2014-2016 Community Health Needs Assessment and Implementation Strategy

Approved by Methodist Healthcare System Community Benefits Committee November 18, 2013

Approved by Methodist Healthcare System Community Board November 21, 2013

Approved by Methodist Healthcare Ministries Board December 14, 2013

Approved by Methodist Healthcare System Board of Governors December 16, 2013
Metropolitan Methodist Hospital
A campus of Methodist Hospital
2014-2016

Community Health Needs Assessment and Implementation Strategy

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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 Healthcare 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 a world-class health care provider, continually raising the standards of performance excellence and advancing the health status of the community.

Our Values: Our expected Standards of Behavior are: Compassionate Service, Ownership/Pride, Privacy, Safety, Accountability, Teamwork, Attitude, Appearance, Communication and Fun.

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.

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 163 hospitals and 105 freestanding surgery centers in 20 states and England.
from Methodist Healthcare and MHM, 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 2012, Metropolitan Methodist Hospital served**

<table>
<thead>
<tr>
<th>Emergency Department Patients</th>
<th>Inpatients</th>
<th>Outpatients</th>
<th>Outpatient Surgery</th>
<th>Total</th>
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<tr>
<td>37,092</td>
<td>16,253</td>
<td>9,908</td>
<td>6,393</td>
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</table>

**In 2013, Metropolitan Methodist Hospital budgeted for**

<table>
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<tr>
<th>Emergency Department Patients</th>
<th>Inpatients</th>
<th>Outpatients</th>
<th>Outpatient Surgery</th>
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<td>49,860</td>
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<td>11,285</td>
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Metropolitan Methodist Hospital’s service area of 34 Zip codes located in three counties (Acatosa, Bexar and Wilson) has an estimated population of over 1 million\(^2\). Since this geographic area is majority Hispanic, we see this reflected in our patient population. Our service area also includes underserved rural areas.

\(^2\) ERSI 2013 Demographic Report
Figure 1 Geographical Illustration of Population Served

Figure 2 Population Ethnicity

Metropolitan Methodist Hospital PSA
34 ZIP CODES IN 3 COUNTIES

- Hispanic: 69%
- Anglo: 21%
- Black: 7%
- Other: 3%

3 Based on the 2012 HCA Physician Services Community Needs Assessment Group calculated for STARK
4 ERSI 2013 Demographic Report
To help meet the needs of our rural communities, Methodist Healthcare and its hospitals manage Medina Regional Hospital in Hondo, Texas and provide advisory services to Val Verde Regional Medical Center in Del Rio, Texas and Frio Regional Hospital in Frio, Texas. This enables these hospitals to provide the community with resources that otherwise may not be available. Methodist Healthcare and its hospitals provide a neuro telemedicine program, Tele-Stroke, to Connally Memorial Medical Center in Floresville, Texas, and Guadalupe Valley Regional Medical Center in Seguin, 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’s telemedicine program is expanding in 2013 and 2014 to include other rural communities. New service lines will be offered via telemedicine, as well. Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Killeen, Corpus Christi, McAllen, Waco, Laredo, Temple and Austin.

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 Language Service Associates. Methodist Healthcare has placed 261 dual headset cordless phones throughout the organization, including Metropolitan Methodist Hospital, as well as installing 18 video remote interpreting units for patients and families requiring language assistance.

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ERSI 2013 Demographic Report
• 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 Assessment (BCCHA), 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 BCCHA 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, WellMed Medical Management, Inc., and the YMCA of Greater San Antonio. Funders of the THC Community Health Assessment are Baptist Health Foundation, the Kronkosky Charitable Foundation, the United Way of San Antonio, 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 BCCHA 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, ZIPCode 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 Behavior Risk Factor Surveillance System (BRFSS) survey is also used; it’s an annual probability survey from the Centers for Disease Control and Prevention that is administered in all states. It allows examination of variations at the sub-county level with greater accuracy. According to the CDC, the BRFSS survey remains the gold standard of behavioral surveillance, with data collected
monthly in all 50 states and U.S. territories. More than 500,000 interviews were conducted in 2011, making the BRFSS the largest telephone (cell and land line) survey in the world. Data for the BCCHA also is drawn from local and state sources, including the U.S. Census Bureau, U.S. Bureau of Labor Statistics, Texas Department of State Health Services, and San Antonio Police Department.

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. Focus groups, interviews and community meetings were conducted city-wide with over 220 participants, ranging from hospital administrators and WIC counselors to youth and parents (See Community Partners). These interviews and meetings took place during March and April of 2013. Community meetings were live streamed on the internet by NowCastSA, also a community-based nonprofit, making it possible for even more people to be involved. Health Resources in Action (HRiA), a nonprofit public health consultancy organization, was hired to conduct the project. HRiA is an organization that provides consulting services and develops programs for various clients. HRiA has been providing these services for more than 50 years. HRiA has helped communities across the country conduct Community Health Assessments. Their approach is inclusive of diverse sectors and voices, participatory, transparent, and open to multiple communication pathways so that findings are widely shared.

THC was sensitive to Bexar County’s ethnic diversity and its social, educational and economic profile and was able to avoid gaps in assessing the needs of the community by live streaming the sessions, providing transportation, and having Spanish-speaking facilitators. THC also used grassroots outreach—through churches, schools and community centers—to engage participants. 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**

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In order to assess the rural areas Methodist Healthcare serves, University Health System’s (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. In February 2012, a workgroup was created by Texas Health and Human Services Commission. During the months of February through May 2012, meetings and conference calls were held to develop the RHP planning protocol. Physicians from University Health System, University of Texas Health Science Center at San Antonio, Texas Medical Association and CHRISTUS Santa Rosa contributed to the development of this protocol. In March 2012, UHS hosted a meeting attended by hospital CEOs, county judges and county commissioners. This meeting addressed new opportunities in health care. UHS created a website in order to keep the public informed. To gain more input from the public, meetings and conference calls were held in 2012 with various businesses including federally qualified health centers, home health agencies, county and city officials, indigent care coordinators, advocacy groups and Healthcare Access San Antonio.
### Community Partners

**One-on-One Setting Interviews with Key Regional and City Officials**
- Bexar County Judge Nelson Wolf
- San Antonio Mayor Julian Castro
- Thomas L. Schlenker, M.D., M.P.H. – Director of Public Health for the City of San Antonio
- Eric Cooper – President and CEO of San Antonio Food Bank
- Larry Mejia – President and CEO of Daughters of Charity SA
- Kristen Plastino, M.D. - UTHSCSA
- Moldy Woosley – San Antonio Department of Human Services
- Hector Villarreal – Veterans Affairs
- Margaret Brackley – UTHSCSA Nursing Professor
- Scot Ackerson – Haven for Hope
- Fernando Martinez, M.D. – Northwest Vista College
- Fred Hines – President and CEO of Clarity Child Guidance Center
- Kenneth Davis, M.D. – Chief Medical Officer of Methodist Healthcare
- Carole Harris – Public Relations Specialist of Methodist Healthcare
- Leon Evans – President and CEO of The Center for Health Care Services
- Eusebio Diaz – Vice President Baptist Health Foundation San Antonio
- Bryan Alsip, M.D., M.P.H. – Executive Vice President and Chief Medical Officer, University Health System
- Ernest Gomez, Ph.D. – President and CEO, CentroMed

**Focus Groups**
- Two Military Groups
- Somerset Residents (a city located 20 miles south of San Antonio)
- Low Income Smokers
- Homeless Families
- Senior Service Providers
- HIV Syphilis Task Force
- San Antonio Business Group on Health
- Family Fitness Program families
- Nurse Residents
- School Health Coordinators and Nurses
- Promotora Leaders
- High School Students
- University Students
- Sexual Health Providers
- Built Environment

**Community Dialogue/Meetings**
- Thousand Oaks Family YMCA – north quadrant of San Antonio
- The Neighborhood Place – west quadrant of San Antonio
- St. Patrick’s Catholic Church – east quadrant of San Antonio

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 SA2020 Goals**

During a 12-month period THC and the City of San Antonio Metropolitan Health District convened a process to develop a Community Health Improvement Plan for Bexar County. Building on the results of the 2010 and 2013 BCCHA and other local information, over forty individuals (including Methodist Healthcare representatives) representing different sectors of the community worked together to set priorities for health improvement. Sectors represented included business, health, education, academic research, faith organizations, city and county government, public safety, philanthropic organizations, residents and community-focused organizations including, but not limited to Boys & Girls Clubs of San Antonio, City of San Antonio Metropolitan Health District, City of San Antonio Parks and Recreation Department, University of Texas Health Science Center, University of Texas Health Science Center South Texas Family AIDS Network, University Health System, San Antonio Sports, Superior Health Plan, Methodist Healthcare Ministries, Methodist Healthcare, San Antonio Food Bank, Bexar County Department of Community Resources, Kronkosky Charitable Foundation, San Antonio Community of Congregations, Clarity Child Guidance Center, City of San Antonio Public Libraries, Alliance for a Healthier Generation, City of San Antonio Animal Care Services, Center for Health Care Services, UT Teen Health, H-E-B, City of San Antonio Police Department, Alamo Area Council of Governments and Bexar Area Agency on Aging. HRiA was contracted to conduct the project.

Recognizing the need for a healthier community, a 501(c)(3) nonprofit organization was created called SA2020. The mission of SA2020 is to “catalyze the entire San Antonio community into passionate, focused, and stained action to achieve the shared goals that will transform San Antonio into a world-class city by the year 2020 in eleven key vision areas”.

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 Bexar County Community Health Assessment, the Bexar County Community Health Improvement Plan (CHIP) and the SA2020 goals. The health priority areas for our hospitals listed in priority order:

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

In many parts of San Antonio, it is easier to buy a cheeseburger than a piece of fresh fruit. In Bexar County, 23 percent of children on the WIC program are overweight or obese. Also in Bexar County 33.7 percent of adults are overweight and 35.1 percent are obese. Both children and adults are at an increased risk for a variety of diseases ranging from Type 2 diabetes and asthma to heart disease, stroke and cancer. Our goal is to foster social change and strengthen positive behaviors around healthy eating and active living. Our community is united behind this goal and it is receiving a high priority in the community through CHIP and SA2020. We are already seeing the success of this vision and teamwork.
In July 2013, the Mayor announced the adult obesity rate in San Antonio had dropped from 35.1 percent to 28.5 percent—below the state average.

**Community Health Priority No. 2: Healthy Child and Family Development**
The well-being of mothers, infants, and young children will determine the health of the next generation. In Bexar County, births to mothers receiving late or no prenatal care have nearly doubled from 14 percent in 2003 to 29 percent in 2011. The percentage of African American infants who were born with low birth weight was almost double the percentage of White and Hispanic infants. As a county, we must bring pregnancy and early childhood health services to more families, encourage social service organizations to address pregnancy and early childhood preventive health as a component of their core services and increase programs that provide education on healthy children and families.

**Community Health Priority No. 3: Safe Communities**
In 2013, several of the focus groups and interviewees mentioned crime, violence and a concern for their safety as an issue, citing stray animals, rundown neighborhoods, bullying and gang activity. Safe communities lead to a higher standard of living with fewer injuries and deaths and an increased feeling of security for the people who live, work and play in the community. Our goal is to develop safe neighborhoods by identifying what works locally, planning how to replicate successes in neighborhoods and enhancing systems that respond effectively to community-identified safety needs.

**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. 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 Services

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

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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 2014, Metropolitan Methodist Hospital, a campus of Methodist Hospital, will implement the following tactics, with yearly updates through 2016:

- 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 urgent care center will provide the following services free of charge: blood pressure monitoring, glucose testing and pregnancy testing along with referrals and resources for prenatal care, as needed. Services will be available on a walk-in basis (no appointments needed) and patients will be served regardless of their ability to pay. Over the next three years, Metropolitan Methodist Hospital expects 3,000 visits to the urgent care center.
- Host classes for healthy eating and proper nutrition. Metropolitan Methodist Hospital anticipates 15 participants to attend each class in 2014.
- Sponsor the "Parks Obesity Diabetes Education Research", P.O.D.E.R. 5K that raises important funds for educating youth about diabetes and its impact, improved eating habits, exercise, and obesity prevention. Metropolitan Methodist Hospital anticipates 25 staff participants will walk in the event in 2014.
- Sponsor the San Fernando Health Fair and distribute information about diabetes and cardiac disease. Metropolitan Methodist Hospital anticipates 200 participants to attend in 2014.
- Promote breast cancer awareness, through educational material distribution and special events. Metropolitan Methodist Hospital anticipates providing information to over 200 people by way of literature and health fairs in 2014.
- 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 2014.
- 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 2014.
• 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 2014.
• Continue the Por Vida program by providing healthy food choices in the hospital cafeteria. Metropolitan Methodist Hospital will provide healthy menu options at each meal in 2014.

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:
• Class attendance
• Consumption of healthier food items
• Number of volunteer activities
• Literature restocking
• Increase the number of adults and youth in Bexar County consuming five or more servings of fruits and vegetables per day by 10 percent (SA2020)\(^7\).
• Increase the proportion of adults and adolescents who meet physical activity national recommendations by 10 percent (SA2020).
• Increase the proportion of adults and adolescents in Bexar County who are at a healthy weight by 10 percent.
• Reduce the proportion of adolescents in Bexar County who are obese by 10 percent (SA2020).

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
• Healthy Food in Healthcare national partner
• Healthy Restaurant Coalition (Por Vida)
• American Cancer Society
• American Diabetes Association

\(^7\) SA2020 is a vision of the San Antonio community. The 501c3 nonprofit organization’s mission is to “catalyze the entire San Antonio community into passionate, focused and sustained action to achieve the shared goals that will transform San Antonio into a world-class city by the year 2020 in eleven key vision areas”. The measurements represented with (SA2020) are based on the goal for 2020 and are not reflective of a year to year measurement.
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 2014, Metropolitan Methodist Hospital will implement the following tactics, with yearly updates through 2016:
- Offer the community parenting classes including Buckle Up Baby, Daddy Boot Camp, 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. Metropolitan Methodist Hospital anticipates 275 classes to be held with 2,900 attendees.
- Continue to teach proper car seat installation to the community through our Buckle Up Baby classes. Metropolitan Methodist Hospital anticipates teaching the installation of 110 car seats in 2014.
- Continue providing the community with free lactation consultations (in person and by phone). Metropolitan Methodist Hospital anticipates a combined total of 17,625 consultations (including in person and by phone) in 2014.
- 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.
- Host one hypertrophic cardiomyopathy screening. High school aged students are screened for this genetic heart condition in collaboration with AugustHeart Foundation. Anticipated attendance of 50 students in 2014.
- Sponsor March of Dimes March for Babies. Metropolitan Methodist Hospital anticipates raising $1,000 in donations from fundraiser event coordinated by labor and delivery department in 2014.
- 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 2014.

**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:**
- Delivery of print materials
• Class attendance
• Reduce infant mortality rates, low birth weight and pre-term births by 10 percent (SA2020).

Key Partners:
• March of Dimes
• AugustHeart Foundation
• 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 improve conditions around the hospital campus
• 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 2014, Metropolitan Methodist Hospital will implement the following tactics, with yearly updates through 2016:
• Work with City Councilman Diego Bernal and City of San Antonio to provide crosswalks around the hospital.
• Host San Antonio Police Department Safe classes. Metropolitan Methodist Hospital anticipates 15 attendees in 2014.
• Promote awareness of HealthBus for transportation to and from physician offices. Metropolitan Methodist Hospital anticipates 4,570 transports in 2014.
• Strengthen partnership with Tobin Hill Association; support National Night Out. Metropolitan Methodist Hospital anticipates 25 participants to attend the National Night Out event in 2014.
• Strengthen partnership with Feral Cat Rescue Team and Animal Care Services. Metropolitan Methodist Hospital will hold a food and blanket drive to benefit the Feral Cat Rescue Team and Animal Care Services in 2014. Goal: Collect 25 items for donation.
• Distribute pertinent literature on pet ownership and crime prevention in the hospital and at community sponsored events. Distribute literature provided from Animal Care Services at time of drive. Metropolitan Methodist Hospital anticipates distributing 100 pieces of literature in 2014.
**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:**
- Increase community networks and trainings to combat crime per year in San Antonio by 10 percent (SA2020).
- Increase the proportion of people who find their neighborhood “extremely safe” or “quite safe” by 10 percent (SA2020).
- Attendees at SAPD Safe Classes
- Increase in HealthBus rides
- Increase in Buckle Up Baby participants
- Tracking of literature fulfillment

**Key Partners:**
- San Antonio Police Department
- City of San Antonio
- Tobin Hill Association
- ASPCA Animal Shelter
- City of San Antonio Animal Care Services
- Feral Cat Rescue Team

**Community Health Priority No. 4: Behavioral and Mental Well-Being**
This community health priority is addressed as a system. Please refer to page 19 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 healthcare providers regarding congenital syphilis rates and increase compliance in syphilis testing. 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 2014, Metropolitan Methodist Hospital will implement the following tactics, with yearly updates through 2016:
- Promote syphilis education among Metropolitan Methodist Hospital employees by providing a Lunch and Learn for health care workers — semiannually. Metropolitan Methodist Hospital anticipates 15 participants to attend in 2014.
Distribution of educational materials about sexually transmitted diseases – semiannually. Metropolitan Methodist Hospital anticipates 200 brochures to be provided at Methodist Family Health Centers and health fairs in 2014.

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 2014.

**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:**
- Reduce the number of congenital syphilis cases by 80 percent (SA2020).
- Reduce the teen birth rate for females ages 15-19 by 20 percent (SA2020).
- Reduce the rate of new HIV infection diagnoses by 10 percent (SA2020)
- Increase the proportion of people tested for HIV by 10 percent (SA2020).
- Distribution of pamphlets and completion of team event
- Tracking of print materials
- Lunch and Learn attendance
- Track syphilis test results

**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: 12/18/13