

Machon Thomas, RN, Honored by America's Best in Medicine as RN Case Manager at Baylor Scott & White Health

Enhancing Clinical Workflows and Patient Outcomes Through Experience and Innovation



City of Dallas, Texas Dec 30, 2025 ([Issuewire.com](https://www.issuewire.com)) - Dallas, Texas – Baylor Scott & White Health proudly announces the exceptional contributions of Machon Thomas, RN, a seasoned Registered Nurse Case Manager with over two decades of progressive experience in case management, patient advocacy, and care coordination. A graduate of the University of Mary Hardin–Baylor with a Bachelor of Science in Nursing, Machon has dedicated her career to improving patient outcomes through

compassionate, evidence-based care, embodying the values of integrity, honesty, and empathy in her leadership.

Throughout her tenure at Baylor Medical Center, Machon has been instrumental in enhancing clinical workflows, reducing hospital readmissions, and elevating the overall patient experience. Her innovative approach to case management, developed in partnership with the Hospitalist Physician Group, has significantly reduced the length of stay for outlier patients while streamlining communication during provider transitions. This pioneering model not only improves patient satisfaction but also fosters a collaborative environment among healthcare providers.

In recognition of her unwavering commitment to patient safety, Machon received the “Good Catch of the Week” Award in 2023, showcasing her keen attention to detail and proactive approach to preventing harm. Additionally, her contributions to the patient safety initiative were pivotal in achieving a regional Zero Harm Patient Safety Award, underscoring her dedication to maintaining the highest standards of care.

Machon’s commitment to fostering inclusive healthcare environments is further exemplified by her three-year service on the Diversity, Equity, and Inclusion Council. Her efforts in this arena reflect her belief in the importance of equitable care for all patients, regardless of background or circumstances.

Before her impactful role at Baylor, Machon held several leadership positions, including Care Coordinator at Baylor Specialty Hospital, Emergency Department Patient Navigator at Methodist Richardson Hospital, and Case Management Nurse with Aetna Health Plans. Her diverse experience encompasses acute and long-term care, emergency navigation, cardiovascular and transplant ICU coordination, and resource allocation for underserved populations. Throughout her career, Machon has remained steadfastly focused on patient-centered care, ensuring that every individual receives the respect, advocacy, and quality outcomes they deserve.

Baylor Scott & White Health is proud to recognize Machon Thomas as a leader in case management and patient advocacy, and her dedication continues to inspire colleagues and patients alike.

Learn more about Machon Thomas:

Through her America’s Best in Medicine profile, <https://americasbestinmedicine.com/connect/machon-thomas>

America’s Best in Medicine

America’s Best in Medicine is a specialist online platform dedicated to amplifying the voices of leading healthcare professionals across the United States. They bring together top healthcare providers from all specialties and cities to share expert-driven articles, research, commentary, and clinical insight. Their core purposes are to showcase excellence in healthcare, build trust between providers and the public, and ensure that expert voices are elevated and heard in shaping medicine. Through their platform, users can access a community of leaders, opportunities for providers to share expertise, and trusted guidance for patients and peers alike.

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