

# Community Health Implementation Plan 2025

An Action Plan for the Community Health  
Needs Assessment

**Greater Austin Region**





## Greater Austin Region community

- **Baylor Scott & White Medical Center – Austin**
- **Baylor Scott & White Medical Center – Buda**
- **Baylor Scott & White Medical Center – Pflugerville**
- **Baylor Scott & White Medical Center – Round Rock**  
(including Baylor Scott & White Medical Center – Lakeway and  
Baylor Scott & White Emergency Medical Center – Cedar Park)
- **Baylor Scott & White Medical Center – Taylor**
- **Baylor Scott & White Health Institute for Rehabilitation – Lakeway**
- **Baylor Scott & White Geode JV, LLC**
- **Baylor Scott & White Health Plan**



# Table of contents

Executive summary .....	4
Letter to the community .....	6
Greater Austin community needs .....	7
Implementation strategies for prioritized needs .....	9
Community needs not addressed .....	21
Program evaluation .....	21



# Executive summary

As the largest not-for-profit healthcare system in Texas, and with a bold vision of empowering individuals and communities to live well, Baylor Scott & White Health (BSWH) understands the importance of addressing the health needs of its communities. In 2023, the BSWH Community Benefit Department was charged with leading the 2025 Community Health Needs Assessment (CHNA) to assess the health and social needs of the community. Metopio, a community health intelligence company, analyzed the data for the process and prepared a final report made publicly available in June 2025. The Greater Austin Region CHNA Community is home to a number of hospitals with overlapping service areas, including:

- Baylor Scott & White Institute for Rehabilitation – Lakeway
- Baylor Scott & White Medical Center – Austin
- Baylor Scott & White Medical Center – Buda
- Baylor Scott & White Medical Center – Pflugerville
- Baylor Scott & White Medical Center – Round Rock (including Baylor Scott & White Medical Center – Lakeway and Baylor Scott & White Emergency Medical Center – Cedar Park)
- Baylor Scott & White Medical Center – Taylor

The community served by the hospital facilities listed above is Hays, Milam, Travis and Williamson counties. BSWH has at least one hospital facility or a provider-based clinic in each of these counties, and together, they comprise more than 80% of admitted patients, according to the hospital facilities' inpatient admissions over the 12-month period of FY22.

BSWH and Metopio examined more than 200 public health indicators and conducted a benchmark analysis of this data, comparing the community to the overall state of Texas and US values. A community focus

group, including a representation of minority, underserved and indigent populations, provided input for a qualitative analysis. Community surveys and key informant interviews also provided an in-depth understanding of the community's health and social needs as well as gaps in care and services. Any community needs that did not meet state benchmarks were included in the initial findings to hospital and community leaders. Understanding the degree of difference from the benchmark helped determine the relative severity of the issue. The outcomes of this quantitative analysis were aligned with the qualitative findings of the community surveys, focus groups and key informant interviews to elicit a list of health needs in the community.

The top health needs were presented in a data analysis and prioritization session comprised of both hospital and community leaders who were charged with identifying and prioritizing significant health needs. The session included an overview of the community demographics, a summary of health data findings, and a review of health disparities and disproportionately affected populations/ZIP codes. Those health needs with higher rates compared to the state and national rates were considered the most significant. Each session attendee voted on the most significant health needs, and that vote was also used to prioritize health needs. As a result of this process, access to care and behavioral health were identified as significant and prioritized.

# Letter to the community

Baylor Scott & White is committed to empowering individuals and communities to live well. As part of that commitment, we conduct a Community Health Needs Assessment (CHNA) every three years and report on our community's current health needs. In addition, we work with our community partners and hospital leaders to develop comprehensive and impactful Implementation Plans that outline community health strategies to address priority health needs.

We are pleased to present the 2025 Implementation Plan for the Greater Austin Region CHNA Community. The CHNA incorporates input from community organizations, leaders and residents, faith-based organizations, healthcare providers, hospital and system leaders, the medically underserved, and others. The full report can be found at [BSWHealth.com/CommunityNeeds](https://www.bswhealth.com/CommunityNeeds).

As part of the largest not-for-profit health system in Texas, we take our commitment to the Greater Austin Region CHNA Community very seriously. Through a partnership with community organizations and residents, we have identified and will focus on some of the toughest problems plaguing our most vulnerable residents.

Sincerely,

**BSWH Greater Austin Region Hospitals**

# Greater Austin Region community needs

The overall purpose of the Implementation Plans is to align the hospitals' charitable strategy, programs, investments and resources with the findings of the CHNA. To meet the requirements under IRC Section 501(r)(3) and the Texas Health and Safety Code Chapter 311, the written Implementation Plans include the following:

- A list of the prioritized needs the hospital plans to address
- Actions the hospital intends to take to address the chosen health needs
- The anticipated impact of these actions and the plan to evaluate such impact (e.g., identify data sources that will be used to track the plan's impact)
- Identification of programs and resources the hospital plans to commit to addressing the health needs
- Description of any planned collaboration between the hospital and other facilities or organizations in addressing the health needs

After a comprehensive analysis of data and thorough discussions with community and hospital leaders, the two health needs listed below were identified as significant.

- Behavioral health
- Access to care

















The significant health needs listed above were prioritized and will be addressed through the Greater Austin Region Implementation Plan detailed below. The significant health needs listed below were prioritized in the following order.

1. Behavioral health
2. Access to care

The facilities and entities listed below collaborated to develop these joint implementation plans addressing the significant prioritized health needs identified above. Hospital leadership selected health needs to address in collaboration with the community based on the anticipated impact, available hospital and clinic resources, and the expertise of the respective facilities. The following facilities form a joint Implementation Plan to address the prioritized health needs listed above.

- **Baylor Scott & White Institute for Rehabilitation – Lakeway**
- **Baylor Scott & White Medical Center – Austin**
- **Baylor Scott & White Medical Center – Buda**
- **Baylor Scott & White Medical Center – Pflugerville**
- **Baylor Scott & White Medical Center – Round Rock** (including Baylor Scott & White Medical Center – Lakeway and Baylor Scott & White Emergency Medical Center – Cedar Park)
- **Baylor Scott & White Medical Center – Taylor**
- **Baylor Scott & White Clinic**
- **Baylor Scott & White Geode JV, LLC**
- **Baylor Scott & White Health Plan**

## Community needs addressed

Facility	Behavioral health	Access to care
Baylor Scott & White Institute for Rehabilitation - Lakeway		
Baylor Scott & White Medical Center - Austin		
Baylor Scott & White Medical Center - Buda		
Baylor Scott & White Medical Center - Pflugerville		
Baylor Scott & White Medical Center - Round Rock (including Baylor Scott & White Medical Center - Lakeway and Baylor Scott & White Emergency Medical Center - Cedar Park)		
Baylor Scott & White Medical Center - Taylor		
Baylor Scott & White Clinic		
Baylor Scott & White Geode JV, LLC		
Baylor Scott & White Health Plan		

# Implementation plan

- **Baylor Scott & White Institute for Rehabilitation – Lakeway**
- **Baylor Scott & White Medical Center – Austin**
- **Baylor Scott & White Medical Center – Buda**
- **Baylor Scott & White Medical Center – Pflugerville**
- **Baylor Scott & White Medical Center – Round Rock** (including Baylor Scott & White Medical Center – Lakeway and Baylor Scott & White Emergency Medical Center – Cedar Park)
- **Baylor Scott & White Medical Center – Taylor**
- **Baylor Scott & White Clinic**
- **Baylor Scott & White Geode JV, LLC**
- **Baylor Scott & White Health Plan**

## Priority need 1: Behavioral health

Baylor Scott & White Institute for Rehabilitation – Lakeway

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Implement a depression and suicide screening on intake	<ul style="list-style-type: none"> <li>• Local community organizations providing behavioral health services</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness of behavioral health issues among rehabilitation patients</li> </ul>	<ul style="list-style-type: none"> <li>• Number of patients screened for depression and suicide</li> </ul>	<ul style="list-style-type: none"> <li>• Staff time</li> </ul>

## Priority need 1: Behavioral health

Baylor Scott & White Medical Center – Austin

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide resources and education to patients with behavioral health needs	<ul style="list-style-type: none"> <li>• NAMI CTX</li> <li>• Local public health agencies/departments</li> </ul>	<ul style="list-style-type: none"> <li>• Increased behavioral health awareness and education among patients</li> </ul>	<ul style="list-style-type: none"> <li>• Number of patients provided with behavioral health resources and education</li> </ul>	<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Hospital outreach and health education materials</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>• Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>• Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>• Funding</li> <li>• In-kind donations</li> </ul>

## Priority need 1: Behavioral health

Baylor Scott & White Medical Center – Buda

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Offer telepsych services and access in the emergency department	<ul style="list-style-type: none"> <li>Community Care Psychiatric Partners</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to mental health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of completed telepsych services/ appointments</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> <li>Technical equipment</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>
Maintain a hospital-based security team that is trained to effectively address behavioral health crises/emergencies	<ul style="list-style-type: none"> <li>NAMI CTX</li> </ul>	<ul style="list-style-type: none"> <li>Increased skill set and security interventions using de-escalation techniques and training</li> </ul>	<ul style="list-style-type: none"> <li>Number of behavioral health crises and emergencies addressed by hospital security</li> </ul>	<ul style="list-style-type: none"> <li>Supplies</li> <li>Staff time</li> </ul>

## Priority need 1: Behavioral health

Baylor Scott & White Medical Center – Pflugerville

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Collaborate with community organizations and partners to implement mental health fairs	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to mental health resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of individuals and families served at mental health fairs and events</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Hospital outreach and health education materials</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>
Establish a formal partnership with local school districts to address behavioral health within the adolescent population	<ul style="list-style-type: none"> <li>Local independent school districts (ISDs)</li> </ul>	<ul style="list-style-type: none"> <li>Increased behavioral health education and awareness among school-aged children and adolescents</li> </ul>	<ul style="list-style-type: none"> <li>Number of formal ISD partnerships</li> <li>Number of behavioral health programs/ initiatives with ISDs</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> <li>Outreach and education materials</li> </ul>
Offer telepsych services and access in the emergency department	<ul style="list-style-type: none"> <li>Community Care Psychiatric Partners</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to mental health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of completed telepsych services/ appointments</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> <li>Technical equipment</li> </ul>

## Priority need 1: Behavioral health

Baylor Scott & White Medical Center – Round Rock (including Baylor Scott & White Medical Center – Lakeway and Baylor Scott & White Emergency Medical Center – Cedar Park)

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>
Offer telepsych services and access in the emergency department	<ul style="list-style-type: none"> <li>Community Care Psychiatric Partners</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to mental health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of completed telepsych services/ appointments</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> <li>Technical equipment</li> </ul>
Partner with Rise to address behavioral health needs among unfunded patients	<ul style="list-style-type: none"> <li>Rise</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to behavioral health resources and services among low-income and uninsured populations</li> </ul>	<ul style="list-style-type: none"> <li>Number of referrals to Rise</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> </ul>

## Priority need 1: Behavioral health

Baylor Scott & White Medical Center – Taylor

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>
Offer telepsych services and access in the emergency department	<ul style="list-style-type: none"> <li>Community Care Psychiatric Partners</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to mental health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of completed telepsych services/ appointments</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> <li>Technical equipment</li> </ul>
Staff a hospital mental health social worker	<ul style="list-style-type: none"> <li>NAMI CTX</li> </ul>	<ul style="list-style-type: none"> <li>Increased behavioral health resources and referrals for patients</li> </ul>	<ul style="list-style-type: none"> <li>Number of people served by behavioral health social worker</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> </ul>
Establish a formal partnership with local school districts to address behavioral health within the adolescent population	<ul style="list-style-type: none"> <li>Local independent school districts (ISDs)</li> </ul>	<ul style="list-style-type: none"> <li>Increased behavioral health education and awareness among school-aged children and adolescents</li> </ul>	<ul style="list-style-type: none"> <li>Number of formal ISD partnerships</li> <li>Number of behavioral health programs/ initiatives with ISDs</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> <li>Outreach and education materials</li> </ul>
Maintain a hospital-based security team that is trained to effectively address behavioral health crises/emergencies	<ul style="list-style-type: none"> <li>NAMI CTX</li> </ul>	<ul style="list-style-type: none"> <li>Increased skill set and security interventions using de-escalation techniques and training</li> </ul>	<ul style="list-style-type: none"> <li>Number of behavioral health crises and emergencies addressed by hospital security</li> </ul>	<ul style="list-style-type: none"> <li>Supplies</li> <li>Staff time</li> </ul>

## Priority need 1: Behavioral health

Baylor Scott & White Geode JV, LLC

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Increase access to behavioral health services through Geode Health	<ul style="list-style-type: none"> <li>Local non-profits addressing social/economic needs</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to behavioral health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of individuals receiving Geode Health services</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> </ul>

## Priority need 1: Behavioral health

Baylor Scott & White Health Plan

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Partner with Mindoula, an organization offering five programs targeting interpersonal violence, suicidal behaviors, substance abuse and medication/comorbidities, using psychiatry oversight, case management and psychotherapy to improve risk identification, patient outcomes, crisis reduction and medication management	<ul style="list-style-type: none"> <li>Mindoula</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to behavioral health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of individuals served through Mindoula programs</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Education and outreach services and resources</li> </ul>
Utilize the FindHelp platform, an online community resource referral tool that links individuals to resources and services within their community	<ul style="list-style-type: none"> <li>FindHelp</li> <li>Local community non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to local behavioral health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of individuals referred to resources/services through FindHelp</li> <li>Number of individuals who complete referrals</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Institute for Rehabilitation – Lakeway

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide free and/or discounted care to financially or medically indigent patients outlined in the financial assistance policy		<ul style="list-style-type: none"> <li>Increased access to healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Total dollars allocated to charity and/or discounted care</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> <li>Medical supplies</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Medical Center – Austin

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide free and/or discounted care to financially or medically indigent patients outlined in the financial assistance policy		<ul style="list-style-type: none"> <li>Increased access to healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Total charity care dollars</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> <li>Supplies</li> </ul>
Implement the Access to Care pilot program at the Sun City Clinic in Georgetown	<ul style="list-style-type: none"> <li>The Caring Place</li> <li>BSWH Faith in Action</li> <li>A Gift of Time</li> <li>AGE of Central Texas</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to care for low-income and/or underserved populations</li> </ul>	<ul style="list-style-type: none"> <li>Number of individuals served through the Access to Care pilot</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Funding</li> </ul>
Implement the Angel Eyes program, a program that increases access to monitored care for mothers with babies in the Neonatal Intensive and Pediatric Intensive Care Units through the use of remote video monitoring		<ul style="list-style-type: none"> <li>Increased access to monitoring infant care for mothers</li> </ul>	<ul style="list-style-type: none"> <li>Number of mothers enrolled in the Angel Eyes program</li> </ul>	<ul style="list-style-type: none"> <li>Technical equipment</li> <li>Staff time</li> <li>Supplies</li> </ul>
Provide nurse navigators for cancer patients to improve health outcomes by ensuring access to health and social resources/services	<ul style="list-style-type: none"> <li>American Cancer Society</li> <li>Ride Health</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to health and social services for cancer patients</li> </ul>	<ul style="list-style-type: none"> <li>Number of cancer patients served by nurse navigators</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> </ul>
Implement the Ride Health program to ensure transportation for medical care and appointments	<ul style="list-style-type: none"> <li>Ride Health</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to transportation for medical services and appointments</li> </ul>	<ul style="list-style-type: none"> <li>Number of referrals to the Ride Health program</li> <li>Number of completed rides for patients</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> </ul>

## Priority health need 2: Access to care, continued

Baylor Scott & White Medical Center – Austin

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Implement the Warrior Research Institute program, a program focused on providing comprehensive and tailored care for veterans to ensure positive health outcomes	<ul style="list-style-type: none"> <li>Warrior Research Institute</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to quality healthcare for veterans</li> </ul>	<ul style="list-style-type: none"> <li>Number of veterans served through the Warrior Research Institute</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Funding</li> <li>Health education materials</li> </ul>
Promote the MyBSWHealth app, which provides access to primary and specialty care along with community resources and nutrition education		<ul style="list-style-type: none"> <li>Increased access to healthcare services</li> </ul>	<ul style="list-style-type: none"> <li>Number of users</li> <li>App downloads</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Medical Center – Buda

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide free and/or discounted care to financially or medically indigent patients outlined in the financial assistance policy		<ul style="list-style-type: none"> <li>Increased access to healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Total charity care dollars</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> <li>Supplies</li> </ul>
Implement the Ride Health program to ensure transportation for medical care and appointments	<ul style="list-style-type: none"> <li>Ride Health</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to transportation for medical services and appointments</li> </ul>	<ul style="list-style-type: none"> <li>Number of referrals to the Ride Health program</li> <li>Number of completed rides for patients</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> </ul>
In partnership with community organizations, host community health events/fairs that provide health education and resources	<ul style="list-style-type: none"> <li>Dripping Springs Education Foundation</li> <li>Hays County Food Bank</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to health and social services for cancer patients</li> </ul>	<ul style="list-style-type: none"> <li>Number of community events and health fairs</li> <li>Number of individuals served through community events/programs</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Health education materials</li> </ul>
Promote the MyBSWHealth app, which provides access to primary and specialty care along with community resources and nutrition education		<ul style="list-style-type: none"> <li>Increased access to healthcare services</li> </ul>	<ul style="list-style-type: none"> <li>Number of users</li> <li>App downloads</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Medical Center – Pflugerville

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide free and/or discounted care to financially or medically indigent patients outlined in the financial assistance policy		<ul style="list-style-type: none"> <li>Increased access to healthcare services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Total charity care dollars</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> <li>Supplies</li> </ul>
Implement the Ride Health program to ensure transportation for medical care and appointments	<ul style="list-style-type: none"> <li>Ride Health</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to transportation for medical services and appointments</li> </ul>	<ul style="list-style-type: none"> <li>Number of referrals to the Ride Health program</li> <li>Number of completed rides for patients</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> </ul>
Participate in health fairs to provide health education and screenings in partnership with community organizations and local businesses	<ul style="list-style-type: none"> <li>3M</li> <li>City of Pflugerville</li> <li>Pflugerville ISD</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to health education and services</li> </ul>	<ul style="list-style-type: none"> <li>Number of health fairs</li> <li>Number of individuals screened</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Health education materials</li> <li>Screening equipment and supplies</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Medical Center – Round Rock (including Baylor Scott & White Medical Center – Lakeway and Baylor Scott & White Emergency Medical Center – Cedar Park)

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide free and/or discounted care to financially or medically indigent patients outlined in the financial assistance policy		<ul style="list-style-type: none"> <li>Increased access to healthcare services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Total charity care dollars</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> <li>Supplies</li> </ul>
Implement the Ride Health program to ensure transportation for medical care and appointments	<ul style="list-style-type: none"> <li>Ride Health</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to transportation for medical services and appointments</li> </ul>	<ul style="list-style-type: none"> <li>Number of referrals to the Ride Health program</li> <li>Number of completed rides for patients</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> </ul>
Implement the Stop the Bleed Program, which empowers bystanders to act quickly and effectively in bleeding emergencies	<ul style="list-style-type: none"> <li>Local businesses, schools and community organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased knowledge and access to bleeding emergency responders</li> </ul>	<ul style="list-style-type: none"> <li>Number of trainings provided</li> <li>Number of community partners</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Health education materials</li> <li>Supplies</li> </ul>
Promote the MyBSWHealth app, which provides access to primary and specialty care along with community resources and nutrition education		<ul style="list-style-type: none"> <li>Increased access to healthcare services</li> </ul>	<ul style="list-style-type: none"> <li>Number of users</li> <li>App downloads</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>
Implement Health Speaks, a program that provides health education and awareness in the community	<ul style="list-style-type: none"> <li>United Way Greater Austin</li> <li>American Heart Association</li> <li>Other local community organizations and institutions</li> </ul>	<ul style="list-style-type: none"> <li>Increased knowledge and awareness of nutrition, healthy living, and health services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Number of Health Speak sessions</li> <li>Number of individuals participating in Health Speak sessions</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Medical Center – Taylor

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide free and/or discounted care to financially or medically indigent patients outlined in the financial assistance policy		<ul style="list-style-type: none"> <li>Increased access to healthcare services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Total charity care dollars</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> <li>Supplies</li> </ul>
Promote the MyBSWHealth app, which provides access to primary and specialty care along with community resources and nutrition education		<ul style="list-style-type: none"> <li>Increased access to healthcare services</li> </ul>	<ul style="list-style-type: none"> <li>Number of users</li> <li>App downloads</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> </ul>
Implement the Ride Health program to ensure transportation for medical care and appointments	<ul style="list-style-type: none"> <li>Ride Health</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to transportation for medical services and appointments</li> </ul>	<ul style="list-style-type: none"> <li>Number of referrals to the Ride Health program</li> <li>Number of completed rides for patients</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> </ul>
Cash and in-kind contributions to non-profit organizations	<ul style="list-style-type: none"> <li>Local non-profit organizations</li> </ul>	<ul style="list-style-type: none"> <li>Increased non-profit capacity to address critical social and health needs within the CHNA region</li> </ul>	<ul style="list-style-type: none"> <li>Total dollar amount of in-kind and cash donations to local non-profits</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>In-kind donations</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Clinic

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide health education and increase awareness around the importance of health screenings in the community	<ul style="list-style-type: none"> <li>American Cancer Society</li> <li>American Heart Association</li> <li>Other non-profit organizations specializing in health education</li> </ul>	<ul style="list-style-type: none"> <li>Increased knowledge on the importance of health screenings and nutrition</li> </ul>	<ul style="list-style-type: none"> <li>Number of individuals who received health education</li> </ul>	<ul style="list-style-type: none"> <li>Staff time</li> <li>Supplies</li> </ul>
Provide free or discounted care to financially or medically indigent patients	<ul style="list-style-type: none"> <li>Lone Star Circle of Care</li> <li>Other community clinics providing care to uninsured and/or low-income populations</li> </ul>	<ul style="list-style-type: none"> <li>Increased access to healthcare services and resources</li> </ul>	<ul style="list-style-type: none"> <li>Total charity care dollars</li> </ul>	<ul style="list-style-type: none"> <li>Funding</li> <li>Staff time</li> <li>Supplies</li> </ul>

## Priority health need 2: Access to care

Baylor Scott & White Geode JV, LLC

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Increase access to behavioral health services through Geode Health	<ul style="list-style-type: none"><li>Local non-profits addressing social/economic needs</li></ul>	<ul style="list-style-type: none"><li>Increased access to behavioral health services</li></ul>	<ul style="list-style-type: none"><li>Number of individuals receiving Geode Health services</li></ul>	<ul style="list-style-type: none"><li>Funding</li><li>Staff time</li></ul>

## Priority health need 2: Access to care

Baylor Scott & White Health Plan

Strategies	Community partners	Anticipated impact	Outcome measures	Hospital resources
Provide non-emergency medical transportation to and from the doctor, dentist, hospital, pharmacy and other healthcare services	<ul style="list-style-type: none"><li>Local non-profits and healthcare providers</li></ul>	<ul style="list-style-type: none"><li>Increased access to healthcare services and resources</li></ul>	<ul style="list-style-type: none"><li>Number of individuals who received non-emergency medical transportation services</li></ul>	<ul style="list-style-type: none"><li>Funding</li><li>Staff time</li></ul>

# Community needs not addressed

BSWH provides a wide range of needed healthcare services and community benefits through adherence to its mission, using its resources and capabilities, and remaining a strong organization. By focusing on our strengths and allocating our resources appropriately, we can achieve a greater impact in the communities we serve.

There are no significant health needs that are not being addressed in the Greater Austin Region.

## Program evaluation

All community benefit activities align with community benefit goals by adhering to BSWH's policies and procedures. This ensures appropriate governance of the activities outlined in these Community Health Implementation Plans. The hospitals evaluate programs and activities on a regular basis so that BSWH is effectively addressing priority health needs.

To support each hospital's community benefit objectives, requests for contributions from other unrelated 501(c)(3) charitable organizations managed by the community benefit department are considered, and the programs addressing a priority need in the community are given preference. All charitable giving is reviewed and approved annually by hospital leadership and the BSWH governing board.

BSWH regularly assesses, evaluates and reports on the programs addressing the significant needs found in identified communities. Partnership with community organizations and feedback on community outreach plans and strategies enhance the impact of our community benefit programs and services. As a result, these hospital facilities achieve a reduction in unnecessary healthcare costs and improved delivery of overall quality of care.

Please direct any feedback on the assessment or implementation plan to [CommunityHealth@BSWHealth.org](mailto:CommunityHealth@BSWHealth.org). This document may be accessed at [BSWHealth.com/CommunityNeeds](https://BSWHealth.com/CommunityNeeds).

