

2026-2028
**Community
Health
Improvement
Plan (CHIP)**

IMPLEMENTATION STRATEGY





2026-2028 Community Health Improvement Plan (CHIP)

Working Together to Meet the Goals

I am proud to present Methodist Hospital |Westover Hills’–2028 Community Health Improvement Plan (CHIP). This plan reflects our ongoing commitment to improving the health and well-being of the community we serve and outlines our strategy for addressing the most pressing barriers to good health within our service area.

Guided by the findings of the most recent Community Health Needs Assessment, we have identified priority areas that reflect the unique needs of our patients, families, and neighbors. Our implementation strategies are designed to strengthen access to care, enhance community partnerships, and improve health outcomes across our region.

While this document highlights our key focus areas for the next three years, it represents only part of our broader dedication to advancing community health. Through collaboration with local organizations, providers, and community leaders, Methodist Hospital |Westover Hills remains committed to delivering meaningful, measurable impact.

The Community Health Needs Assessment and the full Community Health Improvement Plan Methodist Hospital |Westover Hills along with Methodist Healthcare System’s system-wide plan, are available at SAHealth.com.

Megan Amalakuhan
Methodist Hospital |Westover Hills, Chief Executive Officer

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 30 surrounding counties and patients from around the world. Methodist Healthcare System is the largest nongovernmental provider of Charity Care in the region it serves. We also are a designated “disproportionate-share provider” for both Medicare and Medicaid programs and qualify for the 340b drug discount program.

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 partnership 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 74-county area. HCA, based in Tennessee, is the nation’s leading provider of health care services, composed of more than 190 hospitals and 2,400+ sites of care in 20 U.S. states and in the United Kingdom.

Facilities

Methodist Healthcare is comprised of over 50 facilities, including eleven hospitals, each committed to serving the needs of the community. It is the largest health care system in South Texas, with 2,700 licensed beds and over 15,000 employees. Methodist Healthcare’s hospitals:

- | | |
|-----------------------------------|---|
| Methodist Children’s Hospital | Methodist Hospital Northeast |
| Methodist Hospital | Methodist Hospital Specialty and Transplant |
| Methodist Hospital Atascosa | Methodist Hospital Stone Oak |
| Methodist Hospital Hill Country | Methodist Hospital Texsan |
| Methodist Hospital Landmark | Methodist Hospital Westover Hills |
| Methodist Hospital Metropolitan | |

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. 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 2025, Methodist Hospital |Westover Hills served¹

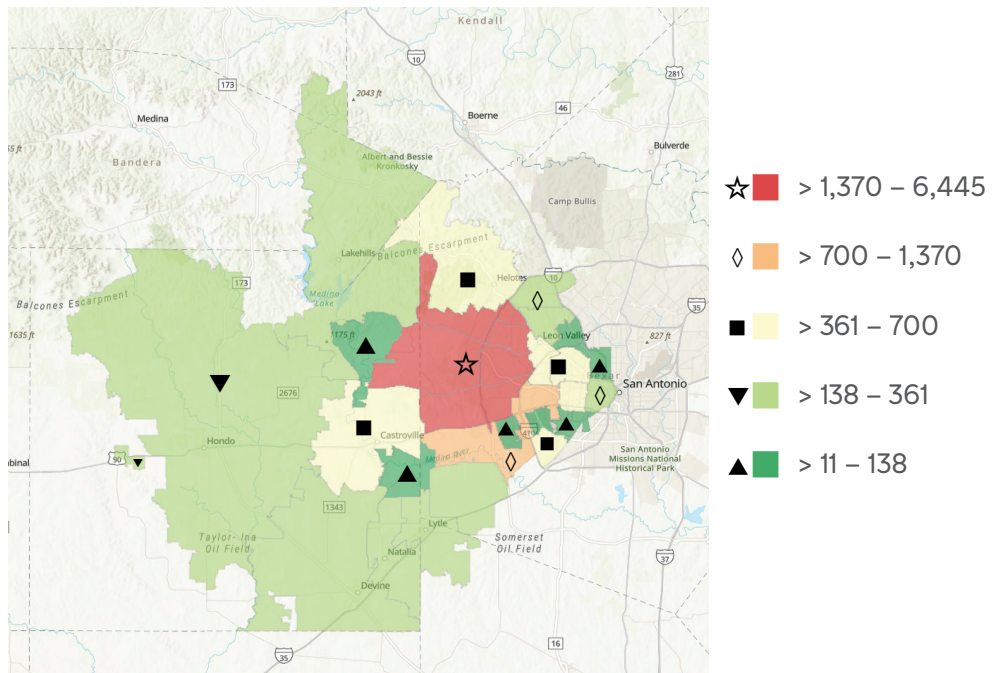
Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
34,142	5,227	5,360	881	45,610

Methodist Hospital |Westover Hills serves an estimated population of nearly 1 million² in the following counties: Atascosa, Bandera, Bexar, and Medina.

¹ Source: MHS Same Store QMIRS Operating Indicators, 2025 (Combined data with Methodist Hospital + Methodist Children’s Hospital + Methodist Hospital | Landmark)

² Source: Advisory Board Demographics Data, 2025 (CBSA)

Figure 1 Geographical Illustration of Population Served³



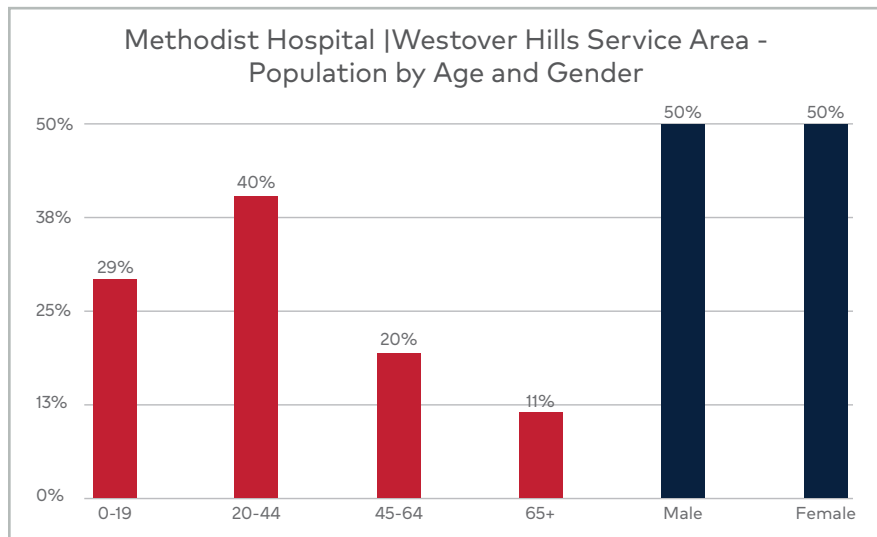
³Source: Advisory Board Demographics Data, 2025

Figure 2 Population Ethnicity⁴

2025 Estimated Population by Ethnicity	950,037
White	432,840
Black	10,312
Asian	36,502
Other	144,925
American Indian	78,774
Pacific Islander	1,553
Two or more races	245,133
2025 Estimated Population Hispanic or Latino	
	593,428 (62%)

⁴Source: Advisory Board Demographics Data, 2025

Figure 3 Population Age and Gender⁵



⁵Source: Advisory Board Demographics Data, 2025

To help meet the needs of our rural communities, Methodist Healthcare manages Medina Regional Hospital in Hondo, Texas, Cuero Regional Hospital in Cuero, Texas, Dimmitt Regional Hospital in Carrizo Springs, 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), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), Methodist Hospital Atascosa (Jourdanton,

Texas), Memorial Hospital (Gonzales, Texas), Uvalde Memorial Hospital (Uvalde, 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 AirCare is proud to serve Texas communities in need of advanced emergency health care and rapid transport. Methodist AirCare bases are located at Frio Regional Hospital (Pearsall, Texas), and at Methodist Hospital and Methodist Children's Hospital (San Antonio, Texas).

In partnership with South Texas Radiology Group, Methodist provides picture archive (PACS) services and radiology services to Medina Regional Hospital in Hondo, Texas, Val Verde Regional Medical Center in Del Rio, Texas and Frio Regional

Hospital in Pearsall, Texas in an effort to expand the depth and breadth of radiology specialty services and providing a safer continuum of care for patients originating in these communities.

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 AMN Healthcare. Methodist Healthcare has video remote interpretation (VRI) throughout the organization, for patients and families requiring language assistance.
- Materials in Spanish - Most forms are available in Spanish (additional languages upon request).

Community Needs Assessment Methodology, Process and Community Involvement

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. The Health Collaborative has conducted the Bexar County CHNA since 1998 and the Atascosa County CHNA since 2019. In 2025, it also facilitated a Hill Country CHNA following Methodist Healthcare's 2023 acquisition of Methodist Hospital | Hill Country. Methodist Healthcare has used these in-depth assessments of local health to analyze, prioritize and act on the health-care needs of the community. Conducted every three years, these assessments have evolved into a national model recognized for its comprehensiveness and for

the community engagement and collaboration it has fostered. The qualitative analysis for the 2025 Bexar County Community Health Needs Assessment was based on meetings with focus groups, key informant interviews from community members, including community health workers, people over 65, young adults 15 to 18, and local elected officials. The focus groups and interviews were moderated by staff at The Health Collaborative and analyzed by Community Information Now (CI:Now).

Beyond conforming with federal requirements, the 2025 assessment is intended to help stakeholders understand local trends and demographic and geographic disparities in a broad range of social, economic, and environmental determinants of health; health related behaviors; well-being, illness, and injury; and death.

The 2025 CHNA report was released and shared with the community in November 2025. City, County, philanthropy, hospital and community leadership were invited to learn about the key findings and engage in a discussion around social determinants of health and collaboration. The report was made public on the Health Collaborative website (<https://www.healthcollaborativechna.com/>), accessible through member websites and available for digital download in other community partner sites. In addition, the Health Collaborative will have hard copy reports available for dissemination in community. The 2025 CHNA is incorporated by reference into this MHS CHIP.

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 2025 three-year Community Health Needs Assessments.

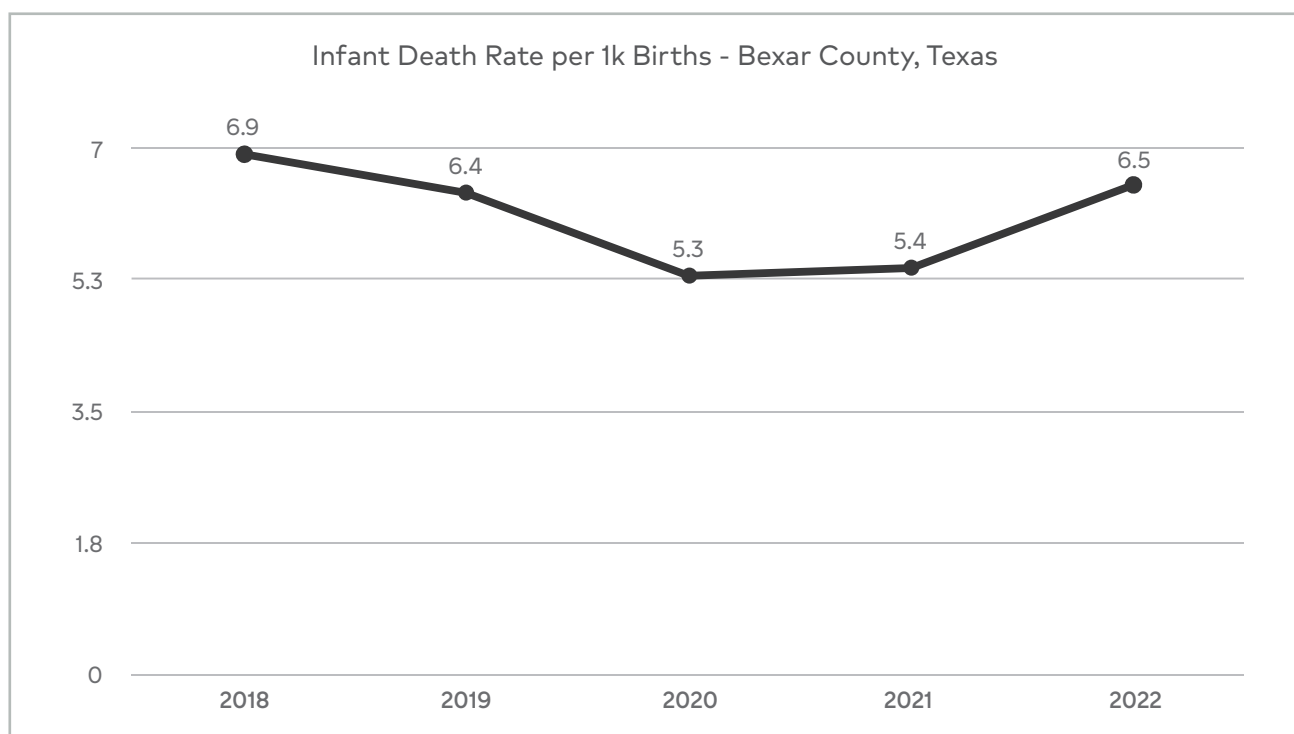
Community Health Priority No. 1: Healthy Families and Communities

Data Snapshot: As shown in the accompanying chart, Bexar County’s infant death rate has fluctuated between 5.3 and 6.9 deaths per 1,000 live births over the past five reporting years, indicating ongoing challenges in maternal and infant health.

Although there have been slight improvements in some years, the overall trend underscores persistent disparities and gaps in early childhood safety, prenatal support, and access to stable family resources.

This data highlights the need for strengthened support for parents and caregivers, expanded education, and improved access to essential services.

For these reasons, MHS is prioritizing Healthy Families & Communities as a central focus of the 2026–2028 CHIP.



Source: CDC WONDER Linked Birth/Infant Death Records dataset

Goal: Reduce barriers, support parents and caregivers, and strengthen community stability, with a focus on maternalchild safety, transportation, food security, and basic needs.

Strategies:

1. *Family Safety & Support* (prenatal/parenting education, car seats, safe sleep).
2. *Access & Navigation* (transportation, consult lines).
3. *Basic Needs* (food and school supplies).
4. *Workforce Pathways* (exposure to health careers). (Strategy framing derived from your program groupings.)

Priority Need: Healthy Families & Communities

Focus: Reduce barriers, support parents and caregivers, and strengthen community stability.

Program Name	Program Description	Community Partner	Measurement
Food Drives	To help reduce food insecurity by supporting access to essential nutrition for families in need, we will increase participation and visibility of the systemwide food collection initiative.	SA Food Bank	Number of servings collected
Partner in Neighborhood Community Engagement	In collaboration with the Great Northwest Homeowners Association, Methodist Hospital Westover Hills will engage in neighborhood events to build community relationships, promote youth involvement, and enhance access to health and wellness resources within the service area.	Great Northwest HOA	Number of attendees at the events
Participate in Community Donation Drives	Methodist Hospital Westover Hills will engage in donation drives throughout the year to provide essential resources—including food and school supplies—to families experiencing economic hardship, promoting greater stability and access to basic needs	NISD, SA Food Bank	Number of items collected

Equity Lens & Expected Impact:

- MHS will prioritize outreach and education in communities identified in the 2025 CHNA as experiencing higher maternal and infant health disparities and limited access to reliable health information. By strengthening navigation support, transportation access, and culturally appropriate health education, we aim to reduce preventable risks and improve family wellbeing across the region.

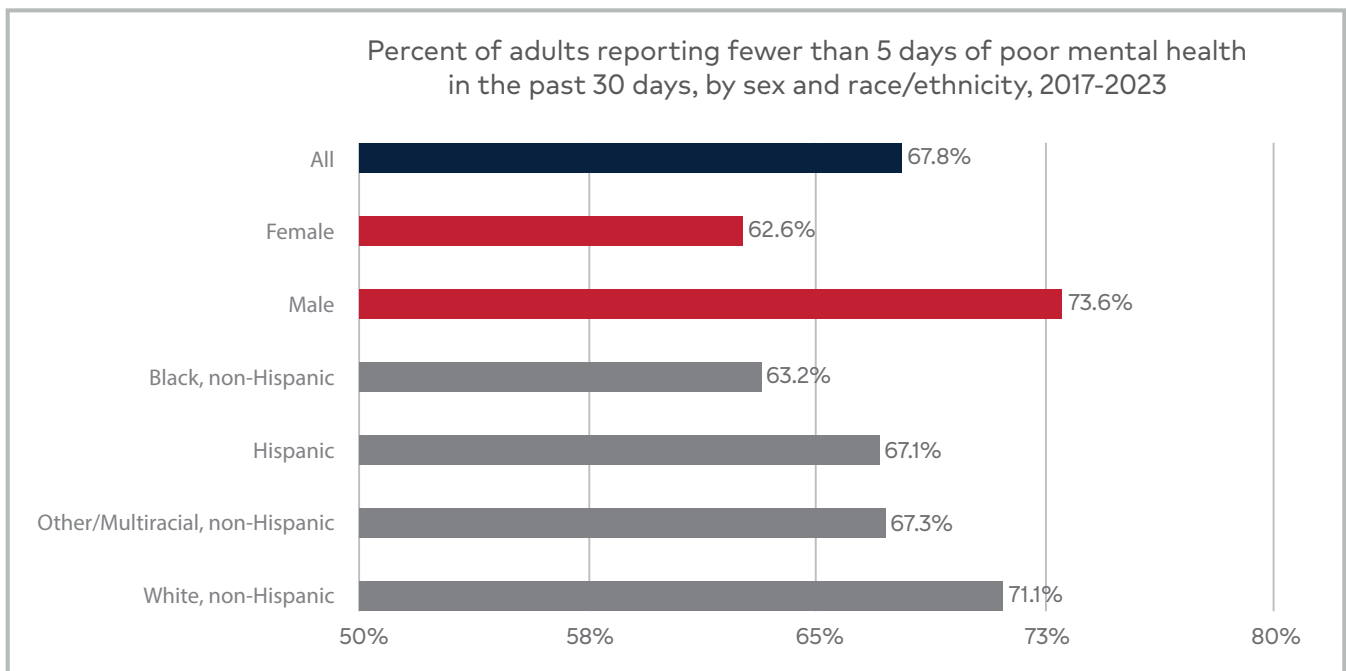
Community Health Priority No. 2: Mental Wellness & Support

Data Snapshot: The BRFSS data included here show that overall, about two-thirds of respondents reported fewer than five days of poor mental health based on a seven-year average between 2017-2023. While positive, it also means that a substantial portion of residents experienced more than five days of poor mental health showing higher rates among certain demographic groups, including females and Black nonHispanic residents.

These patterns highlight a growing community need for mental health education, crisis support, and accessible behavioral health resources.

This data reinforces the importance of expanding telepsychiatry, schoolbased mental wellness programs, and ongoing pastoral and emotional support services across MHS.

Figure 5⁶



⁶Source: Behavioral Risk Factor Surveillance System (BRFSS)

Goal: Expand mental health education, access, and crisis support across the MHS service area.

Strategies:

1. *Early Education & Stigma Reduction* (schoolbased curricula).
2. *Access Expansion* (telepsychiatry consults).
3. *Recovery & Resilience Supports* (pastoral care, facility therapy dogs)

Priority Need: Mental Wellness & Support

Focus: Expand mental health education, access, and crisis care.

Program Name	Program Description	Community Partner	Measurement
Provide Postpartum Depression Education & Resources	To support maternal mental health and address postpartum depression, Methodist Hospital Westover Hills will educate patients on the signs and symptoms of postpartum depression and connect them with appropriate community resources and support services.	Hospital led initiative	Number of new mothers educated
Pastoral Care Services	Our pastoral care team delivers spiritual and emotional support guided by their “Serving Humanity to Honor God” mission, with chaplains available for crisis intervention, end-of-life care, and spiritual assessments.	Methodist Pastoral Care Team	Number of patients reached

Equity Lens & Expected Impact:

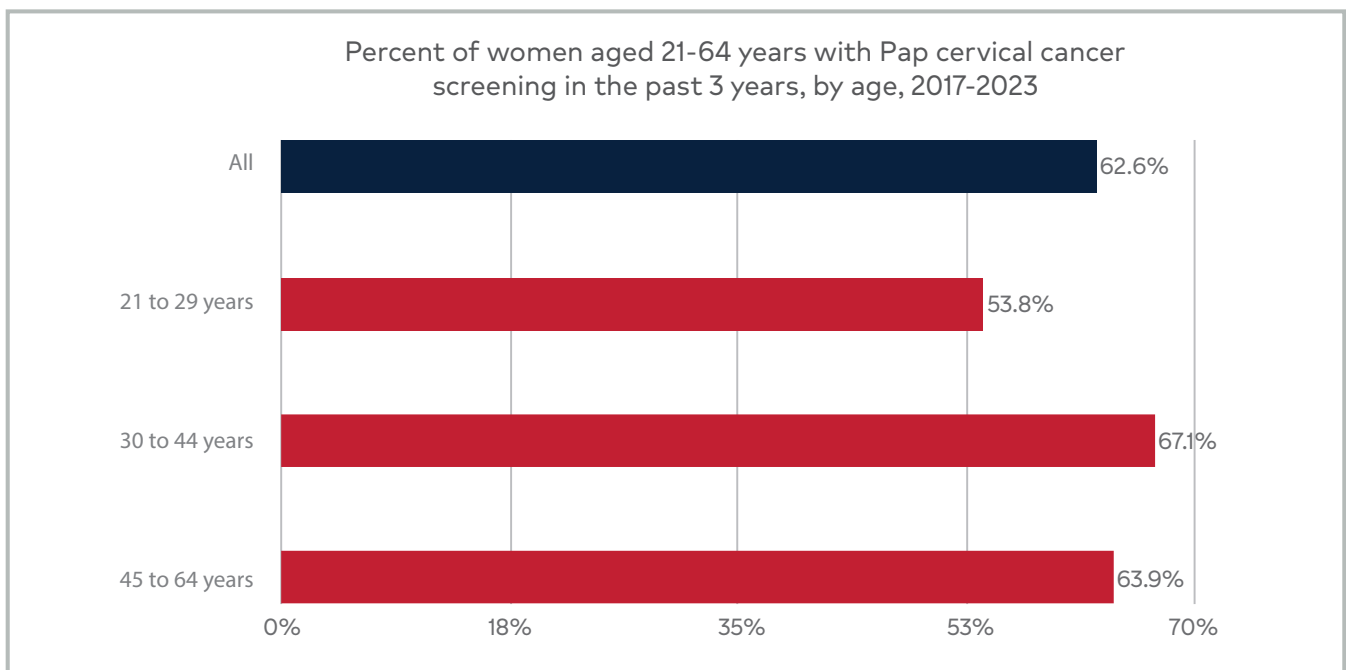
- Leverage telepsych and school partnerships to reach youth and adults in areas with provider shortages; integrate pastoral care and therapy dogs as traumainformed supports.

Community Health Priority No. 3: Prevention & Healthy Living

Data Snapshot: The accompanying chart shows that only 62.6% of women aged 21–64 in Bexar County have received a Pap test for cervical cancer screening within the past three years, with screening rates even lower among younger adults ages 21–29 (53.8%). In contrast, women ages 30–44 (67.1%) and 45–64 (63.9%) demonstrate higher screening uptake. These differences highlight a clear gap in preventive illness

care among younger women and emphasize the need for improved access to education, early detection, and communitybased outreach. Strengthening preventive efforts—including cancer screening initiatives, health risk assessments, and wellness education—is essential to reducing longterm morbidity and improving health outcomes across the community.

Figure 6⁷



⁷Source: Behavioral Risk Factor Surveillance System (BRFSS)

Goal: Keep people healthy through education, screening, fitness, and lifesaving skills.

Strategies:

1. *Healthy Eating & Activity* (youth and family programs).
2. *Disease Prevention & Early Detection* (HRAs, cancer screening).
3. *Community Readiness & Safety* (CPR, Stop the Bleed, drug takeback).

Priority Need: Prevention & Healthy Living

Focus: Keep people healthy through education, screening, fitness, and lifesaving skills.

Program Name	Program Description	Community Partner	Measurement
Provide Early Heart Attack Care (EHAC) Education	In collaboration with the local YMCA, Methodist Hospital Westover Hills will offer annual EHAC education to improve recognition of early heart attack symptoms, encourage rapid response, and promote heart-healthy behaviors within the community.	YMCA	Number of people educated
BEFAST Stroke Education	In collaboration with the local YMCA, Methodist Hospital Westover Hills will offer annual BEFAST stroke education to improve early symptom recognition, support timely intervention, and promote stroke prevention and healthy living within the community.	YMCA, American Heart Association	Number of people educated
Participate in Crush the Crisis	To improve community safety by reducing access to unused medications and preventing misuse, we will partner with local law enforcement agencies to host an annual Medication Take-Back Day. This initiative increases awareness of safe medication disposal options and helps remove unused or expired medications from households	SAPD, DEA	Number of pounds collected

Equity Lens & Expected Impact:

- Target screening access and lifesaving skills to neighborhoods with higher chronic disease burden and longer EMS response times; pair education with navigation to care.

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 Methodist Healthcare Ministries.

The chief executive officer at each facility has appointed an advocate to work with Methodist Healthcare Community Engagement department to implement and monitor the plan.

Methodist Healthcare's Implementation strategy for each hospital includes:

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

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 will be available to the public upon request.

Approval:

Methodist Hospital |Westover Hills, Chief Executive Officer
By: Megan Amalakuhan