



2022 COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION STRATEGY

DALLAS COUNTY HEALTH COMMUNITY

METHODIST CHARLTON MEDICAL CENTER
METHODIST DALLAS MEDICAL CENTER
METHODIST REHABILITATION HOSPITAL

Approved by Methodist Health System Board of Directors on January 10, 2023
Approved by Methodist Rehabilitation Hospital Board of Directors on November 1, 2022
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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 Dallas Medical Center opened in 1927. Methodist Charlton Medical Center opened in 1975. Methodist Rehabilitation Hospital opened in 2008. All three facilities serve the communities of Dallas 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 Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital serve the communities of Dallas County. The communities include the geographic area where more than 60 percent of the admitted patients live according to the hospitals' inpatient admissions over a 12-month period.

Implementation Strategy Development

This Implementation Strategy was developed by a team of members of senior leadership at Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital 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 Dallas County 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> and at <https://Methodist-Rehab.com/Patient-Experience/Community-Health-Needs-Assessment>

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

1. Chronic conditions management
2. Lack of healthy food options
3. Gap in behavioral health and substance abuse services
4. Prenatal care issues
5. Escalating health needs of an aging community
6. Cancer incidence
7. Many non-English speakers

Facility Summary

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

Facility	Chronic Conditions Management	Lack of healthy food options	Behavioral health/ substance abuse services gap	Prenatal care issues	Aging health needs	Cancer incidence	Many non-English speakers
Methodist Charlton	✓	✓	✓		✓	✓	✓
Methodist Dallas	✓	✓	✓	✓	✓	✓	✓
Methodist Rehab	✓	✓					

IMPLEMENTATION STRATEGIES

1. CHRONIC CONDITIONS MANAGEMENT

The data indicates higher rates of diabetes admissions in adults in the community and a higher prevalence of hyperlipidemia and stroke among the Medicare population in the community compared to the state benchmarks.

Hospital and community leaders agreed that there is insufficient chronic illness management in the community. They added that there is a need in the Dallas County community to increase monitoring and work with patients to manage “sugar, salt, and fat” intakes.

Methodist Charlton strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide free 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>Provide heart health and diabetes education and support group monthly</i>	<i>Increased awareness of diabetes management and heart health; better management of diabetes and heart-related issues among participants</i>	<i>Class coordinators, speakers, meeting space, and education materials</i>	
<i>Provide blood pressure self-monitoring class monthly</i>	<i>Increased awareness of hypertension management; better management of hypertension among participants</i>	<i>Class coordinators, speakers, meeting space, and education materials</i>	<i>Dallas YMCA</i>
<i>Provide heart failure management services and increase visits to the Heart Failure Clinic</i>	<i>Awareness of and adherence to anticoagulant therapies; better patient outcomes</i>	<i>Heart Failure Clinic staff and resources</i>	
<i>Provide bi-monthly COPD support group to patients, families, and community</i>	<i>Increased awareness of how to better manage COPD; better management of COPD among participants</i>	<i>Support group coordinators, speakers, meeting space, and education materials</i>	<i>American Lung Association</i>
<i>Provide medication therapy management services to underinsured and uninsured patients at Methodist Charlton Family Medicine Center</i>	<i>Increased medication management for clinic patients with chronic conditions</i>	<i>Clinic staff, pharmacist, and education, and support materials</i>	<i>Methodist Community Pharmacy</i>

Methodist Dallas strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide diabetes self-management and chronic conditions management classes at least twice annually</i>	<i>Increased awareness and improved self-management of chronic conditions among participants</i>	<i>Class coordination, meeting space, and other education materials</i>	<i>Dallas Area Agency on Aging</i>
<i>Provide group diabetes education classes for Golden Cross Academic Clinic patients</i>	<i>Increased awareness and improved self-management of chronic conditions among participants</i>	<i>Golden Cross Academic Clinic staff, class coordination, meeting space, education and support materials</i>	
<i>Provide monthly weight management and bariatric support group</i>	<i>Increased awareness and support and improved weight management among participants</i>	<i>Class coordinators, speakers, meeting space, and education materials</i>	
<i>Provide medication therapy management services to underinsured and uninsured patients at Golden Cross Academic Clinic</i>	<i>Increased medication management for clinic patients with chronic conditions</i>	<i>Clinic staff, pharmacist, and education and support materials</i>	<i>Methodist Community Pharmacy</i>

Methodist Rehab strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide monthly stroke support group for stroke rehab patients and families</i>	<i>Increased awareness and better self-management of stroke rehabilitation for program participants</i>	<i>Support group coordinators, speakers, meeting space, and education materials</i>	
<i>Provide stroke class 3 days a week for patients and family members prior to discharge (includes education on diet, exercise, medication compliance, connected with appropriate resources for follow up, etc.)</i>	<i>Increased awareness and better self-management of stroke rehabilitation for program participants</i>	<i>Patient educator and education materials</i>	
<i>Provide peer support group for amputees</i>	<i>Increased awareness and better self-management of amputee rehabilitation</i>	<i>Support group coordinators, speakers, meeting space, and education materials</i>	

2. LACK OF HEALTHY FOOD OPTIONS

Community members commented that there are food deserts in Dallas County and limited access to affordable and healthy food options. They recognized that efforts to correct the problem increased during the COVID-19 pandemic through food drives and other support, but they voiced concerns that once the federal or state support comes to an end post-pandemic, this will create a negative impact on healthy food availability to residents. The data also indicates that food insecurity is higher in the community as compared to the state benchmark.

In the prioritization session, hospital leadership agreed that there is a lack of healthy food options in the community that needs to be addressed.

Methodist Charlton strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide 60-90 days of free meals to food insecure Dallas County Methodist Charlton patients post-discharge</i>	<i>Decreased food insecurity for program participants</i>	<i>Hospital staff awareness and use of referral</i>	<i>VNA and Meals on Wheels</i>
<i>Support local food bank by hosting annual food drive</i>	<i>Increased support for local food bank</i>	<i>Food drive event volunteers and staff</i>	<i>Cedar Hill Shares Food Bank</i>

Methodist Dallas strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide 60-90 days of free meals to food insecure Dallas County Methodist Dallas patients post-discharge</i>	<i>Decreased food insecurity for program participants</i>	<i>Hospital staff awareness and use of referral</i>	<i>VNA and Meals on Wheels</i>
<i>Grow food pantry services at Golden Cross Academic Clinic for patients needing food until they are able to access more permanent resources</i>	<i>Decreased food insecurity for recipients</i>	<i>Food pantry staff and coordination; housing of food pantry</i>	<i>Methodist Health System Foundation</i>
<i>Support local urban farm Elmwood Farm in Oak Cliff with financial support</i>	<i>Increased support for local urban farm to provide additional healthy food options for the community</i>	<i>Sponsorship funding</i>	<i>Elmwood Farm</i>

Methodist Rehab strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Support the local food bank with food drive and cash donations</i>	<i>Increased support for local food bank providing healthy food options</i>	<i>Food drive event volunteers and staff</i>	<i>North Texas Food Bank</i>

3. GAP IN BEHAVIORAL HEALTH/SUBSTANCE ABUSE SERVICES

Community members recognized that there are gaps in mental health and substance abuse services and, therefore, these patients do not have a resource from which they can receive care. They noted that the pandemic widened the gap as the number of people struggling with substance abuse increased. They added that caregivers and others fail to recognize mental health issues, which delays treatment for these patients. The data indicates a higher average of mentally unhealthy days in the community, higher rates of opioid-involved accidental poisoning deaths, and higher rates of drug overdose deaths 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 Dallas County.

Methodist Charlton strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide psychiatrist weekly for referred uninsured and underinsured patients at Methodist Charlton Family Medicine Center as needed</i>	<i>Access to psychiatric care for uninsured and underinsured clinic patients</i>	<i>Clinic staff, psychiatrist, and education, and support materials</i>	
<i>Provide placement assistance for suicidal patients</i>	<i>Better placement options for suicidal patients</i>	<i>Hospital staff awareness and use of referral</i>	<i>Behavioral Health Connections</i>
<i>Provide mental health first aid training for faith community congregants at least 2 times a year</i>	<i>Increased awareness of mental health issues and how to find support for those in need of intervention</i>	<i>Faith Community Nursing staff, meeting space, and education and support materials</i>	<i>Faith Community Partners and Methodist Faith Community Nursing</i>
<i>Provide virtual (telepsych) psychiatric consult services in the ED</i>	<i>More streamlined care for the patients and faster, more efficient treatment for patients</i>	<i>Telepsych coverage, services, and coordination</i>	
<i>Add psych nursing staff in the ED</i>	<i>Additional psych support for ED patients who need it</i>	<i>Psych staff nurses</i>	

Methodist Dallas strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide psychiatrist weekly for referred uninsured and underinsured patients at Golden Cross Academic Clinic as needed</i>	<i>Access to psychiatric care for uninsured and underinsured clinic patients</i>	<i>Clinic staff, psychiatrist, education and support materials</i>	
<i>Provide placement assistance for suicidal patients</i>	<i>Better placement options for suicidal patients</i>	<i>Hospital staff awareness and use of referral</i>	<i>Behavioral Health Connections</i>
<i>Provide mental health first aid training for faith community congregants at least 3 times a year</i>	<i>Increased awareness of mental health issues and how to find support for those in need of intervention</i>	<i>Faith Community Nursing staff, meeting space, and education and support materials</i>	<i>Faith Community Partners and Methodist Faith Community Nursing</i>
<i>Provide virtual (telepsych) psychiatric consult services in the ED</i>	<i>More streamlined care for the patients and faster, more efficient treatment for patients</i>	<i>Telepsych coverage, services, and coordination</i>	

4. PRENATAL CARE ISSUES

The data indicates lower rates of first trimester entry into prenatal care and higher percentages of newborns with low or very low birthweight in the community compared to the state benchmarks.

Hospital and community leaders agreed that there is insufficient prenatal care in the community, which many times leads to low birth weight. They also noted that many pregnant patients in the community have no established obstetrician.

Methodist Dallas strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide group prenatal care for uninsured and underinsured women</i>	<i>Increased overall readiness for birth and infant care, reduced risk of preterm birth, and increased breastfeeding rates among program participants</i>	<i>Program coordinators, meeting space, and education and support materials</i>	

5. ESCALATING HEALTH NEEDS OF AN AGING COMMUNITY

Community members acknowledged that there is a large aging population. This population is contributing to the escalating health needs observed. The data also 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. They felt that members of the senior community with chronic conditions are a priority.

Methodist Charlton strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide heart health community education event annually</i>	<i>Increased awareness of risk factors, treatment, and prevention of heart disease and related issues</i>	<i>Event volunteers, staff, meeting space, education support materials, and promotion</i>	
<i>Provide depression screenings for all senior patients at Methodist Family Health Centers in the service area</i>	<i>Increased awareness of depression among senior clinic patients</i>	<i>Portion of clinic staff, follow-up materials, and referrals</i>	
<i>Provide health screenings for faith communities at least 3 times a year</i>	<i>Access to health screenings and increased awareness of illness prevention and health lifestyle changes</i>	<i>Faith Community Nursing staff, meeting space, screening supplies, and education and support materials</i>	<i>Faith Community Partners and Methodist Faith Community Nursing</i>

Methodist Dallas strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide monthly education events for seniors that focus on age-related health issues</i>	<i>Increased awareness of aging health issues and how to manage and reduce risk</i>	<i>Event volunteers, staff, meeting space, education support materials, and promotion</i>	
<i>Provide annual resource fair event for seniors</i>	<i>Increased access to services and resources for seniors for event attendees</i>	<i>Event volunteers, staff, meeting space, education support materials, and promotion</i>	<i>AARP; Senior Source</i>
<i>Provide program on fall prevention at least twice annually</i>	<i>Increased awareness of better balance techniques, identification of the causes of falling, and how to improve balance among participants</i>	<i>Program coordination, staff, meeting space, education, and support materials</i>	<i>Dallas Area Agency on Aging; Methodist Trauma Prevention teams</i>
<i>Provide depression screenings for all senior patients at Methodist Family Health Centers in the service area</i>	<i>Increased awareness and identification of depression among senior clinic patients and referrals to support services</i>	<i>Portion of clinic staff, follow-up materials, and referrals</i>	
<i>Provide health screenings for faith communities at least 3 times a year</i>	<i>Access to health screenings and increased awareness of illness prevention and health lifestyle changes</i>	<i>Faith Community Nursing staff, meeting space, screening supplies, education, and support materials</i>	<i>Faith Community Partners and Methodist Faith Community Nursing</i>

6. CANCER INCIDENCE

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

Hospital and community leaders agreed that there is a need to increase screenings and education on prevention and early detection, despite past efforts to improve preventive services, and offer free screenings and outreach in Dallas County.

Methodist Charlton 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</i>	<i>Coordinators, mobile mammography unit, and education support materials</i>	<i>Mammogram Poster Girls</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>	
<i>Provide community education about cancer prevention, treatment, and early detection 4 times a year</i>	<i>Increased awareness of importance of early detection, prevention, and treatment</i>	<i>Educators, staff, and education support materials</i>	
<i>Provide smoking cessation classes</i>	<i>Increased awareness of risk factors of smoking and smoking cessation among participants</i>	<i>Class coordinators, speakers, meeting space, and education materials</i>	

Methodist Dallas strategies to address this community need include:

Action Description	Anticipated Impact	Resources	Community Collaborators
<i>Provide free mammograms and breast cancer education for those who are uninsured and underinsured</i>	<i>Access to screening mammograms</i>	<i>Coordinators, mobile mammography unit, and education support materials</i>	<i>Various foundation grants, Mammogram Poster Girls, Brother Bills Helping Hand, Los Barrios Community Clinic, and Foremost Health Centers</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>	
<i>Provide 6-week cancer survivorship program twice annually</i>	<i>Increased awareness and knowledge of how to thrive after surviving cancer</i>	<i>Program coordinators, meeting space, and education support materials</i>	
<i>Provide monthly pancreatic cancer support group</i>	<i>Increased awareness of management of pancreatic cancer treatment and emotional support for patients and families</i>	<i>Program coordination, medical equipment, and meeting space</i>	
<i>Grow lung nodule screening program</i>	<i>Better coordinated care for lung nodule evaluation and increased awareness and early detection for participating patients</i>	<i>Program coordination, medical equipment, and meeting space</i>	
<i>Provide smoking cessation counseling</i>	<i>Increased awareness of risk factors of smoking and smoking cessation among participants</i>	<i>Social worker and education and support materials</i>	

7. MANY NON-ENGLISH SPEAKERS

Community members noted that the Dallas community is very diverse with many ethnicities and different languages. The healthcare providers, however, are not as diverse. 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 language barriers exist, and that working to shorten the gap between healthcare providers and the non-English speakers in the community is a priority.

Methodist Charlton 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 and better communication for patients using services</i>	<i>Translators and electronic equipment</i>	

Methodist Dallas 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 and better communication for patients using services</i>	<i>Translators and electronic equipment</i>	
<i>Provide translators stationed at the front desk in the ED</i>	<i>Additional language assistance for patients who arrive in the ED</i>	<i>Translator staff</i>	
<i>Provide monthly Spanish-speaking general cancer support group</i>	<i>Increased awareness of management of cancer treatment and emotional support for patients and families and reduced language barrier among participants</i>	<i>Support group coordinators, speakers, meeting space, and education materials</i>	