



Nurturing a healthier community

2007 Report



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Located in the heart of the Dallas–Fort Worth metroplex, Baylor Medical Center at Irving is the premier medical facility providing care to Irving, Las Colinas and the surrounding communities. Our advanced treatment capabilities include cardiovascular services, orthopaedics, oncology, digestive disorders, physical medicine, and emergency care. All these services are provided to help fulfill Baylor Irving's goal: to nurture a healthier community. Whether you live or work in the Irving area, Baylor Medical Center at Irving will provide comprehensive services in a caring environment to you and your entire family.

Baylor Medical Center at Irving is a caring staff of hundreds.

It is made up of modern facilities and advanced technology. But for all its complexity, Baylor Irving's people, facilities and technology all serve a single, simple goal: **to nurture a healthier community.**

The continuing fulfillment of this goal was a compelling story for 2007 and will continue in just as compelling a fashion in 2008. In the pages of this report, you'll experience many personal stories of our patients and staff, their impressive accomplishments and inspiring triumphs over adversity.

Please take a moment to enjoy the following pages and learn how the people of Baylor Medical Center at Irving truly are putting our goals into action—and nurturing a healthier community.

– The Staff at Baylor Medical Center
at Irving



Barry Allen insists that he has the most exciting and satisfying job at Baylor Medical Center at Irving. Barry, who has been at Baylor Irving for 19 years, works in invasive cardiology, with a specialization in electrophysiology. “Basically, I work to resolve conduction issues for patients who have an elevated heart rate. The idea is to rework their internal electrical circuits to get their heart rates back to normal,” said Barry.

“The cool thing about our hospital is that we’re really at the forefront of heart and vascular technology,” added Barry. In fact, Baylor Medical Center at Irving is one of only 50 hospitals in the country using stereotaxis, a technology that provides images for magnetic navigation during surgery. “It’s really exciting—this process keeps staff from having to make multiple X-rays during surgery,” Barry said. Working with the six-million-dollar equipment, Barry and his colleagues provide computer mapping images to the cardiologist while surgery is underway, giving the physician critical information used to enhance the success of the procedure.

Barry and Baylor Irving’s advanced technological tools also help treat patients with internal devices (such as pacemakers or defibrillators) and those with heart and vascular issues that require procedures such as ballooning and stenting. “The most satisfying thing about my job is I can help correct patients’ problems in a very short time frame. That’s a great feeling.”

Barry and his colleagues often go to the gym together to work out after work. In fact, Barry takes physical fitness pretty seriously—he’s been a long distance runner for years and finished two marathons in the last year. Does his work with the human heart drive his dedication to fitness? “It’s certainly a motivator to get going,” concluded Barry.

Quality advanced care, diagnosis and treatment of heart and cardiovascular disease

Cardiology

The specialized Cardiology professionals on Baylor Irving’s staff (a number of whom have earned “Top 100 Nurses” designation) take a team approach to rapid treatment of heart attacks. Baylor Irving’s specialized services, such as interventional cardiac catheterization and electrophysiology suites suitable for emergency catheterizations, and innovative treatment options, such as abdominal aortic aneurysm stent grafting, equip us to take on almost any cardiology-related situation—from non-invasive diagnostic techniques to emergency procedures.



Barry Allen
Mustangs of Las Colinas



Ron Ayers
Campión Trails

Diagnostic Imaging

Ron Ayers, an X-ray technologist at Baylor Medical Center at Irving for the last 12 years, says he likes his job because he “enjoys helping people.” Ron adds that “watching my patients progress” is the most fulfilling part of the job, which includes many special procedures. He gets the opportunity to watch them progress quite a lot, as he has seen many of his patients for years over the course of their treatments.

Ron is a near-constant presence in the radiology department, but something less of a presence than he was just a few months ago. “I was overweight,” Ron said. “In fact, I had gained 58 pounds, and I said to myself, ‘It’s time to start working out again.’”

Creating a comprehensive patient experience through a dual emphasis on advanced technology and outstanding patient service

Our highly-trained imaging technologists use current technology such as MRI, General Computed Tomography (CT) and Ultrasound to deliver a full range of diagnostic imaging services. Thoughtful patient services include easy scheduling (including evening and weekend appointments), as well as prompt report turnaround.

We offer digital mammography utilizing computers and specially designed digital detectors to produce an image that can be displayed on a high-resolution computer monitor. Other highlights include 64-Slice CT and Breast MRI.

Ron went out and bought a bike and has ridden it to and from work for the last nine months. At first, each two-and-a-half mile commute “really tired me out,” according to Ron. “But now, I’m okay.” Ron rides his bike to work almost every day, weather permitting, and plans on making it his primary commuting method for the foreseeable future. And the results of his new fitness regimen have been excellent. “I’ve lost 50 pounds so far,” said Ron.

At Baylor Medical Center at Irving, we take great pride in being at the forefront of adopting new medical technology and procedures. Patient Ingrid Mergeler recently benefited greatly from such an innovative procedure. “I had had severe stomach problems for three or four months, and had tried various medications with no relief,” said Ingrid.

Enter the Gastrointestinal (GI) team at Baylor Irving, which determined that Ingrid was a good candidate for an exciting new monitoring procedure. On the team was Lynn McClelland, a Registered Nurse certified in GI treatment. A nurse for over 20 years, Lynn came to the US from South Africa five years ago and has spent the last three years at Baylor Irving. “I enjoy the teamwork, we really have fun working together, and the doctors are very well-qualified,” said Lynn. “But one of the things I enjoy the most about my job is the fact that we are always learning about new procedures.”

One new procedure called BRAVO™ utilizes a pH sensor that is placed in the patient’s esophagus via a pain-free esophagoscopy. The BRAVO device can determine if, how much and when stomach acid is present in the esophagus. “The wireless sensor transmits a signal to the

receiver, which the patient carries with her,” said Lynn. “Activities are monitored for 24 hours, after which the patient returns the receiver and we can analyze the data that has been collected.”

Ingrid was the recipient of a BRAVO sensor and says the procedure went without a hitch. “Baylor Irving is a very beautiful facility, the staff answered every question I had, and the nurses were particularly wonderful.”

“For 24 hours after the procedure, BRAVO recorded everything I ate, every activity I undertook, when I took my medication, etc.,” added Ingrid. After her data was analyzed, it was determined that she was suffering from Gastroesophageal Reflux Disease (GERD), in which a faulty valve between the stomach and esophagus allows stomach acid to enter the esophagus, which is not equipped to handle it.

The solution to the problem was to have Ingrid alter her eating habits. “Now, I eat small meals every couple of hours. So far it’s working well,” concluded Ingrid. “I’m so much better. So much better, thanks to my physician and the staff at Baylor Irving.”

Comprehensive care for digestive diseases and disorders

Digestive Disorders

The highly-trained physicians and nurses on Baylor Irving’s staff provide a wide array of diagnostic and therapeutic services for the treatment of gastrointestinal disorders of all kinds. We utilize advanced medical technology to deliver specialized services including a qualified, efficient gastrointestinal procedural area/laboratory, screening colonoscopy examinations, and polypectomy procedures utilizing various methods for removal and retrieval.



Ingrid Mergeler and Lynn McClelland
Centennial Park

Oncology

A leukemia patient, Gladys Cox spent 63 days at Baylor Medical Center at Irving over three separate stays, and forged special bonds with many staff members and one special nurse in particular.

“I was thoroughly impressed with everything and everybody at Baylor Irving,” said Gladys.

When it comes to cancer treatment services, we routinely go “above and beyond” to provide quality care for every patient.

Over the course of her hospital stays, Gladys became friends with Registered Nurse Angela Flannigan, who has worked in Oncology at Baylor Irving for ten years. Angela works mostly on weekends. “I saw Gladys every weekend she was in the hospital,” said Angela. “I made it my goal to make her feel like Baylor Irving was her home way from home.” Over the weeks, Gladys and Angela developed a close relationship. “Gladys has so much insight,” added Angela. “She was always ready to share advice on parenting skills, recipes—you name it. We’re buddies now.”

For her part, Gladys contends that her relationship with the staff at Baylor Irving played a big role in her healing process. “I think of them as my new brothers and sisters,” she said. “They are remarkable people—so skilled and knowledgeable. They have such confidence, and also such heart. That’s why they will always stay in my heart.”



Gladys Cox and Angela Flannigan
Mandalay Canal

Baylor Irving’s specialized oncology and diagnostic services, innovative treatments and advanced therapies reflect a forward-looking approach to cancer treatment.

Our specialized services include a 64-slice CT scanner for virtual colonoscopy and advanced lung analysis, MRI, Ultrasound, Nuclear Medicine, PET/CT, Digital Mammography and Diagnostic Radiology. Advanced therapies we provide encompass I MRT, low-dose and high-dose Brachytherapy, I-131 thyroid cancer ablation and Radiofrequency Ablation. Beyond that, we offer a resource library, support services and nutrition consultation to address the total needs of every Oncology patient.



Mark Bowling
Texas Stadium

Orthopaedics

Baylor Irving's specialized Orthopaedic services include a comprehensive Total Joint program, which encompasses non-invasive techniques and the use of new technology in metals and plastic. We also provide specialized services such as bone scan, Computerized Axial Tomography (CAT) scan and discography tests. And education services for patients and their families extend our services.

Minimally-invasive hip replacement. It might sound like an oxymoron, but it's not. This procedure, which has been performed for only a few years, involves the disruption of much less muscle tissue than a traditional hip replacement procedure, so recovery is generally much quicker.

Mark Bowling could tell you all about that, if you could get him to slow down long enough. He recently underwent the procedure at Baylor Medical Center at Irving—with excellent results. "I was always physically active," said Mark, "enjoying softball, tennis and hiking. But my hip had just deteriorated to the point I had really slowed down."

Mark says the procedure went smoothly and was free of stress. "My surgeon was great," he said. "He was very thorough, explained everything about the procedure very well, and kept me at ease. I had absolutely no trepidation about it."

Advanced treatment of orthopaedic injuries and illnesses

Mark's recovery occurred on an accelerated schedule. "I walked up a flight of stairs the day after surgery," he said, "was walking on crutches after three days, and was walking well after four weeks." Mark had a glowing report on how the staff at Baylor Irving helped in his recovery. "I was very pleased," he said. "The therapists were fantastic. To tell the truth, I wasn't ready for things to progress so quickly."

Mark has resumed many of his favorite physical activities, including "lots of walking and hiking." And he feels so good about his new hip, he started his own business just a few months after surgery. That's what we call momentum.

Physical Medicine

Juanita Burch was suffering from vertigo, a very disquieting and inconvenient condition in which the patient's sense of balance is affected. Juanita's vertigo was affecting Bert Smith's equilibrium too—he was trying to determine the most effective treatment for Juanita. Fortunately, another staff member at Baylor Medical Center at Irving came on the scene and worked with Bert to devise a solution for Juanita's condition.

Bert specializes in back and neck problems, and balance disorders. He had performed a balance assessment on Juanita to determine the cause of her vertigo. "Vertigo is generally caused either by vision or inner ear problems. But in Juanita's case, it was both," said Bert. The unusual results for Juanita's assessment made determining a treatment plan difficult.

Shari Orphey, Juanita Burch and Bert Smith
Millennium Fountain



Inpatient and outpatient rehabilitation

Taking a comprehensive approach to rehabilitative care, the highly-qualified staff at Baylor Irving offers a full continuum of care for both inpatients and outpatients. Our acute care capabilities include early intervention for hospitalized patients having difficulty with functional mobility, activities of daily living, communication and cognitive deficits. For outpatients, we utilize a number of specialized services including physical, occupational and speech therapy.

Adopting a team approach to providing early intervention, and using advanced treatment options, the goal for Baylor Irving's Physical Medicine department is to help every patient regain healthy, functional independence.

Bert was not deterred. "I'm always looking for new ways to improve my practice," said Bert, "and interaction with my colleagues is very productive in figuring out the best course of treatment."

Bert mentioned Juanita's case to Shari Orphey, a certified lymphedema therapist at Baylor Irving. "There is evidence that vertigo patients sometimes have edema in their head and neck, which contributes to vertigo symptoms," said Shari. Together, Bert and Shari decided the best option for Juanita was manual lymphatic drainage, to improve the condition of her inner ear. This treatment was combined with balance and vertigo exercises.

Juanita, 83, was treated twice a week for two weeks. Baylor Irving's van picked her up each time, since her condition prevented her from driving. "The result of the treatment was a very favorable outcome and it led to significant improvement. Juanita is now much better able to perform her daily tasks," said Bert.

Best of all for Juanita, "Now I can drive again for short distances, if I need to go to the store and so forth." Juanita adds that Bert and Shari were very encouraging throughout the course of her treatment at Baylor Medical Center at Irving. "They were very nice, very courteous, and very helpful," commented Juanita. "It's like they took me in their arms, and tried to help me all they could."

Soon to celebrate 30 years of service with Baylor Medical Center at Irving, Julie Campbell started out as a secretary but today is Director of Acute Care Services. She's also an enthusiastic Baylor Irving patient.

"A couple of years ago, I was at a water park with my three grandchildren and my weight was preventing me from being as active with them as I wanted," said Julie. "I decided there and then I was going to take action so I could play with my grandkids."

After investigating several options and facilities, Julie decided on a gastric bypass procedure at Baylor Irving. She also participated in sessions with a staff psychologist and a pre-op nutrition program. "My nutritionist was great and always available," added Julie. "From issues like what to eat, how to eat, keeping up my electrolytes and protein—the nutrition program really covered all the bases." Julie also heard some frank talk from her physician. "He made it clear that for me to succeed post-op, I would have to make some real lifestyle changes. That was a good and necessary thing for me to hear."

Julie's Roux-en-Y gastric bypass was performed in September 2005 and she spent three days in the hospital. The outcome was excellent and Julie now counts herself as a double success story—first for her career at Baylor Medical Center at Irving, and now as a patient. To insure her ongoing success as a gastric bypass patient, Julie has kept her commitment to lifestyle change. "I exercise four or five days a week," she said. "And this year I will run in my first 5k race."

Weight loss solutions and advanced treatment

Weight Management

Baylor Irving's Weight Management and Surgery Program offers weight loss solutions through a comprehensive surgical weight loss program for qualified patients. Our specialized services include

Roux-en-Y gastric bypass, LAP-BAND®, and gastric sleeve procedures, as well as education and support groups for both pre-operative and post-operative care and a dedicated Weight Management Center.

Baylor Irving patients receive a comprehensive overall experience, provided by a team of multi-disciplinary, trained professionals with one objective: to help your weight loss procedure be successful.



The comprehensive diagnosis and treatment of sleep disorders

Sleep Centers

The Sleep Centers at both our Baylor Irving Coppel and Grand Prairie campuses offer confidential diagnosis and treatment of a broad range of sleep/wake disorders including snoring, obstructive sleep apnea syndrome and Insomnia. Baylor Irving's Sleep Centers provide advanced monitoring technology and treatment, supported by a highly-trained medical staff consisting of Polysomnographic Technologists and a multidisciplinary team of medical staff physicians.

Utilizing a full array of specialized services, including XLTEK™ computer monitoring technology, the goal at our Sleep Centers is to alleviate symptoms, improve daily functioning and restore restful sleep to each of our patients.

Specialized women's health services

Baylor Medical Center at Irving clearly demonstrates our commitment to women's health through the specialized women's health services we provide to the community. At the core of our women's services are the family-centered maternity care and gynecological services we provide. Led by neonatologists, our NICU staff cares for premature infants as young as 32 weeks gestation. And our specialized services for women include breast imaging and screenings, Gynecologic Oncology and osteoporosis screenings and treatment, as well as a wide array of classes and other educational services.

Women's Services

Providing fully staffed emergency care round-the-clock

Emergency Care

Baylor Medical Center at Irving provides comprehensive emergency services to the community. Specialized care includes a minor care clinic, treatment of traumatic injuries, acute emergent conditions, and the designation of Accredited Chest Pain Center.

Physicians on the medical staff at Baylor Irving are board certified in emergency medicine, take a comprehensive team approach to caring for heart attack patients, and provide a seamless line of care with hospital departments.

Baylor Medical Center at Irving Fiscal Year 2007 Statistics

Admissions (including newborns): 13,762

Babies born: 2,033

Emergency Department visits: 48,574

Outpatient visits (excluding Emergency Department): 52,846

Occupancy rate: 71%

Average length of stay: 4.6 days (excluding newborn days)

Licensed beds: 288

Full time employees: 1,133

Physicians on medical staff: 415



Benefits to the Community

Baylor Medical Center at Irving serves the people of Irving and surrounding communities, which include Grand Prairie and Coppel. Based on research and analysis, Baylor Irving identified heart disease, diabetes, and respiratory disease as prime community health concerns. To address these issues, Baylor Irving offered numerous community outreach efforts, including health fairs, screenings, community health education and support groups, and volunteer programs.

Health Fairs/Screenings

Baylor Irving reached out to educate members of the community concerning risk factors and preventive measures of various diseases through health fairs/screenings held throughout the year. Screenings and assessments offered included blood pressure, body fat analysis, bone density, cholesterol, EKG, glucose, lung function, prostate cancer, sleep apnea, and vascular disease. The objective of Baylor Irving's health fair/screening efforts is two-fold: 1) armed with information, individuals will make appropriate lifestyle changes to benefit their health; and, 2) early detection of potential problems will cause individuals to seek additional medical consultation and early treatment. Two of Baylor Irving's largest annual health fair events are *For Women, For Life™*, which focuses specifically on women's health issues and *Live Healthy*, which is open to both men and women.



Programs for Children

Baylor Irving has a tradition of promoting health and quality of life in the community by collaborating with key community groups such as the Irving Independent School District. Working with the IISD, Baylor Irving provided free health-related education and career exploration opportunities through programs such as *Camp Airways*, an asthma education program; *Diabetes-Be Aware*, a Type 2 diabetes awareness program; *Tobacco kNOw*, a program which discourages young people from smoking; clinical rotations and internships for high school students in conjunction with the school district's Health Science Technology program; and, a career outreach program which encourages students of all ages to consider healthcare as a career.

Baylor Irving offered two other outreach programs for children that were not associated with the school district. The North Irving Well Child Clinic provided free well child examinations for children under the age of four years old and free immunizations for children of all ages in an underserved area of the community. This program is a collaborative endeavor of Baylor Irving, Northgate United Methodist Church and Dallas County Health and Human Services. Baylor Irving also provided Safe Sitter® classes, hands-on classes that teach adolescent babysitters ages 11-13 how to handle crises, how to keep their charges secure, and prepares them for handling medical, behavioral or household emergencies that might occur while babysitting.



Auxiliary/Volunteer Programs

In fiscal year 2007, the 255-active-member Volunteer Auxiliary served Baylor Medical Center at Irving by providing 41,000 hours of volunteer service, which is the equivalent of adding 25 full-time staff at the medical center. Volunteers include approximately 180 adult volunteers, 55 high school student volunteers, and 20 college student volunteers. Volunteers at Baylor Irving are an integral part of the medical center family. The medical center exists in part because the Auxiliary members walked door-to-door in the early 1960s, raising funds to build a hospital in Irving. Since the hospital opened in 1964, the Irving Healthcare Auxiliary has provided well over one million hours of volunteer service.

As a service to the community, the Auxiliary operates the Senior Van Program which provides free transportation for medical purposes to the citizens in the Baylor Irving service areas. This program is designed to serve those who cannot drive, are too ill to drive, or have a disability.

The *Caring Hearts*® volunteer program is a support group comprised of heart patients and family members of heart patients who make pre- and post-cardiac procedure visits to cardiac patients and families. These volunteers provide emotional support to families in the ICU and CCU waiting rooms at Baylor Irving, as well as through the *Caring Hearts*® phone hotline.



Health and Wellness Education

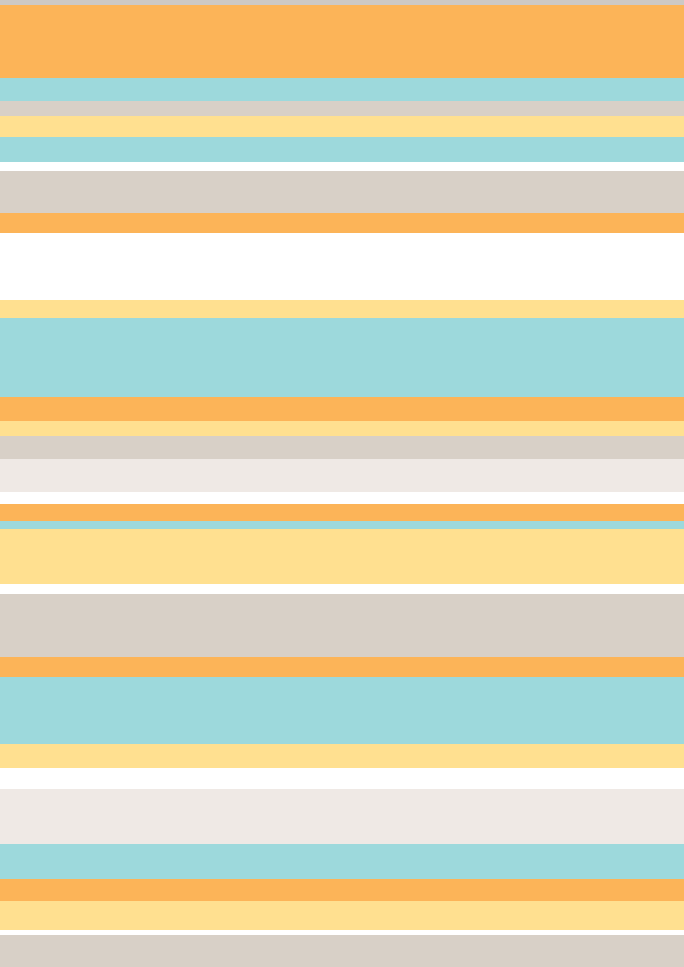
Baylor Irving is committed to educating the community about good nutrition, exercise, and other health-related topics that promote staying healthy. *Baylor Health* magazine is mailed to 75,000 households in the area and a cardiology newsletter is mailed to approximately 7,000 individuals. Additionally, BaylorHealth.com offers 24-hour access to a wide variety of health information.

Civic Partnerships

Baylor Irving displays its leadership in corporate citizenship in the community by financially supporting other non-profit organizations such as the American Cancer Society, Irving Cares, Inc., Irving Schools Foundation, Irving Fire Foundation, Inc., and Irving Police Foundation.

Community Health Care Subsidies

During fiscal year 2007, Baylor Irving provided \$30,039,000 to cover hospital costs for patients who could not afford to pay, unreimbursed costs for Medicaid and Medicare patients and community benefit.





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