

Laredo's Choice for Timely, Quality Healthcare Provided by Caring Professionals



DOCTORS
HOSPITAL



2018 Community Profile



MAIN ENTRANCE

From the CEO



Since we began caring for our community in 1974, Doctors Hospital of Laredo has been dedicated to building on our history and keeping pace with the rapid growth in the area. Fueled by new ideas and innovation, healthcare is evolving and improving every day. Here at Doctors Hospital, our goal is to expand the services we provide, keeping our patients' needs at the center of everything we do. In 2017, we've made some notable progress toward this goal with significant service line investments and new equipment purchases that I would like to share with you.

In January 2017, Doctors Hospital celebrated the opening of a brand new Wound Healing Center on the hospital campus near Doctors Regional Cancer Treatment Center. Through a partnership with Healogics™, the nation's largest wound care management company, the new Wound Healing Center has access to a vast network of resources and advanced healing technologies, including two hyperbaric oxygen therapy chambers.

In March, Doctors Hospital proudly announced the start of the ICU and Cardiac Rehab Expansion Project with a groundbreaking ceremony. This \$13 Million-plus investment includes the addition of eight ICU beds and the construction of 4,000 square feet for a cardiac rehabilitation unit. Additionally, the existing Emergency Department (ED) underwent a \$1 million facelift with new flooring and paint to support a welcoming environment for patients.

Another milestone includes the addition of North Laredo Diagnostic and Therapy Center to its network of care, which makes services more convenient and accessible for patients. Services at the new site include outpatient physical, occupation and speech therapy and diagnostic services such as EKGs, X-rays and lab services.

Our radiology department advances include a new CT scanner, MRI machine and a full field digital mammography system.

The year 2017 also marked a very special anniversary for Doctors Hospital. Thirty years ago, we established Doctors Regional Cancer Treatment Center to bring specialized treatment to patients in our community. Since that time, we've continued to stay abreast of ongoing medical advances, while remaining focused on our goal of ensuring accessible, personalized cancer care.

Providing quality healthcare, advanced technology and a caring staff are all important parts of what makes Doctors Hospital so special. Our expansion efforts in the ICU and Cardiac Rehabilitation departments are good examples of this. In the end, it's all about doing everything in our power to provide convenient healthcare and a positive patient experience. We are thankful to our medical staff, employees, patients and community for their loyalty and support. Whatever your needs, we look forward to serving you — in 2018 and beyond.

Sincerely,

A handwritten signature in black ink, appearing to read 'JR' or 'James Resendez', written in a cursive style.

James Resendez, FACHE
CEO / Managing Director
Doctors Hospital of Laredo

Doctors Hospital of Laredo



Doctors Hospital of Laredo is an acute care facility that offers a comprehensive range of medical services, including emergency, cancer, cardiopulmonary and intensive care services. It is home to a cath lab, cardiac care unit, sleep center and laboratory. The hospital also offers programs that include bariatrics (weight-loss surgery), inpatient and outpatient surgery, open-heart surgery, radiology and women’s services.

The hospital is steadfast in its commitment to service excellence and patient satisfaction. Its mission is to provide the best healthcare services that patients recommend to families and friends, physicians prefer for their patients, purchasers select for their clients, employees are proud of, and investors seek for long-term results.

Doctors Hospital of Laredo is directly or indirectly owned by a partnership that includes physician owners, including certain members of the hospital medical staff. Its primary and secondary service areas include Webb, Jim Hogg, La Salle and Zapata Counties. The hospital is proud to serve residents through every stage of life, from birth through older adulthood.

As the hospital looks back on a successful 2017, Doctors Hospital continues to grow and add to its programs and services to better meet the unique needs of the surrounding communities.

Hospital History

Established on Mann Road in 1974 by a group of physicians, Doctors Hospital was acquired in June 1999 by a subsidiary of Universal Health Services, Inc., based in King of Prussia, PA. In August 2001, the hospital opened in its current location at 10700 McPherson Road, in the north section of the city. This area has been growing rapidly since the hospital opened.

Doctors Hospital of Laredo

Hospital (sq. ft.)	260,202 sq. ft.
Land (acres)	58 acres
Operating Suites	5
OB/GYN/LDRP	29
ICU	24
NICU	12
Pediatrics/Med/Surgical	106
Providence Health Center	*12
Total Operational Beds	183

*Offsite facility



Doctors Hospital Boosts *Local Economy*

In addition to a significant impact on the healthcare of the community, Doctors Hospital of Laredo provides a boost to the local economy through a wide range of job opportunities. In 2017, the hospital continued to meet the needs of the community:



Financial Impact

Salaries and Benefits:	\$53,032,073
Capital Investment:	\$15,911,755
Uncompensated Care:	\$91,198,299
Local/State Taxes Paid:	\$2,900,000

Doctors Hospital in 2017

Admissions:	7,903
Bed Count:	183
Births:	2,117
Emergency Visits:	29,153
Total Surgeries:	7,816



The Hospital Family

Total Employees:	835
Total Physicians:	198
Total Volunteers:.....	30

Doctors Hospital is surrounded by thriving residential and commercial developments, schools, a university, industrial parks, governmental agencies and the Laredo Energy Arena.

Additionally, Doctors Hospital operates two clinics, three diagnostic centers, a freestanding emergency room, mobile clinic and a MRI site conveniently located around strategic areas of the community. The clinics and diagnostic centers and freestanding ER include South Laredo Diagnostic Center (south), Providence Health Center (North West), Nueva Vida Maternity Clinic (central heights) and Mines Road Family Clinic (North West), Calton MRI (central), North Laredo Diagnostic and Therapy Center, and Doctor Hospital Emergency Room South. These clinics and centers offer a variety of services accessible and convenient for patients.

The Doctors Hospital Mobile Clinic serves Webb County and surrounding counties, providing pediatric, adult, and geriatric care, including, wellness visits, immunizations, physicals and preventive medicine. No appointments are needed and walk-ins are welcome.



Specialty Programs

Direct Doctors Plus®

Whether patients need to find a primary care physician or a specialist, Direct Doctors Plus provides free physician referrals. Patients can also get information about services at Doctors Hospital of Laredo, its facilities, classes, events and more. **A call to 877-992-1711 or a visit to www.ichoosedoctorshospital.com is all it takes.**

Kid Salud

Kid Salud is a free health, wellness and discount program exclusively for kids age 18 and younger. The program includes discounts at the hospital cafeteria and gift shop. Members receive a health news magazine, and are invited to special events like health fairs, “fundays,” seminars and members-only luncheons.

To join Kid Salud, fill out the online membership form at www.ichoosedoctorshospital.com

Med Salud and Senior Salud 50+

Med Salud is a health, wellness and discount program exclusively for adults age 19 to 49. Senior Salud is designed for adults aged 50 or better. Members enjoy discounts at the hospital cafeteria and gift shop. Other features include a health news magazine as well as invitations to special hospital events, health-fairs, screenings, members-only luncheons and more.

To join Med Salud or Senior Salud 50+, fill out the online membership form at www.ichoosedoctorshospital.com

Comprehensive Healthcare Services*

Cancer Program	Digital Mammography/Tomosynthesis	Surgical Services
Cardiac Catheterization Lab	Maternity Services	Bariatric (weight-loss) surgery
Chemotherapy	Neonatal Intensive Care Unit (NICU)	Ear, nose and throat (ENT)
Chest Pain Center	Nephrology	Gastroenterology
Computed Tomography (CT)	Neurology	General surgery
128 Slice Scanners	Nuclear Medicine	Laparoscopic surgery
EEG/EKG Lab	Nursery	Open-heart surgery
Emergency Services	Pediatric Care	Ophthalmology
Hematology/Blood Treatment	Physical Therapy	Orthopedics
Imaging/Radiology	Primary Stroke Center	Pain management
(Fully digital equipped)	Pulmonary Function Testing	Plastic and reconstructive surgery
Infectious Disease	Radiation Oncology	Podiatry
Inpatient Hemodialysis	Radiology Services	Urology
Inpatient Rehabilitation	Rehabilitation Services	Vascular surgery
Intensity Modulated Radiation Therapy	(PT, OT & Speech)	Women's services
(IMRT)	Respiratory Care	Telemetry
Intensive Care Unit (ICU)	Sleep Center	Ultrasound
Laboratory Services		Women's Services
Magnetic Resonance Imaging (MRI)3T		Wound Management



* Subject to change.

Specialty Services



Bariatric (Weight-Loss) Surgery*

The Doctors Hospital Weight-Loss and Wellness Center offers laparoscopic weight-loss procedures that include gastric banding, gastric bypass and gastric sleeve surgeries. Fully accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), the center supports patients from preoperative education to postoperative group meetings.

The center offers Weight-Loss Seminars online for those who want to learn about options in the privacy of home. The Doctors Hospital Weight-Loss and Wellness Center is located at 230 Calle Del Norte in Laredo.

For more information, call 956-693-5025.



Cancer Treatment Center at Doctors Hospital of Laredo

Doctors Regional Cancer Treatment Center is accredited by the American College of Surgeons' Commission on Cancer®, having met stringent requirements for a multidisciplinary approach to adult cancer care.

The Center offers comprehensive services, from early detection to surgery. The medical professionals at Doctors Hospital use the advanced TrueBeam™ radiotherapy technology, as well as other treatment equipment. The hospital also offers clinical trials and performs a great deal of community outreach to raise cancer awareness.

To learn more, call 956-523-2650.



Emergency Services

The emergency department provides 24/7 care, and is designated a Level III Trauma Center by The Texas Department of Health Services, and as an Accredited Chest Pain Center from the American College of Cardiology. Doctors Hospital of Laredo is equipped and accredited to care for stroke patients as a Primary Stroke Center.

The emergency department offers fast track for minor injuries such as sprains, cuts and fevers, a dedicated ambulatory entrance and helipad services for patient transfers. The department features 13 emergency treatment rooms, two trauma rooms, four trauma bays and isolation rooms.

ER Reserve is available so patients can request a time in the emergency room for less serious and non-life-threatening injuries or illnesses.**



**American Heart Association
American Stroke Association
CERTIFICATION**

Meets standards for
Primary Stroke Center

Doctors Hospital ER South is the only hospital-based freestanding emergency department in Laredo. The 8,500 square foot facility provides 24-hour emergency medical services to South Laredo residents. Doctors Hospital ER South also offers diagnostic laboratory and radiology services and is conveniently located at 2901 Jaime Zapata Memorial Highway with easy access to main city arteries including Highway 83, Highway 359 and IH 35.



Pediatrics

Doctors Hospital offers care for routine child wellness and acute illness. The hospital focuses its care on prevention, nutrition, safety, child development, general medical health, screening blood tests and immunizations.

Doctors Hospital pediatric patients with serious illness or injuries are just two hours from the Pediatric Intensive Care Unit (PICU) at Edinburg Children's Hospital — the first and only hospital in South Texas built just for kids. It is staffed by pediatric healthcare professionals, and offers a comprehensive range of advanced diagnostic and medical specialties in a pleasant environment designed just for children.

For more information on Edinburg Children's Hospital, visit www.edinburgchildrenshospital.com

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

***ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care since delays may complicate your condition.*

If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.

Recognition: *Accreditations and Awards*

- The Joint Commission Hospital Accreditation Program
- Accredited by American College of Surgeons Commission on Cancer
- American Heart Association®/American Stroke Association® Advanced Certification for Primary Stroke Centers
- Advanced Primary Stroke Center by The Joint Commission
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) – Fully Accredited Bariatric Center
- Accredited Chest Pain Center from the American College of Cardiology
- TMF Health Quality Institute – 2014 Texas Quality Improvement Bronze Award
- Texas Ten Step Program facility designation from the Texas Department of State Health Services
- Texas Mother Friendly Worksite
- Laredo Morning Times’ 2018 Readers’ Choice Award



Community Impact Summary



Education

We partner with Laredo Community College and Texas A&M International University to provide clinical rotations for nursing and therapy students and other healthcare professionals. Continuing education, provided for Doctors Hospital healthcare professionals, includes BLS, ACLS, PALS, NRP, TNCC, AWHONN, ONS STABLE and SAMA. Some of these courses are offered also to healthcare professionals and students throughout the community.

Dedicated to the Community

In addition to high-quality healthcare, we are proud to provide free community health and wellness classes and services.

The hospital also donates generously to the following charitable, educational and nonprofit organizations:

American Cancer Society®

Area Health Education Center

Bethany House

Border Health Caucus

Casa de Misericordia (Battered Women's Shelter)

Catholic Social Services

Children's Advocacy Center

Imaginarium of South Texas

Laredo Asian Association

Laredo Chamber of Commerce

Laredo Crime Stoppers

Laredo Community College

Laredo Health Coalition

Laredo International Fair and Exposition

Laredo Stroke Support

Mercy Ministries of Laredo

Ronald McDonald Family Room®

Rotary Clubs

SASI (Sexual Assault Services Information)

SCAN (Serving Children and Adults in Need)

South Texas Food Bank

Texas A & M International University

United Way of Laredo

Volunteers Serving the Need

WBCA®

Women's City Club

Care for the Underserved

Doctors Hospital is dedicated to improving the accessibility of healthcare services — particularly in underserved locations. To that end, the hospital operates clinics and centers in strategic areas of the community: Providence Health Center, North Laredo Diagnostic and Therapy Center, South Laredo Diagnostic Center, Nueva Vida Maternity Clinic, Calton MRI, Mines Road Family Clinic and Doctors Hospital ER South.

Providence Health Center, located in central Laredo, provides lab services, radiology, and inpatient rehabilitation services. Doctors Hospital Weight Loss and Wellness Center is located at this site.

The South Laredo Diagnostic Center provides lab services and radiology. Nueva Vida Maternity Clinic provides women's services including pregnancy tests, ultrasounds, pap tests, fetal monitoring and lab services.

The Mines Road Family Clinic offers adult and pediatric care, geriatric care, immunizations, physicals, preventive medicine and wellness visits.

Doctors Hospital ER South is the only hospital-based free-standing emergency department in Laredo. The 8,500 square foot facility provides 24-hour emergency medical services to South Laredo residents. Doctors Hospital ER South also offers diagnostic laboratory and radiology services and is conveniently located at 2901 Jaime Zapata Memorial Highway with easy access to main city arteries including Highway 83, Highway 359 and IH 35.

North Laredo Diagnostic and Therapy Center is the newest

center in central Laredo at 6801 McPherson Road, Suite 101. This location houses Physical, Occupational and Speech Therapy departments and deals with issues such as dysphagia, manual therapy, stroke rehabilitation, lymphedema and voice/speech therapy. Additional services at this center include Laboratory, X-ray, Drug Screening and TB Tests.

Commitment to Quality Care and Patient Safety

Doctors Hospital of Laredo believes in putting the patient first. Our patients' good health and comfort are everything to the staff, physicians and employees. This is fine healthcare delivered with respect for the traditions of Laredo, with respect for patients and their families.

Doctors Hospital of Laredo is a proud recipient of the Accreditation for Hospitals by The Joint Commission Hospital Accreditation Program. As such, the hospital participates in the following national quality initiatives:

Core Measures

Centers for Medicare and Medicaid Services (CMS)

National Quality Initiatives

The Joint Commission



Uninsured/Underinsured Patients

Doctors Hospital is committed to helping uninsured/underinsured patients qualify for local and state health benefit programs. The hospital offers onsite benefit education and Medicaid enrollment assistance.

A third party administrator at Doctors Hospital screens patients to determine eligibility for Medicaid assistance or for the local Webb County Indigent program and enrolls the patients.

Doctors Hospital Mobile Clinic also travels to underserved areas to provide health screenings to area residents who may not usually see a medical provider due to lack of insurance or identification. The mobile clinic is regularly seen at community health fairs throughout the year.

Sustainability

Doctors Hospital's facility-wide distribution of blue recycling trashcans encourages employee and visitor participation in aluminum can and plastic bottle recycling. The facility also recycles a large number of printer toner cartridges to cut back on consumables. In addition, employees continue to utilize reusable beverage containers in an effort to reduce the use of foam cups and plastic water bottles. A recent addition of a parking lot also provided the hospital with the opportunity to utilize energy-saving LED lighting.



Doctors Hospital 2017 Milestones

New Wound Healing Center

In January 2017, Doctors Hospital celebrated the opening of a brand new Wound Healing Center on the hospital campus near Doctors Regional Cancer Treatment Center. Through a partnership with Healogics™, the nation's largest wound care management company, the new Wound Healing Center has access to a vast network of resources and advanced healing technologies. This includes two new hyperbaric oxygen therapy chambers.

ICU and Cardiac Rehabilitation Center Expansion Projects

Doctors Hospital proudly announced the start of the ICU and Cardiac Rehab Expansion Project with a ground breaking ceremony. This \$13 Million-plus investment includes the addition of eight ICU beds and the construction of 4,000 square feet for a cardiac rehabilitation unit. Additionally, the existing Emergency Department (ED) underwent a \$1 million facelift. The ED was renovated with new flooring and paint to support a welcoming environment for patients. Completed at the end of 2017, a grand opening and ribbon cutting ceremony was held in early 2018 to showcase the expansions.

North Laredo Diagnostic and Therapy Center Opens

Another milestone included the addition of North Laredo Diagnostic and Therapy Center to its network of care. The newest facility, located at 6801 McPherson Road, Suite 101, makes services more convenient and accessible for patients. Services at the new site include outpatient physical, occupation and speech therapy for patients working to regain function following an injury or illness and diagnostic services such as EKGs, X-rays and lab services for patients who need preadmission testing before a scheduled procedure or hospital admission.

Imaging Upgrades for the Radiology Department

The radiology team at Doctors Hospital is excited about new equipment installed in the department, including a CT scanner, an MRI machine and a full field digital mammography system. The department anticipates future upgrades in the coming months as part of its goal to enhance the services and technology we provide to support the best patient experience.

Doctors Regional Cancer Treatment Center Celebrates 30 Years

Thirty years ago, Doctors Hospital established Doctors Regional Cancer Treatment Center to bring specialized treatment to patients in our community. Since that time, we've continued to stay abreast of ongoing medical advances, while remaining focused on our goal of ensuring accessible, personalized cancer care.

Volunteering

In 2017, 30+ volunteers (auxiliary, ambassadors, and chaplaincy members) dedicated more than 18,000 hours of patient and family support to Doctors Hospital. Each year, the good deeds performed by Doctors Hospital Auxiliary Volunteers reach far beyond the hospital doors. Much of their volunteer time is spent managing the hospital gift show, assisting at the information desk, serving coffee, visiting with patients and families, as well as making crafts and baked goods to sell in the gift shop and at bake sales. In 2017, the Auxiliary sponsored and participated in outside

events and supported organizations, including Pink To Do, South Texas Food Bank, Casa de Misericordia, Sacred Heart Children's Home and the American Cancer Society Relay for Life. The Auxiliary is involved in providing assistance to local cancer and special needs patients, and make special visits to senior living facilities. They also supported local students and hospital employees with scholarships, awarding a total of \$11,000 to 11 local high schools for seniors pursuing medical or health-related fields. Additionally, they awarded about \$9,000 to 30 employees to assist with their continuing education courses and book costs.



1. Calton MRI

702 E. Calton Road
Laredo, TX 78041
956-728-8760

2. Doctors Hospital of Laredo

10700 McPherson Road
Laredo, TX 78045
956-523-2000

3. Doctors Hospital Emergency Room South

2901 Jaime Zapata Memorial Hwy
Laredo, TX 78043-5061
956-718-9000

4. Mines Road Family Clinic

9505 FM 1472, Suite 207
Laredo, TX 78045
956-523-3400

5. Nueva Vida Maternity Clinic

801 Corpus Christi Street
Laredo, TX 78040
956-727-0722

6. Providence Health Center

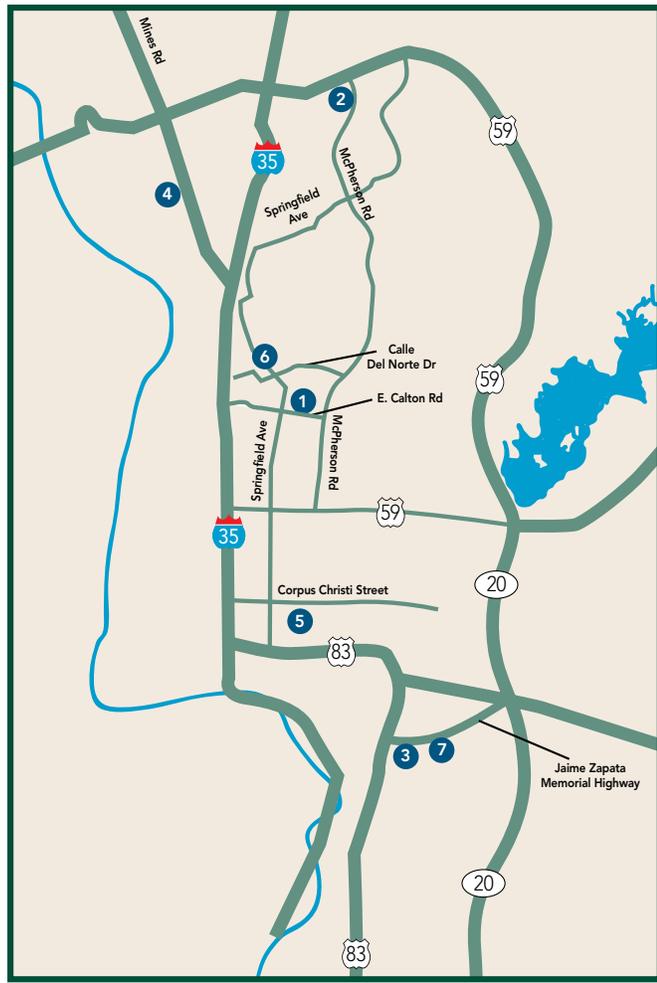
230 Calle Del Norte
Laredo, TX 78041
956-693-5094

7. South Laredo Diagnostic Center

3527 Jaime Zapata Memorial Highway
Suite 104, Laredo, TX 78043
956-523-6440

8. North Laredo Diagnostic and Therapy Center

6801 McPherson Road, Suite 101
Laredo, TX 78041
956-721-0200



DOCTORS HOSPITAL

10700 McPherson Road • Laredo, TX 78045

956-523-2000

www.ichoosedoctorshospital.com



**American Heart Association
American Stroke Association
CERTIFICATION**
Meets standards for
Primary Stroke Center



**A QUALITY PROGRAM
OF THE AMERICAN
COLLEGE OF SURGEONS**



In collaboration with
**American Heart Association
Hospital Accreditation**



Laredo Chamber of Commerce Customer Service Award



Physicians are independent practitioners who are not employees or agents of Doctors Hospital of Laredo. The hospital shall not be liable for actions or treatments provided by physicians. Doctors Hospital is directly or indirectly owned by a partnership that includes physician owners, including certain members of the hospital medical staff.

For language assistance, disability accommodations and the non-discrimination notice, visit our website. 181197 4/18