

January 21, 2026

White Rock Medical Center: 2026 Outlook

To Our White Rock Team, Physicians, and Community Partners,

As we move into 2026, I want to take a moment to reflect on the progress we have made together and share how we are building on that momentum in the year ahead.

The past two years have been about focus and follow-through. Our priority has been clear: care for our patients, support our people, and restore the role of White Rock Medical Center as a reliable, community-centered hospital for East Dallas. Through that shared commitment, we strengthened core clinical services, stabilized staffing, re-engaged physicians, and expanded access to care for a population that depends on this hospital every day.

Those efforts have laid a strong foundation.

In 2026, our work continues with the same guiding framework that has brought us this far: **Care, Connect, and Cultivate.**

Care remains our first responsibility. We will continue to focus on safe, high-quality, timely care across all departments, with an emphasis on consistency, patient experience, and clinical excellence.

Connect reflects our commitment to stronger relationships—with our physicians, employees, patients, and community partners. Clear communication, coordination across services, and trust are essential to how we succeed as a community hospital, and we will continue investing in systems and practices that support connection at every level.

Cultivate speaks to long-term stewardship—developing our people, strengthening leadership, and ensuring the foundation supporting White Rock fully aligns with our mission. As part of this, we are exploring mission-driven pathways consistent with a nonprofit, community-centered model. This work is being pursued deliberately, with the goal of long-term stability and service to East Dallas.

What remains constant is our mission to serve this community with a strong, full-service hospital. Today, White Rock Medical Center operates a 24/7 Emergency Department with



board-certified physicians and advanced practice providers, a dedicated hospitalist program, and a robust Intensive Care Unit—the foundation of a full-service community hospital. We've added a new MRI and two CT scanners, strengthened case management and transitional care, and expanded virtual care to meet patients where they are.

We have made meaningful improvements in quality and patient experience across service lines, reflected in improving Leapfrog and CMS quality measures and in the trust our patients and physicians place in us every day. As we continue to grow and evolve, our commitment to uninterrupted, high-quality patient care remains absolute.

We are also investing in our people—through nursing education, administrative and leadership development, and recruitment of physicians and providers who share our mission. These investments ensure White Rock not only remains strong today but continues to grow as a trusted, high-quality hospital for the future.

This next phase is about building thoughtfully on what is working, being responsible stewards of this historic institution, and ensuring that White Rock remains a dependable source of care for East Dallas for years to come.

What we've built together over the past two years is real and worth protecting. What comes next will require the same focus, the same follow-through, and the same commitment to this community.

Thank you for your dedication, professionalism, and continued commitment.

With appreciation,

Mirza N. Baig

Chief Executive Officer

White Rock Medical Center