

# WHITE ROCK MEDICAL CENTER 2025 YEAR IN REVIEW

## GROWING ACCESS, DELIVERING EXCELLENCE

2025 marked a year of significant growth for White Rock Medical Center. Through strategic investment, team dedication, and commitment to our community, we expanded access to quality care across all service lines.



## 2025 ACHIEVEMENTS

### Clinical Growth & Expanded Access

#### INPATIENT & EMERGENCY SERVICES

- Inpatient volumes increased more than 200% year-over-year
- ICU capabilities expanded to serve higher acuity patients
- Specialty coverage grew across multiple service lines
- Emergency department enhanced with consistent physician and advanced practice provider teams

#### COMMUNITY RESPONSE

- Patient volumes grew steadily throughout the year
- Hundreds of new positive patient reviews reflect improved care experience
- Strengthened partnerships with emergency medical services

### Team Growth & Development

#### WORKFORCE INVESTMENT

- Expanded clinical and support teams across all departments
- Successfully recruited key leadership positions across clinical and operational areas
- Enhanced employee benefits and professional development programs
- Launched continuous feedback system for team engagement

#### LEADERSHIP & CULTURE

- Established "Care, Connect, Cultivate" organizational values
- Implemented structured leadership development programs
- Created comprehensive meeting structures for accountability and communication



### Quality & Accreditation

#### QUALITY & ACCREDITATION

- Successfully completed CIHQ hospital accreditation survey without conditional findings
- Improved CMS and Leapfrog quality ratings
- Enhanced patient safety protocols and monitoring systems

#### MODERNIZATION INITIATIVES

- Selected robust enterprise EMR platform to enhance clinical coordination and documentation
- Enhanced imaging services and diagnostic capabilities
- Invested in pharmacy technology and inventory systems
- Upgraded core operational platforms to support growth

#### PATIENT EXPERIENCE ENHANCEMENT

- Enhanced facility amenities and patient-facing services
- Improved communication systems
- Strengthened patient feedback mechanisms

### Community Engagement & Anchor Mission

#### BUILDING COMMUNITY PARTNERSHIPS

White Rock Medical Center strengthened its commitment to serving as an anchor institution in our community through:

#### EDUCATIONAL PARTNERSHIPS

- Collaborations with local colleges and universities to support clinical training for future healthcare professionals

#### WORKFORCE DEVELOPMENT

- Partnerships with area educational facilities to create healthcare career pathways and expose students to medical professions

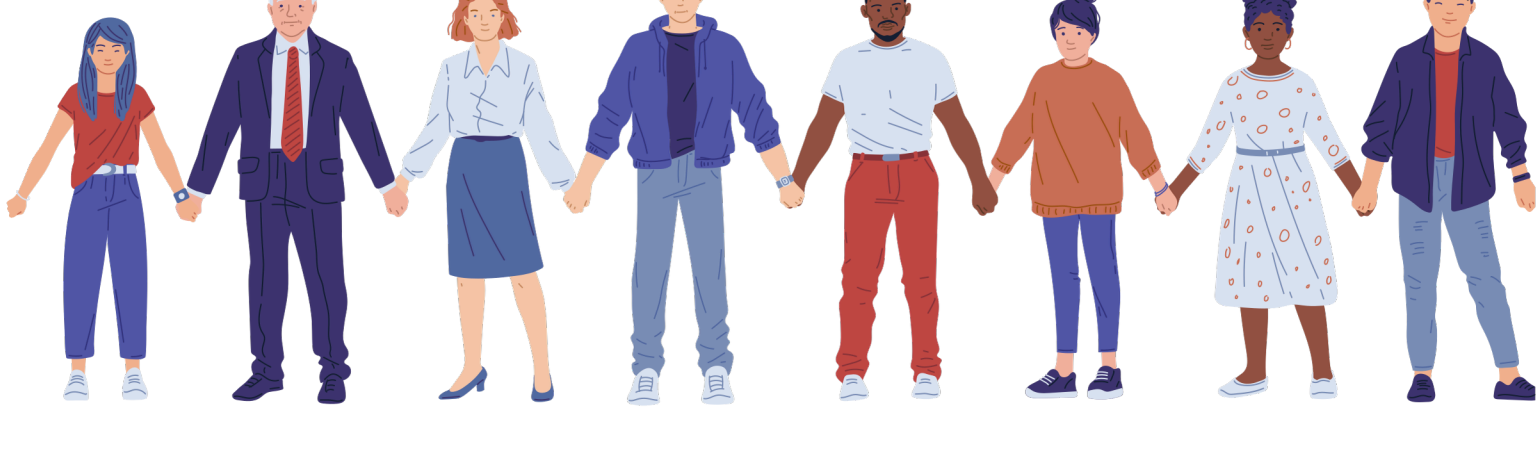
#### INDUSTRY COLLABORATION

- Industry Collaboration - Active participation in healthcare associations and best practice networks

#### COMMUNITY INVESTMENT

- Community Investment - Commitment to local hiring, professional development, and economic stability in the neighborhoods we serve

Our anchor mission reflects our belief that hospitals should be partners in community health and economic vitality, not just providers of medical services.



### Strategic Focus: 2026

#### WHITEROCKMEDICALCENTERCONTINUESINVESTING IN:

##### TECHNOLOGY

- EMR implementation to enhance clinical coordination and patient experience, piloting multiple technology improvements overall

##### QUALITY

- Ongoing improvement in safety metrics and patient outcomes

##### ACCESS

- Continued expansion of specialty services and clinical capabilities

##### TEAM

- Professional development and leadership excellence

##### COMMUNITY

- Deepening partnerships and strengthening local healthcare access

### Our Commitment

White Rock Medical Center's growth in 2025 reflects our team's commitment to providing excellent patient care and our community's trust in us as their healthcare partner. We remain focused on delivering safe, high-quality, patient-centered care to every individual we serve.

White Rock Medical Center | Dallas, Texas



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