

CHI St. Joseph Health Madison Hospital

Community Benefit Plan
2019 Annual Report

July 2018 – June 2019

CHI St. Joseph Health Madison Hospital Madisonville, 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 2019 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 2019 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 2019 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 for the Madison Health Resource Center. Telehealth services are offered at the Madison Health Resource Center and are free of charge to all clients.

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.

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. Physicians 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.

CHI St. Joseph Health is exploring the feasibility of expanding the MMWD program to Madisonville. In the interim, the Regional Hospital in Bryan continues to be the closest location geographically to travel for education. The Madison Health Resource Center also offers travel assistance to those without the resources to travel on their own. There is no charge for this transportation or the education program.

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 supports the Madison Health Resource Center by providing utility assistance, office space, and other means of support. This donation equals over \$40,000 in monetary value annually. Each of these HRCs 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 HRC provides different services, depending on the local needs and resources available in the community. A central focus of the center is to help individuals become more self-sufficient, rather than continuing to need charity care. St. Joseph also 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.

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.

Community health fairs provide an avenue for increasing access to care and promoting wellness for residents across the eight-county region. CHI St. Joseph Madison offers a community-wide health fair each year. This year's health fair had over 100 visitors, with 75 flu shots given as well as 25 lab screenings for cholesterol. The Madison hospital also participated in the Leon Health Fair by sending several nurses to provide educational information to over 100 visitors that attended.

The Madison Health Resource Center sponsored a Back to School Fair to give out backpacks filled with school supplies to families in need. Over 400 backpacks were issued to children who completed a round of vendor tables offering various forms of educational materials. Employees donated supplies to fill the backpacks. The hospital donated \$1,000 in healthy snacks. The event was seen as a huge success!

CHI St. Joseph Health team members participated in a system-wide food drive benefitting area food banks, collecting more than 10,000 donated items and over 2,000 items from the Madison hospital alone. 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!

As a healthcare provider, CHI St. Joseph Health will always care for victims of violence. The health system seeks to move beyond treatment and intervention and focus efforts on prevention by collaborating and partnering with local agencies to increase prevention and treatment resources in the area of family/domestic violence as it relates to violent crime. In an effort to increase violence prevention education opportunities for professionals in the Brazos Valley who may come into contact with a crime victim and/or their family, CHI St. Joseph Health helps support the Every Victim Every Time (EVET) Conference that is held in Brazos County each year. This annual conference provides quality, effective and affordable victim services training for local and state-wide professionals as well as scholarships for the children of local law-

enforcement officers. Sponsorship donations also help cover the cost of facility rentals, speaker fees, etc. Over 900 professionals attended this event and received valuable training. St. Joseph provided education at the EVET conference by providing a Stop the Bleed training as a break-out session. Participants received Stop the Bleed training and a tourniquet.

Two blood drives were held this year at Madison Hospital, with a collection total of 49 units. A college scholarship of \$750 was awarded by the Madison Auxiliary to a student entering the medical field. Several sponsorships for local organizations were also awarded including: Chamber of Commerce Awards Banquet – Man and Woman of the Year announced, the City of Madisonville Mushroom Festival – Silver Sponsor, and the Madisonville Sidewalk Cattlemen’s Association – Scholarship fund for High School Seniors, all totaling close to \$6,000 in donations in support of community building activities.

Amount of Charity Care & Government Sponsored Indigent Health Care Provided

Charity Care

The total amount of unreimbursed cost of charity care provided by CHI St. Joseph Health Madison Hospital (CHI SJHM) was \$1,267,786 from July 2018 to June of 2019, which is CHI St. Joseph Health’s 2019 reporting period. The unreimbursed cost of providing care to financially- and medically-indigent patients totaled \$1,267,786.

Performance

Net patient revenue for the hospital, excluding DSRIP, totaled \$12,680,288, and expenses totaled \$11,292,981. 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 2019 cost for providing charity care and government-sponsored indigent health care was \$1,267,786, or 10% of net patient revenue.

Unreimbursed Cost of Miscellaneous Other Community Benefits

The estimated unreimbursed cost of miscellaneous other community benefits provided by CHI St. Joseph Health Madison for 2019 was \$7,576, detailed as follows:

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| ● Donations made by the Hospital | \$ 1,250 |
| ● Unreimbursed Education-Related Costs | <u>\$ 6,326</u> |
| ● Total | <u>\$ 7,576</u> |

Total Unreimbursed Cost of Community Benefits

The total amount of community benefits rendered by CHI St. Joseph Health Madison for 2019, including charity care and government-sponsored indigent health care, other government-sponsored health care programs, and miscellaneous other community benefits were \$1,275,362, or 10% 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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