

LEADING MEDICINE: **A TOWN HALL CONVERSATION** WITH DR. MARC BOOM

Town Hall Conversation LII

HOUSTON
Methodist[®]
LEADING MEDICINE



Leading Medicine through Access Transformation and Technology

Tesha Montgomery, RN, MHA, FACHE
SVP, System Patient Access

Our Access Scorecard



	2021	2022	2023	2024	2025
Overall Rank	16 / 53	28 / 55	14 / 62	15 / 63	12 / 66
Star Rating	★★★★	★★★	★★★★	★★★★	★★★★
Access to Care (30%)	2	4	3	2	1



The Ideal Patient Journey

19% Increase in new patient online scheduling in 2025

Schedule Across Multiple Locations

13% Increase in specialty new patient volume in 2025

Quick Availability



Convenient Scheduling



Multiple Specialties showcase availability across the system



Seamless Referrals



#1 in Access in Vizient Median Lead Time Trending Downward

Creating Convenient Access

Need to see us right away? Use Virtual Urgent Care 24/7 ▶

First Available ▼

All Appointment Types ▼

Showing 1 – 10 of 550 providers

WED
Dec 10

THU
Dec 11

FRI
Dec 12



Same Day Clinics

Make an appointment to see a provider in person for many common conditions.

[View Locations & Times](#)

346.356.3500



Deidre Clayton-Beal, MD MD

Family Medicine, Primary Care

✓ Accepting New Patients Video Visits Available

8608 North Highway 146, Suite 600
Baytown, TX 77523

832.556.6936

1:00 pm	8:00 am	—
2:30 pm	8:45 am	—
3:15 pm	9:30 am	—
4:00 pm	11:00 am	—

[View Additional Dates & Times](#)



Mustafa Karagoli, DO MD

Family Medicine, Primary Care

✓ Accepting New Patients Video Visits Available

14044 Spring Cypress Road
Cypress, TX 77429

281.737.0111

1:00 pm	8:00 am	8:00 am
1:15 pm	9:00 am	9:00 am
1:30 pm	9:30 am	9:30 am
2:00 pm	10:00 am	10:00 am

[View Additional Dates & Times](#)



Nadir Mulla, MD MD

Family Medicine, Primary Care

✓ Accepting New Patients Video Visits Available

1201 Brooks Street, Suite 100

1:00 pm	8:45 am	1:00 pm
1:30 pm	9:15 am	1:30 pm
1:45 pm	9:30 am	1:45 pm

Houston Methodist Same Day Clinic in Bellaire



5 mi away

4710 Bellaire Boulevard
Suite 175
Bellaire, TX 77401

M - F: 9 a.m. - 6 p.m.

346.356.3500

Wednesday December 10, 2025

11:15 am 11:30 am 12:15 pm 12:30 pm 2:15 pm —

Thursday December 11, 2025

9:15 am 9:30 am 10:00 am 10:15 am 10:30 am —

Houston Methodist Same Day Clinic in Memorial



7 mi away

7575 San Felipe Street
Suite 155
Houston, TX 77063

M - F: 9 a.m. - 6 p.m.

346.356.3500

Wednesday December 10, 2025

2:30 pm 3:45 pm 4:45 pm 5:15 pm

Thursday December 11, 2025

9:00 am 9:15 am 9:30 am 10:30 am 11:00 am —

Houston Methodist Same Day Clinic in Pearland



13 mi away

8520 Broadway Street
Suite 210
Pearland, TX 77584

M - F: 9 a.m. - 6 p.m.

346.356.3500

Thursday December 11, 2025

9:30 am 10:15 am 10:30 am 11:00 am 11:15 am —

Houston Methodist Same Day Clinic in Sienna



16 mi away

9018 Sienna Crossing Drive
Suite 400
Missouri City, TX 77459

M - F: 9 a.m. - 6 p.m.

346.356.3500

Wednesday December 10, 2025

11:15 am 12:15 pm 12:30 pm 2:15 pm 2:30 pm —

Thursday December 11, 2025

9:00 am 9:15 am 9:30 am 10:00 am 10:15 am —

Ensuring Patients Get to the Right Provider

Find a Doctor

Search by Specialty, Condition, Procedure or Doctor

Orthopedic Surgery

77006

Search

Where are you feeling pain or discomfort?

Select one area from the list below to find providers with the appropriate expertise:

- ☐ Spine & Back
- ☐ Shoulder
- ☐ Arm & Elbow
- ☐ Hand & Wrist
- ☐ Hip
- ☐ Knee
- ☐ Calf & Achilles
- ☐ Foot & Ankle



Showing 1 – 10 of 52 providers

	THU Dec 11	FRI Dec 12
 David Q. Sun, MD, M1 Orthopedic Surgery (Hip, Knee) ✓ Accepting New Patients ✓ Video Visits Available 1677 West Baker Road, Suite 1701 Baytown, TX 77521 281.421.7400 View Profile	—	9:30 am 9:45 am 10:00 am 10:45 am View All
 Neel K. Patel, MD, M1 Orthopedic Surgery (Elbow, Hip, Knee, Shoulder), Orthopedic Sports Medicine ✓ Accepting New Patients ✓ Video Visits Available 1677 West Baker Road, Suite 1701 Baytown, TX 77521 281.421.7400 View Profile	—	11:30 am 11:45 am View All
 Katherine K. Li, MD, M1 Orthopedic Surgery (Hip, Knee) ✓ Accepting New Patients ✓ Video Visits Available 11802 Centerfield Drive, Suite 300 Houston, TX 77036 View Profile	—	—

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To schedule your appointment, we need some information from you.



David Sun, MD
Orthopedic Surgery

* Indicates a required field.

* Is your visit due to a motor vehicle accident or work related injury?

Yes No

* Have you had surgery on the affected area in the last 6 months?

Yes No

* Has a provider told you that you have a fracture or tear, or received a dislocation?

Yes No

* Please enter your age.

45

Continue

HOUSTON
Methodist
LEADING MEDICINE



MyChart
is
Epic

← Back

Select a time for your New Patient appointment

Tuesday December 16, 2025

David Sun, MD M1



Houston Methodist Orthopedics & Sports Medicine at Baytown
1677 W. Baker Rd A Suite 1701 Baytown TX 77521-2422

9:00 AM	9:15 AM	9:30 AM	9:45 AM	10:00 AM
10:15 AM	10:30 AM	10:45 AM	1:15 PM	1:30 PM
1:45 PM	2:00 PM	2:15 PM		

Thursday December 18, 2025

David Sun, MD M1



Houston Methodist Orthopedics & Sports Medicine at Baytown
1677 W. Baker Rd A Suite 1701 Baytown TX 77521-2422

9:15 AM	9:30 AM	9:45 AM	10:00 AM	1:00 PM
1:15 PM	1:45 PM	2:00 PM	2:15 PM	

Friday December 19, 2025

David Sun, MD M1



Houston Methodist Orthopedics & Sports Medicine at Baytown
1677 W. Baker Rd A Suite 1701 Baytown TX 77521-2422

10:00 AM	10:15 AM	10:30 AM	10:45 AM
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Search Criteria

Locations: Houston Methodist
Orthopedics & Sports Medicine at Baytown

Providers: David Sun, MD

Start search on
12/12/2025

Refine Search

Times:

Monday

AM PM

Tuesday

AM PM

Wednesday

AM PM

Thursday

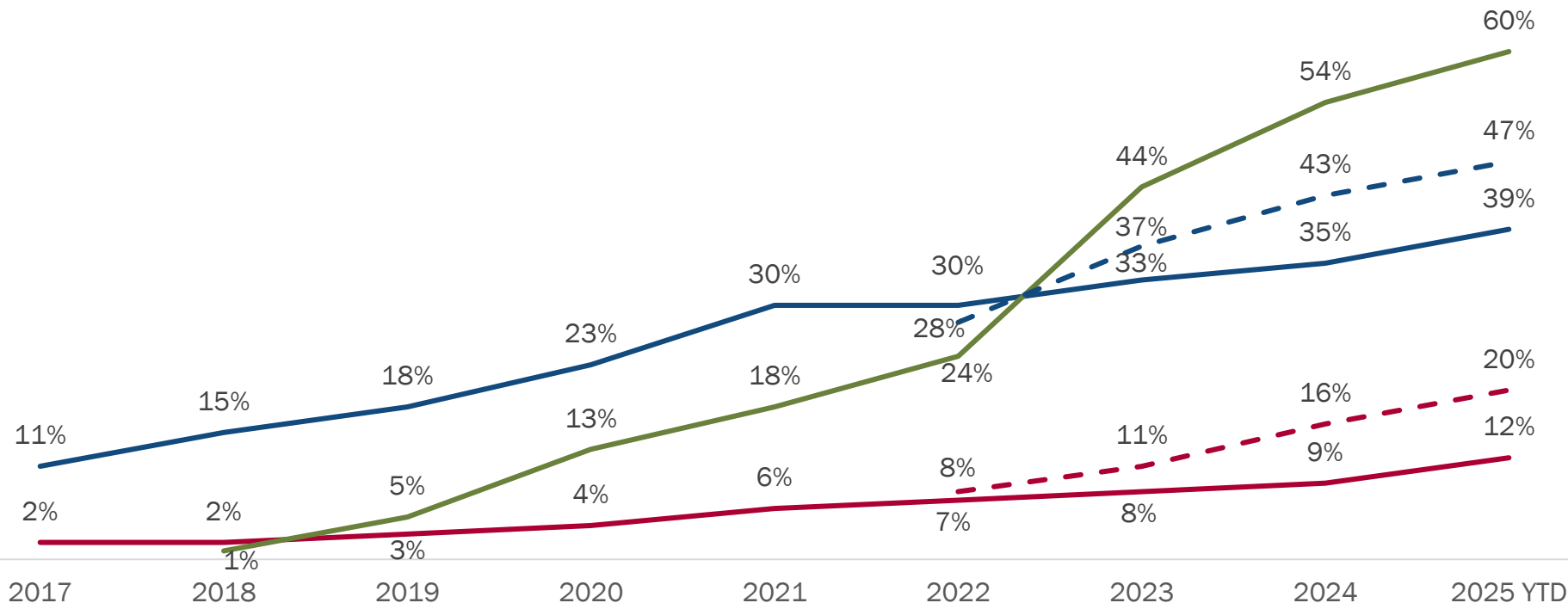
AM PM

Friday

AM PM

Online Scheduling Trends

% of Primary Care, Specialty Care, and Same Day Clinic Appointments Scheduled Online



While many patients schedule online, we still receive over 7 million calls a year to schedule

Answer Quickly

Leveraging Technology & Workforce Management

Provide Options

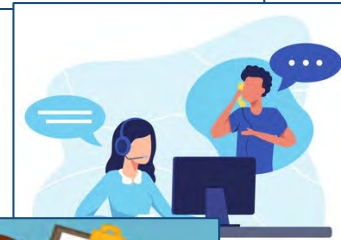
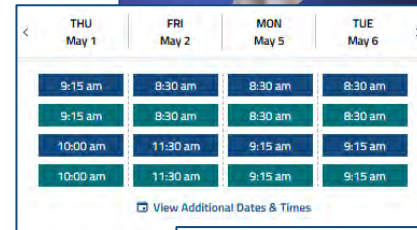
Schedule across all HM locations

Ask the Right Questions

Guide the patient to the right provider

First Call Resolution

Address the patient needs in one phone call

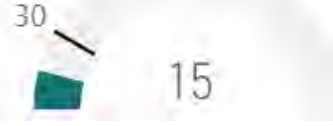


Access Center Stats and Workflows

Primary Care Call Center Stats

How many calls are answered within 30 seconds

Average Speed to Answer the Phone (Seconds)



Self Schedule Confirm,
Cancel, or Reschedule
Appointments

Can you help me
reschedule an
appointment? My date
of birth is 3/14/1959
and phone number is
555-123-4567

Thank you for
providing that
information. Am I
speaking to Joe?

Yes

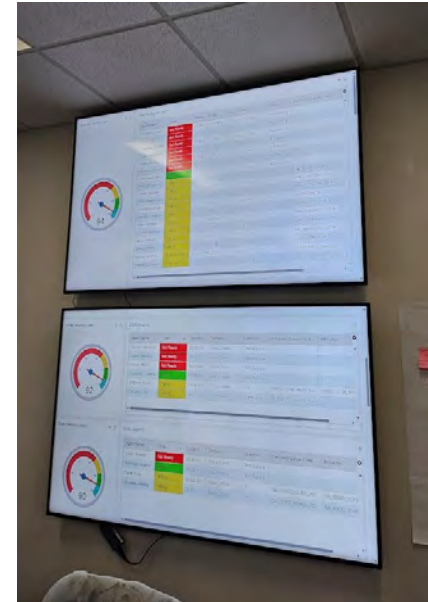
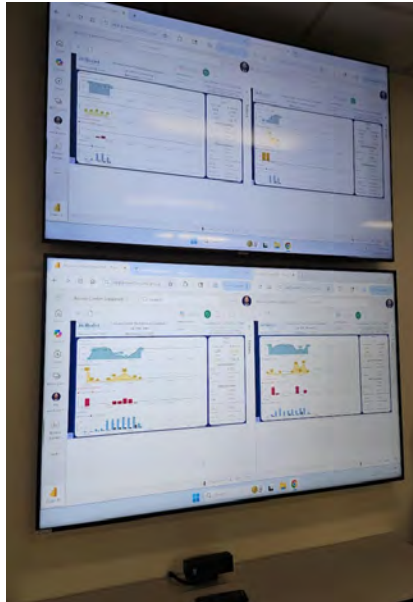
You have an
appointment
tomorrow at 2:00pm
with Dr. Jones. Is this
the one you want to
reschedule?

Automated
Prescription Refills

The screenshot shows the Epic EMR interface. The top navigation bar includes options like 'Patient Status', 'In Basket', 'Schedule', 'Add Task', 'Record Review', 'Content Review', 'Reports', 'Support', 'Inbox', 'Edit', 'Outpatient Case Plan Template Editor', 'Update GE UP Login Information', 'My Reports', 'Medication Catalog', and 'More'. The main content area displays a patient's information, including 'Acosta, Carline, MA' and '532/641'. The 'My Messages' section shows a list of messages, including 'Add Order', 'Prescription Request', 'Case Message', and 'Patient Questionnaire'. The 'Medication' section shows a list of medications, including 'Tadone Actium' and 'Newborns (GIR) 160 MG tablet'. The 'Medication' section also includes a 'Possible duplicate' warning and a 'Reschedule' button.

Behind the Scenes...

Extensive Quality Assurance and Agent Training



Maximizing Patient Options to Schedule Where They Want, When they Want

Is your visit due to a motor vehicle accident or work related injury? ☐ Yes ☒ No

No

Have you been seen in the emergency room or urgent care for this issue? ☐ Yes ☒ No

No

Did your injury occur within the last 72 hours? ☒ Yes ☐ No

Yes

Is this a sports related injury or are you affiliated with an athletic program sponsored by Houston Methodist? ☒ Yes ☐ No

Yes

Have you had surgery on the affected body part within the last six months? ☐ Yes ☒ No

No

Results - Continue Scheduling

Visit: NEW PATIENT OUTREACH

Replace the original visit type.

Provider/Subgroup

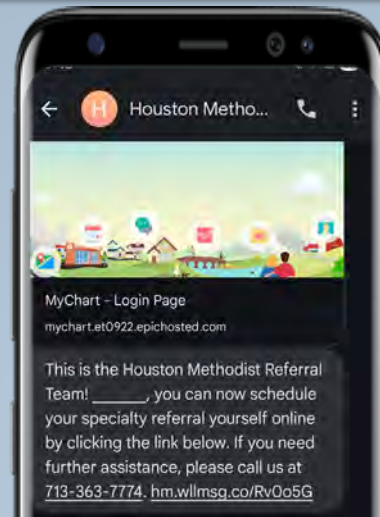
Schedule with subgroup TEG DNU ORTHO UNKNOWN SURG SPORTS INJURY UPPER ARM

Show Path

Apply Discard Tree

Questions guide schedulers to schedule with the correct provider within each specialty

Self schedule referrals



Schedule an Appointment (Coralyn)

Reason for Visit: Cardiology Referral

Locations: Any location

Time

What time works for you?

Please select an available appointment below with a provider and location convenient to you. If the appointment times below do not meet the clinical urgency of your request please call us at 713-363-7774 and we will contact the office to try and coordinate an earlier appointment.

Monday September 8, 2025

Paul C. Calkins, MD

Houston Methodist DeBakey Heart & Vascular Associates at The Woodlands
(1818 Interlakes #1, 8100 S. Suite #101, The Woodlands, TX 77380-3399)

1:00 PM 1:30 PM 2:00 PM 2:30 PM 3:00 PM

3:30 PM 3:45 PM

Almond Elchenbary, MD

Houston Methodist DeBakey Cardiology Associates at Clear Lake
(13123 Upper Bay Road Ste 400 Houston, TX 77058-0511)

9:00 AM 9:15 AM 9:30 AM 9:45 AM 10:00 AM

10:15 AM 10:30 AM 10:45 AM 11:00 AM 11:15 AM

Search Criteria

Location: Any location

Provider: Any provider

* Start search: 09/04/2025

Refine Search

Gender: Female Male

Language: English

Imaging Transformation: Making Scheduling Easier

Before...

Thank you for calling Houston Methodist Radiology

If you are experiencing a life-threatening emergency, please hang up and dial 911

For prescription refill requests, please contact your local pharmacy they will notify the clinic if a new order is needed

Press 1 for CT CAT Scan services

Press 2 for MRI Services

Press 3 for US Services

Option 1	Option 2	Option 3
1 Baytown	1 Baytown	1 Baytown
2 Clear Lake	2 Bellaire	2 Clear Lake
3 Pearland	3 Clear Lake	3 Pearland
4 Sugar Land	4 Conroe	4 Sugar Land
5 Texas Medical Center	5 Pearland	5 Texas Medical Center
6 The Woodlands	6 Sugar Land	6 The Woodlands
7 West	7 Texas Medical Center	7 West
8 Willowbrook	8 The Woodlands	8 Willowbrook
	9 West	
	0 Willowbrook	



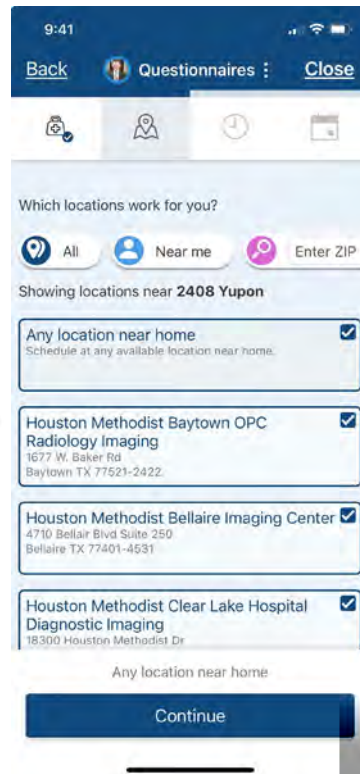
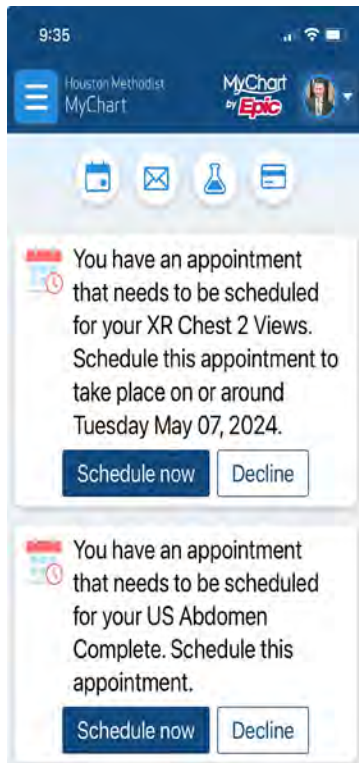
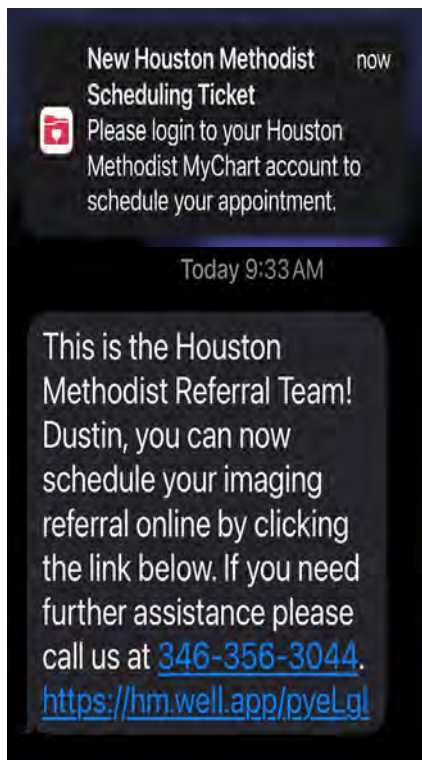
Now:

Thank you for calling Houston Methodist Imaging scheduling Services.

IVR Option	Option Verbiage
Press 1	If you are calling to schedule, cancel, or inquire about an Imaging appointment
Press 2	For all other hospital services



Imaging Ticket Scheduling



Mammography, MRI, CT, Ultrasounds, X-rays, Bone Density, and Fluoroscopy Exams can all be scheduled online

Leveraging Technology to Improve Experience

New appointment offer for Office Visit
This offer expires today at 12:59 PM.

New Time
🕒 1:15 PM CDT
Jul 16 Fri
Epic Medical Center
456 Bloom Drive
Fitchburg WI 53593
With Nina Dias, MD
[Accept new time](#)

Existing Time
🕒 9:30 AM CDT
Jul 21 Wed
East Family Medicine
123 Anywhere Street
Verona WI 53593
With Eliza Morgan, NP
[Keep existing time](#)

Fast Pass automatically sends patients text or email messages to notify them of sooner appointments

76,300 appointments filled in 2025 YTD
17 days saved on average

eCheck-in

Personal Info | Contacts | Insurance | Payments | Medications | Allergies | Health Issues

Verify Your Personal Information

Contact Information
📍 2727 C...
APT 404
KATY TX...
📞
✉️
[Edit](#)

Details About Me
Legal Sex: Male
Marital Status: Single
Race: Declined
Ethnicity: Hispanic or Latino
Language: English
Religion: Catholic
[Next](#) [Finish later](#)

Complete pre-appointment workflows with echeck-in before your appointment.
8,700 completed each day



Engage with our patients with bi-directional texting for appointment reminders and referrals

Access to Care for New Patients

Specialty Practices

51%

New Patients Seen
within 10 Days



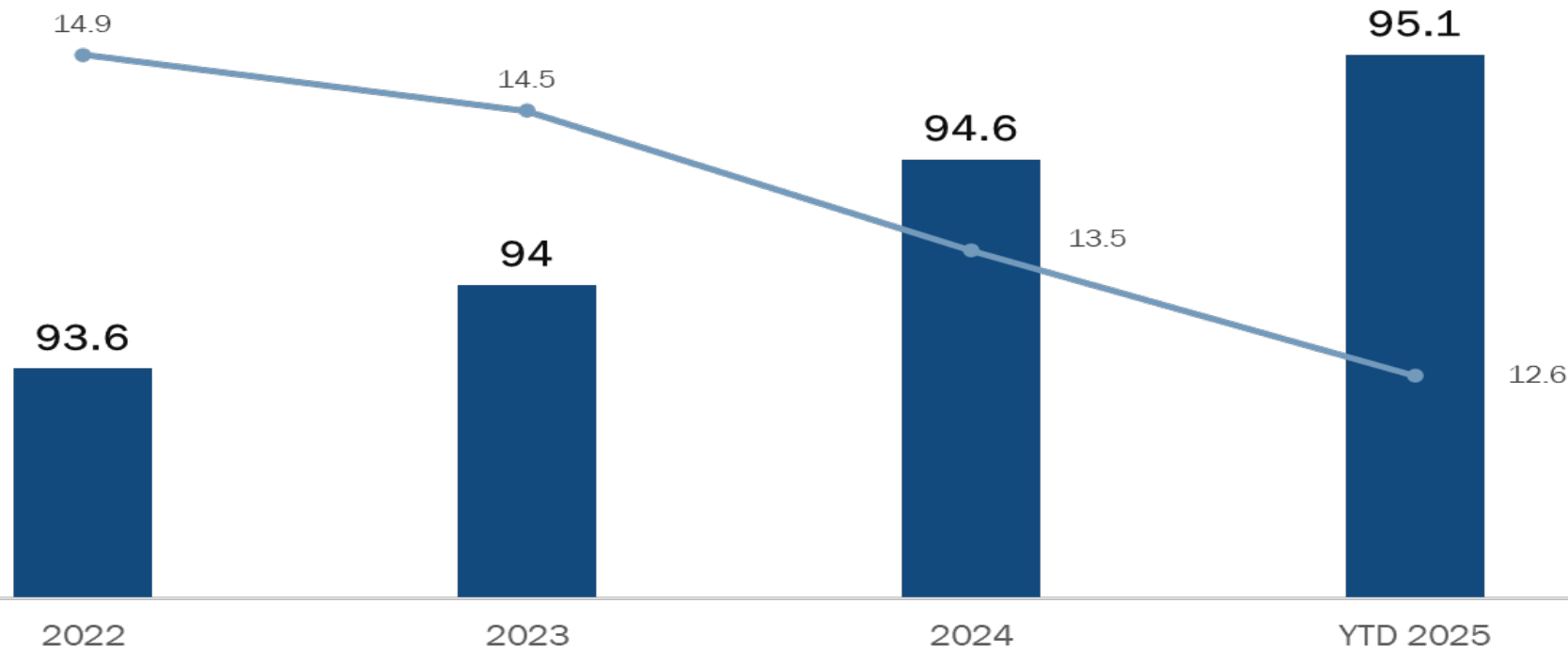
Primary Care

42%

New Patients Seen
within 5 Days



Voice of the Patient: “Ease of Scheduling” Trending in the Right Direction



HOUSTON
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LEADING MEDICINE



7M

21K


4.1K

**Outpatient Imaging
Appointments
Scheduled Daily**

84K

New Patient Primary Care Appointments Scheduled Online

From Digital Access to the Clinic of the Future



Clinic of the Future? The Future is Now

Stephen Spielman, MBA, MHA
SVP & COO, Houston Methodist Physician Organization
President, Houston Methodist Primary Care Group

Houston Methodist Physician Organization

2,000



Employed
Providers

2.5M



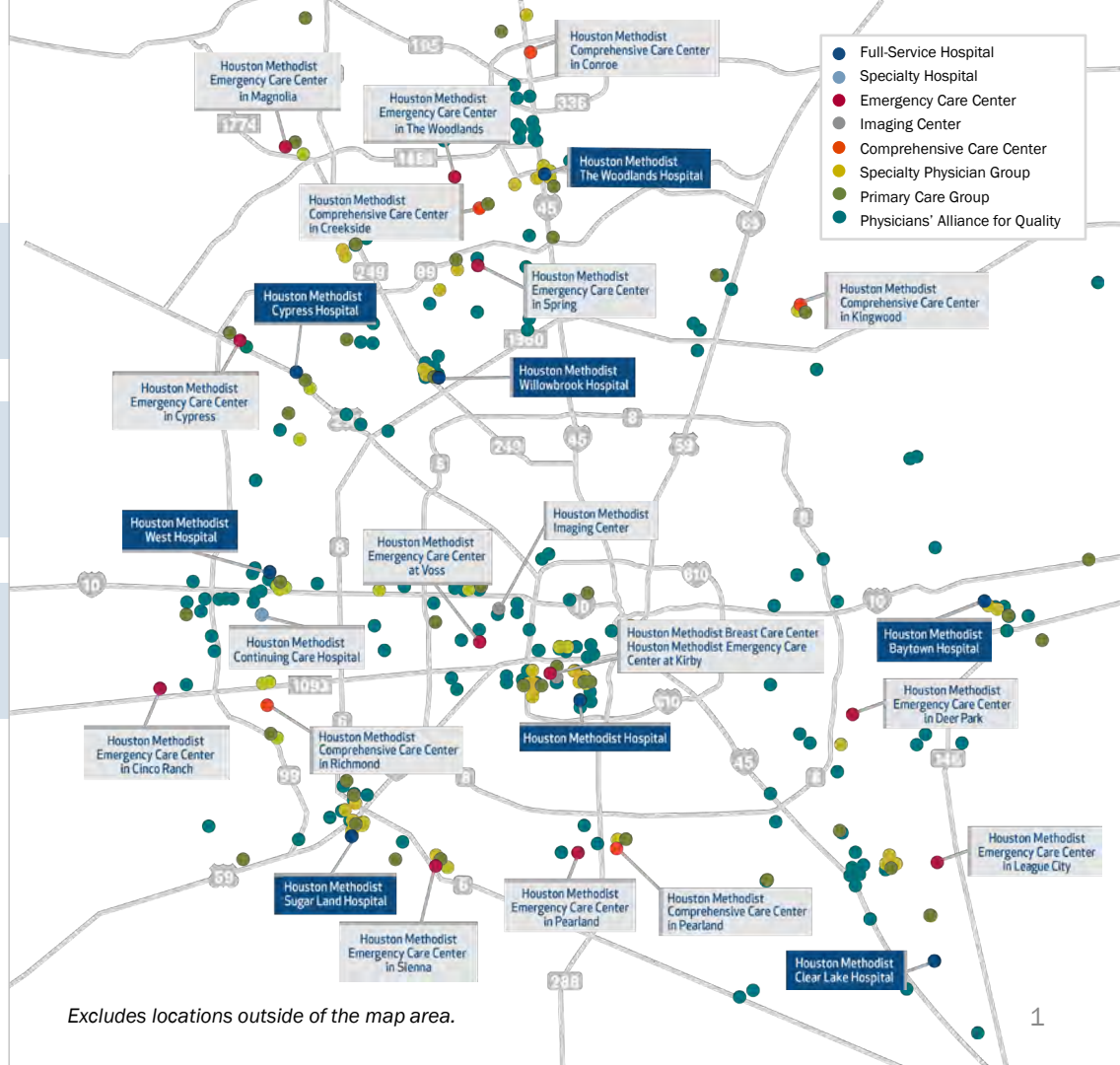
Completed
Visits in 2025

250



Clinic
Locations

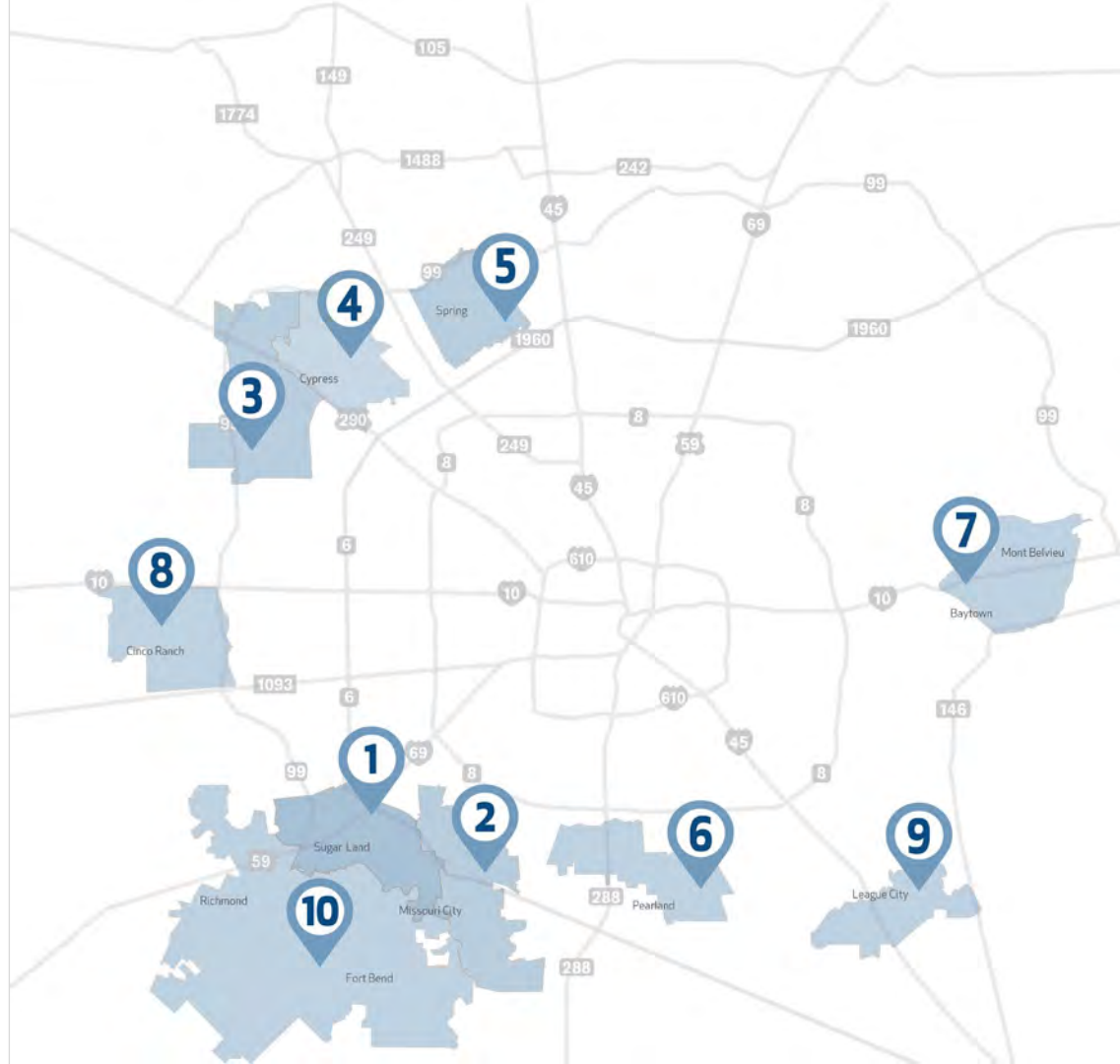
Houston's largest employed
primary care group; Managing
400K lives



Excludes locations outside of the map area.

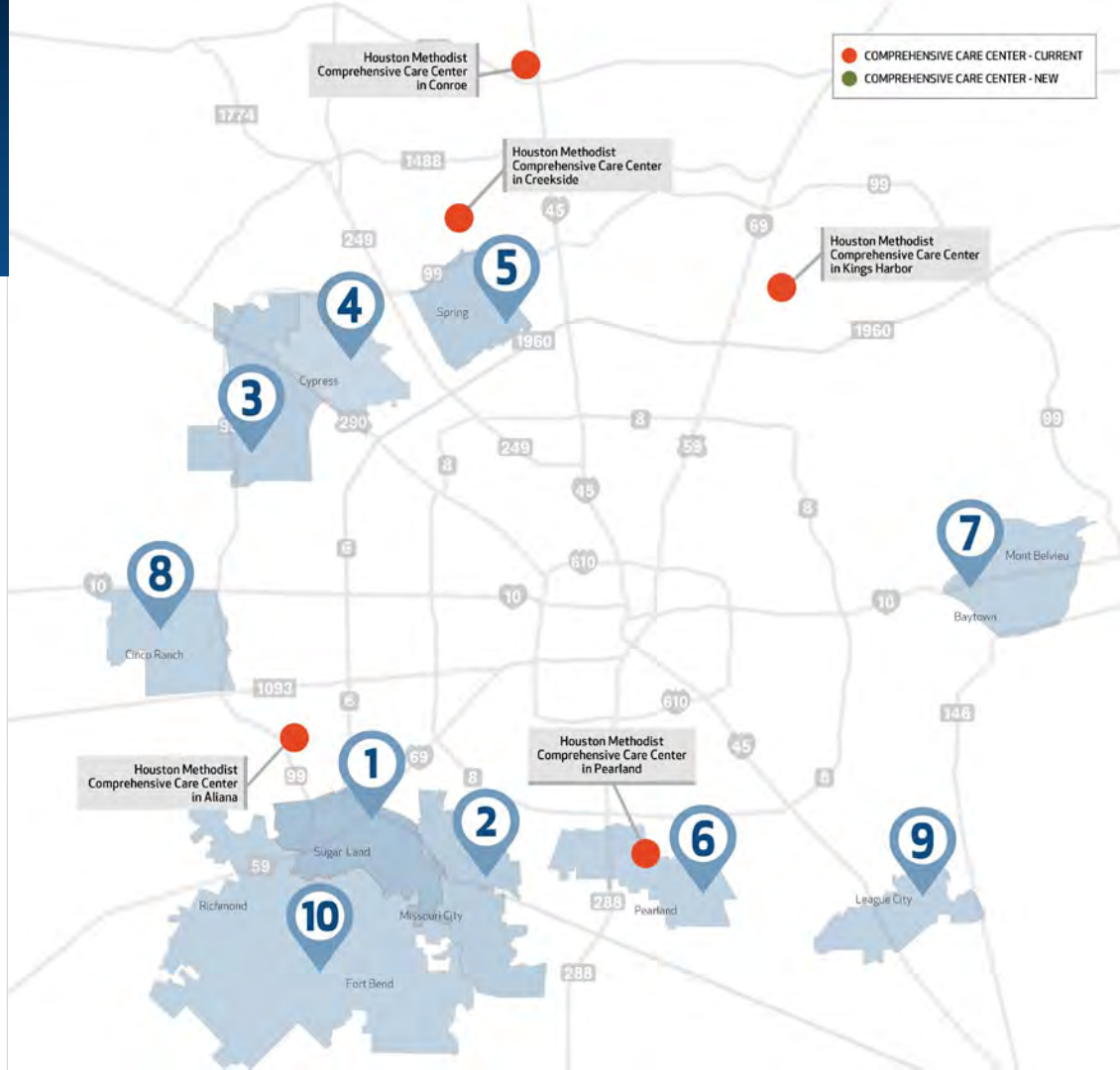
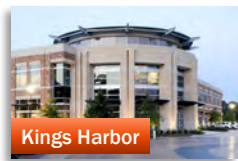
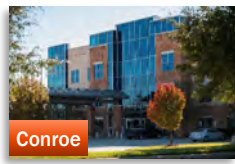
Top New Patient Visit Zip Codes

#	Zip Code	% New Patient Visits	# of New Patients	# of Total Patients
1	77479	19%	12,217	64,662
2	77459	18%	11,536	64,061
3	77433	23%	11,527	50,282
4	77429	20%	9,395	46,736
5	77379	18%	8,439	46,381
6	77584	16%	8,295	50,883
7	77521	20%	7,720	38,261
8	77494	23%	7,580	33,465
9	77573	19%	7,260	38,693
10	77469	18%	6,331	34,538



Houston Methodist Comprehensive Care Centers (CCCs)

Houston Methodist Comprehensive Care Centers (CCCs) integrate primary care, specialty care, and ancillary services into one convenient location.



Current CCC Locations



Conroe CCC



Kings Harbor CCC



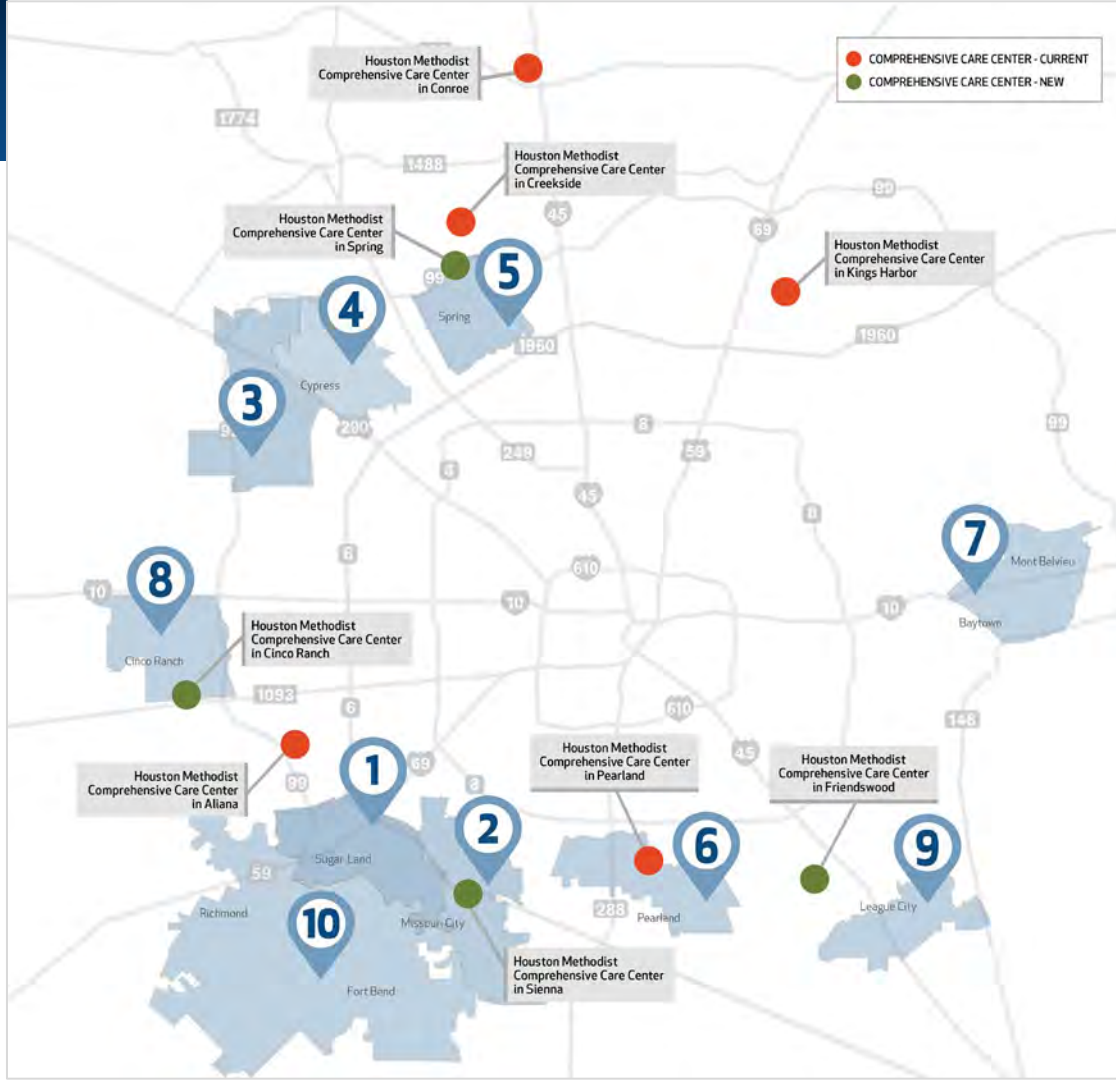
Aliana CCC



Pearland CCC



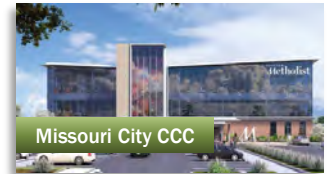
Creekside CCC



New CCC Locations



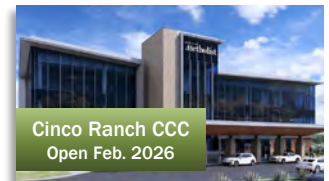
Spring CCC



Missouri City CCC



Friendswood CCC



Cinco Ranch CCC
Open Feb. 2026

Cinco Ranch CCC



Opening Date: Q1 2026

Building Size: 67k sqft; 3 floors

Exam Rooms: PCG - 38
SPG - 30

SPECIALTIES

Primary Care, Same Day Clinic, GI, Neurology, Orthopedics/Sports Med., Cardiology, ENT

IMAGING

MRI, Mammo, X-Ray, Bone Density, Ultrasound, R&F

PROCEDURAL

EEG/EMG, Echocardiogram, Stress Test

ANCILLARY

Physical Therapy & Lab

As we build these large-scale facilities, we have an opportunity to think differently...



Care Redesign Efforts and Projects

QUALITY AND SAFETY



Barcode Medication Administration (BCMA)



Willow Medication Inventory



DMS Huddle Boards



Point of Care Testing Integration



Staffing Models

PATIENT EXPERIENCE



Patient eCheck-in



"Welcome" Kiosk



Clinic / Exam Room Redesign



Self/Ticket Scheduling



Text to Wait Updates



Drive-Thru Labs

PROVIDER EXPERIENCE



AI Note Summarization



STAT / Digital Communication



Ambient Listening

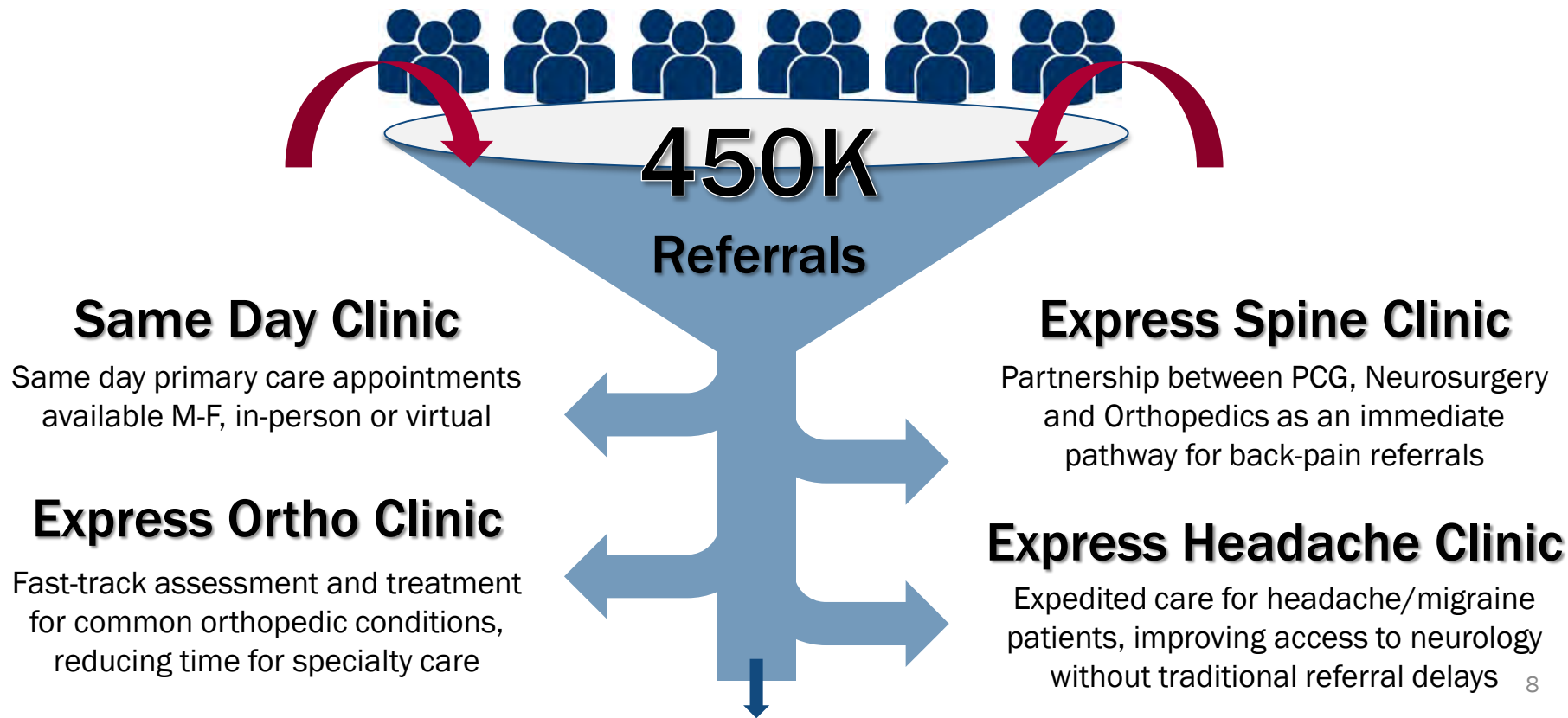


AI-Generated In-Basket Responses



Digital Boards for Education

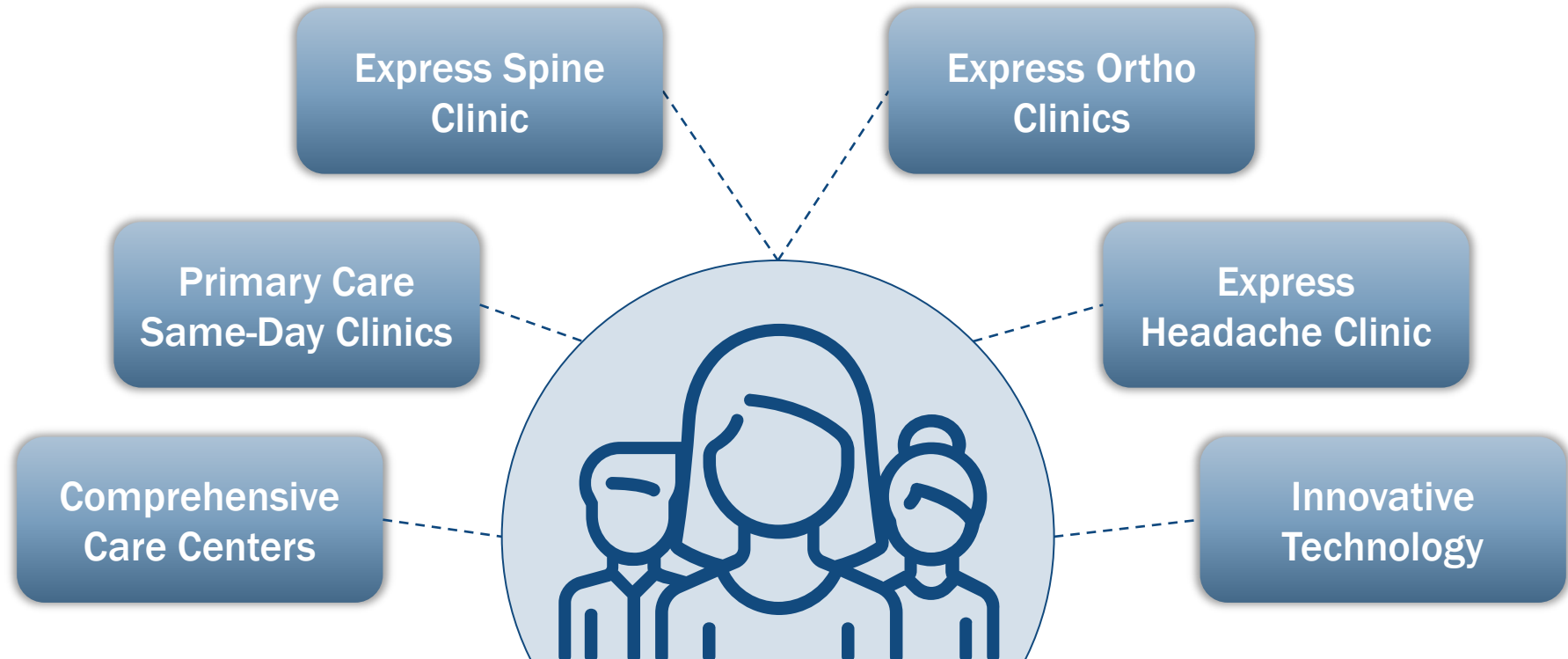
Utilizing Innovative Care Models to Increase Patient Access Across the System



Building Upon A History of Express Care Initiatives

CURRENT INITIATIVES	Ortho Injury Clinic	12 Locations	27,500 Appointments in 2025
	Same Day Clinic	13 Locations	60,000 Projected Visits in 2025
	Express GI Clinic	19,000 Offered	9,300 Completed in 2025
	Express Spine Clinic	600 Referrals YTD	System-wide rollout as of Oct. 2025
FUTURE	Express Ortho Clinic	System-wide expansion Q1 2026	
	Express Headache Clinic	Planned Pilot Q1 2026	

Keeping the Patient at the Center of Everything We Do



Houston Methodist Update

Marc L. Boom, M.D.

December 18, 2025

Vizient Q&A Ranking Trend by Hospital

	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
HMH	9 / 102 ★★★★★	15 / 107	8 / 99 ★★★★★	11 / 93 ★★★★★	6 / 100 ★★★★★	6 / 101 ★★★★★	6 / 107 ★★★★★	12/116 ★★★★★	4/115 ★★★★★	3/118 ★★★★★
HMSL	25 / 124	59 / 161	11 / 100	2 / 79 ★★★★★	2 / 97 ★★★★★	4 / 117 ★★★★★	2 / 124 ★★★★★	3/181 ★★★★★	4/203 ★★★★★	9/208 ★★★★★
HMB	80 / 124	104 / 161	28 / 100	34 / 82	17 / 100	8 / 121 ★★★★★	2 / 145 ★★★★★	2/181 ★★★★★	3/203 ★★★★★	2/208 ★★★★★
HMW	12 / 124 ★★★★★	20 / 161	5 / 100 ★★★★★	10 / 82	7 / 100 ★★★★★	4 / 121 ★★★★★	3 / 145 ★★★★★	4/181 ★★★★★	2/203 ★★★★★	4/208 ★★★★★
HMWB	38/124	63 / 161	16 / 100	5 / 82 ★★★★★	8 / 100 ★★★★★	9 / 121 ★★★★★	6 / 145 ★★★★★	5/181 ★★★★★	2/177 ★★★★★	2/192 ★★★★★
HMTW	--	--	--	3 / 82 ★★★★★	5 / 100 ★★★★★	1 / 121 ★★★★★	1 / 145 ★★★★★	1/181 ★★★★★	1/203 ★★★★★	1/208 ★★★★★
HMCL	30 / 124	27 / 161	50 / 93	52 / 95	53 / 135	22 / 226	34 / 267	13/333 ★★★★★	14/364 ★★★★★	11/243 ★★★★★

2025 Gala



2025 Service Awards

30 Years



35 Years



40 Years



45 Years



2025 Service Awards

50 Years



55 Years



58 Years



2025 | CARE Awards



Culture of Safety Awards



Proposition 14: DPRIT Funding

Dementia institute a 'game-changer'

Approval of Proposition 14 by Texas voters brings \$3B in funding to fight disorders

By Evan MacDonald

STAFF WRITER

Houston researchers believe voters' approval of \$3 billion for a new Dementia Prevention and Research Institute of Texas could be transformative for their work — and for families living with neurodegenerative disease.

The overwhelming support for Proposition 14 during last week's election could be a "game-changer" for research into dementia, Alzheimer's disease, Parkinson's disease and related disorders, researchers said. The bipartisan effort, a priority of Lt. Gov. Dan Patrick, will provide up to \$300 million per year over 10 years for neurological research in the Lone Star State.

The infusion of funding could bolster ongoing research efforts that have shown promise at institutes in the Texas Medical Center and elsewhere. But it also



According to Dr. Joseph Masdeu, director of the Nantz National Alzheimer Center at Houston Methodist, the \$3 billion in funding provided under

odist, for example, researchers have used electrical stimulation on patients with spinal cord injuries. That research has shown promise for improving motor function.

Researchers also hope to use electrical stimulation to essentially "reawaken" brain function in Alzheimer's and dementia patients, Horner said.

"If you can reverse that (decline), you're resetting the clock," he said.

Researchers at Baylor and Duncan NRI could request DPRIT funding to study the idea of creating "personalized" treatments for Alzheimer's patients, Shulman said.

Many experts believe that Alzheimer's is not a single disease but rather a group of related disorders. Researchers have identified more than 50 genes associated with an increased risk for Alzheimer's, Shulman said.

"The hope is that some of what made therapies for

Houston Methodist Willowbrook Celebrates 25th Anniversary



THANK YOU FOR ATTENDING OUR **TOWN HALL CONVERSATION**

For more information about transforming your patient experience at Houston Methodist, please contact **foundation@houstonmethodist.org**

HOUSTON
Methodist[®]
LEADING MEDICINE

