2020 KEY METRICS

Note: Data reflects totals from 2020, ending Dec. 31, 2020, unless otherwise noted; volume counts for 2020 include recurring visit types, unlike previous years’ fact sheets. Therefore, volume counts from earlier fact sheets should not be compared to the 2020 counts published here.

Total Patients Seen

**227,211**

Patient Visits Per Main Location

- **414,219** DALLAS
- **125,495** PLANO
- **2,032** OUR CHILDREN’S HOUSE

4.4 million Square Feet

7,508 Employees

50+ Pediatric Specialty and Subspecialty Programs

601 Licensed Beds

19,604 Surgeries

14 Virtual Visit Programs

256,711 Outpatient Visits

1,306 Medical and Dental Staff

107 Years of dedication to making life better for the children of North Texas and beyond

42 Solid Organ Transplants

63,689 Telehealth Visits

21 Specialty Center Locations

119,913 Ancillary Visits

220 School-Based Telehealth Sites

589 Cardiac Surgical Procedures

179 School-Based TeleBehavioral Health Sites

21 Specialty Center Locations

10 Facility Therapy Dogs

12,714 NICU Patient Days

$254.5 million Community Benefits*

*2019 figure

$3.3 billion Gross Revenue

$29.1 million Charity Care**

**Retail value of charity care

107,817 Total Emergency Room Visits

74,075 DALLAS

33,742 PLANO