In 2019, UNM Hospital worked with Bernalillo County to complete a Community Health Needs Assessment (CHNA) for 2020-2022. This report shows what has been done from May 2020 through June 30, 2021. There were 4 focus areas in the 2020 Bernalillo County CHNA.

**FOCUS 1**

**INCREASE ACCESS TO BEHAVIORAL HEALTH**

Behavioral health includes mental health and substance use services.

- **4,487** people passed through Resource Reentry Center (RRC) after they got out of the Metropolitan Detention Center.
- **3,775** used one or more services at RRC. **84 out of 100** used services.
- **2,062** people met with a case manager 1 on 1. A case manager is a person who helps organize the services you may need.
- **55 out of 100** of those who used 1 or more services met with a case manager for 1 on 1 service.
- **5,657** referrals to other services issued by Resource Reentry Center.

**FOCUS 2**

**INCREASE ACCESS TO MEDICAL SERVICES**

Increase access means to help people get the medical care they need.

- **2,038 Journeys 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.
  - Added **90-minute prenatal support group sessions** to reduce postpartum depression.
  - **10,353** patients referred to UNMH Orthopedics from UNMH clinics. Orthopedics has specialists in bones, muscles, and joints.
  - **32,997** total patient visits to Orthopedic Clinics.
  - **535** referrals to Center for Healing in the Lower Extremities (CHILE) Clinic. **4,606** total patient visits into CHILE Clinic.
  - **3,000 +** eye surgeries were performed that improve and save vision.
  - Added **2 additional magnetic resonance imaging (MRI) technologists** and expanded the MRI schedule to increase access to outpatient and inpatient exams.
  - Installed a state-of-the-art, **low-dose EOS x-ray machine** to increase access to this new kind of imaging for pediatric patients.

**FOCUS 3**

**INCREASE ACCESS TO MEDICAL COVERAGE AND FINANCIAL ASSISTANCE**

Increase access to medical coverage means helping with insurance and other ways to pay your medical bills.

- **14,549** appointments were scheduled for Patient Financial Services.
- **4,647** people qualified for UNM Care. UNM Care is a program for Bernalillo County residents who meet certain income guidelines and may qualify for medical assistance.
  - **All public web pages** for Patient Financial Services were updated with current information.
  - **7 Patient Financial Services education documents** were updated with current information.
REDUCE INEQUITIES THAT LEAD TO DISPARITIES IN HEALTH OUTCOMES

Inequities and disparities are unfair differences in the health of different groups of people.

At least 1 full-time Community Support Worker on staff at most primary care clinics.

All 41 clinics have access to a social worker.

200+ languages are available by phone. Spanish, Vietnamese, American Sign Language (ASL), and Navajo (Diné) are available in three ways – in-person, by phone, and video.

11 diversity staff trainings were offered. Examples are “Caring for the Deaf and Hard of Hearing Communities” and “Caring for Transgender Communities.”

When calling UNMH, Spanish-speaking patients can now use language interpreter services from beginning to end, even when their call is transferred.

Trained the first-ever, Zuni-English, Italian-English, Korean-English, and French-English dual-role language interpreters. Dual-role means the interpreter also works another job in the hospital.

25 out of 100 patients who face negative social determinants of health are seen by social workers. Social determinants of health are the conditions where people live, work, and play that affect their health.

Updated Patient Rights and Responsibilities document to help patients and their families or responsible person understand how to make a complaint or file a grievance.

3 patient advocates are available to help with patient complaints and grievances.

Patient grievances have gone down about 50% since December 2020.

321 plain language documents created or revised to help patients leave the hospital understanding medical information and discharge instructions.

Received Health Equality Index Human Rights Campaign Award 2020. This award shows our commitment to serving our LGBTQIA+ patients and team members.

For questions or to learn more about past CHNA documents go to https://unmhealth.org/about/community-health-needs-assessment.html or email UNMHCE@salud.unm.edu