



**TEXOMA  
MEDICAL  
CENTER®**

**Redefining** Healthcare



**2024** *Community Profile*



## From the CEO

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As we look ahead to the growth of our region, Texoma Medical Center (TMC) is positioned to remain the area's healthcare leader. Through the expansion of services and the addition of skilled providers, we remain committed to elevating patient care and safety for each patient who chooses care within our healthcare system.

Providing quality care and patient safety is at the forefront for us. This is evidenced by the quality designations that we continue to achieve. Once again, we have been recognized by the American College of Cardiology (ACC) in the *U.S. News & World Report's* Best Hospitals for our commitment to hospital care for heart patients, and we were the first hospital in the region to achieve Cardiac Cath Lab with PCI accreditation and national recognition as a HeartCARE center from ACC. Also, for the second year in a row, TMC was named a High Performing Hospital by *U.S. News & World Report* for COPD, Diabetes, Heart Failure, Kidney Disease and Stroke.

We were awarded The American Heart Association®/American Stroke Association® Get With The Guidelines®- Stroke GOLD PLUS with Target: Stroke Honor Roll Elite Plus, and Target: Type 2 Diabetes Honor Roll Achievement Award. And at the beginning of 2024, TMC achieved accreditation from Surgical Review Corporation as a Center of Excellence in Robotic Surgery. This accreditation recognizes our commitment and high standard of delivery of quality patient care and safety.

We are proud to be a trusted healthcare provider in the North Texas and Southern Oklahoma region, as well as an active supporter of local initiatives and charities focused on our community's health and well-being. As our patient, you can remain confident that TMC will be there for you with comprehensive, compassionate and quality care. Wishing you the best of health.

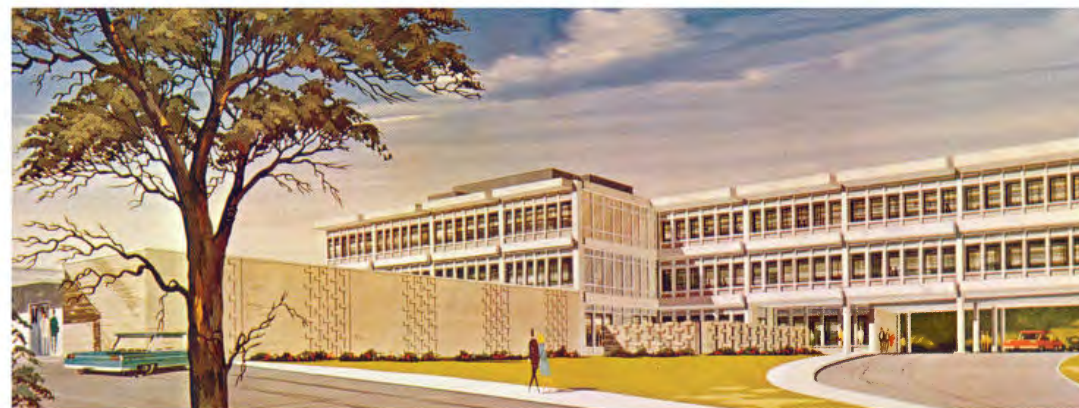
**Sean T. Dardeau, FACHE**  
*Chief Executive Officer*  
*Texoma Medical Center*

# Texoma Medical Center

## Hospital History

TMC first opened its doors in 1965 as Memorial Hospital of Denison. Since then, the hospital has expanded and grown into the regional specialty center it is today. In December 2009, TMC moved into a brand new eight-story replacement hospital at the intersection of US Hwy 75 and State Road 691 in Denison, Texas — one of the largest, private construction investments in the history of Texoma. Its location in the heart of the Texoma region makes healthcare easily accessible to anyone living on either side of the Red River.

TMC serves the North Texas and Southern Oklahoma regions. Our primary service area includes Grayson and Fannin counties in Texas; and Bryan and Marshall counties in Oklahoma. Our secondary service area includes Cooke county in Texas; and Atoka, Choctaw and Johnson counties in Oklahoma.



## Texoma Medical Center Boosts Local Economy

Whether through the quality care we provided to our patients or the numerous job opportunities we offered that boosted the local economies, TMC continued to be a strong community partner to our service areas in 2023.

### Financial Impact

Salaries and Benefits:.....\$216.7 million  
 Capital Investment:.....\$11.2 million  
 Uncompensated Care:.....\$163.7 million  
 Local/State Taxes Paid: .....\$10 million



### Patient Medical Care

Admissions: .....22,488  
 Births: .....1,269  
 Emergency Visits:.....88,463  
 Surgeries: .....16,536



### The Hospital Family

Total Employees:.....3,000  
 Total Physicians on Staff:.....550  
 Total Volunteers:.....100

# Comprehensive Healthcare Services\*

Angiography Laboratory	Neurosurgery
Bariatric Surgery	Nursery
Behavioral Health	Obstetrics
Cardiac Rehabilitation	Occupational Therapy
Cardiology	Ophthalmology
Cardiovascular Surgery	Orthopedics
Catheterization / Angioplasty Laboratory	Outpatient Infusion Therapy
CentRx® Pharmacy	Outpatient Rehabilitation
Critical Access – TMC Bonham Hospital	Pastoral Care
Critical Care	Pediatrics
Dialysis	Pharmacy
Durable Medical Equipment	Physical Therapy
ECMO	PICC Line Services
ENT	Podiatry
Electroconvulsive Therapy	Primary Care
Electroencephalography	Psychiatry
Emergency Medicine	Pulmonary Rehab and Testing
Endocrinology	Radiology (CT, MRI, Nuclear Medicine, Ultrasound)
Gastroenterology (GI)	Recovery
General Surgery	Recreational Therapy
GI Laboratory	Respiratory Therapy
Graduate Medical Education	Retinal Services
Gynecology	Robotic Surgery
Home Health	Sleep Studies
Hospitalist Program	Speech Therapy
Inpatient Rehabilitation	Stroke Services
Interventional Radiology	Thoracic Surgery
Interventional Neurology	Transfusion Services
Labor and Delivery	Trauma Surgery
Minimally Invasive Surgery	Urgent Care
Neonatal Intensive Care Unit (NICU)	Urology
Nephrology	Vascular Surgery
Neurology	Wound Care

\*Subject to change.

## Specialty Services

### Cardiovascular Services

As the first heart program in the area and as an accredited Chest Pain Center with Primary PCI (Percutaneous Coronary Intervention), we're making strides again. TMC has been designated a HeartCARE Center by the ACC, making us one of six hospitals in Texas and one of 55 in the U.S. to receive this national distinction. More heart specialists work with us than with any other area hospital. We've also been awarded Cardiac Cath Lab Accreditation with PCI by the ACC. TMC also offers open-heart surgery, including the capability to perform beating-heart bypass. As part of our structural heart program, TMC offers Transcatheter Aortic Valve Replacement (TAVR) and the Watchman FLX™.

### Emergency Department

TMC's Emergency Department features 48 patient rooms, including dedicated areas for trauma, psychiatric treatment and Fast Track for minor injuries and illness such as sprains, cuts and fever. As a Level III designated Trauma Center, TMC is prepared to provide advanced emergency services to victims of motor vehicle accidents, heart attacks, stroke and other trauma. TMC also operates two freestanding emergency departments, ER at Anna and ER at Sherman.

### Neurology/Neurosurgery

TMC offers advanced neurological care for conditions involving the brain or nervous system, including epilepsy, stroke and neuromuscular disorders. Neurologists at TMC treat problems involving the nerves, brain, spinal cord and muscles. They also provide diagnosis and treatment for carpal tunnel syndrome, repetitive motion injuries, sleep disorders and epilepsy.

The neurosurgeons at TMC specialize in surgery of the nerves, brain and spine. Among the conditions they treat are aneurysms, tumors and traumatic brain injury, as well as back pain and neurological impairment. They also perform minimally invasive spine procedures.

TMC is the first hospital in the area to have a Neuro-Interventional Center with minimally-invasive, biplane angiography, an advanced technology used to diagnose and treat stroke and other neurological

conditions, such as, brain aneurysms, carotid artery blockages, brain and neck tumors, intracranial hemorrhages and arteriovenous malformations. The procedure may offer patients less risk of bleeding and infection as well as a faster recovery.\*

### Orthopedic Surgery

Orthopedic surgeons at TMC treat patients who have experienced traumatic injuries to their bones, have disturbances in joints, or have inflammation of muscle or connective tissues. Surgeons provide non-surgical medical treatment and surgical solutions, including minimally invasive robotic surgery using Mako SmartRobotics for a variety of orthopedic conditions. TMC also offers Joint Replacement and Spine camps for patients prior to surgery. After rigorous evaluation, the hospital earned The Joint Commission's Gold Seal of Approval® for Advanced Total Hip and Knee Joint Replacement.

### Robotic Surgery

The TMC Center for Robotic Surgery has been accredited as a Center of Excellence in Robotic Surgery by the Surgical Review Corporation. Surgeons use the da Vinci® Xi® Surgical System for bariatric, general, gynecologic and thoracic procedures, as well as for Single-Site® hysterectomy and gallbladder surgeries. Orthopedic surgeons perform total hip, total knee and partial knee surgeries with Mako SmartRobotics™. TMC also uses the Ion endoluminal system from Intuitive to perform lung biopsies.

### Stroke Services

TMC has been designated a Primary Stroke Center by The Joint Commission, as well as a Level II Primary Stroke Center by the Texas Department of Health, demonstrating the hospital's commitment to providing the highest level of stroke care, from admissions through rehabilitation. The hospital is home to a 24-hour stroke team which provides quick, quality care needed to help ensure the best possible outcomes.

TMC earned the American Heart Association®/ American Stroke Association® Get With The Guidelines® - Stroke GOLD PLUS with Honor Roll Elite Plus and Target: Type 2 Diabetes Honor Roll.

### Trauma Surgery

This surgical specialty is designed to provide treatment for traumatic injuries, both internal and external, to nearly any part of the body. TMC is designated as a Level III Trauma Center by the Texas Department of Health Services. Highly trained physicians are available to care for patients 24/7 using advanced procedures and equipment.

### Women's Services

The Birth Place at TMC has a Level II Maternal Designation by the Texas Department of State Health Services. Patients enjoy spacious labor and delivery suites with large picture window views and comfortable seating, as well as an advanced security system helping ensure the safety of babies and moms. Women undergoing medical procedures are able to recover in rooms that are serene and comfortable.

The TMC Level III Neonatal Intensive Care Unit (NICU) is the region's first, featuring 12 private rooms where highly skilled staff care for our tiniest patients.

As the region's only Breast Imaging Center of Excellence, the TMC Breast Care Center offers a level of breast care not available in the region. We use advanced medical imaging and diagnostic services to screen patients and help detect breast disease. The Center features a spa-like setting designed for comfort, as well as special amenities to help patients feel at ease.

The TMC Breast Care Center and Outpatient Imaging Center at ER at Anna both offer 3D Tomosynthesis (TOMO), technology that combines the advantages of digital mammography with a 3D image of the breast, providing better visualization for radiologists and enhanced comfort for patients. The TMC Breast Care Center also offers stereotactic breast biopsy, ultrasound services and bone density testing.

\*Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if minimally invasive surgery is right for you.

# Recognition: Accreditations and Awards



Accredited by The Joint Commission, the leading accreditor of healthcare organizations in the United States.

Licensed by the State of Texas.



In 2023, TMC was named "Best Medical Facility" by the *Herald Democrat*, the area's largest newspaper, in its annual "Best of Texoma" reader's survey.



The hospital won the UHS Service Excellence Award, given annually to one acute care facility. The award honored TMC for its success in making improvements in quality, safety, employee engagement, patient satisfaction and clinical programming.



TMC Family Medicine Residency Program is accredited by the Accreditation Council for Graduate Medical Education.



Named a High Performing Hospital by *U.S. News & World Report* for COPD, Diabetes, Heart Failure, Kidney Disease and Stroke

## Bariatrics

The TMC Weight-Loss Surgery program is a fully accredited Bariatric Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). This means that the hospital has met stringent criteria and that the program supports patients from pre-op education through post-op lifestyle changes.

We are also proud to be recognized as a Blue Distinction® Center Plus for quality and cost-efficiency in Bariatric Surgery by BlueCross® and BlueShield® of Texas.



## Cardiology

TMC has received national distinction as a HeartCARE Center, Chest Pain Center with Primary PCI and Cardiac Cath Lab with PCI by the American College of Cardiology for meeting or exceeding national care standards for acute cardiac medicine.

## Diabetes

TMC Diabetes LifeCenter is recognized by the American Diabetes Association for meeting national standards for diabetes self-management education.

## Emergency Medicine

TMC holds a Level III Trauma designation by the Texas Department of Health Services, signifying that the hospital has met strict criteria for providing comprehensive care for trauma patients from admission through rehabilitation.

## Joint Care

TMC earned The Joint Commission's Gold Seal of Approval® for Advanced Total Hip and Knee Joint Replacement Certification and Certification in Spinal Fusion Surgery.

## Maternity

The Birth Place at TMC has a Level III NICU and a Level II Maternal designation by the Texas Department of State Health Services.

## Radiology

The Radiology Department at TMC is accredited in computed tomography (CT), magnetic resonance imaging (MRI), nuclear medicine and ultrasound by the American College of Radiology, the largest organization of radiologists in the nation.

The TMC Breast Care Center is designated as a Breast Imaging Center of Excellence by the American College of Radiology, adhering to the highest standards and guidelines for obtaining and interpreting mammograms.

## Robotic Surgery

The TMC Center for Robotic Surgery has been accredited as a Center of Excellence in Robotic Surgery by the Surgical Review Corporation.

## Stroke Services

Designated a Level II Primary Stroke Facility by the Texas Department of Health Services and a Certified Primary Stroke Center by The Joint Commission, TMC is ready 24/7 to treat symptoms of possible stroke. We earned the American Heart Association®/American Stroke Association® Get With The Guidelines®-Stroke GOLD PLUS with Target: Stroke Honor Roll Elite Plus, and Target: Type 2 Diabetes Honor Roll Achievement Award.

## Wound Care and Hyperbaric Medicine

The TMC Center for Wound Healing and Hyperbaric Medicine was named a Center of Distinction by Healogics™.

# An Integrated System of Care

### Behavioral Healthcare

TMC Behavioral Health Center offers a comprehensive range of inpatient and outpatient services for adults, adolescents and seniors with mental health and substance use issues.

### Freestanding Emergency Departments

TMC operates two freestanding emergency departments, ER at Sherman and ER at Anna. These facilities are available 24/7 and offer a comprehensive range of emergency services.

### Home Health Services

With offices serving Sherman, Denison, Bonham, Durant and Gainesville, TMC Home Health provides customized, home-based nursing services and physical therapy to residents of Grayson, Fannin, Bryan and surrounding counties in the Texoma region.

### Inpatient Rehabilitation

Reba McEntire® Center for Rehabilitation provides comprehensive inpatient physical, occupational and speech rehab programs in a relaxed, home-like atmosphere to help patients recover from a debilitating illness or injury.

### Medical Supply

TMC Medical Supply and Scrubs can guide you to the items you need to manage medical conditions at home. From verifying insurance coverage to last-minute home delivery, our caring professionals make sure you receive the right equipment. With two locations in Denison, we offer 24-hour emergency service, free delivery by trained personnel, and equipment setup and education.

### Outpatient Imaging

TMC offers many outpatient imaging services at multiple locations. TMC Advance Medical Imaging offers a wide range of imaging services, including MRI, X-ray, ultrasound, CT, CT angiography, nuclear medicine, cardiac CT, fluoroscopy and lung cancer screenings. ER at Anna, a service of Texoma Medical Center, also offers multiple services, including open MRI and 3D digital mammography.

The TMC Breast Care Center uses 3D digital mammography and performs stereotactic breast biopsies and breast ultrasounds.

### Outpatient Surgery

Surgical procedures that do not require an overnight stay are performed at our Outpatient Surgery Center, which features three surgical suites, a gastrointestinal endoscopy room and a separate pain management room.

### Outpatient Therapy

At TMC Outpatient Therapy Services, patients recovering from orthopedic injuries, surgery and other conditions can receive physical, occupational and speech therapy from a specialty-trained staff.

### Retail Pharmacy

At the CentRx Pharmacy, located on the TMC campus, patients can get prescriptions filled conveniently and quickly and pick up other items, such as vitamins, bandages and over-the-counter medications. Patients who order their discharge medications from CentRx pharmacy can have a pharmacy staff member deliver their prescriptions to their room free of charge.

### TMC Bonham Hospital

TMC Bonham Hospital is a 25-bed critical care hospital that offers inpatient and outpatient services by primary care and specialty physicians and 24-hour emergency services.

### Wound Care

The TMC Center for Wound Healing and Hyperbaric Medicine provides advanced care for a variety of wounds. The Center's staff, which includes physicians, nurses and technicians trained in wound care management, works with your primary care physician to create an individualized treatment plan to help speed the healing process.





## Community Impact Summary of Texoma Medical Center

*TMC's commitment to the community it serves begins with the robust healthcare services and programs it provides. The hospital also shows its support of the local area through charitable donations, volunteer initiatives, community events and the training of tomorrow's healthcare professionals. Here is an overview of the hospital's reach:*

### Education

TMC is accredited with commendation by the Texas Medical Association to provide continuing medical education for physicians.

Through its affiliations with departments at multiple colleges, TMC offers clinical experiences that cover a broad spectrum of programs including, but not limited to:

- Generic RN, Both ADN and BSN
- Occupational Therapy
- RN to BSN
- Speech Therapy
- RN to MS/N
- Pre-Med
- Licensed Vocational Nursing
- Respiratory Therapy
- Physical Therapy
- High School Health Science

TMC also accepts individual requests for meeting student academic/clinical needs and has a program for tuition reimbursement for job-related coursework.

TMC offers an accredited graduate medical residency program by the Accreditation Council for Graduate Medical Education (ACGME) and is approved by the American Osteopathic Association (AOA) Division of Postdoctoral Training, providing challenging opportunities for diverse patient care experiences. TMC currently offers a three-year osteopathic postgraduate Family Medicine Residency Program.

### Dedicated to the Community

In addition to high-quality healthcare for our communities, we are proud to provide community health and wellness classes, seminars, supports groups, services and events at no cost.

TMC offers seminars on a variety of health topics including heart health, stroke awareness, diabetes, urology, weight loss, nutrition, fitness, stress management, mental health and breast cancer.

TMC coordinates and participates in numerous community health fairs. Each February, a Heart Health Event is held at TMC. The event draws several hundred attendees and offers health screenings, education on Early Heart Attack Care (EHAC), heart-healthy cooking demonstrations, medication checks and more.

(Continued on next page)

# Community Impact Summary of Texoma Medical

Every May the TMC Breast Care Center holds Cinco de Mamma, a month-long event with digital screening mammograms at a special discounted rate and flexible scheduling hours for working women.

In September, TMC hosts an annual health education event at the hospital, called “Celebrate Health Fall Fest.” This event, which typically draws nearly a thousand people, features health screenings at no cost, health education, robotics demonstrations, a “Meet the Physicians” area and more.

Celebrate Health Fall Fest is focused on family fun, with bounce houses, face painting, carnival food and a kids’ color run.

TMC holds support groups for stroke, weight-loss surgery and Parkinson’s disease.

Community classes offered by TMC include Hands Only™ CPR, Joint and Spine Camps, diabetes management and nutrition, and classes for expectant families including prepared childbirth, breastfeeding and sibling classes.

Each year, TMC participates in the United Way® of Grayson County’s annual campaign. Funds raised go to support local charities. The United Way has recognized TMC for its highest capital giving, the best employee campaign and the largest increase in giving.

In 2022, TMC employees participated in home-building projects through Habitat for Humanity® of Grayson County. Through the Salvation Army® Angel Tree Program, TMC employees sponsored more than 100 children for the holidays.

Through the TMC WellnessWorks Program, TMC offers local employers support through workplace wellness initiatives, occupational health and worker’s compensation.

Beyond the hospital’s community health outreach efforts, TMC annually donates generously to charitable, educational and nonprofit organizations. This includes a wide range of local, state and national organizations.

## Commitment to Quality

TMC has strong commitments to patient safety and high-quality care, which is evident by our many performance improvement initiatives. The hospital participates in these national quality initiatives:

**Core Measures**  
Centers for Medicare and Medicaid Services (CMS) (The Joint Commission)

**National Quality Initiatives**  
Get with the Guidelines® (American Heart Association®)

**Patient Safety Initiatives**  
National Patient Safety Goals (The Joint Commission)

## Volunteering

Every year, TMC volunteers dedicate thousands of hours of patient and family support to our hospital. Volunteer activities include staffing the TMC information desk and waiting rooms, providing patient and visitor assistance and running the TMC gift shop. Proceeds from the gift shop and other fundraising efforts go toward initiatives to improve the patient experience at TMC. In addition, volunteers run the HeartMenders program, which provides support for open-heart surgery patients and their families. These volunteers have had open-heart surgery themselves. TMC also has an active program for college student and junior volunteers (ages 14 to 18) every summer.

## Uninsured

TMC has full-time staff on-site dedicated to helping uninsured patients qualify and enroll in local and state health benefits.







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**Redefining Healthcare**

For more information, visit our website  
[texomamedicalcenter.net](http://texomamedicalcenter.net)



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