

BAYLOR SCOTT & WHITE

Safety & Quality Plan

2026



Baylor Scott & White
HEALTH

At Baylor Scott & White, safety and quality are foundational to how we deliver on our Vision—*Empowering you to live well.*

This plan serves as our shared roadmap for providing safe, reliable and compassionate care. When we do this well, we earn trust, drive excellence, and strengthen our position as an indispensable health partner.

The plan also reflects our commitment to keeping patients and customers at the center of everything we do—across every setting, every service and every interaction.



Our priorities

- Promote customer centricity
- Champion a culture of safety
- Provide evidence-based care
- Cultivate a skilled and collaborative workforce
- Foster continuous learning
- Advance community health

Promote customer centricity



We design care around the people we serve. Every encounter, whether preventive, routine or complex, should be grounded in partnership and reflect the unique needs of each person. Our goal is to provide expert guidance and build lasting trust as an indispensable health partner.

In practice, this means:

- Listening deeply to understand needs and preferences.
- Involving individuals and families in care decisions.
- Coordinating care across settings to create seamless experiences.
- Using digital tools and insights to anticipate and meet health needs.
- Acting on feedback to continuously improve how people experience care.

We will promote customer centricity as demonstrated by measurable improvements in customer satisfaction across BSW.

Champion a culture of safety



A strong safety culture begins with leadership and is lived out by every team member. Our commitment to zero preventable harm depends on transparency, accountability and continuous learning—ensuring safety practices are frictionless and deeply embedded across every team.

In practice, this means:

- Modeling safety-first behaviors and making safety a standing agenda item.
- Speaking up and stopping the line when needed without fear.
- Reporting safety events and near misses without worry of blame.
- Discussing lessons from safety events and acting upon them quickly.
- Designing processes and resources to prevent harm and support reliability.

We will champion a culture of safety as demonstrated by measurable improvements on the Culture of Safety Composite.

Provide evidence-based care



We deliver care grounded in the strongest evidence, supported by clinical expertise and shaped by patient preferences. By translating research into practice and standardizing what works, we strengthen reliability, reduce variation, and advance the outcomes our patients and communities deserve.

In practice, this means:

- Applying current, evidence-based guidelines in all areas of care.
- Embedding best practices into workflows, digital tools and clinical pathways.
- Using data and national benchmarks to identify opportunities and guide improvement.
- Reducing variation to strengthen reliability and outcomes.

We will deliver evidence-based care as demonstrated by measurable improvements on key national benchmarked quality and safety metrics.



Cultivate a skilled and collaborative workforce



Safety and quality depend on engaged, capable and connected teams. Collaboration and systems thinking help us see the full picture and deliver coordinated care.

In practice, this means:

- Advancing accountability and open communication across the System.
- Encouraging interdisciplinary teamwork and shared decision-making.
- Promoting systems thinking—seeing how actions and outcomes are connected.
- Learning from data and experience to strengthen engagement and teamwork.

We will cultivate a skilled and collaborative workforce as demonstrated by measurable improvements on key items on the People Survey.

Foster continuous learning



Improvement is never complete. A culture of learning allows us to reduce friction, build consistency and sustain progress toward zero preventable harm.

In practice, this means:

- Providing ongoing education to strengthen safety and quality skills.
- Sharing best practices and lessons learned across the enterprise.
- Encouraging reflection and open dialogue to identify improvement opportunities.
- Celebrating progress and reinforcing behaviors that advance reliability.

We will foster continuous learning as demonstrated by measurable improvements in education, ongoing training, and identification and adoption of best practices.

Advance community health



We extend our commitment to safety and quality beyond our walls. By engaging communities, building partnerships and addressing the factors that influence health, we strengthen well-being and expand access to care that empowers people to live well.

In practice, this means:

- Partnering with local organizations and faith communities to improve community health.
- Aligning community health priorities with System goals and dashboards.
- Sharing data and best practices to track progress and close gaps in care.
- Listening to community feedback and adapting programs based on what we learn.

We will advance community health as demonstrated by measurable improvements in chronic condition management and avoidable hospital admissions.

Living the plan



Every role at Baylor Scott & White contributes to safety and quality. When we listen, speak up and stop the line, we empower those we serve to live well.



BaylorScott&White
HEALTH