

2020 UNM Hospital Community Health Needs Assessment

REPORT BACK

UNM Hospital worked with the residents of Bernalillo County and the State of New Mexico to complete a Community Health Needs Assessment (CHNA) for 2020-2022. This report summarizes the progress made on the four community-informed focus areas below.

FOCUS 1:

Increase Access to Behavioral Health

CareLink is a community program that helps people get behavioral health and medical services in Albuquerque. CareLink will help people find providers, schedule appointments, coordinate care, connect with community services, and learn about each patient's diagnosis and medicines. **CareLink grew from 647 to 847 pediatric members, a growth of 31%.**

UNMH has completed an agreement with Bernalillo County that includes the development of several child and adolescent behavioral health programs.

UNMH bought a new office building for children's psychiatric services which brought together programs for Children and the Cimarron Clinic.

FOCUS 2:

Increase Access to Medical Services

Primary Care:

- Primary Care clinics work with the Appointment Center on an ongoing basis to make sure scheduling guidelines are updated. This helps to increase patient appointments.
- Partnered with First Choice, First Nations, Sandoval Regional Medical Center and UNM Medical Group Primary Care Clinics to increase new patient appointments.
- Opened new Senior Health Clinic on UNM Health Sciences Center North Campus this new space is shared with Memory and Aging, Neuropsychology, and Palliative Care.

1,675 Journey's Clinic patients seen

The Journeys Clinic provides psychiatric services for women who are pregnant, have given birth, have had miscarriages or lost children at birth, or are trying to get pregnant.

Advanced Access and External Referral Communications Team:

-14% turnaround time

Decreased ambulatory referral turnaround time by 14% from 2021 to 2022.



137,050 referrals

Completed 137,050 ambulatory referrals in 2022

38,070 communications

Created External Patient Referral Communications team, who have sent a total of 38,070 communications since March 2022.

Medicine Specialty Clinics:

- Opened the Post-Acute Care Discharge Clinic for Emergency Department and Hospital Discharged patients improving access and decreasing hospital re-admissions.
- Direct Admit Procedure for UNM Hospital cystic fibrosis patients
- Opened Comprehensive Movement Disorder Center on UNM Health Sciences Center North Campus.
- The Gallup clinic serves high-risk pregnant women from the four corners area including Zuni, Shiprock, Fort Defiance, Chinle, Farmington, Crownpoint, and Gallup.
- Expanded Diabetes clinic appointments for newly diagnosed diabetic patients or patients with uncontrolled diabetes who were recently discharged from the hospital.

Surgical Specialty Clinics:

- Tracking and filling unused appointment slots, improving access.
- Ophthalmology renovation increases patient waiting space, diagnostic space and a number of exam rooms to facilitate patient flow and access.
- In collaboration with Primary Care, we are piloting a unique approach for our tele-retina program that will increase access to retina scans for early detection of retina disease in diabetic patients.

- **Ear, Nose and Throat added 3 providers, improving access**

Radiology Department:

- Hired nurse navigators for the Breast Imaging, Lung Cancer Screening, Interventional Radiology, and Nuclear Medicine Therapy programs to improve patient care coordination and scheduling.
- Developed and opened New Mexico's first Cardiac PET service line to provide quicker and more advanced cardiac imaging and evaluation for patients.
- Added two new full time employees to the Radiology Scheduling Team to aid in quicker scheduling for patients.

FOCUS 3:

Increase Access to Medical Coverage and Financial Assistance

4,311

UNM Care applications approved



338

SRMC Patient Financial Assistance applications approved

414

Subsidized (reduced cost) Health Services applications approved

541

Financial assistance applications completed and approved, including Medicaid, Out of County Charity, and Emergency Services for Non-Citizens.



FOCUS 4:

Reduce Inequalities that lead to disparities in health outcomes



A social work navigator in the UNM Hospital Emergency Department meets patients who come to the Emergency Room frequently. The Social Worker checks for psychosocial needs and provides referrals to services.

UNM Hospital Health Literacy Office created or revised **344 documents** to help patients leave the hospital understanding discharge instructions.

Between September 2020 and June 2022 patient and family grievances decreased by 73.43% at UNM Hospital.

The Patient's Rights and Responsibilities posters were updated to increase visibility both in size and distribution throughout the UNM Health System. The patient's rights and responsibilities were also translated into the top 11 languages used throughout the Health System to include English, Spanish, and Vietnamese.

UNM Hospital currently has **98 restrooms** within its facilities designated by signage as Gender Neutral restrooms.

When patients and families are leaving UNMH, Outpatient Care Management programs work to connect at-risk patients to transportation, lodging, respite beds, food, and other resources.

1,141

Care Plans we completed to help patients manage long-term care needs

4,839

RN Discharge call backs were completed for patients without UNM Hospital Primary Care provider

3,391

Patient Centered Medical Home Discharge Callbacks completed for patients with a UNM Hospital Primary Care provider

The Community Engagement Department partnered with **15 agencies** to provide **5000 emergency blankets** for individuals facing housing insecurities and provided over **250 Thanksgiving food items** for people in need.

The Community Engagement Department partnered with approximately **50 community organizations** and sought ways to participate in community outreach activities.

Diversity and Cultural Humility courses provide learners with the opportunity to explore the many ways culture affects perception. **10 diversity courses** were developed and offered on a wide range of topics. UNM Hospital partners with community organizations that facilitate some of these courses.



COVID-19 Response



81,646

calls to the state COVID-19 hotline during 2021

72,289

telehealth clinic visits including telephone, video and information sent electronically to another site for evaluation

9,271

COVID-19 vaccines given at UNM Health in 2022

42,918

COVID-19 tests performed at the Ambulatory testing site. This site is primarily for preoperative "surgical patients and employees.

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For questions or to learn more about past CHNA documents go to bit.ly/3IY7nMs or email UNMHCE@salud.unm.edu