

Mission Regional Medical Center

2018 Implementation Plan

*Quality Healthcare
Close to Home*





Mission Regional Medical Center

Implementation Plan for Community Health Needs Assessment 2018

INTRODUCTION

Mission Regional Medical Center has been attending to the health care needs of the community for more than 60 years. Founded by the City of Mission, Mission Municipal Hospital, as it was named then, opened its doors to patients in 1954.

Over the years, the hospital has grown both in size and scope of service. Originally comprised of 35-beds and a staff of about 50, today Mission Regional Medical Center has a staff of about 850 and 297-beds. To reflect its increasing size and service, Mission Hospital was renamed Mission Regional Medical Center in 2004.

Since then, Mission Regional Medical Center, a non-profit community hospital, has been providing personalized health care not only to the residents of Mission, but also to the communities in neighboring counties and our neighbors to the south-Mexico. That growth has included state of the art medical equipment, an expanded range of services, and a diverse medical staff.

An award-winning, state-of-the-art healthcare facility, Mission Regional Medical Center, continues to focus on the needs of the community and patients, and that is what drives the Board of Directors, physicians, employees, volunteers and auxiliary members to provide exceptional performance and quality care, and to become the hospital of first choice for healing in Mission and surrounding communities.



Our compassionate health-care professionals provide advanced, cost-effective care, and are dedicated to one single purpose - returning you to the best possible health.

More than 380 physicians representing different specialties hold staff privileges at Mission Regional Medical Center. They are supported by allied health professionals who utilize the most current technologies and on-going education in treatment, while never losing sight of the importance and dignity of each individual patient. Our hospital provides care for people of all ages. It has been recognized for excellence in maternity care and orthopedics (total joint replacement). Its many services include state-of-the-art imaging, cardiac catheterization, women's health, NICU- Level III, gastroenterology, laparoscopic surgery, general surgery, cardio pulmonary, emergency department, laboratory, rehabilitation, and a comprehensive wound healing center.

In 2017, Prime Healthcare Foundation, Inc. acquired Mission Regional Medical Center and continues the long history of community healthcare in a non-profit setting. This association with Prime Healthcare Foundation, Inc. has provided access to better purchasing opportunities than a sole community hospital and provides resources to continue to maintain and upgrade to state-of-the-art equipment.

MISSION

To deliver compassionate, quality care to patients and better healthcare to communities.

VALUES

QUALITY: We are committed to always providing exceptional care and performance.

COMPASSION: We deliver patient-centered healthcare with compassion, dignity and respect for every patient and their family.

COMMUNITY: We are honored to be trusted partners who serve, give back and grow with our communities.

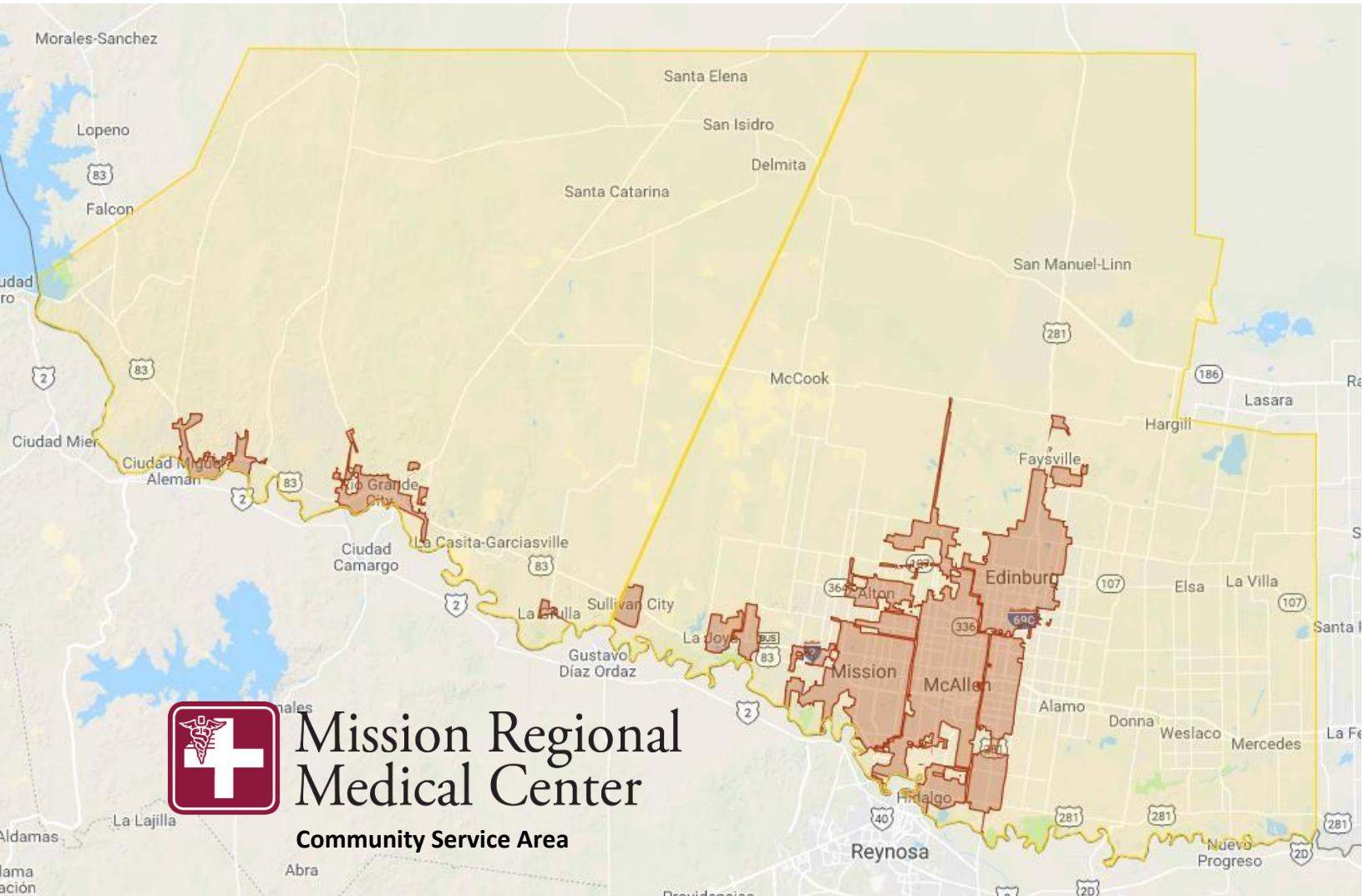
PHYSICIAN LED: We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.



This document provides a summary of Mission Regional Medical Center's plan to develop new and enhance established community benefit programs and services from 2019 2021. This plan is focused on addressing the top community health priorities identified in the community health needs assessment conducted by Mission Regional Medical Center in 2018.

THE COMMUNITY WE SERVE

Mission Regional Medical Center is located in Mission, Texas in the western portion of Hidalgo County. The primary service area encompasses central and western Hidalgo County and eastern Starr County. Cities in the primary service area of the hospital include, Mission, McAllen, Edinburg, La Joya, Sullivan City, Pharr, Rio Grande City and Roma among others.



COMMUNITY POPULATION & DEMOGRAPHICS

The following statistics and figures were compiled based on information from the U.S. Bureau of Census 2012. The population of Hidalgo County is expected to increase from 860,835 in 2018 to 888,641 by 2021. The population over age 65 is expected to increase from 95,655 in 2018 to 105,780 by 2021 representing 12% of the population. In addition to this growth in the aged population, all of the Rio Grande Valley experiences an influx of “winter Texans” where people from the Northern states and Canada travel to the Rio Grande Valley during the winter months (November through March). This increases the over 65 age category by approximately 100,000 people during this time frame.

The median household income in the hospital’s service area is \$51,702 which is significantly below the Texas and US averages of \$77,585 and \$77,866, respectively. The unemployment rate in the hospital’s service area is 6.8% which is significantly higher than the Texas and US unemployment rates of 3.9% and 4.0%, respectively. Noticeably, the poverty rate is 33% in the hospital’s service area and the uninsured population is also 33% whereas the Texas poverty rate is 17% and uninsured rate is 19%.

IDENTIFYING HEALTH NEEDS

In order to identify the health needs of the community served by the hospital, two stakeholder forums were conducted by an independent organization. The stakeholder forums were divided between the following:

- Members of the government and organizations serving the population
- Members of the medical community serving the population

Members of the government and organization serving the population included representatives from:

- Mission City Government
- Mission Independent School District
- Social Service Agencies
- Public Health Agencies

Members of the medical community serving the population included the following:

- Primary care physicians in the community
- Specialty providers in the community
- Members of the medical staff providing care at Mission Regional Medical Center

Information gathered in from the above forums was analyzed and reviewed to identify health issues of uninsured personas, low-income persons, aged population, minority groups and the community as a whole.

Health needs were ranked utilizing a weighting method that weighs: 1.0 the size of the problem, 2.0 the seriousness of the problem, 3.0 the prevalence of common themes, 4.0 the impact of the issue on vulnerable populations and 5.0 how important the issue is to the community. Mission Regional Medical Center engaged BKD, LLP to conduct a formal community health needs assessment and assist in compiling secondary data and prioritizing identified health needs.

To facilitate prioritization of identified health needs, a ranking process was used. Health needs were ranked based on the following five factors. Each factor received a score between 0 and 5.

1. How many people are affected by the issue or size of the issue? For this factor, ratings were based on the percentage of the community who are impacted by the identified need. The following scale was utilized: >25% of the community= 5; >15% and <25%=4; >10% and <15%=3; >5% and <10%=2 and <5%=1.
2. What are the consequences of not addressing this problem? Identified health needs which have a high death rate or have a high impact on chronic diseases received a higher rating.
3. The impact of the problem on vulnerable populations. Needs identified which pertained to vulnerable populations were rated for this factor.
4. How important the problem is to the community. Needs identified through community interviews and/or focus groups were rated for this factor.
5. Prevalence of common themes. The rating for this factor was determined by how many sources of data (leading causes of death, primary causes for inpatient hospitalization, health outcomes and factors and primary data) identified the need.

Each need was ranked based on the five-prioritization metrics. As a result, the following summary list of needs was identified:

Identified Health Needs	How Many People are Affected by the Issue?	What are the Consequences of Not Addressing the Problem?	What is the Impact on Vulnerable Population?	How Important is it to the Community?	How Many Sources Identified the Need?	Total Score
Uninsured/Limited Insurance/Access	5	4	5	5	3	22
Chronic Diseases (Heart Disease, Stroke, Kidney, Cancer Diabetes)	5	4	3	4	3	19
Lack of Primary Care Physicians/Hours	4	3	4	4	2	17
Lack of Specialists/Hours	4	3	4	4	2	17
Poor Nutrition/Limited Access to Healthy Food Options	5	3	3	3	2	16
Lack of Health Knowledge/Education	5	2	3	3	2	15
Transportation	3	1	5	4	2	15
Obesity	4	4	0	4	2	14
Preventative Care	5	3	2	3	1	14
Services for the Aging	3	3	4	2	1	13
Lack of Mental Health/Addiction Providers and Services	4	3	2	2	2	13
Healthy Behaviors/Lifestyle Choices	5	2	2	2	2	13
Services for Children	3	3	3	2	1	12
Need for Prenatal Care	2	3	4	2	1	12
Language and Cultural Barriers	2	2	3	3	2	12
Physical Inactivity/Lack of Exercise	2	3	2	2	1	10
Adult Smoking	2	3	2	2	1	10
Low Birth Weight	2	1	2	1	1	7
Teen Birth Rate	2	1	2	1	1	7
Medical Services to Winter Texans	1	2	2	1	1	7
Lack of Dentists	2	2	0	1	1	6
Sexually Transmitted Diseases	2	1	0	1	2	6
Excessive Drinking/Alcohol Impaired Drinking Deaths	2	1	0	1	1	5

SELECTED NEEDS AND IMPLEMENTATION PLANS

Priority #1 -- Access to Care including Primary Care and Specialists		
<p>Rationale: The data suggests that the population in the MRMC service area does not have adequate access to primary care services and providers. The service area of MRMC has a higher discharge rate for preventable hospitalizations than the State and Country. The service area also has a lower number of primary care providers per 100,000 population than the State and Country. Participants in the study indicated that those members of the populace with low incomes or unemployed are most likely underserved when it comes to accessing services. The elderly were also identified as a group that faced challenges in accessing care due to transportation issues. Access to health care can be categorized by three topics - coverage, services and timeliness.</p>		
<p>Objective: To improve access to care for uninsured or underinsured population</p>		
Implementation Activity	Progress	Key Results (as Appropriate)
	FY 2019	
1.1 Develop a clinic on the campus of the hospital where patients without insurance or a PCP who come through the ED and need follow-up care can be seen for follow-up care.		
1.2 Recruit additional primary care providers into the hospital's service area to make it easier for individuals seeking care to be seen in a timely manner.		
1.3 Provide resources in the ED listing local community clinics that will see uninsured patients		
1.4 Continue to work with local hemodialysis centers to provide access for uninsured patients who require ongoing care and treatment.		
1.5 Continue providing qualification services to enroll uninsured patients into Medicaid programs who are presently uninsured and meet the program guidelines.		
1.6 Investigate the utilization of telehealth services for the chronically ill patients to identify early onset of medical issues before they become critical.		
1.7 Investigate the area services for low cost transportation for individuals who have limited transportation availability and need transportation to physician offices for assessment and treatment.		
1.8 Participate in the Mayor's council on healthcare needs for the City of Mission.		
1.9 Continue to provide and consider expanding hours for "Fast Track" Clinic in the ED to treat the non-emergent patient who has no other access to primary care.		

Priority #2 -- Chronic Disease

Rationale:

The data suggests that the population in the MRMC service area has a higher incidence of Diabetes (Type II) and Obesity than the State and the Country. The incident of chronic uncontrolled diabetes impacts key organs causing issues with kidneys, heart and circulatory problems, especially peripheral appendages (feet). Obesity puts pressure on organs such as the hear and lungs causing other chronic ailments including CHF and shortness of breath and other respiratory issues.

Objective:

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

Implementation Activity	Progress	Key Results (as Appropriate)
	FY 2019	
2.1 Implementation of a CHF Support and Education Group that meets quarterly.		
2.2 Partner with area facilities to implement a Better Breathers Program for those with chronic respiratory conditions.		
2.3 Continue to Offer Wellness Screenings at a cash price		
2.4 Continue to partner with Texas A&M to offer free Diabetes Education to the public		
2.5 Partner with the City of Mission to offer ongoing education for Chronic Disease to the public		

Priority #3 -- Health Knowledge and Education+A2:E18

Rationale:

The purpose of health education is to positively influence the health behavior of individuals and communities as well as the living and working conditions that influence their health. Health education improves the health status of individuals, families and communities and thereby the quality of life for the people. Better knowledge of health status and available resources reduces premature deaths and addresses the causative factors for chronic diseases early when life style changes are easier to implement.

Objective:

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

Implementation Activity	Progress	Key Results (as Appropriate)
	FY 2019	
3.1 Offer seminars to address health topics and to educate the community on risk factors, prevention measures, disease symptoms, and treatment resources in partnership with the City of Mission.		
3.2 Offer CPR classes once a month at the hospital		
3.3 Develop a Senior Care Panel to give educational information to Seniors on topics of interest. Once a month		
3.4 Increase the emphasis in Diabetes Education on obesity education and high blood pressure awareness as a consequence of diabetes, by offering monthly seminars to the Diabetic population to include MRMC patients and community residents.		
3.5 Increase the number of patients who receive free flu shots; and other health screenings by participating in Community Health Fairs and Winter Texan events.		
3.6 Offer health education to people by partnering with Dr. Mario Del Pino and having monthly weight loss seminars presented by physician to promote health education on nutrition and weight management.		
3.7 Offer Breast Cancer Awareness seminars to our community during the month of October to educate all women in our community and the importance of self-examination and early detection. Seminars to be presented by specialty physicians.		
3.8 Partnering with an Alzheimer support group in our community to provide support groups at Mission Regional Medical Center.		

Priority #4 -- Obesity and Healthy Nutrition

Rationale:

The purpose of nutritional awareness in conjunction with the prevalence of obesity in the hospital's service area is to address the early life style choices that lead to unhealthy eating habits and high BMI. Providing alternative healthy choices for meals and exercises options improve the changes that associated diseases such as Type II diabetes and congestive health failure can be curtailed, or their effects minimized.

Objective:

Improve life choices of obese persons to reduce chronic side effects impacting the health of the population

Implementation Activity	Progress	Key Results (as Appropriate)
	FY 2019	
4.1 Sponsor seminars, classes and programs to promote healthy living, including nutrition assessments, cooking classes, support groups and wellness contests.		
4.2 Coordinate with the local school district on healthy food policies		
4.3 Hold periodic wellness fairs/events that stresses healthy eating and exercise		

Priority #5 --Preventative Care and Services for the Aging

Rationale:

The purpose of access to preventative care, especially as it relates to the elderly, is to reduce acute episodic health interventions, usually in the high cost Emergency Department setting and to provide ongoing treatment and monitoring of chronic health issues. Early identification, treatment and follow-up provides better outcomes than when the illness becomes acute and requires hospitalization which puts more stress on the body's systems. Maintenance of immunizations for flu, pneumonia, shingles, etc. improves the ability of the individual to remain healthy and out of the acute hospital setting.

Objective:

Improve the healthy life span of the elderly patient and reduce the need for acute intervention in the Emergency Department setting.

Implementation Activity	Progress	Key Results (as Appropriate)
	FY 2019	
5.1 Investigate expanding the current Seniors program to include chronic disease self-management with periodic contact with enrollees through phone calls or seminars to improve compliance with medication dosing, exercise programs and routine physician follow-up visits.		
5.2 Investigate partnering with local "Winter Texan" RV parks to provide health screenings for diabetes, peripheral vascular disease and other chronic diseases.		
5.3 Investigate offering annual flu shots to seniors and other susceptible populations.		
5.4 Investigate the development of a "geriatric ED" to address the specific needs of the aged patient who presents with multiple ailments and multiple prescribed drugs for chronic conditions.		
5.5 Investigate developing programs for the senior population around "healthy aging" including self directed safety assessments for home falls, core strength development and healthy eating.		
5.6 Investigate the means by which the elderly patient can be provided with a comprehensive medication profile and dosing chart to better ensure compliance with dosing recommendations.		

ADOPTION/APPROVAL

The Board of Directors of Mission Regional Medical Center approved the Community Health Needs Assessment at their December 2018 board meeting.

The implementation strategies that are outlined herein developed by the staff of Mission Regional Medical Center in order to address the identified needs in the 2018 Community Health Needs Assessment have been reviewed with the Board of Directors and approved by them.

**Chair, Mission Regional Medical Center
Board of Directors**

Date

**Chief Executive Officer
Mission Regional Medical Center**

Date