



Community Benefit Report 2023



**Knapp
Medical Center**

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Dear Fellow Texans and Neighbors,

It is our utmost priority, here at Knapp Medical Center, to go above and beyond in providing essential services to our community. Our staff strives to constantly inform and educate our residents about a vast array of topics that are necessary for a healthy lifestyle. Our overall goal remains to improve the health of our community.

Knapp Medical Center (KMC) is proud to have again received an “A” Leapfrog Hospital Safety Grade for Spring 2024. KMC has been recognized as a “Straight A” hospital for the fourth time in a row since 2022. This national honor recognizes hospitals which continuously maintain the highest standards for patient safety, which is something that KMC strives for, day in and day out. Our staff is dedicated to maintaining these standards, while delivering quality care for our community, for years to come.

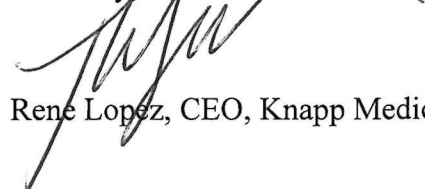
In addition, Knapp Medical Center is certified as an Advanced Primary Stroke Center by The Joint Commission, the national accrediting organization for healthcare organizations. This designation recognizes KMC’s commitment to ensuring that patients with life-threatening “brain attacks” receive the most appropriate treatment.

Included in this Community Benefits Report are the priorities identified in our 2022 Community Health Needs Assessment (CHNA). These priorities focus on increasing the community’s access to care, including through primary care and specialist physicians as well as services for the aging; health knowledge and education, including information on healthy food options to help prevent obesity; and increased awareness of chronic disease and its management. A separate report on the status of the implementation of our priorities from the CHNA is also included, as an attachment.

Knapp Medical Center is proud to offer the highest quality healthcare. Reviewing the enclosed reports will demonstrate the extensive service that KMC provides to our community throughout the year. We invite all members of the community to participate in future KMC programs that can, and will, benefit their health.

It is our privilege to treat patients with quality care close to home. We look forward to continuing our 62-year legacy of service today and for generations to come.

Sincerely,



Rene Lopez, CEO, Knapp Medical Center

What is Community Benefit?

Community benefit encompasses programs or activities that provide treatment or promote health and healing in direct response to identified community needs.

Community benefit programs and activities meet at least one of these objectives:

- Improve access to health care services.
- Enhance the health of the community.
- Advance medical or health care knowledge
- Service for the aging generation
- Relieve or reduce the burden of government or other efforts.

Creating healthier communities, together

Through outreach, programs, health education, donations, free or discounted care and more, we give back to our communities.

Community Benefit: Investments to support those in need

KMC's community benefit investments not only support the health and well-being of each person we serve, but the whole community:

- Community health services: Free services such as patient education, health screenings, immunizations, and support groups -- as well as grants and donations to support community partners.
- Education and research: Community education to increase knowledge and awareness of various medical conditions; this helps empower patients to seek earlier intervention when treatment is more effective.
- Care and services operated at a loss: Clinical and social services provided despite a financial loss because they meet identified needs not met elsewhere in the community.
- Free and low-cost care: Financial assistance for those who are uninsured, underinsured, or otherwise unable to pay for their healthcare.

Knapp's Community Benefit Contribution was \$7,033,143.

Our Commitment

Knapp Medical Center (KMC) has served the people of our region since 1962 by providing healthcare services to all, crossing barriers of age, education, and income levels.

As a non-profit community hospital, we continuously identify and utilize new and more effective ways to improve community health. Through outreach, programs, collaboration, health education, donations, free or discounted care, and more, we give back to our communities.

KMC provides outreach to increase the community's access to care, including for primary care and specialist physicians and services for the aging; health knowledge and education, including awareness of obesity and health nutrition as well as preventative care and services; and awareness of chronic disease and its management. In addition, our doctors, nurses, and staff also provide community-based care to patients and help educate the next generation of healthcare professionals.

The services we provide are essential to not only the community's overall health, but also to the quality of life for community residents. This focus is "hard-wired" into our culture, from our volunteer Board of Directors to our physicians, staff members, and volunteers.

KMC has been actively involved in the community for decades. Since its beginning, this safety net hospital's philosophy has reflected the belief that effective preventive health care does not begin and end with an individual's well-being -- but also includes promoting and supporting healthy, stable conditions in our community.

Our Community

KMC serves the cities of Weslaco, Mercedes, Donna, and surrounding communities in the central portion of Hidalgo County, as well as western portions of Cameron and Willacy counties. As a non-profit hospital, KMC has a longstanding commitment to the health and well-being of the community. Our facilities were established to address a crucial need for health services, which to this day, continues stronger than ever.

Hidalgo County represents one of the poorest and most underserved regions of the state. High rates of uninsured and a higher-than-average prevalence of chronic diseases such as diabetes and its co-morbidities have plagued this region and made it more difficult and challenging not only for our hospital, but also for state and federal agencies.

Community Health Needs Assessment Process

Every three years, KMC conducts a Community Health Needs Assessment (CHNA), which measures community input regarding healthcare needs along with various sources of data on healthcare. This study is conducted to determine the current status of the community in terms of health, and to identify the most pressing needs of the community as relates to healthcare.

In 2022, a new CHNA was conducted which identified the priorities addressed in this report. The assessment compiled information from state and national sources, in addition to the county and local community. After identifying priority needs, the team conducting the study held a discussion and ranked the needs (based on prevalence of the issue, effectiveness of interventions, and the hospital's capacity to address the need).

Next, the hospital staff developed hospital-specific implementation plans and partnerships to address the needs. Knapp Medical Center is now addressing these needs by partnering with other community organizations to promote health, wellness, and disease prevention.

This Community Benefit Report highlights three priority areas identified through the CHNA, as well as a compilation of progress made in 2023 on the implementation strategies associated with each priority area. As the report clearly illustrates, Knapp Medical Center has made significant progress in each priority area during the first year of the implementation plan, in keeping with the hospital's strong commitment to provide better healthcare to the communities it serves.

The prioritized needs are:

- 1. Improve Access to Primary Care Services & Specialists**
(need to improve access to care for the uninsured or underinsured population and the aged).
- 2. Improve Education and Services Around Chronic Diseases**
(such as heart disease, stroke, kidney, cancer, and diabetes ... improve the identification of chronic diseases in the population and awareness of treatment and control factors).
- 3. Address Shortage of Healthcare Workers / Foster Educational & Health Initiatives**

The activities addressing these community health needs during 2023 are outlined below:

Priority 1: Improve Access to Primary Care Services & Specialists

Goal 1: INCREASE THE NUMBER OF PRIMARY CARE PHYSICIANS & SPECIALISTS IN THE MID-VALLEY AREA

The data suggest that the population in KMC’s service area does not have adequate access to primary care and specialty services either due to a lack in the number of physicians or their availability in a reasonable amount of time. Many areas within the KMC’s service are designated Healthcare Professional Shortage Areas. There is a higher percentage of uninsured population in KMC’s service area than the Texas average. This hinders establishing a primary care provider and many seek their primary care needs through the Emergency Department of the area hospitals.

Implementation Activity:

- ▶ Continue Internal Medicine Residency Program at Knapp Medical Center, which began in 2020.
- ▶ Seventh class of UTRGV / Knapp Medical Center Family Practice Residency Program to begin in July 2023
- ▶ Add additional specialists to Knapp Medical Staff (including cardiologists for newly reopened cardiac catheterization laboratory, surgeons, and urologists). Also add a family medicine physician who has completed a fellowship in obstetrics / gynecology. (This includes recruiting specialty physicians to partner with existing physician groups or to expand specialists employed by the Knapp Medical Group.)
- ▶ Recruit a surgeon(s) to the Mid-Valley
- ▶ Build relationships with other healthcare organizations and physician groups in the community who may wish to employ a family practice resident(s) or internal medicine resident(s) once they complete the 3-year program (such as Valley Women's Specialists and graduating resident Dr. Indira Perales)

Goal 2: OPERATE CLINICS TO PROVIDE PRIMARY & SPECIALTY CARE IN THE MID-VALLEY

Implementation Activity:

- ▶ Increase access to primary care by opening an urgent care clinic to provide after-hours care during evenings and weekends, beginning in 2023 (this will help provide options in the level of care in an underserved location within KMC’s service area, such as Mercedes).
- ▶ Continue to provide clinic space for an Internal Medicine Residency Program at Knapp Medical Center, with thirty-six resident physicians (in the Knapp Medical Arts Pavilion in Weslaco)
- ▶ Continue to operate “The Clinic” Family Practice in Weslaco, to increase access of care in the area (efforts have also include investigating the development of a rural health clinic

in the hospital's service area to provide improved access to primary care providers, as an alternative to seeking care in area emergency departments).

- ▶ Continue to operate a Family Practice Residency Clinic in Mercedes, to see patients there while training 18 Family Practice physician residents.
- ▶ Open a surgical clinic in the Mid-Valley.

Priority 2: Improve Education and Services Around Chronic Diseases

Goal 1: PROVIDE FREE HEALTHCARE EDUCATIONAL OPPORTUNITIES

Implementation Activity:

- ▶ Continue free Senior Health Talks and Doc Talks, to offer residents a chance to hear a physician speak and answer questions on healthcare topics such as diabetes, heart disease, stroke, cancer, preventive medicine, etc. (This will help improve the health knowledge of the population and access to healthy choices.
- ▶ Continue free health fairs to address kidney disease, heart disease, diabetes, women's health, etc.
- ▶ Continue education messages on chronic diseases as well as COVID-19 through social media such as Facebook as well as through patient education TV screens in hospital waiting area. (The purpose of health education is to positively influence the health behavior of individuals and communities as well as the living and working conditions that influence their health. Health education improves the health status of individuals, families, and communities and thereby the quality of life for the people. Better knowledge of health status and available resources reduces premature deaths and addresses the causative factors for chronic diseases earlier, when lifestyle changes are easier to implement.)

Goal 2: WORK WITH ELECTED REPRESENTATIVES TO ENCOURAGE EXTENSION OF HEALTH INSURANCE TO UNINSURED RESIDENTS

Implementation Activity:

- ▶ Provide information to patients on how to apply for insurance coverage.
- ▶ Hospital provides millions of dollars in charity care each year.

- ▶ Support creation of health care district to help address uninsured population, by working with other hospitals in Hidalgo County as well as county and city officials and state representatives.

Priority 3: Address Shortage of Healthcare Workers / Foster Educational & Health Initiatives

Goal 1: EXPAND HEALTHCARE EDUCATION IN MID-VALLEY

Implementation Activity:

- ▶ Expand healthcare education in the Mid-Valley by opening a new nursing school which will train future RNs to care for the population in the Mid-Valley and help provide educational healthcare information to patients. Target date to open RN School: Fall 2023.

Goal 2: CREATE GREATER AWARENESS OF THE EPIDEMIC OF DIABETES IN OUR COMMUNITY, HOW IT CAN BE PREVENTED AND HOW IT CAN BE CONTROLLED

Implementation Activity:

- ▶ Improve services for diabetes and other patients with chronic diseases through treatment through The Clinic Family Practice and the Internal Medicine Residency Program at Knapp in Weslaco, as well as through Mid Valley Urgent Care and the Family Health Center in Mercedes; along with providing patients with information on how to prevent diabetes and manage the condition.
- ▶ Enhance education regarding diabetes and other chronic diseases such as high blood pressure, obesity, etc. through community lectures, free health fairs, community events, etc.
- ▶ Continue to distribute culturally sensitive Diabetes Food Charts which were developed at Knapp Medical Center by hospital volunteers.
- ▶ Collaborate with community organizations on health and wellness initiatives including senior health fairs, health fairs at schools, health fairs for teachers, police, fire fighters and other public servants, low-cost and free screenings, etc.

Goal 3: ENCOURAGE RESIDENTS TO PURSUE FITNESS AND HEALTHY EATING

Implementation Activity:

- ▶ Help sponsor fitness events, such as a 5K Walk / Runs to benefit terminally ill patients, etc.
- ▶ Promote healthy eating through news articles / media interviews with dietitians, physicians, etc.

Goal 4: HELP BUILD A COMMUNITY CULTURE WHICH VALUES EXERCISE AND HEALTHY EATING**Implementation Activity:**

- ▶ Encourage various forms of exercise – encouraging staff and the community to participate in walking in the park, 5K events, etc.
- ▶ Attend health fairs and distribute educational information on healthy food choices, etc.

Goal 5: OFFER HEALTHY FOODS AT ALL HOSPITAL-RELATED EVENTS**Implementation Activity:**

- ▶ Offer healthy food choices at events at the Medical Center, including a salad bar with fresh fruits and vegetables, and in our conference center.
- ▶ Offer healthy foods in the Medical Center cafeteria, at reasonable prices.
- ▶ Offer recipes for healthy foods at health fairs, etc.
- ▶ Encourage schools and other community organizations to offer healthy foods, and provide advice and guidance as requested.

The Clinic Family Practice

The Clinic Family Practice, a service of Knapp Medical Center and the Knapp Medical Group, educates patients on diabetes and high blood pressure and the importance of controlling these chronic conditions.

Services provided at The Clinic include:

- Diabetes management
- Management of high blood pressure
- Preventive medicine
- Health promotion
- Glucose checks
- Cancer prevention and screening
- RSV / flu / strep tests
- Flu shots
- Coumadin checks
- Physical exams / wellness exams / sports and college physicals
- EKGs
- Urinalysis
- Pregnancy tests
- Medicare annual exams
- COPD Care

Over the years, The Clinic has made a tremendous difference in our community by bringing care to diabetes and other patients. Operating the clinic – including expenses for healthcare professionals and support staff – is expensive **but** helping patients of our community achieve a better life is priceless.

Hospital Education Community Benefits

Knapp Medical Center actively engages in a broad array of educational programs, including many programs which are designed to serve healthcare professionals, colleges with health field programs and the community.

KMC has served as an American Heart Association Training Center. It is a provider for Life Support classes such as CPR with AED certification, Advanced Cardiac Life Support (ACLS), and Pediatric Advanced Life Support (PALS). In addition, we also work with instructors from the American Red Cross.

In order to meet the needs of our student population wishing to enter the Nursing, Medical and Allied Health fields of study, we offer CPR classes. In following our mission and vision for KMC to “educate the community”, the education department provides students and the public with discount prices to take these classes at our facility.

As a community-based hospital, we also hosted and placed hundreds of students in clinical rotations for programs such as Nursing (LVN, Associate Degree in Nursing, and Bachelor’s Degree in Nursing), Ultrasonography, Health Information Management, Imaging, Cardiopulmonary Services, Pharmacy, Laboratory, Physical Therapy, and Pharmacy.

Our employees receive many educational programs at no cost, making them well-versed and educated in their areas of specialty. Such courses and programs include CPR, ACLS, PALS, Cardiac Rhythm Class, Neonatal Resuscitation, and other online continuing education programs which are specific to all areas of healthcare as pertains to hospitals.

Our online educational courses are made available through the HealthStream program and include hundreds of courses on various healthcare topics, as well as certification preparation courses. Through these programs, the evidence-based best practice concept of healthcare delivery is enhanced and continued at KMC.

2023 Educational Programs

COMMUNITY EDUCATION

Basic Life Support & Automated Electrical Defibrillator Courses for Heartsaver Providers	# of Attendees
January	47
February	9
March	7
April	20
May	25
June	37
July	29
August	44
September	17
October	9
November	15
December	17
TOTAL	276

K-12 and Heartsaver CPR & First aid	# of Attendees
January	26
April- Donna ISD Parents	13
May	20
July – Weslaco PD dept.	51
August -WISD Bus drivers	79
September – Elsa Charter School	45
November	25
December	24
TOTAL	283

ACLS and PALS Courses	# of Attendees
Advanced Cardiovascular Life Support (ACLS) Provider	33
Advanced Cardiovascular Life Support (ACLS) Provider Renewal Course Instructors	20
Pediatric Advanced Life Support (PALS) Provider Course,	19
Pediatric Advanced Life Support (PALS) Provider Renewal Course, Instructors	11
AHA BLS Instructor Renewal Course	13
TOTAL	96

PHYSICIANS EDUCATION

KMC is accredited continuing medical education (CME) provider for physicians. CME consists of educational activities which serve to maintain, develop, or increase the knowledge, skills, and professional performance that a physician uses to provide services for patients.

Continuing Medical Education (CME) Activity (Accredited through KMC's CME Provider)	Physician Attendees	Total Attendance
White Mass	18	90

KMC 2023 Student Clinical Rotations

School and Program	# of Students	Unit/Department
Texas A&M EMT/Paramedics	4	ED
STC PCA Program	5	Medical Surgical
Valley Grande Institute	30	Nursing Units
RGV College Phlebotomy	1	Laboratory
College of Healthcare Professions Pharmacy Tech	2	Pharmacy
College of Healthcare Professions Ultrasound`	2	Imaging
College of Healthcare Professions Radiology Tech	1	Imaging
South Tx ISD CNA Program	10	Nursing Units
Texas Tech University MSN Program	4	Leadership
Western Governors College RN	8	Medical Surgical
STC ADN Preceptorship	4	Nursing Units
UTRGV Lab Scientist	1	Laboratory
RGV College EMT Program	15	ED
TSTC LVN to ADN Nursing Program	9	Nursing Units
STC LVN Program	41	Nursing Units
STC Ultrasound Program	4	Imaging
Grand Canyon Nursing Program	2	Nursing Units
Texas A&M Pharmacist	2	Pharmacy
UTRGV School of Social Work	1	Case Management Dept
TSTC Surgical Tech Program	16	Surgery
McAllen Fire Dept EMTs	6	ED
Our Lady of the Lake Univ Social Work	1	Case Management
STC Pharmacy Tech	1	Pharmacy
South Tx Vo Tech Pharmacy Tech	7	Pharmacy
TEEX EMT Program	10	ED
TOTAL STUDENTS	187	

OTHER EDUCATION ACTIVITIES

Educational activities offered to the community and healthcare providers.

Basic Life Support & Automated Electrical Defibrillator Courses for Healthcare Providers	# of Attendees
TOTAL	276

Basic Life Support & Automated Electrical Defibrillator Courses for Heartsaver Providers And Hands only CPR	# of Attendees
TOTAL	283

BLS Instructor Course	# of Attendees
Renewal BLS Course	13
TOTAL	13

ACLS & PALS Instructor Courses	# of Attendees
ACLS Instructor Renewal Course	20
PALS Instructor Renewal Course	11
TOTAL	31

First Aide Course	# of Attendees
TOTAL	120

Other Community Activities	# of Attendees
Hands only CPR at the MISD Football Stadium	At a game
Hands only CPR MISD Basketball gym	Gym
Hands Only CPR Aurora House Wellness Fair	Conf. Center
Mercedes Christmas Parade	Texas St.
Weslaco Christmas Parade	Texas St.
TOTAL	A lot

COMMUNITY OUTREACH

Knapp Medical Center goes beyond its walls by sharing its healthcare expertise with the community it serves. Medical and allied staff reach out to inform and educate residents on a variety of health topics. The outreach is in keeping with the hospital's mission statement: *"to deliver compassionate, quality care to patients and better healthcare to communities."*

Community Health Fairs

Community health fairs are a great way for people in our community to access important health screenings that they might not be able to receive otherwise. People have the opportunity to receive free blood tests, blood pressure screenings, information on preventing strokes and falls, and more. The screenings help residents in our community to find medical issues earlier, so that treatment can begin sooner.



Winter Texans

Knapp Medical Center is happy to welcome Winter Texans to the Rio Grande Valley every year. Our Marketing and Business Development Team coordinates health presentations, free health screenings, educational presentations, and interactive discussions with local physicians at community meetings. We also attend various health fairs and events, such as the "Winter Texan Appreciation Day" hosted by the Mercedes Chamber of Commerce and visit RV parks to provide educational information on heart health, stroke and fall prevention.



EMS / Fire Department Educational Presentations

Knapp Medical Center holds educational presentations on stroke, trauma care, and other important topics for EMS paramedics and Fire Department staff.



City of Weslaco and Weslaco ISD Educational Presentations

Knapp Medical Center partners with the City of Weslaco and the Weslaco Independent School District to hold educational presentations and webinars on health and wellness. KMC also supports Weslaco ISD's and Donna ISD's annual back-to-school drives by providing school supplies such as pens, and pencils.



Community Partnerships

We are so fortunate to have the privilege of working with our community partners to build a healthier community year after year. KMC has formed invaluable partnerships with a variety of organizations within the area that we serve. Our partners include:

City of Weslaco

Knapp Medical Center helps provide screenings and important information on healthcare during health fairs held by the City of Weslaco. In addition, physicians, and other healthcare professionals from KMC provide invaluable educational information on critical topics such as diabetes, heart disease, high blood pressure, and the importance of healthy eating and exercise, during “Doc Talks” and other events held for city employees.



Weslaco Independent School District

KMC works closely with Weslaco ISD during various events, including health and information fairs.



South Texas Juvenile Diabetes Association

KMC supports the STJDA through their fundraising efforts, which help supported the association's efforts to establish a camp in the Rio Grande Valley for children with diabetes and special needs.

Leadership Mid Valley

Knapp Medical Center sponsors employee participation in this community leadership development program and hosts one of the program's meetings at our hospital. Participants get a chance to tour the hospital and learn more about local healthcare services.



Weslaco Police Department

KMC supports the Weslaco Police Department in various activities, including during the annual “National Night Out” event and a drug abuse prevention publication.

