

# 2025

## **Community Health Needs Assessment Implementation Strategy**

Methodist Charlton Medical Center  
Methodist Dallas Medical Center  
Methodist Rehabilitation Hospital



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# Introduction

Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital are pleased to present its 2026-2028 Implementation Strategy (IS). This plan follows the development of the 2025 Community Health Needs Assessment (CHNA).

## Implementation Strategy Purpose

The purpose of this implementation strategy report is to align the hospital's limited resources, program services, and activities with the findings of the CHNA. This includes identifying strategies and activities that Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital will employ to address the health priorities identified in the most recent CHNA:



**Access to  
Healthcare**



**Chronic  
Disease**



**Mental Health &  
Mental Disorders**



**Older Adult Health**



**Women's Health**

## Implementation Strategy Development

This Implementation Strategy was developed by a team of members of senior leadership at Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital representing several departments of the organizations, including clinical administration, nursing, finance, and community relations. The team included input from the hospitals' communities and local nonprofit organizations to prioritize selected strategies and determine possible collaborations.

## Facility Summary

The table below outlines which portion of the joint implementation strategy relates to each facility. This corresponds to the health priorities outlined above.

| Facility                 | Access to Healthcare | Chronic Disease | Mental Health & Mental Disorders | Older Adult Health | Women's Health |
|--------------------------|----------------------|-----------------|----------------------------------|--------------------|----------------|
| Methodist Charlton       | ✓                    | ✓               | ✓                                | ✓                  | ✓              |
| Methodist Dallas         | ✓                    | ✓               | ✓                                | ✓                  | ✓              |
| Methodist Rehabilitation | ✓                    | ✓               |                                  |                    |                |

# Methodist Health System

Methodist Health System first opened its doors in 1927 as a single, 100-bed facility called Dallas Methodist Hospital. It has since become one of the leading healthcare providers in North Texas, owning and operating multiple individually licensed hospitals that serve the residents across the state. Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital serve the community of Dallas County. Facilities with overlapping counties of patient origin collaborated to provide a joint CHNA report in accordance with the U.S. Treasury regulations and 501(r)(3) of the Internal Revenue Code.

## Mission, Vision, and Values



### Mission

To improve and save lives through compassionate, quality healthcare.



### Vision

To be the trusted choice for health and wellness.

Methodist Health System core values reflect our historic commitment to Christian concepts of life and learning:



**Servant Heart** – compassionately putting others first



**Hospitality** – offering a welcoming and caring environment



**Innovation** – courageous creativity and commitment to quality



**Noble** – unwavering honesty and integrity



**Enthusiasm** – celebration of individual and team accomplishment



**Skillful** – dedicated to learning and excellence

## **Community Definition**

The community served by Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital is Dallas County and is defined as the geographic area from which a significant number of the patients utilizing hospital services reside. This includes the 82 ZIP codes in Dallas County.

## **Action Plans**

The action plans presented on the following pages outline in detail the individual strategies and activities Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital will implement to address the prioritized health needs. The following components are outlined in detail in the frameworks that follow: (1) Actions the hospital intends to take to address the health needs identified in the CHNA; (2) Anticipated impact of these actions; (3) Resources the hospital plans to commit to each strategy; and (4) Planned collaboration to support the work outlined.



## Access to Healthcare


**Methodist Charlton Medical Center Goal Statement:** Improve health outcomes and care quality across the Methodist Charlton service area by delivering equitable primary care, fostering physician training, and providing access to health screenings.



**Methodist Charlton Medical Center Strategy:** Advance clinical excellence and community health by providing access to primary care, and investing in education and infrastructure to meet growing patient needs

| Activities  | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)           |
|---|--|---|------------------------------------|
| Activity 1: Serve vulnerable communities by offering comprehensive primary care to underinsured and uninsured patients through Methodist Charlton Academic Clinic.            | Graduate medical education residents providing primary medical care; clinic site and staff         | Access to primary care for underinsured and uninsured patients  |                                    |
| Activity 2: Provide health screenings for congregants in faith-based organizations within the Methodist Charlton service area to promote early detection and preventive care. | Screening staff and coordination; supplies and education materials                                 | Access to health screenings; increased awareness of illness prevention and healthy lifestyle changes among participants | Faith Community Partners           |
| Activity 3: Offer family medicine residency training as part of the Graduate Medical Education program to cultivate future physicians and advance primary care.               | Program direction; core teaching faculty and staff; clinical training sites; educational resources | Workforce development with increased primary care physicians trained  |                                    |
| Activity 4: Offer student athlete school physicals for students across local Independent School Districts.  | Staff, medical equipment, education and support materials  | Primary care access for area student athletes   | Local Independent School Districts |

**Methodist Dallas Medical Center Goal Statement:** Improve health outcomes and care quality across the Methodist Dallas service area by delivering equitable primary care, fostering physician training, and expanding specialized services for complex conditions.

|  <b>Methodist Dallas Medical Center Strategy:</b> Advance clinical excellence and community health by providing access to primary care, enhancing specialty services, and investing in education and infrastructure to meet growing patient needs. |   |  |                          |
|---|---|--|--------------------------|
| Activities  | Resources   | Anticipated Outcome/Impact   | Collaboration Partner(s) |
| Activity 1: Serve vulnerable communities by offering comprehensive primary care to underinsured and uninsured patients through Methodist Golden Cross Academic Clinic.  | Graduate medical education residents providing primary medical care; clinic site and staff                                | Access to primary care for underinsured and uninsured patients   |                          |
| Activity 2: Provide regular health screenings for congregants in faith-based organizations within the Methodist Dallas service area to promote early detection and preventive care.   | Screening staff; coordination; supplies and education materials   | Access to health screenings; increased awareness of illness prevention and healthy lifestyle changes                                 | Faith Community Partners |
| Activity 3: Offer Family Medicine Residency training as part of the Graduate Medical Education program to cultivate future physicians and advance primary care.   | Program direction; core teaching faculty and staff; clinical training sites; educational resources                        | Workforce development with increased primary care physicians trained   |                          |
| Activity 4: Establish a specialized Burn Center to provide comprehensive treatment for burn injuries.   | Specialized medical staff; infrastructure and facilities; clinical support areas; equipment and tech; financial resources | Improved community access to specialized burn care services; enhanced care coordination  |                          |
| Activity 5: Advance initiatives to expand specialized cardiothoracic services for higher-acuity patients.   | Education; staff training   | Expanded local access to advanced cardiothoracic care; better care integration leading to less complications and improved continuity |                          |



**Methodist Rehabilitation Hospital Goal Statement:** Improve patient recovery and functional outcomes by increasing healthcare provider awareness and utilization of rehabilitation services through targeted education and engagement at professional symposiums.



**Methodist Rehabilitation Hospital Strategy:** Enhance provider knowledge and collaboration by leveraging educational symposiums to promote the benefits of rehabilitation services in stroke and trauma care.

| Activities  | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s) |
|---|--|---|--------------------------|
| Activity 1: Actively participate in MHS Stroke and Trauma Symposiums to educate healthcare providers on rehabilitation services, emphasizing their role in improving patient recovery and long-term outcomes. | Educational materials; staff time for preparation, attendance; coordination for scheduling and participation | Enhanced provider knowledge, stronger professional collaboration leading to better patient outcomes |                          |



## Chronic Disease

**Methodist Charlton Medical Center Strategy Goal Statement:** Empower patients to manage chronic conditions effectively and achieve healthier lifestyles by providing education, clinical support, and medication management tailored to community needs.



**Methodist Charlton Medical Center Strategy:** Improve chronic disease management by providing access to education, specialized care, and medication management services, ensuring patients have the tools and support needed for long-term health.

| Activities  | Resources  | Anticipated Outcome/Impact   | Collaboration Partner(s)                    |
|---|--|--|---|
| Activity 1: Provide free monthly diabetes self-management classes to help empower participants with the knowledge and tools to manage their diabetes effectively. | Class coordinators, speakers, meeting space, and education materials | Increased awareness of diabetes management; better management of diabetes among participants   | American Diabetes Association / Dallas YMCA |
| Activity 2: Facilitate a monthly heart health and diabetes education and support group to promote chronic disease self-management and wellness.                   | Class coordinators, speakers, meeting space, and education materials | Increased awareness of diabetes management and heart health; better management of diabetes and heart related issues among participants |   |
| Activity 3: Deliver heart failure management services through the Methodist Charlton CHF Clinic.  | CHF clinic staff and resources                                       | Awareness and anticoagulant adherence; leading to better patient outcomes  |   |
| Activity 4: Provide medication therapy management services at Methodist Charlton Family Medicine Center for uninsured and underinsured patients.                  | Clinic staff, pharmacist, education, and support materials           | Increased medication adherence for clinic patients with chronic conditions   |   |

**Methodist Dallas Medical Center Goal Statement:** Empower patients to manage chronic conditions and achieve healthier lifestyles through education, medication support, and ongoing community engagement.



**Methodist Dallas Medical Center Strategy:** Improve chronic disease outcomes and overall wellness by providing access to education, medication management, and supportive programs tailored to patient needs.

| Activities   | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)    |
|--|--|---|-----------------------------|
| Activity 1: Offer “Chronic disease self-management” and/or “Diabetes self-management” workshop to empower participants with strategies for managing diabetes and other chronic conditions effectively. | Class coordination, meeting space, and other education materials                               | Increased awareness and improved self-management of chronic conditions among participants | Dallas Area Agency on Aging |
| Activity 2: Provide structured group classes tailored to Golden Cross Clinic patients, focusing on diabetes education.   | Golden Cross Clinic staff, class coordination, meeting space, education, and support materials | Increased awareness and improved self-management of chronic conditions among participants |                             |
| Activity 3: Provide medication therapy management services at Golden Cross Clinic for uninsured and underinsured patients.   | Clinic staff, pharmacist, education, and support materials                                     | Increased medication adherence for clinic patients with chronic conditions                |                             |
| Activity 4: Host monthly support group meetings for individuals pursuing weight management or bariatric surgery, offering guidance, peer support, and education.                                       | Class coordinators, speakers, meeting space, and education materials                           | Increased awareness and support, and improved weight management among participants        |                             |

**Methodist Rehabilitation Hospital Goal Statement:** Improve patient and community health by empowering individuals with knowledge, fostering supportive networks, and promoting self-management strategies for chronic and post-acute conditions.



**Methodist Rehabilitation Hospital Strategy:** Enhance recovery and long-term health outcomes by providing comprehensive education, peer support, and community engagement for individuals managing stroke, amputation, and chronic conditions.

| Activities   | Resources  | Anticipated Outcome/Impact   | Collaboration Partner(s) |
|--|--|--|--------------------------|
| Activity 1: Host monthly support group sessions for stroke rehabilitation patients and their families.   | Support group coordinators, speakers, meeting space, and education materials   | Increased awareness and better self-management of stroke rehabilitation for program participants |                          |
| Activity 2: Offer stroke education classes three times per week for patients and family members prior to discharge, covering diet, exercise, medication compliance, and follow-up resources. | Patient educator and education materials                                       | Increased awareness and better self-management of stroke rehabilitation for program participants |                          |
| Activity 3: Facilitate a peer support group for amputees to promote emotional well-being, share coping strategies, and provide access to rehabilitation resources.                           | Support group coordinators, speakers, meeting space, and education materials   | Increased awareness and better self-management of amputee rehabilitation                         |                          |
| Activity 4: Deliver community education programs focused on chronic disease management.  | Speakers, event participation coordination, education materials, and promotion | Increased awareness and better self-management of chronic disease among participants             |                          |



## Mental Health & Mental Disorders

**Methodist Charlton Medical Center Goal Statement:** Improve mental health outcomes and resilience in the community by empowering individuals with crisis response skills and supporting caregivers through stress management resources.



**Methodist Charlton Medical Center Strategy:** Strengthen mental health care access and crisis response by integrating psychiatric services, expanding community education, and providing targeted support programs for caregivers and vulnerable populations.

| Activities   | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)            |
|--|--|---|-------------------------------------|
| Activity 1: Provide weekly psychiatric consultations for uninsured and underinsured patients referred through Charlton Family Practice Clinic.                             | Clinic staff, psychiatrist, education, and support materials                     | Access to psychiatric care for uninsured and underinsured clinic patients                             |                                     |
| Activity 2: Deliver Mental Health First Aid training to congregants in local faith communities within the Methodist Charlton service area.                                 | Faith Community Nursing staff, meeting space and education and support materials | Increased awareness of mental health issues and how to find support for those in need of intervention | Faith Community Partners            |
| Activity 3: Facilitate crisis placement and referral for patients presenting with suicidal thoughts or behaviors through collaboration with Behavioral Health Connections. | Hospital staff awareness and use of referral                                     | Better placement options for suicidal patients  | Behavioral Health Connections (BHC) |
| Activity 4: Provide virtual (tele-psych) psychiatric consultation services within the Emergency Department to support timely mental health evaluations.                    | Tele-psych coverage, services, and coordination                                  | More streamlined care for the patients; faster more efficient treatment for patient                   |                                     |

## Mental Health & Mental Disorders (continued)

| Activities  | Resources  | Anticipated Outcome/Impact   | Collaboration Partner(s)    |
|---|--|--|-----------------------------|
| Activity 5: Conduct 'Stressbusting for caregivers' workshops designed to support older adults in managing stress, preventing burnout, and enhancing emotional well-being. | Facilitators and training; venue and accessibility; workshop materials; promotion and outreach | Reduced stress and anxiety; prevention of caregiver burnout; increased social and emotional support among participants | Dallas Area Agency on Aging |

**Methodist Dallas Medical Center Goal Statement:** Improve mental health outcomes and resilience in the Methodist Dallas community by empowering individuals with crisis response skills and proactively identifying depression among seniors.

|  <b>Methodist Dallas Medical Center Strategy:</b> Strengthen mental health care access and early intervention by integrating crisis response, expanding community education, and providing targeted screenings and virtual psychiatric support. |  |   |                                     |
|--|--|---|-------------------------------------|
| Activities   | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)            |
| Activity 1: Provide Mental Health First Aid training for faith community congregants in the Methodist Dallas service area.   | Faith Community Nursing staff, meeting space, education, and support materials | Increased awareness of mental health issues and how to find support for those in need of intervention | Faith Community Partners            |
| Activity 2: Facilitate crisis placement and referral services for patients presenting with suicidal thoughts or behaviors through partnership with Behavioral Health Connections.  | Hospital staff awareness and use of referral                                   | Better placement options for suicidal patients  | Behavioral Health Connections (BHC) |
| Activity 3: Provide virtual (tele-psych) psychiatric consultation services within the ED to support timely mental health evaluations.  | Tele-psych coverage, services, and coordination                                | More streamlined care for the patients; faster more efficient treatment for patients                  |                                     |

## Mental Health & Mental Disorders (continued)

| Activities  | Resources   | Anticipated Outcome/Impact  | Collaboration Partner(s) |
|---|---|---|--------------------------|
| Activity 4: Conduct depression screenings for all senior patients at Methodist Family Health Centers within the primary service area to identify and address mental health needs early. | Portion of clinic staff, follow up materials and referrals            | Increased awareness and identification of senior depression among clinic patients; referrals to support services  |                          |
| Activity 5: Provide access to a psychiatrist to deliver inpatient psychiatric evaluations and support comprehensive care for hospitalized patients.                                     | Hospital coordination when needed; referral processes; staff training | Access to psychiatric consultation; quicker initiation of treatment; enhanced care coordination leading to improved overall outcomes and increased staff safety and support |                          |



## Older Adult Health

**Methodist Charlton Medical Center Goal Statement:** Enhance older adult health and well-being by fostering social connections, and empowering older adults with knowledge and resources to maintain independence and vitality.



**Methodist Charlton Medical Center Strategy:** Promote healthy aging and improve quality of life for older adults by integrating preventive health screenings, educational programs, physical activity initiatives, and social engagement opportunities.


| Activities  | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s) |
|---|--|---|--------------------------|
| Activity 1: Conduct depression screenings for all senior patients at Methodist Family Health Centers within the primary service area to identify potential mental health needs. | Portion of clinic staff, follow up materials and referrals   | Increased awareness of senior depression among clinic patients; referrals to support services           |                          |
| Activity 2: Provide monthly physician-led seminars for seniors that focus on age-related health issues.   | Event volunteers, staff, meeting space, education support materials, and promotion   | Increased awareness of aging health issues and how to manage and reduce risk among participants         |                          |
| Activity 3: Offer opportunities for social interaction and lifelong learning through monthly coloring and coffee painting events for seniors.                                   | Venue and accessibility; art supplies; staffing and volunteers; promotion and outreach   | Increased social interaction and connections among participants; support for wholistic senior wellness  |                          |
| Activity 4: Host monthly walking meetups to promote health and community connection among older adults.   | Venue and accessibility; safe and accessible walking routes; logistical support; staffing and volunteers; promotion and outreach | Improved physical health; enhanced social connection; increased community engagement among participants |                          |



## Older Adult Health (continued)

| Activities   | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)    |
|--|--|---|-----------------------------|
| Activity 5: Provide 'Matter of Balance' fall prevention education workshop aimed at enhancing safety and mobility. | Program coordination, staff, meeting space, education, and support materials | Increased awareness of better balance techniques, identification of the causes of falling and how to improve balance among participants | Dallas Area Agency on Aging |

**Methodist Dallas Medical Center Goal Statement:** Enhance older adult health and vitality by encouraging active lifestyles and creating supportive environments for social and emotional wellness.

|  <b>Methodist Dallas Medical Center Strategy:</b> Promote healthy aging and improve quality of life for older adults by integrating preventive education, physical activity, and social engagement opportunities that foster independence and well-being. |  |   |                          |
|--|--|---|--------------------------|
| Activities   | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s) |
| Activity 1: Provide monthly physician-led seminars for seniors that focus on age-related health issues.  | Event volunteers, staff, meeting space, education support materials, and promotion   | Increased awareness of aging health issues and how to manage and reduce risk among participants         |                          |
| Activity 2: Offer opportunities for social interaction and lifelong learning through weekly French language classes and monthly coffee painting events for older adults.   | Venue and accessibility; art supplies; staffing and volunteers; promotion and outreach   | Increased social interaction and connections among participants; support for wholistic senior wellness  |                          |
| Activity 3: Host weekly walking meetups to promote health and community connection among seniors.  | Venue and accessibility; safe and accessible walking routes; logistical support; staffing and volunteers; promotion and outreach | Improved physical health; enhanced social connection; increased community engagement among participants |                          |

## Older Adult Health (continued)

| Activities   | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)    |
|--|--|---|-----------------------------|
| Activity 4: Provide “Matter of Balance” workshop, fall prevention education for older adults aimed at enhancing safety and mobility. | Program coordination, staff, meeting space, education, and support materials | Increased awareness of better balance techniques, identification of the causes of falling and how to improve balance among participants | Dallas Area Agency on Aging |



## Women's Health

**Methodist Charlton Medical Center Goal Statement:** Enhance health equity and outcomes for women in the community by promoting early detection, supporting holistic care, and reducing maternal health risks through standardized safety measures.



**Methodist Charlton Medical Center Strategy:** Advance women's health and maternal care by increasing access to preventive screenings, providing emotional and educational support, and implementing evidence-based practices to improve outcomes.

| Activities  | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)  |
|---|--|---|---|
| Activity 1: Provide grant-supported mammograms for uninsured and underinsured patients to promote early detection.  | Coordinators, mobile mammography unit, education support materials                                       | Access to screening mammograms  | Mammogram Poster Girls  |
| Activity 2: Host ongoing support group sessions for breast cancer patients and their families to offer emotional support, education, and community resources. | Support group coordinators, speakers, meeting space, and education materials                             | Increase awareness of management of breast cancer treatment and emotional support for patients and families   |   |
| Activity 3: Deliver community education programs on key women's health topics, including preventive care, screenings, and wellness strategies.                | Educators, staff, education support materials  | Increased awareness of importance of early detection, prevention, and treatment among participants  |   |
| Activity 4: Implement standardized maternal safety bundles through active participation in the Texas AIM program to improve maternal health outcomes.         | Leadership and governance; staffing and training; monitoring infrastructure; bundle implementation tools | Shared learning opportunities for hospitals to adopt evidence-based protocols, aiming to reduce preventable maternal mortality and morbidity in Texas | Texas Department of State Health Services, Alliance for Innovation on Maternal Health (AIM), and the Texas Hospital Association |

**Methodist Dallas Medical Center Goal Statement:** Improve maternal and women's health outcomes by providing access to prenatal and breast health services, supporting patients through education and community programs, and ensuring safe, high-quality care during obstetric emergencies.



**Methodist Dallas Medical Center Strategy:** Advance women's health and maternal care by expanding access to preventive screenings, providing emotional and educational support, and implementing evidence-based practices to improve maternal health outcomes.

| Activities   | Resources  | Anticipated Outcome/Impact  | Collaboration Partner(s)  |
|--|--|---|---|
| Activity 1: Deliver group prenatal care for uninsured and underinsured patients at Golden Cross Academic Clinic to improve maternal health outcomes and provide education for expectant mothers. | Program coordinators, meeting space, education, and support materials                                    | Increased overall readiness for birth and infant care; reduced risk of preterm birth among program participants                                       |   |
| Activity 2: Provide grant-supported mammograms for uninsured and underinsured patients to promote early detection.   | Coordinators, mobile mammography unit, education support materials                                       | Access to screening mammograms  | Various Foundation grants; Mammogram Poster Girls; Los Barrios Community Clinic   |
| Activity 3: Host ongoing support group sessions for breast cancer patients and their families to offer emotional support, education, and community resources.                                    | Support group coordinators, speakers, meeting space, and education materials                             | Increase awareness of management of breast cancer treatment and emotional support for patients and families   |   |
| Activity 4: Implement standardized maternal safety bundles through active participation in the Texas AIM program to improve maternal health outcomes.  | Leadership and governance; staffing and training; monitoring infrastructure; bundle implementation tools | Shared learning opportunities for hospitals to adopt evidence-based protocols, aiming to reduce preventable maternal mortality and morbidity in Texas | Texas Department of State Health Services, Alliance for Innovation on Maternal Health (AIM), and Texas Hospital Association |
| Activity 5: Enhance readiness and response to maternal health crises by providing specialized obstetric emergency care to meet community needs.  | Emergency room staffing and training; needed systems and support   | Faster response times; improved maternal and infant outcomes; strengthened health system capacity   |   |

## Conclusion

Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital have developed this Implementation Strategy in compliance with the Internal Revenue Service (IRS) regulations for non-profit hospitals. Methodist Health System partnered with Conduent Healthy Communities Institute (HCI) to develop this Implementation Strategy. The goals, strategies and activities outlined in this plan will guide Methodist Charlton Medical Center, Methodist Dallas Medical Center, and Methodist Rehabilitation Hospital in their collective effort to address the respective health priorities for each facility. The progress of these initiatives will be monitored to ensure ongoing alignment with the system's mission to improve and save lives through compassionate quality healthcare.