

## GROWTH RENOVATIONS TRANSFORM LABOR & DELIVERY

Crews have put the finishing touches on a newly renovated Labor & Delivery unit at Methodist Charlton.

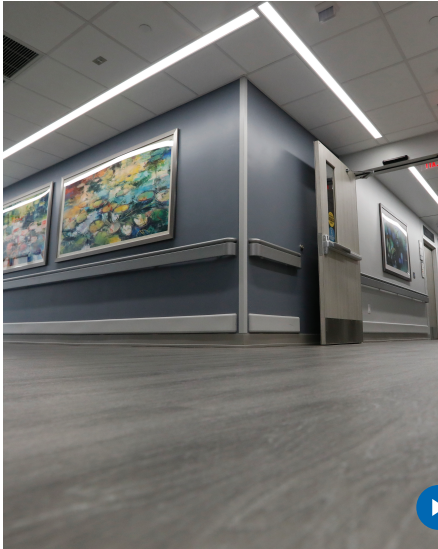
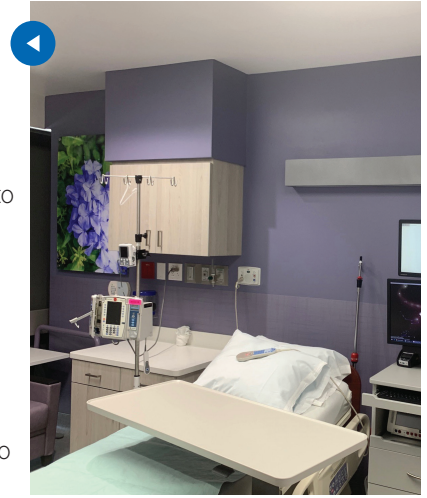
The \$4.1 million project began last year, alongside a multimillion-dollar construction of the adjacent Emergency Department, and was completed in early 2023.

“The renovations in the Labor and Delivery department have totally transformed that unit into a beautiful space to welcome new babies,” Methodist Charlton President **Fran Laukaitis, RN, BSN, MHA, FACHE**, says.

These upgrades were focused on providing more comfort to expecting mothers, their families, and the new arrivals.

Delivery rooms were designed to be more therapeutic, with more comfortable labor beds for mothers and neonatal warmers for babies. Two new bathtubs provide hydrotherapy, and some rooms have recliners with built-in vibrating massage.

The visitors lounge was also upgraded with new bench seating, complete with ports to charge personal electronics, and improved refreshments and vending machine options.



## CANCER UNIT HITS 96TH PERCENTILE IN PATIENT EXPERIENCE

Since opening in 2021, the Dr. Stephen and Marilyn Mansfield Oncology Unit at Methodist Charlton has had 1,436 inpatients and 726 outpatients, and the cancer center currently ranks at the 96th percentile in patient experience.

“My team has received so many patient and physician compliments since we opened the unit over two years ago,” says Oncology Director **Amber Long, MBA, RN, FACHE, OCN, CPHQ**. “I’m so thankful to have such a compassionate team that provides special care to our oncology patients. They are a blessing to the patients in our community.”

The unit also received a Build America Award in recognition of its world-class design. The award honors contractors who build the nation’s most impressive construction projects, according to the Associated General Contractors of America.

“The oncology project was challenging in a multitude of ways. It kicked off as COVID-19 ramped up and weathered major shifts in supply chain. We had a very tight budget and were working above an active patient floor. We were also working in an older area of campus,” Methodist Health System Construction Project Manager **Alisa Carlson** says. “I’m proud of our team for pulling through all of it.”

## NEW EMERGENCY DEPARTMENT OPENS

With the flip of a switch, Methodist Charlton lit up its new Emergency Department before dawn on February 15, marking a new era for one of the busiest trauma centers in Dallas-Fort Worth.

“It’s unbelievable,” Methodist Charlton President **Fran Laukaitis, RN, BSN, MHA, FACHE**, said outside the Level III Trauma Center on Wheatland Road. “It’s the middle of the night, and everybody’s here — and we are beyond happy.”

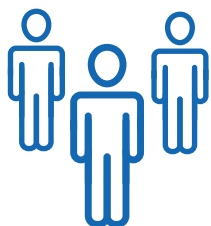
Every year, more than 70,000 patients pass through Methodist Charlton’s Emergency Department. After the 19-month, \$71 million expansion, those patients will now receive the same exceptional care — but in a more comfortable and efficient setting.

“More space makes the emergency room more welcoming and accessible,” Laukaitis said. “This will help provide shorter wait times and a better patient experience overall.”



TURN TO PAGE 33 TO GET A CLOSER LOOK AT THE NEW EMERGENCY DEPARTMENT.

# NUMBERS TO KNOW

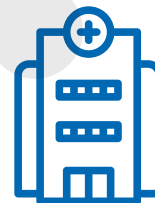


## 9,036

The number of people Methodist Health System **employed throughout the Metroplex.**

## 1,711

The number of **people employed** in 2022 at **Methodist Charlton Medical Center.**



## \$138 million

The amount Methodist Health System provided in **unreimbursed charity care.**



## 1,015

The **number of newborns** delivered at **Methodist Charlton Medical Center.**



## 72,903

**Visits to the Methodist Charlton Emergency Department,** one of the busiest in Dallas-Fort Worth.



## 217

The number of **physicians** on the medical staff at **Methodist Charlton Medical Center.**

Figures above represent fiscal year 2022

*Becker's Hospital Review* ranked Methodist Health System among the **top 150 Great Places to Work** in Healthcare for the 10th year running. *Forbes* named the health system as one of the **Best Employers in Texas and Best Employers for Diversity nationwide.**

## RACE TO THE FINISH

Methodist Charlton's Race to the Finish initiative, a campaign to improve patient experience scores throughout fiscal year 2022, proved highly successful as 11 units received awards for reaching the 66th percentile or higher.

The cardiac catheterization laboratory received the highest score, ranking in the 98th percentile.

The emergency department, which is among the busiest ERs in Dallas-Fort Worth, achieved a score in the 66th percentile. Other units, including mammography, oncology, cardiology, and pulmonology, also ranked high in patient experience.

"This was a great way to come together and recognize our highest performers in fiscal year 2022," says clinical patient experience coach **Nate Wylie, MA, CPXP**. "The room was not only filled with pride in their successes, but excitement and motivation to surpass that performance next year!"



## CONNECT WITH US



@MethodistHealthSystem



@methodistcharl



Shine Magazine



@MethodistHealthDFW



@methodisthealthdfw

# COMMUNITY WELLNESS/SERVICE AND SUPPORT



## FAITH COMMUNITY NURSING

Through local churches, Methodist Health System provides education and health outreach, including flu shots and biometric screenings.

## METHODIST GENERATIONS

This program offers a variety of wellness activities, social events, and educational outreach for people ages 55 and older.

## MOBILE MAMMOGRAPHY

Methodist's mobile mammography unit brought breast cancer screenings directly to 2,333 women this year.

## METHODIST ALLIANCE FOR PATIENTS AND PHYSICIANS (MAP2)

This accountable care organization (ACO) improves and saves lives through coordinated care for more than 85,000 people. These patients have seen overall improvement in health measures, as well as a lowered overall cost of care. For these efforts, MAP2 has achieved national recognition for the quality of care given to patients.

## LIFE SHINES BRIGHT PREGNANCY PROGRAM

This program is dedicated to helping women have healthy pregnancies with the CenteringPregnancy® model of care. Since it started in 2008, the program has lowered the preterm birth rate among its participants to only 5.4 percent.

## MEDASSIST

This program provides vital bridge medications — 67 prescriptions in the past year — to patients in financial need. Through pharmaceutical partnerships, MedAssist also connected patients to 436 prescriptions for free medications valued at over \$300,000.

## UNIQUE FOOTPRINTS

These low-cost pre- and postnatal yoga classes help moms with their breathing, mobility, and overall wellness.

## METHODIST CHARLTON ADVISORY BOARD

### Thank you to the outstanding people serving on our Advisory Board:

Dan Eddy; Kevin Fegan, PhD; Michael Finch, MD, Kenneth Govan, Chair; Dick Griner; Paul Hackett, MD; Ed Harrison; John Hubbard, PhD; Marcus Knight; Bob Mong; Stephen Mueller, MD; Rev. Payton Parker; Greg Porter; Marc Smith, EdD; Jill Waggoner, MD; Margie Waldrop.

## WE PROUDLY SUPPORT THESE LOCAL CHAMBERS OF COMMERCE

- Best Southwest Partnership
- Duncanville Chamber of Commerce
- Red Oak Chamber of Commerce
- Cedar Hill Chamber of Commerce
- DeSoto Chamber of Commerce

## METHODIST HAS ITS NEIGHBORS COVERED WITH CLOTHING DRIVE

Methodist Charlton and Methodist Dallas teamed up for the fifth annual Covering Our Community holiday coat and blanket drive in December. Over 470 pieces of winter clothing and accessories were collected, including coats, blankets, hats, mittens, and scarves.

The massive haul was handed to local churches for distribution.

The Covering Our Community holiday coat and blanket drive was started by Chaplain Montreal Martin in 2018 “to ensure our neighbors are warm during the winter season,” he says.

“I’m just overwhelmed every year by the amount of support that is given toward this initiative,” Martin adds. “People think they have to have something extravagant, but it’s just as simple as giving a pair of gloves or just a hat. That hat can go a long way, from keeping our neighbors warm to preventing frostbite.”

Methodist Charlton employees were proud to help provide much-needed resources for the communities it serves.



## METHODIST CHARLTON TEAM GOES ABOVE AND BEYOND FOR THOSE IN NEED

Methodist Charlton's annual holiday food drive benefiting the Cedar Hill Shares food pantry collected thousands of items, including 1,838 cans of food, 770 servings of rice, 430 fruit and pudding cups, 202 servings of cereal, 177 boxes of macaroni and cheese, and 172 pounds of noodles.

"I want to personally thank everyone who made a donation," says Magnet® Program Director **Anne-Gret Friedrich-Cuntz, EdD, MSN, RN, CMSRN**, who organized the drive. "The Cedar Hill Shares food pantry is a community-wide effort to alleviate hunger in the city."

"When our communities need help, Methodist Charlton always steps up to the plate and even goes above and beyond," Friedrich-Cuntz says. "We need to assist the communities we serve and I am so proud to be a part of this initiative. No one should go without food and this drive will meet so many needs."



## BREAST CENTER RECEIVES UPLIFTING DONATIONS

Methodist Charlton is grateful for community members who lend their time and talents to our hospital and patients. Cheryl Harrison has donated hundreds of T-shirts, water bottles, hoodies, and hats since 2019. She designs them with inspiring messages meant to uplift our patients.

"They are so grateful," Mammography Manager **Linda McKoy, RT(R)(M)**, said. "Some patients even cry. They break down and say, 'This made my day.'"

Harrison herself was faced with adversity when her mother died of esophageal cancer in 2021 and wanted to pass it forward.

"I feel like I'm making just a small difference in the world," Harrison said. "Someone is going to walk in here and get some news that's going to change their life forever, and they need to know we care. I don't have to know you to care about you."

## AWARDS AND RECOGNITIONS

- Recognized for nursing excellence and outstanding patient care with ANCC Magnet® status, an international distinction for excellence in nursing services granted to fewer than 9% of U.S. hospitals
- Awarded the American Heart Association's Get With The Guidelines® Gold and Gold Plus Awards for the fourth year running in 2022: Gold Plus for STEMI heart attacks and strokes, Gold for non-STEMI heart attacks, as well as target honor rolls for stroke and type 2 diabetes
- Received the following accreditations from The Joint Commission:
  - Primary Stroke Center
  - Certified Chest Pain Center
- Awarded The Chest Pain – MI Registry™ Bronze Performance Achievement Award by National Cardiovascular Data Registry (NCDR®) for its success in implementing a higher standard of care for heart attack patients by meeting aggressive performance measures
- The cancer program at Methodist Charlton is accredited by The American College of Surgeons Commission on Cancer
- Received full accreditation from the National Accreditation Program for Breast Centers, which recognizes the breast care program at Methodist Charlton for its dedication to providing the highest standards of care for patients with diseases of the breast
- Designated a Breast Imaging Center of Excellence by the American College of Radiology®

A nonprofit 501(c)(3) organization, Methodist Health System is affiliated by covenant with the North Texas Conference of the United Methodist Church. To support any of Methodist's vital healthcare and community programs, call Methodist Health System Foundation at 214-947-4555 or visit [MethodistHealthSystem.org/Foundation](http://MethodistHealthSystem.org/Foundation).

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