

MEMORIAL
HERMANN®

Executive Summary

2025 Community Health Needs Assessment

Houston-The Woodlands-Sugar Land
Metropolitan Statistical Area





Dear Community Partners and Stakeholders,

At Memorial Hermann Health System, our vision is to create healthier communities, now and for generations to come. I am proud to introduce our most recent Community Health Needs Assessment (CHNA), a comprehensive report that reflects our commitment to improving the health and well-being of the Greater Houston community by addressing the most significant challenges.

The CHNA represents a meaningful opportunity to listen, learn and lead. Through a collaborative and comprehensive process, we engaged with local partners, community organizations and residents to identify the most critical health issues affecting Greater Houston.

This report provides a foundation for action. It helps us better understand the underlying social, economic and environmental conditions that influence health, and it guides how we align our programs, partnerships and resources to address those factors. Our goal is to support targeted, measurable initiatives that create lasting improvements in health outcomes—especially for our most vulnerable populations.

The CHNA process resulted in seven areas for prioritization, broken down into two categories: Health Care Priorities and Non-Medical Drivers of Health Priorities. The Memorial Hermann prioritized areas are as follows:

Health Care Priorities

- Access to Care
- Chronic Conditions Prevention and Management
- Maternal and Infant Health
- Mental Health & Substance Use

Non-Medical Drivers of Health Priorities

- Access to Healthy Food
- Economic Opportunity
- Educational Access

In response to these findings, we are exploring several key initiatives, including enhancing our food prescription program, expanding affordability of community clinics, and further partnering with organizations aimed at improving maternal and infant health outcomes. We also are focused on strengthening our efforts around driving positive health outcomes in underserved neighborhoods and deepening our collaboration with local nonprofits to address non-medical drivers of health.

We are deeply grateful to all who contributed to this assessment, and we recognize that meaningful change is possible only through strong partnerships. As we move forward, Memorial Hermann remains committed to being a trusted partner in health and a catalyst for progress in every corner of our community as we strive to build a healthier future for all.

Sincerely,

Teal A. Holden
Senior Vice President, Ambulatory Services,
Post-Acute Care, & Community Health
Memorial Hermann Health System

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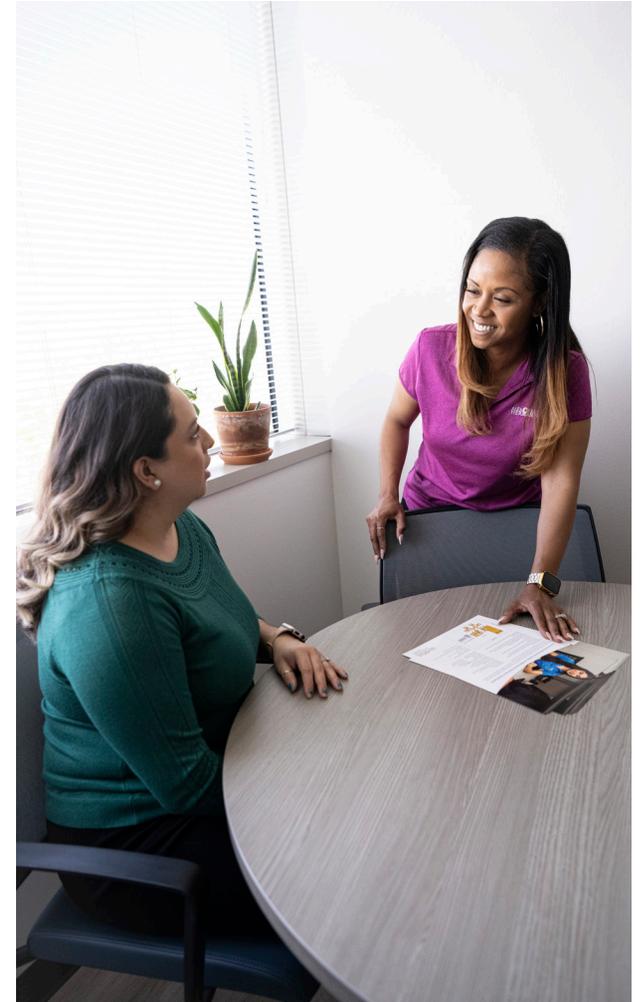
Memorial Hermann Health System (MHHS) is charting a better future. A future that's built upon the HEALTH of our community. This is the driving force for MHHS, redefining health care for the individuals and many diverse populations we serve. Our goal is to deliver high-value care for patients and populations. This includes delivering the greatest outcomes at an optimal cost, creating exceptional experiences for our patients and a fulfilling work environment for our workforce, and improving health equity and access in the communities we serve.

MHHS is committed to improving health through trusted partnerships, with a vision to create healthier communities for generations to come. Guided by values of community, compassion, credibility, and courage, MHHS strives to ensure equitable access to care and support for all individuals.

Memorial Hermann Health System (MHHS) Quick Facts:

- MHHS is one of the largest nonprofit health systems in Texas and has been in existence for 118 years
- As one of the largest nonprofit health systems in Texas, Memorial Hermann has 17* hospitals
- MHHS has more than 6,600 affiliated physicians and 34,000 employees across 270 care delivery sites.
- Memorial Hermann-Texas Medical Center is one of the nation's busiest Level I trauma centers and serves as the primary teaching hospital for McGovern Medical School at UTHealth Houston.
- MHHS proudly operates Memorial Hermann Life Flight®, a critical care air medical transport service provided as a community service.

* Memorial Hermann Health System owns and operates 14 hospitals and has joint ventures with three other hospital facilities, including Memorial Hermann Surgical Hospital First Colony, Memorial Hermann Surgical Hospital Kingwood and Memorial Hermann Rehabilitation Hospital-Katy.



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2025 Community Health Needs Assessment

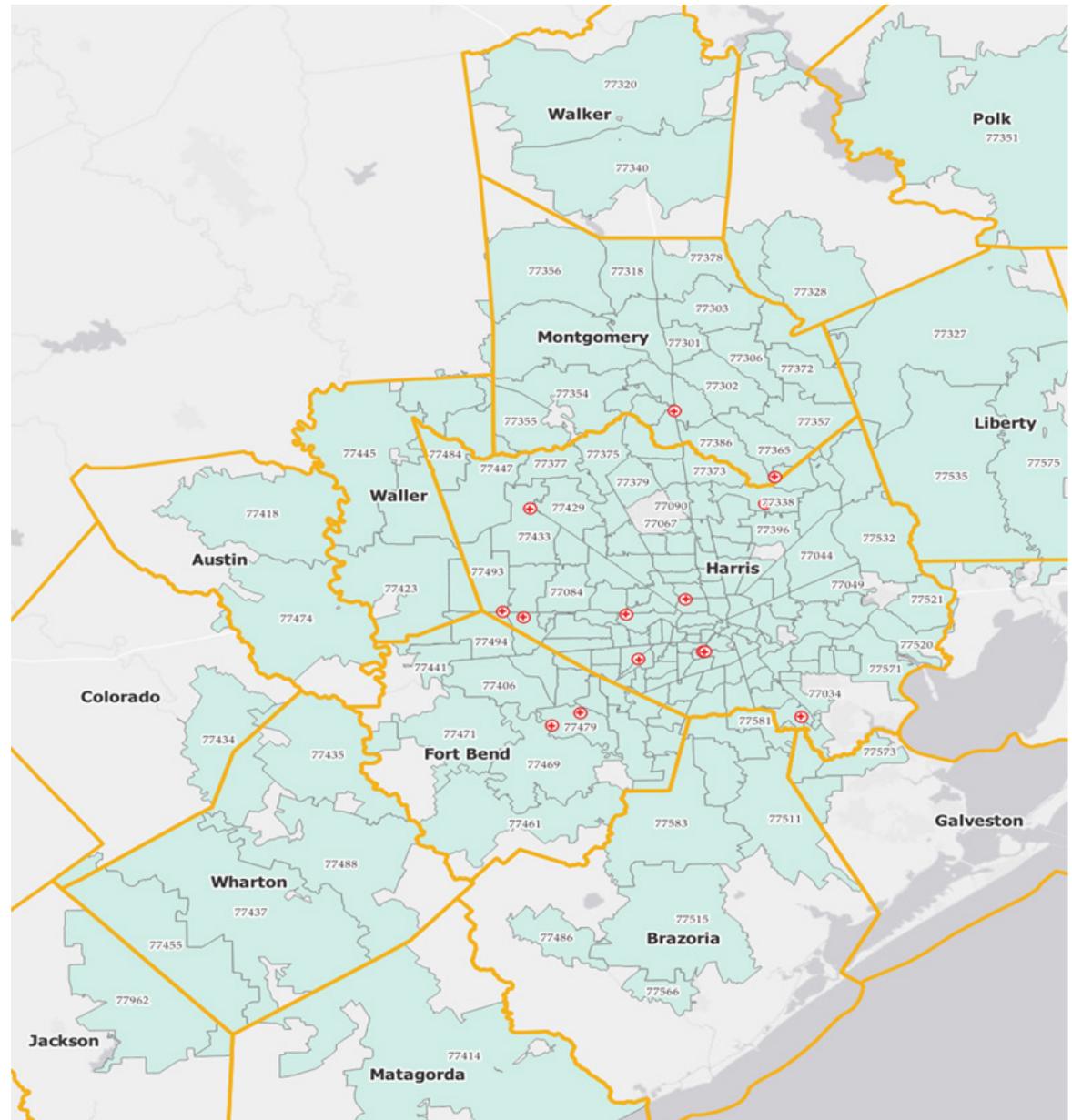
MHHS periodically conducts community health needs assessments to identify and prioritize the most pressing health challenges of the communities it serves. These Community Health Needs Assessment (CHNA) initiatives additionally satisfy federal and state community benefit requirements of the Patient Protection and Affordable Care Act and the Texas Health and Safety Code. MHHS conducts an in-depth periodic examination of public health indicators and a benchmark analysis comparing communities it serves to an overall state of Texas value. Such analysis provides an analytical way to determine where deficiencies exist and opportunities for improvement will be most impactful.

This comprehensive assessment incorporated secondary data, community surveys, and key informant interviews to guide strategic planning and improve community health outcomes. The 2025 CHNA was conducted jointly by the 13 MHHS facilities required to conduct a CHNA due to their bed-licensure. Those facilities include:

Memorial Hermann - Texas Medical Center; Memorial Hermann Greater Heights Hospital; Memorial Hermann Katy Hospital; Memorial Hermann Memorial City Medical Center; Memorial Hermann Northeast Hospital; Memorial Hermann Rehabilitation Hospital; Katy; Memorial Hermann Southeast Hospital; Memorial Hermann Southwest Hospital; Memorial Hermann Sugar Land Hospital; Memorial Hermann Surgical Hospital First Colony; Memorial Hermann Surgical Hospital Kingwood; Memorial Hermann The Woodlands Medical Center; and TIRR Memorial Hermann

The communities most served by the thirteen (13) hospital facilities listed includes the following nine (9) counties: Austin, Brazoria, Chambers, Fort Bend, Galveston, Harris, Liberty, Montgomery, and Waller.

HOUSTON-WOODLANDS-SUGARLAND METROPOLITAN STATISTICAL AREA (MSA)



⊕ MHHS Facility

Prioritized Significant Community Health Needs

Community health needs were prioritized based on magnitude and community impact, considering secondary data indicators, stakeholder input, and collaborative discussions. The process involved a comprehensive review of the available data, alongside surveys and input from key stakeholders, including health care professionals, community leaders, and residents. The prioritization process also considered the feasibility of addressing these needs, considering available resources, potential partnerships, and existing community initiatives. The identified priority health needs include four (4) Health Care Priorities and three (3) Non-Medical Drivers of Health Priorities:



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HEALTH CARE PRIORITIES			
Priority Pillar	Pillar Description	Considerations	Data Snapshot
Access to Care	The ability of individuals to obtain timely, affordable, and appropriate health services when needed	<ul style="list-style-type: none"> • Insurance coverage • Copay affordability • Proximity to health care providers • Appointment availability 	<ul style="list-style-type: none"> • Access remains a top concern, with 35% of survey respondents identifying it as the most critical missing factor.¹ • Harris County’s uninsured rate is 24% for adults, above state (20%) and national averages (10%).² • Provider shortages and affordability are barriers in Harris County with a primary care provider ratio of 1,720:1 compared to state (1,660:1) and national (1,330:1) ratio.²
Maternal and Infant Health	The health and well-being of women during pregnancy, childbirth and postpartum, as well as the health of the infant in the first year of life	<ul style="list-style-type: none"> • Prenatal care access • Maternal morbidity • Education • Infant mortality 	<ul style="list-style-type: none"> • March of Dimes gave Texas a grade of D in its 2024 report for pre-term birth rates and ranked the state as #40. The rate of preterm births is 11.1. compared to U.S. (10.4). Houston, specifically, received a grade of F with the preterm birth at 12.0.³
Mental Health & Substance Use	The prevention, early identification and treatment of conditions affecting emotional well-being and the misuse of alcohol or drugs	<ul style="list-style-type: none"> • Access to behavioral health services • Care coordination • Substance use recovery programs • Support groups 	<ul style="list-style-type: none"> • 29.2 per 100K in Montgomery County have severe depression compared to Texas rate of 22.09 per 100K.⁴ • Harris County residents reported 5.2 poor mental health days in the last 30 days compared to 4.6 and 4.8 (Texas & U.S. respectively).⁵
Chronic Condition Prevention and Management	The effort to reduce incidence and impact of long-term health conditions such as diabetes, hypertension and heart disease	<ul style="list-style-type: none"> • Early detection screenings • Patient education • Access to lifestyle support programs (e.g. physical fitness, nutrition counseling) 	<ul style="list-style-type: none"> • Top three most prevalent chronic diseases in Harris County are diabetes, cardiovascular disease and CPD.⁶ • Survey data shows 28% of respondents report obesity and high blood pressure, and 23% report high cholesterol.

1 Memorial Hermann CHNA Community Survey 2024

2 Harris County Health Rankings 2024

3 March of Dimes 2024 Report Card for Texas

4 Mental Health America: Depression Map 2024 by County

5 Harris County Health Ranking: 2024

6 Harris County Public Health: Chronic Disease Report 2024

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NON-MEDICAL DRIVERS OF HEALTH PRIORITIES			
Priority Pillar	Pillar Description	Considerations	Data Snapshot
Access to Healthy Food	The reduction of barriers that prevent people from obtaining nutritious, affordable food	<ul style="list-style-type: none"> • Community gardens • Nutrition education • Operating food pantries • Food prescription programs 	<ul style="list-style-type: none"> • 16.4% of all Houston residents are food insecure and 24.8% of children in Houston are food insecure.⁷ • 32% of survey respondents cited food access as a top missing factor.
Economic Opportunity	The execution of efforts that improve individual's ability to achieve financial stability and upward mobility	<ul style="list-style-type: none"> • Workforce development • Access to livable wage programs • Housing affordability 	<ul style="list-style-type: none"> • More than half of renters (51.7%) residing in Harris, Montgomery and Fort Bend Counties spend over 30% of their income on housing. • 26% of survey respondents lack \$500 in emergency savings.
Educational Access	The creation of opportunities for individuals to gain knowledge and skills needed to support long term health, economic mobility and general well-being	<ul style="list-style-type: none"> • Early childhood education • Promoting completion of high school or GED obtainment • Vocational training and career pipeline investments 	<ul style="list-style-type: none"> • Fort Bend (16.5), Harris (15.5), and Montgomery (16.0) – have a higher student to teacher ratio than both Texas (14.8) and the United States (15.4).⁸ • 24% of survey respondents identified a strong education system as a missing factor essential to a healthy community.

7 Feeding America: Map the Meal Gap 2024 publication

8 National Center for Education Statistics

Community Health Priorities

Health Care Priorities



Access to care



Chronic Conditions Prevention and Management



Maternal & Infant Health



Mental Health & Substance Abuse

Non-Medical Drivers of Health Priorities



Access to Healthy Food



Economic Opportunity



Educational Access

Implementation Strategies to Address Community Health Priorities

Upon adoption of the identified community health priorities, MHHS will advance to the next phase of the CHNA process which includes developing a detailed implementation strategy for each licensed facility. These strategies will outline specific activities, partnerships, and resource allocations designed to address the selected priorities and improve health outcomes across the MHHS MSA. The intent is to align efforts systemwide while tailoring approaches to the unique needs of each hospital's community, ensuring a coordinated and measurable impact on community health.

Snapshot – Looking Back on Outcomes Since Prior CHNA

From 2022 to 2024, MHHS focused on four key priority areas: Access to Health Care, Emotional Well-Being, Food as Health, and Exercise is Medicine. Significant strides were made across all areas through system-wide and community-based initiatives.

Priority Health Need #1: Access to Health Care

MHHS supports efforts that improve access to care by ensuring patients receive the right care, at the right place, time, and cost. Key initiatives include system-wide programs like Nurse Healthline—a free, 24/7 service offering guidance on care needs and referrals—and ER Navigation, which helps uninsured, and Medicaid patients shift from avoidable ER visits to medical homes. Community hospitals also contribute through targeted interventions tailored to local needs.

- Nurse Health Line supported access to care in Greater Houston, averaging 30,000 calls annually during the latest CHNA cycle.
- During the latest CHNA cycle, The Woodlands campus issued nearly 1,000 taxi and Lyft vouchers to help patients without transportation return home after care.
- The Southwest campus assisted over 2,900 uninsured and underinsured individuals with health care education and eligibility applications through the Community Resource Center
- Through Project Mammogram, the Northeast campus provided over 560 free mammograms to support early cancer detection and resource access.

Priority Health Need #2: Emotional Well-Being

MHHS' system-wide initiative supports community members facing mental health crisis by providing timely access to psychiatric care, redirecting ER visits to Mental Health Crisis Clinics, connecting individuals to long-term providers through the Integrated Care Program, and offering navigation support regardless of ability to pay via Psychiatric Response Case Management.

- During the latest CHNA cycle, the Mental Health Crisis Clinics served over 2,500 patients annually across the system.
- During the latest CHNA cycle, the Integrated Care Program served over 52,000 patients across the system with more than 15,000 patients annually screened for depression.
- Over 50 support groups were offered annually during the CHNA cycle, including Cancer Support, and Modern Widows Club.

Priority Health Need #3: Food as Health

MHHS addressed food insecurity by screening patients in the ER and care settings, then connecting them to the Houston Food Bank for SNAP and pantry support as well as referring to in-house food support resources. The system also promotes nutrition education to help prevent chronic disease

- Diabetes education efforts reached over 1,100 community members, annually, during the latest CHNA cycle, increasing awareness and access to management resources.
- During the latest CHNA cycle, the Southwest Campus launched a Food Market to address food insecurity and support diabetes care. Since launch, over 115 patients have enrolled in the FoodRx program, integrating food access, nutrition education and clinical care.

Priority Health Need #4: Exercise is Medicine

MHHS promotes physical activity to support better health, social connection and emotional well-being.

- Over 70 monthly fitness classes—such as walking groups, Zumba and Tai-Chi—were offered across campuses.
- Health Centers for Schools also provided 18,000+ student physicals and supported 60+ community events during the latest CHNA cycle.



For questions about this report email CommunityHealth@memorialhermann.org