CHI St. Joseph Health College Station Hospital

Community Benefit Plan
2020 Annual Report

July 2019 – June 2020

CHI St. Joseph Health College Station Hospital
College Station, Texas

Introduction

Catholic healthcare organizations across the nation are challenged to provide quality care with compassion to those we serve, as well as to understand and respond to the needs of our communities. CHI St. Joseph Health (CHISJH) actively works to assess these unique needs and create plans that respond to them.

The CHI St. Joseph Health community benefit program encompasses services provided, with little or no compensation, in response to identified community needs, including: community health education activities, community screenings, cash and in-kind contributions to community organizations, efforts to improve access to healthcare, charity care to residents and the shortfall of federal and state health reimbursements for patients served.

Established in 1936, CHI St. Joseph Health is a faith-based, not-for-profit health system committed to excellence and compassion in caring for the mind, body and spirit while also creating healthier communities. CHI St. Joseph Health is comprised of five hospital facilities across the Brazos Valley, including CHI St. Joseph Health Regional Hospital, the region's highest level trauma center. CHI St. Joseph Health is a part of Catholic Health Initiatives (CHI), one of the nation's largest Catholic health systems. As an active member of the communities it serves, CHI St. Joseph Health is a leader in health improvement and access and is proud to present the 2020 annual report of community benefit initiatives.

CHI St. Joseph Health as a part of the Brazos Valley Health Coalition, a collection of hospital and local health and human services authorities from both the public and private health sector, assesses the health needs and strengths of the community using internal and external information. The primary assessment tool is the Regional Health Partnership 17 Health Assessment, which includes an assessment of the Brazos Valley. This assessment is conducted every three years. Using information from the 2019 health needs assessment, CHI St. Joseph Health provided programs in 2020 to improve the health of residents, such as community-based health screenings, education, awareness and prevention programs, as well as programs designed to improve access to primary care providers. CHI St. Joseph Health also delivers uncompensated health services to residents qualifying for charitable care or those covered through state and federal programs, such as Medicare and Medicaid, where the reimbursement for services provided are less than the costs of providing that service.

CHI St. Joseph Health 2020 Community Benefit

Community Benefit provided by CHI St. Joseph Health can be broken down into three primary areas:

- healthcare services delivered to patients meeting qualifications of the health system's charity care policy or government-sponsored indigent health care programs;
- subsidized healthcare services,
- programs aimed at improving community health overall.

Healthcare Needs of the Brazos Valley

Community health initiatives completed by CHI St. Joseph Health in FY19 were based upon results of the 2019 Regional Health Partnership 17 Health Assessment, as well as state and national data. As a part of the RHP 17 Assessment, the Brazos Valley region included Brazos, Burleson, Grimes, Lee, Leon, Madison, Milam, Robertson and Washington counties.

Significant Health Needs

The CHNA identified the following significant community health needs:

- Transportation
- Access to resources and services in rural communities
- Financial stability
- Lack of recreational activities
- Risk factors (obesity and chronic disease)
- Access to health-related care
- Increased crime rate
- Mental health services
- Alcohol & substance abuse
- Communication and coordination
- Illegal drug use
- Lack of jobs for unskilled workers
- Poverty
- Lack of affordable housing

Significant Needs the Hospital Does Not Intend to Address

CHI St. Joseph Health has chosen not to address the following significant health needs. These health needs do not fit within our scope of services, our mission, or other organizations in the community are working to address these needs.

- Transportation
- Financial Stability
- Lack of recreational activities
- Increased crime rate
- Alcohol & substance abuse
- Illegal drug use
- Lack of jobs for unskilled workers
- Poverty
- Lack of affordable housing

Community Benefit Plan

Given the broad scope of community health issues and the tremendous differences in the types of health resources available in each community, CHI St. Joseph Health sought to identify goals that would impact as many health needs as possible with the resources most commonly available in all counties. The leading healthcare needs in the region that CHI St. Joseph chose to address include: mental health services, access to health-related care, risk factors, and communication and coordination.

Mental Health Services

The demand for qualified mental health specialists has increased significantly in recent years, thus increasing the lack of qualified mental health specialists, particularly in rural populations, such as the greater Brazos Valley region. The U.S. Top Performers have a ratio of 310:1; Texas has a ratio of 957:1.

In an effort to support an increase in mental health services offered to our area, CHI St. Joseph Health provides support to local and rural mental health services; Senior Renewal and Telehealth Counseling Services. Through the Senior Renewal Program, individuals learn effective ways to cope with concerns through a combination of therapies, nursing care, and an individualized treatment plan that may include referrals to community resources, group therapy with other senior adults with similar concerns, individual and or family therapy, and continuous communication with their physician. CHI St. Joseph Health Burleson, Grimes, and Madison Hospitals provide space, utilities, supplies, and pays the staff that run the Senior Renewal Program.

Telehealth Counseling Clinic services address disparities in access to high quality behavioral healthcare to diverse communities through collaborative partnerships and the application of scientific knowledge. The hospital provides space, network connections, and referrals to this program. CHI St. Joseph Health and Texas A&M Tele-behavioral Care (TAMU-TBC) program have partnered to provide access to counseling for patients in the Brazos Valley. TAMU-TBC provides individual, couples, and group counseling via video and telephone. The partnership will increase access to behavioral health care for patients and community members and improve mental health and quality of life of the individuals served. The hospital provides space, network connections, and referrals to this program. Efforts are currently underway to establish telehealth counseling services in Hearne and Franklin. With these additional locations, telehealth services will be available in the patients' community thus increasing referrals to the counseling services and increasing the number of patients served by telehealth.

Access to Health-related Care

There are many reasons for delays in health-related care including for example, associated cost, lack of insurance, and not knowing where to get care. When survey respondents were asked about their ED utilization in the last 12 months, 7.2% used the emergency room because they "do not have a regular place to go for health care."

In response to these identified needs, CHI St. Joseph Health Regional Hospital has chosen to focus on the Emergency Department (ED) Diversion and Patient Navigation Program and the Home Visit Program. These programs are currently offered through the Regional Hospital in Bryan but efforts are underway to expand this DSRIP program to our College Station Hospital.

The ED Diversion and Patient Navigation Program was implemented as part of the Delivery System Reform Incentive Payment Program (1115 Waiver). This program focuses on the Medicaid, Dual Eligible, and uninsured population that utilizes our health system emergency departments for Ambulatory Care Sensitive Conditions (Chronic and Acute Avoidable Visits). The purpose of the program implemented in the Regional ED is to enroll eligible patients in our Navigation Program educating them on available resources and proper healthcare system utilization; and establish them with a Medical Home with our local FQHC partner

HealthPoint. The goal is reduce avoidable ED utilization, improve patient access to health-related care, and management of chronic conditions.

The Home Visit program is a resource for patients that have difficulty attending primary care appointments in a clinic or need close monitoring of their condition. This is accomplished by a Home Visit Nurse Practitioner with a team of medical, nursing, and public health students entering a patient's home to assess needs and provide care. The patients eligible to the Home Visit program include high utilizers of the ED that have a chronic condition including Diabetes, Heart Failure, COPD, and Asthma. The initiative is measured by tracking the number of patients enrolled in the home visit program and the reduction of ER visits for the avoidable chronic conditions. Once a patient is enrolled and scheduled with the medical home or Home Visit Program, our navigation team financially assists with assessed barriers including co-pays, transportation, DMEs, medication, and specialty referrals (as needed). During their enrollment we provide consistent follow up calls (both social and clinical if applicable) and reminder calls for appointments. Eligible patients are stratified based on clinical needs and historical ED utilization. When patients are nearing the end of the enrollment period with DSRIP Navigation, we refer patients to the Brazos Health Resource Center for continued resources in the future.

Risk Factors

Overall health status is driven by both individual and social factors. Risk factors are health-related behaviors among the individual factors which contribute to the development of chronic diseases. Examples include smoking, obesity (as related to healthy eating and physical activity), and preventive screening participation, among others.

CHI St. Joseph Health has chosen to focus on the Making Moves with Diabetes program and Chronic Disease Self-Management programs offered at our facilities.

The Making Moves with Diabetes (MMWD) program is an American Diabetes Association (ADA) recognized program designed to help individuals manage their diabetes with minimal impact to their current lifestyle. This program is offered in collaboration with the Texas A&M University Center for Population Health and Aging department. With the guidance of a diabetes care team, participants will have access to a Registered Nurse, Registered Dietician, and a Certified Community Health Worker who will connect them with community resources within the greater Brazos Valley area to help manage their diabetes. The hospital provides an RN educator, Registered Dietician, and direct referrals from physicians, materials, space, etc. The program's goal is to increase education, direct physician referrals, A1C testing rates for CHI St. Joseph patients, and to assist in the reduction of readmission rates.

The Chronic Disease Self-Management Program (CDSMP) was developed by a team of researchers at Stanford University. This program is a self-management education workshop attended by people with a variety of chronic health conditions. It aims to build participants' confidence in managing their health and keep them active and engaged in their lives. Participants attend a 2½ -hour interactive workshop once a week for 6 weeks to learn problem-solving, decision-making, and other techniques for managing problems common to people with chronic diseases. In a typical workshop, participants set a realistic goal for the upcoming week and develop an action plan for meeting that goal. They report on their progress at the following workshop, and solicit feedback from the group to help address any challenges. The hospital provides the educator, course materials, and facility for these programs. Physician are also set up to provide referrals to the Active for Life Chronic Disease Self-Management programs. Among the most studied

evidence-based programs, CDSMPs have been shown to help participants improve their health behaviors, health outcomes, and reduce healthcare utilization.

Communication and Coordination

When surveyed, residents in every community expressed concern with communication and its impact on access to services. Specific issues raised include how to inform residents of the resources available to them, the need for outreach to a growing Hispanic community, and how to improve communication and coordination among/between service providers.

Our effort to address these concerns will include focusing on the role of the Health Navigator and Health Resource Center in our hospital system and community service area.

CHI St. Joseph Health now employs four health navigators; Senior Advocate, Health Coach, Breast Health, Cardiac, that cover a multitude of patient and resident populations. 1) The Senior Advocate is a multi-disciplinary expertise designed to connect individuals with services, resources, providers, and care coordinators, effectively eliminating barriers to healthcare and promoting health management outside of the acute care setting for those aged 55 and older. 2) Our health coach works one-on-one with the patient to develop a personalized wellness plan that fits their specific health needs by setting wellness goals and providing resources needed to live a healthier life. 3) The Breast Health Navigator is a multidisciplinary expertise used to connect individuals with services, resources, providers, and care coordinators, effectively eliminating barriers to healthcare and promoting health management for those going through breast cancer treatment. The navigator serves as a central point of timely and precise communication between the patient, treatment team, and the referring physician. They ensure the patient and their family has a clear understanding of their disease process and options. 4) The Cardiac Navigator role is also a multi-disciplinary expertise used to connect individuals with services, resources, providers, and care coordinators, effectively eliminating barriers to healthcare and promoting health. The goal of the health navigator role(s) is to improve communication and coordination, improve outcomes, and reduce readmissions.

CHI St. Joseph Health opened a new Health Resource Center in Bryan in July 2016. The opening of this HRC expanded the concept of similar centers based near our Critical Access Hospitals. This was made possible through a $432,351 grant from Episcopal Health Foundation. The EHF is a 501© (3) not-for-profit corporation that operates as a supporting organization of the Episcopal Diocese of Texas. It formed in 2013 when the Diocese sold St. Luke's system in Houston to CHI. The center is designed to assess an individual's needs and connect them to various agencies throughout our community that provide services ranging from basic food and shelter to behavioral health counseling. The Bryan HRC not only helps us reach the underserved and vulnerable in Bryan-College Station, it also serves as a point of connection for our HRCs in surrounding counties. A central focus of the center is to help individuals become more self-sufficient, rather than continuing to need charity care. In the first year of service, the resource center helped more than 570 families valued at over $57,000 of assistance, with virtually no budget for direct assistance of their own. CHI St. Joseph Health also supports the Burleson Health Resource Center, Grimes Health Resource Center, and the Madison Health Resource Center by providing utility assistance, office space, and other means of support. Each of these CHRCs serve as a "one-stop-shop" for local residents to gain access to multiple resources simultaneously instead of having to visit multiple provider locations. Each CHRC provides different services, depending on the local needs and resources available in the community.

Special Events

CHI St. Joseph Health implements, promotes, and supports numerous health and safety education events and activities throughout the year. Some but not all of these events and activities are explained below.

In Brazos County, St. Joseph Health supports special health and wellness events and fundraisers in the community through sponsorships, health screenings, vaccinations, volunteers, and medical support throughout the year. This is a list of some the events and organizations supported this year:

- American Heart Association
- Hispanic Forum
- BISD New Teacher Luncheon
- Age Well Brazos!
- BCS Chamber Events
- BCS & BVSO Golf Classic
- Surviving & Thriving – local cancer foundation
- Brazos Valley Economic Summit
- Texas Reds Festival – St. Joseph provided 600 free flu shots and 200 blood pressure screenings and glucose tests
- Aquinas Fest
- TAMU Employee Health Fair
- National Night Out
- ATLAS Triathlon
- Buddy Walk – Down Syndrome Association
- Alzheimer's Association Walk
- Ronald Mc Donald House
- Brazos Valley Hospice
- You're the TOPS – Prenatal Clinic Fundraiser

One in four residents of the Brazos Valley report that at least one month in the past year when they did not have enough food or money to buy food for themselves and/or their family. 10.7% of survey respondents reported receiving food from a food bank or food pantry in the past 6 months. In an effort to address this community need, College Station team members participated in a system-wide food drive benefitting area food banks, collecting more than 2,000 items contributing toward a total of 16,000 donated items. CHI St. Joseph Health followed up our team members' generosity and hands-on effort to support our Mission and Values by contributing a cash match of $10,000. Food pantries have more buying power than the every-day consumer – they are able to purchase six pounds of food for every dollar donated. The cash donation of $10,000 equated to the ability to purchase approximately 60,000 pounds of food!

Amount of Charity Care & Government Sponsored Indigent Health Care Provided

Performance

Net patient revenue for the hospital, excluding DSRIP, totaled $46,339,115, and expenses totaled $69,490,236. Due to the hospital's participation in the Medicaid disproportionate share hospital program during the 2019 reporting period, the hospital is deemed in compliance of the law as it relates to the Health and Safety Code. The 2020 cost for providing charity care and government-sponsored indigent health care was $2,005,801, or 4% of net patient revenue.

Unreimbursed Costs of Medicare, Champus/Tricare and other Government Sponsored Programs

The estimated unreimbursed cost of government-sponsored health care programs provided by CHI St. Joseph Health College Station Hospital for 2020 was $11,707,676.

Unreimbursed Cost of Miscellaneous Other Community Benefits

The estimated unreimbursed cost of miscellaneous other community benefits provided by CHI St. Joseph Health Regional for 2019 was $46,275,465, detailed as follows:

- Unreimbursed cost of subsidized Health Services $ 4,077,757
- Donations made by the Hospital $ 75,755
- Unreimbursed Education-Related Costs $ 116,885
- **Total** **$ 4,270,398**

Total unreimbursed cost of community benefits

The total amount of community benefits rendered by CHI St. Joseph Health College Station Hospital for 2020, including charity care and government-sponsored indigent health care, other government-sponsored health care programs, and miscellaneous other community benefits were $17,983,878, or 39% of net patient revenues.

Reporting and Disclosure

The annual report of the community benefits plan has been filed with the Center for Health Statistics at the Texas Department of State Health Services. In addition to the annual report, a completed worksheet, as required by Subsection (a)(5), will be filed no later than ten working days after the date the hospital files its Medicare cost report.

A statement has been prepared that notifies the public that the annual report of the community benefits plan is public information, that it has been filed with the Texas Department of State Health Services and that it is available to the public on request from the department. The statement will be posted in prominent places throughout the hospital, including but not limited to the emergency room waiting area and the admissions office waiting area. The statement will also be printed in the hospital patient guide or other material that provides the patient with information about the admissions criteria of the hospital.

The hospital will provide, to each person who seeks any health care service at the hospital, notice in appropriate languages, if possible, about the charity care program, including the charity care and eligibility policies of the program, and how to apply for charity care. These notices will be conspicuously posted in the general waiting area, in the waiting area for emergency services, in the business office and in such other locations as the hospital deems likely to give notice of the charity care program and policies. The hospital will annually publish notice of its charity care program and policies in a local newspaper of general circulation in the county.

For Further Information

Further inquiries regarding this report should be directed to:

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