

# Bringing Care to the Community



*"Serving Humanity to Honor God"*

Methodist Healthcare Ministries of South Texas, Inc. is a private, faith-based, not-for-profit organization dedicated to creating access to health care for the uninsured and low-income families through direct services, community partnerships and strategic grant-making in 74 counties across South Texas. These services include primary care medical and dental clinics, support services like counseling, case management and social services, family wellness and parenting programs and church-based community nursing programs.

Methodist Healthcare Ministries also works with similarly focused organizations and state government to develop more socially conscious public policy. The purpose is to change legislative perspectives and policies so the root of the problems of the underserved is addressed for the long-term.



## HISTORY & MISSION

In 1955, the Southwest Texas Conference of The United Methodist Church chartered the Southwest Texas Methodist Hospital; it opened in 1963. Its purpose was to deliver and promote improved health care as well as enhance access to health care, with particular concern to those least served. From this charter and that first hospital, Methodist Healthcare System was formed in 1995 and today is the largest healthcare provider in San Antonio and 24 surrounding counties.

Since 1995, in joint partnership with HCA Healthcare, Methodist Healthcare Ministries has retained one-half ownership of the Methodist Healthcare System and provides the local governance to ensure that the needs of the greater community are served.

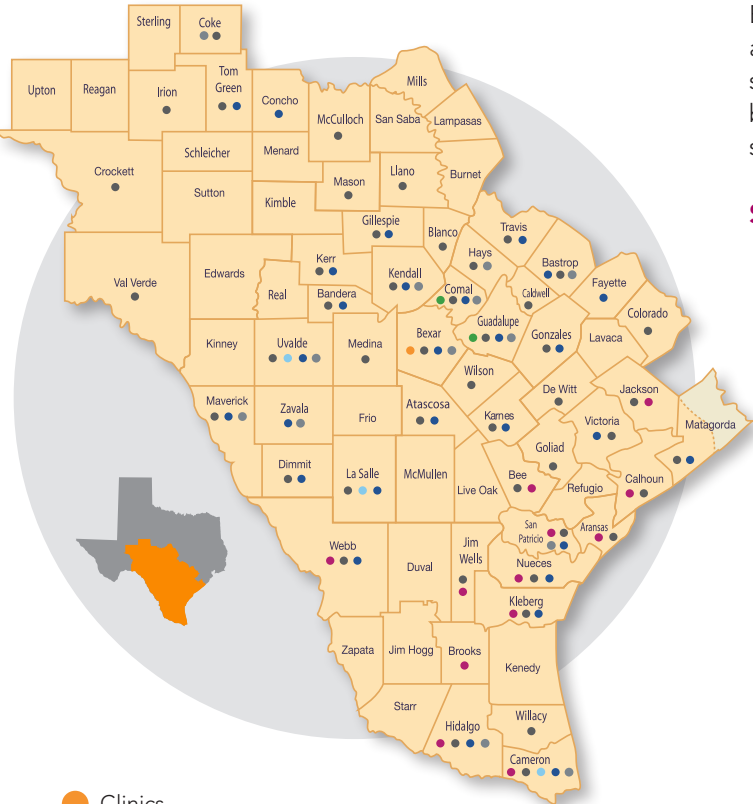
Guided by its mission of "Serving Humanity to Honor God," Methodist Healthcare Ministries' vision is to be the leader for improving wellness of the least served. The mission also includes Methodist Healthcare Ministries' one-half ownership of the Methodist Healthcare System. This creates a unique avenue to ensure that the Methodist Healthcare System continues to be a benefit to the community by providing quality care to all and charitable care when needed, and it provides revenue to Methodist Healthcare Ministries for its programs.

# Bringing Care to the Community



## SERVICE AREA

The Rio Texas Conference of The United Methodist Church, which spans 74 counties, defines Methodist Healthcare Ministries’ service area.



- Clinics
- Community Counseling
- Funded Partners
- Get FIT
- Parenting Programs
- School Based Health Centers
- Wesley Nurse



## STRATEGIC PRIORITIES & IMPERATIVES

The strategic planning process led by the board of directors, engages team members and external stakeholders in defining strategy; committing to measurable goals; and identifying practical and realistic implementation plans on an ongoing basis as the organization’s internal and external environment changes.

Every three years, Methodist Healthcare Ministries engages in a strategic planning process which helps us accomplish the strategic imperatives set by the Methodist Healthcare Ministries board of directors, as well as ensuring the organization remains sustainable and stays true to its mission.

### Strategic Imperatives

- Facilitate access to primary care.
- Increase focus on churches in the Rio Texas Conference area to improve health.
- Preserve, enhance, strengthen, develop and integrate the Methodist Healthcare System as part of Methodist Healthcare Ministries’ charitable purpose and mission.
- Develop opportunities to collaborate with the Methodist Healthcare System and HCA Healthcare to improve health.
- Engage with other high performing organizations through facilitation, leadership and collaboration.
- Enhance and expand the Wesley Nurse program.
- Improve data and analytical capabilities.
- Influence healthcare policy through research and advocacy.



## RESOURCE DEVELOPMENT

To remain a trusted source of support and advocacy within the health care community, Methodist Healthcare Ministries seeks to leverage additional sources of funding in the form of federal and private grants to strengthen regional and local health care delivery systems.

As Methodist Healthcare Ministries continues to administer to the needy and advocate for access to health care in South Texas, we welcome support from citizens and community members, friends, foundations and businesses. Your gift supports the programs Methodist Healthcare Ministries operates and helps us carry on our legacy of “Serving Humanity to Honor God.”

# Community Health Programs



Methodist Healthcare Ministries of South Texas, Inc. programs include owned and operated clinics; wellness and parenting programs; behavioral health services; nutrition and health education; and community-based nurses, health workers and counselors.



## CLINICAL SERVICES

Methodist Healthcare Ministries owns and operates two primary care clinics at two locations — Wesley Health & Wellness Center and Dixon Health & Wellness Center — in San Antonio, in addition to two School Based Health Center locations in Guadalupe County.

### Medical & Oral Health Services

The clinics address the medical and oral health needs of people who cannot afford health insurance. Services are provided on a sliding-fee scale based upon ability to pay, household income and family size.

School Based Health Centers provide primary medical care, dental care and counseling to school-age children who attend Marion Independent School District and/or Schertz-Cibolo-Universal City Independent School District and their siblings up to the age of 21. Additional health-related services include a prevention program for second and third-graders which consists of an annual screening and two fluoride treatments.

### Behavioral Health & Support Services

Behavioral Health Services are designed to help people who are uninsured, whose existing coverage does not provide mental health services benefits, are low-income and lack the money to pay for counseling services, or would not receive treatment any other way. Support services such as one-on-one counseling to help with issues of parenting, family relationships, depression, substance abuse and referral assistance is offered by trained, licensed professional counselors and licensed social workers.

Counseling sessions are facilitated by trained, licensed professional counselors and licensed master social workers,

and are open to couples and entire families.

Sessions are based on what each person is able to pay – no one is denied services based on inability to pay. An appointment must be set in advance to meet with a counselor.

Referral assistance includes help with Medicaid and CHIP applications, and necessities including housing, utilities, clothing and food.

### Health Education & Nutrition

Based at the Wesley Health & Wellness Center in San Antonio's South Side and at the Dixon Health & Wellness Center in San Antonio's Eastside, Health Education & Nutrition services are a vital component of Methodist Healthcare Ministries' holistic approach to health and wellness. The objective is to teach and model health and wellness through healthy cooking, direct health education with clients, and through the provision of healthy meals prepared by professional culinary artists at the Wesley Café, located within the Wesley Health & Wellness Center. The Wesley Café prepares nutritious meals and performs cooking demonstrations for the children and guests of Wesley Health & Wellness Center, and serves as an emergency food pantry and bread line to those in need.

Health education is primarily designed for patients with chronic diseases as referred by Methodist Healthcare Ministries' medical service staff. Health education is provided in one-on-one and group settings, and includes distribution of glucometer strips to help patients with diabetes manage their disease.

# Community Health Programs

## Community Counseling Program

Community Counselors help people who are uninsured, whose existing coverage does not provide mental health services benefits, are low-income and lack the money to pay for counseling services, or who would not receive treatment any other way.

Counseling services are provided by trained, licensed professional counselors and social workers in local churches and community sites across the Rio Grande Valley, Laredo and the Coastal Bend. Sessions are private and conducted in a safe and familiar environment such as churches and community centers.

The first meeting with a counselor is free. A modest fee based on a sliding-fee scale is collected for each follow up session; however, no one is denied service because they cannot pay.



## COMMUNITY & FAMILY WELLNESS PROGRAMS

Methodist Healthcare Ministries' Family Wellness programs focus on bringing together individuals of similar backgrounds, ages or life situations and creating a community within a community.

## Recreation & Enrichment Programs

The Recreation & Enrichment Programs at Wesley Health & Wellness Center offer youth, adults and seniors free, safe and fun activities that promote health, wellness and learning skills. Programs consist of youth development programs such as Camp Wesley, a free eight-week summer camp for youth ages 6 to 18; and "Los Mariachitos de Wesley," a free cultural arts program for youth ages 6 to 18. The youth development programs at Wesley Health & Wellness Center are neighborhood recreation programs that are not regulated by state child care licensing, and are not day care facilities.

Adult programming includes exercise classes, parent and family trainings and community-based support groups such as Alcoholics Anonymous.

## Parenting Programs

Methodist Healthcare Ministries has taken a leadership role in providing practical support to help parents and guardians learn parenting skills so they will be more confident and competent leaders within their families. Programs, including Meld and Parents as Teachers™, are offered in San Antonio and the surrounding area. The Parents Helping Parents program is offered at multiple sites throughout South Texas.

## Wesley Nurse Program

The Wesley Nurse program spans 80+ sites throughout South Texas, and is Methodist Healthcare Ministries' largest

program geographically.

The professional practice of the Wesley Nurse falls within the specialty of faith community nursing which incorporates nursing with intentional care of the spirit. As registered nurses, Wesley Nurses address mind, body and spirit in a holistic approach to health. A key component of the work Wesley Nurses undertake in their communities is providing care coordination for uninsured patients, health education, health promotion and facilitation of resources. Wesley Nurses assist individuals, families and communities in achieving improved health and wellness through self-empowerment and access to health care resource information.

While the Wesley Nurse program is a component of Methodist Healthcare Ministries' ecumenical outreach and located within churches, it does not teach a particular set of denominational beliefs. All Wesley Nurse programs are free and all members of the community are welcome. Programs are offered to groups or on an individual basis.

## Community Health Workers or Promotores de Salud

Community Health Workers, or Promotores de Salud, serve a vital function of the organization's ministry efforts. Community Health Workers have the distinct ability to reach vulnerable, low-income and underserved members of the community through their specialized knowledge of the communities they serve and their unique ability to engage community members at a hands-on level.

Methodist Healthcare Ministries' Community Health Workers support health education and prevention efforts and bridge access to community-based health programs and advocates.

## Get FIT Program

Part of Health Education & Nutrition, the Get FIT (Families in Training) program is a preventive program aimed at averting type II diabetes, obesity and sedentary lifestyles in children. Health and wellness is important for all children; Get FIT provides consistent and practical information for healthy living. Get FIT upholds parents as role models and leaders in their children's lives and in their community. For that reason, it is imperative that not only children, but also parents, be active participants in the program. Get FIT's goal is to transform the lives of the people in medically underserved, rural communities through afterschool and summer camp programming. Methodist Healthcare Ministries' efforts focus on actively engaging community members and stakeholders in the planning, designing and delivery of services and programs that address the unmet needs of their community.



# Community Relations & Investments



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Methodist Healthcare Ministries of South Texas, Inc. believes in the value of community partnerships to ensure quality health care is available to all, regardless of ability to pay—partnerships that promote public policies and initiatives which create access to care; partnerships that support the delivery of care to the least served; and collaboration with nongovernment organizations to identify and address the unmet health care needs in the many communities we serve.



## PUBLIC POLICY & ADVOCACY

Methodist Healthcare Ministries' public policy agenda and advocacy efforts are guided by the Social Principles of The United Methodist Church, and are carried out by increasing the public's understanding of how health policies impact their communities; strengthening and cultivating relationships with other group concerned with health policy; and advocating for policies that enhance the health and well-being of families and their communities.

Advocacy is an essential component of Methodist Healthcare Ministries' ability to meet its mission. By tracking regional and national policy trends and conducting research, Methodist Healthcare Ministries identifies how legislative policies and best practices at both the federal and state levels are impacting the health care needs of the uninsured in the community. Through commissioned publications and data reports, Methodist Healthcare Ministries works to educate policy makers and shape discussions among a broad base of health care stakeholders on system wide policy challenges and opportunities, all in an effort to increase access to quality healthcare services for the residents of South Texas.



## COMMUNITIES OF SOLUTION

As Methodist Healthcare Ministries continues to focus on efforts that promote health equity in the communities we serve across South Texas, one of the critical components to support resilient families and thriving communities within its service area across South Texas – are Communities of Solutions. Communities of Solution is a framework that supports communities in cultivating behaviors, processes and systems that, over time, result in a culture of health and sustainable improvements in health, well-being and equity, according to the Institute for Healthcare

Improvement. Methodist Healthcare Ministries has adopted this valuable framework to help address the challenges faced by the communities it serves – challenges like health inequity, social and economic injustice and structural racism.

The Prosperemos Juntos | Thriving Together Learning Collaborative is the initial means by which Methodist Healthcare Ministries will support participants of Communities of Solutions and Community-Faith Connections, as they engage in community transformation and develop strategies to address social determinants of health, as well as root causes of inequity in their communities.



## COMMUNITY INVESTMENTS

Methodist Healthcare Ministries is proud to partner with organizations that share its mission, and that are successfully delivering health care and social services to the populations in their respective communities throughout South Texas. A goal in creating these partnerships is to create measurable impact at the community and regional levels.

Since its inception, Methodist Healthcare Ministries has provided more than \$1.4 billion in health care services through its clinics and programs, as well as through partnerships, and is one of the largest private funding sources for community health care to low-income families and the uninsured in South Texas.

While there are many institutions that are providing critical health care programming in our service area, Methodist Healthcare Ministries partners with a select few whose missions and services fit within its organizational objectives, set forth by its board of directors. Methodist Healthcare Ministries does not accept unsolicited requests for grants.