

*2020 Community Benefit Report*



# Mission Regional Medical Center



# Table of Contents

Letter to the Community .....	2
What is Community Benefit .....	3
Community Benefit Contribution .....	4
Our Commitment .....	5
Our Community .....	5
Community Health Needs Assessment Process .....	5
Priority 1: Access to Care .....	6
Priority 2: Chronic Disease .....	7
Priority 3: Health Knowledge .....	7
Priority 4: Obesity .....	8
Priority 5: Preventative Care and Elderly .....	8
Community Outreach .....	15
Annual Statement of Community Benefits Standard	
Part I	
Part II	
Charity Care Policy .....	Appendix A
Community Health Needs Assessment .....	Appendix B



# Mission Regional Medical Center

June 1, 2021

Dear Fellow Texans and Neighbors,

Mission Regional Medical Center (MRMC) makes it a priority to always go above and beyond for our community. Our expectation is to provide essential healthcare expertise to the community which we serve. In order to accomplish this, our medical staff makes it their goal to inform and educate our residents on a variety of health topics. Above all, it is our duty to improve the overall health of the population in our service area.

Since joining Prime Healthcare Foundation, Inc. (PHFI) in 2017, it is evident that MRMC has grown and improved at an unprecedented rate, heightening our standards and our service to all community members. Proof of that is our most recent recognition as a Fortune/IBM Watson Health's "100 Top Hospital" along with the Everest Award, for the second year in a row.

PHFI, our local leadership team, and the employees of MRMC have continuously dedicated their time and efforts into improving the health of the community we serve. Despite the unexpected COVID-19 pandemic, MRMC was able to provide the community with education by hosting virtual educational seminars, attending community health fairs and providing health screenings to the community.

Included in this Community Benefits Report is a copy of the 2018 Community Health Needs Assessment (CHNA) that outlines our priorities. These are comprised of community access to care including primary care and specialists, awareness of chronic disease, health knowledge and education, awareness of obesity and health nutrition as well as preventative care and services for the aging. A separate report on the status of the implementation of our priorities from the CHNA is also included as an attachment. We are undertaking developing a new CHNA during 2021.

Mission Regional Medical Center is proud to offer the best quality of healthcare. Once you review the enclosed reports, it can be found that MRMC provides a lot to our community. If you have been unable to attend any previous programs, be on the lookout for future programs that can, and will, benefit your health.

It is our privilege to treat patients with care close to home. We look forward to continuing our 65-year legacy of service today and for generations to come.

Sincerely,

Kane Dawson

CEO, Mission Regional Medical Center

## **What is Community Benefit?**

Community benefit encompasses programs or activities that provide treatment or promote health and healing in direct response to identified community needs.

Community benefit programs and activated meet at least one of these objectives:

- Improve access to health care services
- Enhance the health of the community
- Advance medical or health care knowledge
- Service for the aging generation
- Relieve or reduce the burden of government or other efforts

## **Creating healthier communities, together**

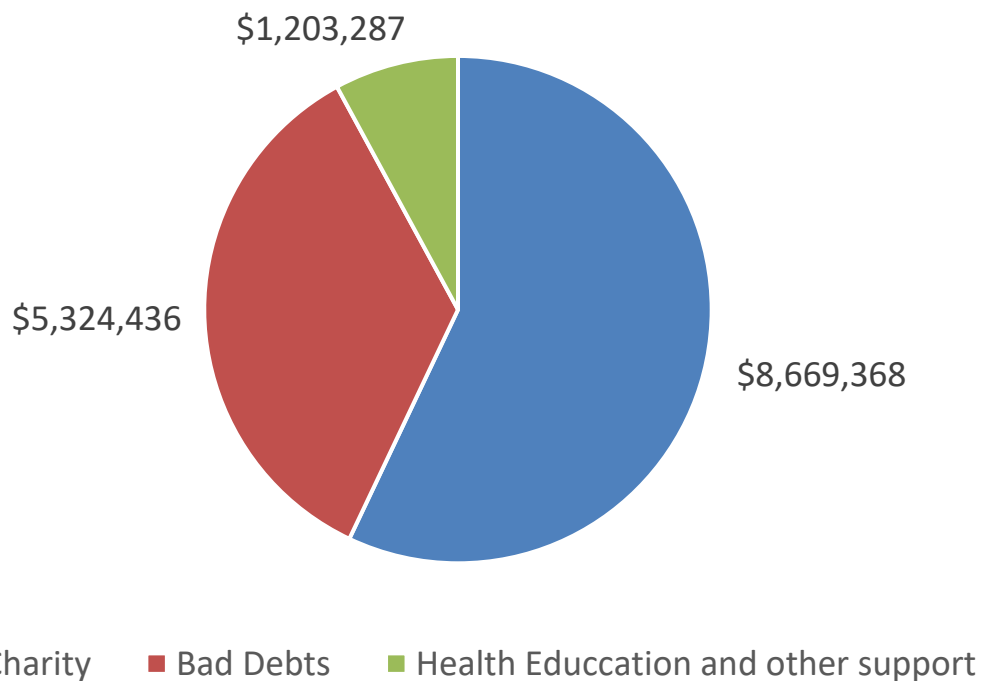
Through outreach, programs, health education, donations, free or discounted care and more, we give back to our communities.

## **Community Benefit: Investments to support those in need**

MRMC's community benefit investments not only support the health and well-being of each person we serve, but the whole community:

- Community health services: Free services such as patient education, health screenings immunizations and support groups as well as grants and donations to support community partners.
- Education and research: Education of medical conditions for the whole community, to be able to find and recognize issues that can be treated early on.
- Care and services operated at a loss: Clinical and social services provided despite a financial loss because they meet identified needs not met elsewhere in the community.
- Free and low-cost care: Financial assistance for those who are uninsured, underinsured, or otherwise unable to pay for their healthcare.

## Community Benefit Contribution \$15,197,091



### **Our Commitment**

Mission Regional Medical Center has served the people of our region since 1954 by providing healthcare services to all, crossing barriers of age, education and income levels.

As a non-profit community hospital, we continuously identify and utilize new and more effective ways to improve community health. Through outreach, programs, collaboration, health education, donations, free or discounted care, and more, we give back to our communities.

Not only does MRMC provide outreach and community access to care including primary care and specialists, awareness of chronic disease, health knowledge and education, awareness of obesity and health nutrition as well as preventative care and services for the aging, our doctors and nurses and staff also provide community-based care to patients and help educate the next generation of healthcare professionals.

The services we provide are essential to not only the community's overall health, but also to the quality of life for community residents. This focus is hardwired in our culture, from our volunteer Board of Directors to our physicians, volunteers and staff members.

MRMC has been actively involved in the community for decades. Since its beginning, this safety net hospital's philosophy has reflected the belief that effective preventive health care does not begin and end with an individual's well-being, but also includes promoting and supporting healthy, stable conditions.

## **Our Community**

MRMC serves the City of Mission and its surrounding communities in the central and western parts of Hidalgo and eastern Starr County. As a non-profit hospital MRMC has a longstanding commitment to the health and well-being of the community. Our facilities were established to address a crucial need for health services, which to this day, continues stronger than ever.

Hidalgo and Starr County represent one of the poorest and most underserved regions of the State. High rates of uninsured and a higher-than-average prevalence of chronic diseases such as diabetes and all its co-morbidities have plagued this region and made it more difficult and challenging not only for our hospital, but also for our State and Federal agencies.

## **Community Needs Assessment Process**

The following Community Benefit Report features highlights illustrating each of the five Priority Areas identified through the CHNA, as well as a compilation of progress made in 2019 on the implementation strategies associated with each Priority Area. As the Report clearly illustrates, Mission Regional Medical Center has made significant progress on each Priority Area in the first year of the Implementation Plan, in keeping with the hospital's strong commitment to provide better healthcare to the communities it serves.

The prioritized needs are:

1. **Access to Care Including Primary Care and Specialists:** To improve access to care for uninsured or underinsured population.
2. **Chronic Disease:** Improved the health of population with chronic diseases and related complications.

3. **Health Knowledge and Education:** Improve the overall knowledge level of the population toward general health to reduce of care in a hospital setting.
4. **Obesity:** Improve life choices of obese persons to reduce chronic side effects impacting the health of the population.
5. **Preventative Care and Services for the Aging:** Improve the healthy life span of the elderly patient and reduce the need for acute intervention

**The activities addressing these community health needs during 2018 are outlined below:**

### **Priority 1: Access to Care Including Primary Care and Specialists**

**Goal:** To improve access to care for uninsured or underinsured population.

Mission Regional Medical Center is located in Hidalgo County, one of the most medically underserved counties in the nation. According to the Robert Wood Johnson Foundation, the county has one primary care physician per 2,220 people, which is nearly double the national ratio of 1,325 to 1. Adding to the lack of access is a high 31% uninsured rate, and the absence of a comprehensive public transportation system which hinders patients accessing preventive and follow-up medical care. The result is that significant numbers of residents experience serious negative health outcomes.

Mission Regional Medical Center has undertaken several initiatives to increase access to both both primary and specialist care. Among these efforts in 2020 were coordination with Help America to enroll more than 3,731 patients in Medicaid and other services to cover medical expenses. Additionally, in 2019 the hospital began providing a list of Federally Qualified Health Centers (FQHC) and the services each provides to patients served through the Emergency Department. Discussions also started with a FQHC on establishing an “after-hours” clinic to provide non-emergent care for uninsured patients who would normally be admitted through the Emergency Department.

Coordination with community partners is essential to the continued expansion of access to primary care and early intervention by specialists in our medically underserved region. Mission Regional Medical Center remains committed to these efforts to head off more serious health outcomes for our population.

### **Priority 2: Chronic Disease**

**Goal:** Improved the health of population with chronic diseases and related complications.

The historical lack of access to primary and specialty care in the region has contributed to high rates of diabetes and obesity which, in turn, trigger other serious chronic diseases. These conditions include kidney disease, heart and circulatory problems, and pressure on the heart and

lungs that cause other chronic ailments including congestive heart failure, shortness of breath, and other respiratory issues.

In order to assist those already affected by chronic disease, in 2019 Mission Regional Medical Center initiated new educational and support services to targeted groups, such as Better Breathers for those with respiratory problems and a Congestive Heart Failure support and education group.

Another strategy, aimed at providing those with chronic disease improved regular monitoring of their condition, as well as identifying those at risk for chronic conditions, are wellness screenings offered to the general public upon request. The wellness screenings consist of basic men's and women's laboratory panels that patients can take to their primary care physician or specialist for interpretation and consideration in managing their care. In 2020, the MRMC Laboratory performed 274 wellness screenings.

### **Priority 3: Health knowledge and education**

**Goal:** Improve the overall knowledge level of the population toward general health to reduce episodes of care in a hospital setting.

Community health education is essential to positively influence the health behavior of individuals and their communities, as well as to advance improvements in the social determinants of health at home, in the workplace, and in the community. Mission Regional Medical Center utilizes several means to advance health knowledge and education in the City of Mission and surrounding communities, including the offering of educational seminars, coordination with strategic partner agencies, and outreach through larger scale community events.

In 2020 Mission Regional Medical Center provided seminars on a range of topics. Monthly CPR training sessions were offered to the community, resulting in 32 people being certified. Dr. Mario del Pino provided monthly weight loss seminars to the general public, while diabetes education was provided in the community through a partnership with Texas A&M University's School of Public Health. The month of October focused on breast cancer awareness and early detection, including the involvement of thousands in the Rio Grande Valley's largest "pink" event. Due to the COVID-19 pandemic, the Mission Pink event was held virtually in partnership with the American Cancer Society. The year also saw the formation of a Senior Panel to develop and promote a series of educational seminars of interest to older members of the community in 2020.

The promotion of widespread health knowledge and education requires partnerships with significant stakeholders, a role that Mission Regional Medical Center gladly embraces on behalf of the community it serves. Leading examples of this commitment in 2020 was the annual Mission Community Health Fair held in January in partnership with the Greater Mission Chamber of Commerce.



## **Priority 4: Obesity and Healthy Nutrition**

**Goal:** Improve life choices of obese persons to reduce chronic side effects impacting the health of the population.

A leading cause of the region's poor health outcomes is the high incidence of obesity, estimated at over one-third of the adult population in Hidalgo County by the Robert Wood Johnson Foundation. As noted in the Priority Area on Chronic Disease, Mission Regional Medical Center has implemented several strategies to assist those affected by conditions where obesity plays a major factor. In addition to these strategies, the hospital is also committed to preventing the onset of adult obesity through the promotion of healthy nutrition and the importance of exercise.

Under the leadership of our Director of Food Services, who is a licensed registered dietitian, Mission Regional Medical Center has initiated joint planning with Mission CISD to implement health food policies within the school district and thereby ensure that the school district's nearly 16,000 students receive good nutrition. Additionally, the Food Services department participates actively in all community health fairs and other events to promote information to the general public about making healthy nutrition choices in their daily life.

## **Priority 5: Preventative Care and Elderly**

While the median age in Hidalgo County is fairly young, we have a growing senior population, which grows significantly in the winter months thanks to the thousands of "Winter Texans" from throughout the United States and Canada who make Mission their home for several months. In addition to special outreach programs targeting RV parks where many Winter Texans reside and through community events to reach permanent senior residents, Mission Regional Medical Center is on track to create a Senior Services Department to provide in-patient and out-patient experiences aligned with the specific needs of seniors.

As a first step, in 2019 Mission Regional Medical Center applied to the American College of Emergency Physicians for Geriatric Emergency Department Accreditation, and was notified in early 2020 of its accreditation, making it the only hospital south of San Antonio to earn this honor. Already in place is a pharmacist who is available to assist all seniors served by the hospital with review and reconciliation of their medications and provide guidance on potential side effects. With the added input of an advisory Senior Panel of community members created in 2019, the hospital will continue implementing additional services to ensure that seniors have a seamless experience from admission to discharge that is tailored to their needs, eventually leading to the creation of a dedicated Senior Services Department.

## **Current Goals**

In 2019, MRMC conducted a new Community Health Needs Assessment (CHNA). This CHNA is the most recent report to measure community input and relevant health data from the hospital,

county, state, the community and national sources to assess the health status of the community and determine its needs based on multiple variables.

Five significant community health needs were identified by assessing the issues from the health data findings combined with the frequency and severity of mentions in community input. The CHNA Team later participated in a roundtable discussion to rank the community health needs based on three characteristics: prevalence of the issue, effectiveness of interventions and the hospital's capacity to address the need. Once this prioritization process was complete, the CHNA Team discussed the results and elected to address the following needs in various capacities through hospital-specific implementation plans and partnerships.

The prioritized needs are:

1. **Access to Care including Primary Care and Specialists:** To improve access to care for uninsured or underinsured population.
2. **Chronic Disease:** To improve the health of population with chronic diseases and related complications.
3. **Health Knowledge and Education:** To improve the overall knowledge level of the population toward general health to reduce episodes of care in a hospital setting.
4. **Obesity and Healthy Nutrition:** To improve life choices of obese persons to reduce chronic side effects impacting the health of the population.
5. **Preventative Care and Services for the Aging:** Improve the healthy life span of the elderly patient and reduce the need for acute intervention in the Emergency Department setting.

Mission Regional Medical Center in collaboration, engagement and partnership with our communities, will address these priorities with a specific focus on health and wellness, and disease prevention.

## Maternity Outreach Clinic

Mission Regional Medical Center's Maternity Outreach Clinic provides early and continuous prenatal care to underserved women who don't have the resources needed to obtain medical treatment. Staffed by nurses and medical assistants, an estimated 1,264 patients were seen in 2020 at the clinic.

Services provided at the clinic include:

- Prenatal care
- Laboratory and ultrasound testing
- Instruction on normal physical change and common discomforts
- Symptoms to look for during pregnancy that should be reported to the clinic team
- Nutritional information and counseling
- Prenatal vitamins
- Easy access to many specialty services

- Assistance with referrals for smoking cessations, WIC or addiction counseling

Over the years, the clinic has made a tremendous difference in our community by bringing care to pregnant women who otherwise wouldn't get any medical attention. Running the clinic- including human resources and repairs- is expensive but bringing healthy babies to the world is priceless.

## Hospital Education Community Benefits

Mission Regional Medical Center actively engages in a broad array of educational programs, many which are designed to serve healthcare professionals, colleges with health field programs and the community.

MRMC is an American Heart Association Training Center. It is a contracted provider for Life Support classes such as CPR with AED certification, Advanced Cardiac Life Support -ACLS, and Pediatric Advanced Life Support-PALS.

In order to meet the needs of our student population wishing to enter the Nursing, Medical and Allied Health fields of study, we offer CPR classes. In following our Mission & Vision for MRMC to "Educate the Community" the education department provides the students with a discount of \$30.00 and the public \$40.00 to take these classes here in our facility.

As a community based hospital, we also host and place up to 400 students in clinical areas rotations for courses such as Nursing (LVN, Associate Degree in Nursing, and Bachelors Degree in Nursing), Ultrasonography, Health Information Management, Imaging, Cardiopulmonary, Pharmacy, Laboratory, Physical Therapy, and Pharmacy.

Our employees receive many educational programs at no cost, making them well versed and educated in their areas of specialty.

Such courses and programs are CPR, ACLS, PALS, Cardiac Rhythm Class, Neonatal Resuscitation, and other online continuing education specific to all areas of healthcare in the hospital field.

Emergency Department staff participates in annual Safety Fairs where car seats and bicycle helmets are issued out to the public along with safety awareness educational sessions.

Our online educational courses are through Healthstream and which offer hundreds of healthcare topics and certification preparation courses. With these programs the Evidence Based Best Practice concept of healthcare delivery can continue here at MRMC.

Fall through winter of 2020 Educators participated in the COVID-19 Vaccine clinics hosted here at Mission. Over 3,000 vaccines were given and continued on through 2021.

## 2020 American Heart Association Classes & Attendance

ACLS Class Date	Number of Attendees
1/9/20	5
2/23/20	7
5/30/20	6
6/20/20	5
7/25/20	7
8/22/20	4
9/19/20	7
10/17/20	7
10/29/20	5
11/28/20	4
12/18/20	0
<b>Totals</b>	<b>57</b>

BLS Class Date	Number of Attendees
1/24/20	11
6/18/20	5
7/24/20	5
8/26/20	5
9/25/20	2
10/30/20	4
<b>Totals</b>	<b>32</b>

PALS Class Date	Number of Attendees
1/26/20	4
2/21/20	1
3/28/20	7
5/30/20	6
6/28/20	6
10/22/20	8
11/19/20	3
<b>Totals</b>	<b>35</b>

EKG Class	Number of Attendees
1/22/20	5
4/22/20	2
11/24/20	9
<b>Totals</b>	<b>16</b>

## MRMC 2020 Student Clinical Rotations

School & Program	# of Students	Unit/Dept
Careers Unlimited – Nursing Assistant	5	3T and 4T – Med/Tele
College of Health Care Professionals - Diagnostic Medical Sonography	5	Ultrasound
College of Health Care Professionals - Radiologic Technologist Program	6	Imaging
Grand Canyon University- Doctor of Nursing Practice (DNP)	1	Nursing Administration – Kennetha Foster, CNO
RGV Careers - ADN	6	Nursing: Women’s & Children’s; ICU; 5T-Rehab
RGV Careers - LVN	91	Nursing: 2T Tele; 3S Post Surgical; 3T& 4T Med-Tele; 5T Rehab; Women's & Children's Services
Sharyland ISD: Pioneer High School Health Science Clinicals - CCMA Program	29	Hospital Wide
STC - ADN	140	Nursing:ED; ICU; 2T- Intermediate; 3T Med-Tele; 4T Med-Tele; 5T Rehab; Women's & Children’s
STC - LVN	92	Nursing: 2T - Tele, 5T Rehab
STC – Medical & Health Care Services Management	1	Radiology with Ralph Martinez, Director of Imaging
STC - Occupation Assistant Program	2	5T-RehabCare
STC - PTCA Program	5	Nursing: 3T & 4T Med-Tele, Outpatient Lab
STC - Radiology Program	5	Imaging
STC - Respiratory Therapy	4	CP
Texas A&M - Pharmacy	1	Pharmacy
Texas State Technical College – Surgical Tech	31	Surgery
Texas Southmost College - Medical Laboratory Program	2	Lab
University of Texas - Pharmacy	1	Pharmacy
UTRGV - BSN	19	Nursing: 3T & 4T Med-Tele
UTRGV - CLS	4	Lab
UTRGV – Social Work	1	CM
<b>TOTAL Students</b>	<b>441</b>	

## Hospital Education January 2019-December 2019

BLS Provider Classes 32 attendees x (\$30.00 per hour x 4 hours) Instructor: 6 Classes x \$200/class: BLS Online Access Keys 119 x \$21.00 BLS ecards 119 x \$2.40 BLS supplies 150.00	\$3,840.00 \$1,200.00 \$2,499.00 \$285.60 \$150.00
ACLS classes 57 attendees x (\$30.00 per hour x 8 hours) Instructor: 11 classes x \$300 per class ACLS Online Access Keys 18 x \$103 ACLS ecards 18 x \$ 5.40 ACLS supplies \$300.00	\$13,680.00 \$3,300.00 \$1,854.00 \$97.20 \$300.00
PALS Classes 35 attendees x (\$30.00 per hour x 8 hours) Instructor: 7 classes x \$300 per class PALS Online Access Keys 13 x \$114 PALS ecards 13 x \$ 5.40 PALS supplies \$300.00	\$8,400.00 \$2,100.00 \$1,482.00 \$70.20 \$300.00
EKG Classes 16 attendees x (\$30.00 per hour x 6 hours)	\$ 2,880.00

## COMMUNITY OUTREACH

Mission Regional Medical Center goes beyond its walls providing healthcare expertise to the community it serves. Medical and allied staff reach out to inform and educate residents on a variety of health topics. The outreach is in keeping with the hospital Mission: To improve the health of the community we serve.

## Annual Mission Community Health Fair

Our annual community health care fair ensures an opportunity for all members of our community to have access to beneficial healthcare screenings that they might not be able to have otherwise. For example, our team provides flu shots and laboratory panels. Through these screenings, our community is capable of finding any unfortunate medical issues and treating them as early as possible.



**Hundreds of people gathered to receive free health screenings at the Mission Event Center for the 26<sup>th</sup> Annual Mission Community Health Care**

## Senior Health Talks

MRMC's physicians believe it is necessary for our senior citizens to be informed about important health factors that are essential for a healthy life. Because of this, our physicians have created a series of health talks called "Senior Health Talks." These talks provide interactive discussions with local physicians. Not only that, but there are also free health screenings that come along with the program. Although this program would be moved to virtual webinars due to



COVID-19, our senior citizens are still more than welcome to learn about beneficial information in order to pursue a healthy life.



## Weight Loss Seminars

Mission Regional Medical Center conducts monthly weight loss seminars that can benefit all members of our community. These seminars are used to spread awareness and solutions to avoiding the growth of type 2 diabetes, high blood pressure, and high cholesterol within our community.

*Happy To Be*

*Healthy!*



**Join us LIVE on Facebook  
Wednesday, March 25<sup>th</sup>  
6pm-7pm**



*The Weight Loss Center at*  
**Mission Regional  
Medical Center**

Sample of our social media advertisement for our virtual weight loss seminar

## Mission Pink

Every October, Mission Regional Medical Center hosts the Annual Mission Pink 5K Walk/Run for Breast Cancer Awareness. In 2020, due to the COVID-19 pandemic, the Mission Pink event was held virtually. Over 1000 people registered for the event and they were able to walk/run at their own leisure. MRMC installed signs throughout the most visited tracks and parks in the Rio

Grande Valley, so no person would be left out of the event. These efforts are driven by the common goal of reminding women about the importance and benefits of mammograms in order to detect any health issues as soon as possible.



**Participants at the 11<sup>th</sup> Annual Virtual Mission Pink Walk/Run for Breast Cancer Awareness at the Mission Hike and Bike Trails in Mission, TX.**

## Winter Texans

Around the month of October, the Rio Grande Valley becomes the temporary home to thousands of people from far northern states. These people, warmly known as “Winter Texans,” migrate to

areas with much warmer climates in order to avoid the harsh weather conditions of their hometowns.

Mission Regional Medical Center has welcomed our Winter Texans with open arms for as long as they have been visiting the Rio Grande Valley. Our Marketing and Business Development Team coordinates health presentations, screenings, flu shots, educational presentations, and even interactive discussions with local physicians at a variety of community meetings



**Our trauma department team teaching residents from an RV park on what to do in case of bleeding**

## Community Partnerships

We are so fortunate to have the privilege of working with our community partners to build a healthier community; year after year. MRMC has formed invaluable partnerships with a variety of organizations within the area that we serve. Our partners include:

### City of Mission

MRMC provides clinical screenings at their health fairs, as well as educational seminars on learning about worksite wellness, breast cancer, heart disease, kidney health, diabetes, nutrition, blood pressure, cholesterol, and the importance of exercise. MRMC also supports the city of Mission with a variety of projects that benefit our community as a whole. Annually, a team of our medical center employees volunteer to help clean up sections of our city during our annual “Trash Bash.”

### Mission Consolidated Independent School District

Our medical center provides information about health and wellness to all faculty and staff members. Mission Regional Medical Center highly supports the Health Occupations Students of America (HOSA) program.

### Mission Chamber of Commerce

Our staff members help organize and support several events coordinated by the Mission Chamber of Commerce. Some events include: Annual Community Health Fair, Winter Texan Fiesta, and Buenas Tardes Luncheon.

### Leadership Mission

MRMC sponsors employee participation in the Community Leadership Development Program and hosts one of the required meetings at our hospital.

### Philippine Nurses Association

We support the Philippine Nurses Association in several community projects to enhance their profession and collegiality.

## United Blood Services

MRMC donates and helps encourage blood donations to United Blood services throughout the year.

## Mission Boys & Girls Club

We make financial donations for programs and operations to this important community resource.

## Mission Police Department

MRMC supports our local police department in various activities throughout the year, including collecting toys around Christmas time and community neighborhood watch projects.

## Community Speakers Bureau

MRMC Mammographers speak at various community events on breast cancer and early detection.

## Mayor's International Brunch

The Mayor of Mission coordinates the Mayor's International Brunch to foster goodwill with our neighbors to the South- Mexico. This is part of our US Sister City Program. MRMC attends and supports the brunch and its goodwill efforts.

## South Texas Community College

MRMC hospital staff helps as adjunct faculty at South Texas Community College to educate future healthcare professionals.

## South Texas Juvenile Diabetes Association

MRMC partnered up with the South Texas Juvenile Diabetes Association (STJDA) to support children and their families with type 1 and type 2 diabetes by attending community events and projects organized by STJDA.

## RGV Hispanic Chamber of Commerce

MRMC supports the community of the RGV by providing health care education and screenings to the community through the RGV Hispanic Chamber of Commerce through their different community events.