

St. Luke's Health Lakeside Hospital

2022 Community Health Implementation Strategy






Adopted September 2022



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At-a-Glance Summary

<p>Community Served</p> 	<p>St. Luke’s Health Lakeside Hospital is located at 17400 St. Luke’s Way, The Woodlands, Texas, 77384. The population of the service area is 832,737 in four counties (San Jacinto, Montgomery, Harris, Liberty) in the following ZIP codes: 77328, 77301, 77302, 77303, 77304, 77306, 77384, 77385, 77073, 77090, 77354, 77316, 77356, 77373, 77379, 77386, 77388, 77389, 77380, 77381, 77382, 77375, 77318, 77378</p>
<p>Significant Community Health Needs Being Addressed</p> 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital’s most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <ul style="list-style-type: none"> ● Access to Care ● Preventive Practices ● Mental Health
<p>Strategies and Programs to Address Needs</p> 	<p>The hospital intends to take actions and to dedicate resources to address these needs, including:</p> <p>Access to Care: Health equity: cultural bias education for all staff, increased diversity education communication; eligibility and enrollment screenings; care coordination; financial assistance policy; community building activities; clinical partnerships</p> <p>Preventive Practices: Community building, outreach, and wellness promotion activities</p> <p>Mental Health: Community building activities, screening and referral evaluation</p>
<p>Anticipated Impact</p> 	<p>Overall, the anticipated impact of these programs and strategies will increase access and reduce barriers to health care for the medically underserved. Additionally, we will increase education, awareness, resources and identification of depression and mental illness and preventative practices.</p>
<p>Planned Collaboration</p> 	<p>Existing and new partnerships, collaborations, and volunteer opportunities will be explored with the following community organizations: H-E-B Grocery Stores, American Heart Association, Behavioral Health and Suicide Prevention Task Force, Community Assistance Center, Conifer, Independent School District(s), FQHCs, Good Rx, HCAP, Interfaith of The Woodland’s and their sliding scale dental and medical clinics, Light the Night, Lions Club, Lone Star Family Health Center, March of Dimes, Meals on Wheels, Mission Northeast, Montgomery County Cares, Mosaic of Mercy, Northwest Assistance Ministries, Physician Enterprise, Rotary Club, St. Luke’s Compassionate Care Clinic, St. Thomas Medical School, St. Vincent de Paul, Texas AIM, Texas Familias Council, The Rose, Tomball Emergency Assistance Ministries, United Way, Yes to Youth</p>

This document is publicly available online at the hospital’s website. Written comments on this report can be submitted to the Mission Department; 17400 St. Luke’s Way, The Woodlands, TX 77384 or by email to enrique.contrerasmartinez@commonspirit.org or fawn.preuss@commonspirit.org.

Our Hospital and the Community Served

About the Hospital

St. Luke's Health is a part of CommonSpirit Health, one of the largest nonprofit health systems in the U.S., with more than 1,000 care sites in 21 states coast to coast, serving 20 million patients in big cities and small towns across America. The North Market of St. Luke's Health consists of 4 hospitals - two of those hospitals share a license. These hospitals are located North of Houston.

St. Luke's Health – Lakeside Hospital

- 17400 St. Luke's Way, The Woodlands, Texas, 77384
- 30 beds
- Major programs and service lines:
 - Cardiology, Orthopedics, Ortho-Spine, and Neuro-Spine



Our Mission

The hospital's dedication to assessing significant community health needs and helping to address them in conjunction with the community is in keeping with its mission. As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Financial Assistance for Medically Necessary Care

It is the policy of CommonSpirit Health to provide, without discrimination, emergency medical care and medically necessary care in CommonSpirit hospital facilities to all patients, without regard to a patient's financial ability to pay. This hospital has a financial assistance policy that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital's website.

Description of the Community Served

The population of the service area is 832,737 in four counties (San Jacinto, Montgomery, Liberty, Harris) and the following ZIP codes: 77328, 77301, 77302, 77303, 77304, 77306, 77384, 77385, 77073, 77090, 77354, 77316, 77356, 77373, 77379, 77386, 77388, 77389, 77380, 77381, 77382, 77375, 77318, 77378. A summary description of the community is below, and additional details can be found in the CHNA report online.

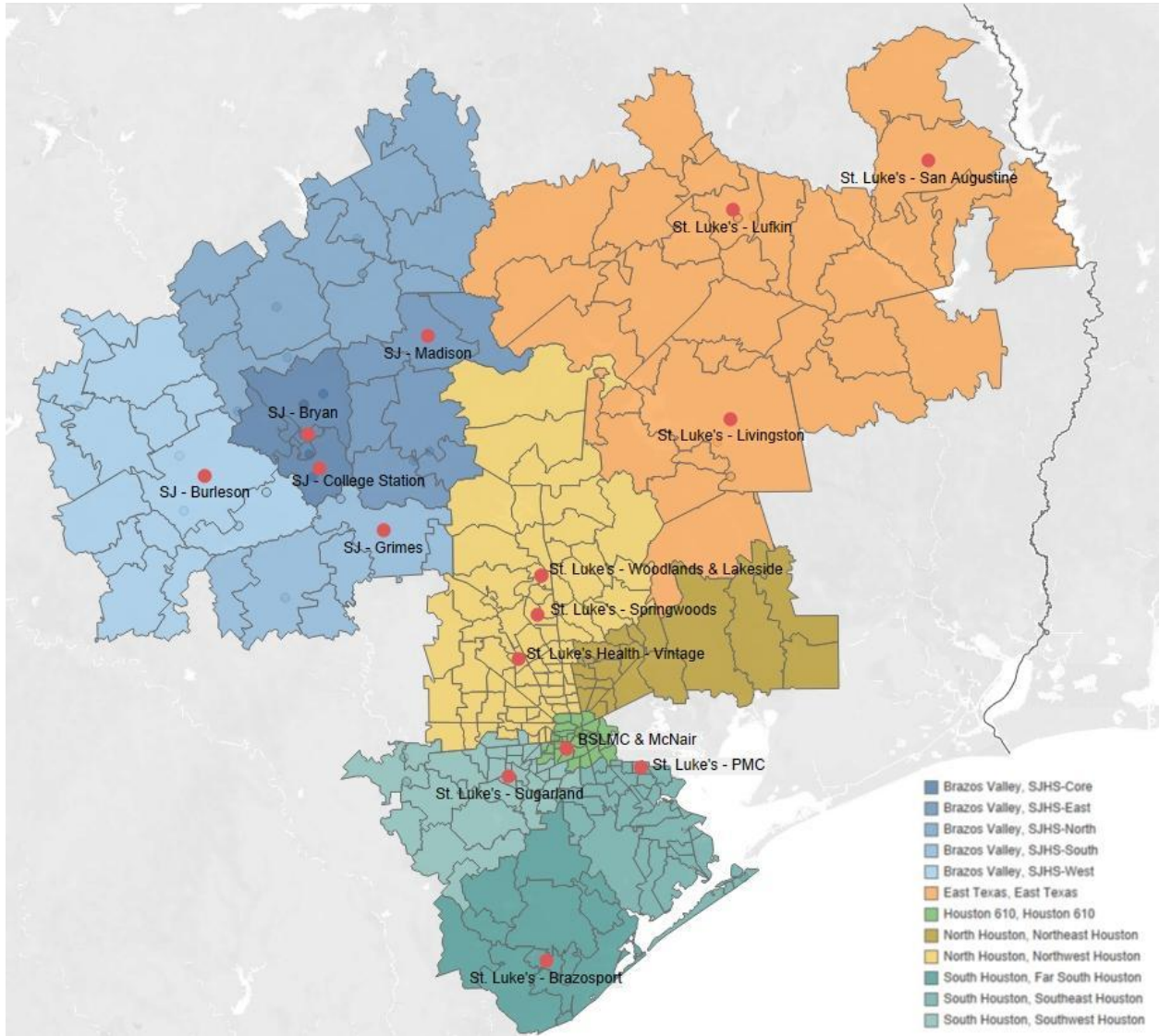
Children and youth, ages 0-17, make up 27.2% of the population, 60.9% are adults, ages 18-64, and 11.9% of the population are seniors, ages 65 and older. 56.5% of the population in the service area identifies as non-Hispanic White, and 25.6% of the population identifies as Hispanic/Latino. 11.1% of the population identifies as Black/African-American, 4.4% of the population as Asian, and 1.8% of individuals identify as multiracial (two-or-more races). 0.3% of residents identify as American Indian/Alaskan Natives, 0.2% as of a race/ethnicity not listed, and Native Hawaiians/Pacific Islanders represent 0.1% of the service area population. In the service area, 75% of the population, 5 years and older, speak only English in the home. Among the area population, 19.4% speak Spanish, 2.6% speak an Indo-European language and 2.4% speak an Asian/Pacific Islander language in the home.

Among the residents in the service area, 9% are at or below 100% of the federal poverty level (FPL) and 24.5% are at 200% of FPL or below. Those who spend more than 30% of their income on housing are said to be “cost burdened.” In the service area, 28.8% of owner and renter occupied households spend 30% or more of their income on housing. Educational attainment is a key driver of health. In the hospital service area, 10.2% of adults, ages 25 and older, lack a high school diploma. 36.2% of area adults have a Bachelor’s degree or higher degree.

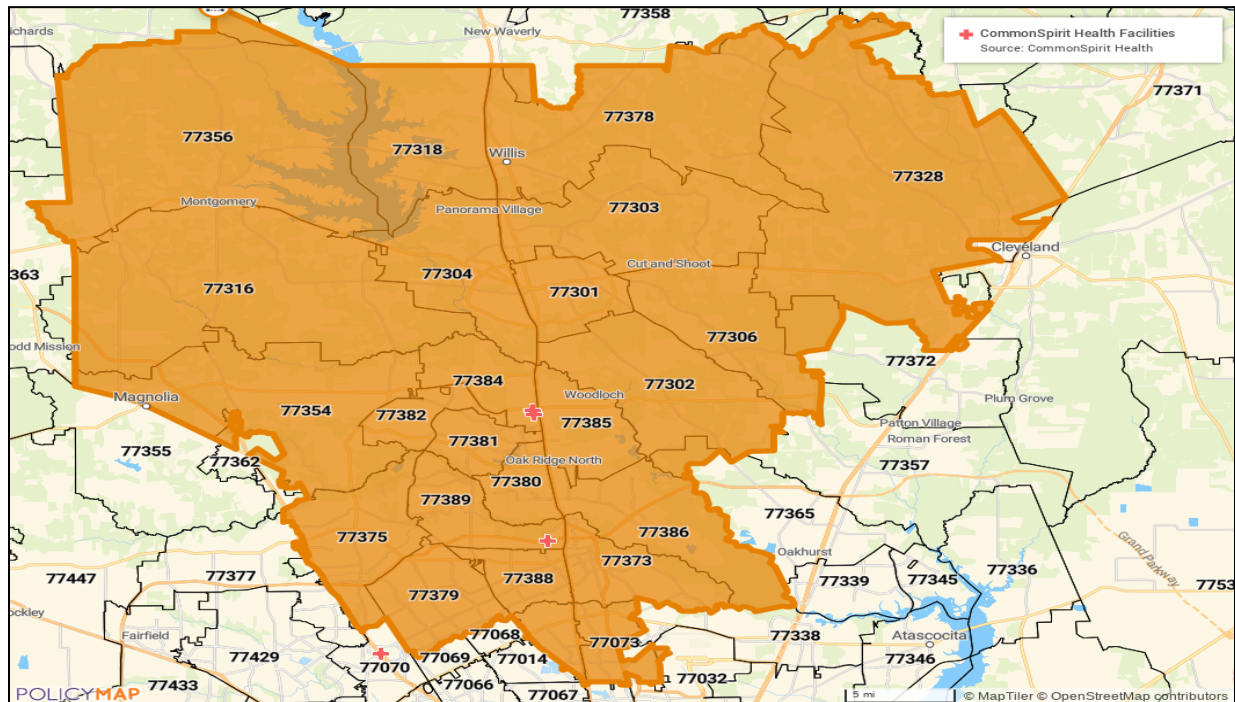
Montgomery County is designated as a Health Professional Shortage Areas (HPSAs) for mental health care and as a Medically Underserved Area (MUA) for primary care.

The following groups were identified in stakeholder interviews as populations and/or geographies that were lacking access to regular health care and social services in Harris County. Demographic Groups: seniors living alone with a lack of transportation, Vietnamese community in SE Conroe and Spring. (there is a language barrier and translators are not available), Foreign born, undocumented individuals, veterans, persons living in poverty or who are low-income, persons experiencing homelessness, Hispanic and African American communities, patients with untreated mental health issues, young males between the ages of 18-30, and Afghan refugees. Under resourced neighborhood and geographic locations: East County- Hispanic communities, Rural areas – Willis or North County, New Caney, Cleveland, Central and East Conroe, Conroe.

St. Luke's Health – Texas Division Service Area Map



St. Luke's Health – Lakeside Hospital Service Area Map



Community Assessment and Significant Needs

The health issues that form the basis of the hospital's community health implementation strategy and programs were identified in the most recent CHNA report, which was adopted in May and June 2022. The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available on the hospital's website or upon request from the hospital, using the contact information in the At-a-Glance Summary.

Significant Health Needs

The CHNA identified the significant needs in the table below, which also indicates which needs the hospital intends to address. Identified needs may include specific health conditions, behaviors and health care services, and also health-related social needs that have an impact on health and well-being.

Significant Health Need	Description	Intend to Address?
Access to care	Access to care was shown as one of the highest scores for severe and very severe impact on the community with insufficient resources available to address the need. There is a general lack of health care literacy. Many people don't have access to or understand how to use technology to get services. There is a delay in service availability in the neediest communities.	<input checked="" type="checkbox"/>
Birth indicators	Lack of prenatal care, infant mortality rates, preterm births, and low birth weight babies are areas of concern.	<input type="checkbox"/>
Chronic Disease	There are high rates of chronic disease such as cardiovascular disease, diabetes, respiratory issues and associated co-morbidities such as obesity, hyperlipidemia, high blood pressure and hypertension throughout Montgomery County. Stakeholders commented that diabetes and its co-morbidities are on the rise among all populations.	<input type="checkbox"/>
COVID-19	Increase in deaths were seen at home due to heart attacks or stroke, which may have been prevented. There were also increases in grief and mental instability, social isolation, food insecurity, alcohol and substance abuse, and financial assistance. Mistrust, misinformation, and interrupted connectivity led to confusion about vaccine availability and safety.	<input type="checkbox"/>
Homelessness	Available services to address root causes of homelessness are insufficient to address the need. Montgomery County has a larger homeless population than most people realize in both the metro and rural areas. Many live in the rural or wooded areas out of sight. Many are veterans dealing with mental health issues or seniors who can't afford rent due to gentrification.	<input type="checkbox"/>
Mental Health	Montgomery County is designated as a Health Professional Shortage Areas (HPSAs) for mental health care. Language barriers, insurance coverage, and availability/accessibility of mental health providers were identified issues.	<input checked="" type="checkbox"/>
Overweight and Obesity	Over one-third of adults in the service area are obese or overweight. Community stakeholders noted that obesity is a growing epidemic, especially among youth. Obesity is tied to chronic diseases and unhealthy eating habits. Food deserts/food swamps contribute to the lack of healthy foods available in the service area.	<input type="checkbox"/>
Preventive Practices	There is a lack of general preventive care including vision and dental care that is covered by insurance or is low-cost/free. There is a lower vaccination rate for undocumented individuals, those living in rural parts of the county and a general lack of literacy on the importance of prevention.	<input checked="" type="checkbox"/>
Substance Abuse	While there is an increase in the use of street drugs like heroin and opioids, the amount of treatment facilities and providers	<input type="checkbox"/>

Significant Health Need	Description	Intend to Address?
	has not kept pace with the demand. There are no inpatient treatment facilities for young people. Since COVID, there has been an increased dependence on alcohol and drugs to deal with stress and isolation.	
Violence and injury/unintentional injury	People get on disability due to injury and it leads to household stress on finances and mental health concerns. It turns into a cycle where they injure themselves more frequently and it gets worse.	<input type="checkbox"/>

Significant Needs the Hospital Does Not Intend to Address

The hospitals do not intend to focus on Birth Indicators, Chronic Disease, COVID-19, Homelessness, Overweight and Obesity, Substance Abuse, and Violence and Injury/Unintentional Injury. These needs are being focused on by other organizations in our service area, similar focused work falls under an alternative significant health need label, it is not within the capacity of the hospital system, or it is beyond the mission of our health system.

2022 Implementation Strategy

This section presents strategies and program activities the hospitals intend to deliver, fund or collaborate with others on to address significant community health needs over the next three years, including resources for and anticipated impacts of these activities.

Planned activities are consistent with current significant needs and the hospital’s mission and capabilities. The hospital may amend the plan as circumstances warrant, such as changes in community needs or resources to address them.



Creating the Implementation Strategy

The hospitals are dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.

Hospital and health system participants included the Healthy Communities Council - Texas Division. Multiple departments from each hospital across the Texas Division have come together to inform, influence, and evaluate the selection and delivery of hospital community health and community benefit programs.

Community input or contributions to this implementation strategy included community stakeholder interviews conducted during the Community Health Needs Assessment (CHNA).

The programs and initiatives described here were selected based on identified community need, existing programs with evidence of success/impact, existing community partnerships, and hospital capacity by the Healthy Communities Council. The Healthy Communities Council is an interdisciplinary team made up of key stakeholders across the St. Luke's Health - Texas Division with the goal of strategic priority alignment, accountability, leadership support, and team member and community engagement.

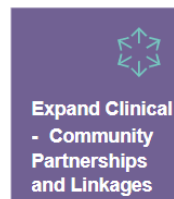
Community Health Strategic Objectives

The hospitals believe that program activities to help address significant community health needs should reflect a strategic use of resources and engagement of participants both inside and outside of the health care delivery system.

CommonSpirit Health has established four core strategic objectives for community health improvement activities. These objectives help to ensure that our program activities overall address strategic aims while meeting locally-identified needs.



Create robust alignment with multiple departments and programmatic integration with relevant strategic initiatives to optimize system resources for advancing community health.



Scale initiatives that complement conventional care to be proactive and community-centered, and strengthen the connection between clinical care and social health.





Work with community members and agency partners to strengthen the capacity and resiliency of local ecosystems of health, public health, and social services.



Partner, invest in and catalyze the expansion of evidence-based programs and innovative solutions that improve community health and well-being.

Strategies and Program Activities by Health Need


	Health Need: ACCESS TO CARE				
Anticipated Impact (Goal)	The hospital's initiatives to address access to care are anticipated to result in increased access and reduced barriers to health care for the medically underserved.				
Strategy or Program	Summary Description	Strategic Objectives			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Health Equity	<ul style="list-style-type: none"> • Provide education for staff and community regarding services, cultural differences that may affect treatment • Increase communication referencing diversity and inclusion with regard to cultural stressors that impact bias and potential access to care • Actively explore new and strengthen existing volunteer and collaboration opportunities with local healthcare, civic, and non-profit agencies 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Eligibility and Enrollment	<ul style="list-style-type: none"> • Eligibility and enrollment services screens the patient and assists with getting them connected with government and indigent programs if they meet criteria. Care Coordination offers assistance as well. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Assistance	<ul style="list-style-type: none"> • St. Luke's Health delivers compassionate, high quality, affordable health care and advocates for 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>


	Health Need: ACCESS TO CARE				
	members of our community who are poor and disenfranchised. In furtherance of this mission, the hospital will provide assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services.				
Community Building	<ul style="list-style-type: none"> Actively explore new and strengthen existing volunteer and collaboration opportunities with local healthcare, civic, and non-profit agencies 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Clinical Partnerships	<ul style="list-style-type: none"> Work to expand clinical partnership and referral sources 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planned Resources	The hospital will provide staff, outreach communications, and program management support for these initiatives.				
Planned Collaborators	Conifer, Northwest Assistance Ministries, Tomball Emergency Assistance Ministries, Physician Enterprise, Interfaith of The Woodland's and their sliding scale dental and medical clinics, Rotary Club, Lions Club, Light the Night, American Heart Association, March of Dimes, United Way, Montgomery County Cares, St. Vincent de Paul, Good Rx, HCAP, St. Luke's Compassionate Care Clinic, for underfunded, Community Assistance Center, Meals on Wheels, Mission Northeast, FQHCs, Lone Star Family Health Center				




Health Need: PREVENTIVE PRACTICES

Anticipated Impact (Goal)	The hospital’s initiatives to address Preventive Practices are anticipated to result in increased education, awareness, and prevention activities for various populations in our community.				
Strategy or Program	Summary Description	Strategic Objectives			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Community Building	<ul style="list-style-type: none"> Actively explore new and strengthen existing volunteer and collaboration opportunities with local healthcare, civic, and non-profit agencies 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outreach Activities	<ul style="list-style-type: none"> Participate in community organization-led initiatives including prevention screenings, immunizations, and education 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wellness Promotion	<ul style="list-style-type: none"> Promote importance of annual wellness visits/screenings and having an established primary care physician 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planned Resources	The hospital will provide staff, outreach communications, and program management support for these initiatives.				
	Conifer, Northwest Assistance Ministries, Tomball Emergency Assistance Ministries, Physician Enterprise, Interfaith of The Woodland’s and their sliding scale dental and medical clinics, Rotary				

	Health Need: PREVENTIVE PRACTICES
Planned Collaborators	Club, Lions Club, Light the Night, American Heart Association, March of Dimes, United Way, The Rose, Lone Star Family Health Center (dental), Interfaith Clinic, Conroe Independent School District, New Caney Independent School District, Texas Familias Council, H-E-B Grocery Stores, Behavioral Health and Suicide Prevention Task Force, St. Thomas Medical School, Texas AIM

	Health Need: MENTAL HEALTH				
Anticipated Impact (Goal)	The hospital's initiatives to address mental health services are anticipated to result in expanded awareness and access to mental health services for our vulnerable populations (i.e., senior, rural, and low-income residents).				
Strategy or Program	Summary Description	Strategic Objectives			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Community Building	<ul style="list-style-type: none"> Actively explore new and strengthen existing volunteer and collaboration opportunities with local healthcare, civic, and non-profit agencies 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Screening and Referrals	<ul style="list-style-type: none"> Evaluate current depression and mental illness screening practices and referrals for patients in the 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

	Health Need: MENTAL HEALTH				
	physician enterprise and other health system entry points				
Planned Resources	The hospital will provide staff, outreach communications, and program management support for these initiatives.				
Planned Collaborators	Tri County Clinic, Lone Star Family Health Center, Montgomery Independent School District, and other independent school districts, Behavioral Health and Suicide Prevention Task Force, Mosaic of Mercy, Mission Northeast, Yes to Youth				

