

Caring for Our Communities 2020 Performance



Texas Health collaborates with consumers, community stakeholders, and policymakers to improve North Texans' health and well-being. As a faith-based nonprofit, we advocate for, deliver and support efforts to address the region's unique healthcare needs. Read more about our strategies and programs in our [Social Purpose Report](#). Here is a summary of our 2020 goals and progress:

Focus Area	2020 Goal	2020 Progress
Community Health Improvement	Align Texas Health services and resources provided to and through faith communities.	Developed the Texas Health Community Health Ministry strategy and established the operational foundation to drive an integrated implementation.
Community Impact	Allocate grants to address depression, anxiety and food insecurity in high-need areas.	Advanced many Community Impact grant objectives and awarded another \$5.2 million for the 2021-2022 program cycle.
Blue Zones Project® Fort Worth	Sustain health and well-being improvements for Fort Worth and expand wellness efforts to targeted underserved communities and ZIP codes.	Maintained Fort Worth's well-being score despite the pandemic and increased access to food in three targeted neighborhoods.
Community Engagement and Social Responsibility	Support Texas Health's talent pipeline and help close allied health workforce gaps through educational partnerships, with a focus on diversity, equity and inclusion.	Piloted a STEM Healthcare Initiative with the Dallas Independent School District to build awareness of healthcare career opportunities among high school students living in underserved neighborhoods.
Government Affairs and Advocacy	Enable consumers to get the care they needed during the pandemic.	Removed regulatory barriers and secured funding through the Coronavirus Aid, Relief and Economic Security (CARES) Act.

Highlights



Community Health Assessment

- Launched a [COVID-19 Prevalence Study](#) in collaboration with UT Southwestern to study the impact of the virus on North Texans. At the completion of the study, we had surveyed and completed testing of more than 21,300 individuals.



Community Health Improvement

- Leveraged telemedicine, virtual engagement, online programming and drive-by clinics to address community health needs during the pandemic.
- Provided approximately \$1 million in direct pandemic relief by addressing food insecurity and rental assistance needs through [Community Impact](#) grants. We also made significant progress in reducing isolation and depression, expanding access to transportation and healthy foods, delivering culturally relevant mental health education and supporting at-risk youth during the year.
- Provided diabetes education and support to nearly 800 individuals participating in the Healthy Education and Lifestyles Program (HELP) through telephone consultations and in-person visits, when allowed. This helped 59% of participants reduce their A1c levels to under 9.1 and 64% of participants reduce their blood pressure to less than 140/90.
- Enabled [Faith Community Nursing](#) volunteers and health promoters to provide pandemic-related education and infection prevention information to faith communities. They also:
 - Administered more than 4,500 flu vaccines at 65 drive-through clinics with the help of students from nine nursing schools.
 - Shifted the Foundations of Faith Community Nursing course to 100% virtual, with participants from across the U.S. Eleven nurses graduated and began their faith community nursing ministries in their home congregations.
 - Assisted multiple churches across the Dallas-Fort Worth area with guidance for closing and reopening safely during the pandemic.
- Held virtual gatherings for seniors participating in the Reduce SILOS program.

Highlights



Blue Zones Project

- Maintained health and well-being improvements to sustain the city of Fort Worth's Gallup National Health and Well-Being Index ranking at 31, up from 185. In 2020, disease burden metrics dropped, natural movement increased, and people who biked or walked for routine trips increased to 30% compared to 19% in 2018.
- Partnered with Texas Health to promote the [Open Safe Initiative](#), providing North Texas businesses, places of worship and universities with free tools to reopen their doors safely and remain open during the pandemic.
- Transitioned Blue Zones Project programs, training, workshops and other outreach to [virtual platforms](#) to ensure ongoing engagement and access to resources. These included a free monthly [Live Well Series](#) for the public, covering everything from mindful eating to promoting well-being in children.
- Took steps to reduce isolation by:
 - Providing books and supplies to schools, community centers and homeless shelters.
 - Starting an “adopt-a-senior” program in collaboration with community centers to provide seniors with ongoing social, emotional and physical support.



Community Engagement

- Provided \$1.76 million in community support through sponsorships and charitable contributions.
- Supported local food banks with approximately \$260,000 in donations to address pandemic-related food insecurity and rental assistance through various efforts across the system.
- Enabled 845 employees to safety volunteer 2,364 hours to support local nonprofits during the pandemic—a value of nearly \$64,000. For example:
 - In 2020, we amended our Community Time Off (CTO) policy to allow virtual volunteering opportunities and socially distant clinical service projects (e.g., flu vaccine clinics, medical screenings) to protect our employees' health and safety.

Highlights



Community Engagement (cont.)

- Employees volunteered more than 100 virtual CTO hours in one day to support the Communities Foundation of Texas' 19th Annual Freedom Day, held in remembrance of the lives lost and forever changed by the tragic events of Sept. 11, 2001.
- Nurses donated nearly 1,000 hours to administer roughly 5,000 influenza vaccines at 65 community events; 53 of the clinics targeted underserved communities with the greatest need.



Government Affairs and Advocacy

At the onset of the pandemic, we worked closely with our federal, state and local partners and provided our leaders with the most up-to-date information so that they could make informed decisions. In 2020, we also worked with policymakers, healthcare associations, community partners, business groups and other system stakeholders through virtual meetings, tele-town halls, conference calls and emails.

Through these outreach efforts, we secured regulatory relief and increased funding for public health/emergency preparedness and response efforts, including the ongoing supply of personal protective equipment, lab supplies, medications and vaccines.

Our key achievements included:

- Obtaining vital provider relief funding from the CARES Act to address the pressing pandemic.
- Withdrawing the Centers for Medicare and Medicaid Services (CMS) proposed [Medicaid Fiscal Accountability Rule](#), which would have led to significant Medicaid funding cuts by reducing state financing flexibility.
- Removing substantial regulatory barriers that increase administrative costs and impede the nation's move toward improving care coordination and value-based care. After a 10-year effort, CMS [reformed the Physician Self-Referral or "Stark" Law](#).

COMMUNITY METRICS

GIVING	2016	2017	2018	2019	2020
Community Impact grants				\$5.2 million	\$5.2 million*
Charitable contributions and sponsorships	\$2.2 million	\$2 million	\$2 million	\$2 million	\$1.76 million
Community Time Off hours	10,538	10,000	11,033	11,305	2,364**
Community service projects	650	700	621	715	243**
Employee giving	\$1.8 million	\$1.9 million	\$2 million	\$1.8 million	\$1.6 million
FAITH COMMUNITY NURSING					
Number of faith communities assisted	89	103	115	125	126
Number of nurse volunteers	238	228	225	300	322
HELP					
Number of participants	147	165	367	693	782

* The first Community Impact grants were awarded in 2019 for the 2019-2020 cycle. Texas Health awarded another \$5.2 million in late 2020 for the 2021-22 grant cycle.

** Due to the COVID-19 pandemic, the Community Time Off program was paused from March until June 2020. Participation was restricted to virtual and clinical in-person projects only.

2020 CHARITY CARE AND COMMUNITY BENEFIT

Texas Health provided \$757 million, or \$2 million a day, in charity care and community benefit.

CHARITY CARE	2016	2017	2018	2019	2020
Patient charity care ¹	\$241,422,458	\$256,026,406	\$236,707,341	\$211,327,936	\$217,351,474
Cost of unreimbursed government-sponsored indigent healthcare ²	\$58,527,190	\$42,338,364	\$75,195,476	\$45,322,544	\$45,527,596
Charity care provided through others	\$51,056,212	\$64,178,930	\$2,504,837	\$2,230,154	\$2,179,823
Subtotal Charity Care	\$351,005,860	\$362,543,700	\$314,407,654	\$258,880,634	\$265,058,893
OTHER COMMUNITY BENEFIT CARE					
Unreimbursed Medicare ²	\$487,625,002	\$457,799,539	\$484,601,553	\$558,172,380	\$435,724,253
Community Benefit ³ (Community Health Improvement program, cash and in-kind donations, and value of employee volunteer hours)	\$25,345,815	\$31,889,676	\$44,038,957	\$59,958,216	\$56,086,387
GRAND TOTAL	\$863,976,677	\$852,232,915	\$843,048,164	\$877,011,230	\$756,869,533

¹ Cost of care that is provided to those who are financially or medically indigent.

² The difference between the treatment costs for these patients and government reimbursement.

³ Programs or activities that provide treatment or promote health and healing as a response to identified community needs.