

2020 - 2022 CHNA Implementation Plan

VISION 2026
 INNOVATION
CONSUMER FOCUS
 Earn the trust and lifetime loyalty of healthcare consumers
 RELIABILITY
 AFFORDABILITY

EXCEPTIONAL CARE
 Provide consumers with high-quality, reliable care
 Optimize portfolio of offerings to address the needs of our core consumer segments

VALUE CREATION
 Improve affordability of clinical offerings for consumers
 Optimize performance of risk-based contracts

CULTURE OF EXCELLENCE
 Create one Texas Health consumer and care team experience
 Partner with like-minded physicians to differentiate on consumer-focused clinical care

TRANSFORMATIVE GROWTH
 Expand access and convenience for our consumers
 Partner with employers to offer consumer-focused clinical products and services

Goal: Integrate and strengthen the delivery systems mechanism to decrease health disparities and improve health outcomes in target communities.

Objective 1: Establish internal integration strategies to create systems' change models that drive holistic, consumer-centered experience.

Objective 2: Obtain financial resources required for maximum impact.

- | Input | |
|-----------------------------------------------------------------------------|----------------------------------------|
| Integration | Priorities |
| External | Chronic Disease |
| Community Organizations and | |
| Internal | Behavioral Health |
| Entities and THPG | |
| Community Engagement & Advocacy | Access, Health Literacy and Navigation |
| Texas Health Resources Foundation | |
| Consumer Experience (Integrated and Brand Experience, Analytics) | Social Determinants of Health |
| Program Development and Integration (Sports Medicine and Behavioral Health) | |
| Ambulatory, post acute, and channel support services | |
| Reliable Health (TREI and Clinical Informatics, Magnet) | |
| Revenue Planning & Analysis | |

- | Outputs | |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategies | Interventions |
| Disrupt Texas Health Resources (THR) approach to health care delivery in target communities | Service Delivery
Mobile HELP; Medical Respite; Grants - Community Impact and Clinic Connect; Community CARE; SANE |
| Strengthen THR's Community Health Improvement infrastructure through integration | |
| Advance the health and well-being of the individuals and communities we serve | Prevention/Management Referral/Navigation Mobile Health (Wellness for life + HELP); Reduce SILOS; Grants - Community Impact; Community CARE; HELP (entity-based); FCN; Trajectory Projects: YES DALLAS; Medical Respite |
| Develop a framework to drive scientific knowledge and innovation | |
| | Education/Awareness
Evidence-based Programs (CDSMP, DSMP, AMOB, MHFA, CPSMP, JFC); SANE Outreach; FCN; Trajectory Project: Reduce SILOS |
| | Capacity Building
Community Impact; FCN; Clinic Connect; Trajectory Projects: YES DALLAS; Medical Respite; Reduce SILOS |
| | Data Analysis
Community Based Research (CBR) |

