



# Knapp Medical Center Community Health Needs Assessment 2017 - 2019 Implementation Plan

 Knapp Medical Center



## Introduction

Knapp Medical Center has provided high-quality healthcare to Hidalgo County and specifically the Mid-Valley for more than 55 years. Located in Weslaco, Texas, Knapp opened on January 2, 1962 as Knapp Memorial Methodist Hospital.

Starting as a 100-bed community hospital, Knapp Medical Center has undergone a number of renovations and expansions and is now a 226-bed facility that offers a full range of comprehensive services including 24/7 emergency care, critical care, state-of-the-art



diagnostic imaging services, physical therapy services, general and specialized surgery, wound care, and more. In addition to an acute care hospital, Knapp Medical Center offers more than 400 services on an Outpatient basis.

Knapp Medical Center has more than 200 physicians on its medical staff, most of them independent professional practitioners representing 40 different specialties.

In 2012, the non-profit Prime Healthcare Foundation obtained a controlling interest in Knapp Medical Center. Knapp Medical Center continues to operate as a non-profit facility and provide the highest-quality healthcare to the residents of the Mid-Valley and Hidalgo County.

Knapp Medical Center is governed by a 7-member volunteer board of directors with the following mission and values:

### 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.



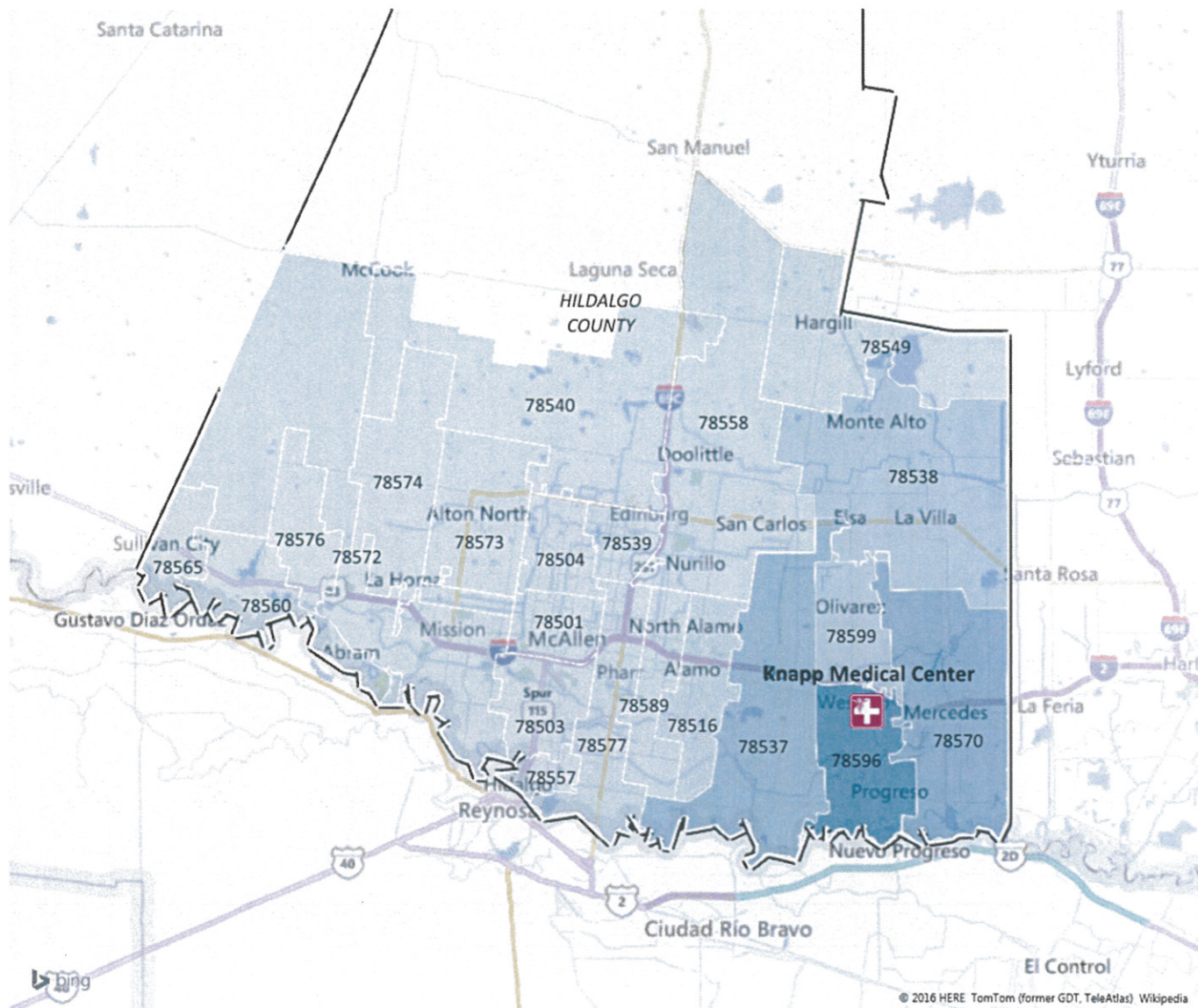
This document provides a summary of Knapp Medical Center's plan to develop new and enhance established community benefit programs and services from FY 2017-19. This plan is focused on addressing the top community health priorities identified in the community health needs assessment conducted by Knapp Medical Center in FY 2016.

## The Community We Serve

Knapp Medical Center is located in Weslaco, Texas in Hidalgo County. Weslaco is located in the Mid-Valley area of the Rio Grande Valley on the eastern edge of Hidalgo County, centered between McAllen to the west and Harlingen to the east.

Knapp Medical Center's service area is Hidalgo County. Its Primary Service Area includes Donna east to La Feria and Monte Alto south to the Rio Grande, or what is referred to as the Mid-Valley. The following map geographically illustrates Knapp Medical Center's location and community by showing Hidalgo County zip codes shaded.





## Community Population & Demographics

The following statistics and figures were compiled based on information from the U.S. Bureau of Census 2010 census and further analyzed and extrapolated by The Nielsen Company, a firm specializing in the analysis of demographic data:

- The population of Hidalgo County is approximately 92 percent Hispanic—a higher percentage in comparison to Texas as a whole, likely due to the county’s close proximity to the Mexican border
- Hidalgo County’s unemployment rate, poverty rates, and percentages of uninsured residents are consistently higher than state and the national averages.

## Identifying Health Needs

A community health needs assessment was conducted and community input was provided through sixteen key stakeholder meetings and a community health survey, including representatives from:

- ✓ Knapp Medical Center
- ✓ Social service agencies and nonprofit organizations
- ✓ Local school systems and universities
- ✓ Other medical providers
- ✓ Local elected officials and governmental agencies
- ✓ Local businesses
- ✓ Public health agencies

Population demographics and socioeconomic characteristics of the community were gathered and reported utilizing various third parties. The health status of the community was then reviewed. Information on the leading causes of death and morbidity information was analyzed in conjunction with health outcomes and factors reported for the community by Community Health Status Indicators and other third parties.

This data was analyzed and reviewed to identify health issues of uninsured persons, low-income persons and minority groups, and the community as a whole. As a result of the analysis described above, the following health needs were identified as the most significant health needs for the community:

- Lack of Primary Care Physicians
- Poverty/Children in Poverty
- Lack of Mental Health Providers
- Healthy Behaviors/Lifestyle Changes
- Adult Obesity
- Uninsured
- Limited Access to Health Foods
- High Cost of Health Care
- Diabetes
- Safe/Affordable Housing
- Physical Inactivity

The identified health needs were reviewed by hospital management and priority areas, included in the table below, were determined based on their assessment of the qualitative and quantitative data. Identified needs were prioritized based on the following criteria:

- 1) How many people are affected by the issue or size of the issue?
- 2) What are the consequences of not addressing this problem?
- 3) The impact of the problem on vulnerable populations.
- 4) How important the problem is to the community.
- 5) Prevalence of common themes.

Knapp Medical Center Priority	Corresponding Identified Health Need
Improve access to primary care services	Lack of Primary Care Physicians Uninsured High Cost of Health Care Lack of Mental Health Providers
Improve education and services around chronic diseases	Adult Obesity Diabetes
Collaborate with community organizations on health and wellness initiatives	



## **PRIORITY 1: Increase Access to Primary Care**

### *Goal 1: Increase the Number of Primary Care Physicians in the Mid-Valley Area*

- Strategies:**
- A. Open new Knapp / UTRGV Family Practice Residency Program in Aug. 2017**
  - B. Welcome 6 new Family Practice Residents through welcome reception for the community, tour of the hospital, introduction to staff (July 2017)**
  - C. Build relationships with other healthcare organizations and physician groups in the community who may wish to employ a family practice resident(s) once they complete the 3-year program**

### *Goal 2: Operate Clinics to Provide Primary Care in the Mid-Valley*

- Strategies:**
- A. Continue to operate “The Clinic” on N. International (FM 1015) in northeast Weslaco, to increase access of care in that area**
  - B. Recruit a family practice physician who is well-known in the Mid-Valley to staff The Clinic (Dr. Ben Salinas)**
  - C. Work with University of Texas Rio Grande Valley to help recruit associate director for new Knapp / UTRGV Family Practice Residency Clinic in Mercedes (Dr. Miguel Tello), to see patients there along with 6 new Family Practice residents**

## **PRIORITY 2: Address High Cost of Health Care / Uninsured Residents**

### *Goal 1: Offer an Affordable Wellness Program for Lab Tests*

- Strategies:**
- A. Continue Knapp Wellness Program, which offers low-cost screenings to those without health insurance. For instance, a person can get a cholesterol check or an A1C test for diabetes for only \$10, and no physician referral is needed**

### *Goal 2: Provide Free Healthcare Educational Opportunities*

- Strategies:**
- A. Institute free Senior Health Talk series, to offer residents a chance to hear a physician speak on healthcare topics such as cancer, high blood pressure, stroke, arthritis, diabetes, emergency treatment, etc. and have questions answered. Lunch and door prizes to be provided to attendees by Knapp Medical Center.**

*Goal 3: Work with elected representatives to encourage extension of health insurance to uninsured residents*

- Strategies:
- A. Support creation of health care district to help address uninsured population in Hidalgo County
  - B. Provide information to patients on how to apply for insurance coverage
  - C. Hospital provides millions of dollars in charity care each year

### **PRIORITY 3: Reduce Diabetes**

*Goal 1: Create Greater Awareness of the Epidemic of Diabetes in Our Community, How it can be prevented and how it can be controlled*

Strategies:

- A. Improve services for diabetes and other patients with chronic diseases through treatment at the new Knapp / UTRGV Family Practice Residency Clinic; along with providing patients with information on how to prevent diabetes and manage the condition
- B. Improve education regarding diabetes and other chronic diseases such as high blood pressure, obesity, etc. through community lectures, free health fairs, community events, etc.
- C. Continue to distribute culturally-sensitive Diabetes Food Charts which were developed at Knapp Medical Center by hospital volunteers
- D. Collaborate with community organizations on health and wellness initiatives including senior health fairs, health fairs at schools, seniors' care program, low-cost screenings, etc.



## **PRIORITY 4: Encourage Change to Health Behaviors / Lifestyles**

### *Goal 1: Encourage residents to pursue fitness and healthy eating*

- Strategies:**
- A. Help sponsor fitness events, such as a 5K Walk / Run for Stroke Awareness which was held in front of the hospital in May 2017**
  - B. Promote healthy eating through media interviews with dietitians, community talks by physicians, etc.**
  - C. Offer healthy food choices at events at the hospital and in our conference center**

### *Goal 2: Help Build a Community Culture which values exercise, healthy eating*

- Strategies:**
- A. Encourage various forms of exercise – encouraging staff and the community to participate in “Bike Rodeos” which include a community bike ride, walking in the park, participate in 5K events, etc.**
  - B. Attend health fairs and distribute educational information on healthy food choices, etc.**

### *Goal 3: Offer healthy foods at all hospital-related events*

- Strategies:**
- A. Offer healthy food choices at events at the hospital and in our conference center.**
  - B. Offer healthy foods, including an attractive salad bar, in the hospital cafeteria, at reasonable prices.**
  - C. Offer recipes for healthy foods at health fairs, etc.**
  - D. Encourage schools and other community organizations to offer healthy foods, and provide advice and guidance as requested**

## Needs Not (Fully) Addressed

Some issues identified through the Community Health Needs Assessment have not been addressed in this plan. In initial discussion and subsequent prioritization, Knapp Medical Center considered the levels to which some needs were already being addressed in the service area. Additionally, some community needs fall out of the scope of the expertise and resources of Knapp Medical Center. The following chart outlines how some of the needs identified in the assessment are addressed by others or in different ways:

Community Need	How Need is Addressed
Poverty/Children in Poverty	Not enough resources for the hospital to address on its own. Hospital will work with others in the community to address this need whenever possible.
Safe, Affordable Housing	Not enough resources for the hospital to address on its own. Hospital will work with others in the community to address this need whenever possible.
Lack of Mental Health Providers	Not enough resources for the hospital to address this on its own. Hospital will encourage growth in local medical community so that mental health providers will be encouraged to consider locating practices in the Mid-Valley area. The hospital will also encourage a holistic approach to health care, including addressing the physical, mental and emotional needs of patients, through the new Knapp / UTRGV Family Practice Residency Program to open in Mercedes in Aug. 2017

## Next Steps

This Implementation Plan will be rolled out over the next three years. The Medical Center will work with community partners and health issue experts on the following for each of the approaches to addressing the identified health needs:

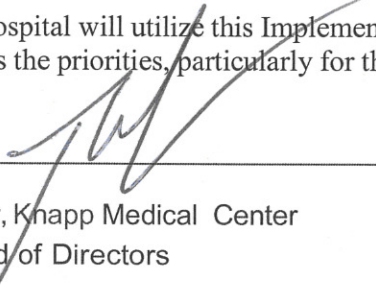
- Develop work plans to support effective implementation
- Create mechanisms to monitor and measure outcomes
- Provide on-going status and results of these efforts to improve community health

Knapp Medical Center is committed to conducting another health needs assessment within three years.

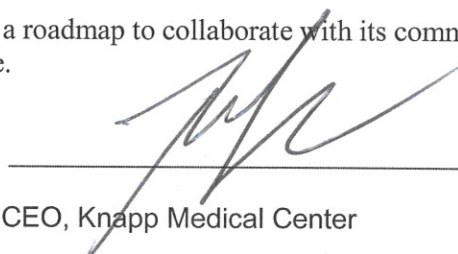
## Adoption/Approval

Knapp Medical Center's Board of Directors approves the Implementation Strategy that has been developed to address the priorities of the Community Health Needs Assessment conducted in FY 2016.

The Hospital will utilize this Implementation Strategy as a roadmap to collaborate with its community to address the priorities, particularly for the most vulnerable.



Chair, Knapp Medical Center  
Board of Directors



CEO, Knapp Medical Center