

Executive Summary

Community Benefits Tactics

2017 - 2019

Below is a list of tactics the Methodist Healthcare System and each of its hospitals will implement based on the 2016 Community Health Needs Assessment. Each tactic is on-going and complimentary (unless otherwise noted) and will be implemented each year through 2019.

Methodist Healthcare System

Community Health Priority No. 1: Healthy Eating and Active Living

- Host at least one HeartCheck® health fair. This health fair will be held in lower socioeconomic neighborhoods providing the community glucose, blood pressure, full lipid panel cholesterol and BMI checks, as well as literature. Methodist Healthcare anticipates screening 150 participants in 2017.
- Host two Cardiac Connections Series with focus on hypertension, diabetes and hyperlipidemia. Each series will consist of three to five events led by physicians and medical professionals. Methodist Healthcare anticipates 170 attendees throughout 2017.
- Provide HeartMatters®/StrokeMatters, a free resource magazine to the community. We anticipate 22,000 members of the community will receive this magazine in 2017.
- Methodist Healthcare will email e-newsletters (Constant Contact) to over 55,000 subscribers each month in 2017.
- Produce *Keeping Well*, a community health and wellness magazine published three times a year and available in electronic and hard copy format. Methodist Healthcare anticipates publishing three editions of *Keeping Well* in 2017.
- Methodist Healthcare's employer solutions program, HealthPOWER, will partner with local businesses who participate in Methodist Healthcare-sponsored wellness activities, including challenge weigh-ins, glucose and blood pressure checks. In 2017, Methodist Healthcare anticipates holding a combined total of 65 events, health fairs and screenings through the HealthPOWER program.
- Offer more than 60 55PLUS® sponsored line dancing classes with an anticipated attendance total greater than 1,000 in 2017.
- Methodist Healthcare's website, SAHealth.com, offers health resources available to the community, including information on healthy eating and active living. In 2017, Methodist Healthcare anticipates 3.3 million visitors on these resources.
- Utilize social media to push health and wellness topics, including topics related to healthy eating and active living to the community via Facebook and Twitter at least two times per week. Methodist Healthcare anticipates an increase in Twitter followers to 4,500 and Facebook to 19,000 in 2017.
- Donate/sponsor the following nonprofits: American Heart Association, American Cancer Society, Leukemia & Lymphoma Society, Multiple Sclerosis Society, Shared Beat, American Diabetes Association, as well as other medically related nonprofits. Methodist Healthcare anticipates donations totaling \$150,000 in 2017.

- Partner with various nonprofits including Multiple Sclerosis Society, American Heart Association, Leukemia & Lymphoma Society, American Cancer Society and March of Dimes Foundation to promote their various walks/runs not only to the public via our social media sites, but to our employees, encouraging participation, fundraising and awareness. Methodist Healthcare anticipates 150 employees will participate in these various events in 2017.
- Donate in-kind printing to various nonprofits including Leukemia & Lymphoma Society, Multiple Sclerosis Society and others. The monetary value for the printing is \$25,000 for 2017.
- Continue its involvement with Healthy Me in partnership with The Health Collaborative (THC). Methodist Healthcare participates in this surveillance and service program aimed at decreasing the prevalence of youth overweight and obesity in Bexar County through programs in area school districts. Methodist Healthcare anticipates reaching over 4,000 lives in 2017.
- Offer affinity programs – WomanPlus®, 55PLUS®, and, Young Heroes’ Club® (children under age 10) outreach programs geared toward improving the health and wellness of the community through free education, health services, exercise activities and more. These programs offer specific information on healthy eating and active living. Methodist Healthcare anticipates reaching over 50,000 lives through these programs in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Offer complimentary pregnancy testing through its five Family Health Centers. Methodist Healthcare anticipates providing 7,500 pregnancy tests in 2017.
- Provide complimentary physician referrals through its five Family Health Centers. Methodist Healthcare anticipates providing 1,500 physician referrals in 2017.
- Continue to offer Call-a-Nurse for Children – a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Healthcare anticipates receiving 50,000 calls during 2017.
- Continue to operate a community phone-in health resource called HealthLine during normal business hours. The HealthLine offers physician referrals, including primary care physicians, family medicine, obstetricians and gynecologists through the DoctorSource program. Methodist Healthcare anticipates 6,500 physician referrals in 2017.
- Methodist Healthcare’s website, SAHealth.com offers health resources available to the community, including information on children, pregnancy and childbirth. In 2017, Methodist Healthcare anticipates 3.3 million visitors on these resources.
- Utilize social media to push health and wellness topics, including topics related to healthy eating and active living to the community via Facebook and Twitter at least two times per week. Methodist Healthcare anticipates an increase in Twitter followers to 4,500 and Facebook to 19,000 in 2017.
- Continue to teach proper car seat installation to the community through our Buckle Up Baby classes. Methodist Healthcare anticipates teaching the installation of a combined total 200 car seats in 2017 at Methodist Hospital, Metropolitan Methodist Hospital, Methodist Stone Oak Hospital and various community events.
- Continue to distribute car seats. Methodist Healthcare anticipates 75 car seats to be distributed in 2017.
- Offer the community parenting classes including Rocking Dads, Breastfeeding, Getting Ready for Childbirth and Tour, Pets and Your Baby, CPR, NICU (Neonatal Intensive Care Unit) CPR, Beyond Baby Blues Class (Postpartum Depression) and childbirth education classes offered in Spanish to be held at Methodist

Hospital, Metropolitan Methodist Hospital and Methodist Stone Oak Hospital. Methodist Healthcare anticipates a combined total of 900 classes with 10,000 attendees at the three hospitals.

- Continue providing the community with free lactation consultations (in person and by phone). Methodist Healthcare anticipates a combined total of 35,000 consultations (including in person and by phone) in 2017 at Methodist Hospital, Metropolitan Methodist Hospital, Methodist Stone Oak Hospital and Methodist Women's Center.
- Partner with THC to promote immunizations of children and adults to improve community health. THC and Methodist Healthcare anticipate holding at least one event for Immunize San Antonio in 2017.
- Partner with THC to promote the San Antonio Health Literacy Initiative (SAHLI) to ensure literacy is a core component of community health so that families can understand health information and make informed health-related decisions. Methodist Healthcare anticipates at least one event in 2017.
- Offer affinity programs – WomanPlus®, 55PLUS®, and, Young Heroes' Club® (children under age 10) outreach programs geared toward improving the health and wellness of the community through free education, health services, exercise activities and more. These programs offer specific information on healthy eating and active living. Methodist Healthcare anticipates reaching over 50,000 lives through these programs in 2017.

Community Health Priority No. 3: Safe Communities

- Continue our involvement with Child Abuse Resource Education (CARE) team - an effort involving Methodist Healthcare, SAPD, Emergency Medical Services (EMS), local pediatricians and many more to objectively handle and support children and families affected by child abuse in 2017.
- Continue participation with the Sexual Assault Response Team. Methodist Healthcare funds this integrated community effort to treat sexual assault survivors with specially trained sexual assault nurse examiners (SANEs). Methodist Healthcare will assist with more than 500 sexual assault cases in 2017.
- Continue operating the HealthBus. The Methodist Healthcare HealthBus provides transportation to Methodist Healthcare facilities for the underserved living in low socioeconomic areas. Methodist Healthcare has a goal of at least 11,474 transports in 2017.
- Partner with Texas Poison Center Network to distribute literature. Methodist Healthcare anticipates distributing 1,000 pieces of literature in 2017.
- Continue educating the community and local organizations on sexual abuse and human trafficking through our sexual assault nurse examiners. Methodist Healthcare anticipates 30 classes/seminars in 2017.
- Continue educating the community on Falls Prevention. Methodist Healthcare anticipates 10 classes/seminars in 2017.

Community Health Priority No. 4: Behavioral and Mental Well Being

- Methodist Healthcare will continue its telemedicine program. The behavioral health telemedicine program will allow improved access to psychiatrists as well as placement to the appropriate setting. Methodist Healthcare anticipates providing 8,000 consults in 2017.
- Participate in the Bexar County Mental Health Consortium, a blueprint for coordinating and improving mental health services in Bexar County and reducing costs by working with a diverse group of local stakeholders. Continue to support the Mental Health Community Directory of Bexar County mental health services and providers. Annually, Methodist Healthcare will participate in two Consortium work groups in 2017.
- Sponsor the National Alliance on Mental Illness (NAMI) walk with a donation of \$1,000 in 2017.

- Participate in the Bexar County Consumer and Family Support Conference, a program of the Center for Hope in San Antonio, including in-kind printing donations for the annual consumer conference. (Center for Hope provides mental health, developmental disability and substance abuse services in Bexar County.) Annually, Methodist Healthcare will provide an in-kind print donation of 500 programs in 2017.
- Continue to operate a community phone-in health resource called HealthLine during normal business hours. The HealthLine offers physician referrals, including those for psychiatrists and other behavioral and mental well-being physicians, through the DoctorSource program. Methodist Healthcare anticipates 6,500 physician referrals in 2017 through our HealthLine.
- Continue to provide an ongoing 24/7/365 Pastoral Care presence with patients, families and health care professionals with chaplain clinicians. Methodist Healthcare anticipates 230,000 contact visits in 2017.
- Continue to provide and participate in community education events through our Pastoral Care. Methodist Healthcare anticipates participating in 500 events in 2017.

Community Health Priority No. 5: Sexual Health

- Continue to operate a community phone-in health resource called HealthLine during normal business hours. The HealthLine offers physician referrals, including primary care physicians, gynecologists, and other physicians who provide sexual health services, through the DoctorSource program. Methodist Healthcare anticipates 6,500 physician referrals in 2017 through our HealthLine.
- Continue to provide Texas Health and Human Services brochure on STDs to all of our Family Health Center patients who receive Medicaid. Methodist Healthcare anticipates providing 400 brochures in 2017.
- Offer complimentary pregnancy testing through its five Methodist Family Health Centers. Methodist Healthcare anticipates providing 12,000 pregnancy tests in 2017.
- Provide complimentary physician referrals through its five Methodist Family Health Centers. Methodist Healthcare anticipates providing 3,000 physician referrals in 2017 (this is in addition to those through the HealthLine).
- Methodist Healthcare's website, SAHealth.com, offers health resources available to the community, including information on sexual health. In 2017, Methodist Healthcare anticipates 3.3 million visitors on these resources.

Methodist Hospital

Community Health Priority No. 1: Healthy Eating and Active Living

- Provide diabetes education to patients. Methodist Hospital will monitor and report the number of classes and individual instruction provided to patients. Methodist Hospital anticipates at least 1,500 diabetes educator visits in 2017.
- Provide speakers for WomanPlus® and 55PLUS® program. Methodist anticipates at least four Methodist Hospital credentialed physicians will hold community speaking engagements in 2017.
- Provide San Antonio Food Bank collection and support. Methodist Hospital anticipates at least one cereal drive for all employees to support the San Antonio Food Bank in 2017.
- In collaboration with the system, participate in one HeartCheck® health fair by providing staff to volunteer. These health fairs will be held in lower socioeconomic neighborhoods providing the community with screenings for glucose, blood pressure, full lipid panel cholesterol and BMI checks, as well as literature. Methodist Healthcare anticipates screening 150 participants.
- Host one Cardiac Connections Series with focus on hypertension, diabetes and hyperlipidemia. Methodist Hospital anticipates 25 attendees in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Offer the community parenting classes including Buckle Up Baby, Rocking Dads, Breastfeeding, Getting Ready for Childbirth and Tour, Pets and Your Baby, CPR, NICU (Neonatal Intensive Care Unit) CPR, Beyond Baby Blues Class (postpartum depression) and childbirth education classes offered in Spanish. Methodist Hospital anticipates 300 classes to be held in 2017.
- Continue providing the community with free lactation consultations (in person and by phone). Methodist Hospital anticipates a combined total of 5,000 consultations (including in person and by phone) in 2017.
- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Hospital anticipates distributing 200 magnets in 2017.
- Participate in the March of Dimes March for Babies. Methodist Hospital anticipates 20 walkers in 2017.

Community Health Priority No. 3: Safe Communities

- Work with South Texas Medical Foundation to make the medical center a safer place. Methodist Hospital will continue membership and participation in South Texas Medical Foundation to ensure safety in the area.
- Partner with Texas Poison Control Center Network to distribute literature. Methodist Hospital anticipates distributing 300 pieces of literature in 2017.
- Distribute literature on domestic violence in the hospital. Methodist Hospital anticipates distributing 100 pieces in 2017.

Community Health Priority No. 4: Behavioral and Mental Well Being

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 4 for the tactics located on page 3.

Community Health Priority No. 5: Sexual Health

- Promote STD education for community. Methodist Hospital will provide literature in waiting rooms and lobbies throughout hospital. Methodist Hospital anticipates providing 35 pieces of literature per month.
- Promote teen pregnancy awareness
 - Provide literature on teen pregnancy in waiting room and lobbies throughout the hospital. Methodist Hospital anticipates providing 35 pieces of literature per month.
 - Provide literature promoting the Methodist Family Health Centers in waiting rooms and lobbies throughout the hospital. Methodist Hospital anticipates providing 35 pieces of literature per month.

Methodist Children's Hospital, a campus of Methodist Hospital

Community Health Priority No. 1: Healthy Eating and Active Living

- Promote Young Heroes' Club events, activities and newsletters and provide access to education and health services. Methodist Healthcare will provide one Hero Herald® newsletter per quarter.
- Continue involvement with Healthy Me in partnership with THC. Methodist Children's Hospital participates in this surveillance and service program aimed at decreasing the prevalence of youth overweight and obesity in Bexar County through programs in area school districts. Methodist Healthcare (collectively as a System) anticipates reaching over 4,000 lives.

- Use staff volunteers to plan, organize and execute the Little Heroes Prom. Methodist Children's Hospital will hold one prom with an expected attendance of 100 children.
- Participate in Pilot for a Day which allows a pediatric oncology patient and his/her family go to the 149th Fighter Wing at Lackland Air Force Base to become a "fighter pilot for a day." The patients are given a flight suit, get to fly in the simulator, sit in a real F-16 jet, and watch take-offs as well as learn about the different equipment the pilots use.
- Participate in annual Boo Bash sponsored by the American Cancer Society, an event in which children recovering or battling cancer are able to trick-or-treat in a safe, fun environment. Methodist Children's Hospital anticipates one event in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Offer Pre-Op Tours to educate and prepare patients and their families for upcoming surgeries. Patients coming for a Pre-Op tour receive a tour of the hospital, see where they will be staying, meet the staff as well as receive information on hospital services and ways to cope with being in the hospital. Tours alleviate some of the anxiety and fear associated with pediatric hospitalization. Methodist Children's Hospital will conduct tours as needed. Tours last 45 minutes to one hour.
- Continue It's a "C" Thing support group meetings and continue maintaining the group's Facebook page.
- Host one It's a "C" Thing event for young patients with cancer.
- Continue hosting groups, including Jaxson Frog Foundation, University of Incarnate Word and DoSeum, to provide special events in the hospital. Methodist Children's Hospital anticipates at least five events in 2017.
- Distribute the Call-a-Nurse magnet. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Children's Hospital anticipates distributing 100 magnets.

Community Health Priority No. 3: Safe Communities

- Partner with Texas Poison Control Center Network to distribute literature on poison safety. Methodist Children's Hospital anticipates distributing 250 pieces of literature in 2017.
- Heavily promote Well's Waldo's Wheels transportation in appropriate ZIP codes. Methodist Healthcare System's goal is 11,474 (combined total of Methodist Children's Hospital, Northeast Methodist Hospital and Metropolitan Methodist Hospital).

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 4 for the tactics located on page 3.

Community Health Priority No. 5: Sexual Health

- Provide Methodist Family Health Center literature in lobbies and waiting areas. Methodist Children's Hospital anticipates providing 200 pieces of literature in 2017.

Methodist Stone Oak Hospital

Community Health Priority No. 1: Healthy Eating and Active living

- Continue to support heart disease education and prevention. Methodist Stone Oak Hospital anticipates over 1,000 participants for these events in 2017:
 - Red Dress Fun Run
 - Cardiac Connections seminar
 - American Heart Association sponsorship and Heart Walk
- Distribution of public awareness materials, including information on diabetes, cardiac disease and other healthy eating and active living issues. Methodist Stone Oak Hospital will distribute over 150 pieces per month in 2017.
- Continue support of the San Antonio Food Bank with the collection and donation of healthy food items through a project adopted by the nursing staff. Methodist Stone Oak Hospital anticipates over at least one food drive in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Support March of Dimes. Methodist Stone Oak Hospital will provide a walk team for the March of Dimes Walk for Babies. Methodist Stone Oak Hospital anticipates 25 walkers in 2017.
- Provide at least one scholarship (\$1,500 each) to high school students seeking health care degrees in 2017.
- Offer the community parenting classes including Buckle Up Baby, Breastfeeding and, Getting Ready for Childbirth and Tour. Methodist Stone Oak Hospital anticipates 150 classes to be held in 2017.
- Continue providing the community with free lactation consultations (in person and by phone). Methodist Stone Oak Hospital anticipates a combined total of 5,000 consultations (including in person and by phone) in 2017.
- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Stone Oak Hospital will distribute over 700 magnets in 2017.

Community Health Priority No. 3: Safe Communities

- Partner with Texas Poison Center Network to distribute literature. Methodist Stone Oak Hospital anticipates distributing 250 pieces of literature in 2017.
- Controlling Stray Animals
 - Distributing Responsible Pet Ownership materials to public. Methodist Stone Oak Hospital will distribute over 500 copies to the community in 2017.
 - Supporting animal rescue and advocacy groups. Methodist Stone Oak Hospital will invite the Animal Humane Society to participate in the Red Dress Run.

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 4 for the tactics located on page 3.

Community Health Priority No. 5: Sexual Health

- Promote sexually transmitted disease (STD) education for the community through CDC material distribution. Anticipate disseminating 35 pieces per month in 2017.

- Methodist Stone Oak Hospital will provide information and materials on Methodist Family Health Centers. Methodist Stone Oak Hospital will stock literature in waiting room and lobbies throughout the hospital. Goal: Distribute 50 pieces per month in 2017.

Northeast Methodist Hospital, a campus of Methodist Hospital

Community Health Priority No. 1: Healthy Eating and Active Living

- Participate in one Cardiac Connections seminars with focus on raising awareness about hypertension, diabetes and hyperlipidemia. Northeast Methodist Hospital anticipates an attendance of 35 minimum in 2017.
- Provide diabetes education through literature and diabetes educator's visits. Northeast Methodist Hospital anticipates 150 diabetes education contacts throughout 2017.
- Provide healthy eating and active living marketing collateral/literature around hospital. Northeast Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 150 pieces per month in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Northeast Methodist Hospital anticipates the distribution of 300 magnets throughout 2017.
- Increase literature fulfillment provided by Methodist Women's Center and Methodist Family Health Centers in lobbies, schools and community areas. Northeast Methodist Hospital anticipates the distribution of 500 pieces of literature throughout 2017.

Community Health Priority No. 3: Safe Communities

- Participate in the City of Live Oak clean-up day. Northeast Methodist Hospital anticipates participating in at least one clean-up day in 2017.
- Heavily promote HealthBus transportation in appropriate ZIP codes. Methodist Healthcare System's goal is 11,474 (combined total of Methodist Children's Hospital, Northeast Methodist Hospital and Metropolitan Methodist Hospital).
- Partner with Texas Poison Control Center Network to distribute literature. Northeast Methodist Hospital anticipates distributing 350 pieces of literature in 2017.

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 4 for the tactics located on page 3.

Community Health Priority No. 5: Sexual Health

- Provide Methodist Family Health Center literature in lobbies and waiting areas. Northeast Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 150 pieces per month in 2017.
- Provide sexually transmitted disease literature in lobbies and waiting areas. Northeast Methodist Hospital will stock literature in waiting room and lobbies throughout the hospital. Goal: Distribute 150 pieces per month in 2017.

Methodist Texsan Hospital, a campus of Methodist Hospital

Community Health Priority No. 1: Healthy Eating and Active Living

- Chefs to provide one healthy cooking demonstration annually. Methodist Texsan Hospital anticipates 30 attendees in 2017.
- Methodist Texsan Hospital will provide literature (English and Spanish) about healthy eating and exercise in the lobby and waiting areas throughout the hospital for patients and their families. Goal: Distribute 100 pieces per month in 2017
- Methodist Texsan Hospital will stock diabetes literature in waiting room and lobbies throughout the hospital for patients and their families. Goal: Distribute 100 pieces per area, per month. Hold one diabetes education class per year. Methodist Texsan anticipates 20 attendees in 2017.
- Hold a healthy food drive for the San Antonio Food Bank (led by staff nurse governance board). Methodist Texsan Hospital anticipates one food drive in 2017.
- Have Methodist Texsan employees volunteer at the San Antonio Food Bank. Methodist Texsan Hospital anticipates 25 volunteer hours annually beginning in 2017.

Community Health Priority No. 2: Priority: Healthy Child and Family Development

- Distribute printed material to educate community about breastfeeding and prenatal care. Methodist Texsan Hospital anticipates distribution of 50 pieces of literature in waiting areas per month in 2017.

Community Health Priority No. 3: Safe Communities

- Partner with Balcones Heights, Shavano Park and Castle Hills Police Departments to hold self-defense classes for the community and staff (in courtyard). Methodist Texsan Hospital anticipates 20 attendees in 2017.
- Partner with area animal rescue groups to provide education to neighborhoods on animal safety and control. Methodist Texsan Hospital anticipates a minimum of 25 volunteer hours in 2017.

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 4 for the tactics located on page 3.

Community Health Priority No 5: Sexual Health

- Educate community regarding STDs by obtaining pamphlets from the Centers for Disease Control and Prevention to distribute in the facility and at community events. Methodist Texsan Hospital anticipates 200 pamphlets to be distributed in 2017.

Metropolitan Methodist Hospital, a campus of Methodist Hospital

Community Health Priority No. 1: Healthy Eating and Active Living

- Improve access to primary care with a free-standing urgent care center in east San Antonio, a community area with an underserved and indigent population. The Methodist Community Health Center will provide the following services free of charge: blood pressure monitoring, glucose testing, diabetic foot exams and pregnancy testing along with referrals and resources for prenatal care, as needed.
- Promote breast cancer awareness, through educational material distribution and special events. Metropolitan Methodist Hospital anticipates providing information to over 150 people by way of literature and health fairs in 2017.

- Participate in the American Heart Association Walk and distribute heart and stroke literature at event. Metropolitan Methodist Hospital anticipates providing information to over 200 people by way of literature and 15 staff members will participate in the walk in 2017.
- Continue participation in H-E-B Slim Down Showdown and extend involvement and education to employees. H-E-B is a local grocery chain. The H-E-B Slim Down Showdown is a contest open to the community, 15 contestants change their lifestyle by eating healthy and exercising. Metropolitan Methodist Hospital anticipates providing biometrics and information to the contestants in 2017.
- Provide literature on diabetes, cardiac disease and other healthy eating and active living issues in the hospital. Metropolitan Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 100 per month in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Offer the community parenting classes including Buckle Up Baby, Breastfeeding, Getting Ready for Childbirth and Tour, Pets and Your Baby, Beyond Baby Blues Class (postpartum depression). Metropolitan Methodist Hospital anticipates 100 classes to be held.
- Continue providing the community with free lactation consultations (in person and by phone). Metropolitan Methodist Hospital anticipates a combined total of 5,000 consultations (including in person and by phone) in 2017.
- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Metropolitan Methodist Hospital anticipates the distribution of 100 magnets throughout the year.
- Participate in the March of Dimes March for Babies walk. Metropolitan Methodist Hospital anticipates 25 staff participants on the hospital team at the walk in 2017.

Community Health Priority No. 3: Safe Communities

- Provide transportation through HealthBus. Methodist Healthcare System's goal is 11,474 (combined total of Methodist Children's Hospital, Northeast Methodist Hospital and Metropolitan Methodist Hospital).
- Strengthen partnership with Tobin Hill Association; support National Night Out. Metropolitan Methodist Hospital anticipates 25 participants to attend the National Night Out event in 2017.
- Distribute pertinent literature on domestic violence in the hospital and at community sponsored events. Metropolitan Methodist Hospital anticipates distributing 100 pieces of literature in 2017.

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 4 for the tactics located on page 3.

Community Health Priority No. 5: Sexual Health

- Distribution of educational materials about sexually transmitted diseases. Metropolitan Methodist Hospital anticipates 250 brochures to be provided at Methodist Family Health Centers in 2017.
- Promote the Methodist Family Health Centers through literature. Metropolitan Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 100 pieces per month in 2017.

Methodist Specialty and Transplant Hospital, a campus of Methodist Hospital

Community Health Priority No. 1: Healthy Eating and Active Living

- Provide diabetes education through literature and diabetes educator visits. Methodist Specialty and Transplant Hospital anticipates distributing 250 pieces in 2017.
- Continue support of the San Antonio Food Bank with the collection and donation of healthy food items through a project adopted by the nursing staff. Methodist Specialty and Transplant Hospital will hold a food drive for the San Antonio Food Bank and collect 500 pounds of food in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Through printing course materials and offering classroom space, Methodist Specialty and Transplant Hospital will continue to support the National Alliance on Mental Illness (NAMI). Seminar topics include Basic classes (6 sessions) and Family to Family classes (12 sessions). These programs are free and designed to allow families to connect with others while learning about mental illness, parenting, and empowering themselves as they navigate through the health care environment.
- Distribution of literature promoting Methodist Women's Center and Methodist Family Health Centers in lobbies. Methodist Specialty and Transplant Hospital anticipates 500 pieces of literature in 2017.

Community Health Priority No. 3: Safe Communities

- Continue funding the Sexual Assault Response Team (SART) at Methodist Specialty and Transplant Hospital, which provides a compassionate environment for sexual assault survivors and an integrated community effort to treat sexual assault survivors with specially trained sexual assault nurse examiners (SANE). Methodist Specialty and Transplant Hospital will assist with more than 500 cases in 2017.
- Monthly, provide two community education training classes on the prevention of sexual violence to different groups including, but not limited to:
 - Quaker Group Friends Meeting House
 - Alamo Area Council of Governments Special Investigative Topics
 - Rape Crisis Center Advocate Training
 - Navy Victim Advocate Training
 - Juvenile Probation Compassion Fatigue and Taking Care of Self Program
 - Faith-based organizations
- Provide educational flyers on sexual violence awareness and prevention in waiting rooms at Methodist Specialty and Transplant Hospital, and continue to provide educational resources to every patient who has been identified as a sexual assault victim.
- Provide one community education seminar on elder abuse in 2017.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Methodist Specialty and Transplant Hospital serves Methodist Healthcare's behavioral and mental well-being patients. In addition the tactics below, Methodist Specialty and Transplant Hospital follows the tactics addressed by the system. See page 5, Community Health Priority No. 3.

- Educate law enforcement on mental health by:
 - Providing speakers and printed materials for Bexar County Sheriff training four times per year. Methodist Specialty and Transplant Hospital anticipates printing materials four times per year in 2017.

- Providing on a quarterly basis print materials for Crisis Intervention Training (CIT), an initiative to improve the way law enforcement and the community responds to people experiencing mental health crises. It is a collaborative class for EMS/Fire, SAPD and Bexar County Mental Health Consortium. Methodist Specialty and Transplant Hospital anticipates printing materials four times per year, 100 binders for each session in 2017.
- Participate in National Alliance on Mental Illness (NAMI) events in 2017, including:
 - Offer NAMI Basics (six sessions) and NAMI Family to Family (12 sessions) classes
 - Provide a print donation of 100 binders for educational materials every two years
 - Continue NAMI membership
 - Continue NAMI speaker presentations
- Annually, Methodist Specialty and Transplant Hospital will support the Texas Association of Addiction Professionals (TAAP) through an in-kind print donation for their annual conference with an anticipated attendance of 500 in 2017.

Community Health Priority No. 5: Sexual Health

- Sponsor the ZERO Prostate Run and form a team of at least 25 staff participants in 2017
- Provide Methodist Family Health Center literature in lobbies and waiting areas. Methodist Specialty and Transplant Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 250 pieces in 2017.
- Provide sexually transmitted disease literature in lobbies and waiting areas. Methodist Specialty and Transplant Hospital anticipates distributing 250 pieces in 2017.

Methodist Ambulatory Surgery Hospital

Community Health Priority No. 1: Healthy Eating and Active Living

- Hold one donation drive for the San Antonio Food Bank each year. Methodist Ambulatory Surgery Hospital anticipates holding one donation drive in 2017.

Community Health Priority No. 2: Healthy Child and Family Development

- Collect school supplies for TAPAN (Texas Association of PeriAnesthesia Nurses. Methodist Ambulatory Surgery Hospital anticipates one school supply drive in 2017.

Community Health Priority No. 3: Safe Communities

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 3 for the tactics located on page 3.

Community Health Priority No. 4: Behavioral and Mental Well Being

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 4 for the tactics located on page 3.

Community Health Priority No. 5: Sexual Health

This community health priority is addressed as a system. Please refer to the Methodist Healthcare Community Health Priority No. 5 for the tactics located on page 4.

TAB – METHODIST HEALTHCARE SYSTEM

Methodist Healthcare System

2017-2019

Community Health Needs Assessment and Implementation Strategy

Contents

Organizational Profile	2
Facilities	2
Community Benefits Committee – Guiding Community Outreach	3
Population Served.....	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	11
Community Health Priority No. 1: Healthy Eating and Active Living	12
Community Health Priority No. 2: Healthy Child and Family Development.....	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being.....	12
Community Health Priority No. 5: Sexual Health.....	12
Area Health Services	13
Methodist Healthcare’s Community Health Improvement Plan based on the Community Health Needs Assessment	14
Community Health Priority No. 1: Healthy Eating and Active Living	14
Community Health Priority No. 2: Healthy Child and Family Development.....	16
Community Health Priority No. 3: Safe Communities	18
Community Health Priority No. 4: Behavioral and Mental Well-Being.....	19
Community Health Priority No. 5: Sexual Health.....	20
Implementation of the Strategy	21
Availability of the Community Health Needs Assessment and Implementation Plan.....	22
Approval:.....	22

Organizational Profile

As the most preferred health care provider in San Antonio, the Methodist Healthcare System has been recognized by the community for its outstanding team of nurses, medical professionals and physicians for more than 50 years. Since opening its first hospital in 1963, Methodist Healthcare has provided quality care to residents of San Antonio and the 26 surrounding counties and patients from around the world.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Methodist Healthcare began as Methodist Hospital, a single, five-story acute care facility that was chartered in 1955 and first opened its doors in 1963. In 1995, Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom.

Facilities

Methodist Healthcare is comprised of 28 facilities, including eight hospitals, each committed to serving the needs of the community. It is the largest health care system in South Texas, with 2,121 licensed beds and over 10,000 employees. Methodist Healthcare's hospitals:

- Methodist Hospital

- Methodist Children's Hospital, a campus of Methodist Hospital

- Metropolitan Methodist Hospital, a campus of Methodist Hospital

- Northeast Methodist Hospital, a campus of Methodist Hospital

- Methodist Specialty and Transplant Hospital, a campus of Methodist Hospital

- Methodist Texusan Hospital, a campus of Methodist Hospital

- Methodist Stone Oak Hospital

- Methodist Ambulatory Surgery Hospital

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare’s assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare’s Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to those less fortunate. The report includes a summary trend chart of actual services. In addition to the annual report, a quarterly report is presented on various aspects of Methodist Healthcare’s community involvement focused on measuring community activity that benefits the underserved.

Population Served

In 2015, Methodist Healthcare served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
321,308	91,428	153,454	55,497	621,687

In 2016, Methodist Healthcare budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
337,712	94,754	156,784	55,363	644,613

Methodist Healthcare serves an estimated population of nearly 2.4 million¹ in Bexar and 26 South and Central Texas counties: Atascosa, Bandera, Caldwell, Comal, DeWitt, Dimmit, Edwards, Frio, Gillespie, Gonzales, Guadalupe, Karnes, Kendall, Kerr, Kinney, La Salle, Lavaca, Maverick, McMullen, Medina, Real, Uvalde, Val Verde, Webb, Wilson and Zavala. Since this geographic area is majority Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

¹ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served²

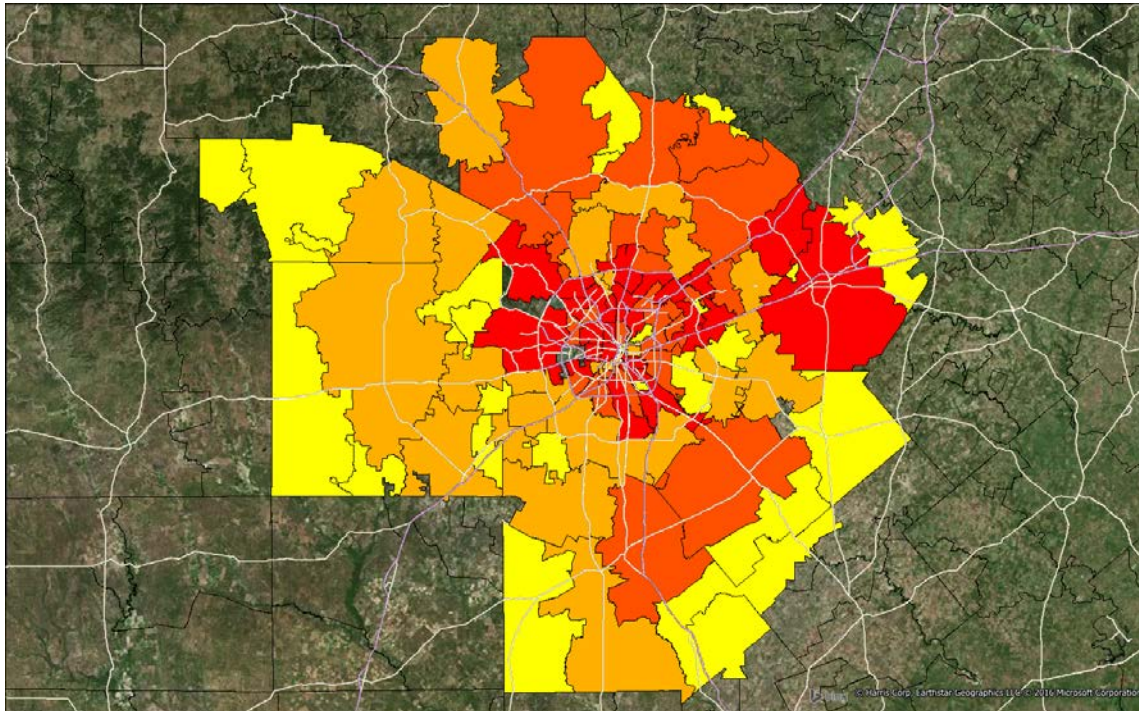


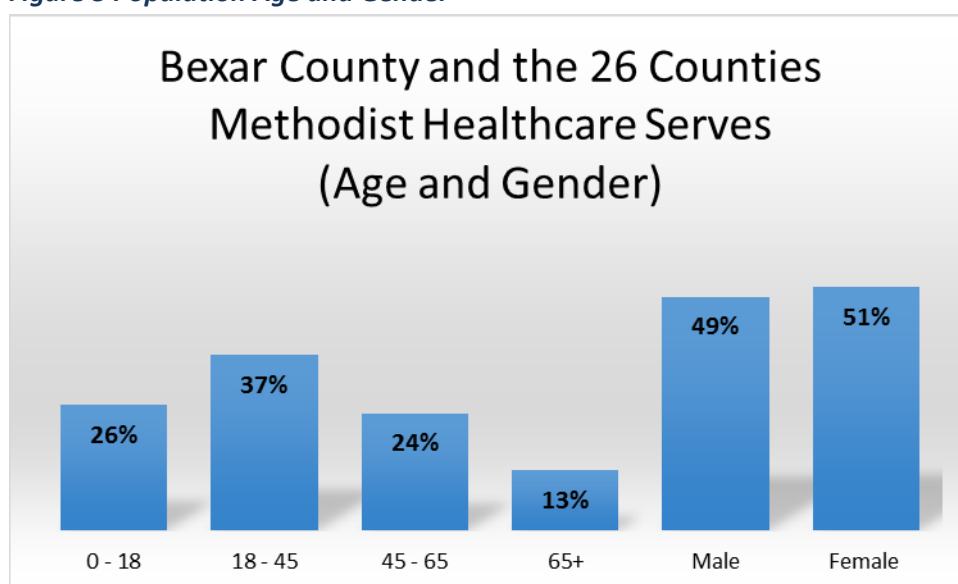
Figure 2 Population Ethnicity³

2015 Estimated Population by Ethnicity	2,374,256
White	1,795,555
Black	157,792
Asian	52,046
Other	368,863
2015 Estimated Population Hispanic or Latino	1,259,137 (53%)

² Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁴



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

The majority of the population Methodist Healthcare serves is Hispanic. In order to meet the needs of those whose primary language is not English, Methodist Healthcare offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

- Materials in Spanish -All forms available in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish. Methodist Healthcare also donates equipment and supplies to Mexico.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic

Center at the University of Texas at San Antonio; social and economic conditions data from the U.S. Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups						X	X											
• Community Dialogues							X	X	X									
• Photovoice																		
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralia Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center

	<ul style="list-style-type: none"> • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus
--	--

	<ul style="list-style-type: none"> • Mario Martinez - Project Worth • Delia Martinez - Community member • Selma Martinez - Community member • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio
--	--

	<ul style="list-style-type: none"> • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member • Nicole Solis - Child Protective Services • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁵

A listing of existing health care facilities and other resources:

<p>The Primary and Core Based Statistical Area offers the following health facilities and resources:</p> <ul style="list-style-type: none"> • Methodist Healthcare System • Methodist Healthcare Ministries • Wesley Health and Wellness Center • Bishop Ernest T. Dixon Jr. Clinic • San Antonio Metro Health Department • Bexar County Department of Community Resources • Atascosa County (South Texas Regional Medical Center) • Bandera County • Comal County (CHRISTUS Santa Rosa) • Guadalupe County (Guadalupe Regional Medical Center) • Kendall County • Medina County (Medina Healthcare) • Wilson County (Connally Memorial Hospital) • County Health Departments • University Health System • Audie L. Murphy Memorial VA Hospital • San Antonio Army Medical Center • CHRISTUS Santa Rosa • Baptist Health System • Nix Health • Southwest General Hospital • San Antonio State Hospital • Barrio Comprehensive Family Health Center • Centro Med • La Mision Family Health • Adolescent Pregnancy and Parenting Program • Father Flanagan's Boys Town • Center for Health Care Services • Child Guidance Center • Southwest Mental Health Center • Warm Springs 	<p>The Secondary Service Area offers the following health facilities and resources:</p> <ul style="list-style-type: none"> • Caldwell County • DeWitt County (Cuero Community Hospital) • Dimmit County (Dimmit County Memorial Hospital) • Edwards County • Frio County (Frio Regional Hospital) • Gillespie County (Hill Country Memorial Hospital) • Gonzalez County (Gonzalez Health Care) • Karnes County (Otto Kaiser Memorial Hospital) • Kerr County (Peterson Regional Hospital) • Kinney County • La Salle County • Lavaca County (Yoakum Community Hospital/Lavaca Medical Center) • Maverick County (Fort Duncan Regional Hospital) • McMullen County • Real County • Uvalde County (Uvalde Memorial Hospital) • Val Verde County (Val Verde Regional Hospital) • Webb County (Doctors Hospital/Laredo Medical Center) • Zavala County • County Health Departments
---	--

⁵ The area health services listed is a sampling of the represented services available and is not all inclusive

Methodist Healthcare's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and built environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To promote the number of residents in our community who eat healthy and engage in physically active behaviors.

Strategies: To provide education and assistance through literature, speaking seminars, health fairs, programs, and partnering with non-profits in the community.

Tactics: In 2017, Methodist Healthcare will implement the following tactics, with yearly updates through 2019:

- Host at least one HeartCheck® health fair. This health fair will be held in lower socioeconomic neighborhoods providing the community glucose, blood pressure, full lipid panel cholesterol and BMI checks, as well as literature. Methodist Healthcare anticipates screening 150 participants in 2017.
- Host two Cardiac Connections Series with focus on hypertension, diabetes and hyperlipidemia. Each series will consist of three to five events led by physicians and medical professionals. Methodist Healthcare anticipates 170 attendees throughout 2017.
- Provide HeartMatters®/StrokeMatters, a free resource magazine to the community. We anticipate 22,000 members of the community will receive this magazine in 2017.
- Methodist Healthcare will email e-newsletters (Constant Contact) to over 55,000 subscribers each month in 2017.
- Produce *Keeping Well*, a community health and wellness magazine published three times a year and available in electronic and hard copy format. Methodist Healthcare anticipates publishing three editions of *Keeping Well* in 2017.
- Methodist Healthcare's employer solutions program, HealthPOWER, will partner with local businesses who participate in Methodist Healthcare-sponsored wellness activities, including challenge weigh-ins, glucose and blood pressure checks. In 2017, Methodist Healthcare anticipates holding a combined total of 65 events, health fairs and screenings through the HealthPOWER program.
- Offer more than 60 55PLUS® sponsored line dancing classes with an anticipated attendance total greater than 1,000 in 2017.

- Methodist Healthcare's website, SAHealth.com, offers health resources available to the community, including information on healthy eating and active living. In 2017, Methodist Healthcare anticipates 3.3 million visitors on these resources.
- Utilize social media to push health and wellness topics, including topics related to healthy eating and active living to the community via Facebook and Twitter at least two times per week. Methodist Healthcare anticipates an increase in Twitter followers to 4,500 and Facebook to 19,000 in 2017.
- Donate/sponsor the following nonprofits: American Heart Association, American Cancer Society, Leukemia & Lymphoma Society, Multiple Sclerosis Society, Shared Beat, American Diabetes Association, as well as other medically related nonprofits. Methodist Healthcare anticipates donations totaling \$150,000 in 2017.
- Partner with various nonprofits including Multiple Sclerosis Society, American Heart Association, Leukemia & Lymphoma Society, American Cancer Society and March of Dimes Foundation to promote their various walks/runs not only to the public via our social media sites, but to our employees, encouraging participation, fundraising and awareness. Methodist Healthcare anticipates 150 employees will participate in these various events in 2017.
- Donate in-kind printing to various nonprofits including Leukemia & Lymphoma Society, Multiple Sclerosis Society and others. The monetary value for the printing is \$25,000 for 2017.
- Continue its involvement with Healthy Me in partnership with The Health Collaborative (THC). Methodist Healthcare participates in this surveillance and service program aimed at decreasing the prevalence of youth overweight and obesity in Bexar County through programs in area school districts. Methodist Healthcare anticipates reaching over 4,000 lives in 2017.
- Offer affinity programs – WomanPlus®, 55PLUS®, and, Young Heroes' Club® (children under age 10) outreach programs geared toward improving the health and wellness of the community through free education, health services, exercise activities and more. These programs offer specific information on healthy eating and active living. Methodist Healthcare anticipates reaching over 50,000 lives through these programs in 2017.

Impact: Through the tactics listed above, Methodist Healthcare will bring awareness to healthy eating and active living issues as well as contribute to the decrease of obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- American Heart Association
- American Diabetes Association
- San Antonio Food Bank
- THC

- American Diabetes Association
- Leukemia and Lymphoma Society
- Multiple Sclerosis Society
- School Districts

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To promote family stability by supporting education classes that promote mental health, community resources and health conditions for children.

Strategy: Provide resources through our Family Health Centers (five centers strategically located in lower socioeconomic neighborhoods), Methodist Healthcare HealthLine services, classes and seminars, events, online tools and community partnerships with nonprofit organizations.

Tactics: In 2017, Methodist Healthcare will implement the following tactics, with yearly updates through 2019:

- Offer complimentary pregnancy testing through its five Family Health Centers. Methodist Healthcare anticipates providing 7,500 pregnancy tests in 2017.
- Provide complimentary physician referrals through its five Family Health Centers. Methodist Healthcare anticipates providing 1,500 physician referrals in 2017.
- Continue to offer Call-a-Nurse for Children – a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Healthcare anticipates receiving 50,000 calls during 2017.
- Continue to operate a community phone-in health resource called HealthLine during normal business hours. The HealthLine offers physician referrals, including primary care physicians, family medicine, obstetricians and gynecologists through the DoctorSource program. Methodist Healthcare anticipates 6,500 physician referrals in 2017.
- Methodist Healthcare's website, SAHealth.com offers health resources available to the community, including information on children, pregnancy and childbirth. In 2017, Methodist Healthcare anticipates 3.3 million visitors on these resources.
- Utilize social media to push health and wellness topics, including topics related to healthy eating and active living to the community via Facebook and Twitter at least two times per week. Methodist Healthcare anticipates an increase in Twitter followers to 4,500 and Facebook to 19,000 in 2017.
- Continue to teach proper car seat installation to the community through our Buckle Up Baby classes. Methodist Healthcare anticipates teaching the installation of a combined total 200 car

seats in 2017 at Methodist Hospital, Metropolitan Methodist Hospital, Methodist Stone Oak Hospital and various community events.

- Continue to distribute car seats. Methodist Healthcare anticipates 75 car seats to be distributed in 2017.
- Offer the community parenting classes including Rocking Dads, Breastfeeding, Getting Ready for Childbirth and Tour, Pets and Your Baby, CPR, NICU (Neonatal Intensive Care Unit) CPR, Beyond Baby Blues Class (Postpartum Depression) and childbirth education classes offered in Spanish to be held at Methodist Hospital, Metropolitan Methodist Hospital and Methodist Stone Oak Hospital. Methodist Healthcare anticipates a combined total of 900 classes with 10,000 attendees at the three hospitals.
- Continue providing the community with free lactation consultations (in person and by phone). Methodist Healthcare anticipates a combined total of 35,000 consultations (including in person and by phone) in 2017 at Methodist Hospital, Metropolitan Methodist Hospital, Methodist Stone Oak Hospital and Methodist Women's Center.
- Partner with THC to promote immunizations of children and adults to improve community health. THC and Methodist Healthcare anticipate holding at least one event for Immunize San Antonio in 2017.
- Partner with THC to promote the San Antonio Health Literacy Initiative (SAHLI) to ensure literacy is a core component of community health so that families can understand health information and make informed health-related decisions. Methodist Healthcare anticipates at least one event in 2017.
- Offer affinity programs – WomanPlus®, 55PLUS®, and, Young Heroes' Club® (children under age 10) outreach programs geared toward improving the health and wellness of the community through free education, health services, exercise activities and more. These programs offer specific information on healthy eating and active living. Methodist Healthcare anticipates reaching over 50,000 lives through these programs in 2017.

Impact: Through the tactics listed above, Methodist Healthcare will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments will decrease.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- March of Dimes
- City of San Antonio Metropolitan Health District (Metro Health)

- School Districts
- Area Employers
- THC

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, planning how to replicate success in our neighborhoods, and enhancing systems that respond effectively to community identified safety needs.

Objective: To reduce the crime rate, including sexual violence in our community and to become a key player in keeping the community safe.

Strategy: Identify risk factors related to health, wellness and mental health that impact the development of safe communities and develop and support programs in response to them.

Tactics: In 2017, Methodist Healthcare will implement the following tactics, with yearly updates through 2019:

- Continue our involvement with Child Abuse Resource Education (CARE) team - an effort involving Methodist Healthcare, SAPD, Emergency Medical Services (EMS), local pediatricians and many more to objectively handle and support children and families affected by child abuse in 2017.
- Continue participation with the Sexual Assault Response Team. Methodist Healthcare funds this integrated community effort to treat sexual assault survivors with specially trained sexual assault nurse examiners (SANEs). Methodist Healthcare will assist with more than 500 sexual assault cases in 2017.
- Continue operating the HealthBus. The Methodist Healthcare HealthBus provides transportation to Methodist Healthcare facilities for the underserved living in low socioeconomic areas. Methodist Healthcare has a goal of at least 11,474 transports in 2017.
- Partner with Texas Poison Center Network to distribute literature. Methodist Healthcare anticipates distributing 1,000 pieces of literature in 2017.
- Continue educating the community and local organizations on sexual abuse and human trafficking through our sexual assault nurse examiners. Methodist Healthcare anticipates 30 classes/seminars in 2017.
- Continue educating the community on Falls Prevention. Methodist Healthcare anticipates 10 classes/seminars in 2017.

Impact: Through the tactics above, Methodist Healthcare will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings

- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners

- Texas Poison Center Network
- SAPD
- EMS
- Pediatricians
- THC

Community Health Priority No. 4: Behavioral and Mental Well-Being

Community Goal: To improve comprehensive behavioral health services and access for all.

Objective: To provide training and support groups to enhance mental health education for our community and build better lives for people with mental illness

Strategy: To educate the community through seminars and participation in awareness events and leverage current system wide initiatives.

Tactics: In 2017, Methodist Healthcare will implement the following tactics, with yearly updates through 2019:

- Methodist Healthcare will continue its telemedicine program. The behavioral health telemedicine program will allow improved access to psychiatrists as well as placement to the appropriate setting. Methodist Healthcare anticipates providing 8,000 consults in 2017.
- Participate in the Bexar County Mental Health Consortium, a blueprint for coordinating and improving mental health services in Bexar County and reducing costs by working with a diverse group of local stakeholders. Continue to support the Mental Health Community Directory of Bexar County mental health services and providers. Annually, Methodist Healthcare will participate in two Consortium work groups in 2017.
- Sponsor the National Alliance on Mental Illness (NAMI) walk with a donation of \$1,000 in 2017.
- Participate in the Bexar County Consumer and Family Support Conference, a program of the Center for Hope in San Antonio, including in-kind printing donations for the annual consumer conference. (Center for Hope provides mental health, developmental disability and substance abuse services in Bexar County.) Annually, Methodist Healthcare will provide an in-kind print donation of 500 programs in 2017.
- Continue to operate a community phone-in health resource called HealthLine during normal business hours. The HealthLine offers physician referrals, including those for psychiatrists and other behavioral and mental well-being physicians, through the DoctorSource program. Methodist Healthcare anticipates 6,500 physician referrals in 2017 through our HealthLine.

- Continue to provide an ongoing 24/7/365 Pastoral Care presence with patients, families and health care professionals with chaplain clinicians. Methodist Healthcare anticipates 230,000 contact visits in 2017.
- Continue to provide and participate in community education events through our Pastoral Care. Methodist Healthcare anticipates participating in 500 events in 2017.

Impact: Through the tactics listed above, Methodist Healthcare will bring awareness to behavioral and mental well-being issues as well as contribute to the reduction in suicides and attempted suicides, a lessening of the societal stigma associated with mental health, and an improvement in overall health as members of the community learn to deal with mental health conditions and disorders more effectively.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- Bexar County Mental Health Consortium
- National Alliance on Mental Illness

Community Health Priority No. 5: Sexual Health

Community Goal: Ensure that males and females have access to education and resources to promote sexual health.

Objective: Improve the sexual health of our community by promoting educational awareness

Strategy: Educate through literature, seminars, and community partnerships. Provide access with our Methodist Family Health Centers.

Tactics: In 2017, Methodist Healthcare will implement the following tactics, with yearly updates through 2019:

- Continue to operate a community phone-in health resource called HealthLine during normal business hours. The HealthLine offers physician referrals, including primary care physicians, gynecologists, and other physicians who provide sexual health services, through the DoctorSource program. Methodist Healthcare anticipates 6,500 physician referrals in 2017 through our HealthLine.
- Continue to provide Texas Health and Human Services brochure on STDs to all of our Family Health Center patients who receive Medicaid. Methodist Healthcare anticipates providing 400 brochures in 2017.
- Offer complimentary pregnancy testing through its five Methodist Family Health Centers. Methodist Healthcare anticipates providing 12,000 pregnancy tests in 2017.

- Provide complimentary physician referrals through its five Methodist Family Health Centers. Methodist Healthcare anticipates providing 3,000 physician referrals in 2017 (this is in addition to those through the HealthLine).
- Methodist Healthcare's website, SAHealth.com, offers health resources available to the community, including information on sexual health. In 2017, Methodist Healthcare anticipates 3.3 million visitors on these resources.

Impact: Through the tactics listed above, Methodist Healthcare will bring awareness to sexual health issues as well as contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners

- Area Physicians
- Metro Health
- THC
- Bexar County Ryan White Program
- School Districts
- Methodist Family Health Centers

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare's implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Methodist Healthcare System President and Chief Executive Officer

By: Jaime Wesolowski

Date:

TAB – METHODIST HOSPITAL

METHODIST HOSPITAL

"Serving Humanity to Honor God"

www.SAHealth.com

Methodist Hospital

2017-2019

Community Health Needs Assessment and Implementation Strategy

Contents

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served.....	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	11
Community Health Priority No. 1: Healthy Eating and Active Living	11
Community Health Priority No. 2: Healthy Child and Family Development.....	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being	12
Community Health Priority No. 5: Sexual Health.....	12
Area Health Services	13
Methodist Hospital’s Community Health Improvement Plan based on the Community Health Needs Assessment	14
Community Health Priority No. 1: Healthy Eating and Active Living	14
Community Health Priority No. 2: Healthy Child and Family Development.....	15
Community Health Priority No. 3: Safe Communities	16
Community Health Priority No. 4: Behavioral and Mental Well-Being	17
Community Health Priority No. 5: Sexual Health.....	17
Implementation of the Strategy	18
Availability of the Community Health Needs Assessment and Implementation Plan.....	18
Approval:.....	18

Organizational Profile

Chartered in 1955, Methodist Hospital is the pioneer facility of the now world-renowned South Texas Medical Center. Opened in 1963, Methodist Hospital has grown to be the flagship facility of the Methodist Healthcare System¹, San Antonio's largest and most preferred health care provider. Methodist Hospital maintains this excellent reputation with a commitment to the hospital's value statement that defines quality as meeting the customer's needs by exceeding their expectations. Methodist Hospital offers a broad range of specialties including cardiology, oncology, emergency medicine, neurosciences, maternity care, gynecology and orthopedics. Methodist Hospital is accredited by the Joint Commission in stroke care and is designated as an accredited Chest Pain Center.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare's assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare's Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM

¹Methodist Healthcare System is comprised of 26 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom.

recapping the complimentary programs offered to the community, a great many of them directed to those less fortunate. The report includes a summary trend chart of actual services. In addition to the annual report, a quarterly report is presented on various aspects of Methodist Healthcare's community involvement focused on measuring community activity that benefits the underserved.

Population Served²

In 2015, Methodist Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
134,657	37,673	95,421	14,017	281,768

In 2016, Methodist Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
141,861	38,920	95,156	13,451	289,398

Methodist Hospital's service area of 53 Zip codes located in 13 (Bexar, Bandera, Comal, Dimmit, Guadalupe, Kendall, Kerr, Kinney, Maverick, Medina, Uvalde, Val Verde and Zavala) has an estimated population of over 1.7 million³. Since this geographic area is majority Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

² The numbers are representative of Methodist Hospital and its campus, Methodist Children's Hospital combined.

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served⁴

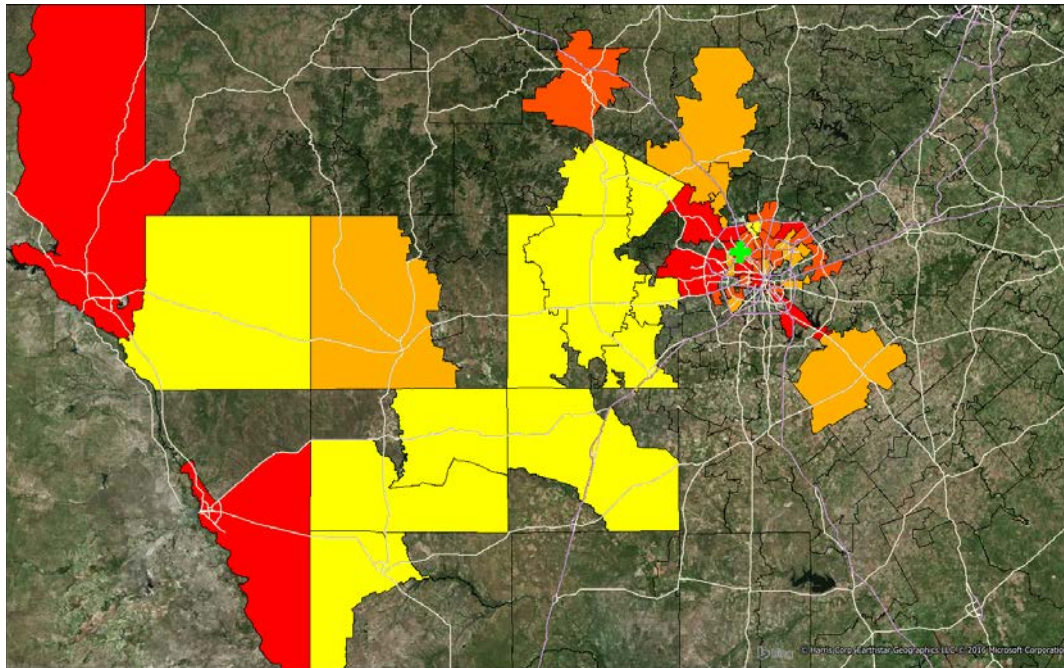


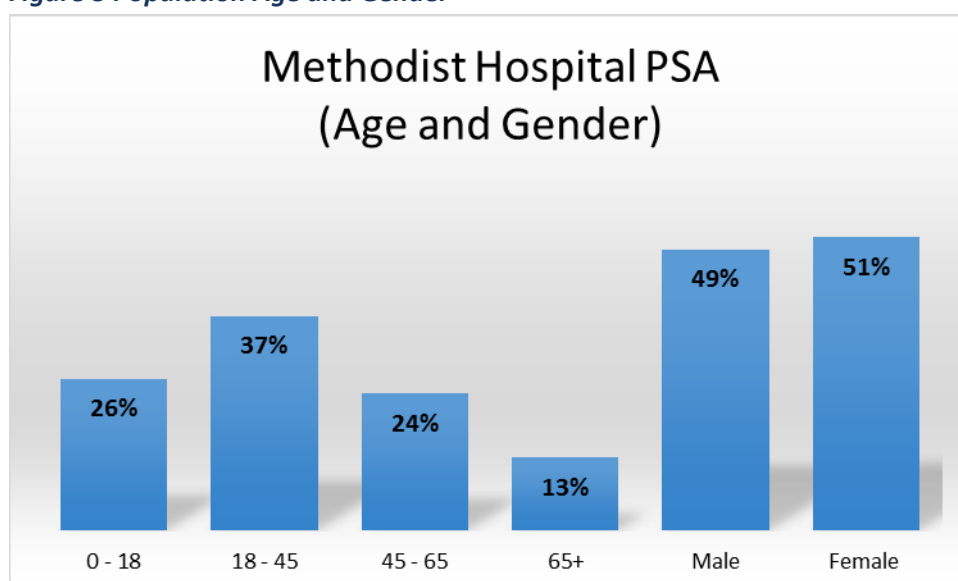
Figure 2 Population Ethnicity⁵

2015 Estimated Population by Ethnicity	1,764,141
White	1,340,144
Black	108,742
Asian	41,111
Other	274,144
2015 Estimated Population Hispanic or Latino	1,016,461 (58%)

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁵ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁶



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

The majority of the population Methodist Hospital serves is Hispanic. In order to meet the needs of those whose primary language is not English, Methodist Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁶ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

- Methodist Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic Center at the University of Texas at San Antonio; social and economic conditions data from the U.S.

Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups							X											
• Community Dialogues							X	X	X									
• Photovoice								X	X									
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralia Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health

	<p>District</p> <ul style="list-style-type: none"> • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth • Delia Martinez - Community member • Selma Martinez - Community member • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member
--	---

	<ul style="list-style-type: none"> • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member • Nicole Solis - Child Protective Services • Luis Solis - Community member • Gloria Soria - Community member
--	--

	<ul style="list-style-type: none"> • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014.

Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁷

A listing of existing health care facilities and other resources:

The Primary and Core Based Statistical Area offers the following health facilities and resources:

- Methodist Healthcare System
- Methodist Healthcare Ministries
- Wesley Health and Wellness Center
- Bishop Ernest T. Dixon Jr. Clinic
- San Antonio Metro Health Department
- Bexar County Department of Community Resources
- Bandera County
- Comal County (CHRISTUS Santa Rosa)
- Guadalupe County (Guadalupe Regional Medical Center)
- Kendall County
- Medina County (Medina Healthcare)
- County Health Departments
- University Health System
- Audie L. Murphy Memorial VA Hospital
- San Antonio Army Medical Center
- CHRISTUS Santa Rosa
- Baptist Health System
- Nix Health
- Southwest General Hospital
- San Antonio State Hospital
- Barrio Comprehensive Family Health Center
- Centro Med
- La Mision Family Health
- Adolescent Pregnancy and Parenting Program
- Father Flanagan's Boys Town
- Center for Health Care Services
- Child Guidance Center
- Southwest Mental Health Center
- Warm Springs
- Dimmit County (Dimmit County Memorial Hospital)
- Kerr County (Peterson Regional Hospital)
- Kinney County
- Maverick County (Fort Duncan Regional Hospital)
- Uvalde County (Uvalde Memorial Hospital)
- Val Verde County (Val Verde Regional Hospital)
- Zavala County

⁷ The area health services listed is a sampling of the represented services available and is not all inclusive

Methodist Hospital's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and built environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To promote the number of residents in our community who eat healthy and engage in physically active behaviors.

Strategy: To provide education and assistance through literature, speaking seminars, health fairs, various other programs and partnerships with non-profits in the community and to leverage current system wide initiatives.

Tactics: In 2017, Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Provide diabetes education to patients. Methodist Hospital will monitor and report the number of classes and individual instruction provided to patients. Methodist Hospital anticipates at least 1,500 diabetes educator visits in 2017.
- Provide speakers for WomanPlus® and 55PLUS® program. Methodist anticipates at least four Methodist Hospital credentialed physicians will hold community speaking engagements in 2017.
- Provide San Antonio Food Bank collection and support. Methodist Hospital anticipates at least one cereal drive for all employees to support the San Antonio Food Bank in 2017.
- In collaboration with the system, participate in one HeartCheck® health fair by providing staff to volunteer. These health fairs will be held in lower socioeconomic neighborhoods providing the community with screenings for glucose, blood pressure, full lipid panel cholesterol and BMI checks, as well as literature. Methodist Healthcare anticipates screening 150 participants.
- Host one Cardiac Connections Series with focus on hypertension, diabetes and hyperlipidemia. Methodist Hospital anticipates 25 attendees in 2017.

Impact: Through the tactics listed above, Methodist Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease the obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- American Diabetes Association
- American Heart Association

- San Antonio Food Bank
- The Health Collaborative
- YMCA
- Sodexo

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To increase the number of programs that provide education on healthy child and family development.

Strategies:

- To promote prenatal, infant and early childhood care and support through education, nutrition, and active living

Tactics: In 2017, Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Offer the community parenting classes including Buckle Up Baby, Rocking Dads, Breastfeeding, Getting Ready for Childbirth and Tour, Pets and Your Baby, CPR, NICU (Neonatal Intensive Care Unit) CPR, Beyond Baby Blues Class (postpartum depression) and childbirth education classes offered in Spanish. Methodist Hospital anticipates 300 classes to be held in 2017.
- Continue providing the community with free lactation consultations (in person and by phone). Methodist Hospital anticipates a combined total of 5,000 consultations (including in person and by phone) in 2017.
- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Hospital anticipates distributing 200 magnets in 2017.
- Participate in the March of Dimes March for Babies. Methodist Hospital anticipates 20 walkers in 2017.

Impact: Through the tactics listed above, Methodist Hospital will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments will decrease.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature

- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- March of Dimes
- The Health Collaborative
- San Antonio Metro Health
- AVANCE
- YMCA

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, replicating success in our neighborhoods, and enhancing systems that respond effectively to community identified safety needs.

Objective: To partner with key organizations to develop effective tactics to make the community safer.

Strategy: To engage and partner with political leaders, neighborhood associations, safety officers, community groups, and other existing organizations in high risk areas to join in outreach efforts and arrange meetings in their areas

Tactics: In 2017, Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Work with South Texas Medical Foundation to make the medical center a safer place. Methodist Hospital will continue membership and participation in South Texas Medical Foundation to ensure safety in the area.
- Partner with Texas Poison Control Center Network to distribute literature. Methodist Hospital anticipates distributing 300 pieces of literature in 2017.
- Distribute literature on domestic violence in the hospital. Methodist Hospital anticipates distributing 100 pieces in 2017.

Impact: Through the tactics above, Methodist Hospital will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- South Texas Medical Foundation
- The Health Collaborative

- San Antonio Police Department

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to page 20 of the Methodist Healthcare System plan, Community Health Priority No. 4.

Community Health Priority No. 5: Sexual Health

Community Goal: To ensure that males and females have access to education and resources to promote sexual health.

Objectives:

- To increase community awareness regarding sexually transmitted diseases.
- To decrease the number of teen pregnancies

Strategies:

- To educate community about sexually transmitted diseases.
- To educate community about teen pregnancy through literature and seminars. Provide access with our Family Health Centers.

Tactics: In 2017, Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Promote STD education for community. Methodist Hospital will provide literature in waiting rooms and lobbies throughout hospital. Methodist Hospital anticipates providing 35 pieces of literature per month.
- Promote teen pregnancy awareness
 - Provide literature on teen pregnancy in waiting room and lobbies throughout the hospital. Methodist Hospital anticipates providing 35 pieces of literature per month.
 - Provide literature promoting the Methodist Family Health Centers in waiting rooms and lobbies throughout the hospital. Methodist Hospital anticipates providing 35 pieces of literature per month

Impact: Through the tactics above, Methodist Hospital will bring awareness to sexual health issues as well as contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- San Antonio Metropolitan Health
- The Health Collaborative

- Physicians
- School Districts

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare's implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Methodist Hospital Chief Executive Officer (interim)

By: Rob Lenza

Date: _____

TAB – METHODIST CHILDREN’S HOSPITAL



Methodist Children's Hospital

A campus of Methodist Hospital

2017-2019

Community Health Needs Assessment and Implementation Strategy

Contents

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	11
Community Health Priority No. 1: Healthy Eating and Active Living	12
Community Health Priority No. 2: Healthy Child and Family Development	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being	12
Community Health Priority No. 5: Sexual Health.....	12
Area Health Services	14
Methodist Children's Hospital Community Health Improvement Plan based on the Community Health Needs Assessment	15
Community Health Priority No. 1: Healthy Eating and Active Living	15
Community Health Priority No. 2: Healthy Child and Family Development	16
Community Health Priority No. 3: Safe Communities	17
Community Health Priority No. 4: Behavioral and Mental Well-Being	18
Community Health Priority No. 5: Sexual Health.....	18
Implementation of the Strategy	19
Availability of the Community Health Needs Assessment and Implementation Plan	19
Approval:.....	20

Organizational Profile

Methodist Children's Hospital, a campus of Methodist Hospital, is part of the Methodist Healthcare¹ family of hospitals. The hospital opened in 1998 as the only hospital in San Antonio and South Texas designed and built especially for children. Colorful images and artwork enhance the walls to create a welcoming, child-focused environment with play rooms on every floor. The emergency department completed a major expansion of its emergency services in 2009 and now features 32 individual treatment rooms, a new waiting room and main entrance to a new beautifully designed lobby. The Methodist Children's Hospital offers valet parking, a 24-hour pediatric emergency room, pediatric and newborn intensive care units, pediatric operating suites and special outpatient clinics for children with complex illnesses.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare's assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare's Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist

¹ Methodist Healthcare is comprised of 26 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72 -county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom.

Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to those less fortunate. The report includes a summary trend chart of actual services. In addition to the annual report, a quarterly report is presented on various aspects of Methodist Healthcare's community involvement focused on measuring community activity that benefits the underserved.

Population Served²

In 2015, Methodist Children's Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
134,657	37,673	95,421	14,017	281,768

In 2016, Methodist Children's Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
141,861	38,920	95,156	13,451	289,398

Methodist Children's Hospital's service area of 54 Zip codes located in 12 counties (Bexar, Frio, Guadalupe, Kendall, Kerr, Kinney, Maverick, Medina, Uvalde, Val Verde, Wilson and Zavala) has an estimated population of over 1.8 million³. Since this geographic area is majority Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

² The numbers are representative of Methodist Hospital and its campus Methodist Children's Hospital combined.

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served⁴

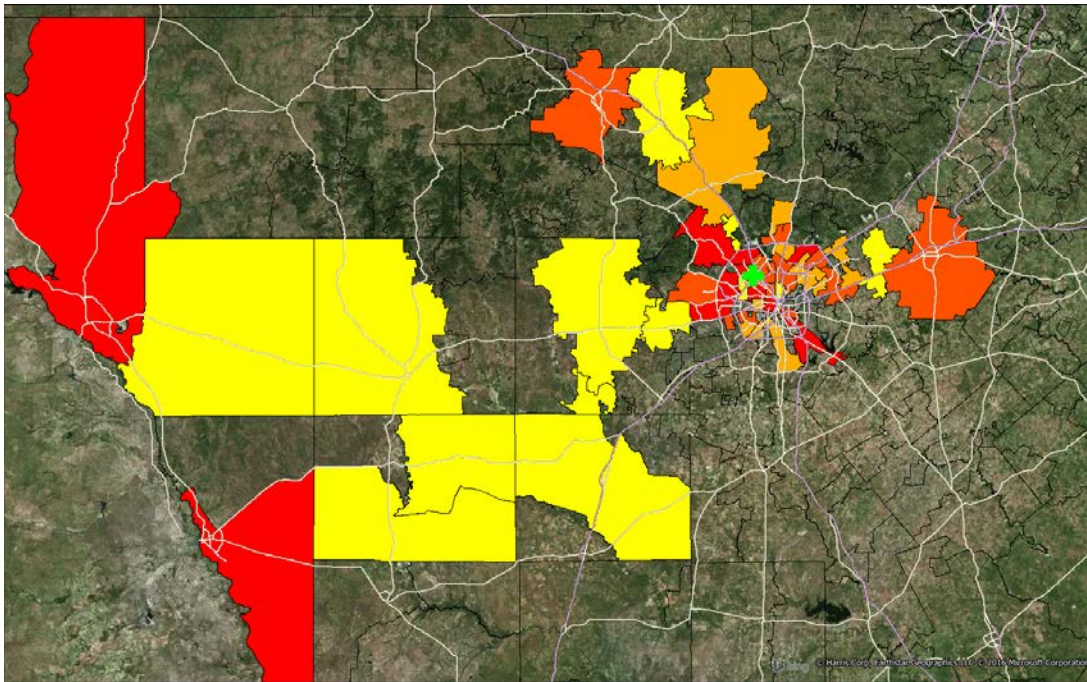


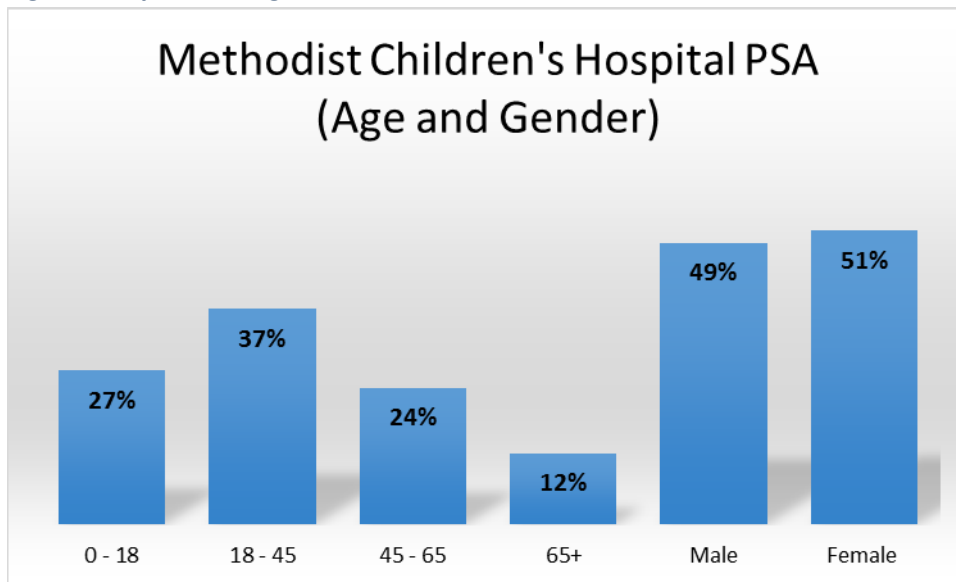
Figure 2 Population Ethnicity⁵

2015 Estimated Population by Ethnicity	1,881,967
White	1,418,427
Black	118,164
Asian	43,917
Other	301,459
2015 Estimated Population Hispanic or Latino	1,096,576 (58%)

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁵ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁶



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

The majority of the population Methodist Children's Hospital serves is Hispanic. In order to meet the needs of those whose primary language is not English, Methodist Children's Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁶ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

- Methodist Children's Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic

Center at the University of Texas at San Antonio; social and economic conditions data from the U.S. Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups							X											
• Community Dialogues							X	X	X									
• Photovoice								X	X									
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		

Planning Sessions																	X	X	X
Plan Development																		X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralia Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed

	<ul style="list-style-type: none"> • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District
--	---

	<ul style="list-style-type: none"> • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth • Delia Martinez - Community member • Selma Martinez - Community member • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio
--	---

	<ul style="list-style-type: none"> • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member • Nicole Solis - Child Protective Services • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health

priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating

effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁷

A listing of existing health care facilities and other resources:

The Primary and Core Based Statistical Area offers the following health facilities and resources:

- Methodist Healthcare System
- Methodist Healthcare Ministries
- Wesley Health and Wellness Center
- Bishop Ernest T. Dixon Jr. Clinic
- San Antonio Metropolitan Health District
- Bexar County Department of Community Resources
- Guadalupe County (Guadalupe Regional Medical Center)
- Kendall County
- Medina County (Medina Healthcare)
- Wilson County (Connally Memorial Hospital)
- County Health Departments
- University Health System
- Audie L. Murphy Memorial VA Hospital
- San Antonio Army Medical Center
- CHRISTUS Santa Rosa
- Baptist Health System
- Nix Health
- Southwest General Hospital
- San Antonio State Hospital
- Barrio Comprehensive Family Health Center
- Centro Med
- La Mision Family Health
- Adolescent Pregnancy and Parenting Program
- Father Flanagan's Boys Town
- Center for Health Care Services
- Child Guidance Center
- Southwest Mental Health Center
- Warm Springs
- Frio County (Frio Regional Hospital)
- Kerr County (Peterson Regional Hospital)
- Kinney County
- Maverick County (Fort Duncan Regional Hospital)
- Uvalde County (Uvalde Memorial Hospital)
- Val Verde County (Val Verde Regional Hospital)
- Zavala County

⁷ The area health services listed is a sampling of the represented services available and is not all inclusive

Methodist Children's Hospital Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and build environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To strengthen positive behaviors and emotion by providing pediatric patients and their families with fun, safe, chaperoned activities away from cancer and cancer treatments. Promote healthy eating and active living resources across the community through various channels.

Strategy:

- Staff from Methodist Children's Hospital will volunteer their time to lead or partner with outside organizations to hold special events for pediatric patients.

Tactics: In 2017, Methodist Children's Hospital will implement the following tactics, with yearly updates through 2019:

- Promote Young Heroes' Club events, activities and newsletters and provide access to education and health services. Methodist Healthcare will provide one Hero Herald® newsletter per quarter.
- Continue involvement with Healthy Me in partnership with THC. Methodist Children's Hospital participates in this surveillance and service program aimed at decreasing the prevalence of youth overweight and obesity in Bexar County through programs in area school districts. Methodist Healthcare (collectively as a System) anticipates reaching over 4,000 lives.
- Use staff volunteers to plan, organize and execute the Little Heroes Prom. Methodist Children's Hospital will hold one prom with an expected attendance of 100 children.
- Participate in Pilot for a Day which allows a pediatric oncology patient and his/her family go to the 149th Fighter Wing at Lackland Air Force Base to become a "fighter pilot for a day." The patients are given a flight suit, get to fly in the simulator, sit in a real F-16 jet, and watch take-offs as well as learn about the different equipment the pilots use.
- Participate in annual Boo Bash sponsored by the American Cancer Society, an event in which children recovering or battling cancer are able to trick-or-treat in a safe, fun environment. Methodist Children's Hospital anticipates one event in 2017.

Impact: Through the tactics listed above, Methodist Children's Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease the obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings

- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners

- Leukemia and Lymphoma Society
- American Cancer Society
- The Health Collaborative
- Air National Guard, US Air Force, 182nd/149th Fighter Wing
- Lackland Air Force Base
- The Health Collaborative

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective:

- To support healthy child and family development by alleviating the fear and insecurities associated with pediatric hospitalization and educating families about the availability and importance of seeking health care for their children when needed.
- To promote recognition of the needs and differences young cancer patient experience versus the older population.

Strategy:

- Methodist Children's Hospital staff educates parents, children and school faculty about the processes, expectations, resources and services associated with hospitalization.
- Keep Cancer Lane Support Group lead by Methodist Children's Hospital social workers offers resources and support to young adults still planning to start or raise a young family during or after cancer treatments.
- Methodist Children's Hospital staff provides seminars, continuing medical education, training and resources to rural communities.

Tactics: In 2017, Methodist Children's Hospital will implement the following tactics, with year updates through 2019:

- Offer Pre-Op Tours to educate and prepare patients and their families for upcoming surgeries. Patients coming for a Pre-Op tour receive a tour of the hospital, see where they will be staying, meet the staff as well as receive information on hospital services and ways to cope with being in the hospital. Tours alleviate some of the anxiety and fear associated with pediatric hospitalization. Methodist Children's Hospital will conduct tours as needed. Tours to last 45 minutes to one hour.

- Continue It's a "C" Thing support group meetings and continue maintaining the group's Facebook page.
- Host one It's a "C" Thing event for young patients with cancer.
- Continue hosting groups, including Jaxson Frog Foundation, University of Incarnate Word and DoSeum, to provide special events in the hospital. Methodist Children's Hospital anticipates at least five events in 2017.
- Distribute the Call-a-Nurse magnet. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Children's Hospital anticipates distributing 100 magnets.

Impact: Through the tactics listed above, Methodist Children's Hospital will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments will decrease.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners

- The Health Collaborative
- YMCA
- Rural Hospitals
- City of San Antonio Metropolitan Health
- Area Physicians
- Local School Districts

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, planning how to replicate successes in our neighborhoods, and enhancing systems that respond effectively to community-identified safety needs.

Objective: To provide parents and children with resources and tools to promote a safe community.

Strategy: To work with various local agencies to educate and plan for a safe community.

Tactics: In 2017, Methodist Children's Hospital will implement the following tactics, with year updates through 2019:

- Partner with Texas Poison Control Center Network to distribute literature on poison safety. Methodist Children's Hospital anticipates distributing 250 pieces of literature in 2017.
- Heavily promote Well's Waldo's Wheels transportation in appropriate ZIP codes. Methodist Healthcare System's goal is 11,474 (combined total of Methodist Children's Hospital, Northeast Methodist Hospital and Metropolitan Methodist Hospital).

Impact: Through the tactics above, Methodist Children's Hospital will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members
-

Key Partners

- San Antonio school districts
- Texas Poison Control Center Network

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to page 20 of the Methodist Healthcare System plan, Community Health Priority No. 4.

Community Health Priority No. 5: Sexual Health

Community Goal: To ensure that males and females have access to education and resources to promote sexual health.

Objective: To educate and provide resources to the community for sexual health.

Strategy: To educate through literature, seminars, and community partnerships. Provide access with our Family Health Centers.

Tactics: In 2017, Methodist Children's Hospital will implement the following tactics, with year updates through 2019:

- Provide Methodist Family Health Center literature in lobbies and waiting areas. Methodist Children's Hospital anticipates providing 200 pieces of literature in 2017.

Impact: Through the tactics listed above, Methodist Children’s Hospital will contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- City of San Antonio Metropolitan Health District
- The Health Collaborative
- Family Health Centers

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare’s implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Methodist Children's Hospital Chief Executive Officer

By: Rob Lenza

Date:

TAB – METHODIST STONE OAK HOSPITAL

**Methodist Stone Oak Hospital
2017-2019**

**Community Health Needs Assessment and Implementation Strategy
Contents**

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served.....	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners.....	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	11
Community Health Priority No. 1: Healthy Eating and Active Living	12
Community Health Priority No. 2: Healthy Child and Family Development.....	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being	12
Community Health Priority No. 5: Sexual Health.....	12
Area Health Services	12
Methodist Stone Oak Hospital’s Community Health Improvement Plan based on the Community Health Needs Assessment.....	14
Community Priority No. 1: Healthy Eating and Active Living.....	14
Community Health Priority No. 2: Healthy Child and Family Development.....	15
Community Health Priority No. 3: Safe Communities	16
Community Health Priority No. 4: Behavioral and Mental Well-Being	17
Community Health Priority No. 5: Sexual Health.....	17
Implementation of the Strategy	18
Availability of the Community Health Needs Assessment and Implementation Plan	18
Approval:.....	18

Organizational Profile

Methodist Stone Oak Hospital is part of the Methodist Healthcare¹ family of hospitals. It is the first full-service hospital built this century in South Texas. Opened in March 2009, the facility features many modern design amenities for patients, families and physicians. It is truly the next generation in Methodist Healthcare's half-century legacy of providing high quality care to South Texans. Services range from emergency care, obstetrics, newborn intensive care, cardiology, neurosurgery, general surgery and orthopedics. Patients enjoy an environment of all private rooms. Methodist Stone Oak Hospital is accredited by the Joint Commission in stroke care and is designated as an accredited Chest Pain Center.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare's assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare's Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to

¹ Methodist Healthcare is comprised of 26 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom.

those less fortunate. The report includes a summary trend chart of actual services. In addition to the annual report, a quarterly report is presented on various aspects of Methodist Healthcare's community involvement focused on measuring community activity that benefits the underserved.

Population Served

In 2015, Methodist Stone Oak Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
28,029	11,365	9,120	4,526	53,040

In 2016, Methodist Stone Oak Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
30,626	12,053	10,390	4,542	57,611

Methodist Stone Oak Hospital's service area of 28 Zip codes located in five counties (Bexar, Blanco, Comal, Guadalupe and Kendall) has an estimated population of over 1.5 million². Our service area also includes underserved rural areas.

² Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served³

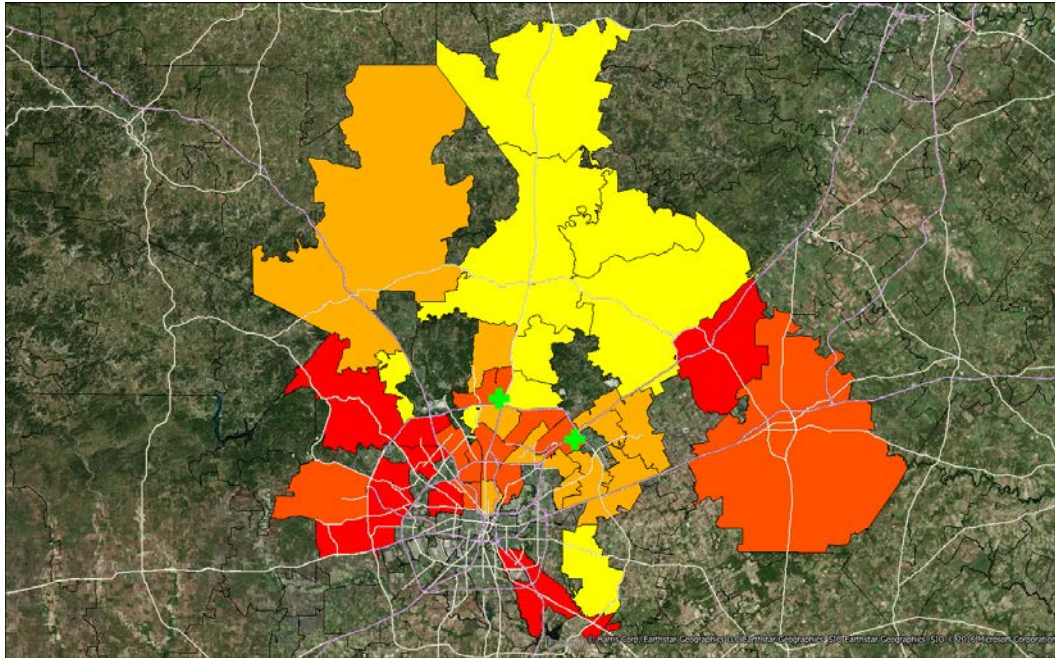


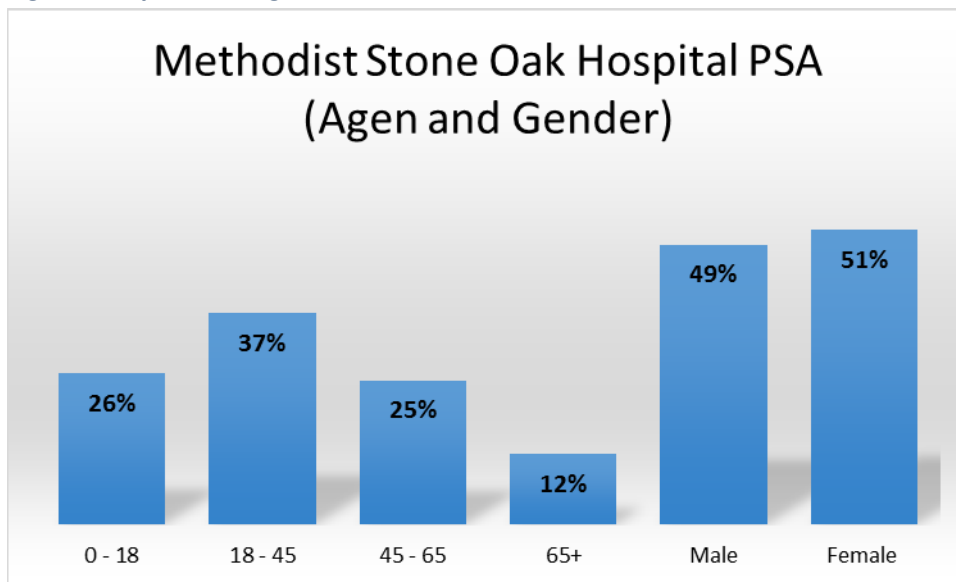
Figure 2 Population Ethnicity⁴

2015 Estimated Population by Ethnicity	1,527,500
White	1,170,873
Black	102,825
Asian	42,594
Other	211,207
2015 Estimated Population Hispanic or Latino	706,341 (46%)

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁵



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

In order to meet the needs of those whose primary language is not English, Methodist Stone Oak Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁵ ERSI 2013 Demographic Report

- Methodist Stone Oak Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic Center at the University of Texas at San Antonio; social and economic conditions data from the U.S. Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform

Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups							X											
• Community Dialogues							X	X	X									
• Photovoice								X	X									
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralia Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo

	<ul style="list-style-type: none"> • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth • Delia Martinez - Community member • Selma Martinez - Community member
--	---

	<ul style="list-style-type: none"> • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member • Nicole Solis - Child Protective Services
--	--

	<ul style="list-style-type: none"> • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁶

A listing of existing health care facilities and other resources:

The Primary and Core Based Statistical Area offers the following health facilities and resources:

- Methodist Healthcare System
- Methodist Healthcare Ministries
- Wesley Health and Wellness Center
- Bishop Ernest T. Dixon Jr. Clinic
- San Antonio Metropolitan Health District
- Bexar County Department of Community Resources
- Comal County (CHRISTUS Santa Rosa)
- Guadalupe County (Guadalupe Regional Medical Center)
- Kendall County
- Medina County (Medina Healthcare)
- Blanco County
- County Health Departments
- University Health System
- Audie L. Murphy Memorial VA Hospital
- San Antonio Army Medical Center
- CHRISTUS Santa Rosa
- Baptist Health System
- Nix Health
- Southwest General Hospital
- San Antonio State Hospital
- Barrio Comprehensive Family Health Center
- Centro Med
- La Mision Family Health
- Adolescent Pregnancy and Parenting Program
- Father Flanagan's Boys Town
- Center for Health Care Services
- Child Guidance Center
- Southwest Mental Health Center
- Warm Springs

⁶ The area health services listed is a sampling of the represented services available and is not all inclusive

Methodist Stone Oak Hospital's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and build environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To promote healthy eating and active living resources across the community through various channels.

Strategies:

- To promote the prevention of heart disease through healthy eating, physical activity, and tobacco free lifestyles.
- To promote the prevention and management of diabetes through healthy eating, active living, and self-management.
- To promote the prevention and management of obesity through healthy food choices, and fitness education/offerings.

Tactics: In 2017, Methodist Stone Oak Hospital will implement the following tactics, with yearly updates through 2019:

- Continue to support heart disease education and prevention. Methodist Stone Oak Hospital anticipates over 1,000 participants for these events in 2017:
 - Red Dress Fun Run
 - Cardiac Connections seminar
 - American Heart Association sponsorship and Heart Walk
- Distribution of public awareness materials, including information on diabetes, cardiac disease and other healthy eating and active living issues. Methodist Stone Oak Hospital will distribute over 150 pieces per month in 2017.
- Continue support of the San Antonio Food Bank with the collection and donation of healthy food items through a project adopted by the nursing staff. Methodist Stone Oak Hospital anticipates over at least one food drive in 2017.

Impact: Through the tactics listed above, Methodist Stone Oak Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease of obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature

- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- American Heart Association
- American Diabetes Association
- YMCA
- Healthy Restaurant Coalition
- Center for Disease Control and Prevention
- Sodexo

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To increase the number of programs that provide education on healthy child and family development.

Strategies:

- To promote prenatal care and support through education, nutrition, and active living
- To promote infant care and support through education and nutrition
- To promote early childhood development through education and nutrition

Tactics: In 2017, Methodist Stone Oak Hospital will implement the following tactics, with yearly updates through 2019:

- Support March of Dimes. Methodist Stone Oak Hospital will provide a walk team for the March of Dimes Walk for Babies. Methodist Stone Oak Hospital anticipates 25 walkers in 2017.
- Provide at least one scholarship (\$1,500 each) to high school students seeking health care degrees in 2017.
- Offer the community parenting classes including Buckle Up Baby, Breastfeeding and, Getting Ready for Childbirth and Tour. Methodist Stone Oak Hospital anticipates 150 classes to be held in 2017.
- Continue providing the community with free lactation consultations (in person and by phone). Methodist Stone Oak Hospital anticipates a combined total of 5,000 consultations (including in person and by phone) in 2017.
- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Methodist Stone Oak Hospital will distribute over 700 magnets in 2017.

Impact: Through the tactics listed above, Methodist Stone Oak Hospital will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments will decrease.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- YMCA
- March of Dimes
- Area Schools

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, planning how to replicate successes in our neighborhoods, and enhancing systems that respond effectively to community-identified safety needs.

Objective: To promote community involvement in assessing, preventing, and supporting the control of stray animals that threaten the safety of citizens.

Strategy: To promote public education and awareness regarding pet ownership skills, resources, and laws.

Tactics: In 2017, Methodist Stone Oak Hospital will implement the following tactics, with yearly updates through 2019:

- Partner with Texas Poison Center Network to distribute literature. Methodist Stone Oak Hospital anticipates distributing 250 pieces of literature in 2017.
- Controlling Stray Animals
 - Distributing Responsible Pet Ownership materials to public. Methodist Stone Oak Hospital will distribute over 500 copies to the community in 2017.
 - Supporting animal rescue and advocacy groups. Methodist Stone Oak Hospital will invite the Animal Humane Society to participate in the Red Dress Run.

Impact: Through the tactics above, Methodist Stone Oak Hospital will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature

- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- Animal rescue organizations
- San Antonio Police Department

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to page 20 of the Methodist Healthcare System plan, Community Health Priority No. 4.

Community Health Priority No. 5: Sexual Health

Community Goal: To ensure that males and females have access to education and resources to promote sexual health.

Objective: To increase awareness among health care providers regarding congenital syphilis rates, increase compliance in syphilis testing and increase community awareness regarding sexually transmitted diseases.

Strategies:

- Educate through literature, seminars, and community partnerships. Provide access with our Methodist Family Health Centers.

Tactics: In 2017, Methodist Stone Oak Hospital will implement the following tactics, with yearly updates through 2019:

- Promote sexually transmitted disease (STD) education for the community through CDC material distribution. Anticipate disseminating 35 pieces per month in 2017.
- Methodist Stone Oak Hospital will provide information and materials on Methodist Family Health Centers. Methodist Stone Oak Hospital will stock literature in waiting room and lobbies throughout the hospital. Goal: Distribute 50 pieces per month in 2017.

Impact: Through the tactics listed above, Methodist Stone Oak Hospital will bring awareness to sexual health issues as well as contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- City of San Antonio Metropolitan Health District
- The Health Collaborative
- Center for Disease Control and Prevention
- School Districts

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare's implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Methodist Stone Oak Hospital Chief Executive Officer

By: Marc Strobe

Date:

TAB – NORTHEAST METHODIST HOSPITAL



Northeast Methodist Hospital

A campus of Methodist Hospital

2017-2019

Community Health Needs Assessment and Implementation Strategy

Contents

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served.....	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	11
Community Health Priority No. 1: Healthy Eating and Active Living	11
Community Health Priority No. 2: Healthy Child and Family Development	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being	12
Community Health Priority No. 5: Sexual Health.....	12
Area Health Services	13
Northeast Methodist Hospital’s Community Health Improvement Plan based on the Community Health Needs Assessment.....	14
Community Health Priority No. 1: Healthy Eating and Active Living	14
Community Health Priority No. 2: Healthy Child and Family Development	15
Community Health Priority No. 3: Safe Communities	16
Community Health Priority No. 4: Behavioral and Mental Well-Being	16
Community Health Priority No. 5: Sexual Health.....	17
Implementation of the Strategy	17
Availability of the Community Health Needs Assessment and Implementation Plan.....	18
Approval:.....	18

Organizational Profile

Northeast Methodist Hospital, a campus of Methodist Hospital, is part of the Methodist Healthcare¹ family of hospitals. The hospital opened in 1985 as Village Oaks Hospital and became part of the Methodist Healthcare System in 1995. The hospital's name was then changed to Northeast Methodist Hospital. Northeast Methodist Hospital offers a full array of services including emergency care, open heart surgery, cardiac catheterizations, neurosurgery, inpatient rehabilitation, orthopedic surgery, cancer care, intensive care and inpatient and outpatient surgeries and procedures. The hospital is an accredited chest pain center and recently received Joint Commission certification as a stroke center.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare's assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare's Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to those less fortunate. The report includes a summary trend chart of actual services. In addition to the

¹ Methodist Healthcare is comprised of 26 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom

annual report, a quarterly report is presented on various aspects of Methodist Healthcare's community involvement focused on measuring community activity that benefits the underserved.

Population Served

In 2015, Northeast Methodist Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
50,796	8,377	4,876	2,734	66,783

In 2016, Northeast Methodist Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
52,292	8,640	5,455	2,790	69,177

Northeast Methodist Hospital's service area of 14 Zip codes located in three counties (Bexar, Comal and Guadalupe) has an estimated population of over 505,000². Our service area also includes underserved rural areas.

² Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served³

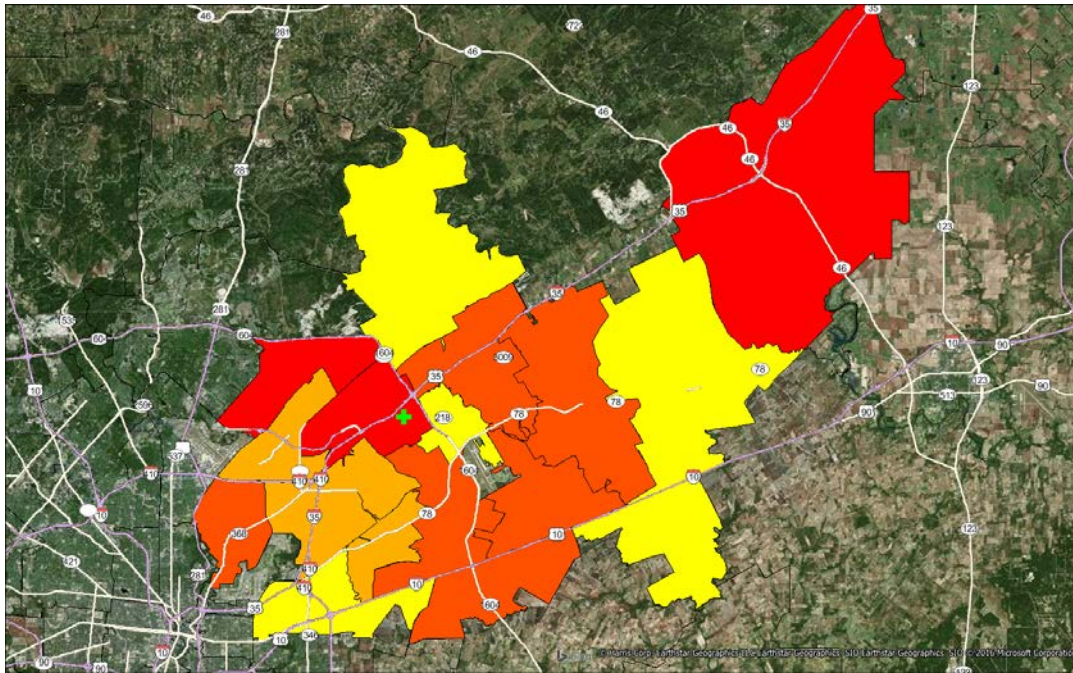


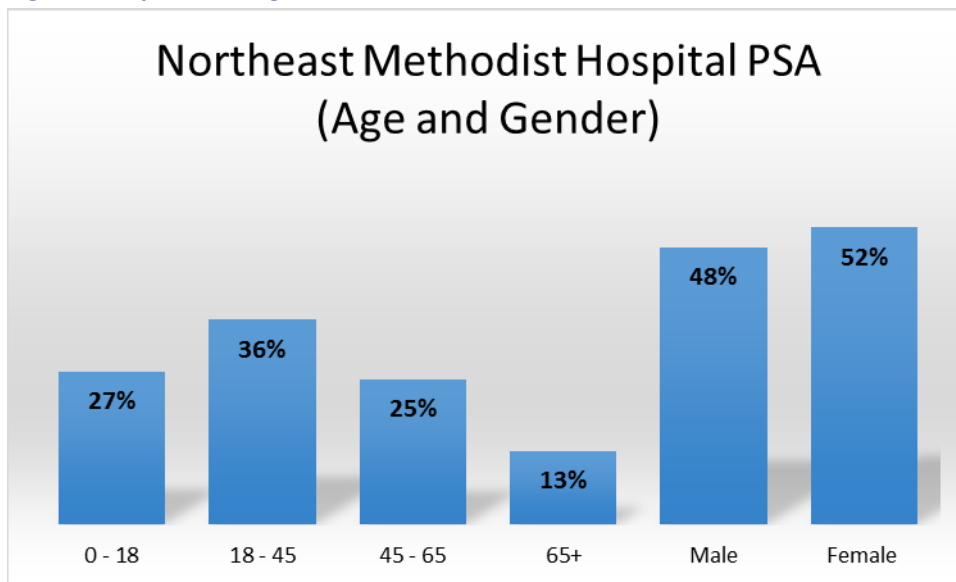
Figure 2 Population Ethnicity⁴

2015 Estimated Population by Ethnicity	505,080
White	362,457
Black	61,845
Asian	11,824
Other	68,955
2015 Estimated Population Hispanic or Latino	191,276 (38%)

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁵



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

In order to meet the needs of those whose primary language is not English, Northeast Methodist Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁵ ERSI 2013 Demographic Report

- Northeast Methodist Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic Center at the University of Texas at San Antonio; social and economic conditions data from the U.S. Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform

Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups							X											
• Community Dialogues							X	X	X									
• Photovoice								X	X									
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralia Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo

	<ul style="list-style-type: none"> • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin – UT Health School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth • Delia Martinez - Community member • Selma Martinez - Community member
--	--

	<ul style="list-style-type: none"> • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member • Nicole Solis - Child Protective Services
--	--

	<ul style="list-style-type: none"> • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UT Health School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	---

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is

better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁶

A listing of existing health care facilities and other resources:

The Primary and Core Based Statistical Area offers the following health facilities and resources:

- Methodist Healthcare System
- Methodist Healthcare Ministries
- Wesley Health and Wellness Center
- Bishop Ernest T. Dixon Jr. Clinic
- San Antonio Metropolitan Health District
- Bexar County Department of Community Resources
- Comal County (CHRISTUS Santa Rosa)
- Guadalupe County (Guadalupe Regional Medical Center)
- County Health Departments
- University Health System
- Audie L. Murphy Memorial VA Hospital
- San Antonio Army Medical Center
- CHRISTUS Santa Rosa
- Baptist Health System
- Nix Health
- Southwest General Hospital
- San Antonio State Hospital
- Barrio Comprehensive Family Health Center
- Centro Med
- La Mision Family Health
- Adolescent Pregnancy and Parenting Program
- Father Flanagan's Boys Town
- Center for Health Care Services
- Child Guidance Center
- Southwest Mental Health Center
- Warm Springs

⁶ The area health services listed is a sampling of the represented services available and is not all inclusive

Northeast Methodist Hospital's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and built environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To provide the community with access to healthier food and to educate the community about the benefits of healthy eating and active living.

Strategy: To provide education through literature and seminars, as well as assist the community with events.

Tactics: In 2017, Northeast Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Participate in one Cardiac Connections seminars with focus on raising awareness about hypertension, diabetes and hyperlipidemia. Northeast Methodist Hospital anticipates an attendance of 35 minimum in 2017.
- Provide diabetes education through literature and diabetes educator's visits. Northeast Methodist Hospital anticipates 150 diabetes education contacts throughout 2017.
- Provide healthy eating and active living marketing collateral/literature around hospital. Northeast Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 150 pieces per month in 2017.

Impact: Through the tactics listed above, Northeast Methodist Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease the obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members
- Restocking literature

Key Partners:

- American Diabetes Association
- American Heart Association
- Area Schools
- THC
- Center for Disease Control and Prevention

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To increase the number of programs that provide education on healthy child and family development.

Strategy: To work with local school districts, non-profits and Methodist Family Health Centers to provide information, events and education.

Tactics: In 2017, Northeast Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Northeast Methodist Hospital anticipates the distribution of 300 magnets throughout 2017.
- Increase literature fulfillment provided by Methodist Women's Center and Methodist Family Health Centers in lobbies, schools and community areas. Northeast Methodist Hospital anticipates the distribution of 500 pieces of literature throughout 2017.

Impact: Through the tactics listed above, Northeast Methodist Hospital will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments will decrease.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members
- Restocking literature

Key Partners:

- American Cancer Society
- Judson ISD
- AugustHeart Foundation
- Methodist Family Health Centers
- Methodist Women's Center

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, planning how to replicate successes in our neighborhoods, and enhancing systems that respond effectively to community-identified safety needs.

Objective: To make the area surrounding Northeast Methodist Hospital a safe community.

Strategy: To work with various local agencies, including Live Oak Police Department and Fire Department to educate and plan for a safe community.

Tactics: In 2017, Northeast Methodist Hospital will implement the following tactics with yearly updates through 2019:

- Participate in the City of Live Oak clean-up day. Northeast Methodist Hospital anticipates participating in at least one clean-up day in 2017.
- Heavily promote HealthBus transportation in appropriate ZIP codes. Methodist Healthcare System's goal is 11,474 (combined total of Methodist Children's Hospital, Northeast Methodist Hospital and Metropolitan Methodist Hospital).
- Partner with Texas Poison Control Center Network to distribute literature. Northeast Methodist Hospital anticipates distributing 350 pieces of literature in 2017.

Impact: Through the tactics above, Northeast Methodist Hospital will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Number of HealthBus transports
- Percent increase in social media followers
- Percent increase in affinity group members
- Restocking literature

Key Partners:

- City of Live Oak
- Live Oak Police Department
- Schertz, Live Oak, Converse Fire Departments
- Schertz EMS
- Judson ISD

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to page 20 of the Methodist Healthcare System plan, Community Health Priority No. 4.

Community Health Priority No. 5: Sexual Health

Community Goal: To ensure that males and females have access to education and resources to promote sexual health.

Objective: To educate the community and provide resources to the community for sexual health.

Strategy: To educate through literature and seminars and provide information on how to access sexual health resources.

Tactics: In 2017, Northeast Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Provide Methodist Family Health Center literature in lobbies and waiting areas. Northeast Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 150 pieces per month in 2017.
- Provide sexually transmitted disease literature in lobbies and waiting areas. Northeast Methodist Hospital will stock literature in waiting room and lobbies throughout the hospital. Goal: Distribute 150 pieces per month in 2017.

Impact: Through the tactics listed above, Northeast Methodist Hospital will bring awareness to sexual health issues as well as contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- Methodist Family Health Centers
- City of San Antonio Metropolitan Health Department

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare's implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

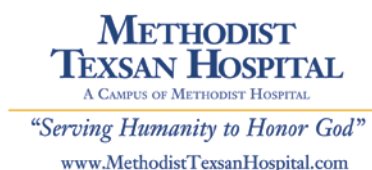
Approval:

Northeast Methodist Hospital Chief Executive Officer

By: Michael Beaver

Date:

TAB – METHODIST TEXSAN HOSPITAL



Methodist Texsan Hospital

A campus of Methodist Hospital

2017-2019

Community Health Needs Assessment and Implementation Strategy

Contents

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served.....	2
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	11
Community Health Priority No. 1: Healthy Eating and Active Living	12
Community Health Priority No. 2: Healthy Child and Family Development.....	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being	12
Community Health Priority No. 5: Sexual Health.....	12
Area Health Services	13
Methodist Texsan Hospital’s Community Health Improvement Plan based on the Community Health Needs Assessment	14
Community Health Priority No. 1: Healthy Eating and Active Living	14
Community Health Priority No. 2: Healthy Child and Family Development.....	15
Community Health Priority No. 3: Safe Communities	16
Community Health Priority No. 4: Behavioral and Mental Well-Being	16
Community Health Priority No. 5: Sexual Health.....	16
Implementation of the Strategy	17
Availability of the Community Health Needs Assessment and Implementation Plan.....	18
Approval:.....	18

Organizational Profile

Methodist Texsan Hospital, a campus of Methodist Hospital, is part of the Methodist Healthcare¹ family of hospitals. The 120-bed hospital is conveniently located just north of downtown San Antonio. The team at Methodist Texsan Hospital is comprised of caring individuals focused on outstanding clinical outcomes and exceptional, friendly service. Methodist Texsan Hospital provides invaluable health care services to its community and surrounding areas in South and Central Texas. All patient rooms are spacious and private, which compliments both patient safety and a hotel-like atmosphere. Methodist Texsan Hospital excels in nearly all aspects of advanced cardiovascular services and is equipped with dedicated operating room suites and five functional heart catheterization labs. Orthopedic services, which include the famed Joint Replacement Academy, boast some of the best clinical results in the industry. Methodist Texsan Hospital's 30-bed inpatient rehabilitation unit is the newest in the community and takes a team approach to providing excellent rehabilitative care for its patients.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be a world-class health care provider, continually raising the standards of performance excellence and advancing the health status of the community.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare's assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the

¹ Methodist Healthcare is comprised of 28 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom.

Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare’s Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to those less fortunate. The report includes a summary trend chart of actual services. In addition to the annual report, a quarterly report is presented on various aspects of Methodist Healthcare’s community involvement focused on measuring community activity that benefits the underserved.

Population Served

In 2015, Methodist Teksan Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
10,633	4,582	5,982	176	21,373

In 2016, Methodist Teksan Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
11,247	4,767	6,247	183	22,444

Methodist Teksan Hospital service area of 58 Zip codes located in 14 counties (Bandera, Bexar, Comal, Gillespie, Guadalupe, Kendall, Kerr, Kimble, Kinney, Maverick, Medina, Uvalde, Val Verde and Wilson) has an estimated population of nearly 1.9 million². Since this geographic area is majority Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

² Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served³

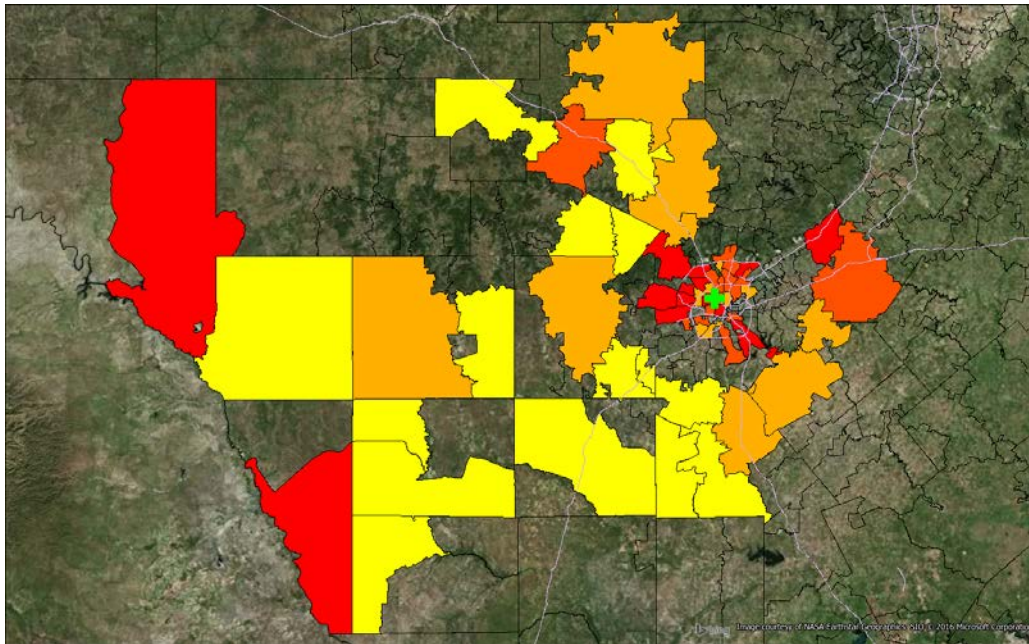


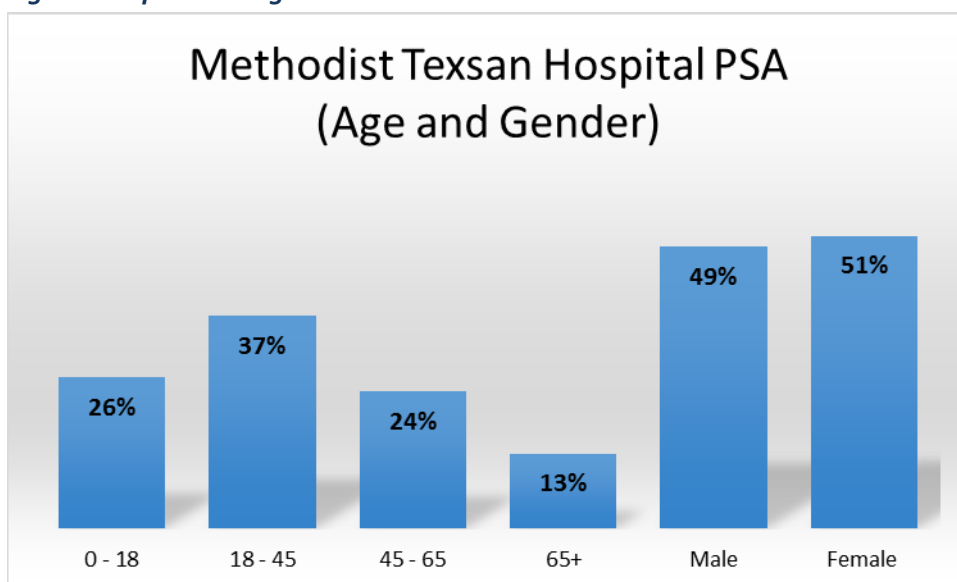
Figure 2 Population Ethnicity⁴

2015 Estimated Population by Ethnicity	1,878,138
White	1,462,643
Black	85,497
Asian	38,523
Other	291,474
2015 Estimated Population Hispanic or Latino	1,097,949 (58%)

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁵



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

The majority of the population Methodist Texsan Hospital serves is Hispanic. In order to meet the needs of those whose primary language is not English, Methodist Texsan Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁵ ERSI 2013 Demographic Report

- Methodist Teksan Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic Center at the University of Texas at San Antonio; social and economic conditions data from the U.S.

Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups							X											
• Community Dialogues							X	X	X									
• Photovoice								X	X									
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralia Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center

	<ul style="list-style-type: none"> • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth
--	--

	<ul style="list-style-type: none"> • Delia Martinez - Community member • Selma Martinez - Community member • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member
--	---

	<ul style="list-style-type: none"> • Sharon Small - Community member • Nicole Solis - Child Protective Services • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁶

A listing of existing health care facilities and other resources:

The Primary and Core Based Statistical Area offers the following health facilities and resources:

- Methodist Healthcare System
- Methodist Healthcare Ministries
- Wesley Health and Wellness Center
- Bishop Ernest T. Dixon Jr. Clinic
- San Antonio Metropolitan Health District
- Bexar County Department of Community Resources
- Bandera County
- Medina County (Medina Healthcare)
- Wilson County (Connally Memorial Hospital)
- Kerr County (Peterson Regional Hospital)
- County Health Departments
- Maverick County (Fort Duncan Regional Hospital)
- University Health System
- Audie L. Murphy Memorial VA Hospital
- San Antonio Army Medical Center
- CHRISTUS Santa Rosa
- Baptist Health System
- Nix Health
- Southwest General Hospital
- San Antonio State Hospital
- Barrio Comprehensive Family Health Center
- Centro Med
- La Mision Family Health
- Adolescent Pregnancy and Parenting Program
- Father Flanagan's Boys Town
- Center for Health Care Services
- Child Guidance Center
- Southwest Mental Health Center
- Warm Springs

⁶ The area health services listed is a sampling of the represented services available and is not all inclusive

Methodist Texsan Hospital's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and build environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To collaborate with existing community organizations to provide resources for patients and their families regarding healthy eating and active living.

Strategy:

- To promote healthy eating and active living amongst patients, the surrounding community and Methodist Texsan Hospital employees, encouraging them to spread this information to their loved ones.

Tactics: In 2017, Methodist Texsan Hospital will implement the following tactics, with yearly updates through 2019:

- Chefs to provide one healthy cooking demonstration annually. Methodist Texsan Hospital anticipates 30 attendees in 2017.
- Methodist Texsan Hospital will provide literature (English and Spanish) about healthy eating and exercise in the lobby and waiting areas throughout the hospital for patients and their families. Goal: Distribute 100 pieces per month in 2017
- Methodist Texsan Hospital will stock diabetes literature in waiting room and lobbies throughout the hospital for patients and their families. Goal: Distribute 100 pieces per area, per month. Hold one diabetes education class per year. Methodist Texsan anticipates 20 attendees in 2017.
- Hold a healthy food drive for the San Antonio Food Bank (led by staff nurse governance board). Methodist Texsan Hospital anticipates one food drive in 2017.
- Have Methodist Texsan employees volunteer at the San Antonio Food Bank. Methodist Texsan Hospital anticipates 25 volunteer hours annually beginning in 2017.

Impact: Through the tactics listed above, Methodist Texsan Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease the obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members
- Restocking literature

Key Partners:

- UTSA
- SAISD
- H-E-B
- Area Schools
- San Antonio Food Bank
- Healthy Restaurants Coalition
- The Health Collaborative

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To promote family stability by supporting education classes that promote mental health, community resources and health conditions for children.

Strategy: To provide education and assistance through literature, speaking seminars, health fairs, and other programs and partnerships with organizations in the community and to leverage current system wide initiatives.

Tactics: In 2017, Methodist Texsan Hospital will implement the following tactics, with yearly updates through 2019:

- Distribute printed material to educate community about breastfeeding and prenatal care. Methodist Texsan Hospital anticipates distribution of 50 pieces of literature in waiting areas per month in 2017.

Impact: Through the tactics listed above, Methodist Texsan Hospital will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments will decrease.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members
- Restocking literature

Key Partners:

- San Antonio Metropolitan Health District
- School districts
- Methodist Women's Center
- Methodist Family Health Centers

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, planning how to replicate successes in our neighborhoods, and enhancing systems that respond effectively to community-identified safety needs.

Objective: To partner with key organizations to develop effective tactics to make the community safer.

Strategies:

- To engage and partner with political leaders, neighborhood associations, safety officers, community groups, and other existing organizations in high risk areas to join in outreach efforts and arrange meetings in their areas
- To complement neighborhood sweeps education initiative regarding pet owner responsibility

Tactics: In 2017, Methodist Texsan Hospital will implement the following tactics, with yearly updates through 2019:

- Partner with Balcones Heights, Shavano Park and Castle Hills Police Departments to hold self-defense classes for the community and staff (in courtyard). Methodist Texsan Hospital anticipates 20 attendees in 2017.
- Partner with area animal rescue groups to provide education to neighborhoods on animal safety and control. Methodist Texsan Hospital anticipates a minimum of 25 volunteer hours in 2017.

Impact: Through the tactics above, Methodist Texsan Hospital will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members
- Restocking literature

Key Partners:

- Balcones Heights Police Department
- Balcones Heights Fire Department
- Animal rescue groups
- San Antonio Crime Coalition

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to page 20 of the Methodist Healthcare System plan, Community Health Priority No. 4.

Community Health Priority No. 5: Sexual Health

Community Goal: To ensure that males and females have access to education and resources to promote sexual health.

Objective: To improve the sexual health of our community by promoting educational awareness

Strategies:

- To collaborate with agencies that are currently providing resources
- To research evidence-based methods of decreasing teen pregnancies

Tactics: In 2017, Methodist Texsan Hospital will implement the following tactics, with yearly updates through 2019:

- Educate community regarding STDs by obtaining pamphlets from the Centers for Disease Control and Prevention to distribute in the facility and at community events. Methodist Texsan Hospital anticipates 200 pamphlets to be distributed in 2017.

Impact: Through the tactics listed above, Methodist Texsan Hospital will bring awareness to sexual health issues as well as contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members
- Restocking literature

Key Partners:

- UT Teen Health
- Bexar County Ryan White Program
- Methodist Family Health Centers
- City of San Antonio Metropolitan Health Department

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare’s implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Methodist Teksan Hospital Chief Executive Officer

By: Scott Davis

Date: _____

TAB – METROPOLITAN METHODIST HOSPITAL



Metropolitan Methodist Hospital
A campus of Methodist Hospital
2017-2019

Community Health Needs Assessment and Implementation Strategy
Contents

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners.....	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	12
Community Health Priority No. 1: Healthy Eating and Active Living	12
Community Health Priority No. 2: Healthy Child and Family Development.....	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being	12
Community Health Priority No. 5: Sexual Health.....	13
Area Health Services	13
Metropolitan Methodist Hospital’s Community Health Improvement Plan based on the Community Health Needs Assessment.....	14
Community Health Priority No. 1: Healthy Eating and Active Living	14
Community Health Priority No. 2: Healthy Child and Family Development.....	15
Community Health Priority No. 3: Safe Communities	16
Community Health Priority No. 4: Behavioral and Mental Well-Being	17
Community Health Priority No. 5: Sexual Health.....	17
Implementation of the Strategy	18
Availability of the Community Health Needs Assessment and Implementation Plan	19
Approval:.....	19

Organizational Profile

Located near downtown San Antonio, Metropolitan Methodist Hospital, a campus of Methodist Hospital, is a 330-bed hospital providing a complete range of health care services in San Antonio and to the many neighborhoods and businesses that border its centralized location. Metropolitan Methodist Hospital is part of the Methodist Healthcare¹ family of hospitals. Easy freeway access makes Metropolitan Methodist Hospital convenient for patients, visitors and physicians from all parts of the city. In 2005, Metropolitan Methodist Hospital opened the Metropolitan Methodist Hospital Women's Pavilion, the only facility in downtown San Antonio completely dedicated to the health of women and their newborn babies. Metropolitan Methodist Hospital offers outstanding cardiac care, general and surgical care, neurosurgery, inpatient rehabilitation services, sleep disorder evaluation and the largest emergency department in downtown San Antonio.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare's assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare's Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist

¹ Methodist Healthcare is comprised of 26 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries (MHM) of South Texas and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom.

Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to those less fortunate. The report includes a summary trend chart of actual services. In addition to the annual report, a quarterly report is presented on various aspects of Methodist Healthcare's community involvement focused on measuring community activity that benefits the underserved.

Population Served

In 2015, Metropolitan Methodist Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
50,887	17,124	8,989	4,832	81,832

In 2016, Metropolitan Methodist Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
52,887	17,541	8,969	4,571	83,968

Metropolitan Methodist Hospital's service area of 34 Zip codes located in three counties (Atascosa, Bexar and Wilson) has an estimated population of just under 1 million². Since this geographic area is majority Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

² Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served³

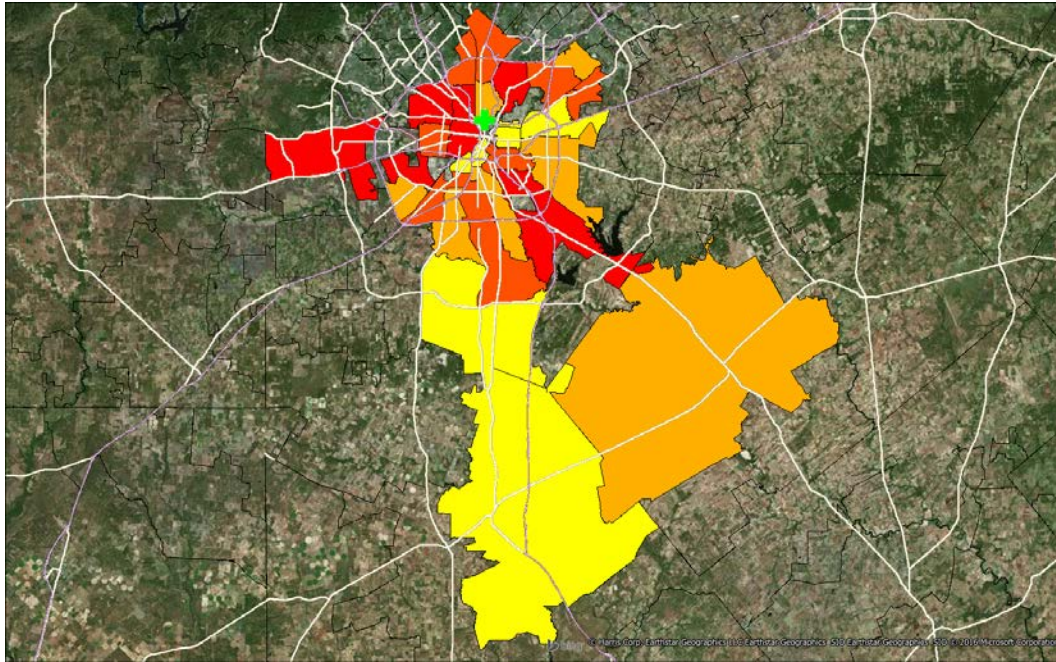


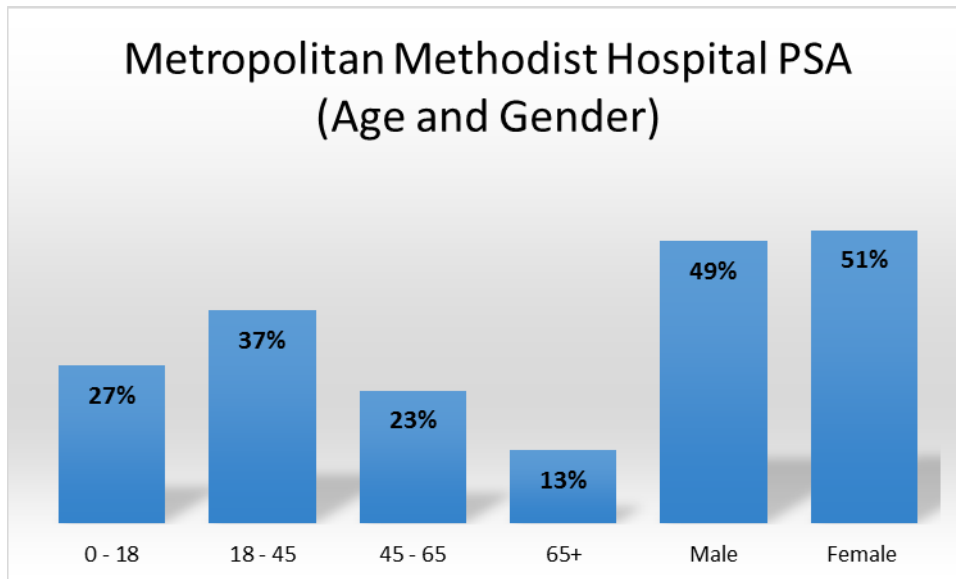
Figure 2 Population Ethnicity⁴

2015 Estimated Population by Ethnicity	968,261
White	686,621
Black	74,692
Asian	10,509
Other	196,440
2015 Estimated Population Hispanic or Latino	690,454 (71%)

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁵



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

The majority of the population Metropolitan Methodist Hospital serves is Hispanic. In order to meet the needs of those whose primary language is not English, Metropolitan Methodist Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁵ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

- Metropolitan Methodist Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic Center at the University of Texas at San Antonio; social and economic conditions data from the U.S.

Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups							X											
• Community Dialogues							X	X	X									
• Photovoice								X	X									
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralia Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo

	<ul style="list-style-type: none"> • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth • Delia Martinez - Community member • Selma Martinez - Community member
--	---

	<ul style="list-style-type: none"> • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member • Nicole Solis - Child Protective Services
--	--

	<ul style="list-style-type: none"> • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁶

A listing of existing health care facilities and other resources:

The Primary and Core Based Statistical Area offers the following health facilities and resources:

- Methodist Healthcare System
- Methodist Healthcare Ministries
- Wesley Health and Wellness Center
- Bishop Ernest T. Dixon Jr. Clinic
- San Antonio Metropolitan Health District
- Bexar County Department of Community Resources
- Wilson County (Connally Memorial Hospital)
- County Health Departments
- University Health System
- Audie L. Murphy Memorial VA Hospital
- San Antonio Army Medical Center
- CHRISTUS Santa Rosa
- Baptist Health System
- Nix Health
- Southwest General Hospital
- San Antonio State Hospital
- Barrio Comprehensive Family Health Center
- Centro Med
- La Mision Family Health
- Adolescent Pregnancy and Parenting Program
- Father Flanagan's Boys Town
- Center for Health Care Services
- Child Guidance Center
- Southwest Mental Health Center
- Warm Springs

⁶ The area health services listed is a sampling of the represented services available and is not all inclusive

Metropolitan Methodist Hospital's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and built environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To increase the number of residents in our community who eat healthy and engage in physically active behaviors.

Strategy: To provide education and assistance through literature, speaking seminars, health fairs, programs and partnering with the community.

Tactics: In 2017, Metropolitan Methodist Hospital, a campus of Methodist Hospital, will implement the following tactics, with yearly updates through 2019:

- Improve access to primary care with a free-standing urgent care center in east San Antonio, a community area with an underserved and indigent population. The Methodist Community Health Center will provide the following services free of charge: blood pressure monitoring, glucose testing, diabetic foot exams and pregnancy testing along with referrals and resources for prenatal care, as needed.
- Promote breast cancer awareness, through educational material distribution and special events. Metropolitan Methodist Hospital anticipates providing information to over 150 people by way of literature and health fairs in 2017.
- Participate in the American Heart Association Walk and distribute heart and stroke literature at event. Metropolitan Methodist Hospital anticipates providing information to over 200 people by way of literature and 15 staff members will participate in the walk in 2017.
- Continue participation in H-E-B Slim Down Showdown and extend involvement and education to employees. H-E-B is a local grocery chain. The H-E-B Slim Down Showdown is a contest open to the community, 15 contestants change their lifestyle by eating healthy and exercising. Metropolitan Methodist Hospital anticipates providing biometrics and information to the contestants in 2017.
- Provide literature on diabetes, cardiac disease and other healthy eating and active living issues in the hospital. Metropolitan Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 100 per month in 2017.

Impact: Through the tactics listed above, Metropolitan Methodist Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease of obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings

- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- American Society for Metabolic & Bariatric Surgery Foundation
- YMCA
- H-E-B
- Medina Regional Hospital
- American Heart Association
- WINGS of Texas
- San Antonio Food Bank
- American Cancer Society
- American Cancer Society
- American Diabetes Association

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To provide resources and service to support healthy families.

Strategies:

- To promote prenatal care and support through education, nutrition, and active living
- To promote infant care and support through education and nutrition
- To promote early childhood development through education and nutrition

Tactics: In 2017, Metropolitan Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Offer the community parenting classes including Buckle Up Baby, Breastfeeding, Getting Ready for Childbirth and Tour, Pets and Your Baby, Beyond Baby Blues Class (postpartum depression). Metropolitan Methodist Hospital anticipates 100 classes to be held.
- Continue providing the community with free lactation consultations (in person and by phone). Metropolitan Methodist Hospital anticipates a combined total of 5,000 consultations (including in person and by phone) in 2017.
- Distribute Call-a-Nurse magnets. The Call-a-Nurse program is a telephone service offering free medical advice by trained emergency care pediatric nurses to parents of sick/injured children. The Call-a-Nurse for Children service is available from 5 p.m. to 8 a.m. Monday through Friday and around the clock on weekends and holidays. Metropolitan Methodist Hospital anticipates the distribution of 100 magnets throughout the year.

- Participate in the March of Dimes March for Babies walk. Metropolitan Methodist Hospital anticipates 25 staff participants on the hospital team at the walk in 2017.

Impact: Through the tactics listed above, Metropolitan Methodist Hospital will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments will decrease.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- March of Dimes
- School Districts
- THC
- City of San Antonio Metropolitan Health District
- Methodist Family Health Centers
- Methodist Women's Center

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, planning how to replicate successes in our neighborhoods, and enhancing systems that respond effectively to community-identified safety needs.

Objective: To provide safe environment to patients, visitors and employees (in and around the hospital and the Tobin Hill neighborhood).

Strategies:

- To provide education to the community
- To partner with outside organizations such as Tobin Hill Association, City Councilman Bernal's office and San Antonio Police Department

Tactics: In 2017, Metropolitan Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Provide transportation through HealthBus. Methodist Healthcare System's goal is 11,474 (combined total of Methodist Children's Hospital, Northeast Methodist Hospital and Metropolitan Methodist Hospital).
- Strengthen partnership with Tobin Hill Association; support National Night Out. Metropolitan Methodist Hospital anticipates 25 participants to attend the National Night Out event in 2017.
- Distribute pertinent literature on domestic violence in the hospital and at community sponsored events. Metropolitan Methodist Hospital anticipates distributing 100 pieces of literature in 2017.

Impact: Through the tactics above, Metropolitan Methodist Hospital will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- San Antonio Police Department
- City of San Antonio
- Tobin Hill Association

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to page 20 of the Methodist Healthcare System plan, Community Health Priority No. 4.

Community Health Priority No. 5: Sexual Health

Community Goal: To ensure that males and females have access to education and resources to promote sexual health.

Objective: Increase community awareness regarding STDs.

Strategy: To educate health care providers on the increase in congenital syphilis rates in Bexar County; to change syphilis testing protocols to be in compliance with the requirements of City of San Antonio Metropolitan Health District; and to reeducate the community about sexually transmitted diseases.

Tactics: In 2017, Metropolitan Methodist Hospital will implement the following tactics, with yearly updates through 2019:

- Distribution of educational materials about sexually transmitted diseases. Metropolitan Methodist Hospital anticipates 250 brochures to be provided at Methodist Family Health Centers in 2017.
- Promote the Methodist Family Health Centers through literature. Metropolitan Methodist Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 100 pieces per month in 2017.

Impact: Through the tactics listed above, Metropolitan Methodist Hospital will bring awareness to sexual health issues as well as contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings

- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- City of San Antonio Metropolitan Health District
- Bexar County Ryan White Program
- The Health Collaborative
- Methodist Family Health Centers

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare's implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Metropolitan Methodist Hospital Chief Executive Officer

By: Greg Seiler

Date:

TAB –METHODIST SPECIALTY AND TRANSPLANT HOSPITAL



Methodist Specialty and Transplant Hospital

A campus of Methodist Hospital

2017-2019

Community Health Needs Assessment and Implementation Strategy

Contents

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners	8
Identified Community Needs: Working Together to Meet the SA2020 Goals	11
Community Health Priority No. 1: Healthy Eating and Active Living	11
Community Health Priority No. 2: Healthy Child and Family Development.....	12
Community Health Priority No. 3: Safe Communities	12
Community Health Priority No. 4: Behavioral and Mental Well-Being	12
Community Health Priority No. 5: Sexual Health.....	13
Area Health Services	14
Methodist Specialty and Transplant Hospital’s Community Health Improvement Plan based on the Community Health Needs Assessment.....	15
Community Health Priority No. 1: Healthy Eating and Active Living	15
Community Health Priority No. 2: Healthy Child and Family Development.....	16
Community Health Priority No. 3: Safe Communities	16
Community Health Priority No. 4: Behavioral and Mental Well-Being	18
Community Health Priority No. 5: Sexual Health.....	19
Implementation of the Strategy	20
Availability of the Community Health Needs Assessment and Implementation Plan	21
Approval:.....	21

Organizational Profile

Methodist Specialty and Transplant Hospital, a campus of Methodist Hospital, is part of the Methodist Healthcare¹ family of hospitals. It is a full-service facility that is widely acclaimed for its outstanding kidney, liver, and pancreas transplant programs. The kidney transplant program is the largest living donor program in the nation due to the success of its paired exchange kidney program. Other specialty areas include behavioral health, bariatric surgery, robotic surgery, minimally invasive surgery, inpatient rehabilitation, and the latest treatments for cancer and incontinence. The facility houses a program with a specially trained team who works with law enforcement officers to provide forensic exams and emergency care for survivors of sexual assault.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare's assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare's Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to

¹ Methodist Healthcare is comprised of 26 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation's leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom.

those less fortunate. The report includes a summary trend chart of actual services. In addition to the annual report, a quarterly report is presented on various aspects of Methodist Healthcare's community involvement focused on measuring community activity that benefits the underserved.

Population Served

In 2015, Methodist Specialty and Transplant Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
21,430	11,856	27,516	6,693	67,495

In 2016, Methodist Specialty and Transplant Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
22,457	12,417	28,937	7,068	710,879

Methodist Specialty and Transplant Hospital's service area of 59 Zip codes located in 13 (Bexar, Bandera, Comal, Frio, Guadalupe, Kendall, Kerr, Kinney, Maverick, Medina, Uvalde, Val Verde and Zavala) has an estimated population of over 2 million². Since this geographic area is majority Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

²Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served³

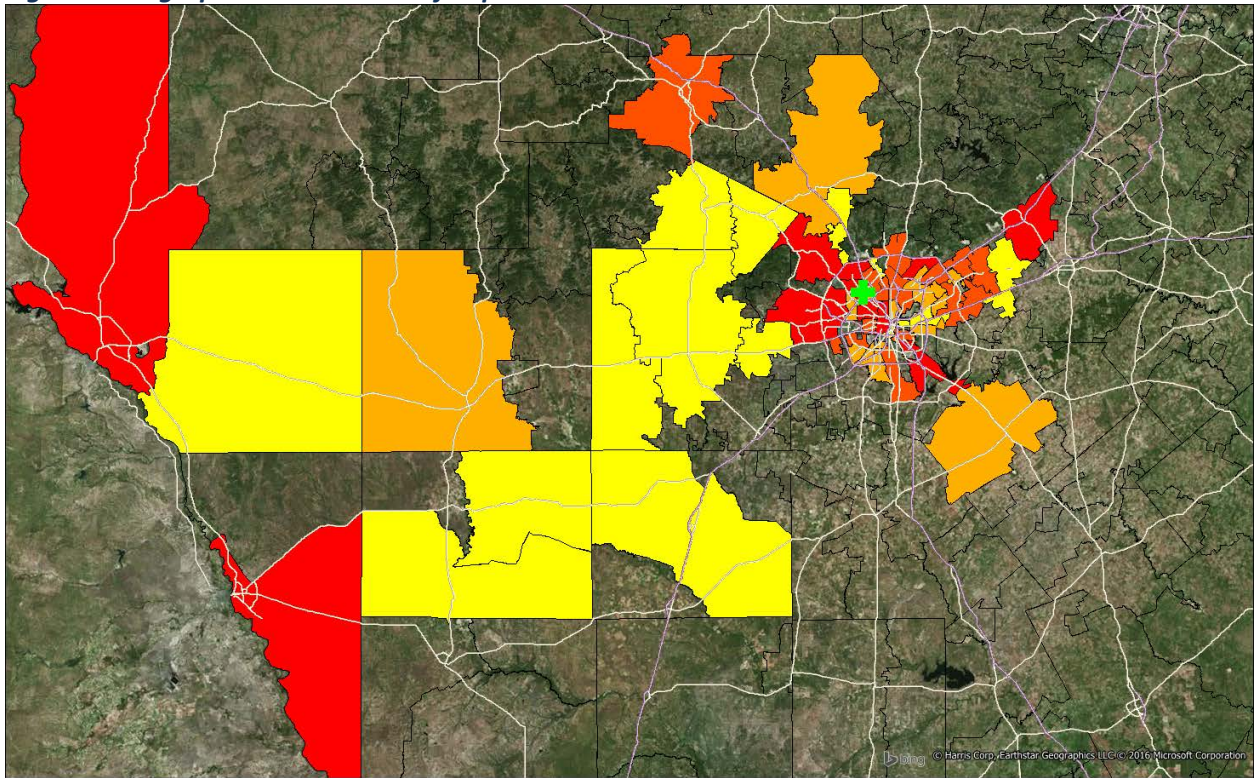


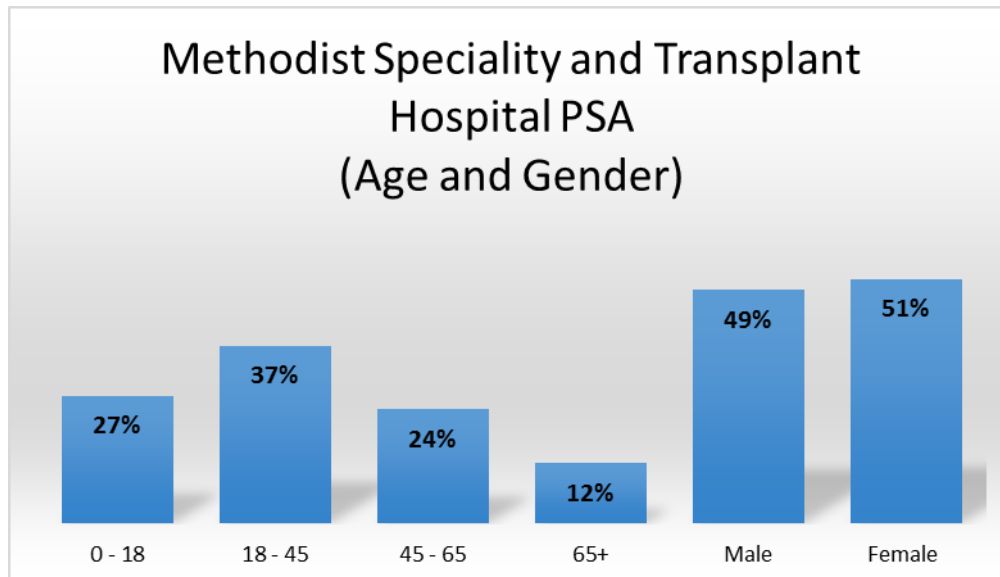
Figure 2 Population Ethnicity⁴

2015 Estimated Population by Ethnicity	2,063,137
White	1,553,267
Black	138,995
Asian	45,436
Other	325,439
2015 Estimated Population Hispanic or Latino	1,176,351 (57%)

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁵



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

The majority of the population Methodist Specialty and Transplant Hospital serves is Hispanic. In order to meet the needs of those whose primary language is not English, Methodist Specialty and Transplant Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁵ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

- Methodist Specialty and Transplant Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic Center at the University of Texas at San Antonio; social and economic conditions data from the U.S.

Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection					X	X	X											
• Key Informant Interviews						X	X											
• Focus Groups							X											
• Community Dialogues							X	X	X									
• Photovoice								X	X									
• Data analysis																		
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralía Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center • Keeley Cooper - University of Texas at San Antonio

	<ul style="list-style-type: none"> • Guadalupe Cornejo • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth • Delia Martinez - Community member
--	---

	<ul style="list-style-type: none"> • Selma Martinez - Community member • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member
--	---

	<ul style="list-style-type: none"> • Nicole Solis - Child Protective Services • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women's Center • Irene White - Martinez Street Women's Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost

completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation. In addition, the sexual assault response team at Methodist Specialty and Transplant Hospital provides a compassionate environment for sexual assault survivors ages 13 and up. Through an exclusive agreement with local law enforcement agencies, a sexual assault nurse examiner trained by the Texas Attorney General’s office provides comprehensive care to sexual assault survivors and collects physical evidence that can be used to prosecute offenders. Follow-up care, counseling and treatment of related injuries are also provided. A chaplain and advocate from the rape crisis center provide counseling and support to the survivor and family.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. Methodist Specialty and Transplant Hospital offers a variety of treatment programs in a psychiatric hospital or outpatient setting, designed to evaluate and treat adults who have specialized mental health treatment needs. The goal is to ensure that patients receive treatment in a setting that is conducive to their individualized needs. Behavioral Health programs includes psychiatric services for general adults, older adults, chemical dependency, partial hospitalization, and intensive outpatient services. To be eligible for hospital admission, patients must be evaluated for treatment for behavioral problems that place the patient or others at imminent risk. Chemical dependency hospital admission is based on withdrawal symptoms that, if treated in an outpatient setting, might case imminent risk. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁶

A listing of existing health care facilities and other resources:

The Primary and Core Based Statistical Area offers the following health facilities and resources:

- Methodist Healthcare System
- Methodist Healthcare Ministries
- Wesley Health and Wellness Center
- Bishop Ernest T. Dixon Jr. Clinic
- San Antonio Metro Health Department
- Bexar County Department of Community Resources
- Atascosa County (South Texas Regional Medical Center)
- Bandera County
- Comal County (CHRISTUS Santa Rosa)
- Guadalupe County (Guadalupe Regional Medical Center)
- Kendall County
- Medina County (Medina Healthcare)
- University Health System
- Audie L. Murphy Memorial VA Hospital
- San Antonio Army Medical Center
- CHRISTUS Santa Rosa
- Baptist Health System
- Nix Health
- Southwest General Hospital
- San Antonio State Hospital
- Barrio Comprehensive Family Health Center
- Centro Med
- La Mision Family Health
- Adolescent Pregnancy and Parenting Program
- Father Flanagan's Boys Town
- Center for Health Care Services
- Child Guidance Center
- Southwest Mental Health Center
- Warm Springs
- Frio County (Frio Regional Hospital)
- Gillespie County (Hill Country Memorial Hospital)
- Kerr County (Peterson Regional Hospital)
- Kinney County
- Maverick County (Fort Duncan Regional Hospital)
- Uvalde County (Uvalde Memorial Hospital)
- Val Verde County (Val Verde Regional Hospital)
- Zavala County
- County Health Departments

⁶ The area health services listed is a sampling of the represented services available and is not all inclusive

Methodist Specialty and Transplant Hospital's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and built environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To increase the number of residents in our community who eat healthy and engage in physically active behaviors.

Strategy: To provide education and assistance through literature, speaking seminars, health fairs, various other programs and partnerships with non-profits in the community and to leverage current system wide initiatives.

Tactics: In 2017, Methodist Specialty and Transplant Hospital, a campus of Methodist Hospital, will implement the following tactics, with yearly updates through 2019:

- Provide diabetes education through literature and diabetes educator visits. Methodist Specialty and Transplant Hospital anticipates distributing 250 pieces in 2017.
- Continue support of the San Antonio Food Bank with the collection and donation of healthy food items through a project adopted by the nursing staff. Methodist Specialty and Transplant Hospital will hold a food drive for the San Antonio Food Bank and collect 500 pounds of food in 2017.

Impact: Through the tactics listed above, Methodist Specialty and Transplant Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease the obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- San Antonio Food Bank
- THC

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To promote family stability by supporting education classes that promote mental health, community resources and health conditions for children.

Strategy: To provide education and assistance through literature, speaking seminars, health fairs, and other programs and partnerships with non-profit organizations in the community and to leverage current system wide initiatives

Tactics: In 2017, Methodist Specialty and Transplant Hospital will implement the following tactics, with yearly updates through 2019:

- Through printing course materials and offering classroom space, Methodist Specialty and Transplant Hospital will continue to support the National Alliance on Mental Illness (NAMI). Seminar topics include Basic classes (6 sessions) and Family to Family classes (12 sessions). These programs are free and designed to allow families to connect with others while learning about mental illness, parenting, and empowering themselves as they navigate through the health care environment.
- Distribution of literature promoting Methodist Women's Center and Methodist Family Health Centers in lobbies. Methodist Specialty and Transplant Hospital anticipates 500 pieces of literature in 2017.

Impact: Through the tactics listed above, Methodist Specialty and Transplant Hospital will bring awareness to healthy child and family development issues, as well as contribute to the decrease of complications in pregnancy, infant mortality rates and preventable childhood developments.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- National Alliance on Mental Illness-San Antonio
- The Health Collaborative
- Bexar County Mental Health Consortium

Community Health Priority No. 3: Safe Communities

Community Goal: To develop safe neighborhoods by identifying what works locally, replicating successes in our neighborhoods, and enhancing systems that respond effectively to community identified safety needs.

Objective: To reduce the number of sexual violence crimes by providing education and training to our community and to increase the knowledge of first responders working with victims of sexual assault.

Strategy: Identify risk factors related to health, wellness and mental health that impact the development of safe communities and develop and support programs in response to them.

Tactics: In 2017, Methodist Specialty and Transplant Hospital will implement the following tactics, with yearly updates through 2019:

- Continue funding the Sexual Assault Response Team (SART) at Methodist Specialty and Transplant Hospital, which provides a compassionate environment for sexual assault survivors and an integrated community effort to treat sexual assault survivors with specially trained sexual assault nurse examiners (SANE). Methodist Specialty and Transplant Hospital will assist with more than 500 cases in 2017.
- Monthly, provide two community education training classes on the prevention of sexual violence to different groups including, but not limited to:
 - Quaker Group Friends Meeting House
 - Alamo Area Council of Governments Special Investigative Topics
 - Rape Crisis Center Advocate Training
 - Navy Victim Advocate Training
 - Juvenile Probation Compassion Fatigue and Taking Care of Self Program
 - Faith-based organizations
- Provide educational flyers on sexual violence awareness and prevention in waiting rooms at Methodist Specialty and Transplant Hospital, and continue to provide educational resources to every patient who has been identified as a sexual assault victim.
- Provide one community education seminar on elder abuse.

Impact: Through the tactics above, Methodist Specialty and Transplant Hospital will bring awareness to safe community issues as well as contribute to safer neighboring communities and access to care.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- Alamo Area Council of Governments
- Rape Crisis Center
- Child Advocates of San Antonio (CASA)

- Juvenile/Adult Probation
- Faith Based Organizations
- Military
- San Antonio Police Department

Community Health Priority No. 4: Behavioral and Mental Well-Being

Community Goal: To improve comprehensive behavioral health services and access for all.

Objective: To provide training and support groups to enhance mental health education for our community and build better lives for people with mental illness

Strategy: To educate the community through seminars and participation in awareness events and leverage current system wide initiatives.

Tactics: In 2017, Methodist Specialty and Transplant Hospital will implement the following tactics, with yearly updates through 2019:

Methodist Specialty and Transplant Hospital serves Methodist Healthcare System's behavioral health and mental well-being patients. In addition the tactics below, Methodist Specialty and Transplant Hospital follows the tactics addressed by the system. See page 5, Community Health Priority No. 4.

- Educate law enforcement on mental health by:
 - Providing speakers and printed materials for Bexar County Sheriff training four times per year. Methodist Specialty and Transplant Hospital anticipates printing materials four times per year in 2017.
 - Providing on a quarterly basis print materials for Crisis Intervention Training (CIT), an initiative to improve the way law enforcement and the community responds to people experiencing mental health crises. It is a collaborative class for EMS/Fire, SAPD and Bexar County Mental Health Consortium. Methodist Specialty and Transplant Hospital anticipates printing materials four times per year, 100 binders for each session in 2017.
- Participate in National Alliance on Mental Illness (NAMI) events in 2017, including:
 - Offer NAMI Basics (six sessions) and NAMI Family to Family (12 sessions) classes
 - Provide a print donation of 100 binders for educational materials every two years
 - Continue NAMI membership
 - Continue NAMI speaker presentations
- Annually, Methodist Specialty and Transplant Hospital will support the Texas Association of Addiction Professionals (TAAP) through an in-kind print donation for their annual conference with an anticipated attendance of 500 in 2017.

Impact: Through the tactics listed above, Methodist Specialty and Transplant Hospital will bring awareness to behavioral and mental well-being issues as well as contribute to the reduction in suicides and attempted suicides, a lessening of the societal stigma associated with mental health, and an

improvement in overall health as members of the community learn to deal with mental health conditions and disorders more effectively.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- Bexar County Mental Health Consortium
- National Alliance on Mental Illness
- Crisis Intervention Training
- Center for Help
- SAPD
- EMS
- SAFD
- THC
- Texas Association of Addiction Professionals

Community Health Priority No. 5: Sexual Health

Community Goal: To ensure that males and females have access to education and resources to promote sexual health.

Objective: To improve the sexual health of our community by promoting educational awareness

Strategy: To educate community regarding men's sexual health issues

Tactics: In 2017, Methodist Specialty and Transplant Hospital will implement the following tactics, with yearly updates through 2019:

- Sponsor the ZERO Prostate Run and form a team of at least 25 staff participants in 2017
- Provide Methodist Family Health Center literature in lobbies and waiting areas. Methodist Specialty and Transplant Hospital will stock literature in waiting rooms and lobbies throughout the hospital. Goal: Distribute 250 pieces in 2017.
- Provide sexually transmitted disease literature in lobbies and waiting areas. Methodist Specialty and Transplant Hospital anticipates distributing 250 pieces in 2017.

Impact: Through the tactics listed above, Methodist Specialty and Transplant Hospital will bring awareness to sexual health issues as well as contribute to the decrease in teen pregnancies and sexually transmitted diseases.

Measurement:

- Attendance to events, seminars, classes and screenings
- Restocking literature

- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- Metro Health
- Methodist Family Health Centers
- ZERO Prostate Organization

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare's implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Methodist Specialty and Transplant Hospital Chief Executive Officer

By: Jeff Wilson

Date:

TAB – METHODIST AMBULATORY SURGERY HOSPITAL

METHODIST AMBULATORY SURGERY HOSPITAL

“Serving Humanity to Honor God”

www.SAHealth.com

Methodist Ambulatory Surgery Hospital

2017-2019

Community Health Needs Assessment and Implementation Strategy

Contents

Organizational Profile	2
Community Benefits Committee – Guiding Community Outreach	2
Population Served.....	3
Community Needs Assessment Methodology, Process and Community Involvement.....	6
Methodology.....	6
Community Partners	9
Identified Community Needs: Working Together to Meet the SA2020 Goals	12
Community Health Priority No. 1: Healthy Eating and Active Living	13
Community Health Priority No. 2: Healthy Child and Family Development.....	13
Community Health Priority No. 3: Safe Communities	13
Community Health Priority No. 4: Behavioral and Mental Well-Being	13
Community Health Priority No. 5: Sexual Health.....	13
Area Health Services	14
Methodist Ambulatory Surgery Hospital’s Community Health Improvement Plan based on the Community Health Needs Assessment.....	15
Community Health Priority No. 1: Healthy Eating and Active Living	15
Community Health Priority No. 2: Healthy Child and Family Development.....	15
Community Health Priority No. 3: Safe Communities	16
Community Health Priority No. 4: Behavioral and Mental Well-Being	16
Community Health Priority No. 5: Sexual Health.....	16
Implementation of the Strategy	17
Availability of the Community Health Needs Assessment and Implementation Plan.....	17
Approval:.....	17

Organizational Profile

Methodist Ambulatory Surgery Hospital is part of the Methodist Healthcare¹ family of hospitals. Specializing in outpatient and elective inpatient surgery, Methodist Ambulatory Surgery hospital offers an atmosphere and environment that promotes wellness and rapid recovery. With nine fully-equipped operating rooms, this 31-bed facility provides patients with the latest technology and all the ancillary services associated with larger, full-service hospitals.

Our Mission: Serving Humanity to Honor God by providing exceptional and cost-effective health care accessible to all.

Our Vision: To be world-class

Our Values: I-CARE: Integrity, Compassion, Accountability, Respect, Excellence

Our Core Competency: Building partnerships to serve our community.

Community Benefits Committee – Guiding Community Outreach

The Methodist Healthcare System Core Competency, *building partnerships to serve our community*, enables achievement of the mission of service to the community (Serving Humanity) through compassionate service, efficiency, and effectiveness with a servant leadership attitude (being responsible stewards of Methodist Healthcare’s assets while honoring God). The Mission supports regular, consistent impactful contributions to strengthen the health of the community guided by the Community Benefits Committee. Formed in 1995 as a result of the partnership agreement, the Community Benefits Committee is a standing committee of Methodist Healthcare. The committee meets quarterly to review community benefits provided by Methodist Healthcare. Members include representatives from Methodist Healthcare’s Community Board, Board of Governors and leadership from Methodist Healthcare and Methodist Healthcare Ministries, as well as key staff members from each organization. An annual community report is submitted by the president and CEO of Methodist Healthcare, to the Community Benefits Committee, Board of Governors, Community Board, and MHM recapping the complimentary programs offered to the community, a great many of them directed to those less fortunate. The report includes a summary trend chart of actual services. In addition to the

¹ Methodist Healthcare is comprised of 28 facilities, including eight hospitals. Methodist Healthcare was formed as a 50-50 co-ownership between the Methodist Healthcare Ministries of South Texas (MHM) and HCA. MHM is a private, faith-based, not-for-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. MHM is second only to the government in providing health care to the indigent population in a 72-county area. HCA, based in Tennessee, is the nation’s leading provider of health care services, composed of more than 250 hospitals and freestanding surgery centers in 20 U.S. states and in the United Kingdom

annual report, a quarterly report is presented on various aspects of Methodist Healthcare's community involvement focused on measuring community activity that benefits the underserved.

Population Served

In 2015, Methodist Ambulatory Surgery Hospital served

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
699	451	1,550	4,165	6,865

In 2016, Methodist Ambulatory Surgery Hospital budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
715	416	1,620	4,252	4,604

Methodist Ambulatory Surgery Hospital's service area of 55 ZIP codes located in eight counties (Bandera, Bexar, Comal, Gillespie, Guadalupe, Kendall, Kerr, Medina and Wilson) serves an estimated population of just over 1.8 million² in Bexar and 26 South and Central Texas counties. Since the majority of this geographic area is Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

² Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 1 Geographical Illustration of Population Served³

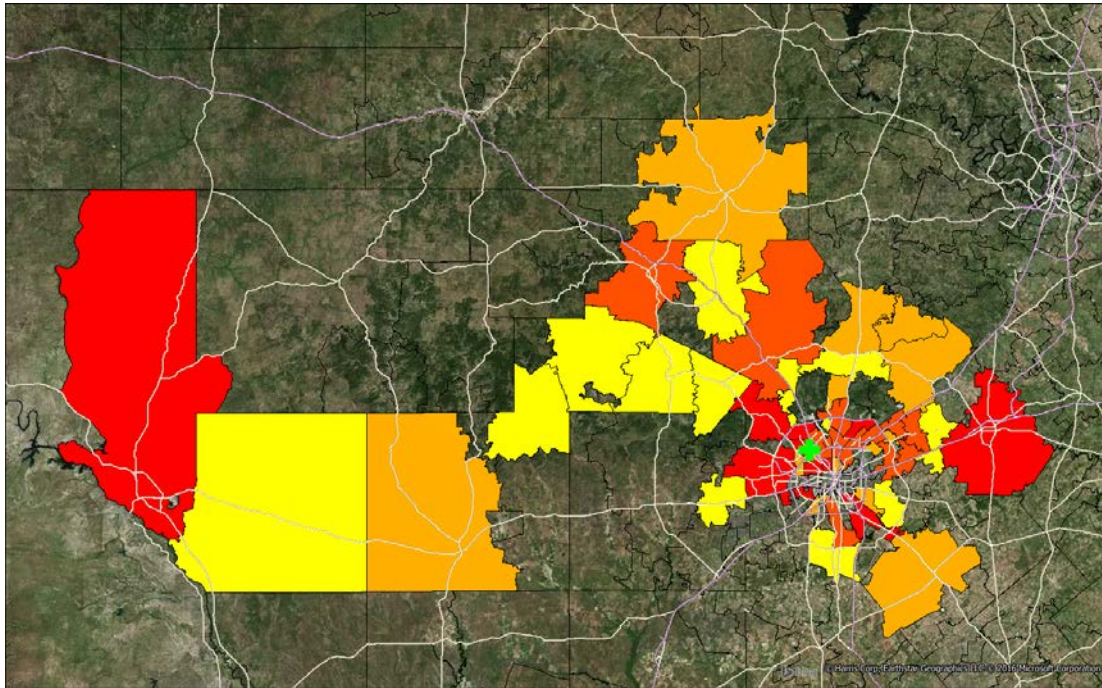


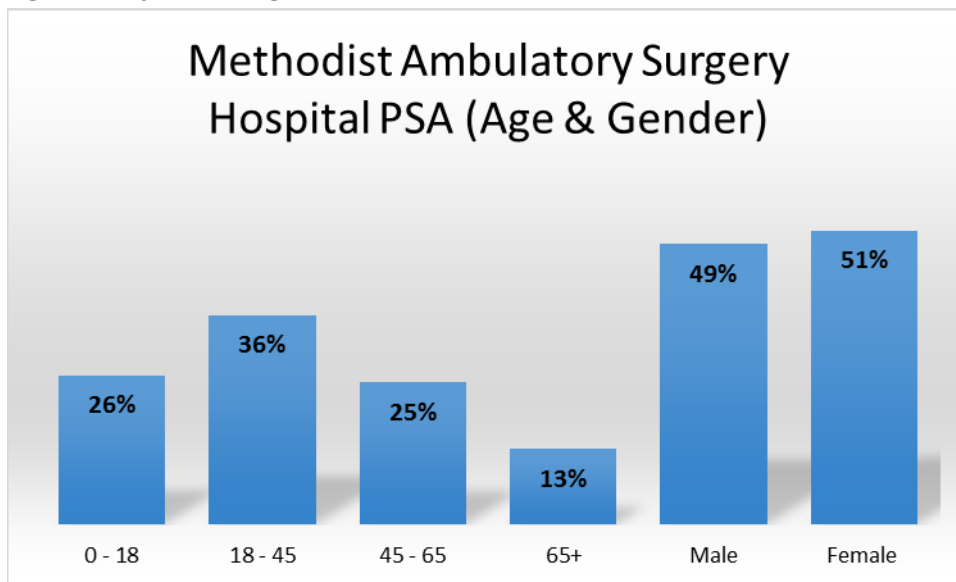
Figure 2 Population Ethnicity⁴

2015 Estimated Population by Ethnicity	1,817,104
White	1,404,096
Black	105,684
Asian	43,741
Other	263,583
2015 Estimated Population Hispanic or Latino	913,062 (50%)

³ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

⁴ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

Figure 3 Population Age and Gender⁵



To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas, Cuero Community Hospital in Cuero, Texas, and Frio Regional Hospital in Pearsall, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare provides a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center (Floresville, Texas), Guadalupe Valley Regional Medical Center (Seguin, Texas), Fort Duncan Regional Medical Center (Eagle Pass, Texas), Dimmitt Regional Hospital (Carrizo Springs, Texas), Laredo Medical Center (Laredo, Texas), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), South Texas Regional Hospital (Jourdanton, Texas), Memorial Hospital (Gonzales, Texas) and Cuero Community Hospital (Cuero, Texas). The Tele-Stroke program provides these rural Texas hospitals access to Methodist Healthcare neurologists who can remotely diagnose and treat stroke patients when minutes count. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Temple, Austin and will open another clinic in El Paso.

The majority of the population Methodist Ambulatory Surgery Hospital serves is Hispanic. In order to meet the needs of those whose primary language is not English, Methodist Ambulatory Surgery Hospital offers:

- Language interpretation – 200 languages available 24/7, 365 days a year through a relationship with STRATUS. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.

⁵ Based on PCensus a trademark of tetrad Computer Applications Inc. Utilizing US Census Data

- Methodist Ambulatory Surgery Hospital provides materials and forms in Spanish (additional languages upon request). As a large percentage of the population turns to the internet for health and wellness information, Methodist Healthcare's website, SAHealth.com, is available in Spanish.

Community Needs Assessment Methodology, Process and Community Involvement

Methodology

Methodist Healthcare is a founding member of The Health Collaborative (THC), a nonprofit convening organization that brings together hospital systems, other health care organizations, local government and nonprofit organizations in Bexar County to identify and solve community health issues through collaboration. THC has conducted its Bexar County Community Health Needs Assessment (BCCHNA), an in-depth look at local health, since 1998 and Methodist Healthcare has used this assessment to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, the BCCHNA has evolved into a national model recognized for its comprehensiveness and for the community engagement and collaboration it has fostered.

Members of THC include: Methodist Healthcare, MHM, Appddiction Studio, Baptist Health System, Bexar County Department of Community Resources, CHRISTUS Santa Rosa Health System, Community First Health Plans, Our Lady of the Lake University, the City of San Antonio Metropolitan Health District, University Health System, University of Texas Health Science Center at San Antonio Department of Family and Community Medicine, SA Clubhouse, ILX Health Strategies Group and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and MHM.

THC bases its community health assessment on the social determinant model which views outcomes as a product of health-related behaviors and the behaviors themselves as a likely product of social dynamics at the level of the social context of the neighborhood. The BCCHNA uses data from the San Antonio Metropolitan Health District's annual Health Profiles, a report which looks at health trends, area demographics, information on prevalence of disease, and other findings. Health Profiles looks at the population by age, by gender and by race/ethnicity as it relates to current population, projected population, birth, education, ZIP code and census tract. It also provides an in-depth look at birth trends, including fertility rates, maternal health, maternal age and ethnicity, teen births, low birth weight and premature trends and mother's BMI and weight gain. Youth indicators examined include juvenile probation, family violence, immunization rates, and child abuse. Deaths are examined by infant mortality rate and causes, life expectancy by race/ethnicity and gender, all causes of death, and years of potential life lost. The BCHNA also draws from the following data sources: Population and housing data from the U.S. Census Bureau; population estimates and projections from the Texas State Demographic

Center at the University of Texas at San Antonio; social and economic conditions data from the U.S. Census Bureau American Community Survey; crime data from the U.S. Department of Justice Uniform Crime Report; vital statistics, Behavioral Risk Factor Surveillance System (BRFSS), injury, hospital discharge, hospital bed, and health professions data from the Texas Department of State Health Services; Medicaid and public benefits data from The Texas Health and Human Services Commission; and communicable disease and vital statistic data from the San Antonio Metropolitan Health District.

Finally, data is collected at the neighborhood level with the intent of describing the social contexts that possibly give rise to health-related behaviors described in the Health Profiles and BRFSS survey data. Discussion groups and interviews were conducted city-wide with over 160 participants, ranging from community residents, service providers, government staff and officials, and advocates for the health of Bexar County's low-income, medically-underserved and minority populations (See Community Partners). These interviews and meetings took place during March and April of 2016. The Health Collaborative contracted with Community Information Now (CI:Now), a local data intermediary serving south central Texas, for quantitative data collection and analysis and for development of the assessment narrative.

The final assessment was released by THC and local city and county officials at a breakfast meeting whereby a cross section of grassroots and city leaders were invited as well as participants from the focus groups and one-on-one interviews conducted for the assessment. The Executive Summary of the assessment was provided to all attendees.

Figure 4 CHNA Timeline

	Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Community Health Assessment																		
Building Relationships	X	X	X	X	X	X	X	X	X									
Qualitative Data Collection <ul style="list-style-type: none">Key Informant InterviewsFocus GroupsCommunity DialoguesPhotovoiceData analysis					X	X	X											
Draft CHA Qualitative Report										X								
CHA Community Release											X							
Community Health Improvement Plan																		
Project Mgmt & Partnership Dev									X	X	X	X	X	X				
CHIP Planning Sessions											X	X	X	X	X			
CHIP Report Development																X		
CHIP Community Release																	X	
CHA/CHIP Evaluation																		
Planning Sessions																X	X	X
Plan Development																	X	X

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. Thee Texas Health and Human Services Commission established geographic boundaries for new Regional Healthcare Partnerships (RHP). Each RHP has developed a plan that identified the participating partners, community needs, proposed projects and funding distribution. RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Scott Ackerson - Haven for Hope • Bryan Alsip, MD - University Health System • Doug Beach - National Alliance on Mental Health Illness • Eric Cooper - San Antonio Food Bank • David Marquez - Bexar County Economic Development • Richard Milk - San Antonio Housing Authority • Carlos Moreno, MD - CommuniCare • Vincent Nathan, PhD - San Antonio Metropolitan Health District • Paul Nguyen, MHA - CommuniCare • Janet Realini, MD - Healthy Futures of Texas • Bob Rivard - The Rivard Report • Bill Wilkinson, MA - Roy Maas Youth Alternatives • Nelson Wolff, JD - Bexar County • Brian Woods, EdD - Northside Independent School District
Discussion Group Participants	<ul style="list-style-type: none"> • Melinda Abrego - CSRA • Linda Aguero - Laurel Ridge Treatment Center • Magdalena Alvarado • Nadia Alvarez - San Antonio Area Foundation • Carmen Amador - Community member • Alberto Barragan - San Antonio AIDS Foundation • Oralía Bazaldua - University of Texas Health Science Center San Antonio • Brian Bowser - American Heart Association • Mercedes Bristol - Community member • Jacqueline Burandt - University Health Systems • Rose Caballero - Community member • Jessica Campbell - CommuniCare • Velma Cantu - Community member • Hortencia Carmona - Prevention Resource Center, Region 8 • Margaret Carter - Presa Community Center • Sofia Castillo - CentroMed • David Clear - San Antonio Metropolitan Health District • Debra Colorado • Jennifer Cook - University of Incarnate Word • Dawn Cook - Alamo Area Resource Center • Keeley Cooper - University of Texas at San Antonio • Guadalupe Cornejo • Marisol Cortez - CommuniCare • Michelle Dado - San Antonio Healthy Start/San Antonio Metropolitan Health District • Ashley Davalos - University of Texas at San Antonio • Maria Del Carmen Martinez - Community member • Elisabeth DeLaRosa - University of Texas Health Science Center San Antonio • Rosita Deleon - Community member

	<ul style="list-style-type: none"> • Nicole Adele Dierschke - University of Texas Health Science Center San Antonio • Diana DiMeglio - University of Texas at San Antonio • Charlene Doria-Ortiz - Bexar County Department of Community Resources • Veronica Drake - San Antonio Behavioral Health Hospital • Sister JT Dwyer - Daughters of Charity • Maria Escamilla - Community member • Laura Esparza - Community member • Bethany Evans - Healthy Futures of Texas • Mary Falcon - Alamo Area Resource Center • Andrea Figueroa - Martinez Women Center • Penny Flores - University of Texas Health Science Center San Antonio • Vince Fonseca - Population Health Institute of Texas • Martha Garcia - Community member • Guadalupe Garcia - Community member • Stephanie Garza - Presa Community Center • Martha Gonzales - Community First Health Plans • Gilbert Gonzales - Bexar County Mental Health Department • Nora Gonzales - San Antonio Metropolitan Health District • Ernesto Guajardo - University of Incarnate Word • Kristine Gusman - YMCA of Greater San Antonio • Susan Hancock - Community member • Clarissa Holloway - University Health System • Carmona Hortencia - San Antonio Council on Alcohol and Drug Abuse/PRC Region 8 • Danielle Housley - Northside Independent School Districts • Meredith Howe - Project Worth • Joe Ibarra - Community member • Judy Johnson - Community member • Courtney Kukes - University of Texas at San Antonio • Yen Le - University of Texas at San Antonio • Maria Lee - Community member • Marissa Lira - Bexar County Department of Community Resources • Juan Lopez - San Antonio Metropolitan Health District • Elizabeth Lutz - The Health Collaborative • Terri Mabrito - Voices for Children • Elizabeth Manrique - University of Texas Health Science Center San Antonio • Kate Martin - UTHealth School of Public Health, San Antonio Regional Campus • Mario Martinez - Project Worth • Delia Martinez - Community member • Selma Martinez - Community member • Jerry Mauricio - Healthy Futures of Texas • Amanda Merck - Community member • Nilda Molinas - Community member • Kaela Momtselidze - American Cancer Society • Alan Montemayor - Community member • Sylvia Montes de Oca - Cal Farley's
--	--

	<ul style="list-style-type: none"> • Dianna Morganti - Community member • Ginger Mullaney - Healthy Futures of Texas • Velma Muñiz - Bexar County Mental Health Department • Michelle Mutchler - University of Texas at San Antonio • MaryKay Newman - Bexar County Ryan White Program • Denholm Oldham - Maximus • Kelsey Olson - Healthy Futures of Texas • Lisa Ortega - Methodist Healthcare Ministries • John Osten - San Antonio Metropolitan Health District • Dean Parra - Alamo Area Resource Center • George Patrin - Serendipity Alliance • Jocabed Peña - Presa Community Center • Jeannette Peña - San Antonio Council on Alcohol and Drug Abuse • Alice Perez - Community member • Sandra Pett - Bexar County Ryan White Program • Caleb Rackley - Community member • Norma Ramirez - Daughters of Charity Services San Antonio • Ruben Ramos - Amerigroup • Pamela Ramsey - Brighton San Antonio • Mrudula Rao - Stone Oak Psychiatry / AFSP • Varda Ratner - The Patient Institute • Jesse Renteria - San Antonio Council on Alcohol and Drug Abuse • Carolina Reyes - Community member • Eric Reynolds - Community member • Clarissa Rivera - University Health System • Laurie Rodriguez - Northside Independent School District • Vanessa Rodriguez - San Antonio Healthy Start/San Antonio Metropolitan Health District • Roger Rodriguez - San Antonio Independent School District • Javier Roman - Community member • Shirleen Romo - SA Clubhouse • Lea Rosenauer - Girls Inc of San Antonio • Kendra Royal - Johnson & Johnson • Thomas Schlenker - Interlex • Eric Schoenfeldt - Community member • Pegeen Seger - University of Texas Health Science Center San Antonio • Kathy Shields - San Antonio Metropolitan Health District • Jeff Skelton - Community member • Sharon Small - Community member • Nicole Solis - Child Protective Services • Luis Solis - Community member • Gloria Soria - Community member • Ellen Spitzen - San Antonio Metro Health District • Teresa Stewart - Community member • Barbara Stocks - San Antonio Independent School District
--	--

	<ul style="list-style-type: none"> • Mark Stoeltje - SA Clubhouse • Melanie Stone - University of Texas Health Science Center San Antonio • Michelle Swisher - CommuniCare • JoAnn Tampke - Community member • Judith Temple - Community member • Bruce Thompson - Center for Health Care Services, Children's Services • Chris Torres - Texas A&M University San Antonio • Amanda Torres - Community member • Melissa Valerio – UTHealth School of Public Health, San Antonio Regional Campus • Liset Vasquez - Texas A&M University San Antonio • Juanita Vasquez-Lopez - Methodist Healthcare Ministries • Katherine Velasquez - Community member • Chris Velasquez - San Antonio Metropolitan Health District • Laura Villarreal - Girls Inc of San Antonio • Emily Weatherall - Cal Farley • Carolyn Welker - Martinez Street Women’s Center • Irene White - Martinez Street Women’s Center • Linda Williams - SA Clubhouse • Lauren Witt - Nix Health • Leslie Wood - Children's Bereavement Center • Christine Yanas - Methodist Healthcare Ministries • April Yancey - University of Texas at San Antonio • Chris Zapata - Community member • Vanessa Zuniga - San Antonio AIDS Foundation
--	--

In addition, the methodology took into account input from a variety of organizations representing the medically underserved, low-income and minority populations and populations with chronic disease needs, including City of San Antonio Metro Health, Our Lady of the Lake University, South Texas Family AIDS Network, San Antonio Sports, Head Start, United Way, the Food Bank, University Health System Texas Diabetes Institute, American Heart Association, American Diabetes Association, Voices for Children, the Children’s Shelter, Haven for Hope, Boys and Girls Clubs, Clarity Child Guidance Center, Alliance for a Healthier generation, Communities in Schools, Catholic Charities, Planned Parenthood, University of Texas School of Public Health, Family Services Association and many more.

Identified Community Needs: Working Together to Meet the Goals

In order to work collaboratively with other health care systems and organizations, businesses and nonprofits and make a true impact in our community, Methodist Healthcare has adopted the health priority areas based upon the 2016 three-year Bexar County Community Health Assessment. The health priority areas for our hospitals listed in priority order (these same five priority areas have not changed since the last community health improvement plan adopted in 2014):

Community Health Priority No. 1: Healthy Eating and Active Living

The percentage of Bexar County adults who consumed fruits and vegetables five or more times per day has remained flat over recent years, estimated at 17.1% (14.2%-20.5%) in 2011 and 15.4% (11.8%-19.8%) in 2013. Although the point estimate is lower in 2013, the confidence intervals overlap almost completely, meaning there was actually little or no real change among BRFSS respondents. The news is better for sugar-sweetened drinks with the percent of adults reporting that they never drink sugar-sweetened beverages increasing from 22.7% (16.9%-29.7%) in 2012 to 36.0% (31.2%-41.1%) in 2014. Because the confidence intervals do not overlap at all, there clearly was a true increase among respondents

Community Health Priority No. 2: Healthy Child and Family Development

Although the birthrate among females aged 15 to 19 continues to decline, the percentage of births to mothers receiving prenatal care in the first trimester has also declined, leading to an increase in the rate of hospitalizations for complications of pregnancy or childbirth.

Community Health Priority No. 3: Safe Communities

Although the numbers point to crime rate decreasing overall in Bexar County, there are other contributing factors to “Safe Communities”. Motor vehicle accidents are a common cause of death among children age one to 14, pointing to the importance of child safety seats and seat belts as well as adult and older teen driver behaviors. Transportation is seen as one of the greatest challenges for the region for those who do not have private vehicles or easy access to public transportation.

Community Health Priority No. 4: Behavioral and Mental Well-Being

Health is about more than the physical body. Mental health is related to how people think, feel and act as they cope with life—how they handle stress, relate to others and make choices. In Bexar County, There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and costs. There does appear to be a steady increase in the mental illness related hospitalization rate between 2010 and 2014. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

One of the most pressing health concerns voiced by Bexar County residents is teen pregnancy. Although the birth rate to teens ages 15-19 has declined in Bexar County, it is still an overwhelming concern. In addition, sexually transmitted infections can threaten people of any age, including unborn babies. While syphilis can be easily detected and treated in the mother, when untreated it can have devastating effects on the health of the baby. Our goal is to ensure that males and females have access to education and resources to promote sexual health.

Area Health Services⁶

A listing of existing health care facilities and other resources:

<p>The Primary and Core Based Statistical Area offers the following health facilities and resources:</p> <ul style="list-style-type: none"> • Methodist Healthcare System • Methodist Healthcare Ministries • Wesley Health and Wellness Center • Bishop Ernest T. Dixon Jr. Clinic • San Antonio Metro Health Department • Bexar County Department of Community Resources • Atascosa County (South Texas Regional Medical Center) • Bandera County • Comal County (CHRISTUS Santa Rosa) • Guadalupe County (Guadalupe Regional Medical Center) • Kendall County • Medina County (Medina Healthcare) • Wilson County (Connally Memorial Hospital) • County Health Departments • University Health System • Audie L. Murphy Memorial VA Hospital • San Antonio Army Medical Center • CHRISTUS Santa Rosa • Baptist Health System • Nix Health • Southwest General Hospital • San Antonio State Hospital • Barrio Comprehensive Family Health Center • Centro Med • La Mision Family Health • Adolescent Pregnancy and Parenting Program • Father Flanagan's Boys Town • Center for Health Care Services • Child Guidance Center • Southwest Mental Health Center • Warm Springs 	<p>The Secondary Service Area offers the following health facilities and resources:</p> <ul style="list-style-type: none"> • Caldwell County • DeWitt County (Cuero Community Hospital) • Dimmit County (Dimmit County Memorial Hospital) • Edwards County • Frio County (Frio Regional Hospital) • Gillespie County (Hill Country Memorial Hospital) • Gonzalez County (Gonzalez Health Care) • Karnes County (Otto Kaiser Memorial Hospital) • Kerr County (Peterson Regional Hospital) • Kinney County • La Salle County • Lavaca County (Yoakum Community Hospital/Lavaca Medical Center) • Maverick County (Fort Duncan Regional Hospital) • McMullen County • Real County • Uvalde County (Uvalde Memorial Hospital) • Val Verde County (Val Verde Regional Hospital) • Webb County (Doctors Hospital/Laredo Medical Center) • Zavala County • County Health Departments
---	--

⁶ The area health services listed is a sampling of the represented services available and is not all inclusive

Methodist Ambulatory Surgery Hospital's Community Health Improvement Plan based on the Community Health Needs Assessment

Community Health Priority No. 1: Healthy Eating and Active Living

Community Goal: To foster social change and strengthen positive behaviors around healthy eating and active living to ensure access to nutritious foods and built environments that enable all residents to make healthy choices and lead healthy lives.

Objective: To promote the number of residents in our community who eat healthy and engage in physically active behaviors.

Strategies: To provide education and assistance through literature, speaking seminars, health fairs, programs, and partnering with non-profits in the community.

Tactics: In 2017, Methodist Ambulatory Surgery Hospital will implement the following tactics, with yearly updates through 2019:

- Hold one donation drive for the San Antonio Food Bank each year. Methodist Ambulatory Surgery Hospital anticipates holding one donation drive in 2017.

Impact: Through the tactics listed above, Methodist Ambulatory Surgery Hospital will bring awareness to healthy eating and active living issues as well as contribute to the decrease of obesity, hypertension and diabetes rates.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- American Heart Association
- San Antonio Food Bank

Community Health Priority No. 2: Healthy Child and Family Development

Community Goal: To make pregnancy and early childhood the focus of system level changes that support healthy child and family development.

Objective: To promote family stability by supporting education classes that promote mental health, community resources and health conditions for children.

Strategy: To provide resources to the community encouraging healthy children.

Tactics: In 2017, Methodist Healthcare will implement the following tactics, with yearly updates through 2019:

- Collect school supplies for TAPAN (Texas Association of PeriAnesthesia Nurses. Methodist Ambulatory Surgery Hospital anticipates one school supply drive in 2017.

Impact: Through the tactics listed above, Methodist Ambulatory Surgery Hospital will bring awareness to childhood development issues.

Measurement:

- Attendance to events, seminars, classes and screenings
- Number of website views
- Percent increase in social media followers
- Percent increase in affinity group members

Key Partners:

- TAPAN

Community Health Priority No. 3: Safe Communities

This community health priority is addressed as a system. Please refer to page 19 of the Methodist Healthcare System plan, Community Health Priority No. 3.

Community Health Priority No. 4: Behavioral and Mental Well-Being

This community health priority is addressed as a system. Please refer to page 20 of the Methodist Healthcare System plan, Community Health Priority No. 4.

Community Health Priority No. 5: Sexual Health

This community health priority is addressed as a system. Please refer to page 21 of the Methodist Healthcare System plan, Community Health Priority No. 5.

Implementation of the Strategy

The implementation strategy, including an execution plan and prioritization of health needs, services and metrics for each hospital will be presented to and approved by the Community Benefits Committee, Methodist Healthcare Community Board, Methodist Healthcare Board of Governors and MHM.

The chief executive officer at each facility has appointed an advocate to work with the Methodist Healthcare Strategic Planning and Market Services Department to implement and monitor the plan. The hospital chief financial officer also has appointed a representative to attend the meetings to monitor budget adherence. These individuals form a committee that will meet twice a year.

Methodist Healthcare's implementation strategy for each hospital facility includes:

- Communication plan
- Priority initiative work plans
- Role and responsibility assignments
- Measures/indicators for success along with baseline data

Additional monitoring of the plan will occur through the quarterly community benefits reports to the Community Benefits Committee and the annual charity care report compiled and distributed to the Community Benefits Committee.

Availability of the Community Health Needs Assessment and Implementation Plan

A digital version of the assessment and plan will be available on our website, www.SAHealth.com. A printed version will be distributed to employees and physicians and will be available to the public upon request.

Approval:

Methodist Ambulatory Surgery Hospital Chief Executive Officer

By: Scott Davis

Date: _____