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HOSPITAL COUNCIL

INTERLOCUTOR

SPRING 2026
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Barclay
Berdan
Retirement

PAGE 6



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28th Annual
**Employee of the Year
Luncheon**

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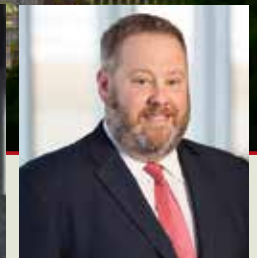
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Steve Love

President/CEO
Dallas-Fort Worth
Hospital Council

What to know about affordability

ACUTE CARE HOSPITALS are under financial pressure unlike anything we’ve seen in years. Patients feel the impact of rising healthcare costs and deserve straightforward explanations. Unlike most businesses, hospitals cannot close their doors as we must be ready every minute to treat emergencies.

Labor costs continue to rise, with more than half of every hospital dollar supporting people serving patients. Prices for medical supplies and medications continue to increase, especially drug costs, and hospitals need these supplies for treatment. In 2025, hospital operating expenses increased by 7.5 percent, with hospital pricing only raised to half that number.

Unfortunately, patients being treated today have advanced disease and chronic conditions requiring more staff and specialized equipment. In addition, these patients have a higher acuity level that increases treatment costs. Hospitals generally do not cover the costs of Medicare and Medicaid patients. They also treat charity care, uncompensated care (which will increase due to expired enhanced premium tax credits) and under-insured patients, lowering hospital margins. Hospitals spent more than \$40 billion last year dealing with payer disputes, prior authorization requirements and claim denials.

There’s also a misunderstanding regarding the prices of acute care hospitals. Hospitals are basically given pricing by governmental programs by fixed reimbursement rates (which do not cover the actual costs and also lag behind inflation) and commercial payers aggressively negotiate payment terms.

The real misunderstanding is these commercial rates are generally negotiated in advance and do not change until renewal. So, if costs rise during the term of the contract, then the reimbursement and payment to the hospital stays the same. Other industries such as gas stations raise their prices immediately when costs rise as evidenced recently by the conflict with Iran. Hospitals cannot utilize such a pricing strategy and yet, critics point fingers at hospital pricing.

Many think tank white papers and newspaper editorials fail to disclose the aforementioned information. We need serious, cooperative collaboration by all stakeholders to develop solutions rather than narratives assigning blame. Hospitals and healthcare systems have always been committed to finding solutions, but we need policies based on facts, not biases and accusations. Some think cooperation and compromise represent weakness. In reality, they represent strength.

Thank you for your support of DFWHC. ■

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INTERLOCUTOR

EDITORIAL

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Interlocutor reaches more than 5,000 healthcare professionals in North Texas. It is published four times a year.

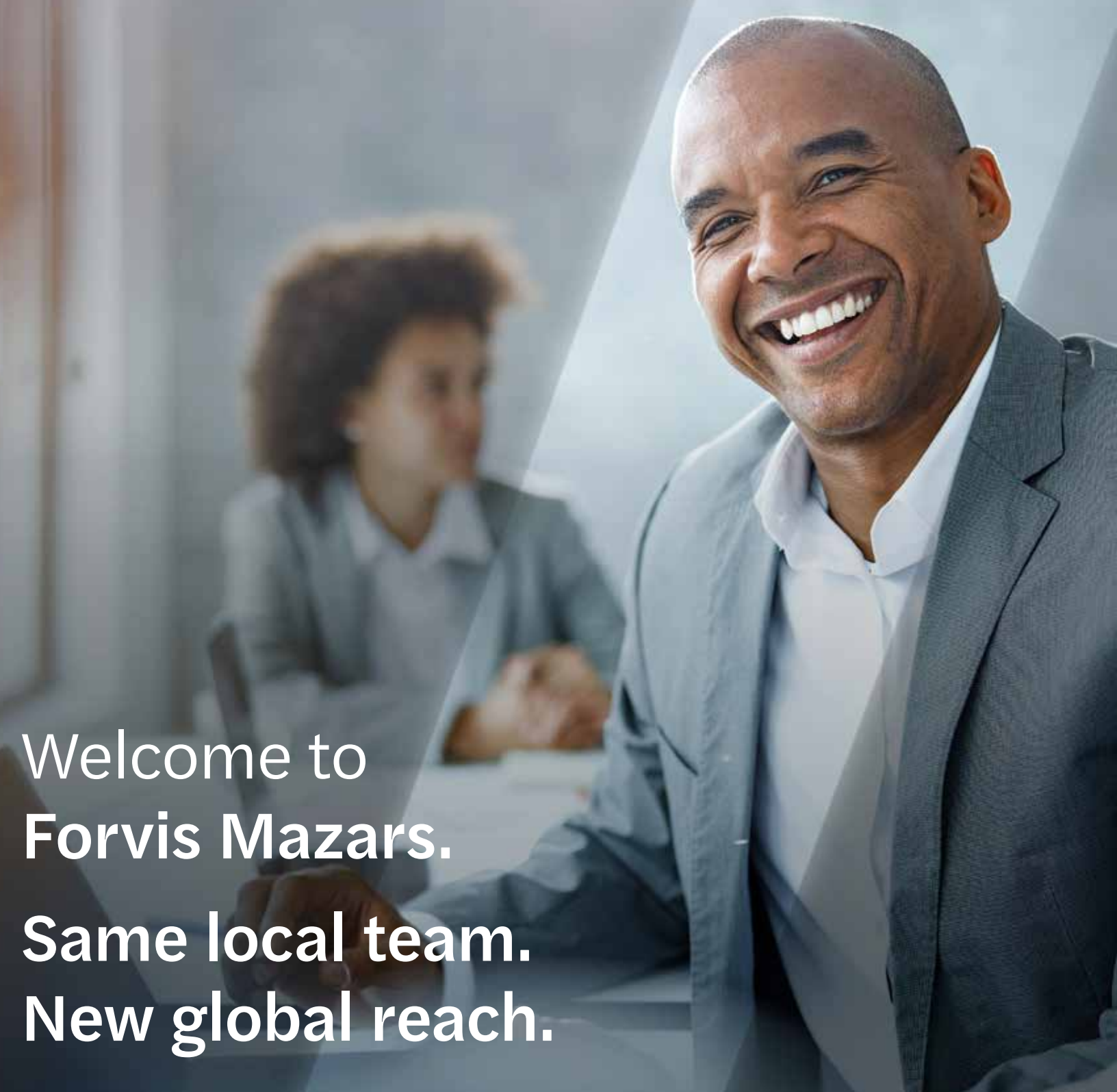
PUBLISHED

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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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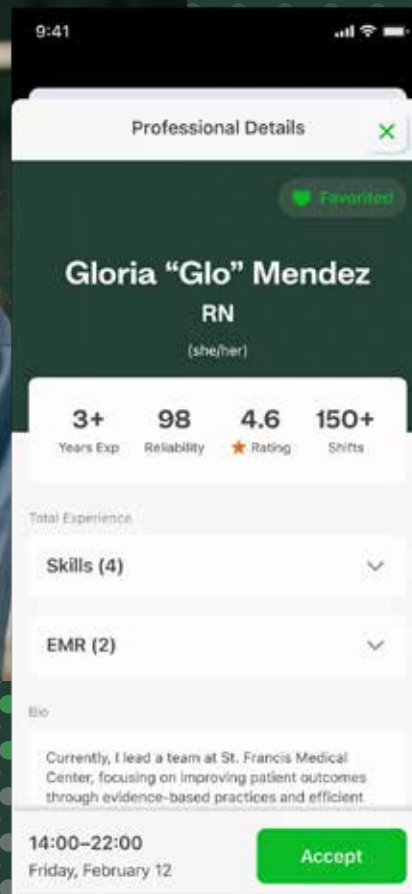
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Barclay Berdan to retire at Texas Health Resources

TEXAS HEALTH RESOURCES announced on March 30 that **Barclay Berdan, FACHE**, chief executive officer, will retire later this year, following a distinguished career with the organization. At the time of his retirement in September, Berdan will have served Texas Health Resources for four decades.

During his tenure, Berdan guided Texas Health through some of the most complex public health challenges in modern U.S. history while leading significant transformation across the organization's clinical, digital and operational capabilities. Under his leadership, Texas Health built a nationally recognized, award winning culture grounded in purpose, service and care for its people, while maintaining the financial strength and stability necessary to invest in innovation, expand access, and support the communities it serves. Known for a steady, mission driven leadership approach, Berdan leaves a lasting legacy for both the organization and North Texas.

The Texas Health Resources Board of Trustees also announced that **Winjie Miao**, currently senior executive vice president and chief operating officer, has been promoted to president, effective April 5. The president role was intentionally created by the Board to identify the executive who will assume the chief executive officer role at a future date.

Miao has served as chief operating officer since 2022, leading enterprise-wide operations across hospital, provider and ambulatory settings. Previously, she served as chief experience officer, where she advanced a more consumer-focused approach to care delivery across the system. She joined Texas Health Resources in 2000 and has held multiple senior leadership roles during her tenure. Winjie will continue reporting to Barclay until September when she takes over as CEO.

As part of the leadership transition, **Laura Irvine** has been named senior executive vice president and chief operating and growth officer.

"This transition reflects thoughtful planning by the Board and positions Texas Health Resources for continued stability and long-term success," said **Hunter Hunt**, chair of the Texas Health Resources Board of Trustees. "Barclay's leadership has shaped this organization in enduring ways, and Winjie and Laura bring the experience

and perspective needed to build on that foundation."

Berdan became CEO in 2014, after serving as senior executive vice president and chief operating officer. He is one of the longest-serving CEOs of a major health system in North Texas and is a nationally recognized and respected professional in the industry.

Under his leadership, Texas Health has engaged in collaborative partnerships to address emerging healthcare issues. He has been a champion of change, leading the transformation of Texas Health to a health system focused on consumers and its mission of improving the health of the people in the communities it serves. He has put meeting the needs of consumers at the core of every aspect of the organization by offering high-quality, affordable, personalized experiences while addressing barriers to good health and giving back to the community.

Berdan graduated from Texas Christian University with a Bachelor of Science in business administration and received his master's degree with a focus in hospital administration from The University of Chicago.

He was Chair of the DFW Hospital Council Board of Trustees in 2001. He has also served as Chair of the United Way of Tarrant County, the American Heart Association of Tarrant County and the Texas Hospital Association.

Berdan has received the Fort Worth Chamber of Commerce Susan Halsey Executive Leadership Award, Modern Healthcare's "100 Most Influential People in Healthcare," the D CEO Excellence in Healthcare Award and the Earl M. Collier Award for Distinguished Health Care Administration. ■



Barclay Berdan



Stephen Love (left) and Erin Tawney at the DFWHC offices on April 23.

Erin Tawney of HHS pays a visit to DFWHC headquarters

ERIN TAWNEY, THE REGIONAL DIRECTOR of the U.S. Department of Health & Human Services (HHS), paid a visit to the DFW Hospital Council (DFWHC) offices on April 23 to talk with President/CEO **Stephen Love**. The opportunity was a “meet and greet” between the two healthcare executives.

“We were thrilled to meet with Erin Tawney,” Love said. “We discussed ways that our organizations could collaborate and work together in the future. It was our pleasure to host the meeting.”

A U.S. Presidential appointee serving Dallas Region VI, Tawney began her tenure in March. Her primary mission is to serve as the department’s principal liaison to state and local governments, as well as private and non-

governmental organizations, with a goal to facilitate the coordination of HHS initiatives.

Throughout April, she has been actively visiting health, nutrition and community partners in North Texas with a focus on connecting federal HHS initiatives with local governments and non-governmental organizations. Tawney has an extensive volunteer background in Arizona, including work with the Society of St. Vincent de Paul.

The HHS is a cabinet-level executive branch department responsible for protecting the health of all Americans and providing essential human services. It oversees public health policy, administers programs like Medicare and Medicaid, and funds medical research through agencies like the CDC and FDA. ■

Around DFWHC



World Cup Committee attendees included (l to r) Jim Dickerson, Maurice Murray, Harmona Epps, Stephen Epley, Jennifer Mertz, Dr. Marshall Isaacs and Brian Lugo.

World Cup Committee visits with DFWHC Board

IMAGINE FIVE SUPER BOWLS coming to the Dallas-Fort Worth area. On June 14, that dream will become a reality when the World Cup arrives in North Texas. In anticipation of the international event, the World Cup 2026 Leadership Committee met with members of the DFW Hospital Council (DFWHC) Board of Trustees on Friday, April 10.

Members of the committee include **Jim Dickerson**, Director at North Central Texas Trauma Regional Advisory Council (NCTTRAC); **Maurice Murray**, Response Manager at NCTTRAC; **Harmona Epps**, Grants Administrator at DFWHC; **Stephen Epley**, Safety Officer and Emergency Manager at Texas Health Resources; **Jennifer Mertz**, Preparedness and Response Supervisor at NCTTRAC; **Dr. Marshall Isaacs**, Medical Director for UT Southwestern and Parkland Health's BioTel EMS System and Medical Director at Dallas Fire and Rescue; **Brian Lugo**, Emergency Manager at Baylor Scott & White Health; and **Stephen Love**, President/CEO at DFWHC.

During the World Cup, there will be a total of nine
8 dfwhc interlocutor

games played in the metroplex, concluding with a semi-final match on July 14. Teams participating include Argentina, Austria, Croatia, England, Japan, Jordan, the Netherlands and Sweden.

"There will be a huge influx of people into the metroplex, and the purpose of the leadership committee is to prepare North Texas," Love said. "Summer temperatures could be an issue for many of the visitors, and we are attempting to anticipate all healthcare and emergency issues our hospitals might encounter."

The mission of the committee is to support healthcare coalitions, public safety partners and emergency response agencies by providing awareness, resource coordination and operational support during the World Cup.

"It has been a privilege to work with so many experts over the past several months," said Love. "I would like to thank NCTTRAC, the hospitals of North Texas and all emergency management personnel for their great work leading up to the World Cup." ■

Family Fit Fest held April 25



FOR THE FIFTH CONSECUTIVE YEAR, the **Community Council of Greater Dallas** hosted the Family Fit Fest on Saturday, April 25, at The Shops at RedBird in Dallas. The complimentary health and wellness fair was designed for the entire family and included fitness activities, giveaways, health screenings and immunizations. More than 2,000 attendees turned out for the event.

NBC 5's **Brittney Johnson** and Telemundo 39's **Martha Minjarez** served as emcees of the event and participated in a live cooking demonstration. Additional activities included yoga, CPR training, rock climbing and an obstacle course. Complimentary t-shirts, snacks and food boxes were also provided to attendees.

UT Arlington's **Dr. Mari Tietze** hosted the university's booth and oversaw the event's survey participation. DFW Hospital Council's **Stephen Love** and **Harmona Epps** also volunteered for the survey collection. ■



Spring Educational Webinars

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

March 26, 2026

“Legislative Changes and the 2026 Midterms: What Do They Mean for U.S. Healthcare?”

– DFWHC/Forvis Mazars

Speaker **Chad Mulvaney**, Director Healthcare Consulting at Forvis Mazars.

<https://www.youtube.com/watch?v=TPwINczEROM>

April 30, 2026

“Why Your Workforce Isn't Working: Closing the Gaps Between Float Pools, FTEs and Staffing in Texas ”

– DFWHC/Medely

Speakers **Justin Lewis**, Head of Enterprise at Medely; **Brian Tran**, VP of Product at Medely.

https://www.youtube.com/watch?v=ew_McnuWdnw

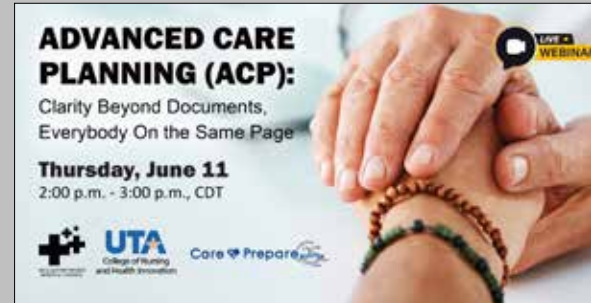
May 7, 2026

“Medicaid Provisions in the One Big Beautiful Bill”

– DFWHC/Hall Render

Speaker **Tim Kennedy**, Attorney at Hall Render; **Brian Neale**, Neale Consulting, Washington, D.C.

<https://www.youtube.com/watch?v=BdoenPt5s00>



Upcoming

May 28, 2026 - 2:00-3:00 p.m., CDT
“International Patients During the World Cup: Registration and Collection”

– DFWHC/BDM International
Speaker **Jennifer Powers-Johnson**, Vice President at BDM International.

June 11, 2026 - 2:00-3:00 p.m., CDT
“Advanced Care Planning (ACP): Clarity Beyond Documents, Everybody on the Same Page”

– DFWHC/UT Arlington
Speakers **Leah Wingard**, Executive Director at Care and Prepare; **Dr. Mari Tietze**, Health Informatics UTA School of Nursing; **Dr. Jerry Barker**, Radiation Oncologist, Texas Cancer Specialists; **Dr. Mahmoud Jawad**, Associate Professor, UT Arlington. ■

For info, contact **Chris Wilson** at chrisw@dfwhc.org.

Associate Members

hallrender.com

By Jennifer Skeels, Todd Nova,
Cait Bell-Butterfield and
Camilla Moreno Jimenez



Fifth Circuit Court of Appeals grants stay in case challenging FDA regulation of mifepristone

UPDATE: Shortly after this alert was published, the Supreme Court granted an administrative stay of the Fifth Circuit's order. This means that, while the Supreme Court reviews Danco's and GenBioPro's emergency requests that the Fifth Circuit's stay be vacated, mifepristone is available under the 2023 REMS, which permits dispensing of mifepristone directly to patients by certain pharmacies, including by certain mail-order pharmacies. We will continue to follow this litigation and will provide further updates as available.

ON MAY 1, 2026, the Fifth Circuit Court of Appeals (the "Fifth Circuit") issued an opinion in the ongoing litigation regarding the U.S. Food & Drug Administration's ("FDA") regulation of mifepristone, a drug approved for use in medically induced abortions and routinely used "off-label" to treat early miscarriages. Ruling in favor of the

State of Louisiana, the Fifth Circuit issued a stay of 2023 regulations by the FDA, which permitted mifepristone to be dispensed by certain pharmacies, including certain mail-order pharmacies. Defendant drug manufacturers Danco and GenBioPro have each submitted emergency applications to the Supreme Court of the United States (the "Supreme Court") requesting that the Fifth Circuit's stay be vacated and that the order be administratively stayed while the Supreme Court considers the emergency applications.

BACKGROUND

In 2000, the FDA approved mifepristone for the medical termination of pregnancy subject to a number of restrictions, including, among others, that: (i) mifepristone could be used for termination of pregnancy only through seven weeks' gestation; (ii) only physicians could prescribe

mifepristone; and (iii) dispensing and administration of mifepristone and of a related drug, misoprostol, and a follow-up appointment, must each occur at separate, in-person doctor’s-office visits. These restrictions were later included in the first Risk Evaluation and Mitigation Strategy (“REMS”) for mifepristone, which was approved by the FDA in 2011.

In 2016, the FDA amended the mifepristone REMS by: (i) permitting use of mifepristone for termination of pregnancy through ten weeks’ gestation; (ii) allowing non-physician prescribers to prescribe mifepristone; and (iii) removing the requirements that misoprostol administration and the follow-up visit occur in person (the “2016 REMS”). In 2019, the FDA approved a generic version of mifepristone.

More recently, in 2021, the FDA announced that, as a result of the COVID-19 pandemic, it would not enforce the in-person dispensing requirement for mifepristone. The FDA formalized this change with an updated mifepristone REMS in January 2023, which also expanded access to mifepristone by allowing certain pharmacies, including large chains and mail-order companies, to dispense mifepristone directly to patients with a prescription from a certified provider (the “2023 REMS”).

STATUS OF LITIGATION

As those following this litigation will recall, in 2024, in separate but related litigation, the Supreme Court rejected a challenge to the 2016 REMS and 2023 REMS, overturning a stay (which never went into effect) imposed by the Fifth Circuit. A previous alert on that decision is available [here](#). Importantly, the Supreme Court’s 2024 decision was based on the plaintiff states’ lack of standing and did not address the merits of the challenge.

This new lawsuit was filed in 2025 by the State of Louisiana, which argues that it has standing because the 2023 REMS allows for “streams of mifepristone by mail into Louisiana for the express purpose of causing thousands of abortions in Louisiana every year,” in violation of Louisiana’s general ban on abortion.

In April 2026, a federal District Court in Louisiana granted a stay of litigation while the FDA completes an ongoing review of the mifepristone regulation, which began in September 2025. The State of Louisiana appealed to the Fifth Circuit, which granted a stay of the

2023 REMS, meaning that pharmacies, including large chain and mail-order companies, may no longer dispense mifepristone directly to patients with a prescription from a certified provider.

Intervenor-defendant pharmaceutical companies Danco and GenBioPro, which manufacture mifepristone, have submitted emergency applications to the Supreme Court requesting that the stay be vacated and that the order be administratively stayed as the Supreme Court considers the emergency applications.

LOOKING AHEAD AND PRACTICAL TAKEAWAYS

For the time being, and unless the Supreme Court intervenes, the 2023 REMS are stayed, meaning that mifepristone may not be dispensed directly to patients by pharmacies – including, but not limited to, mail order pharmacies. In other words, at present, mifepristone may be dispensed to patients only in certain health care settings, by or under the supervision of a certified prescriber.

Health care providers and pharmacies should continue to closely monitor ongoing developments, including action by the Supreme Court and state law actions related to the prescribing of mifepristone, and should further review current policies and procedures related to the prescribing and dispensing of mifepristone to ensure consistency with the stay and state law.

Hall Render is actively tracking the ongoing litigation and regulatory activity related to mifepristone as well as related state law issues. If you have questions regarding mifepristone or need assistance in reviewing and updating practices related to mifepristone use, please contact:

- **Jennifer Skeels** at jskeels@hallrender.com;
- **Todd Nova** at tnova@hallrender.com;
- **C. Bell-Butterfield** at cbell-butterfield@hallrender.com;
- **Camilla Jimenez** at cjimenez@hallrender.com; or
- Your primary Hall Render contact.

Hall Render blog posts and articles are intended for informational purposes only. For ethical reasons, Hall Render attorneys cannot—outside of an attorney-client relationship—answer specific questions that would be legal advice. ■

Associate Members



SOME DAYS

you're fully staffed
and still stretched thin

medely.com

By Angie Nasr,
CNO, Medely

BACK IN MY DAYS as a director of nursing at surgical centers, there were days when I'd look at the schedule and think, we're okay today. Every shift was technically covered. No obvious gaps. No frantic calls at 5 a.m. trying to find someone to come in. And yet, within a few hours, it was clear we weren't okay.



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- **COST CONTROL**
- **FACILITY SOLUTIONS**
- **POTENTIAL STRATEGIES**

Someone was floated into a unit they hadn't worked in months. A newer nurse was assigned a heavier patient load than they were ready for. Charge nurses were stepping in and out of assignments just to keep things moving. By mid-shift, you could feel it, tension building, people moving faster, small delays starting to stack up.

Nothing was wrong on paper. But on the floor, everything felt just a little bit harder than it should have.

That disconnect is something I've come back to again and again, both in my time leading nursing teams and in

conversations with other leaders today. We've become very good at measuring whether a shift is filled. But that's not the same as knowing whether a team is set up to succeed.

Being fully staffed doesn't always mean you have the right mix of experience. It doesn't account for how often the same people are being asked to stretch. And it definitely doesn't reflect how sustainable that pace is over time.

What's changed over the last few years is how often this shows up. It's become harder to keep a full-time staff, and without the proper support, the carefully planned schedule can easily fall apart.

I remember the workarounds. Calling nurses I'd worked with years ago. Texting people on their days off, knowing they needed the rest but hoping they'd pick up anyway. Piecing together coverage through sheer will and personal relationships, and feeling grateful when it worked, guilty when it didn't.

That's not a staffing strategy. That's survival mode. And I know I wasn't alone in it.

What I wish I'd had then, and what I've watched too many leaders go without, is the ability to get ahead of it. Not just react to the schedule falling apart, but see it coming. Know on Tuesday that Friday is going to be hard. Have the right people already lined up, already credentialed, already familiar with how your facility runs.

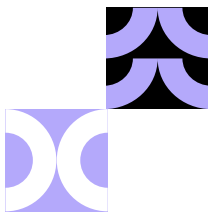
That's the gap we set out to close when we built Medely. Not to replace the judgment of nurse leaders, but to give them better information and better options, so that the decisions they're already making intuitively could be made earlier, with more confidence, and with less cost to the people doing the work.

Because the nurses stretching to cover those gaps? They're not just filling a schedule. They're carrying patients through some of the hardest moments of their lives. They deserve a system that's working as hard for them as they are for their patients.

We're already seeing real change happen inside facilities. And as someone who's been on that floor, scrambling to hold it together, that matters more to me than I can say.

To learn more about how Medely can help you proactively manage your workforce, visit [Medely.com](https://www.medely.com). ■

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



The shift from awareness to access

How healthcare marketing is driving real outcomes

What's driving this shift isn't just competition — it's visibility. Health systems have more real-time data than ever before, and that data is exposing where access breaks down, where demand is unmet, and where patients are leaking out of the system. Marketing is uniquely positioned to connect those signals across digital, operational, and clinical touchpoints — but only if it's embedded early enough in the decision-making process.

This also changes how success is measured. Campaign performance in isolation is no longer enough. The conversation has moved upstream to contribution: how marketing influences downstream outcomes like case mix index, procedural volume, and network integrity. That requires tighter alignment with finance, operations, and physician leadership — and a willingness to be accountable to the same metrics.

There's also a cultural shift happening inside organizations that are getting this right. Marketing leaders are being pulled out of reporting structures that limit their influence and placed closer to system strategy and key growth decisions.

They're participating in growth planning, access redesign, and service line prioritization — not after decisions are made, but while they're being shaped. That proximity changes everything.

And importantly, this isn't about adding more to marketing's plate. It's about redefining the role entirely. The systems seeing the most impact aren't asking marketing to do more campaigns — they're asking it to help solve bigger problems. Access. Throughput. Retention. Growth. That's a different mandate, and it requires a different kind of integration.

If you're ready to turn strategy into measurable growth, let's talk.



About the author
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INTERNATIONAL PATIENTS DURING THE WORLD CUP:

Registration and Collection

Thursday, May 28

2:00 p.m. - 3:00 p.m., CDT



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- PATIENT REGISTRATION
- INTERNATIONAL RECOVERY
- HEALTHCARE FINANCE
- INTERNATIONAL BEST PRACTICES
- POTENTIAL STRATEGIES

SPEAKERS



Jennifer Powers-Johnson
Vice President
BDM International



Stephen Love,
President/CEO
DFW Hospital Council

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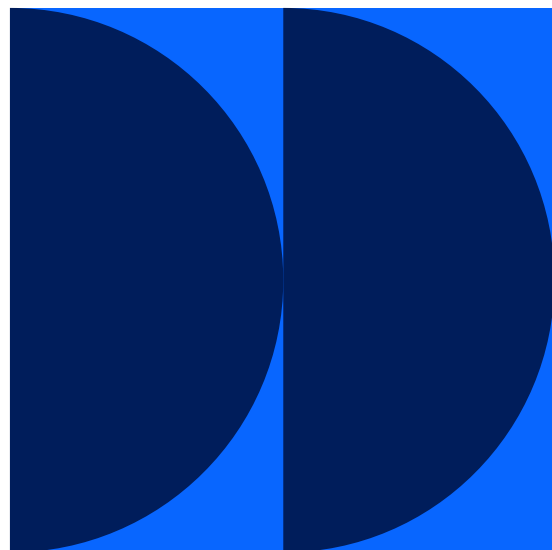
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We make brands Unstoppable.





measurable
growth across
key service lines

40%

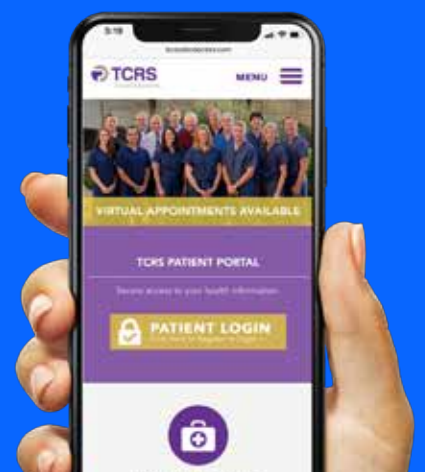
improvement
in digital
front door
conversion



AGENCYCREATIVE

30%

reduction
in patient
leakage
across key
service lines





Jennifer Miff

President, DFWHC Foundation
Senior Vice President, DFWHC

Paws up for an “Extraordinary” Event

THANK YOU TO THE 700 ATTENDEES who joined us for this year’s sold-out, **28th Annual Employee of the Year Luncheon** on April 21 at Hurst Conference Center. We collectively cheered for our 160-plus nominees as they were recognized – the hospital employees, physicians and volunteers who represent the best of our North Texas healthcare workforce.

We had a great time learning more about our “Extraordinary” nominees, including one particularly adorable four-legged nominee named Pax. We were able to meet nominees from each health system through audience interviews, and we recognized 14 winners. This is one of our favorite events of the year as it captures the spirit and joy of people who dedicate their lives to helping others. We cherish the opportunity to celebrate with all of you and we congratulate each of the winners and nominees highlighted in this issue.

I would also like to thank our sponsors, our health system members, our Masters of Ceremonies – **Juan Fresquez** and **Will Turner**, those who submitted nominations, and our panel of judges, which includes health-system based ACHE Board Members and Young Healthcare Executive nominees. Everyone’s energy and enthusiasm made this a special day for all involved.

Finally, this luncheon would not be possible without the efforts of the health system employees who coordinate all of the hospital nominations and sponsorships. Please join me in thanking: **Michelle Amos, Ashley Baker, Amy Smith, Kim Cummings, Veronica Aguillon, Leslie Burton, Daniel Gonzalez, Nicholas Vigil, Brett Stanley, Ginger Morrow, Scott Sutherland, Elizabeth Roberts, Stephanie Mayen, Stacy Miller, Evan Thomas, Lauren Smith and Sasha Manouchehipour.**

NOTE: Many of you have requested pictures from the event. Downloads of all pictures can be found at <https://jerrymcclure.smugmug.com/DFWHC/Spring-Luncheons/2026-DFWHC-EOY-Luncheon/EOY-Luncheon-Website>. Please do not hesitate to contact chrisw@dfwhc.org if you have difficulty accessing the photos. ■



JPS Volunteer Nominee Pax the Comfort Dog.

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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Texas Health Resources

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Jennifer Miff
DFWHC Foundation

Around DFWHC Foundation

More than 300 attendees turn out for “Workplace Violence” seminar



Stephen Love (left) of DFWHC leads a panel discussion with John Creuzot (l to r), Dallas County District Attorney, Jack Frazee of the Texas Nurses Association and Dr. Joseph Chang, CMO at Parkland Health.

IT WAS A GREAT TURNOUT on April 9 for the DFW Hospital Council (DFWHC) Foundation’s in-person educational event “**Tackling the Epidemic of Healthcare Workplace Violence**” at UT Southwestern’s Gooch Auditorium. Hosted by the Foundation’s Workplace Violence Committee, more than 300-plus were in attendance.

“We were thrilled by the turnout,” said **Patti Taylor**, the DFWHC Foundation’s Director of Quality and Patient Services and coordinator of the event. “Data from the American Hospital Association shows that 81% of healthcare workers face workplace violence costing U.S. hospitals more than \$18 billion a year. We wanted to provide an opportunity for North Texas healthcare employees to hear from the experts and perhaps learn how to assess a dangerous situation and how to apply such skills in the workplace.”

The event opened with the panel discussion, “Workplace Violence in Healthcare – the Federal, State and Local Perspective,” with **John Creuzot**, Dallas District Attorney; **Jack Frazee**, Director of Government Affairs and General Counsel and the Texas Nurses Association; **Dr. Joseph Chang**, CMO of Parkland Health; and Moderator **Stephen Love**, President/CEO of DFWHC.

Additional highlights included:

- “American Hospital Association – Building Safer Workplaces and Communities: Strategies to Prevent and Address WPV in Health Care,” with **Elisa Arespachoga**, MBA, Group VP, Clinical Affairs and Workforce, American Hospital Association; and **Jordan Steiger**, MPH, MA, LSW, Director of Behavioral Health and Violence Prevention, American Hospital Association;
- “Behavioral Health,” with **Dr. Mallory Cash**, Assistant Professor in the Department of Psychiatry, UT Southwestern;
- “Behavioral Threat Assessment Program,” with **Melissa Jones**, CHPA, HS-BCP, CADC, Director Workplace Violence Prevention, Children’s Health;
- “Threat Safety Science,” with **Vicki King**, Former Assistant Chief of Police for Converged Threat/Risk Protection and Investigations, MD Anderson Cancer Center and UT Health Science Center.

All presentations were posted on the DFWHC Foundation website at <https://dfwhcfoundation.org/workplace-violence-event-2026/>. For information, please contact **Patti** at ptaylor@dfwhcfoundation.org. ■

Employee of the Year Luncheon



System Employee of the Year **Lauren Hendrix** (top left, right) of Children’s Health with her husband Robert; Volunteer of the Year **Alicia “Ali” Goodfellow** (top right) of Children’s Medical Center Plano; Methodist Mansfield Medical Center President and Master of Ceremonies **Juan Fresquez** (middle left); Rex McRae Scholarship recipient **Sarah Birdwell** (middle right) of Methodist Mansfield Medical Center; Community Service recipient **Beena Varghese** (lower left, center) of Parkland Health with **Will Turner** (left), President of Baylor Scott & White - Waxahachie and co-Master of Ceremonies; Special Recognition Award recipient **Rae Delgado** (lower right, center) of Methodist Charlton Medical Center. – photos by Jerry McClure

Extraordinary!

North Texas hospital employees honored at April 21 luncheon

A SALUTE TO THE NORTH TEXAS HOSPITAL WORKFORCE, the Dallas-Fort Worth Hospital Council (DFWHC) Foundation's **28th Annual Employee of the Year Luncheon** was held April 21 at the Hurst Conference Center. More than 700 attendees turned out to honor 160-plus nominees and 14 award recipients from health systems across the region.

"We were thrilled by the turnout, and we hope this day was an inspiring one for the nominees," said **Jen Miff**, president of the DFWHC Foundation. "The Foundation is a strong proponent for workforce programs that make a difference in the quality of care for 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, whether on the front lines or behind the scenes."

Themed "Be Extraordinary," the luncheon's masters of ceremonies included **Juan Fresquez**, president of Methodist Mansfield Medical Center and chair of the DFWHC and DFWHC Foundation Boards; and **Will Turner**, president of Baylor Scott & White Medical Center – Waxahachie and chair-elect of the DFWHC and DFWHC Foundation Boards.

Award recipients included:

Rex McRae Scholarship

- **Sarah Birdwell**, Extern, Methodist Mansfield Medical Center

Physician of the Year

- **Dr. Nancy Georgekutty**, Methodist Mansfield Medical Center

Volunteer of the Year

- **Alicia "Ali" Goodfellow**, Children's Medical Center Plano

Preceptor of the Year

- **Dustin Trevino**, Senior Registered Nurse, Parkland Health

System Employee of the Year

- **Lauren Hendrix**, Outpatient Care Coordinator, Children's Health

Community Service Award

- **Beena Varghese, RN**, Professional Development Practitioner, Parkland Health

Special Recognition Awards

- **Yvette Amerson**, Infection Prevention Manager, Texas Health Harris Methodist Hospital Cleburne
- **Janell White**, Security Officer, Baylor Scott & White Medical Center – Lake Pointe
- **Rae Delgado**, Stroke Coordinator, Clinical Outcomes, Methodist Charlton Medical Center
- **Aisha Honore-Otis**, Clinical Nurse Outcomes, Texas Health Presbyterian Hospital Dallas

Employee of the Year Awards

- **Deana Carter**, Orthopedic Program Coordinator, Texas Health Presbyterian Hospital Flower Mound
- **Pamela De Tomas Medina**, Clinical Quality Improvement, Children's Medical Center Plano
- **Jerry Stevenson**, Information Systems Solution Architect, Children's Medical Center Dallas
- **Thuong "Trizzy" Bui**, Supervisor, Tech Imaging Services, UT Southwestern University Hospitals

Young Healthcare Executive nominees of North Texas and board members of the North Texas Chapter of the American College of Healthcare Executives judged the blinded nominations on March 24. Individual and hospital names were removed in advance and selections were based entirely on the facts presented within the form letter. Nominees were separated into four categories of hospitals including 1-99 beds, 100-250 beds, 251-499 beds and 500-plus beds.

Top sponsors of the event were **Hall Render** and **Forvis Mazars**. Additional sponsors included **Konica Minolta**, **ShiftKey** and **Diana Health**. ■

Employee of the Year Luncheon



Employee of the Year:
Deana Carter
 Orthopedic Program Coordinator
 Texas Health Presby Flower Mound



Employee of the Year:
Pamela De Tomas Medina
 Program Manager, Clinical Quality
 Children's Medical Center Plano



Employee of the Year:
Jerry Stevenson
 Information Systems
 Children's Medical Center Dallas



Employee of the Year:
Thuong "Trizzy" Bui
 Supervisor, Tech Imaging
 UT Southwestern



Special Recognition:
Yvette Amerson
 Infection Prevention Manager
 Texas Health Harris Meth. Cleburne



Special Recognition:
Janell White
 Security Officer
 Baylor Scott & White - Lake Pointe



Special Recognition:
Rae Delgado
 Stroke Coordinator
 Methodist Charlton Medical Center



Special Recognition:
Aisha Honore-Otis
 Clinical Nurse Outcomes
 Texas Health Presbyterian Dallas



Rex McRae Scholarship:
Sarah Birdwell
 Extern
 Methodist Mansfield Medical Center



Physician Award:
Dr. Nancy Georgekuty
 Methodist Mansfield
 Medical Center



Volunteer Award:
Alicia "Ali" Goodfellow
 Children's Medical
 Center Plano



Preceptor Award:
Dustin Trevino
 Senior Registered Nurse
 Parkland Health



System Award:
Lauren Hendrix
 Children's Health System



Community Service:
Beena Varghese
 Parkland Health



EMPLOYEE NOMINEES

Jamie Threadgill

Baylor Scott & White All Saints FW

Brittany Delara

Baylor Scott & White – Centennial

Autumn Douglas

Baylor Scott & White – Grapevine

Jordan Rourke

Baylor Scott & White – McKinney

Christopher Shorrock

Baylor Scott & White – Waxahachie

Tysha Mcguire

Baylor Scott & White Heart – Corinth

Kayla Schertz

Baylor Scott & White Heart – Denton

Nisha Paul

Baylor University Medical Center – Dallas

Victor Valdez

Cook Children’s Medical Center

Addyson Mouser

Cook Children’s Medical Center Prosper

Yolanda Contreras

JPS Health Network

Yog K C

Medical City Alliance

Scott Beske

Medical City Arlington

Daffney Cseke

Medical City Dallas

Staci Rodriguez

Medical City Las Colinas

Rachel Pray-Kilmer

Medical City Lewisville

Rachel Javine

Methodist Dallas Medical Center

Alicia O’Mealia

Methodist Mansfield Medical Center

Blanca Gomez

Methodist Midlothian Medical Center

Saira Ruiz

Methodist Richardson Medical Center

Bridget Reynolds

Texas Health Arlington Memorial Hospital

Christopher Francios

Texas Health Diagnostics/Surgery Plano

Cristal Hickey

Texas Health Harris Methodist Alliance

Robin Antonucci

Texas Health Harris Methodist Azle

Patrice Johnson

Texas Health Harris Methodist FW

Ave Rollock

Texas Health Harris Methodist HEB

David Wolf

Texas Health Hospital Frisco

Mercy Mathew

Texas Health Presbyterian Allen

Kimberly Rosinbaum

Texas Health Presbyterian Denton

Jeremy Haimes

Texas Health Presbyterian Kaufman

Jessica Miller

Texas Health Presbyterian Plano

Johnny Orr

Texas Health Presbyterian Rockwall

PHYSICIAN NOMINEES

Dr. Juan Lozano

Baylor Scott & White – Grapevine

Dr. Jordan Smith

Baylor Scott & White – Lake Pointe

Dr. Steven “Blake” Baker

Baylor Scott & White – McKinney

Dr. Rashedul Hasan

Baylor Scott & White – Plano

Dr. Peggy Linguist

Baylor Scott & White – Waxahachie

Dr. Gary Schwartz

Baylor University Medical Center – Dallas

Dr. Andrew Koh

Children’s Medical Center Dallas

Dr. Rafael de Oliveira Sillero

Children’s Medical Center Dallas

Dr. Ayesha Zia

Children’s Medical Center Dallas

Dr. Benjamin Abraham

Children’s Medical Center Plano

Dr. Israel Nosnik

Children’s Medical Center Plano

Dr. Javier Gelvez

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Dr. Larry Reaves

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Dr. Danielle Ford

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Dr. Tiffany Anthony

Medical City Dallas

Dr. Devadatta Sarwate

Medical City McKinney

CONTINUED ON PAGE 26

Employee of the Year Luncheon

CONTINUED FROM PAGE 25

Dr. David Mason

Methodist Dallas Medical Center

Dr. Joyce Roy

Methodist Midlothian Medical Center

Dr. Abdul El Chafic

Methodist Richardson Medical Center

Dr. Paavani Komanduri

Parkland Health

Dr. Manatha Modem

Parkland Health

Dr. Nagendra Gupta

Texas Health Arlington Memorial Hospital

Dr. Bala Grandhi

Texas Health Harris Methodist Alliance

Dr. Keegan Miller

Texas Health Harris Methodist Azle

Dr. Suzanne Whitbourne

Texas Health Harris Methodist HEB

Dr. Daniel Sheno

Texas Health Hospital Frisco

Dr. Jaswinder Chadda

Texas Health Presbyterian Hospital Allen

Dr. Savreet "Ritu" Sarkaria

Texas Health Presbyterian Hospital Dallas

Dr. Randall Burt

Texas Health Presbyterian Hospital Plano

Dr. Esayas Abebe

Texas Health Presbyterian Hospital

Rockwall

Dr. Suzanne Cole

UT Southwestern University Hospitals

Dr. Walter Kutz

UT Southwestern University Hospitals

Dr. Ankit Patel

UT Southwestern – Zale

VOLUNTEER NOMINEES

Annette & Greg Lecheler

Baylor Scott & White – Centennial

Jack Beam

Baylor Scott & White – Grapevine

Kay Byers

Baylor Scott & White – Irving

Celeste Haiduk Cox

Baylor Scott & White – McKinney

Joe & Coleta Lewis

Baylor Scott & White – Plano

Aminat "Tobi" Tajomavwo

Baylor University Medical Center – Dallas

Mark Oristano

Children's Medical Center Dallas

Liz Webb

Children's Medical Center Dallas

Gerald Thomas McGee

Children's Medical Center Plano

Chitra Raman

Children's Medical Center Plano

Sharron Schmitt

Cook Children's Medical Center

Pax the Comfort Dog

JPS Health Network

Jerry Hubbard

Medical City Dallas

Francine White

Methodist Dallas Medical Center

Linda Newton

Methodist Mansfield Medical Center

Donna Kane

Methodist Midlothian Medical Center

Kathy Reed

Methodist Richardson Medical Center

Rosie Steffen

Parkland Health

Marilyn White

Parkland Health

Dee Dee Seidule

Texas Health Arlington Memorial Hospital

Carol Ozmer

Texas Health Harris Methodist Alliance

Cathy Ostermann

Texas Health Harris Methodist Azle

Jan Johnson

Texas Health Harris Methodist Cleburne

Jim Catching

Texas Health Harris Methodist Fort

Worth

Terri Dean

Texas Health Harris Methodist HEB

Nancy Langley

Texas Health Harris Methodist SW Fort

Worth

Kathleen McDonald

Texas Health Hospital Frisco

William Carder

Texas Health Presbyterian Hospital Allen

Jimmie Carter

Texas Health Presbyterian Hospital Dallas

Sharon Murphy

Texas Health Presbyterian Hospital

Denton

Joel Berenstein

Texas Health Presbyterian Hospital Plano

Sharon Howell

Texas Health Presbyterian Hospital

Rockwall

Cherry Harper

UT Southwestern University Hospitals

SYSTEM NOMINEES

Sadie Crouch
Cook Children's System

Arthur Mehalick
JPS Health Network

Debbie Seider
Methodist Health System

Arpan Patel
Parkland Health

Hugo Corea
Texas Health Resources

Peggy Bartholomew
UT Southwestern

PRECEPTOR NOMINEES

Dalal Khan
Baylor Scott & White All Saints – FW

Beryl Job
Baylor Scott & White – Centennial

Jacqueline Venecia
Baylor Scott & White – Grapevine

Ruby Galan
Baylor Scott & White – Lake Pointe

Andrea Bautista
Baylor Scott & White – McKinney

Kristie Smith
Baylor Scott & White – Waxahachie

Jerry Lanier
Baylor Scott & White Heart Hospital – Plano

Lilly Coutts
Children's Medical Center Dallas

Christina Moore
Children's Medical Center Dallas

Brittany Peters
Children's Medical Center Dallas

Stephanie Caradine
Children's Medical Center Plano

Gene Mae Estoya
Children's Medical Center Plano

Virginia Kasenic
Children's Medical Center Plano

Wendy Benton
Cook Children's Medical Center

Kalyn Brown
JPS Health Network

Joellen Kruse
JPS Health Network

Melissa Rowles
JPS Health Network

Germaine Kabukabu
Medical City Arlington

Elizabeth Galloway
Medical City Dallas

Rosa Moctezuma
Methodist Dallas Medical Center

Aaron Greenwood
Methodist Mansfield Medical Center

John Carlson
Methodist Midlothian Medical Center

Mandu Nsekpong
Methodist Richardson Medical Center

Yazmin Lozano
Parkland Health

Kelcie McCasland
Parkland Health

Adriana Armbruster
Texas Health Harris Methodist Alliance

Florence Okafor
Texas Health Presbyterian Dallas

Daniel Miller
Texas Health Presbyterian Denton

Shelby Myers
Texas Health Presbyterian Kaufman

Amanda Johnson
Texas Health Presbyterian Plano

Kimberly Griffith
Texas Health Presbyterian Rockwall

Elizabeth Alex
UT Southwestern University Hospitals

Osasenaga Ehima
UT Southwestern University Hospitals

Maria Christina Mananghaya
UT Southwestern University Hospitals

REX MCRAE NOMINEES

Laquana McCall
Cook Children's Medical Center

Grace Tarleton
JPS Health Network

Sawyer Griffin Lovett
Methodist Dallas Medical Center

Amreen Yousuf Rehmani
Texas Health Presbyterian Dallas

Claire Brasseaux
Texas Health Presbyterian Denton

Erica Cash
Texas Health Presbyterian Rockwall

Congrats!

DFWHC Foundation's Workforce Center Director **Sally Williams** to retire in August

IT IS WITH BITTERSWEET SENTIMENT to share that **Sally Williams**, DFW Hospital Council (DFWHC) Foundation's Workforce Center Director, will be retiring after 23 years at the company. Her retirement will be effective in August 2026.

"It has truly been an honor to work with the DFWHC Foundation and support the North Texas hospitals' needs over the years," said Williams. "While I am excited for this next chapter, I am equally committed to ensuring a smooth and seamless transition. I will be staying on through my retirement date to assist with all handoffs and maintain continuity of service."

Our team is actively working to fill her role. We want to ensure that we find the right person to continue providing the level of care and support our hospitals deserve.

Williams was instrumental in coordinating the DFWHC Foundation's annual **Employee of the Year Luncheon**, an event that serves as a salute to the North Texas hospital workforce. On April 21, Williams and the DFWHC Foundation hosted the 28th annual luncheon at the Hurst Conference Center, a sold out event that honored more than 160 hospital employees. For over two decades under Williams' leadership, the Employee of the Year Luncheon has honored more than 1,500 exceptional hospital employees, with the event designed to be a memorable afternoon for hospitals and their nominees.

Williams and the DFWHC Foundation Workforce Center works collaboratively with hospitals, schools and other community stakeholders to meet the region's healthcare workforce needs. These collaborations impact the training of healthcare workers, provide understanding of true workforce needs through data and regional tactics that ultimately provide patients with better care.

Some of the projects that Williams coordinated included the Next Gen Healthcare Industry Sector Partnership, Healthcare Employer Learning Consortium, numerous collaborative grants, training events, a centralized clinical placement system and healthcare staff



Sally Williams

recruitment.

The Next Gen Healthcare Industry Sector Partnership was a regional, industry-driven collaboration uniting business leaders with community partners (education, workforce and economic development) to address workforce needs and boost competitiveness.

The Healthcare Employer Learning Consortium was a joint effort between the United Way of Metropolitan Dallas Pathways to Work program and the DFWHC Foundation. It is a cross-functional collaboration of funders, employers and training providers working to create innovative solutions for moving entry-level workers into good middle-skill jobs and ensure employers have a pipeline of skilled and ready-to-work employees.

"Our team is actively working to fill her role," said **Jen Miff**, president of the DFWHC Foundation. "We want to ensure that we find the right person to continue providing the level of care and support our hospitals deserve. We would also like to wish Sally Williams congratulations on her retirement. She will be missed." ■

Be EXTRAORDINARY!



28th Annual
Employee of the Year
Luncheon

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HEALTH SYSTEM

 **Parkland**

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UT Southwestern
Medical Center

 **JPS Health Network**
Fort Worth, Texas



Danny Davila

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

LinkedIn

<https://www.linkedin.com/pub/danilio-davila-lpi/1/7b9/962>

E-mail

ddavila@gp1.com

A few reasons to use GroupOne

GROUPONE BACKGROUND SCREENING, a for profit subsidiary of the DFW Hospital Council (DFWHC), has been providing services for over 30 years. During that time, GroupOne has earned the respect of thousands of clients across the U.S. If your company is not using GroupOne, consider these reasons:

- 1. History** – Many consumer reporting agencies (CRA’s) rely upon gimmicks and shortcuts that ultimately fail. We have delivered thousands of background reports to major hospital systems in North Texas. Our name is synonymous with reliable and compliant service.
- 2. Legacy** – For decades, our agency has been the primary background reporting agency for North Texas hospitals. We understand the community and the need for patient safety and compliance. GroupOne has a vested interest in community health.
- 3. Effectiveness** – Due to our historical data collected over 30 years, in addition to our updated technology, GroupOne ensures that your work is reviewed for quality assurance.
- 4. Value** – Our pricing is competitive. We understand our clients’ budgets and work with you to arrive at an appropriate cost. We are not owned by private equity firms and thus, we are not forced to raise prices due to investor profit margins.
- 5. Service** – Across many industries, support services are delegated to AI. GroupOne relies on individuals who live and work in the community. When a client contacts us, we have live employees with decades of experience. We do not delegate this role to international workers or AI bots.
- 6. Health Care Proficiency** – GroupOne has served all of North Texas’ hospitals. We also have extensive experience in supporting our hospitals with guidance during visits from the Joint Commission and CMS.
- 7. Talent** – Every single member of GroupOne’s workforce is a Texas Licensed Private Investigator. They are trained to create compliant background reports. Our experienced team ensures clients receive quality support.
- 8. Reliability** – Since 2015, GroupOne’s reporting system has successfully operated without a single delay. The year prior, we elected to make extensive system adjustments so our clients would never have to suffer through “downtime.”
- 9. Trusted** – We have earned the trust of thousands of clients over the last three decades, and we work diligently to continue to earn that trust.

If you have yet to use our GroupOne system, please do not hesitate to contact me at ddavila@gp1.com for a tour. ■



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.

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800-683-0255
Fax: 469-648-5088

Danny Davila:
ddavila@gp1.com

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GroupOne to have the national spotlight during May 28 webinar



WE'RE IN THE SPOTLIGHT! GroupOne Background Screening will be highlighted during a national webinar on **May 28** from 11:00 a.m. to 12 noon, CDT. Titled **“GroupOne Background Screening: A Healthcare Partner in Safety and Compliance,”** the event is part of a series of webinars hosted in coordination with the Conference of Metropolitan Hospital Associations (CMHA) highlighting national healthcare businesses.

David Graves, GroupOne’s HR Guru and National Sale Representative, will serve as speaker.

This webinar is ideal for CEOs and executive leaders, human resources and talent acquisition executives, compliance and risk management leaders, clinical and operations leadership, or workforce planning decision makers involved in hiring, onboarding, and regulatory compliance.

The event will be a great way to discover how GroupOne delivers measurable financial and operational benefits for hospitals and health systems. This exclusive webinar will highlight actionable strategies and proven outcomes that directly impact your bottom line.

Founded in 1988 by the DFW Hospital Council, GroupOne’s mission is to create a safer environment for patients and staff. With increasing demands within the healthcare industry to hire safe and dependable employees, GroupOne set out to become a trusted partner to hospital professionals. Today, GroupOne has evolved into one of the best background check companies in the nation, expanding its product to meet every hiring need. GroupOne operates under the guidelines of the FCRA (Fair Credit Reporting Act) as a Consumer Reporting Agency and licensed Private Investigative Agency, and it also adheres to pertinent Joint Commission standards including HR 1.20 and “primary source” research requirements. Plus, every GroupOne employee is a licensed and bonded private investigator!

You can register at <https://events.teams.microsoft.com/event/584b7b38-0af7-4141-a614-b4a515412dbd@8520bbb9-cf6b-4927-bcc6-585a45a6e085>.

For information, please contact David at dgraves@gp1.com. ■

Are Social Media Background Checks a good idea?

WE MIGHT AS WELL STATE THIS UPFRONT. GroupOne Background Screening does not do social media checks. There's a number of reasons we've chosen to avoid this service, the main one being the severe legal and discrimination risks.

It should be noted that social media background checks are common for job candidates, providing an assessment of cultural fit with your company. It can also be a useful way to identify potential red flags involving harassment or illegal activities. But it's such a legal, if not ethical quagmire, as it can expose employers to protected personal information such as age, religion and sexual orientation, all factors that could lead to unconscious bias and discrimination.

Here at GroupOne, we're not entirely convinced the data accumulated from a social media account can even be defined as accurate. Such accounts, whether Facebook, X or even LinkedIn, are often curated reflections of personality rather than complete definitions of a person. Research suggests profiles do reveal genuine personality traits through interaction patterns. However, they are often idealized versions or incomplete representations of who a person really is. Here's a few pros of Social Media Background Checks:

- **Red Flag Detection:** Identifies unprofessional behavior, harassment, hate speech or potential safety threats before hiring;
- **Cultural Fit Evaluation:** Provides insights into a candidate's values and personality;
- **Skill Validation:** Allows employers to see a candidate's creativity or professional output such as LinkedIn projects and professional blogs;
- **Protects Reputation:** Helps prevent the hiring of individuals who might damage the company's brand.

But there's significant risks and drawbacks including:

- **Legal and Discrimination Risks:** Reviewing social media often reveals "protected class" information



such as age, sexual orientation, disability and pregnancy status. Using this data—even unintentionally—can trigger lawsuits under the Equal Employment Opportunity Commission (EEOC).

- **Unreliability and "Computer Twins":** Simply put, social media is unverified. Information can be taken out of context, and "computer twins," or people with identical names, can lead to evaluating the wrong person.
- **Privacy Concerns:** Quite a few candidates would view social media screening as an invasion of their personal life. Accessing private accounts or requesting passwords is also illegal in 28 states.
- **Lack of Predictive Validity:** Recent research indicates that social media assessments have low "criterion-related validity," meaning they are often poor predictors of job performance. While they may show adequate convergent validity for personality traits, they frequently lack consistent, reliable and legally defensible links to job performance.

But if you insist on implementing a social media search practice, we recommend that you use a "third-party provider" which can filter out protected characteristics and provide job-relevant information, though it should be noted that while this minimizes legal risks, it does not eliminate them. Sometimes it's hard to differentiate between what is considered professional and private. And no one wants to go to court to decide such a claim. ■

Why is my background check delayed?!

NOW HOLD ON THERE PARTNER! At GroupOne Background Screening, the last thing we want to do is delay your background check. We know it can be frustrating. But at the end of the day, a background check is research, and GroupOne's research requires due diligence to ensure your records are accurate and truly belong to the candidate. We understand. Even when you've set up everything right, background checks can still hit those irritating potholes.

Here are some of the most common reasons a background report might be delayed:

- **County Records:** County courts are usually the primary source for criminal records. Unfortunately, every court operates differently. Some provide digital access, while others require staff to manually pull records from those dusty file cabinets. That can turn a same-day result into a delayed wait.
- **Alias Names:** If a candidate has used more than one name, for example maiden names or legal name changes, each name needs to be checked. Tony Albert Montana could be going by Al Montana in another state. You get the idea. Running those additional searches can add time but ensure nothing is missed.
- **Common Names:** When a candidate has a very common name such as James Brown or Brian Jones, it's going to take more digging to confirm whether the record actually belongs to them. Additional data such as Social Security numbers may need to be matched to verify accuracy.
- **Inaccurate Information:** Delays can happen because the information submitted doesn't match official records. A mistyped date of birth or Social Security number that doesn't match will trigger extra steps. Sometimes, GroupOne will need to delay the report until the candidate corrects or confirms the details. GroupOne's crack team will make it easy to quickly



resolve these issues should they happen.

- **Candidate Dawdling:** The background check process can't even begin until the candidate provides consent. If they dawdle and take their time, the timeline gets pushed back before GroupOne's research even begins.

It should be noted that none of these issues will guarantee delays, especially when you're working with a GroupOne team that utilizes technology to move quickly. But they're worth remembering so you can set realistic expectations when planning your hiring process.

And don't get us started on delays related to drug screenings. Perhaps a post for another time? Please do not hesitate to contact us at GroupOne should you have questions. ■

Celebrate! You deserve it.
Congratulations to all of the nominees.



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Award-winning MFPs Shine in Areas of Productivity, Security, Quality and Ease of Use

2025 A3 LINE OF THE YEAR AWARD FROM KEYPOINT INTELLIGENCE

Their most prestigious award recognizes products that consistently excelled in testing, particularly in ease of use, features, and value.

Konica Minolta's Entire A3 Portfolio Recognized For:

- Exceptional and consistent performance across the lineup
- Impressive, simplified setup process
- Robust administrative capabilities
- Seamless fleet set-up and management
- Outstanding efficiency and excellent usability
- Professional-looking print quality
- Consistent, intuitive walk-up experience
- Strong security offering safeguards sensitive data, mitigates risk of unauthorized access

FOUR PICK AWARDS

Keypoint Intelligence Picks are distinguished awards earned through rigorous lab performance and competitive analysis.

- bizhub C451i
- bizhub C551i
- bizhub C651i
- bizhub C751i



These Models Recognized For:

- Impressive productivity: Tested for full max monthly volume
- Faster-than-average job streams and first-print-out times: Make for highly productive devices in multi-user environments
- Suitability for modern working: Above-average scan speeds meet the digitization needs of today's hybrid workers



bizhub C451i



bizhub C551i



bizhub C651i



bizhub C751i (shown with optional finisher)

Contact **Whitney Hicks**, Senior Account Executive - Healthcare Specialist to find out more: whicks@kmbs.konicaminolta.us



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