



**Methodist Hospital | Northeast
2020-2022**

Community Health Needs Assessment and Implementation Strategy

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Organizational Profile

Methodist Hospital | Northeast 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 Methodist Hospital | Northeast. Methodist Hospital | Northeast 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 29 facilities, including nine 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 2017, Methodist Hospital | Northeast served²

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
56,672	9,266	7,600	3,068	76,606

In 2018, Methodist Hospital | Northeast budgeted for

Emergency Department Patients	Inpatients	Outpatients	Outpatient Surgery	Total
57,699	9,409	7,692	3,224	78,204

Methodist Hospital | Northeast serves an estimated population of nearly 1.6 million³ with 56 zip codes in Bexar, Comal, and Guadalupe counties. Our service area also includes underserved rural areas.

² Source: MHS Same Store QMIRS Operating Indicators, 2017-2018.

³ Source: ESRI population and demographics data. 2019.

Figure 1 Geographical Illustration of Population Served⁴

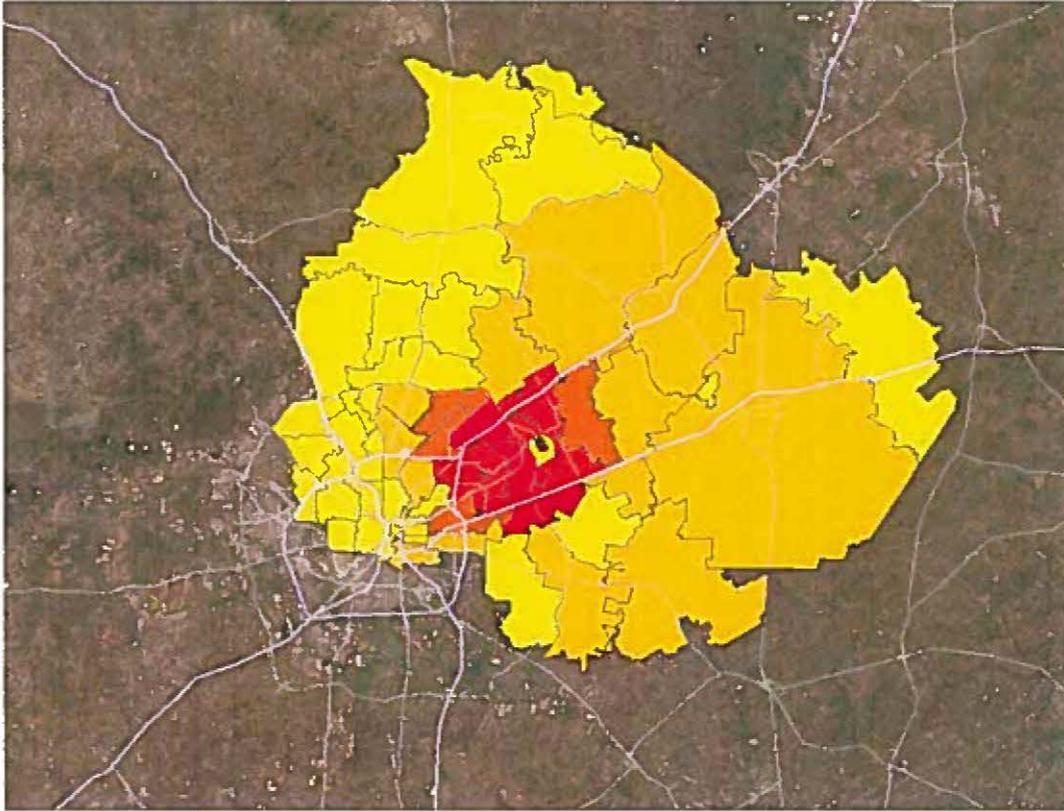


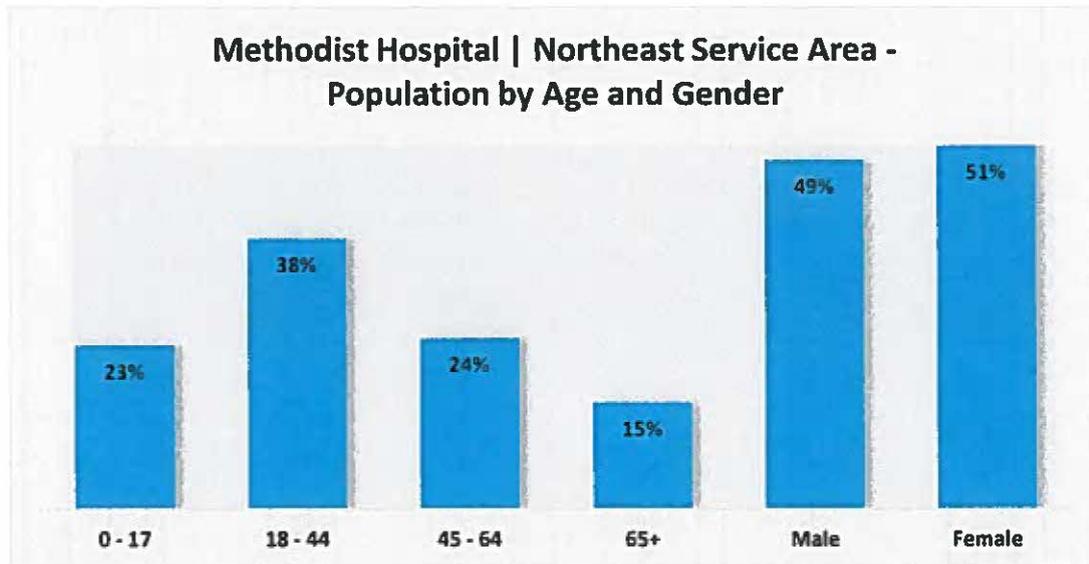
Figure 2 Population Ethnicity⁵

2019 Estimated Population by Ethnicity	1,564,526
White	1,130,602
Black	132,165
Asian	48,147
Other	253,612
<hr/>	
2019 Estimated Population	
Hispanic or Latino	808,535 (52%)

⁴ Source: MHS Same Store QMIRS Operating Indicators, 2017-2018.

⁵ Source: MHS Same Store QMIRS Operating Indicators, 2017-2018.

Figure 3 Population Age and Gender⁶



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), Peterson Regional Hospital (Kerrville, Texas), Medina Regional Hospital (Hondo, Texas), Frio Regional Hospital (Pearsall, Texas), Methodist Hospital South (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 Methodist Hospital South (Jourdanton, Texas), Guadalupe Regional Medical Center (Seguin, Texas), Frio Regional Hospital (Pearsall, Texas), and at Methodist Hospital and Methodist Children’s Hospital (San Antonio, Texas). Methodist Healthcare also has abdominal transplant program satellite clinics in numerous Texas cities including Lubbock, Corpus Christi, McAllen, Laredo, Waco, Austin and El Paso.

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

⁶ Source: MHS Same Store QMIRS Operating Indicators, 2017-2018.

- 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.
- Methodist Hospital | Northeast provides materials and forms in Spanish (additional languages upon request).

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) since 1998, and at Methodist Healthcare’s request in 2019, its Atascosa County Community Health Needs Assessment (ACCHNA). 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.

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, University of the Incarnate Word School of Osteopathic Medicine, SA Clubhouse, Community at Large; Pilar Oates, Charles Kight, Doug Beach and the YMCA of Greater San Antonio. Historically, funders of the THC Community Health Assessment have been Baptist Health Foundation of San Antonio, Bexar County, the Kronkosky Charitable Foundation, the United Way of San Antonio, San Antonio Metro Health Department and Methodist Healthcare Ministries of South Texas Inc.

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 and ACCHNA 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 and ACCHNA also draw 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 80 residents in the community and 7 Key Leaders. These interviews and meetings took place during February and May of 2019. 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 2019 CHNA report will be released and shared with the community in Thursday September 26th. City, County, philanthropy, hospital and community leadership is invited to learn about the key findings and engage in a discussion around social determinants of health and collaboration. As in previous years, soon after the Leadership Breakfast, the report will be made public on the Health Collaborative website, 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. In addition, there will be five neighborhood town halls to share the information with residents and collect feedback that will further inform our community about needs and services.

In order to assess the rural areas Methodist Healthcare serves, University Health System's (UHS) Regional Healthcare Partnership (RHP) 6 plan was utilized. The 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.

Figure 4 CHNA Timeline

	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2018	May 2019	Jun 2019	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	March 2020
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										
• Photovoice										X	X								
• Data analysis																			
Draft CHA Qualitative Report											X	X							
CHA Community Release													X						
Community Health Improvement Plan																			
Project Mgmt & Partnership Dev													X	X	X				
CHIP Planning Sessions													X	X	X	X	X		
CHIP Report Development																	X	X	
CHIP Community Release																			X
CHA/CHIP Evaluation																			
Planning Sessions																X	X	X	X
Plan Development																	X	X	X

Community Partners

One-on-One Setting Interviews with Key Regional and City Officials	<ul style="list-style-type: none"> • Bryan Alsip, MD - University Health System • Colleen Bridger, Assistant City Manager • Nelson Wolff, JD - Bexar County • Jennifer Herriott, San Antoni Metro Health • Rev. Ann Helmke, Faith Based Initiative • Sarah Barry, Pre-K for SA
Discussion Group Lead Agencies	<ul style="list-style-type: none"> • Taking Care of Home Neighborhood Community Center • Madonna Neighborhood Center (English Participant Group) • Madonna Neighborhood Center (Spanish Participant Group) • Grandparents Raising Grandchildren • San Antonio Food Bank • Martinez Street Women’s Center • Grace Tabernacle Church

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 2019 three-year Bexar County and Atascosa County Community Health Needs Assessments. 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 2016):

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

The percentage of Bexar County adults (19.1%) and Atascosa County adults (9.2%) who consumed fruits and vegetables five or more times per day has remained low over recent years. The percentage of Bexar County adults who participate in 150 minutes or more of aerobic physical activity per week is 44.8%, and the percentage of Atascosa County adults who participate in 150 minutes or more of aerobic physical activity per week is 31.9%. About seven in 10 adult Behavioral Risk Factor Surveillance System (BRFSS) respondents in both counties report a height and weight that puts their Body Mass Index (BMI) in the overweight or obese range, 68.8% for Bexar County adults and 71.3% for Atascosa County adults.

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

In both Bexar County and Atascosa County, the birthrate among females aged 15 to 19 continues to decline. In addition, the percentage of births to mothers receiving prenatal care in the first trimester, in both Bexar County and Atascosa County 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 both Bexar County and Atascosa County, there are other contributing factors to “Safe Communities”. The number of sexual assaults per 100,000 population in Atascosa County has more than tripled since 2013 (35.7 per 100,000 population in 2013 and 112 per 100,000 population in 2017), while the number of sexual assaults per 100,000 population has slightly decreased in Bexar County. 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 manage stress, relate to others and make choices. There is growing clinical recognition of the impact of mental health conditions and disorders on overall health status and

costs. Little local data is available on the prevalence of mental illness in the general population, but the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) estimates that 18.3% of U.S. adults have experienced any mental illness (AMI) within the past year, and 4.2% have experience serious mental illness (SMI). Both AMI and SMI are defined as a mental, behavioral, or emotional disorder, but AMI includes all diagnosable mental illnesses regardless of type or level of impairment, while SMI is characterized by serious functional impairment. The goal is to improve comprehensive behavioral health services and access for all.

Community Health Priority No. 5: Sexual Health

The number of new cases of sexually transmitted diseases continues to be on the rise in both Bexar County and Atascosa County. Chlamydia incidence in Atascosa County has dramatically increased since 2016, while incidence rates have slightly decreased in Bexar County. The pattern is the same for gonorrhea and HIV rates – a dramatic increase in Atascosa County and a slight decrease in Bexar County. Syphilis rates have increased in both Atascosa County and Bexar County. While the teen birthrate – the number of live births per 1,000 girls aged 15 to 19 – continues to drop in both Atascosa County and Bexar County, it is still a community health concern. Human papillomavirus (HPV) vaccination rates are rising but remain quite low. Approximately four in 10 Bexar County 13- to 17- year olds are appropriately vaccinated against HPV (data is not available for Atascosa County). The 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
- 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

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

Methodist Hospital | Northeast 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 educate the community about the benefits of healthy eating and active living.

Strategy: To provide education through literature and seminars and to assist the community with events.

Tactics and Measurements: Methodist Hospital | Northeast will implement the following tactics and measurements, with yearly updates through 2022:

- Participate annually in the Chamber Health and Wholeness Fair promoting healthy eating and active living.
 - Measurement: Conduct post questionnaires for visitors coming to the Methodist Hospital | Northeast booth to measure knowledge gained.
- To promote and refer patients living with, or at risk for, diabetes to the Living with Diabetes Program.
 - Measurement: Number of referrals matched with attendance.
- Participate in one “Have a Healthy Heart” seminar.
 - Measurement: Conduct post presentation evaluation to measure knowledge gained.
- Continue Sodexo’s “Mindful” eating program in the cafeteria.
 - Measurement: Interview five café customers once a quarter to measure on knowledge gained for caloric intake.
- Continue to participate in the annual Rowan Windham Memorial Cereal Drive to benefit the San Antonio Food Bank.
 - Measurement: Number of servings donated.

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

Key Partners:

- The Chamber
- HEB

- Johnson & Johnson
- Sodexo
- 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 increase the knowledge and awareness of prenatal care and infancy.

Strategy: To develop resources for community focusing on prenatal care and nutrition.

Tactics and Measurements: Methodist Hospital | Northeast will implement the following tactics and measurements, with yearly updates through 2022:

- Partner with Methodist Hospital | Northeast service area school districts to educate students on healthy snack options in the fall and spring academic semesters.
 - Measurement: Incorporate verbal teach back method and number of attendance.
- Refer all patients within the pediatric and OB population to a Primary Care Physician.
 - Measurement: Number of patients referred and number of Emergency Department revisits.
- Fully implement Meds-to-Beds program to offer all patients their medicine, including prenatal vitamins, before discharge from the hospital.
 - Measurement: Leverage utilization report.

Impact: Through the tactics listed above, Methodist Hospital | Northeast will bring awareness to healthy child and family development best practices, decrease complications in pregnancy, infant mortality rates and childhood development issues.

Key Partners:

- Methodist Hospital | Northeast service area independent school districts
- Life Care Pharmacy

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 offer the community a safer way to receive access to healthcare.

Strategy: To promote a safer and dependable mode of transportation to Methodist Hospital | Northeast.

Tactics and Measurements: Methodist Hospital | Northeast will implement the following tactics and measurements, with yearly updates through 2022:

- Increase promotion of Health Bus transportation in surrounding zip codes by leveraging Methodist Hospital | Northeast Physician and Provider Relations department and nursing staff to educate physicians and patients on this benefit.
 - Measurement: Number of riders and conduct one focus group per year to interview patients on Health Bus service awareness.
- Provide interactive education on proper use of car seat installation and best safety practices.
 - Measurement: Number of car seat installations and conduct post evaluation of patient installation and knowledge of car seat safety.
- Incorporate proper safety caution signage for on-campus construction sites.
 - Measurement: Number of on-campus falls/injuries.

Impact: Through the tactics listed above, Methodist Hospital | Northeast will provide safer access to care for patients and employees both on and to Methodist Hospital | Northeast campus.

Key Partners:

- JE Dunn

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

Community Goal: To improved behavioral health services and access to the community.

Objective: To provide resources and support for mental well-being to build better lives for individuals with mental illness.

Strategy: To offer on-campus resources to promote and improve mental well-being for Methodist Hospital | Northeast community and staff.

Tactics and Measurements: Methodist Hospital | Northeast will implement the following tactics and measurements, with yearly updates through 2022:

- Utilize Methodist Hospital | Northeast facility dog, to decrease stress levels and rates of suicides and suicide attempts among Emergency Medical Service (EMS) first responders, Methodist Hospital | Northeast patients, and their families.
 - Measurement: Conduct pre and post blood pressure screenings.

- Reduce stress for staff by providing a massage therapist on Methodist Hospital | Northeast campus.
 - Measurement: Conduct pre and posttest evaluation of stress levels after massage session.

Impact: Through the tactics listed above, Methodist Hospital | Northeast will bring awareness to the importance of mental well-being as well as contribute to the decrease in stress, 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 to learn to cope with mental health conditions and disorders more effectively.

Key Partners:

- Service Dogs Inc.
- Hands and Harmony Salon

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 provide the community with education and resources that promote sexual health.

Strategy: Partner with local schools and clinics to educate on sexual health.

Tactics and Measurements: Methodist Hospital | Northeast will implement the following tactics and measurements, with yearly updates through 2022:

- Partner with Methodist Hospital | Northeast service area high schools to speak in classes and provide educational material on sexual health in the fall and spring academic semesters.
 - Measurement: Conduct pre and posttest evaluations on knowledge gained.
- Once a year, educate staff on how to identify victims of human trafficking.
 - Measurement: Provide post training exam and evaluation to measure knowledge and skills gained.

Impact: Through the tactics listed above, Methodist Hospital | Northeast will bring awareness to sexual health issues, contribute to the decrease in teen pregnancies and sexually transmitted diseases and improve care for human trafficking victims.

Key Partners:

- Judson and Clemens High School

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 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.

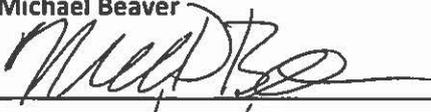
Availability of the Community Health Needs Assessment and Implementation Plan

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 | Northeast Chief Executive Officer

By: Michael Beaver



Date: 11/13/19