

# **Community Health Needs Assessment**

## **South Region 1: Hays County**

**Ascension Seton Medical Center Hays  
Warm Springs Rehabilitation Hospital of Kyle**

**May 2019**



**Ascension  
Seton**

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## Introduction

Ascension Seton, formerly known as Seton Healthcare Family, is a 501(c)(3) nonprofit organization with a long-standing history of serving Central Texas, not only as a health care provider, but as a leader and advocate for improving the health of the population as a whole.

### Ascension Seton's Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and words.

Ascension Seton's philosophy is that "We serve each person as a Christian would serve Christ Himself. As a caring community, we respect the dignity and needs of one another." Our values include the following:

- Dedication:** Affirming the hope and joy of our ministry
- Reverence:** Respect and compassion for the dignity and diversity of life
- Wisdom:** Integrating excellence and stewardship
- Integrity:** Inspiring trust through personal leadership
- Service to the Poor:** Generosity of spirit, especially for the persons most in need
- Creativity:** Courageous innovation

## What is a Community Health Needs Assessment?

A Community Health Needs Assessment (CHNA) is a tool used to identify and prioritize health issues and develop targeted interventions to build healthier communities. A CHNA provides important information to policymakers, public health leaders, health care providers and the general public about the overall health status of a community and the unmet needs or challenges that warrant further attention and resources.

This CHNA provides a snapshot of local health care needs in Hays County and helps inform Ascension Seton's decisions about how to best serve the community.

## Why do a Community Health Needs Assessment?

A CHNA is used to gather diverse perspectives, mobilize resources and target those resources to areas of greatest need identified by the community and validated by data.

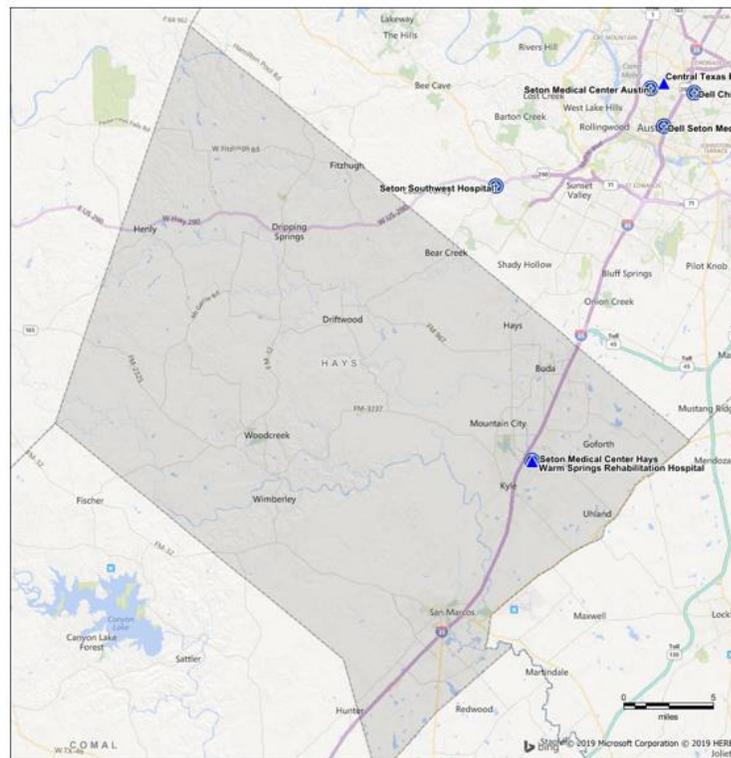
The 2010 Patient Protection and Affordable Care Act further reinforced the importance of community health needs assessments by requiring hospitals designated as tax exempt 501(c)(3) nonprofit organizations to complete an assessment every three years.

This CHNA is intended to meet the requirements for community benefit planning and reporting established in, but not limited to: Texas Health and Safety Code Chapter 311 and Internal Revenue Code Section 501(r).

## How did we define the community?

This CHNA addresses the health care needs of Hays County, Ascension Seton’s South 1 Region. Hays County is the focus of this CHNA because it is part of Ascension Seton’s primary service area. Ascension Seton Medical Center Hays and Warm Spring Rehabilitation Hospital of Kyle are both located in Hays County.

### CHNA – South Region 1



## Methodology

### How did we conduct this Community Health Needs Assessment?

The Internal Revenue Service (IRS) allows local health care organizations to work together to avoid duplication of effort. In this spirit of collaboration, Ascension Seton, St. David's Foundation (SDF) and Baylor, Scott & White ("BSW"), which all serve Hays County, shared information collected during the CHNA process and developed their own CHNA reports.

The CHNA process included two distinct but connected phases of analysis.

#### Phase One:

During the first phase of the project, Ascension Seton gathered and analyzed the most recent quantitative data available for Hays County. Seton used a Z-score methodology to compare Hays County to ten Central Texas counties, Texas, and the United States across 68 different health measures. Z-scores are a way to standardize different types of data for comparison purposes. This process helped identify and prioritize major health care needs highlighted in this report.

#### Phase Two:

For the second phase of the project, Ascension Seton, BSW and SDF worked with consultants, IBM Watson Health and Shared Strategy Group, to gather qualitative feedback from the broader Hays community using several methods, including focus groups and one-on-one stakeholder interviews using a standardized interview guide.

IBM Watson Health (formerly Truven Health Analytics) is a nationally-recognized research firm with extensive experience conducting CHNAs. Shared Strategy Group is a national consulting firm based led by Lolita Ross, MPPA, PMP, who previously served as the Chief Program Officer for the National Network of Public Health Institutes. Shared Strategy Group has extensive experience gathering stakeholder input from diverse communities and working with non-profit organizations, government, and philanthropic organizations across the nation.

The consulting team solicited input from individuals with a broad understanding of the community and its health needs. Key stakeholders included public health officials, individuals representing the interests of medically



underserved, low-income and minority populations, health care providers, educators, public officials and many others.

During the interviews and focus groups, participants were asked to identify the most significant health needs facing their community, barriers to meeting those needs and potential solutions.

Nine telephone interviews were conducted by IBM Watson in August 2018 for this CHNA, which included representatives of organizations that represent the diverse economy and racial and ethnic interests of the region. These include: Seton Medical Center Hays, City of Buda, Hays County Government, Hays Food Bank, Seton Ascension, Hays County ISD, Texas Department of State Health Services - HSR 7, Central Texas Catholic Charities and Central Texas Food Bank.

Two focus groups were conducted by Shared Strategy Group in August 2018 with 15 community members representing the broad community. Sessions were conducted at the Hays County Community Action, Inc. and the Hays County Library.

For more information on interviews and focus groups, please consult Appendix Two.

## **How were Community Health Needs Prioritized?**

Ascension Seton worked with a highly experienced local health care consultant, Management Information Analytics (MIA), to analyze the quantitative and qualitative data gathered during phases one and two of this project. Since 1990, the firm has worked with a wide range of health care clients, including the Community Care Collaborative in Austin and the South Texas Crisis Collaborative in San Antonio. MIA has worked with Ascension Seton on CHNAs since the early 1990's and assisted with data collection and analysis for the 2016 CHNA report.

This report synthesizes the findings from both the quantitative and qualitative phases of the community health assessment process and identifies significant health care needs in Hays County where Ascension Seton, as a major health care system, can have the most influence and impact.

The prioritized needs that are described in the following report were either:

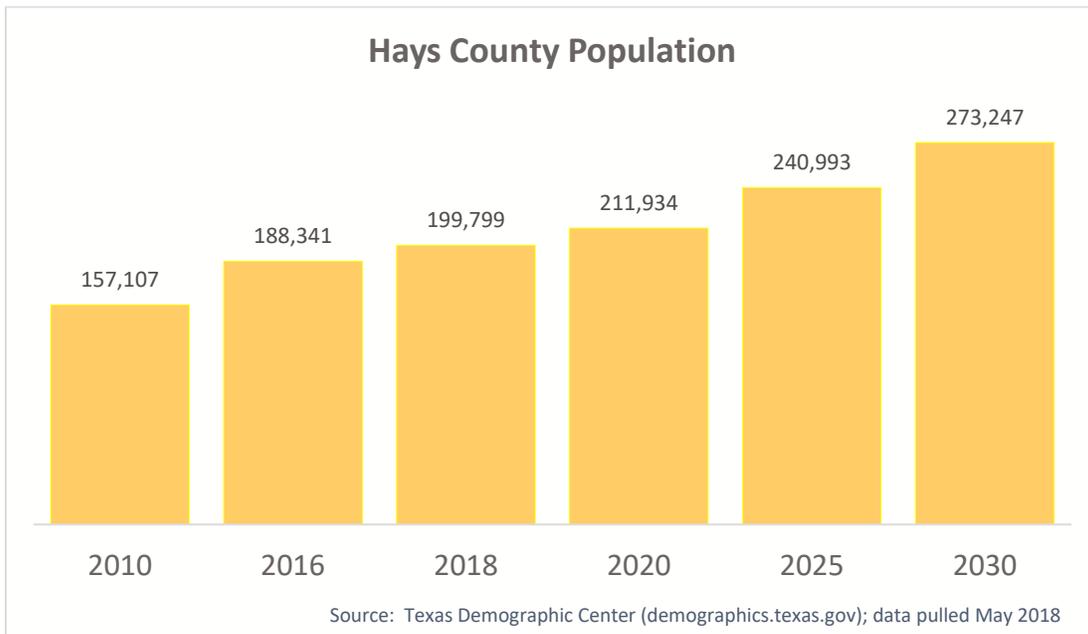
- (1) Raised consistently during focus groups, interviews and surveys as significant community concerns,
- (2) Identified in county-level health data as a glaring issue or
- (3) Discussed by the community on some level and validated by county-level data.

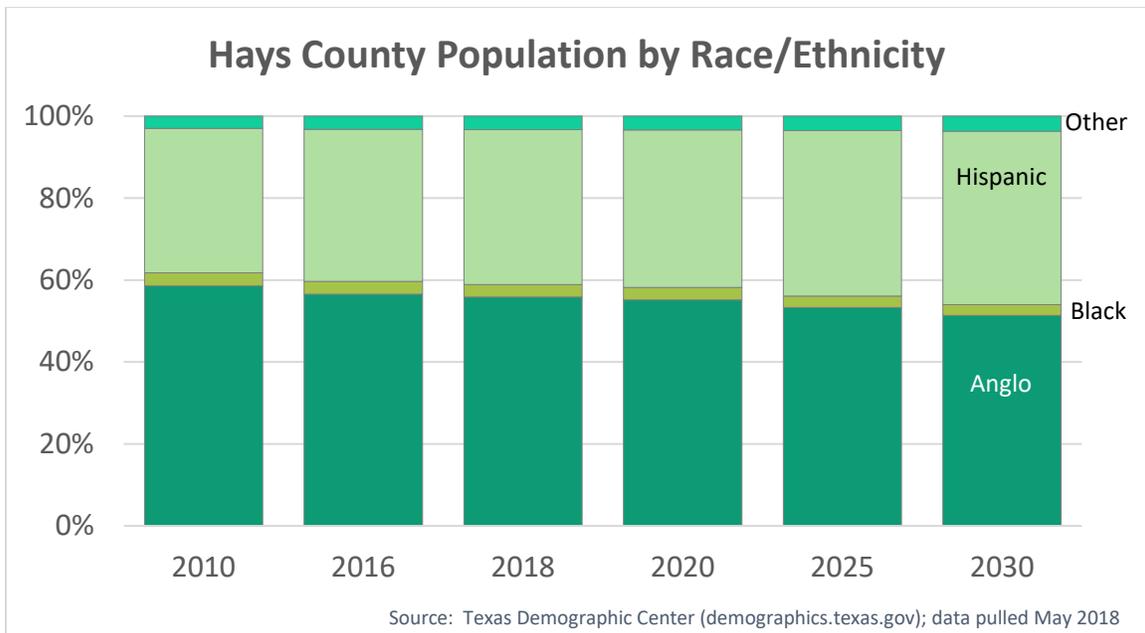
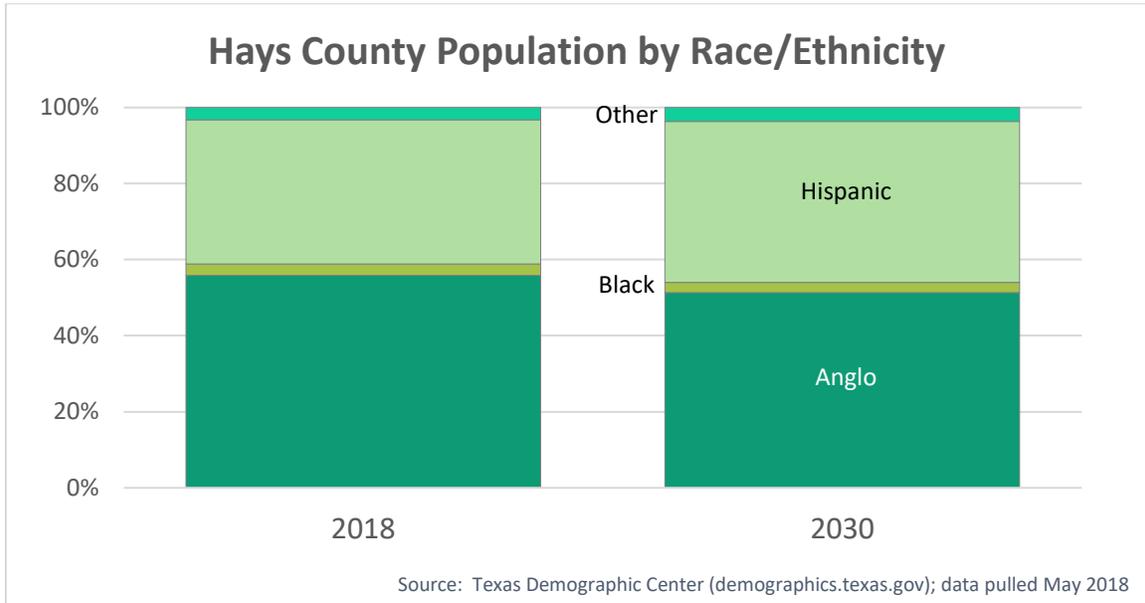
The proposed prioritized health needs were presented on February 1, 2019 and February 11, 2019 to the Ascension Texas Executive Committee and President’s Council respectively for input and approval.

The prioritized list of significant health needs was presented and approved by the hospital’s governing body and the final CHNA is available on each of Ascension Seton hospital’s websites at [www.seton.net](http://www.seton.net).

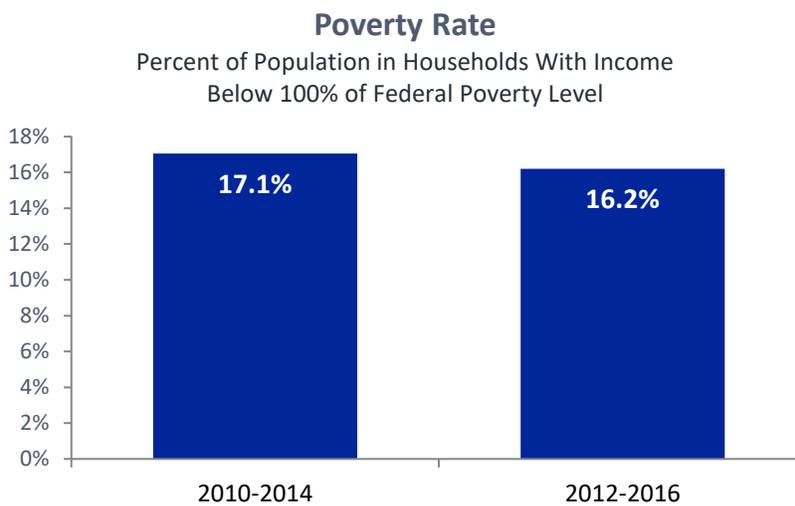
## Demographic Snapshot

Hays is growing rapidly. Between 2018 and 2030, the population in Hays County is projected to grow 36.7 percent. The county has an exceptionally young population with only 11.3 percent of the population over the age of 65 in 2018. By 2030, only 14.6 percent will be over the age of 65, still quite young.





All racial and ethnic groups are growing in absolute numbers, but some are growing more rapidly. The Hispanic population is growing the fastest from 37.8 percent of the total population in 2018 to a projected 42.3 percent in 2030. The poverty rate in Hays County has decreased slightly over the past few years.



Source: Institute for People, Place and Possibility - Community Commons (communitycommons.org), data pulled June 2018

## Community Health Needs

After reviewing the data and community input and using the methodology outlined above, Ascension Seton identified two main categories of health priorities for Hays County: (1) mental health and (2) access to care.

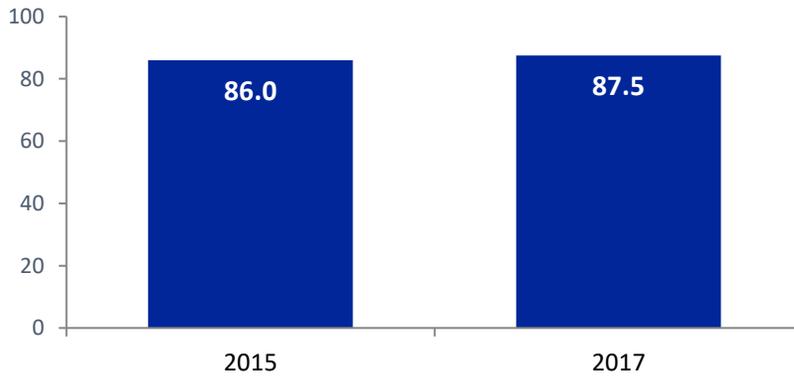
### Mental Health

Mental health is an area of need that emerged in both the quantitative and qualitative analysis. The stakeholder interviews identified the limited availability of mental and behavioral health services as a key need. One participant mentioned a shortage of affordable outpatient therapy and treatment for conditions such as depression and Attention Deficit Hyperactivity Disorder (ADHD). Another participant stated that Hays County has crisis centers, but that there is a lack of follow-up care and rehabilitation services for individuals with mental health conditions.

In terms of number of mental health providers, Hays County rates are only slightly lower than the state average with 87.5 providers per 100,000 residents. However, the national average is 370.4 providers per 100,000 residents, which suggests that the Texas average is quite low.

### Mental Health Providers

Providers per 100,000 Population

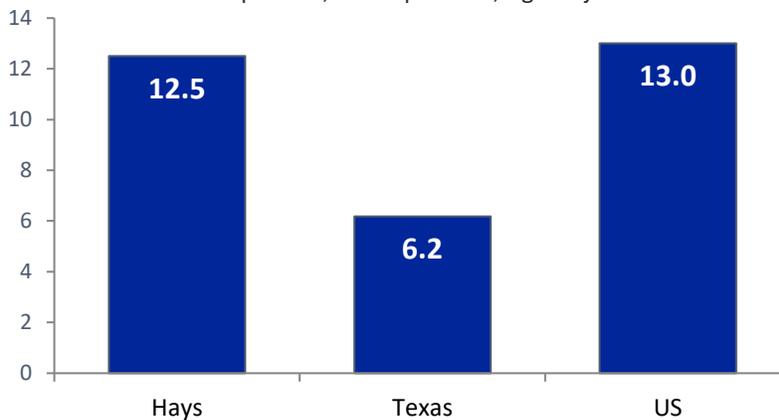


Source: RWJ Foundation/Univ of Wisconsin Institute County Health Rankings (countyhealthrankings.org); data pulled June 2018

The data also indicates a deterioration in mental health in Hays County over the past several years as measured by two key indicators: poor mental health days and suicide mortality. While poor mental health days and suicides were at state averages when the last CHNA was published in 2016, they are both now above state averages.

### Suicide Mortality, 2012-2016

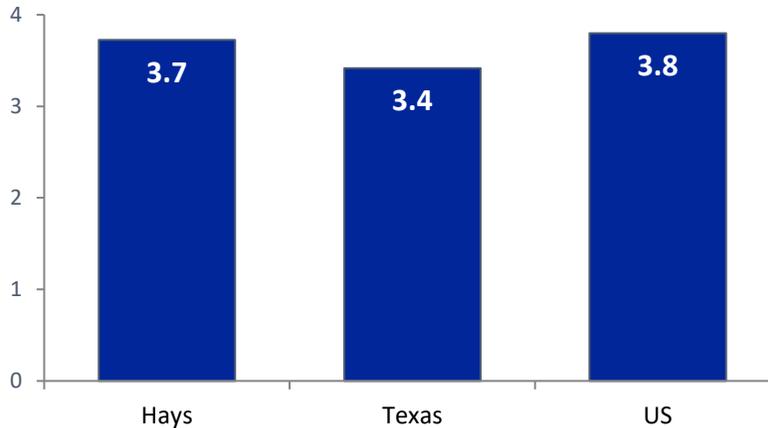
Deaths per 100,000 Population, Age-Adjusted



Source: Institute for People, Place and Possibility - Community Commons (communitycommons.org), data pulled June 2018

### Poor Mental Health Days, 2016

Average in Past 30 days, Age-Adjusted

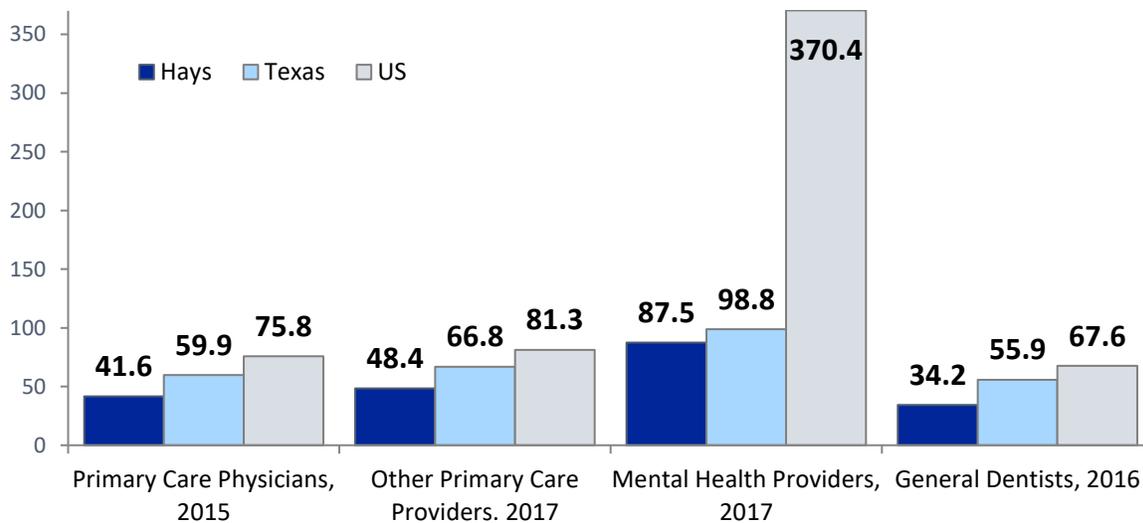


Source: RWJ Foundation/Univ of Wisconsin Institute County Health Rankings (countyhealthrankings.org); data pulled June 2018

### Access to Care

The 2009 opening of Ascension Seton Medical Center Hays has spurred rapid growth in the medical community in Hays County, particularly in Kyle. In fact, Hays County, is no longer considered Health Professional Shortage Area (HPSA), as it was in 2015 when the last CHNA report was published.

### Providers per 100,000 Population



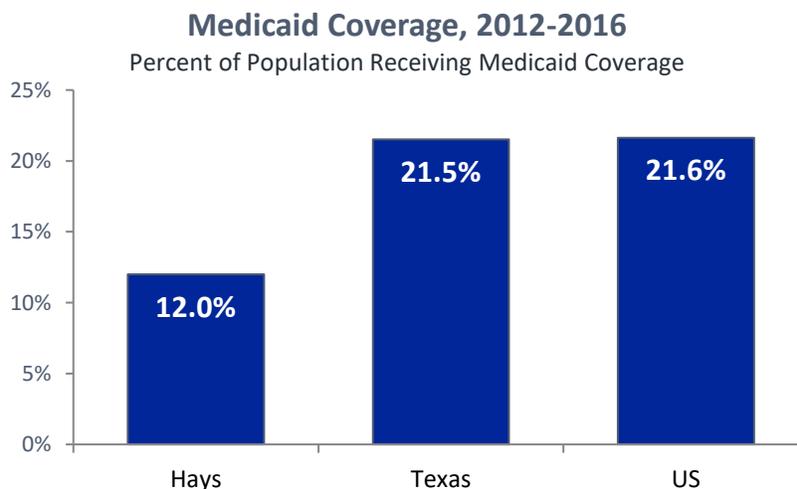
Source: RWJ Foundation/Univ of Wisconsin Institute County Health Rankings (countyhealthrankings.org); data pulled June 2018

Despite the influx of new providers and services in the region, the consensus among focus group participants and local experts is that the pace of additional health care services has not kept up with the rapid rate of growth

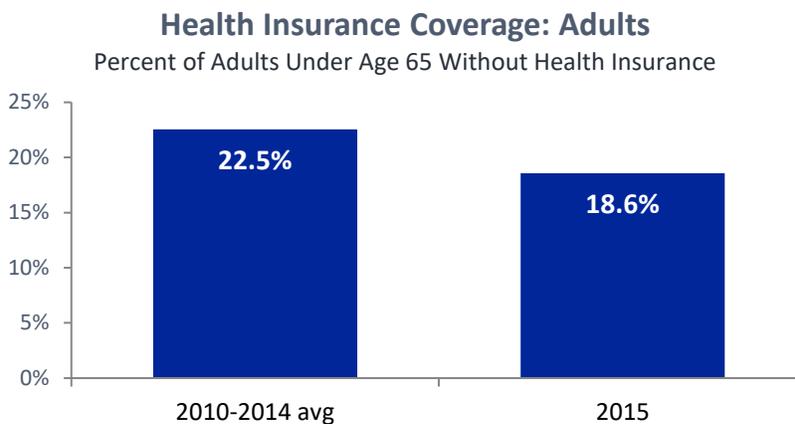
in the community. At both focus group sessions, participants stated that the level and type of care an individual receives is dependent upon their income and insurance coverage. One participant said that you could access quality care in the region if you had insurance. Another participant spoke of disparities in how appointments are scheduled, with privately insured individuals receiving priority over individuals with Medicaid. One community member stated: “If you are on Medicaid, there are long wait times. The waiting list could be longer than six months.”

Another significant challenge in Hays County is lack of health insurance coverage among both adults and children. In 2015, the uninsured rate for adults and children was lower than the state average. By 2018, the adult and child uninsured rate increased and is now at state averages.

Despite the rising uninsured rate, the percent of the Hays County population covered by Medicaid has remained flat at 12 percent, which is considerably below state and national averages. Focus group participants complained about the eligibility requirements to receive health care services, which may be a contributing factor to lower than state average levels of Medicaid coverage.



Source: Institute for People, Place and Possibility - Community Commons (communitycommons.org), data pulled June 2018



Sources: American Community Survey (census.gov/programs-surveys/acs/), data pulled Sept 2015; RWJ Foundation/Univ of Wisconsin County Health Rankings (countyhealthrankings.org), data pulled June 2018

In terms of number of mental health providers, Hays County rates are only slightly lower than the state average with 87.5 providers per 100,000 residents. However, the national average is 370.4 providers per 100,000 residents, which suggests that the Texas average is quite low.

## Other Issues

Focus group participants and key informants identified several other key issues in their community that Ascension Seton recognizes as important, including social determinants of health, health literacy, transportation and affordable housing. However, these issues did not raise to the level of prioritized health need for the purpose of this CHNA report.

The Centers for Disease Control and Prevention define the “social determinants of health” as “conditions in the places where people live, learn, work and play that affect a wide range of health risks and outcomes.” Common examples of social determinants include transportation, housing and education.

Ascension Seton’s primary role in the communities we serve is delivering quality health care. However, our mission as an organization is far-reaching. As part of Ascension, the largest nonprofit health care provider in the country, Ascension Seton is committed to improving the social and economic conditions that affect the diverse populations we serve. We provide financial and in-kind resources to many community partners seeking to address these needs.



In addition, Ascension Seton leaders, physicians and associates are active participants in community-led strategic discussions about the most pressing social and economic issues affecting the communities we serve (e.g., transportation, education, affordable housing).

Focus group participants and key informants in Hays County cited affordable housing and transportation as key barriers to optimal community health. Community members noted that the only public transportation available is within the City of San Marcos and that a good portion of Hays County remains rural, making lack of transportation a significant barrier to accessing medical care.

## Conclusion

Ascension Seton recognizes it takes the entire community, working together, to improve the health and the wellbeing of individuals. As we have for more than 100 years, we will continue to collaborate and partner to address the needs in our communities.

Developing this CHNA was a collaborative effort. Ascension Seton wishes to acknowledge and thank the many organizations, individuals and experts who participated in the 2019 CHNA process. We appreciate your partnership and look forward to working together to improve the health of the communities we share.

## Approval

Prepared by Ascension Seton. Formally adopted by the Ascension Seton Board on May 21, 2019.

# Appendix One: County Health Rankings from Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute

- Top 5% of US counties
- Top 25% of US counties
- Average
- Bottom 25% of US counties
- Bottom 5% of US counties

Comparison of Hays County to Texas and US

## Mental and Behavioral Health

	Texas	US	Hays County	
Suicide mortality rate per 100,000 age adjusted	6.2	13.0	<span style="color: grey;">●</span>	12.5
Poor mental health days avg past 30 days age adjusted	3.4	3.8	<span style="color: grey;">●</span>	3.7
Depression prevalence	17.0%	16.7%	<span style="color: grey;">●</span>	16.6%
Mental health providers per 100,000	98.8	370.4	<span style="color: red;">●</span>	87.5

Data pulled June 2018

Comparison of Hays County to Texas and US

## Access to Care

	Texas	US	Hays County	
Residents living in a HPSA	16.8%	33.1%	<span style="color: grey;">●</span>	0.0%
Adults without health insurance	23.3%	13.0%	<span style="color: orange;">●</span>	18.6%
Children without health insurance	10.0%	5.0%	<span style="color: orange;">●</span>	9.5%
Primary care physicians per 100,000	59.9	75.8	<span style="color: orange;">●</span>	41.6
Preventable hospital stays per 1,000 Medicare enrollees	53.2	49.0	<span style="color: grey;">●</span>	43.7
General dentists per 100,000	55.9	67.6	<span style="color: orange;">●</span>	34.2
No dental exam past 12 months age 18+	37.4%	30.2%	<span style="color: grey;">●</span>	36.3%
Infant mortality w/in 1 yr per 1,000 live births	5.8	6.0	<span style="color: blue;">●</span>	3.4
Child mortality deaths < 18 per 100,000	51.5	50.0	<span style="color: grey;">●</span>	39.2
Mammography screening % Medicare age 67-69	57.9%	63.0%	<span style="color: grey;">●</span>	58.2%

Data pulled June 2018

Comparison of Hays County to Texas and US

## Chronic Diseases

	Texas	US	Hays County	
Diabetes prevalence	9.7%	10.0%	<span style="color: grey;">●</span>	8.6%
Diabetes incidence	8.5	No Data		8.8
Obesity prevalence	28.4%	28.0%	<span style="color: green;">●</span>	25.8%
Physical inactivity % age 20+ no leisure time physical activity	24.3%	23.0%	<span style="color: blue;">●</span>	18.1%

Data pulled June 2018

## Appendix Two: Organizations Represented in Focus Groups and Interviews

As required by the IRS, input was solicited from individuals with a broad understanding of the community and its health needs. The focus groups and/or interviews included public health officials and individuals or individuals representing medically underserved, low-income, chronically disabled and minority communities. Input was also solicited from public officials, educators and community/faith-based organizations.

Shared Strategy Group, on behalf of Ascension Seton, St. David’s Foundation and Baylor, Scott & White, facilitated two Community Input Sessions to gather broad-based input from the community. A summary of the location and participation in these sessions is provided below:

Location	Community Input Sector
Hays County Library	Medically underserved, low-income and minority populations; populations with chronic disease needs
Hays County Community Action, Inc.	Medically underserved, low-income and minority populations, populations with chronic disease needs

IBM Watson Health, on behalf of Ascension Seton, St. David’s Foundation and Baylor, Scott & White and conducted key informant interviews with individuals representing the following entities:

Organization name	Title/Role	Community Sector
Seton Medical Center Hays	Chief Operating Officer	Medically underserved, low-income and minority populations; populations with chronic disease needs
City of Buda	City Manager – Community Development	City government
Hays County	Hays County Commissioner	County government
Hays Food Bank	CEO	Medically underserved, low-income and minority populations; populations with chronic disease needs
Seton Ascension	Vice President, Medical Affairs, South Market	Medically underserved, low-income and minority

		populations; populations with chronic disease needs
Hays County ISD	Director of Student Health Services	Medically underserved, low-income and minority populations; populations with chronic disease needs
Texas Department of State Health Services - HSR 7	Regional Medical Director	Public health
Central Texas Catholic Charities	Executive Director	Medically underserved, low-income and minority populations, populations with chronic disease needs
Central Texas Food Bank	Director of Community Health and Nutrition	Medically underserved, low-income and minority populations; populations with chronic disease needs

## Appendix Three: Summary of Community Health Resources

Acute Care	Primary & Specialty Care	Mental Health	Other Resources
Ascension Seton Hays	Seton Family of Doctors at Hays	Hill Country Community MHDD Centers (MHMR)	County Indigent Health Care Program (CICHP)
Central Texas Medical Center	CommuniCare Health Center-Kyle (Federally Qualified Health Centers)	Ascension Shoal Creek	Capital Area Rural Transportation System (CARTS)
Warm Springs Rehabilitation Hospital Kyle	Live Oak Health Partners Community Clinic	Oceans Behavioral Hospital	United Ways of Hays County
	RediClinics	Live Oak Health Partners Community Clinic	Catholic Charities of Central Texas
	Community Action Incorporated of Hays County	Kyle Mental Health Clinic	

## **Appendix Four: Evaluation of Impact of Actions Since 2016 CHNA**

Ascension Seton conducted its last CHNA for the Hays County in 2016. The CHNA identified the following prioritized needs for FY 2016-FY 2018.

1. Chronic diseases
2. Mental and behavioral health
3. Primary and specialty care
4. Systems of care
5. Social determinants of health

Ascension Seton and Ascension Seton Hays have worked to address these needs in Hays County. The summary below includes a summary of the impact Seton has made on these community needs over the past three years.

Ascension Seton operates the primary teaching hospital where Dell Medical School at The University of Texas (DMSUT) undergraduate and graduate medical students train. Ascension Seton and DMSUT have collaborated on medical resident training as medical students and residents have completed rotations in different specialties at many of the Ascension Seton facilities, including Dell Seton Medical Center at The University of Texas, Ascension Seton Medical Center Austin, Dell Children's Medical Center, and Ascension Seton Shoal Creek.

Ascension's national access and care coordination center, called AscensionConnect, supports the 11 counties that Ascension Seton serves. This innovative center provides comprehensive access to health and innovative solutions all under one roof. By utilizing one number patients are able to schedule primary and specialty care appointments, access 24/7 nurse advice, utilize the digital urgent care for minor illnesses, access behavioral health through an iPad, and enroll in comprehensive remote care management programs. The center is staffed by teams of multidisciplinary professionals with both clinical and administrative backgrounds that utilize digital technology to extend access to services that traditionally have been very difficult to find.

AscensionConnect's remote care program serves an average of 800 patients per month. Clinicians work with individuals suffering from chronic illness or individuals who are preparing for surgery. Our navigators tailor each care pathway based on the individual's personal needs. This program has been live for three years and has demonstrated a reduction in readmissions to as low as 2.59% for participants of the intervention.



Ascension Seton Medical Center Hays and Warm Springs Rehabilitation Hospital made the previous CHNA reports available online. The public was invited to submit comments via email. No comments were received on the 2016 CHNA.

### Ascension Seton Medical Center Hays

Prioritized Need	Action	Actual Impact
<b>Mental and Behavioral Health</b>	Intensive outpatient psychiatric program for seniors in Hays and surrounding counties.	Seton Intensive Outpatient Program at Ascension Seton Medical Center Hays was closed during 2017 consolidation exercise. Wellbridge Geriatric Psychiatric hospital opened in San Marcos. Central Texas Medical Center established a geriatric psychiatric unit.
<b>Primary and Specialty Care</b>	Design, develop and deliver an Ascension Medical Mission at Home (MMAH) in Hays County.	<p>First Medical Mission at Home event held in February 2017.</p> <ul style="list-style-type: none"> <li>• Provided medical, dental and vision services to 994 persons.</li> <li>• Navigators connected patients to medical homes for follow-up.</li> <li>• Social service agencies on site as a resource to patients and families.</li> </ul> <p>Hosted another Medical Mission at Home that served 540 participants on March 30, 2019</p>
<b>Chronic Disease</b>	Support for Hays county residents who are newly diagnosed with diabetes, including education and nutritional support.	Expanded diabetic management staff to include a full- time PharmD and a full-time Educator. Provide monthly classes held in the Learning Center. Dietitian consults expanded to include outpatients.
	Assist uninsured patients with paperwork required by pharmaceutical companies to receive free medications.	Growth in the Patient Prescription Assistance Program (PPAP) for the south market. Partnership with local Federally Qualified Health Center (FQHC) to assign medical homes for those chronic patients needing regular management. Embedded navigator from the FQHC to manage referrals and scheduling.
<b>Social Determinants of Health</b>		<p>CommuniCare FQHC</p> <p>Hill Country Mental Health Services</p> <p>Hays County Food Bank</p>

		<p>American Heart Association Hays Caldwell Heart Walk</p> <p>Hays County Indigent program</p> <p>Medicaid eligibility office</p> <p>Diocese of Austin</p>
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### Warm Springs Rehabilitation Hospital of Kyle

Prioritized Need	Action	Actual Impact
<b>Mental and Behavioral Health</b>	Assist patients in locating behavioral health support mechanisms after discharge.	Case management and psychologists provide obtained resources and provider listings to appropriate patients as part of the discharge process.
<b>Primary and Specialty Care</b>	Connect discharging patients with primary care providers in the area.	Case management and discharging physician provide a listing of primary care providers in patient's geographic location. Assist patients with appointments if necessary. Case Managers follow up with 30-day post discharge call to ensure patient is receiving follow up care and seeing a primary care provider
<b>Chronic Disease</b>	Provide diabetes education, including nutritional support, for patients who are newly diagnosed.	Nursing provides structured diabetic education to appropriate patients prior to discharge. Case Managers follow up with 30-day post discharge call to ensure patient is receiving follow up care and seeing a primary care provider
	Assist post-amputee patients to adjust physically and psychologically after the loss of a limb and resume active and productive lives through services such as prosthetic training.	Therapy, Case Manager, psychologist and Physical Medicine & Rehabilitation provide physical and mental rehabilitation to facilitate adjustment to loss of limb in post-amputation patients. Case Manager provides community resources to ensure discharged patients have access to equipment needed. Case Managers follow up with 30-day post discharge call to ensure patient is receiving follow up care and seeing a primary care provider.
	In partnership with Ascension Seton, education stroke survivors, as well as their families and caregivers through	Facility provides monthly stroke support group meetings for current and past stroke patients and families. Relevant speakers provide education followed by group discussions relevant to post stroke adjustment. Community awareness of stroke support groups is made by various methods of communication, both electronic and print media. Past stroke survivors and success

	<p>Warm Springs' participation in community stroke support group.</p>	<p>story patients visit current stroke patients and provide support and encouragement.</p>
	<p>Health screenings to community members at local health fairs, including balance screenings, handgrip strength screening, and blood pressure.</p>	<p>Hospital participates with partner Seton Ascension hospital in health fairs, screenings, education seminars, and wellness seminars to help prevent or delay onset of chronic diseases.</p>