

# 2024 - 2026

## COMMUNITY HEALTH IMPROVEMENT PLAN

# Covenant Health Plainview

Plainview, Texas



To provide feedback on this CHIP or obtain a printed copy free of charge, please email Veronica Soto at [vsoto@covhs.org](mailto:vsoto@covhs.org)

CovenantHealth  <sup>SM</sup>

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# EXECUTIVE SUMMARY

Providence continues its Mission of service in Hale County through Covenant Health Plainview. Covenant Health Plainview is a part of Covenant Health, a network of acute-care hospitals founded in 1998 through a merger of two faith-based hospitals in Lubbock, TX. Covenant Health Plainview is located in Plainview, Texas. The hospital's service area is the entirety of Hale County and includes 32,879 people.

Covenant Health Plainview dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of people experiencing social inequities and health disparities. The Community Health Needs Assessment (CHNA) is an opportunity for Covenant Health Plainview to engage the community every three years with the goal of better understanding community strengths and needs. The results of the CHNA are used to guide and inform efforts to better address the needs of the community. Through a mixed-methods approach, using quantitative and qualitative data, the CHNA process relied on several sources of information: state and national public health data, qualitative data from interviews and focus groups with community stakeholders, listening sessions with community members, available secondary data, and hospital utilization data.

## Covenant Health Plainview Community Health Improvement Plan Priorities

As a result of the findings of our [2023 CHNA](#) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, Covenant Health Plainview will focus on the following areas for its 2024-2026 Community Benefit efforts:

### MENTAL/RELATIONAL HEALTH

Mental and behavioral health treatment, intervention, and prevention services for the community; including social and relational health, stigma reduction, and community education.

### SUBSTANCE MISUSE

Substance misuse including the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco; community education and awareness through partnerships with non-profits, law enforcement, and schools; support for accessibility and availability of addiction treatment options.

### ACCESS TO CARE AND HEALTH RESOURCES

Issues related to accessing health services and resources including social determinants of health with an emphasis on vulnerable populations and health equity; includes but is not limited to the following areas of focus: Dental Care for the Uninsured, Mental Health and Counseling Services, Health Education (preventative care and chronic diseases), Women's Health, and social determinants of health.

### FOOD INSECURITY

Access to healthy food, nutrition education, and healthy lifestyle support with an emphasis on health equity; supporting current food solution partners and options to meet growing needs and to address root causes.

# INTRODUCTION

## Who We Are

**Our Mission** As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

**Our Vision** Health for a Better World.

**Our Values** Compassion — Dignity — Justice — Excellence — Integrity

Covenant Health Plainview is a part of Covenant Health, a network of acute-care hospitals founded in 1998 through a merger of two faith-based hospitals in Lubbock, TX. Covenant Health’s network includes Covenant Medical Center, Covenant Children’s Hospital, Grace Surgical Hospital, and Covenant Specialty Hospital (joint venture) all located in Lubbock, TX. Additionally, Covenant operates three regional hospitals in Texas and Eastern New Mexico, Covenant Health Plainview, and Covenant Health Levelland, and Covenant Health Hobbs Hospital. Covenant Health also operates Covenant Medical Group clinics throughout West Texas and Eastern New Mexico. Covenant Medical Group (CMG) is an employed physician group comprised of approximately 150 primary care and specialist physicians throughout Lubbock, West Texas, and Eastern New Mexico. The total service area spans roughly 35,000 square miles and includes approximately 750,000 people.

## Our Commitment to Community

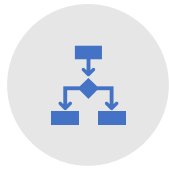
Covenant Health Plainview dedicates resources to improve the health and quality of life for the communities we serve. For more information on the resources invested to improve the health and quality of life for the communities we serve, please refer to our Annual Report to our Communities: <https://www.providence.org/about/annual-report>.

## Health Equity

At Providence, we acknowledge that all people do not have equal opportunities and access to living their fullest, healthiest lives due to systems of oppression and inequities. We are committed to ensuring health equity for all by addressing the underlying causes of racial and economic inequities and health disparities. Our Vision is “Health for a Better World,” and to achieve that we believe we must address not only the clinical care factors that determine a person’s length and quality of life, but also the social and economic factors, the physical environment, and the health behaviors that all play an active role in determining health outcomes.

To ensure that equity is foundational to our CHIP, we have developed an equity framework that outlines the best practices that each of our hospital will implement when completing a CHIP. These practices include, but are not limited to the following:

**Figure 1. Best Practices for Centering Equity in the CHIP**



Address root causes of inequities by utilizing evidence-based and leading practices



Explicitly state goal of reducing health disparities and social inequities



Reflect our values of justice and dignity



Leverage community strengths

## Planning for the Uninsured and Underinsured

Our Mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why Covenant Health Plainview has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

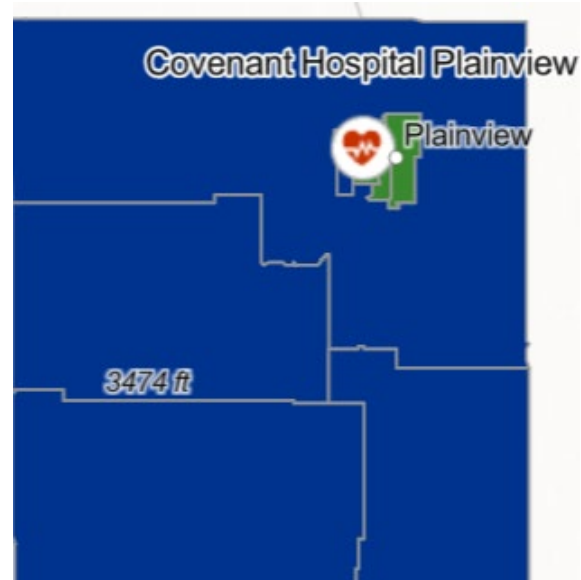
One way Covenant Health Plainview informs the public of FAP is by posting notices. Notices are posted in high volume inpatient and outpatient service areas. Notices are also posted at locations where a patient may pay their bill. Notices include contact information on how a patient can obtain more information on financial assistance as well as where to apply for assistance. These notices are posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital's service area. All patients who demonstrate lack of financial coverage by third party insurers are offered an opportunity to complete the Patient Financial Assistance Application and are offered information, assistance, and referral as appropriate to government sponsored programs for which they may be eligible. For information on our Financial Assistance Program click [Covenant Health Texas Financial Assistance](#)

# OUR COMMUNITY

## Description of Community Served

Covenant Health Plainview service area is Hale, County and includes a population of approximately 32,879 people.

To facilitate identifying health disparities and social inequities by place, we designated a “high need” service area and a “broader” service area, which together make up the Hale County Service Area. Based on work done by the Public Health Alliance of Southern California and their [Healthy Places Index \(HPI\)](#) tool, we identified the high need service area based on income, education, English proficiency, and life expectancy.<sup>1</sup>



## Community Demographics

The following demographics are from the American Community Survey, 2021, 5-year estimates.

### POPULATION BY AGE, RACE AND ETHNICITY DEMOGRAPHICS

Hale county has a relatively young population. The largest age group in Hale County is under 18, constituting 27.2% of the population. The high-need service area has an even higher percentage (31.6%). There is a slightly higher percentage of males in Hale County at 52.5%, however males and females are almost equally represented within the high need service area. The Black/African American population is higher in Hale County (4.3%) compared to the high need service area (2.7%). The Hispanic population is a significant demographic within Hale County, constituting 60.6% of Hale County's population and 76.0% in the high-need service area. The category of two or more races is notable, representing 14.2% of the total population in Hale County, and a higher 19.4% in the high-need service area.

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<sup>1</sup> The following variables were used for the PNI analysis: Population below 200% the Federal Poverty Level (American Community Survey, 2021); Percent of population with at least a high school education (American Community Survey, 2021); Percent of population, ages 5 Years and older in [Limited English Households](#) (American Community Survey, 2021); Life expectancy at birth (estimates based on CDC, 2010 – 2015 data)

## SOCIOECONOMIC INDICATORS

**Table 1. Income Indicators for Hale Service Area**

Indicator	Hale County	Broader Service Area	High Need Service Area	Texas
Median Household Income	\$48,439	\$50,492	\$42,562	\$67,062
Severe Housing Cost Burden	18.1% (756 renter households)	11.8% (318 persons)	22.7% (438 persons)	21.7% (1,177,536 renter households)

Source: 2021 American Community Survey, 5-Year Estimate

Hale County data indicates a lower median income in all categories when compared to the state. The high need service area median income is almost \$25,000 lower than the state and approximately \$6,000 less than Hale County overall. The high need service area has a slightly higher severe housing cost burden than the state, although Hale County and the broader service area are lower. A substantially higher percentage of households are receiving SNAP benefits, and a higher percentage of the population is uninsured in the high need service area compared to the state.

Full demographic and socioeconomic information for the service area can be found in the 2023 CHNA for [Covenant Health Plainview](#)

# COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

## Summary of Community Needs Assessment Process and Results

After a careful review of the qualitative and quantitative data, we developed a preliminary list of identified community health needs. These needs were identified by key informants through a ranking process and by community members through discussion and theming of the data. Additionally, needs were identified after reviewing the quantitative data.

The Covenant CHNA Advisory and Community Benefit Committees reviewed the quantitative and qualitative data collected for each of the following community health-related needs:

- Mental Health
- Substance Abuse
- Access to Care and Health Resources
- Housing
- Food Insecurity
- Economic Insecurity
- Crime/Safety/Safe Public Spaces
- Homelessness
- Chronic Conditions/Obesity
- Civic Issues
- Transportation
- Racial and Health Equity Issues
- Support to Schools
- Support to Aging Populations
- Teen and Youth Support Programs

## Identification and Prioritization of Significant Health Needs

The Covenant CHNA Advisory and Community Benefit Committees considered and ranked the medium and high need issues identified within the community input. Additionally, primary data was examined with an emphasis on the high need service areas. The committee also considered Covenant Community Outreach staff input.

The following criteria were used in the prioritization process:

						
Alignment with Mission, Vision and Values	Importance to Community: extent community engagement recognized and identified as a problem	Disproportionate impact: low income and/or Black, Brown, Indigenous, and People of Color (BBIPOC) communities	High need service area rates compared to state average and/or national benchmarks	Opportunity to impact: organizational commitment, partnership, severity, and/or scale of need	Alignment with existing strategies and priorities	Risk of creating or increasing a gap by not addressing or stopping a current service



## Significant Community Health Needs Prioritized

The list below summarizes the significant health needs identified through the 2023 Community Health Needs Assessment process (listed in no order):

### MENTAL/RELATIONAL HEALTH

Mental and behavioral health treatment, intervention, and prevention services for the community; including social and relational health, stigma reduction, and community education.

### SUBSTANCE MISUSE

Substance misuse including the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco; community education and awareness through partnerships with non-profits, law enforcement, and schools; support for accessibility and availability of addiction treatment options.

### ACCESS TO CARE AND HEALTH RESOURCES

Issues related to accessing health services and resources including social determinants of health with an emphasis on vulnerable populations and health equity; includes but is not limited to the following areas of focus: Dental Care for the Uninsured, Mental Health and Counseling Services, Health Education (preventative care and chronic diseases), Women's Health, and social determinants of health.

### FOOD INSECURITY

Access to healthy food, nutrition education, and healthy lifestyle support with an emphasis on health equity; supporting current food solution partners and options to meet growing needs and to address root causes.

## Needs Beyond the Hospital's Service Program

No hospital facility can address all the health needs present in its community. We are committed to continuing our Mission through providing Wellness and Prevention Community Grants and sponsorships/donations to non-profits addressing identified needs.

The following community health needs identified in the CHNA will not be directly addressed due to resource constraints, lower priority assigned to the needs, duplication of efforts with other community or civic organizations and/or lack of effective methods for hospitals to intervene.

- Economic insecurity, crime/safety/safe public spaces, workforce issues, civic issues, and transportation.

Many of the identified needs will be indirectly addressed through outreach efforts and internal programming; however, Covenant Health Plainview did not select these as priority focus areas. Covenant Health Plainview works closely with community non-profits, agencies and organizations that provide more direct outreach and have the resources and expertise to lead initiatives to address these needs. In addition, Covenant Health Plainview will collaborate with the Plainview Health Department, CASA of the South Plains, Catholic Charities, Plainview YMCA, South Plains Community Action,

Communities in Schools, Texas Tech University, Wayland Baptist University, local FQHCs, community clinics and other local non-profits that address the aforementioned community needs to coordinate care and referrals to address these unmet needs.

# COMMUNITY HEALTH IMPROVEMENT PLAN

## Summary of Community Health Improvement Planning Process

Covenant Health Plainview engaged our community in the Needs Assessment process through stakeholder listening sessions, stakeholder interviews and community listening sessions. That data was used to set priorities and guide the Community Health Improvement Plan (CHIP). Due to a shared service area, close geographic proximity to one another, and shared community-outreach programs, Covenant Health Plainview worked with Covenant Health Lubbock Hospitals to develop similar interventions where appropriate in 2024-2026 CHIP.

Additionally, a Covenant Health CHIP workgroup was established to include Covenant Health Plainview, Covenant Health Levelland and Covenant Health Hobbs, therefore the full Covenant Health Region discussed CHIP strategies. This encourages more effective leveraging of resources and investments in the region to meet identified community needs in common. The Covenant Health Community Benefit Committee for Lubbock hospitals and the Covenant Health Levelland, Hobbs and Plainview boards provided input, reviewed and approved the respective hospital’s Community Health Improvement Plans.

## Addressing the Needs of the Community: 2024- 2026 Key Community Benefit Initiatives and Evaluation Plan

### COMMUNITY NEED ADDRESSED #1: MENTAL/RELATIONAL HEALTH

#### Population Served

Community members in need of mental and behavioral health treatment, intervention, and prevention services for with a focus those that are vulnerable due to economic, social, and other factors.

#### Long-Term Goal(s)/ Vision

- To ensure equitable access to high-quality, culturally responsive, and linguistically appropriate mental health services, especially for populations with low incomes.
- An improved workforce of mental health professionals that is representative of the community served and can effectively and compassionately respond to the community’s mental health and substance use needs.

**Table 2. Strategies and Strategy Measures for Addressing Mental/Relational Health**

Strategy	Population Served	Strategy Measure	Baseline	2026 Target
Expand counseling intern program to Hale County	Low-income families and individuals in Hale County with difficulties accessing counseling services	Total LPC interns Hale County	Plainview - 0	Plainview - 1

Create Mental Health First Aid (MHFA) Outreach Team to offer evidence-based, early-intervention education and resources for mental health and substance use	Hale County community members, schools, and non-profit organization	# of certified trainers  # of community-based courses	0  0	1  2
Covenant Children’s Hospital partnership with Texas Tech Health Sciences Center to improve mental health access to schools across West Texas through Telemedicine	Children in the Hale County with difficulties accessing counseling services	Telehealth referrals from Hale County schools	2024 Baseline Data Collection	TBD
5% increase individuals receiving community-based MH/SU services through partnerships and community investments	Low-income families and individuals in the community with difficulties accessing counseling services	Persons Served Covenant Health Combined Service Areas	3,868	4,062

*Evidence Based Sources*

Mental Health First Aid Instructor: <https://www.mentalhealthfirstaid.org/become-an-instructor/>

Healthy People 2030 Evidence-Based Resources: <https://health.gov/healthypeople/objectives-and-data/browse-objectives/mental-health-and-mental-disorders/evidence-based-resources>

*Resource Commitment*

Dedicated caregivers to become MHFA trainers by 2026 and to staff time to offer free quarterly community MHFA courses, space within Covenant Health Plainview and staff support dedicated to mental health intern, staff time and educational resources committed to community education, Covenant Medical Center Community Counseling Program support to Hale County, and Wellness and Prevention Grants

*Key Community Partners*

Regence Health Network, Inc, Plainview ISD, Central Plains, Crisis Center of the South and Plainview Health Department

**COMMUNITY NEED ADDRESSED #2: ACCESS TO HEALTHCARE AND RESOURCES**

*Population Served*

Community members encountering barriers to accessing care, experiencing health inequities and/or who are disproportionately impacted by issues related to social determinants of health.

*Long-Term Goal(s)/ Vision*

To improve access to health care and preventive resources for people with low incomes and/or those who are uninsured by deploying programs and forming community partnerships to assist with navigating the health care system.

**Table 3. Strategies and Strategy Measures for Addressing Access**

<b>Strategy</b>	<b>Population Served</b>	<b>Strategy Measure</b>	<b>Baseline</b>	<b>2026 Target</b>
Plainview Dental Outreach program will deliver sealants to high-risk children with susceptible permanent molar teeth	Elementary aged students attending Title 1 schools or referred from the Plainview Health Department	Total Sealants Placed	0	TBD
Engage with 725 Helping Kids and Nurse on Demand to aid in linking community members to care providers and resources to address SDOH	Broader community in need of health access and resources	Total referrals to community partners from Hale County	2024 Baseline data collection	TBD
Screen for access to primary care within all Covenant Community Outreach Programs	Low-income vulnerable community members accessing Covenant Health Outreach Programs	Total screenings with documented interventions	0	70% screened have documented interventions in place

*Evidence Based Sources*

Healthy People 2030 Evidence-Based Resources: <https://health.gov/healthypeople/objectives-and-data/browse-objectives/health-care-access-and-quality/evidence-based-resources>

AHA White Papers on SDOHs: <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies>

*Resource Commitment*

Covenant Plainview Community Dental Clinic, Wellness and Prevention Community Grant Program funded for all Covenant Hospitals, Covenant Health Plainview caregivers dedicated time to resource referrals, Covenant Health Plainview support for CB Operations, Covenant Community Health Partners supporting all Covenant Hospitals, and dedicated staff community volunteer time from Covenant Health Plainview

*Key Community Partners*

Plainview Health Department, Plainview Ahead, Central Plains, and Plainview ISD

**COMMUNITY NEED ADDRESSED #3: SUBSTANCE MISUSE**

*Population Served*

Community members impacted by substance misuse and experiencing barriers to accessing care, education, support, and treatment services.

*Long-Term Goal(s)/ Vision*

To increase community knowledge regarding substance misuse and increase access to treatment and recovery support services.

**Table 4. Strategies and Strategy Measures for Addressing Substance Misuse**

<b>Strategy</b>	<b>Population Served</b>	<b>Strategy Measure</b>	<b>Baseline</b>	<b>2026 Target</b>
Engage with local universities and law enforcement to offer school-based educational outreach on substance misuse and naloxone	Area schools	Total schools served	0	TBD
Provide grants to support non-profits providing substance misuse programs and treatment	Community members encountering barriers to accessing substance misuse treatment	Percentage of Covenant Health grants funding substance treatment and intervention programs	14%	20%

*Evidence Based Sources*

Centers for Disease Control and Prevention: <https://www.cdc.gov/opioids/naloxone/training/index.html>

Healthy People 2030 Evidence-Based Resources: [Healthy People 2030 Evidence-Based Resources: https://health.gov/healthypeople/tools-action/browse-evidence-based-resources](https://health.gov/healthypeople/tools-action/browse-evidence-based-resources)

*Resource Commitment*

Wellness and Prevention Community Grant Program funded for all Covenant Hospitals, Community Counseling Center, Covenant Community Health Partners supporting all Covenant Hospitals, and dedicated staff community volunteer time for educational outreach from all Covenant Health Plainview

*Key Community Partners*

Central Plains, Crisis Center of the South Plains, Plainview Serenity Center House of Hope, Plainview Fire and Rescue, and Plainview ISD

**COMMUNITY NEED ADDRESSED #4: FOOD INSECURITY**

*Population Served*

Food insecure individuals and families within the community who lack reliable access to affordable, safe, and healthy food.

*Long-Term Goal(s)/ Vision*

To reduce the percentage of households experiencing food insecurity.

**Table 5. Strategies and Strategy Measures for Addressing Food Insecurity**

<b>Strategy</b>	<b>Population Served</b>	<b>Strategy Measure</b>	<b>Baseline</b>	<b>2026 Target</b>
Provide in-kind employee and kitchen space to prepare Meals on Wheels weekly food boxes; provide food at cost	Low-income and food insecure	Total Meals Provided	2024 collection baseline data	TBD
Provide grants to expand food access through key community partner agencies	Community members encountering food insecurity	Percentage of Covenant Health grants funding food insecurity	28%	30%
Healthy eating on a budget free community class	Broader Community Hale County	Total free community classes	0	4

Screen for food insecurity within all Covenant Community Outreach Programs and Navigation programs	Low-income vulnerable community members accessing Covenant Health Outreach Programs	Total screenings with documented interventions	0	70% screened have documented interventions in place
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*Evidence Based Sources*

Healthy People 2030 Evidence-Based Resources: [Healthy People 2030 Evidence-Based Resources: https://health.gov/healthypeople/tools-action/browse-evidence-based-resources](https://health.gov/healthypeople/tools-action/browse-evidence-based-resources)

*Resource Commitment*

Dedicated full-time caregiver to support Meals on Wheel meal preparation, use of kitchen and resources for Meals on Wheels, space, staff support, and materials for community classes, Wellness and Prevention Community Grant Program funded for all Covenant Hospitals, Covenant Community Health Partners supporting all Covenant Hospitals, and dedicated staff community volunteer time for educational outreach from all Covenant Health Plainview

*Key Community Partners*

Meals on Wheels, Salvation Army Plainview, YMCA of Plainview, Snack Packs Plainview, and Plainview ISD.

## Other Community Benefit Programs

**Table 6. Other Community Benefit Programs in Response to Community Needs**

Community Need Addressed	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
1. Access	Community A1C Screening	Community screening	Broader Community
2. Access	Community Perinatal Education	Education on perinatal mental health, breastfeeding, and more	Broader Community



# 2024- 2026 CHIP GOVERNANCE APPROVAL

This Community Health Improvement Plan was adopted by the Covenant Health Plainview Board of Directors April 18<sup>th</sup>, 2024. The final report was made widely available by May 15, 2024.



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Walter L. Cathey FACHE  
CEO Covenant Health  
Providence Regional Chief Executive Texas/New Mexico

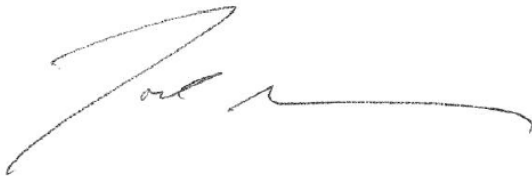
Date 4/18/24



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Regan Manning  
Chair, Plainview Community Board

Date 4/29/24



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Joel Gilbertson  
Divisional Chief Executive  
Providence Central Division

Date 4/29/24

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To request a printed copy free of charge, provide comments, or view electronic copies of current and previous Community Health Improvement Plans please email [CHI@providence.org](mailto:CHI@providence.org).