

# St. Luke's Health Memorial Lufkin Hospital

## 2022 Community Health Implementation Strategy

**Adopted September 2022**










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## At-a-Glance Summary

<p><b>Community Served</b></p> 	<p><b>St. Luke’s Health Memorial Lufkin Hospital</b> is located at 1201 W. Frank Ave., Lufkin, Texas, 75904. The population of the hospital service area is 92,893. For the purposes of this report, the hospital defines its service area to include the following seven ZIP Codes, in six cities or communities, located primarily in Angelina County: (75939, 75941, 75901, 75904, 75969, 75980).</p>	
<p><b>Significant Community Health Needs Being Addressed</b></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"> <li>● Access to Care</li> <li>● Chronic Disease</li> <li>● Mental Health</li> <li>● COVID-19</li> </ul>	
<p><b>Strategies and Programs to Address Needs</b></p> 	<p>The hospital intends to take actions and to dedicate resources to address these needs, including:</p> <p><b>Access to Care:</b> Health Equity efforts, Financial Assistance Policy, Eligibility and Enrollment Services, Transportation, Outreach Services, Referrals, Community Building Efforts, Substance Abuse</p> <p><b>Chronic Disease:</b> Preventive health measures including awareness and education through patient, youth, and public education</p> <p><b>Mental Health:</b> Access to Services, and Community Collaboration</p> <p><b>COVID-19:</b> Outreach vaccine education for at-risk minority population (address vaccine hesitation) and community building: create a bridge between minority congregations and the health system for COVID-19, end-of-life, and other current health education information dissemination</p>	
<p><b>Anticipated Impact</b></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 chronic diseases, depression and mental illness, and COVID-19.</p>	
<p><b>Planned Collaboration</b></p> 	<p>The hospital intends to explore collaborations with the following organizations: ADAC, Faith-based organizations, Conifer, FQHCs, TLL Temple Foundation, Impact Lufkin, East Texas Community Health Services, Northeast Texas Health District, Private Providers, Deep East Texas Resource Center, Alcohol and Drug Abuse Council of Deep East Texas, Burke Center, Angelina County Drug Court, Pregnancy Help Center, Episcopal Health Foundation, Medicaid, Angelina County AgriLife Extension, TLL Foundation, Deep East Texas Food Bank, Angelina County and Cities Health District, Oceans Behavioral Hospital, Faith-based communities</p>	

This document is publicly available online at the hospital’s website. Written comments on this report can be submitted to the Mission Department; 1201 W Frank Ave, Lufkin, TX 75904 or by e-mail to [curtis.prunty@commonspirit.org](mailto:curtis.prunty@commonspirit.org) or [fawn.preuss@commonspirit.org](mailto:fawn.preuss@commonspirit.org).

## Our Hospital and the Community Served

### About the Hospital

The St. Luke’s Health Memorial Lufkin Hospital 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.

#### St. Luke’s Health Memorial Lufkin Hospital

- 1201 W. Frank Ave., Lufkin, Texas, 75904.
- 270 beds
- Major program and service lines:
  - Cardiovascular, General Surgery, Neurology, Nephrology, Emergency, OB GYN and Maternity Services, Wound Care, Imaging, Cancer Care



### 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.

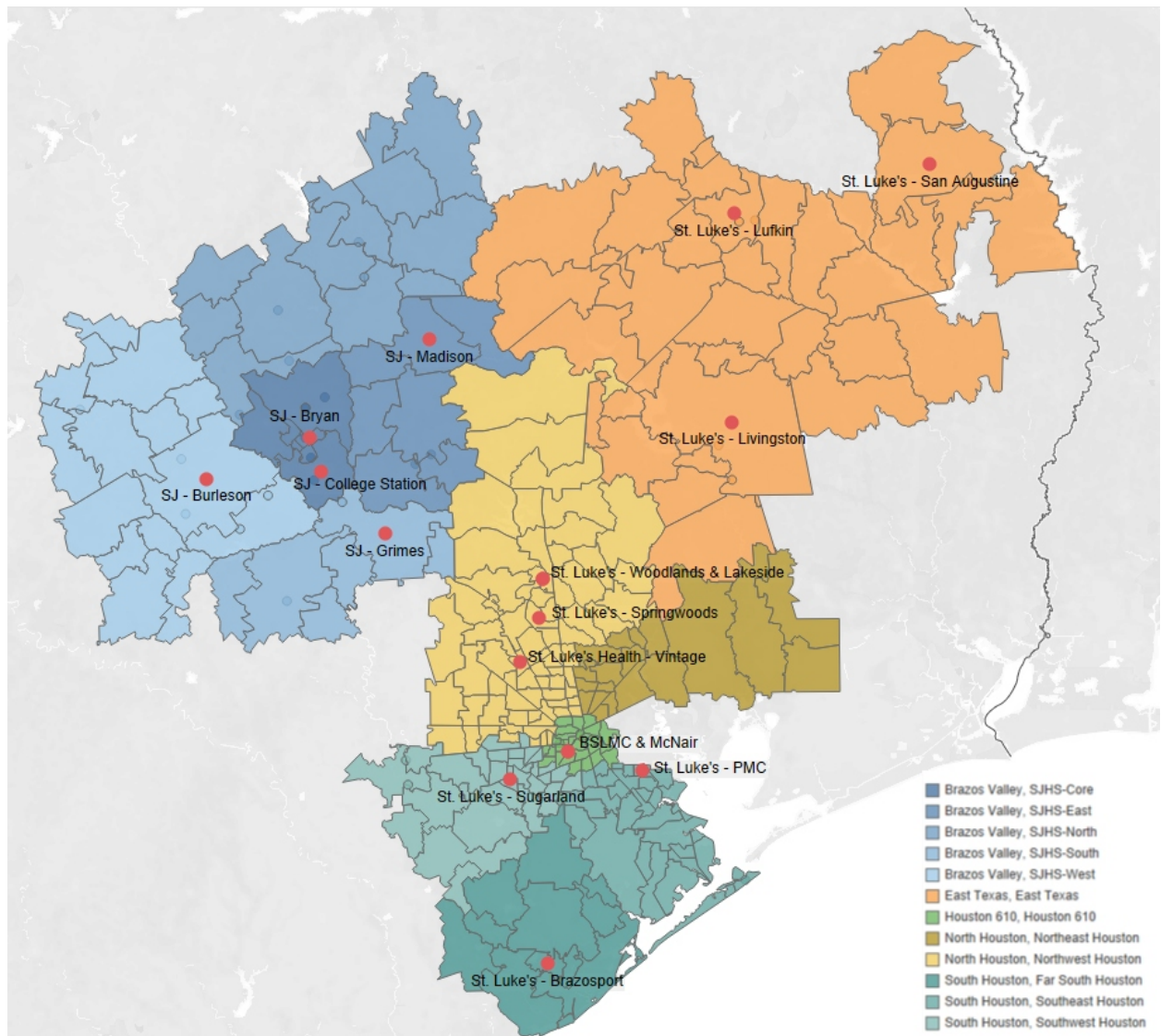
### Financial Assistance for Medically Necessary Care

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

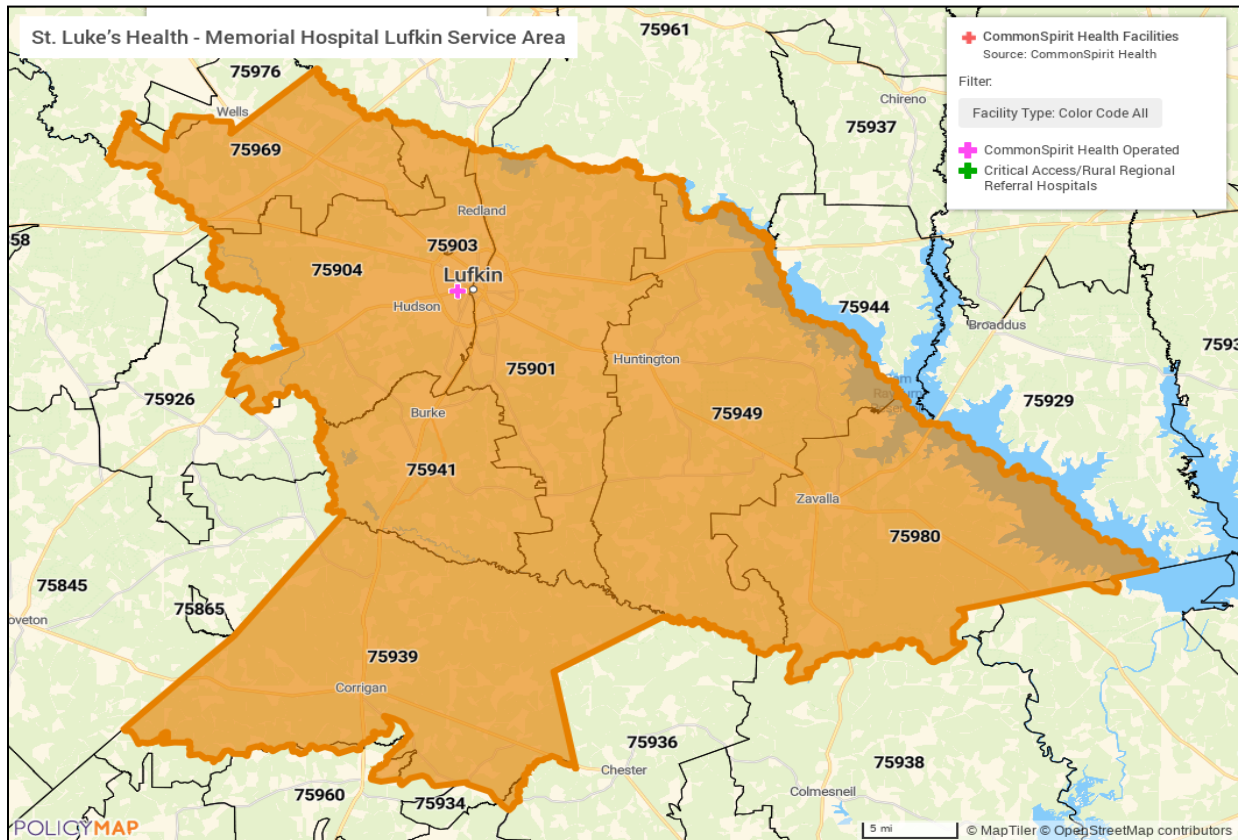
The St. Luke's Health Memorial Lufkin Hospital serves Angelina and Polk Counties and the following zip codes: 75939, 75941, 75949, 75901, 75904, 75969, 75980. A summary description of the community is below, and additional details can be found in the CHNA report online.

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





## St. Luke's Health – Memorial Lufkin Hospital Service Area Map



The population of the hospital service area is 92,893. Children and youth, ages 0-17, make up 25.6% of the population, 58.7% are adults, ages 18-64, and 15.7% of the population are seniors, ages 65 and older. 60.1% of the population in the service area identifies as non-Hispanic White, and 22.3% of the population identifies as Hispanic/Latino of any race. 14.8% of the population identifies as Black/African-American, and 1.5% of service area individuals identify as multiracial (two-or-more races). 1% of residents identify as Asian, 0.1% as American Indian/Alaskan Natives, 0.6% as Asian, and 0.01% as Native Hawaiian/Pacific Islander.

Among the residents in the service area, 18.1% are at or below 100% of the federal poverty level (FPL) and 41.7% are at 200% of FPL or below. Educational attainment is a key driver of health. In the hospital service area, 18% of adults, ages 25 and older, lack a high school diploma, which is higher than the state rate (16.3%). 16.6% of area adults have a Bachelor's degree or higher degree.

Large portions of this service area are rural and internet connectivity is an on-going issue. There are underlying systemic issues/social determinants of health that impact health and health outcomes in the area such as generational poverty, racism, social acceptance of poor health choices, lack of public transportation, etc. Pockets of vulnerable populations emerged within these communities with lower than average rates of education and higher rates of poverty.

This area is considered to be a part of the “stroke belt” and has a high incidence of chronic disease and lack of preventive care resources. More than 80% of residents have insurance coverage. The highest number of uninsured/under-insured residents were black, hispanic, and asian seniors. 28% of area residents do not have a primary medical home. Community stakeholders noted there are a number of barriers to accessing care, including the procedure to sign up for benefits, cost of medications, transportation, and too few primary care providers.

## 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 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(s) intend 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?
Chronic disease	Chronic diseases like diabetes, heart disease, stroke, and comorbidities like hypertension, obesity, and stress are very high. Chronic disease is one of the top needs shown to have worsened over time.	<input checked="" type="checkbox"/>
Mental health	The majority of the service area was shown to be a Health Professional Shortage Area (HPSA) for mental health.	<input checked="" type="checkbox"/>
Access to health care	San Augustine County, Shelby County, Angelina County is designated as a Health Professional Shortage Area (HPSA) for primary care, dental health and mental health. San Jacinto and Polk Counties are HPSAs for primary care and mental health.	<input checked="" type="checkbox"/>
COVID-19	Misinformation, lack of public health infrastructure, low internet connectivity, and mistrust led to high infection and low immunization rates.	<input checked="" type="checkbox"/>
Overweight and obesity	Over a third of adults in the service area were obese and another third were overweight.	<input type="checkbox"/>
Preventive practices	Lack of health literacy and societal norms in preventive practices was noted in stakeholder interviews. Low vaccination and preventive health screenings rate for this service area.	<input type="checkbox"/>
Economic insecurity	High cost of living, under-resourced communities, low education level, and generational poverty have had a highly negative impact across the service area.	<input type="checkbox"/>
Birth indicators	Due to tradition and/or lack of knowledge or fear, many women have a late entrance to prenatal care resulting in poor pregnancy and birth outcomes. Lufkin and Livingston saw the most births with a higher than state level teen (15-19) birth rate.	<input type="checkbox"/>
Food insecurity	Food insecurity had a higher prevalence among children. Some cities can be considered food deserts with little or no access to fresh produce or affordable and healthy food.	<input type="checkbox"/>
Substance use	Alcohol and meth use is high in rural East Texas. Meth production and crack use increased during the pandemic. There are no inpatient or rehab facilities in the area.	<input type="checkbox"/>
Unintentional injury	The unintentional injury death rate in Angelina County, San Jacinto County and Polk County was higher than the state rate. Unintentional injury is one of the top five causes of death in Sabine, Shelby, San Jacinto, and Polk counties.	<input type="checkbox"/>
Homelessness	Insufficient resources to address housing and homelessness.	<input type="checkbox"/>

## Significant Needs the Hospital(s) Do Not Intend to Address

The hospital system will not focus on Overweight and obesity, Preventive practices, Economic insecurity, Birth indicators, Food insecurity, Substance use, Unintentional injury, Homelessness. 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 hospital intends 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.

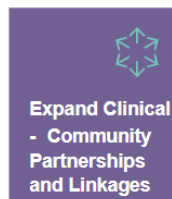
## Community Health Strategic Objectives

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.



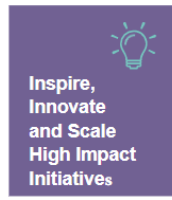
Create robust alignment with multiple departments and programmatic integration with relevant strategic initiatives to optimize system resources for advancing community health.



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


 <b>Health Need: ACCESS TO CARE</b>					
<b>Anticipated Impact (Goal)</b>	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.				
<b>Strategy or Program</b>	<b>Summary Description</b>	<b>Strategic Objectives</b>			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Health Equity	<ul style="list-style-type: none"> <li>• Provide education for staff and community regarding services, cultural differences that may affect treatment</li> <li>• Increase communication referencing diversity and inclusion with regard to cultural stressors that impact bias and potential access to care</li> <li>• Actively explore new and strengthen existing volunteer and collaboration opportunities with local healthcare, civic, and non-profit agencies</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Assistance	<ul style="list-style-type: none"> <li>• St. Luke's Health delivers compassionate, high quality, affordable health care and advocates for 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.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>


	Health Need: ACCESS TO CARE				
Eligibility and Enrollment	<ul style="list-style-type: none"> <li>Eligibility and enrollment services screens the patient and assists with government and indigent program connections if criteria is met. Care Coordination offers assistance as well.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Transportation	<ul style="list-style-type: none"> <li>Increase community/patient awareness and utilization of Medicaid transportation services</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outreach Services	<ul style="list-style-type: none"> <li>Serve at-risk mother population through implementing Maternal Fetal Medicine (MFM) services</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Referrals	<ul style="list-style-type: none"> <li>Increase physician referrals to additional services</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Community Building	<ul style="list-style-type: none"> <li>Actively explore new and strengthen existing volunteer and collaboration opportunities with local healthcare, civic, and non-profit agencies</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Substance Abuse	<ul style="list-style-type: none"> <li>Strengthen support and partnership with ADAC's opioid strategic planning</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planned Resources</b>	The hospital will provide in-kind funding, staff, education materials, outreach communications, and program management support for these initiatives.				


	<b>Health Need: ACCESS TO CARE</b>
<b>Planned Collaborators</b>	<p>The hospital intends to explore collaborations with the following organizations: ADAC, Faith-based organizations, Conifer, FQHCs, TLL Temple Foundation, Impact Lufkin, East Texas Community Health Services, Northeast Texas Health District, Private Providers, Deep East Texas Resource Center, Alcohol and Drug Abuse Council of Deep East Texas, Burke Center, Angelina County Drug Court, Pregnancy Help Center, Episcopal Health Foundation, Medicaid, Angelina County AgriLife Extension, TLL Foundation, Deep East Texas Food Bank, Angelina County and Cities Health District</p>


	<b>Health Need: CHRONIC DISEASE</b>				
<b>Anticipated Impact (Goal)</b>	<p>The hospital’s initiatives to address Chronic Disease are anticipated to result in increased education and disease management for various populations in our community.</p>				
<b>Strategy or Program</b>	<b>Summary Description</b>	<b>Strategic Objectives</b>			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Outreach Education	<ul style="list-style-type: none"> <li>Focus on preventative health measures through youth education, public awareness of healthy nutrition options and accountability</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physical Activity	<ul style="list-style-type: none"> <li>Create a free exercise and education opportunity for citizens in San Augustine</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>




	<b>Health Need: CHRONIC DISEASE</b>
<b>Planned Resources</b>	The hospital will provide staff, education materials, outreach communications, and program management support for these initiatives.
<b>Planned Collaborators</b>	The hospital intends to explore collaborations with the following organizations: Deep East Texas Food Bank, FQHC, Angelina County AgriLife Life Extension

	<b>Health Need: MENTAL HEALTH</b>				
<b>Anticipated Impact (Goal)</b>	The hospital's initiatives to address mental health services are anticipated to result in expanded access to mental health services for our vulnerable populations (i.e., senior, rural, and low-income residents).				
<b>Strategy or Program</b>	<b>Summary Description</b>	<b>Strategic Objectives</b>			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Access to Services	<ul style="list-style-type: none"> <li>• Help increase community access and referrals to mental health services</li> <li>• Explore feasibility of Tele-Health services</li> </ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Health Need: MENTAL HEALTH				
Community Collaboration	<ul style="list-style-type: none"> <li>Strengthen support and partnership with Burke Center. Burke Center provides mental health services for a twelve county region in East Texas.</li> <li>Explore partnership opportunities with Oceans Behavioral Hospital</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planned Resources</b>	The hospital will provide staff, outreach communications, and program management support for these initiatives.				
<b>Planned Collaborators</b>	Burke Center, Oceans Behavioral Hospital, Faith-based communities				

	Health Need: COVID-19
<b>Anticipated Impact (Goal)</b>	The hospital's initiatives to address COVID-19 vaccine hesitancy and current health information dissemination are anticipated to result in increased vaccination rates and reduced barriers to health information.

	Health Need: COVID-19				
Strategy or Program	Summary Description	Strategic Objectives			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Outreach Education	<ul style="list-style-type: none"> <li>Vaccine education for at-risk minority population (address vaccine hesitation)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Community Building	<ul style="list-style-type: none"> <li>Create a bridge between minority congregations and the health system for COVID-19, end-of-life, and other current health education information dissemination</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planned Resources</b>	The hospital will provide staff, outreach communications, and program management support for these initiatives.				
<b>Planned Collaborators</b>	Faith-based communities				

