris Wilson** at [chrisw@dfwhc.org](mailto:chrisw@dfwhc.org).

**May 2, 2024**  
“**Strategies to Measure and Improve Emergency Department Performance**”  
– DFWHC/Moss Adams  
Speaker **Dawn Isaacs, RN, MSN, MBA** of Moss Adams.  
<https://www.youtube.com/watch?v=LlIOTuqBrI>

## Upcoming

**May 8, 2024 - 2:00-3:00 p.m., CT**  
“**Cyber Security Training**”  
– DFWHC/Konica Minolta  
Speakers **Eric Ihlenfeldt** and **Heather Nicholson** of Konica Minolta.

**May 9, 2024 - 2:00-3:00 p.m., CT**  
“**Bringing Innovation and Entrepreneurship to Nursing**”  
– DFWHC/UNT Health Science Center at Fort Worth  
Speaker **Dr. Cindy Weston**, Founding Dean, UNT Health Science Center at Fort Worth.

**May 15, 2024 - 2:00-3:00 p.m., CT**  
“**Hospital Strategies for Preventing and Managing Insurance Denials**”  
– DFWHC/FORVIS  
Speakers **Ryan Rozwat** and **Valorie Clouse** of FORVIS; **Madison Andrews** of Stillwater Medical Center; and **Liz Elias** of Hall Render.

**May 16, 2024 - 2:00-3:00 p.m., CT**  
“**Save Money and Reduce Reliance on Staffing Agencies**”  
– DFWHC/Nurses Lounge  
Speakers **Timothy Armes** and **Garret Armes** of Nurses Lounge. ■

# Associate Members



## Tablo: Reducing the Cost and Complexities of Dialysis

[outsetmedical.com](http://outsetmedical.com)

**WE UNDERSTAND THAT IT'S PIVOTAL** for hospital executives to achieve financial stability, all while maintaining exceptional patient care within their institutions. Historically, department heads may have reduced spend through cost-cutting measures and outsourcing. Unfortunately, the unintended consequences of heavily outsourced services can be a decrease in quality of patient care, thereby reducing staff control and increasing risks to the hospital.

Although a primary goal of outsourcing is cost efficiency, financial realities often do not meet expectations, especially if lack of control and lower quality of care contributes to medical errors, loss of employee trust, ballooning labor and supply costs and increased hospital readmissions. Would you be surprised to learn that the situation described here represents a large majority of acute care dialysis programs in the U.S.?

What if there was a better way to help keep budgets on track, all while controlling cost, timing and quality of patient care?

There's a reason all 8 of the largest national health systems in the U.S. use the **Tablo® Hemodialysis System**.

Clinical flexibility and operational versatility, plus

meaningful cost savings.

Tablo is a simple, versatile approach to reducing the cost and complexity of dialysis, from hospital to home. Here's what other hospitals, like yours, have experienced:

### **COST REDUCTION**

In the United States, dialysis is one of the largest and most expensive sectors of healthcare, with little technology innovation in the last 30 years. And, traditionally burdensome dialysis machines and outsourced service lines are problematic. Hospitals lose money on every treatment, and staffing challenges constrain optimal patient care and drive up cost.

There's a technology-driven way forward: The Tablo Hemodialysis System.

Tablo is a first-of-its-kind, all-in-one hemodialysis system enabling the standardization of dialysis care across different settings and for multiple clinical needs, with a single device. The fully integrated features of Tablo offer a compelling, growth-minded value proposition across both acute and home settings.

Meaningful evidence has been generated to demonstrate that providers can realize significant



operational efficiencies, including reducing the cost of their dialysis programs by up to 80% in the intensive care unit (ICU). In a new study released at Kidney Week 2023, implementation of a new in-house Tablo dialysis service line decreased hospital transfers and displacement of patients in rural Alaska. Training of staff was relatively easy, which allowed hospital-wide adoption.

“In an HCA cost analysis, on average over a one-year period across seven hospitals in our division, with conversion from outsourced dialysis services to insourced with Tablo, we’re seeing an average overall savings at one-year post-implementation of about 25% reduction in costs, including labor and supplies,” said **Krysta Myers**, North Texas Division Dialysis Director at **Medical City Healthcare**. “We are also projecting significant additional savings up to 40% as we continue to implement SLED treatments using Tablo across our ICUs.”

#### OPERATIONAL EFFICIENCY

Tablo is a compact, intelligent system designed with ease of use in mind, requiring only an electrical outlet, tap water and a drain to operate. With real-time integrated water purification and on-demand dialysate production, it eliminates the need for industrial water treatment rooms, reverse osmosis machines or bagged dialysate solution used with traditional hemodialysis machines. The system’s independence from burdensome, inefficient infrastructure and complex machine setup enables timely bedside dialysis anywhere in the acute setting, saving the time and expense of transporting patients for dialysis.

An intuitive touchscreen interface empowers both healthcare professional and home users to confidently set up and manage dialysis treatments, with treatment guidance from start to finish using step-by-step instructions with animations and conversational instructions. Two-way cloud communication supports efficient, automated documentation, adding value with remote monitoring and continuous product enhancements, plus the option for electronic medical record (EMR) integration.

In the hospital, nurses across specialties are able to confidently learn how to use Tablo in under four hours, supporting staffing recruitment and streamlined onboarding, cross-training and multiple facility roll-outs, along with staff empowerment, collaboration and

satisfaction. For patients managing their hemodialysis at home with a care partner, most can learn all device-related activities and start using Tablo in less than four training sessions over two weeks.

“Tablo is very user friendly, which has allowed us to cross-train acute nurses from other departments into dialysis successfully, and have our nurses feel comfortable using the machine in a shorter period of time,” Myers said. “Tablo is also a huge win as we’re able to set up and break down the machine quickly, in about 15 minutes, compared to 30-45 minutes with other machines. All that extra time adds up. As much as we can reduce that burden for our nurses is paramount, so they can focus on patient care.”

#### CLINICAL VERSATILITY

With Tablo, nephrologists and nurses are empowered to own their in-house dialysis services, and optimize staff efficiency, quality and timeliness of treatments. Unlike traditional hemodialysis machines, which have limited clinical versatility across care settings, flexible Tablo can be seamlessly utilized across different care settings and for a large majority of hospital dialysis treatments, all with one machine.

Tablo allows providers to expand their clinical capabilities and treatment modalities from intermittent to prolonged dialysis (up to 24 hours daily), with or without ultrafiltration. This clinical flexibility enables providers to meet and customize the hemodynamic needs of most patients, while standardizing dialysis across the continuum of care and consistent prescriptions from hospital to home. Tablo has been shown to achieve clinical targets for clearance and volume control across a wide range of settings, while patients treating on the device have reported experiencing fewer symptoms related to dialysis.

“It’s important to have collaboration of multiple stakeholders, including physician champions, to take advantage of the clinical versatility of Tablo and drive utilization throughout the hospital, and achieve your financial and patient care goals,” said Myers. “Tablo is the way to go, designed with patient safety and quality improvement at top of mind.” ■

# Associate Members

## **SURVEY** highlights challenges facing **NURSE LEADERS**

By **Robin Johnson**,  
Group President,  
AMN Healthcare

[amnhealthcare.com](https://amnhealthcare.com)

**THE COVID-19 PANDEMIC AND ITS AFTERMATH** have escalated the challenges facing clinicians of all types, both in the greater DFW area and nationwide.

Nurses, in particular, have experienced workplace challenges due to their role as frontline caregivers. AMN Healthcare's 2023 Survey of Registered Nurses found that 80% of nurses experience a great deal or a lot of stress, up 16 points since 2021, while 30% reported that they are likely to leave their profession.

In 2024, AMN Healthcare conducted a similar survey to determine challenges facing Chief Nursing Officers (CNOs) and other hospital nurse leaders. Perhaps unsurprisingly, the survey found that, like staff nurses, nurse leaders face a range of challenges that can lead to

burnout and turnover.

Close to one third of hospital nurse leaders surveyed (31%) plan to leave their jobs in the next year, a rate of turnover that could present operational difficulties for many hospitals. Burnout is a key factor driving nurse leader turnover, with 72% of nurse leaders surveyed indicating they sometimes, often or always experience burnout.

### **TOP CHALLENGES FACING NURSE LEADERS**

The survey indicates that the top three challenges facing nurse leaders are workforce related. These include nurse staff recruitment/ retention, staff burnout and labor shortages.



When asked to identify the methods they are using to improve nurse hiring and scheduling at their facilities, 58% of nurse leaders said they are using internal nurse float pools, which allow permanent staff nurses to work on temporary assignments similar to those worked by travel nurses.

Close to half of nurse leaders (48%) said they are using virtual interview platforms to improve nurse hiring, 47% said they are using online tools to streamline the onboarding process, and 34% said they are using apps that allow nurses to select and control their own schedules.

Nurse workforce management and costs remain key challenges that can drive nurse leader turnover and burnout. However, new tools and technologies now are available that can allow nurse leaders to better plan for and address their workforce needs, provided they have the resources to implement them.

#### **LACK OF RESOURCES**

Unfortunately, the survey indicates that many nurse leaders do not have these resources. Only 34% of nurse leaders said they have “a great deal” or “a lot” of the financial resources they need to address nurse workforce needs, while only 33% said they have “a great deal” or “a lot” of the technical resources they need.

#### **COMPOSITION OF HOSPITAL NURSE STAFFS**

Nurse leaders indicated that hospital nurse staffs are, on average, 69% composed of permanent, full-time nurses, 19% composed of part-time nurses, and 12% composed of contingent nurses. Contingent nurses include float pool nurses, travel nurses, local nurses, per diem nurses and others.

Today’s flexible nurse staffing model is based on the strategic use of various types of nurse. It is important for hospitals to forecast and plan for how best to use a mix of permanent, part-time and contingent staff.

When asked why their hospitals use travel and other contingent nurses, the majority of nurse leaders (67%) indicated they use contingent nurses to address turnover among the permanent nurse staff. An additional 60% of nurse leaders said they use contingent nurses to meet hospital quality/outcomes goals, while 54% said they use contingent nurses to scale up operations. The majority

*Close to one third of hospital nurse leaders surveyed plan to leave their jobs in the next year, a rate of turnover that could present operational difficulties for many hospitals.*

of nurse leaders surveyed (82%) rate the quality of contingent nurses as average to excellent, 17% rate them as fair, while only 1% rate them as poor.

#### **MORE THAN WORKFORCE MANAGERS**

The survey suggests that while nurse workforce management is the primary challenge facing nurse leaders, nurse leaders are involved in many other aspects of hospital leadership. Eighty-one percent of nurse leaders said they are moderately to extremely involved in their hospital’s strategic mission, 80% are moderately to extremely involved in their hospital’s financial management, and 80% are moderately to extremely involved in their hospital’s clinical and patient protocols. In addition, nurse leaders are expanding their roles in a wide range of endeavors outside of traditional clinical care.

Clearly, nurse leaders are having an impact far beyond the bedside. They are filling executive roles at major corporations, serving on boards of directors, conducting cutting edge research, and even serving as legislators.

The job satisfaction and personal wellbeing of nurse leaders therefore should be a primary concern of any healthcare facility seeking to maintain the continuity and effectiveness of its nurse staff. AMN Healthcare is proud to support nurse leaders in DFW and nationwide, and to partner with them in achieving their mission.

The 2024 Survey of Nurse Leaders can be accessed at [AMNHealthcare.com/amn-insights/](https://AMNHealthcare.com/amn-insights/).

*Robin Johnson is Group President of AMN Healthcare, Nurse and Allied Solutions and can be reached at [Robin.Johnson@amnhealthcare.com](mailto:Robin.Johnson@amnhealthcare.com). ■*

# Associate Members

## Bringing Innovation and Entrepreneurship to Nursing

By **Dr. Cindy Weston**, DNP, APRN, FNP-BC, CHSE, FAANP, FAAN

Founding Dean, The University of North Texas Health Science Center at Fort Worth College of Nursing

[unthsc.edu](http://unthsc.edu)



*“Innovation springs from curiosity. If you’re curious, you’ll find a lot of things to be curious about, and discovery follows.” – Steve Jobs*

**“BE CURIOUS” IS ONE OF THE FIVE CORE** values at the University of North Texas System, and it’s woven throughout every fiber of our institution’s culture. At The University of North Texas Health Science Center at Fort Worth’s new College of Nursing, we’ve let curiosity lead as we develop programs to foster entrepreneurship and innovation so our students can bring scalable solutions to the health care market. In line with HSC’s history of service to North Texas, we are committed to making sure our nurses are innovators and leaders, building the healthy communities we need to continue prospering.

HSC has a proud history of fostering innovative solutions to pressing health care problems. HSC Next is a

unique program within HSC guiding innovators to develop and scale their health care solutions for patients and providers. HSC Next also works with the Techstars Physical Health Fort Worth Accelerator to connect entrepreneurs from around the world to revolutionize the physical health industry through new technology.

Nursing professionals coming to HSC will have a solid base of support for developing the technologies, ideas and strategies to address critical health concerns. Opportunities to innovate in the areas of digital health, artificial intelligence, remote monitoring, virtual reality and care delivery are just a few of the many options at HSC Fort Worth College of Nursing. Our incoming students will benefit from all that makes HSC a first-class health science center and we have scholarships and funding opportunities to support our first students.

From the very outset of their experience with our

This article was submitted by **UNT Health Science Center Fort Worth**. For information, contact Chris Wilson at [chrishw@dfwhc.org](mailto:chrishw@dfwhc.org).

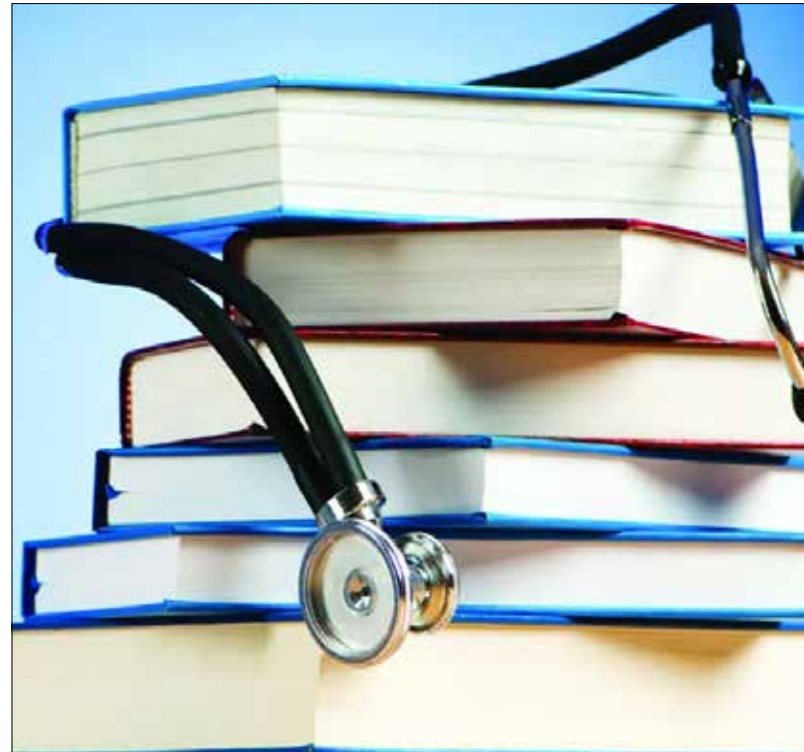
college, HSC Nursing students will benefit from the interpersonal connections they form with peers. Our university hosts six colleges and schools, training health care professionals from physicians to technicians to forensic analysts. The connections formed between students help both patients and the larger community by creating health care teams that have known and learned from each other for years.

Our students will also benefit from some of the best health education facilities in the state of Texas, including our state-of-the-art Regional Simulation Lab. My College of Nursing colleagues are an incredible team with diverse perspectives and experiences, ready to bring their knowledge and innovation to our students. Our associate dean for research, **Tonychris Nnaka, PhD, MPH, RN, CPH**, recently shared his expertise in digital health at the 2024 VIVE Conference, a leading digital health technology conference. Assistant dean for clinical and outreach affairs **Kate Taylor, DNP, APRN, FNPC, CPPS, FNAP**, is bringing innovation to home-based primary care for older adults through her work with HSC's Center for Older Adults House Calls program.

We understand that training the next generation of nurses, physicians and health care professionals must also be financially accessible. We are proud that the UNT System has kept tuition the same since 2016, and the College of Nursing has awards and scholarships, including a developing mentorship program, to ensure students' education and professional development is supported financially.

HSC's College of Nursing has the facilities, faculty and financial tools to help nursing professionals take their experience and skills to the next level. As we welcome the first students for our Registered Nurse to Bachelor of Science in Nursing (RN to BSN) and Master of Science in Nursing (MSN) in Nursing Practice Innovation programs, our faculty looks forward to helping these professionals advance their clinical skills to improve patient outcomes and create scalable solutions for the complex health care challenges facing Texas communities.

One innovation we are bringing students is **microcredentials**: short, affordable and intensive courses designed to train professionals in an area of acute need. Studies have shown the enormous positive impact of microcredentials on student education and second-



level outcomes. This fall, the HSC College of Nursing will offer microcredentials for health care management, correctional nursing and substance use disorder nursing, all areas of critical need across the region and state. We are also developing the iTEACH microcredential to train nurse educators rapidly and thoroughly so they can, in turn, educate and certify new nurses.

By next summer, we hope to have nine microcredentials available. Through these programs, we will be supporting the urgent needs of local health care professionals. We are always on the lookout for new areas of need where the HSC College of Nursing can provide the most impact.

With an ever-increasing general population and nurse turnover affecting the nursing gap in Texas, we need to prepare nurses to address society's most pressing health challenges. As the College of Nursing adds programs, students and faculty, it will continue to be guided by the spirit of innovation and entrepreneurship that has defined HSC since its beginning in 1970. HSC's College of Nursing is proud to develop nurse innovators who are ready and willing to bring their experience, leadership and solutions to improve health outcomes in their own communities and throughout Texas. ■

# Associate Members

FronteraSearch.com



## Addressing the **Physician Shortage:** **A National and Texas Perspective**

**ON A NATIONAL LEVEL**, the United States is facing a daunting challenge that could significantly impact healthcare delivery: a projected shortage of between 37,800 and 124,000 physicians by 2034, as reported by the **Association of American Medical Colleges (AAMC)**.

This shortage spans both primary and specialty care, with estimates of 17,800 to 48,000 in primary care and 21,000 to 77,100 in non-primary care specialties. The causes are multifaceted, including an aging population, increasing prevalence of chronic diseases, and a wave of retirements among practicing physicians, with 2 in 5 active physicians expected to retire in the next eight years.

The effects are already visible, with longer wait times for patients, increased workload for existing doctors, and strained healthcare systems, particularly in underserved and rural areas.

### **ON A TEXAS LEVEL**

Texas mirrors the national trend but presents unique challenges. With a rapidly growing population, particularly in urban centers and rural areas alike, the demand for medical services continues to escalate. However, this surge in demand is not met with a proportional increase in the number of practicing physicians. According to the **Texas Medical Association**, the state has 204.6 physicians per 100,000 people, while the national average is closer to 245.5 per 100,000.

Texas is experiencing critical shortages across all primary care fields. Data from the **Texas Department of State Health Services** reveals that while 49.4% of Texas medical school graduates remain in the state for their GME, a significant portion still leaves, exacerbating local shortages. Moreover, only 58.9% of those who complete



their GME in Texas stay to practice, indicating a retention challenge that directly impacts the physician supply in the state.

#### **NAVIGATING SOLUTIONS: WHERE DO WE STAND?**

To combat these shortages, various strategies are being employed nationally and within Texas. Hospitals and clinics are increasingly relying on incentives such as loan forgiveness programs, competitive salaries, and flexible working conditions to attract and retain medical professionals. Legislative efforts have also been significant.

At the end of 2020, Congress added 1,000 new Medicare-supported graduate medical education (GME) positions to help alleviate the shortage, particularly in underserved areas. In Texas, the need for additional residency slots is dire, with required increases across multiple specialties including psychiatry, family medicine, and general internal medicine to keep pace with demand.

Advanced practice providers (APPs), such as Nurse practitioners and Physician Assistants, will play a vital role in alleviating the strain caused by the physician shortage. According to data from the **Bureau of Labor Statistics and the Census Bureau**, APPs comprise 52.5% of Primary Care Providers. Over the period from 2016 to 2021, while the growth rate of physicians in the United States was -0.21%, Nurse Practitioners (NPs) saw an impressive increase of 56.2%, and Physician Assistants (PAs) experienced a growth rate of 27.8%.

With advanced training and expertise in providing primary and specialized healthcare services, APPs are uniquely positioned to fill the gaps in patient care delivery. Through their ability to diagnose, treat, prescribe medication, and offer preventive care, advanced practice providers extend the reach of healthcare to underserved populations and communities facing limited access to physicians.

In rural areas where physician shortages are most acute, APPs often serve as primary care providers, offering comprehensive medical services to residents who might otherwise struggle to access timely healthcare.

#### **OUTLOOK**

The outlook on the physician shortage is a mixed bag. While legislative and institutional efforts provide some hope, the growing demand continues to outpace the

*With a rapidly growing population, particularly in urban centers and rural areas, the demand for medical services continues to escalate. According to the Texas Medical Association, the state has 204 physicians per 100,000 people, while the national average is closer to 245 per 100,000.*

supply of new physicians. Without substantial increases in the capacity of medical education and training, particularly postgraduate training, the shortage is likely to worsen. Texas needs substantial increases in GME slots—ranging from 13 additional slots per year for obstetrics and gynecology to 61 for family medicine and general internal medicine—to meet projected healthcare needs by 2032.

#### **FRONTERA SEARCH PARTNERS**

In response to this critical issue, Frontera Search Partners, a healthcare staffing firm, is at the forefront of addressing clinical staffing shortages across the nation. With over 50 years of combined experience, Frontera excels at connecting healthcare facilities with top talent across various specialties, including physicians, advanced practice providers, nurses, and allied health professionals. Their customer-focused approach ensures that each client receives personalized solutions tailored to meet their specific needs and find the 'right fit' for both providers and healthcare facilities. By offering strategic staffing solutions and a collaborative approach, Frontera Search Partners not only addresses the immediate challenges posed by the physician shortage but also contributes to a more sustainable healthcare system. If your hospital or clinic is seeking healthcare professionals, reach out to **Jillian Renken** at [jrenken@fronterasearch.com](mailto:jrenken@fronterasearch.com). ■

# DFW HOSPITAL COUNCIL

education • networking • collaboration



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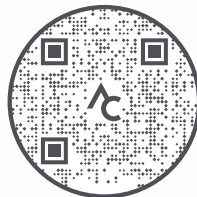
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No matter if you're a doctor, a hospital or a healthcare organization, each of you have a story to tell. At Agency Creative, we help healthcare brands find, shape and share their stories in ways that create deeper, more meaningful connections with their audiences. It's time to move away from the sterile healthcare marketing status quo. It's time to talk to Agency Creative.



# S E V E R E P E R S P E C T I V E P E R S P E C T I V E

## How to best address negative reviews

**A**s it's said, you can't please everyone. Unfavorable reviews happen. Hopefully, infrequently for you. This article will help identify ways to address them in the best manner.

**Be proactive.** Stress the significance of quality care and professionalism to prevent negative reviews. Remind staff that patient experiences can impact the facility's reputation, emphasizing the importance of their efforts in avoiding repercussions.

**Respond promptly.** Have someone responsible for monitoring your reviews. It's very important someone responds to the negative review promptly, ideally within 24-48 hours. This shows that you take feedback seriously and are committed to resolving their issue.

**Acknowledge it.** Start your response by acknowledging the patient's concerns and thanking them for their feedback. Empathize with their experience, showing that you understand their frustration or disappointment.

**Apologize.** Offer a sincere apology for their inconvenience or dissatisfaction. Even if a negative review is unjustified, a polite apology can go a long way in addressing their experience.

**Take it offline.** Provide contact information or invite the patient to reach out privately to discuss their concerns further. This demonstrates your desire to resolving the issue in a more personalized manner.

**Explain.** Address patient concerns by explaining policies, clearing up misunderstandings, or providing additional insights as needed.

**Offer solutions.** Provide remedies such as refunds, follow-up appointments, or additional support to address patient concerns when feasible.

**Follow up.** Ensure patient satisfaction by reaching out after addressing their concerns. This underscores your facility's commitment to patient happiness and aids in rebuilding trust.

**Make improvements.** Use negative reviews as a way to identify areas for improvement within your facility. Recommend implementing changes based on recurring themes or issues mentioned in the reviews.

**Positive Reviews.** Encourage satisfied patients to leave positive reviews to help offset the impact of negative feedback. This can help improve your overall online reputation and showcase the positive experiences of your patients.

Remain professional and avoid getting defensive when responding to negative reviews. Your goal is to address the patient's concerns, resolve the issue, and maintain a positive reputation for your healthcare facility. Effectively addressing the review may prompt the patient to post a positive follow-up comment to their initial negative review.



*About the author*

**Mark Wyatt** Founder & CEO, Agency Creative  
mwyatt@agencycreative.com



The passage of House Bill 2166 during the 2023 Texas legislative session designated March 4 – the date of the first COVID-19 case in Texas – to be recognized annually as COVID-19 Heroes and Memorial Day.

## March 4 celebrated by DFWHC as inaugural COVID-19 Heroes and Memorial Day

**IN RECOGNITION OF THE EXTRAORDINARY** efforts and sacrifices made by health care workers during the COVID-19 pandemic, the DFW Hospital Council (DFWHC) commemorated Texas' inaugural "**COVID-19 Heroes and Memorial Day**" on **March 4**. Through the passage of House Bill 2166 during the 2023 Texas legislative session, March 4 – the date of the first reported COVID-19 case in Texas in 2020 – will now be recognized annually as COVID-19 Heroes and Memorial Day.

DFWHC, in association with the Texas Hospital Association (THA), honored and celebrated frontline health care workers and other essential workers who demonstrated unwavering bravery in the face of a global pandemic. It was also a day to memorialize the 95,000 Texans who tragically died of COVID-19.

"For more than 100 years, Parkland Health has stood with Dallas County," said **Roberto de la Cruz, MD, FACP**, chief clinical officer at Parkland Health. "We are as grateful for our community as we are for the opportunity to serve it. This day acknowledges the determination and resilience of our frontline workers who showed incredible strength and compassion while caring for their fellow neighbors. Their sacrifices turned challenges into triumphs, revealing the human aspect of healthcare."

"Protecting the health of our community is an integral part of the UT Southwestern mission, and that was never more evident or crucial than during the COVID-19 pandemic," said **David Wyatt, PhD, RN, NEA-BC, CNOR, FAORN, FAAN**, chief nursing officer at UT Southwestern Medical Center. "Our frontline workers were steadfast in their commitment to deliver compassionate care, while also supporting each other during an unprecedented time. We will never forget the spirit of collective responsibility and we're proud to join with DFWHC, THA and all our partner institutions to honor COVID-19 heroes."

"We've come a long way from those early days of uncertainty, but the one thing that endured was the unwavering commitment and resiliency of the frontline health care teams in the region," said **Andrew Masica, MD, MSCI**, chief medical officer at Texas Health Resources. "I am incredibly proud of the COVID-19 heroes at Texas Health, and across our industry, who never backed down from caring for the communities we serve."

"We thank our health care heroes for the outstanding work they performed during the pandemic and their ongoing efforts today," said **Stephen Love**, president/CEO of DFWHC. "We also thank the community for their unwavering support during the pandemic." ■



### Jennifer Miff

President, DFWHC Foundation  
Senior Vice President, DFWHC

# Thank you for making a difference!

**HOW MUCH FUN WAS THAT?** Our 26th Employee of the Year Luncheon took place April 18 at the Hurst Conference Center, where we celebrated North Texas hospital employees, physicians and volunteers. As in past years, recipients shared their stories and gratitude for being able to serve patients, whether at the front lines or behind the scenes. We are so blessed to be part of this annual recognition of our dedicated healthcare workforce.

To celebrate this year’s event, I’d like to first extend my sincere congratulations to all of the winners and nominees highlighted in this issue. It was such a pleasure to meet so many of you and to watch you enjoy your achievements with your leaders, co-workers, friends and family. Thank you especially to those of you who talked with us, shared more about yourself, and played our rapid-fire questions game. It was so much fun for all of us to get to know more about you.

I would also like to thank our sponsors, hospital participants and nominators, along with our panel of judges made up of ACHE Board Members and Young Healthcare Executive Nominees. A special thanks to our Masters of Ceremonies – **Vanessa Walls** and **Becky Tucker**. Their support, their cheers, and their level of joy made this a special day for everyone involved. The enthusiasm in the room is always contagious and the event would not be possible without this support. I’d also like to thank our staff, especially **Sally Williams, Chris Wilson, Candace Longanecker** and **Stephanie Suarez**, who work so tirelessly to put on this event every year. I’m sure **Doug Portwood** (you remember our Santa winner, right?) put all of these supporters on his “NICE” list.

Finally, this luncheon would not be possible without the efforts of those hospital employees who coordinate the hospital nominations and sponsorships. Please join me in thanking: **Jessica Chevannes**, Baylor Scott & White Health, **Ashley Baker**, Children’s Health, **Emily Potts**, Children’s Health, **Kara Wyar**, Children’s Health, **Amy Smith**, Cook Children’s, **Kerrie Bryant**, JPS Health Network, **Teresa Morgan**, JPS Health Network, **Kim Pinter**, JPS Health Network, **Janea Carrington**, Medical City Healthcare, **Sarah Birdwell**, Methodist Health System, **Ginger Morrow**, Parkland Health, **Vel Marks**, Texas Health, **Stacy Miller**, Scottish Rite for Children, **Evan Thomas**, UT Southwestern, **Heather Svokos**, UT Southwestern.

Thank you to everyone who contributed to or participated in this amazing event. Each of you truly “Make a Difference” every day. ■

### How to contact us

972-717-4279

info@dfwhcfoundation.org



www.dfwhcfoundation.org

### Foundation Mission

Inspire continuous improvement in community health and healthcare delivery through collaboration, coordination, education, research and communication.

### Foundation Vision

As the trusted “go to” resource, inspire collective improvement of health and healthcare outcomes.

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**Jennifer Miff**  
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# Around DFWHC Foundation

## Strike Out Sepsis! Annual event set for Sept. 11



**REGISTRATION IS NOW OPEN** for the DFW Hospital Council Foundation's **Third Annual Sepsis Conference** on Wednesday, **September 11** from 8:00 a.m. to 3:00 p.m. at the **Tarrant County College Trinity River Campus in Fort Worth**. The event will be held in the school's Action A, B and C Rooms.

Please note, this event is pre-registration only. Through July 31, early-bird tickets are available for only \$35. After August 1, cost is \$45 per person. Fee includes breakfast and lunch provided by Jason's Deli.

This year's event is themed

"Strike Out Sepsis," with speakers and agenda to be announced soon.

You can register at <https://www.eventbrite.com/e/sepsis-conference-strike-out-sepsis-september-11-2024-tickets-859593837307>.

A poster submission abstract deadline has been set for May 31. They can be downloaded at <https://www.surveymonkey.com/r/MW5SLKJ>.

Topics for posters and presentations can be from such categories as EMS; Emergency Department; Inpatient; Patient perspective story; Early Identification;

Sepsis Conference 2024:

# STRIKE OUT SEPSIS

**Wednesday, September 11**  
8:00 a.m. - 3:00 p.m. CT

and Sepsis Awareness.

The event will be hosted by the Sepsis Strike Force. Coordinated by **Patti Taylor**, director of quality and patient safety at the DFWHC Foundation, the group was formed in 2017 with the intention of providing evidence-based clinical guidelines, protocols and best practices regarding sepsis. The group's membership includes reps from hospital systems across North Texas.

There will be 6.0 of CE credits available.

For questions, contact Patti at [ptaylor@dfwhcfoundation.org](mailto:ptaylor@dfwhcfoundation.org). ■

## More than 20 attendees attend Mental Health Workshop

**THE DFW HOSPITAL COUNCIL (DFWHC) FOUNDATION'S** Community Health Collaborative (CHC) hosted its second "**Recovery Workshop: ROCC Stars Unite**" of 2024 on April 14 at PLAN @1121 ROCK (People Living Active Now) in Richardson. More than 20 attendees participated in the complimentary event.

Working with UT Southwestern Medical Center (UTSW), the Association of Persons Affected by

Addiction (APAA) and the National Alliance on Mental Illness (NAMI), the program creates awareness about mental health and addiction recovery.

During the workshop, peer support specialists discussed concepts through an engaging presentation and discussion. Their workshop is intended for the entire community.

For info on future classes, email [mhfantx@dfwhcfoundation.org](mailto:mhfantx@dfwhcfoundation.org). ■



# Employee of the Year Luncheon



Rex McRae recipient **Ryan Nguyen** (top left, l to r) of Methodist Mansfield, his mother and **Vanessa Walls** of Children's Health; **Stephen Love** (top right, l to r) of DFWHC, **Jen Miff** of the DFWHC Foundation, **Felicia Miller** of Parkland Health and **Marjorie Petty** of Parkland Health; Volunteer Award recipient **Doug Portwood** (middle left) of Children's Health; System Award recipient **Dr. Sabrina Browne** (middle right) of Children's Health; Employee of the Year recipient **Courtney Bell** (lower left) of Texas Health Harris Methodist Fort Worth; Community Service Award recipient **Rosalind Bryant** (lower right, third from left) of UT Southwestern and **Becky Tucker** (right) of Texas Health. – photos by Jerry McClure

# Congratulations!

## *North Texas hospital employees honored at April 18 luncheon*

**A SALUTE TO THE NORTH TEXAS HOSPITAL WORKFORCE**, the Dallas-Fort Worth Hospital Council (DFWHC) Foundation's **26th Annual Employee of the Year Luncheon** was held April 18 at the Hurst Conference Center. More than 600 attendees turned out to honor 125-plus nominees and 14 award recipients from health systems across the region.

"We hope this day was a memorable and inspiring one for the nominees," said **Jen Miff**, president of the DFWHC Foundation. "The DFWHC Foundation is a strong proponent for workforce programs that make a difference in the quality of care for all North Texans. This recognition is critical to boost staff morale, retain a strong workforce and honor the roles of every employee who contributes to the successful delivery of patient care. These nominees deserved to be recognized and it was our honor to applaud them during this luncheon."

Themed "Making a Difference," the luncheon's Masters of Ceremonies included **Vanessa Walls**, chief market executive of the northern market at Children's Health and chair-elect of the DFWHC and DFWHC Foundation Boards; and **Becky Tucker**, senior vice president channel integration at Texas Health Resources and past chair of the DFWHC and DFWHC Foundation Boards.

Award recipients included:

### Rex McRae Scholarship

- **Ryan Nguyen**, Patient Care Technician, Methodist Mansfield Medical Center

### Physician Award

- **Dr. Cesar Termulo**, Parkland Health

### Volunteer Award

- **Doug Portwood**, Children's Medical Center Plano

### Preceptor Award

- **Jacob Flores**, Staff Registered Nurse, Methodist Dallas Medical Center

### System Award

- **Dr. Sabrina Browne**, Pediatric Psychiatrist, Children's Medical Center Dallas

### Community Service Award

- **Rosalind Bryant**, Senior Administrative Assistant, UT Southwestern University Hospitals

### Special Recognition Awards

- **Susannah Runyon**, Ultrasound Technologist, Children's Medical Center Plano
- **Samuel Hale**, Multimodality Tech, Baylor Scott & White Medical Center – Centennial
- **Heather Thweatt**, Trauma Registrar, Texas Health Presbyterian Hospital Plano
- **Jennifer Furlano**, Clinical Nurse Coordinator, Medical City Dallas

### Employee of the Year Awards

- **Amy Turner**, Registered Nurse, Texas Health Presbyterian Hospital Flower Mound
- **Karrie Falwell**, Patient Care Tech, Medical City Alliance
- **Terri Crockett**, Occupational Therapist, Methodist Charlton Medical Center
- **Courtney Bell**, Admission Specialist, Texas Health Harris Methodist Hospital Fort Worth

Young Healthcare Executive nominees and Board Members of the North Texas Chapter of the American College of Healthcare Executives judged the blinded nominations on March 26. Individual and hospital names were removed in advance and selections were based entirely on the facts presented. Nominees were separated into four categories of hospitals including 1-99 beds, 100-250 beds, 251-499 beds and 500-plus beds.

**Jerry McClure** served as photographer of the event. Downloads of his pictures can be found at [dfwhcfoundation.org/2024-employee-of-the-year](https://dfwhcfoundation.org/2024-employee-of-the-year). Contact **Chris Wilson** at [chrisw@dfwhc.org](mailto:chrisw@dfwhc.org) if you have difficulty accessing the photos. ■

# Employee of the Year Luncheon



**Employee of the Year:**  
**Amy Turner**  
 Registered Nurse  
 Texas Health Presby Flower Mound



**Employee of the Year:**  
**Karrie Falwell**  
 Patient Care Tech  
 Medical City Alliance



**Employee of the Year:**  
**Terri Crockett**  
 Occupational Therapist  
 Methodist Charlton Medical Center



**Employee of the Year:**  
**Courtney Bell**  
 Admission Specialist  
 Texas Health Harris Methodist FW



**Special Recognition:**  
**Susannah Runyon**  
 Ultrasound Technologist  
 Children's Medical Center Plano



**Special Recognition:**  
**Samuel Hale**  
 Multimodality Tech  
 Baylor Scott & White – Centennial



**Special Recognition:**  
**Heather Thweatt**  
 Trauma Registrar  
 Texas Health Presbyterian Plano



**Special Recognition:**  
**Jennifer Furlano**  
 Clinical Nurse Coordinator  
 Medical City Dallas



**Rex McRae Scholarship:**  
**Ryan Nguyen**  
 Patient Care Technician  
 Methodist Mansfield Medical Center



**Physician Award:**  
**Dr. Cesar Termulo**  
 Parkland Health  
 & Hospital System



**Volunteer Award:**  
**Doug Portwood**  
 Children's Medical  
 Center Plano



**Preceptor Award:**  
**Jacob Flores**  
 Staff Registered Nurse  
 Methodist Dallas Medical Center



**System Award:**  
**Dr. Sabrina Browne**  
 Children's Medical Center Dallas



**Community Service:**  
**Rosalind Bryant**  
 UT Southwestern

*This recognition is critical to boost staff morale, retain a strong workforce and honor the roles of every employee who contributes to the successful delivery of patient care. These nominees deserved to be recognized and it was our honor to applaud them during this luncheon.*

## EMPLOYEE NOMINEES

### Laura Mansmann

Baylor Scott & White All Saints Fort Worth

### Mark Ocampo

Baylor Scott & White Heart and Vascular – Dallas

### Kimberly Kiselak

Baylor Scott & White – Grapevine

### Keira Brown

Baylor Scott & White – Irving

### Roger Morrison

Baylor Scott & White – Plano

### Ciera Square

Baylor Scott & White Medical Center – Waxahachie

### Amy Reedy

Baylor Scott & White The Heart Hospital – McKinney

### Shiny Edward

Baylor Scott & White The Heart Hospital – Plano

### Melissa Rame

Baylor University Medical Center – Dallas

### Ashley Reed

Children’s Medical Center Dallas

### Louis White

Cook Children’s Health Care System

### Emilio Munoz

JPS Health Network

### Erica Baig

Medical City McKinney

### Nonnie Breyspraak

Methodist Dallas Medical Center

### Paulette Fecunda

Methodist Mansfield Medical Center

### Victoria Oliver

Methodist Midlothian Medical Center

### Esther Ogobuiro

Methodist Richardson Medical Center

### Tanisha Whitfield

Methodist Southlake Medical Center

### Amy Montgomery

Parkland Health

### Zstra Davis

Texas Health Arlington Memorial Hospital

### Shannon Clay

Texas Health Center - Diagnostics and Surgery Plano

### Antonia Vitiello

Texas Health Harris Methodist Hospital Alliance

### Rhonda Callahan

Texas Health Harris Methodist Hospital Azle

### Danielle Martin

Texas Health Harris Methodist Hospital Cleburne

### James Thornberg

Texas Health Harris Methodist Hospital HEB

### Amanda Cathey

Texas Health Harris Methodist SW Fort Worth

### Amy Jose

Texas Health Hospital Frisco

### Domenic Paonessa

Texas Health Presbyterian Hospital Allen

### Shaun Thomas

Texas Health Presbyterian Hospital Dallas

### Karla Deamicis

Texas Health Presbyterian Hospital Denton

### Rebekah Weddell

Texas Health Presbyterian Hospital Kaufman

## PHYSICIAN NOMINEES

### Dr. Kerry Rock

Baylor Scott & White Medical Center – Centennial

### Dr. Sina Matin

Baylor Scott & White Medical Center – Grapevine

### Dr. Mohammed Burney

Baylor Scott & White Medical Center - Lake Pointe

### Dr. Ryan Burkart

Baylor Scott & White Medical Center – McKinney

### Dr. Khalid Yousuf

Baylor Scott & White Medical Center – Plano

### Dr. David Morehead

Baylor Scott & White Medical Center – Waxahachie

### Dr. Swathi Bayya

Baylor Scott & White The Heart Hospital – Plano

### Dr. Amy Gates

Baylor University Medical Center – Dallas

### Dr. Sushmita Yallapragada

Children’s Medical Center Dallas

### Dr. Tamra Slone

Children’s Medical Center Plano

### Dr. Larry Reaves

Cook Children’s Health Care System

### Dr. Victor Olivas

JPS Health Network

### Dr. Tiffany Anthony

Medical City Dallas

### Dr. Leigh Hunter

Methodist Dallas Medical Center

### Dr. Darien Bradford

Methodist Mansfield Medical Center

### Dr. Jason Brown

Methodist Midlothian Medical Center

### Dr. Anas Alomar

Methodist Southlake Medical Center

### Dr. Christopher Norris

Texas Health Arlington Memorial Hospital

### Dr. Nikhil Bhayani

Texas Health Harris Methodist Alliance

### Dr. Daniel Jordan

Texas Health Harris Methodist Hospital Azle

### Dr. Spark Corwin

Texas Health Hospital Frisco

### Dr. Stacey Wyrick

Texas Health Presbyterian Hospital Allen

### Dr. David Holder

Texas Health Presbyterian Hospital Plano

## VOLUNTEER NOMINEES

### Bill Blount

Baylor Scott & White Heart and Vascular – Dallas

### David Nichols

Baylor Scott & White – Centennial

### Kay Cheatham

Baylor Scott & White – Grapevine

CONTINUED ON PAGE 30

# Employee of the Year Luncheon

## NOMINEES

CONTINUED FROM PAGE 29

**Charles Cadenhead**

Baylor Scott & White – Irving

**Mar Lynn**

Baylor Scott & White – Lake Pointe

**Sue Geller**

Baylor Scott & White – McKinney

**Yash Krishnappa**

Baylor Scott & White – Plano

**Charlene McPike**

Baylor Scott & White – Waxahachie

**Vere Hart**

Baylor Scott & White The Heart Hospital – Plano

**Chick Deegan**

Baylor University Medical Center – Dallas

**Joan Hass**

Children’s Medical Center Dallas

**Steve Stelter**

Cook Children’s Health Care System

**Pablo Monreal**

JPS Health Network

**John Ruhly**

Medical City Dallas

**Jacob Locke**

Methodist Dallas Medical Center

**Joe Frazier**

Methodist Mansfield Medical Center

**Kathy Reed**

Methodist Richardson Medical Center

**Marilyn White**

Parkland Health

**Nancy Honkomp**

Texas Health Arlington Memorial Hospital

**Terry Alger**

Texas Health Harris Methodist Hospital Alliance

**Shirley Maxwell**

Texas Health Harris Methodist Hospital Azle

**Gavin Winans**

Texas Health Harris Methodist Hospital Fort Worth

**Virginia Hill**

Texas Health Harris Methodist Hospital HEB

**Marsha Aston**

Texas Health Hospital Frisco

**Mark Hendricks**

Texas Health Presbyterian Hospital Allen

**Paul Bowling**

Texas Health Presbyterian Hospital Denton

**Barbara Emma**

Texas Health Presbyterian Hospital Plano

## SYSTEM NOMINEES

**Michael Cressey**

JPS Health Network

**Amy Gloger**

Medical City Healthcare

**Brett Stanley**

Methodist Health System

**Nkechinyere Echefu**

Parkland Health

**Margaret Dunbar**

Texas Health Resources

**Dustin Ussery**

UT Southwestern

## PRECEPTOR NOMINEES

**Bo Wu**

Baylor Scott & White Heart and Vascular – Dallas

**Rachel Aldinger**

Baylor Scott & White – Grapevine

**Angie Salas**

Baylor Scott & White – Irving

**Kayla Cowgill**

Baylor Scott & White – McKinney

**Barbara Smith**

Baylor Scott & White – Waxahachie

**Latasha Edwards**

Baylor Scott & White The Heart Hospital – Plano

**Nisha Paul**

Baylor University Medical Center – Dallas

**Raji Pathak**

Children’s Medical Center Dallas

**Tiffany Girardot**

Children’s Medical Center Plano

**Katelyn Terry**

Cook Children’s Health Care System

**Melissa Palacios**

JPS Health Network

**Liz Galloway**

Medical City Dallas

**Kathryn Young**

Methodist Charlton Medical Center

**Jacob Flores**

Methodist Dallas Medical Center

**Melanie Stanley**

Methodist Mansfield Medical Center

**Kristina Gonzalez**

Methodist Midlothian Medical Center

**Cheyenne Martin**

Methodist Richardson Medical Center

**Brittany Allen**

Parkland Health

**Mi “Sophie” Nam**

Texas Health Center - Diagnostics & Surgery Plano

**Celina Cordova**

Texas Health Presbyterian Hospital Denton

**Karen Sullivan**

Texas Health Presbyterian Hospital Plano

**Shauntel Oyewole**

UT Southwestern University Hospitals

## REX MCRAE NOMINEES

**Ava Williams**

Baylor Scott & White – McKinney

**Xavier Christian**

Methodist Dallas Medical Center

**Vanessa Camarena**

Methodist Richardson Medical Center

**Khaezer Bellen**

Texas Health Harris Methodist Hospital HEB

**Amira Mercado**

Texas Health Center – Diagnostics and Surgery

**Megan Anderson**

Texas Health Presbyterian Hospital Denton



# Making a Difference

26th Annual  
**Employee of the Year Luncheon**

**THANK YOU SPONSORS!**

## EXECUTIVE

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### PLATINUM

### PLATINUM

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**FORV/S**



### GOLD



### GOLD



**JPS Health Network**  
**Medical City Healthcare**  
**Methodist Health System**  
**UT Southwestern**



# Thank You

to our nominees.



**Amy Montgomery**  
EMPLOYEE OF THE YEAR



**Nkechinyere Echefu**  
SYSTEM EMPLOYEE OF THE YEAR



**Dr. Cesar Termulo**  
PHYSICIAN OF THE YEAR



**Brittany Allen**  
PRECEPTOR OF THE YEAR



**Marilyn White**  
VOLUNTEER OF THE YEAR

You make us *Parkland Proud.*



**Parkland**

*Care. Compassion. Community.*



We've always recognized how important you are.

Now we're telling everyone.

Please join us in congratulating our 2024 DFW Hospital Council Employee of the Year award nominees.

### Employee Nominees

**Zstra Davis**

Texas Health Arlington Memorial Hospital

**Shannon Clay**

Texas Health Center for Diagnostics & Surgery Plano

**Antonia Vitiello**

Texas Health Harris Methodist Hospital Alliance

**Rhonda Callahan**

Texas Health Harris Methodist Hospital Azle

**Danielle Martin**

Texas Health Harris Methodist Hospital Cleburne

**Courtney Bell**

Texas Health Harris Methodist Hospital Fort Worth

**James Thornberg**

Texas Health Harris Methodist Hospital Hurst-Euless-Bedford

**Amy Jose**

Texas Health Hospital Frisco

**Domenic Paonessa**

Texas Health Presbyterian Hospital Allen

**Shaun Thomas**

Texas Health Presbyterian Hospital Dallas

**Karla Deamicis**

Texas Health Presbyterian Hospital Denton

**Amy Turner**

Texas Health Presbyterian Hospital Flower Mound

**Rebekah Weddell**

Texas Health Presbyterian Hospital Kaufman

**Heather Thweatt**

Texas Health Presbyterian Hospital Plano

**Amanda Cathey**

Texas Health Harris Methodist Southwest Fort Worth

### Physician Nominees\*

**Dr. Christopher Norris**

Texas Health Arlington Memorial Hospital

**Dr. Nikhil Bhayani**

Texas Health Harris Methodist Hospital Alliance

**Dr. Daniel Jordan**

Texas Health Harris Methodist Hospital Azle

**Dr. Spark Corwin**

Texas Health Hospital Frisco

**Dr. Stacey Wyrick**

Texas Health Presbyterian Hospital Allen

**Dr. David Holder**

Texas Health Presbyterian Hospital Plano

### System Employee Nominee

**Margaret Dunbar**

Texas Health Resources

### Volunteer Nominees

**Nancy Honkomp**

Texas Health Arlington Memorial Hospital

**Terry Alger**

Texas Health Harris Methodist Hospital Alliance

**Shirley Maxwell**

Texas Health Harris Methodist Hospital Azle

**Gavin Winans**

Texas Health Harris Methodist Hospital Fort Worth

**Virginia Hill**

Texas Health Harris Methodist Hospital Hurst-Euless-Bedford

**Marsha Aston**

Texas Health Hospital Frisco

**Mark Hendricks**

Texas Health Presbyterian Hospital Allen

**Paul Bowling**

Texas Health Presbyterian Hospital Denton

**Barbara Emma**

Texas Health Presbyterian Hospital Plano

### Preceptor Nominees

**Mi "Sophie" Nam**

Texas Health Center for Diagnostics & Surgery Plano

**Celina Cordova**

Texas Health Presbyterian Hospital Denton

**Karen Sullivan**

Texas Health Presbyterian Hospital Plano

### Rex McRae Nominees

**Amira Mercado**

Texas Health Center for Diagnostics & Surgery Plano

**Khaezer Bellen**

Texas Health Harris Methodist Hospital Hurst-Euless-Bedford

**Megan Anderson**

Texas Health Presbyterian Hospital Denton

Being recognized for excellence in health care is an honor. And it's our great pleasure to congratulate you on a well-deserved nomination. Thank you for your passion and dedication to the communities we serve. Because of you, we are making health care human again.

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## Danny Davila

Director, FCRA Regulatory Risk & Consumer Compliance Advisor  
GroupOne Background Screening

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### E-mail

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# Rationale for screening current employees

**ORGANIZATIONS INVEST SIGNIFICANT RESOURCES** in pre-employment background screening. We should also examine the value of background checks after an employee is hired. A few reasons we need to screen post-employment include:

1. Your business acquires new funding requiring employees to be screened to comply with new standards.
2. Your organization procures a new company with different hiring standards. It's essential your entire workforce has the same background checks.
3. Your organization has a long history and many long-time employees have not had a background check.
4. When an employee commits a workplace violation, checks are conducted as part of an investigation.
5. Your organization implements an annual recheck policy that provides information about an employee that may have changed over the past year.

I can list the logical basis for these reports, however, most organizations face difficult decisions that require analysis. At a former job, we took the big step of running new background checks on employees recently promoted. The decision created quite a bit of anxiety. If you decide to conduct rechecks, you would need to review the process with legal counsel and address the outcomes of a report with adverse information.

Employees are covered by the same rights under the Fair Credit Reporting Act (FCRA), and any type of adverse action would need to be available for communication and dispute. A review of current documents signed by the employee will need to be evaluated to determine if they meet FCRA standards. As with any business change, questions will be asked. Be prepared to answer these questions:

1. How current are the data sources being used to ensure the reports are accurate?
2. How will you inform employees of this new practice?
3. What action will be taken if you discover a criminal charge or a sanction report?
4. Are you only going to rescreen certain employees? Is the process consistent?

Well-structured policies with input from talent management and legal counsel can help the implementation of recheck programs and, just as important, such programs will improve the risk management and compliance adherence in your organization. ■



## GroupOne Services

Created by a board of hospital CEOs in 1989, GroupOne was the nation's first healthcare pre-employment screening program. Today, GroupOne provides convenient web-based solutions, automated employment verification and student background checks. It has grown into one of the most dependable human resource partners in the healthcare community.

## Contact us

### GroupOne Services

300 Decker Drive, Suite 300  
Irving, TX 75062

**972-719-4208**

**800-683-0255**

**Fax: 469-648-5088**

### Danny Davila:

[ddavila@gp1.com](mailto:ddavila@gp1.com)

[www.gp1.com](http://www.gp1.com)

## DRUG SCREENING 2024:

Should we still test for marijuana?

## WEBINAR

GroupOne  
BACKGROUND SCREENING



# GroupOne's "Drug Screening 2024" webinar is available online

**WHAT ARE SOME OF THE ISSUES** for drug screening in 2024? And should we still test for marijuana?!

These questions and more were answered during GroupOne Background Screening's webinar "**DRUG SCREENING 2024: Should we still test for marijuana? and other employer questions**" originally broadcast on April 11. The event has now been posted online.

This complimentary educational discussion included

speakers **John Gumina**, vice president of development at i3screen; and **David Graves**, HR guru and sales rep at GroupOne. David asked John 11 questions about the latest drug screening issues for companies in the U.S.

You can view the webinar at [https://www.youtube.com/watch?v=UwL\\_DqpBXAE](https://www.youtube.com/watch?v=UwL_DqpBXAE).

For questions, please do not hesitate to contact David at [dgraves@gp1.com](mailto:dgraves@gp1.com). ■

## Transparency in Politics: Candidate Background Checks



**YOU WOULD THINK EVERY PERSON** running for office would have a background check, right? Well, not so fast there buckaroo. According to **Jody Baden**, the founder of **Transparency in Politics**, “You have to have a background check to work for the governor but not to be governor.”

Baden founded Transparency in Politics in 2022 and worked with a local employment-screening company to create a background checks designed for political candidates.

According to an article in the *Reno Gazette Journal* by **Mark Robison**, when Baden was serving on the Washoe County School Board, she was amazed the only requirements to run for office were an up-to-date driver’s license, a check for the fee and voter eligibility. As she said, “There is less scrutiny to run for office than to get a job at Walmart.”

This has been a hot topic over the past year, especially after **George Santos** infamously won the U.S. representative seat for New York’s 3rd congressional district. After his election, it was discovered everything on his résumé was fabricated or an outright lie. Santos was later expelled from Congress.

What Transparency in Politics essentially does is verify the résumé of political candidates. What shocks us here at GroupOne Background Screening is this has not always been a requirement. We just assumed all candidates were

vetted in some manner. Turns out we were naive.

Transparency in Politics officially verified its first candidate in Nevada with **Kristopher Dahir**, running for re-election on the Sparks City Council.

Dahir stated he was committed to living his life with integrity and honor, to include letting residents see his background check. He is now considered a “certified candidate” by Transparency in Politics, with a spot on its website [transparencypolitics.info](https://transparencypolitics.info).

Candidates who want this seal of approval must pay \$295 for a basic background check. The screening details two previous employers, the highest levels of education, criminal and military history, professional license certifications and counties lived in.

The background check is a bit more extensive for a U.S. senator than say, a city council member. We ask, what about New York representatives?

Based in Reno, Nevada, Transparency in Politics will accept background checks from any candidate in the U.S. looking for its “seal of approval.”

Baden’s belief is background checks should not only be up to the media or political opponents. As she stated in the article, her goal is two-fold – improve the landscape for political candidates and most importantly, improve the quality of candidates.

We couldn’t agree more. ■

# AI LIE DETECTOR test creates CVS lawsuit

**ARE LIE DETECTOR TESTS LEGAL** during job interviews?

According to the **Employee Polygraph Protection Act (EPPA)** enacted in 1988, it is prohibited for most private employers to use lie detector tests, either for pre-employment screening or during employment. Of course, subject to restrictions, the Act does permit lie detector tests to be used for applicants of security firms (armored car and guard) and pharmaceutical companies.

Which brings us to CVS, the national pharmacy chain. In Massachusetts, the company is facing a class action lawsuit claiming it violated state and federal prohibitions because it used a specific lie detector test through an Artificial Intelligence (AI) screening tool during job interviews. It's an interesting case that should raise concerns when using AI Screening Tools when hiring.

Violations of the federal EPPA can result in stiff penalties of more than \$25,000. The state of Massachusetts not only prohibits employers from subjecting applicants and employees to lie detector tests, but also requires employers to include a notice on job applications that it is unlawful "to require or administer a lie detector test as a condition of employment or continued employment."

In *Baker v. CVS Health Corporation*, the plaintiff alleges when he applied for a position with CVS, he was subjected to a lie detector test and CVS failed to provide him the required notice of his rights. The plaintiff is seeking \$500 per violation, in addition to attorney fees and costs.

The complaint also claims CVS administered new video interview technology. During the virtual interview, the applicant answered a series of questions about integrity.



The recording was then uploaded to Affectiva, a third-party platform which uses AI to analyze facial expressions, eyes and voice to determine if candidates are a proper fit, or even telling the truth. The plaintiff claims he was unaware the virtual interview was a lie detector test. He also said he would not have participated had he been aware of the AI process.

The court rejected CVS's arguments to dismiss stating, the plaintiff's alleged injury is the kind the Massachusetts statute is intended to protect. The plaintiff alleged because he did not receive legal notice regarding lie detector tests, he did not have a chance to treat the virtual interview more critically.

The Equal Employment Opportunity Commission (EEOC) has been examining AI issues in employment, launching its **Artificial Intelligence and Algorithmic Fairness Initiative** and releasing its **2024-2028 Strategic Plan**. There is certainly more to follow.

This case – yet another involving AI – illustrates how new technologies can violate existing laws. With AI's rapid advancements, and the present attention of the U.S. government, employers should be cautious with such tools and pay close attention to ongoing legal issues.

*The information and opinions expressed are for educational purposes only and are based on current practice, industry-related knowledge and business expertise. The information provided shall not be construed as legal advice, express or implied. ■*



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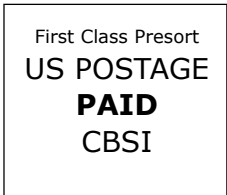
**JOB WELL DONE!**

## **30 YEARS**

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- Drug Screenings
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