

2023

# Community Impact

Broadening the Definition of Health Care<sup>SM</sup>



SERVING HUMANITY TO HONOR GOD





”

Everybody here has treated me with respect and accepted me for who I am. They make me feel wanted, they make me feel loved. That's all that a person needs.

**GILDA**

Methodist Healthcare Ministries Patient

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OUR MISSION

***Serving Humanity to Honor God***



## OUR PURPOSE

*Methodist Healthcare Ministries of South Texas, Inc. believes that caring for health means caring for the needs of the whole person—body, mind, and spirit. In addition to providing clinical care for the uninsured and economically disadvantaged, we are committed to broadening the definition of health care to include championing healthier neighborhoods, supportive relationships, broadband access, food security, and financial stability to strengthen families and communities. As a private, faith-based, not-for-profit organization, we use the earnings we receive as 50-50 co-owner of Methodist Healthcare to fund community-led efforts and promote public policy changes that advance more fair and just opportunities for healthy living—now and for generations to come. Guided by faith and walking hand-in-hand with people in the 74 counties we serve, we work to meet the unique needs of each community, ensuring that more people have the opportunity to live a happy, healthy, productive life.*





## A letter from the CEO

We at Methodist Healthcare Ministries have a bold mission: Serving Humanity to Honor God. To effectively bring that mission to life each year, it's imperative that we pause to evaluate our efforts—and use those insights to enhance our impact for the people and places we serve. This 2023 Community Impact Report is our look into the mirror. It reflects the transformative difference that our 500+ “Caring Servant” team and board members were blessed to make last year through their steadfast commitment to improve well-being for the least served.

Advancing Health Equity across 74 Texas counties is a vital, but immense, task. It requires intentional focus on addressing systemic inequities and socio-economic barriers that keep people from living their healthiest lives. For Methodist Healthcare Ministries, this means a framework of thought and action guiding us to coordinate all our programs and services to go beyond points of care to examine the root causes of why people become sick in the first place.

To accomplish this goal, we employ our resources across the following areas: direct care services for the uninsured; strategic grantmaking in support of safety-net and vital community-focused organizations; policy & advocacy efforts to create a more level playing field for all Texans to live their healthiest lives; and innovative initiatives aimed at improving the social determinants of health in areas like Digital Equity, Food Security, and Economic Mobility.

Through our strategic focus and coordinated initiatives, I’m deeply proud of all the ways we strengthened communities and impacted systemic change for resilient individuals and families in 2023.

Guided by God—and the voices closest to health disparities—we will continue striving to create more fair and just opportunities for every person to thrive.

Yours in Service,

A handwritten signature in black ink, appearing to read "Paul Isola", written in a cursive style.

**PRESIDENT & CEO**

Methodist Healthcare Ministries of South Texas, Inc.

## IMPACT AT A GLANCE



IN 2023, MHM INVESTED  
**\$149.9 MILLION**

to advance health equity and strengthen communities across its 74-county service area. That amount includes direct services, community investments, the development of community partnerships and advocacy initiatives that create a more level playing field for individuals to thrive.

The organization's 2023 commitment represented an increase of 25% from its 2022 investment. That \$149.9 million propelled a strategic focus on advancing health equity, the framework of thought and action guiding the organization's efforts to address systemic inequities and socio-economic barriers that keep people from living their healthiest lives. Since inception, Methodist Healthcare Ministries has provided more than \$1.5 billion in health care services through its clinical programs, as well as through partnerships, and is the largest private funding source for community health care to low-income families and the uninsured in South Texas.





## AT A GLANCE

### IMPACT NUMBERS:

**\$1.5 Billion**

invested in **74 Texas counties**  
since inception.

**20,610**

patients served in **2023**.

**227**

owned or funded sites provided  
care for the underserved in **2023**.

**90<sup>TH</sup> Percentile**

satisfaction rating/performance in  
primary care services in **2023**.



## PROGRAMS AND SERVICES IMPACT



As a direct-service provider, Methodist Healthcare Ministries offers access to patient-centered, integrated health care for low-income, uninsured, individuals in and around Bexar County. Our programming expands beyond clinical care to include a wide array of community-based programs and services that foster and support health and wellness for individuals of all ages across our 74-county service area.

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**133,591** unique patient visits in 2023.

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**\$9.6M** invested across four Prosperemos Juntos | Thriving Together cohorts in 2023.

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**\$7,965,264** saved in medication costs through the Medication Assistance Program (MAP).

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The annual average percent of patients who accessed care and social needs resources from referrals made by Wesley Nurses was **73%**.

MHM's Community Health Workers or Promotores de Salud, assisted **17,599** individuals by providing resources such as food and diapers or referrals to other community resources—including navigation and ensuring accessibility of resources.

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**1,000+** people served through community health and wellness events focused in specific areas of well-being: heart health, family connectedness, first-responders, and holiday celebrations.





I really don't know what would have happened if I hadn't met her (my WN). I was blessed to get housing that same day and a job the next day. I never would've thought that someone would help me the way she did.

**CARLOS**

Wesley Nurse Patient

## TOP DECILE PRIMARY CARE:

### 90%: Patient Satisfaction:

- **Primary Care Overall Patient Satisfaction**, Top Decile (90th Percentile).
- **Medical Services, Patient Satisfaction**, Top Decile (90th Percentile).
- **Oral Health Overall Patient Satisfaction**, Top Decile (90th Percentile).

### 13.6% Patient HbA1c Poor Control, Top Decile (90th Percentile):

In 2023, the percentage of patients ages 18-75 with diabetes who had HbA1c levels greater than 9.0 during the measurement period, decreased to 13.6% from 15.5% in 2022, and down from 19.9% in 2021.

### 97.2% BMI Screening & Follow Up Plan Compliance, Top Decile (90th Percentile):

In 2023, the percentage of patients 18 years and older who complied with BMI screening and documented follow up plans was 97.2%, an increase from 2021 (90.2%).

## GRANTMAKING IMPACT



Community grants are awarded annually to organizations who share a mission of providing health care services to the uninsured and underserved. Methodist Healthcare Ministries' goal is to help create and sustain healthy communities by supporting organizations that address the community conditions in which we are born, grow, live, and work, otherwise known as the Social Determinants of Health (SDoH).

### GRANTMAKING IMPACT NUMBERS:

# \$445 Million

in grant funding since inception through **2023**.

# 130 Grantees

across **74 counties** in **2023**.

#### 2023 GEOGRAPHIC FUNDING DIVERSITY

## 14%

Rural

## 86%

Urban

#### STREAMS OF CARE FUNDING IN 2023

## 18%

Up

## 63%

Mid

## 19%

Down



This impactful partnership will increase the capacity of community-based organizations (CBOs) and community anchor institutions in Texas to provide critical digital resources training services curriculum and support.

**SKYE N. DOWNING**

Community Tech Network, MHM Funded Partner



## POLICY IMPACT



Methodist Healthcare Ministries is committed to addressing and eliminating systemic barriers to equity. One of the ways this is accomplished is through full-time policy and advocacy work, at the state, local and federal levels. We work to educate lawmakers and influence legislation that improves the health and well-being of all Texans.

### POLICY IMPACT NUMBERS:

**\$11 Billion**

Helped secure historic investment in mental health.

**\$2.31 Billion**

Helped secure critical funds for expanded behavioral health capacity.

**2 → 12 Months**

Worked with policy partners to support the passing of House Bill 12 which improves the continuity of care for new mothers by expanding post-partum Medicaid coverage from 2, to 12 months.

**\$1.5 Billion**

Worked with policy partners to promote the expansion of the state's broadband infrastructure.



We're going to be working with Methodist Healthcare Ministries to share this information with elected officials and policy-makers to come up with some long-term solutions to these colonia water quality issues.

**GARRETT SANSOM**

DrPH, MPH | Texas A&M University, School of Public Health Environmental and Occupational Health Department

## SYSTEMIC CHANGE IMPACT

Methodist Healthcare Ministries supports a variety of special initiatives that allow us to respond to the unique health care needs and opportunities of the communities we serve.

### THESE INITIATIVES INCLUDE EFFORTS TO IMPROVE

Access to Care



Digital Equity



Economic Mobility



Food Security



AND MORE.







This is a great program. It has been a lifesaver for me.  
I don't know how I would have made it without this  
extra money, and I know that there are other mothers  
out there just like me.

SAN ANTONIO G.O.A.L.S. PARTICIPANT

## SYSTEMIC CHANGE IMPACT NUMBERS:

### \$7.2 Million

Invested in multi-year *San Antonio G.O.A.L.S. Economic Mobility Study*.

This is the first randomized control trial in the country examining how two interventions, cash assistance and financial coaching, can work together to support individuals and families on their journey out of poverty.

### \$1.5 Million

Invested in multi-year *Colonia Safe Water Study* in partnership with Texas A&M Health.

Two-year study of arsenic and other toxic contaminants that occur in residential drinking water within border colonia communities in the Rio Grande Valley.

### \$21 Million

Invested over three years for *Digital Equity* projects.

Methodist Healthcare Ministries is working to ensure all people in its service region have access to reliable, affordable broadband service and the skills and opportunities to use this technology safely and effectively to support their economic, health and social needs.

### \$3.3 Million

Invested in *Food Security Initiatives* in 2023.

To create equitable and sustainable food systems, this includes supporting community-led food initiatives that are linked to local food production, distribution, and labor practices.

## GOVERNANCE IMPACT NUMBERS

Methodist Healthcare is a 50-50 partnership between Methodist Healthcare Ministries of South Texas, Inc., South Texas' largest non-public funding source of community health care for uninsured patients, and HCA Healthcare, the nation's leading provider of healthcare services. This creates a unique partnership that ensures Methodist Healthcare continues to benefit the community by providing quality care to all and charitable care when needed.



## ABOUT METHODIST HEALTHCARE

Since 1963, Methodist Healthcare has continuously evolved to meet the growing needs of the greater San Antonio community. Our commitment has never wavered in consistently improving the health and wellness of our community by living our mission of "Serving Humanity to Honor God."

## RESEARCH & INNOVATION



**The Pediatric Blood & Marrow Stem Cell Transplant Program** at Methodist Children's Hospital is one of the busiest programs in the nation.

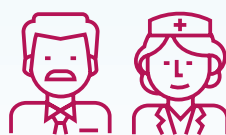


**The Live Donor Kidney Transplant (LDKT) Program** at Methodist Hospital I Specialty and Transplant is a global leader in LDKT and has performed more procedures in the U.S. since 2009 than any other LDKT program. These efforts have successfully matched donors—many who remain anonymous—with approximately 2,000 patients suffering from End Stage Renal Failure to deliver the gift of life.



**Methodist Healthcare is a national leader in robotic surgery**, offering one of the most comprehensive programs in the country. 25 surgical robots, 175 surgeons, 6 locations and 4 national surgeon training programs. Methodist Healthcare continuously collaborates on emerging technologies and techniques to deliver enhanced surgical experience that reduce hospital stays and shorten recovery time.

## ECONOMIC DEVELOPMENT



# 13,500

**EMPLOYEES**

as San Antonio's second largest private employer



# 11

**HOSPITALS**



# 2,606

**LICENSED BEDS**



# 3,878

**PHYSICIANS**

## SERVING 27 COUNTIES

**\$21,676,589**

in property taxes

**\$18,117,852**

in sales taxes

**\$880,500,000**

in total payroll

### HOSPITALS:

Methodist Hospital  
Methodist Children's Hospital  
Methodist Hospital | Specialty and Transplant  
Methodist Hospital | Northeast  
Methodist Hospital | Stone Oak  
Methodist Hospital | Metropolitan  
Methodist Hospital | Teksan  
Methodist Hospital | Atascosa  
Methodist Hospital | Hill Country  
Methodist Hospital | Landmark

## COMMUNITY INVESTMENT

# \$1.87 Billion

invested in capital expenditures  
over the past 10 years

# \$811 Million

in charity and indigent  
care in 2023

## 2023 FAST FACTS



# 519,229

inpatients + outpatients served



# 469,220

ER visits



# 12,020

Births





"Do all the good you can,  
by all the means you can,  
in all the ways you can,  
in all the places you can,  
at all the times you can,  
to all the people you can,  
as long as ever you can."

**JOHN WESLEY**

Founder of Methodism