



2022 COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION STRATEGY

TARRANT COUNTY HEALTH COMMUNITY

METHODIST MANSFIELD MEDICAL CENTER
METHODIST SOUTHLAKE MEDICAL CENTER

Approved by Methodist Health System Board of Directors on January 10, 2023
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METHODIST HEALTH SYSTEM

INTRODUCTION AND PURPOSE

The Patient Protection and Affordable Care Act (PPACA) requires all tax-exempt organizations operating hospital facilities to assess the health needs of their community every three years. The requirement includes the completion of a community health needs assessment and implementation strategy. The purpose of the implementation strategy process is to align the hospital's limited resources, program services, and activities with the findings of the community health needs assessment (CHNA).

METHODIST HEALTH SYSTEM DESCRIPTION

Methodist Health System first opened its doors in 1927 as a single, 100-bed facility called Dallas Methodist Hospital. It has since become one of the leading healthcare providers in North Texas, owning and operating multiple individually licensed hospitals that serve the residents across the state. Methodist Mansfield Medical Center opened in 2006. Methodist Southlake Medical Center opened in 2016. Both facilities serve the communities of Tarrant County.

METHODIST HEALTH SYSTEM MISSION

MISSION

To improve and save lives through compassionate, quality healthcare.

VISION

To be the trusted choice for health and wellness.

CORE VALUES

Methodist Health System core values reflect our historic commitment to Christian concepts of life and learning:

- **Servant Heart** - compassionately putting others first
- **Hospitality** - offering a welcoming and caring environment
- **Innovation** - courageous creativity and commitment to quality
- **Noble** - unwavering honesty and integrity
- **Enthusiasm** - celebration of individual and team accomplishment
- **Skillful** - dedicated to learning and excellence

Community Definition

Methodist Mansfield Medical Center and Methodist Southlake Medical Center serve the communities of Tarrant County. The communities include a geographic area where more than 60 percent of the admitted patients live according to the hospitals' in-patient admissions over a 12-month period.

Implementation Strategy Development

This Implementation Strategy was developed by a team of members of senior leadership at Methodist Mansfield Medical Center and Methodist Southlake Medical Center representing several departments of the organizations, including clinical administration, medical operations, nursing, finance, population health, and community relations. The team included input from the hospitals' communities and local nonprofit organizations to prioritize selected strategies and determine possible collaborations. Each year, senior leadership at these facilities will review this Implementation Strategy to determine whether changes should be made to better address the health needs of the communities served.

Summary of the Community Health Needs Identified

To identify the health needs of the Tarrant County health community, Methodist Health System established a comprehensive method using all available relevant data including community input. They used the qualitative and quantitative data obtained when assessing the community to identify its community health needs. Surveyors conducted interviews and focus groups with individuals representing public health, community leaders and groups, public organizations, and other providers. In addition, data collected from public sources compared to the state benchmark indicated the level of severity. The outcomes of the quantitative data analysis were compared to the qualitative data findings.

Additional details about the data can be found in the CHNA report posted at:

<https://MethodistHealthSystem.org/About/Community-Involvement>

Tarrant County's significant community health needs as determined by the analyses of both the quantitative and qualitative data include:

1. Access to mental health resources
2. Diabetes management
3. Access to primary care providers and services
4. Increasing health needs of an aging community
5. Cancer incidence
6. Many non-English speakers

Facility Summary

This table is provided to help the reader easily identify which portion of the joint implementation strategy relates to each facility.

| Facility | Access to mental health services | Diabetes management | Access to primary care providers/ services | Increasing health needs of an aging community | Cancer incidence | Many non-English speakers |
|---------------------|----------------------------------|---------------------|--|---|------------------|---------------------------|
| Methodist Mansfield | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Methodist Southlake | ✓ | | ✓ | ✓ | | ✓ |

IMPLEMENTATION STRATEGIES

1. ACCESS TO MENTAL HEALTH RESOURCES

Community members recognized that there are gaps in mental health resources. They stated that there is limited access and a shortage of mental health services, especially for those who are uninsured. For those who are insured, there is still insufficient insurance coverage for mental health services. The data indicates a higher average of mentally unhealthy days in the community compared to the state benchmarks.

Hospital and community leaders agreed that there is a need to address the gaps in mental and behavioral health services in the community of Tarrant County. They added that there is a need to increase awareness of available resources.

Methodist Mansfield strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|--|--|--|-------------------------------|
| Provide placement assistance for suicidal patients | Better placement options for suicidal patients | Hospital staff awareness and use of referrals | Behavioral Health Connections |
| Support the creation of the Wellbeing Mansfield Community Resource Hub | Enhanced well-being resources for the community | Staff participation in planning and development; funding support | Mission Mansfield |
| Provide virtual (telepsych) psychiatric consult services in the ED | Faster, more efficient treatment and streamlined care for patients | Telepsych coverage, services, and coordination | |

Methodist Southlake strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|---|---|--|--------------------------------------|
| <i>Provide placement assistance for suicidal patients</i> | <i>Better placement options for suicidal patients</i> | <i>Hospital staff awareness and use of referrals</i> | <i>Behavioral Health Connections</i> |

2. DIABETES MANAGEMENT

The data indicates higher rates of diabetes admissions in adults in the community compared to the state benchmarks.

Hospital and community leaders agreed that there is insufficient diabetes management in the community. They added that there is a need in the community to increase coordination of care, monitoring, and medication assistance in Tarrant County.

Methodist Mansfield strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|---|--|---|--------------------------------------|
| <i>Establish diabetes self-management classes</i> | <i>Increased awareness of diabetes management; better management of diabetes among participants</i> | <i>Class coordinators, speakers, meeting space, and education materials</i> | <i>American Diabetes Association</i> |
| <i>Obtain Diabetes Center accreditation</i> | <i>Enhanced diabetes clinical care and management in the community; enhanced education and awareness</i> | <i>Diabetes center staff, education, and support materials</i> | |
| <i>Establish diabetes education and support group monthly</i> | <i>Increased awareness of diabetes management; better management of diabetes among participants</i> | <i>Class coordinators, speakers, meeting space, and education materials</i> | |

3. ACCESS TO PRIMARY CARE PROVIDERS AND SERVICES

Access to primary care physicians is challenging for some residents. Community members cited that there is limited access to primary care physicians and non-physician primary care providers due to a shortage of providers and limited service hours. The data indicates there are higher ratios of population to one primary care physician and higher ratios of population to one non-physician primary care provider in the community compared to the state benchmarks.

Hospital and community leaders agreed that there is a need to add primary care providers and resources in Tarrant County.

Methodist Mansfield strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|---|--|--|--|
| <i>Provide primary care support and funding through fundraising event sponsorship for Mansfield Mission Center - Linda Nix Clinic</i> | <i>Increased support and provision of primary medical care for uninsured and underinsured patients</i> | <i>Volunteer physicians and nursing staff; funding and sponsorship dollars</i> | <i>Mansfield Mission Center - Linda Nix Clinic</i> |
| <i>Increase the number of PCPs and locations in the community to provide additional resources</i> | <i>Increased primary care providers and services in the community</i> | <i>Provider(s), PCP office(s), education materials, and support</i> | |
| <i>Maintain provision of MISD primary care clinic for all ISD employees and dependents</i> | <i>Primary care access for ISD employees and dependents</i> | <i>Clinic staff, education and support materials</i> | <i>Mansfield Independent School District</i> |
| <i>Provide ECHOs and sports physicals for Mansfield student athletes and maintain healthcare sports medicine partnership</i> | <i>Primary care access for Mansfield student athletes</i> | <i>Staff, medical equipment, education, and support materials</i> | |

Methodist Southlake strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|---|---|---|-------------------------|
| <i>Add primary care physicians and locations in the community to provide additional resources</i> | <i>Increased primary care providers and services in the community</i> | <i>Provider(s), PCP office(s), education materials, and support</i> | |

4. INCREASING HEALTH NEEDS OF AN AGING COMMUNITY

The data indicates higher spending per beneficiary among the Medicare population than the state benchmark.

In the prioritization session, hospital leadership agreed that the health needs of the aging population are escalating and need to be addressed in Tarrant County.

Methodist Mansfield strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|---|---|--|-------------------------|
| <i>Provide depression screenings for all senior patients at Methodist Family Health Centers in the service area</i> | <i>Increased awareness of senior depression among clinic patients</i> | <i>Portion of clinic staff, follow-up materials, and referrals</i> | |

Methodist Southlake strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|--|--|--|-------------------------|
| <i>Provide depression screenings for all senior patients at Methodist Family Health Centers in service area</i> | <i>Increased awareness of senior depression among clinic patients</i> | <i>Portion of clinic staff, follow-up materials, and referrals</i> | |
| <i>Provide cardiology medical services and community education resources about cardiovascular disease symptoms, treatment, and mitigating risk factors</i> | <i>Increased awareness of cardiovascular disease symptoms, treatment, and risk factors</i> | <i>Speakers, outreach coordination, and education materials</i> | |

5. CANCER INCIDENCE

The data indicates higher incidence rates of cancer all causes, female breast, and lung in the community compared to the state benchmarks.

Hospital and community leaders agreed that there is a need to increase cancer screenings and outreach in Tarrant County.

Methodist Mansfield strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|--|---|---|----------------------------------|
| <i>Provide free mammograms for those who are uninsured and underinsured</i> | <i>Access to screening mammograms for those who are uninsured and underinsured</i> | <i>Coordinators, mobile mammography unit, and education support materials</i> | <i>Various foundation grants</i> |
| <i>Provide community education about risks for breast cancer, importance of early detection, and treatment options</i> | <i>Increased awareness</i> | <i>Event coordination, speakers, education, and support materials</i> | |
| <i>Provide monthly breast cancer support group for breast cancer patients and their families</i> | <i>Increased awareness of management of breast cancer treatment and emotional support for patients and families</i> | <i>Support group coordinators, speakers, meeting space, and education materials</i> | |

6. MANY NON-ENGLISH SPEAKERS

Community noted that language barriers exist in the Tarrant County community. Language gaps between patient and provider lead to limited understanding of both parties. The data also indicates a higher percentage of households that speak English less than very well in the community as compared to the state benchmark.

Hospital and community leaders agreed that the language barriers exist and bi-lingual staff and translation services are important to maintain and grow.

Methodist Mansfield strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|---|--|---|-------------------------|
| <i>Provide translation services for patients and families 24/7 either in person or via electronic means</i> | <i>Translation assistance for patients; better communication for patients using services</i> | <i>Translators and electronic equipment</i> | |

Methodist Southlake strategies to address this community need include:

| Action Description | Anticipated Impact | Resources | Community Collaborators |
|---|--|---|-------------------------|
| <i>Provide translation services for patients and families 24/7 either in person or via electronic means</i> | <i>Translation assistance for patients; better communication for patients using services</i> | <i>Translators and electronic equipment</i> | |