

UNM HOSPITAL • COMPREHENSIVE CANCER CENTER
CHILDREN'S HOSPITAL • CARRIE TINGLEY HOSPITAL

PROGRAMS & SERVICES

2021-2022

DIVERSITY, EQUITY & INCLUSION • NATIVE AMERICAN HEALTH SERVICES • LIFEGUARD
HEALTH LITERACY • WORKFORCE DEVELOPMENT • CHILD LIFE • BEHAVIORAL HEALTH
TELEHEALTH • VOLUNTEER SERVICES • CARDIAC CARE • STROKE CARE • RADIOLOGY





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Facts and Figures: UNM Hospital

| | |
|--|---------------|
| Emergency Room visits | 84,788 |
| Trauma activations | 956 |
| Behavioral Health Outpatient visits (includes substance abuse and methadone visits) | 339,000 |
| Behavioral Health inpatient discharges | 1,566 |
| Surgical procedures | 20,357 |
| Organ transplants | 43 |
| Burn Center patients | 538 |
| Newborn deliveries | 2,879 |
| Salaries wages & benefits | \$761,349,144 |



Patient Profile



HEALTH COVERAGE

| | |
|---|--------------|
| Medicare | 29.9% |
| Medicaid | 35.1% |
| Commercial/HMO | 25.2% |
| Uncompensated Care for Bernalillo County | \$51,219,865 |



AGE

| | |
|-------|-------|
| 0-17 | 27.2% |
| 18-44 | 31.4% |
| 45-64 | 22.9% |
| 65+ | 18.6% |



CHRONIC CONDITIONS

37.3% of patients

LANGUAGES

11.3% of patients do not speak English as their primary language





Reduction of Carbon Footprint (UNMH)



| | |
|--|------------|
| Reprocessed & recycle savings | \$325,000+ |
| Wastewater solids are mechanically removed in laundry facility before being discharged to the sanitary sewer | 50%+ |
| Gallons of water saved | 4,321,409 |
| kWh saved in energy | 2,484,044 |



Community Snapshot BERNALILLO COUNTY



DEMOGRAPHICS

| | |
|--|--------------------------------|
| Population | 674,393 |
| Education | 76% have a high school diploma |
| Poverty Level | 15.5% |
| Unemployment Rate | 3.6% |
| Children in Poverty | 20.4% |
| Race/Ethnicity | |
| White (alone) | 37.3% |
| Hispanic or Latino | 50.9% |
| Black or African-American | 3.7% |
| American Indian and Alaska Native | 6.7% |
| Asian | 3.0% |
| Native Hawaiian and Other Pacific Islander | 0.1% |

HEALTH DISPARITIES

| | |
|--|------------|
| Life Expectancy from Birth (2018-2020) | 77.4 years |
|--|------------|



Overall Health

| | |
|--|-------|
| Obesity Among Adolescents, Grades 9-12 | 13.4% |
| Obesity among adults | 26.8% |
| Diabetes diagnosis | 10.5% |



Mental Health

| | |
|---|-------|
| Youth feeling sad and hopeless | 40.8% |
| Adults with doctor diagnosed depression | 22.9% |



Disease Rates (Deaths per 100,000 population)

| | |
|-------------------------|-------|
| Heart Disease Mortality | 143.2 |
| Cancer Mortality | 27.3 |
| Homicide Mortality | 19.1 |





Advancing Diversity, Equity & Inclusion (DE&I) in Healthcare

UNM Hospital is taking an active role in advancing DE&I in healthcare through a range of initiatives. The office of Diversity, Equity & Inclusion includes: Interpreter Language Services, Health Literacy, Native American Health Services, Community Engagement and DE&I Education through a partnership with Organization and Professional Development.

Addressing Social Determinants of Health

A Community Support Worker is available in all the primary care clinics to assist patients navigate the healthcare system and accessing social services and community resources. Community Support Workers act as a link between the patient and the primary care team, providing support to help patients overcome barriers to care and improve their health outcomes.

The DEI Education team developed and offered 10 diversity courses including: Caring for the Deaf Community, Caring for the Transgender Community, Implicit Bias, Microaggressions, Diversity and Culture Humility among others.

Community Engagement

Engaging with community leaders and organizations to understand the unique needs of the communities we serve and develop strategies to address health disparities.

For more information about UNM Hospital Community Engagement please contact us at UNMHCE@salud.unm.edu



Native American Health Services

Native American Health Services (NAHS) at UNM Hospital is a department in the hospital that serves as a resource to both Native American patients and their families and the health care professionals who take care of them. The NAHS team works closely with Tribal leaders, health care professionals in Native American communities, and participates in health outreach initiatives. Through this work, the team works to develop individualized care plans that consider their cultural, social, and spiritual beliefs. In 2021-2022 NAHS served more than 5,000 Native American patients.

Interpreter Language Services

The Interpreter Language Services (ILS) department at UNM Hospital is one of the most robust medical language service departments in the country. With more than 268,650 interpretations a year, they proudly serve their limited English proficient patients, their families, and their health care professionals across the health system. UNM Hospital's internal interpreter team consists of over thirty (30) professional medical interpreters for Spanish, Navajo, Vietnamese, and American Sign Language (ASL). UNM Hospital also provides in-person ASL interpreters and on-demand translation services that are available 24/7 by phone or video for over 200 languages. In addition, they translate documents in over 300 languages to help improve patient information access.

Currently nearly 150 bilingual team members have received professional medical interpreter training and provide interpreter services in Dari, Farsi, Arabic, Portuguese, Urdu, Swahili, Zuni, Navajo, Spanish, French, and Italian.



TOP 10 LANGUAGES SPOKEN BY OUR PATIENTS

- | | |
|------------------------------|-----------------------------|
| 1. Spanish | 6. Navajo |
| 2. Vietnamese | 7. Mandarin Chinese |
| 3. Swahili (DR Congo) | 8. Kinyarwanda |
| 4. Arabic (Iraq) | 9. Cantonese Chinese |
| 5. Dari & Farsi | 10. Kirundi (Rundi) |



Health Literacy

What is Health Literacy and What Can It Do for My Community?

It is a common experience to come home after a visit to the clinic or the hospital and realize you did not quite understand or get all the information you needed. This can happen for a lot of reasons:

- Sometimes we're given a lot of information
- Sometimes the information is brand new
- Medical information can be complicated and technical
- We may have been in pain, worried or anxious at the moment we heard the information, making it hard to concentrate

Health literacy helps make spoken and written health care information clear, respectful, and useful.

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



Developing Local Workforce

UNM Hospital is the only Level I Trauma Center and academic medical center in the state. We deliver high quality and accessible health care to all New Mexicans and serve as one of the largest employers in Albuquerque. Through partnerships with Project SEARCH, Best Buddies of New Mexico, Albuquerque Public Schools, Future Focused Education, Nurse Intern/Extern programs, and more, we help fulfill the educational and workforce needs of our community.

Project SEARCH/Albuquerque Public Schools/Best Buddies

Project SEARCH is a one-year, post-high-school transition program that aims to provide training and education opportunities to help individuals with disabilities find reliable employment in today's competitive workforce. The program is led by UNM Hospital and partners with Albuquerque Public Schools, Best Buddies of New Mexico, and the Department of Vocational Rehabilitation.

Future Focused Internship Program

The X3 Internship opens doors to future careers and higher education. The program offers high school students paid work experiences outside of the classroom and inside the workforce. Students are paired with UNM Hospital to provide meaningful work experiences. Students are paid and receive a monthly stipend. X3 works with schools in historically underserved communities.

During July 2021 through June 2022 UNM Hospital had 8 interns and 11 placements.

Nurse Intern/Extern Program

UNM Hospital serves as an externship/internship site for nursing students who want to advance their nursing skills and education. Students gain access to support, opportunities and resources that will help them provide the best possible care to New Mexicans and transition more easily from school to their career.



Clinical Rotations

As the only academic medical center in the state, UNM Hospital serves as a major education hub for the healthcare professionals of New Mexico. We collaborate with local universities and colleges to help students to complete clinical rotations and receive the clinical hours needed to graduate.

Healthy Starts for Families

UNM Hospital Women's Health provided more than 59,000 outpatient visits a year and have assisted with more than 2,500 births in New Mexico with clinics in Albuquerque, Gallup, Farmington, and Santa Fe.

The out-of-town sites provide ultrasound and high-risk OB consults for women with maternal and or fetal risk factors. The goal is to co-manage the pregnancy with the local provider having the patient deliver in their home community. If the patient needs to deliver at UNM Hospital but lives out of town, this team helps with in-town housing before and after birth.

In Albuquerque, there are seven sites where we provide women's health care including well-women preventive gynecologic care, complex gynecologic care, urogynecology care, low-risk, and high-risk OB care. Two are the Maternity and Family Planning Clinics who offer care based on the women's income, at low to no cost.

The Milagro Clinic specializes in providing prenatal care to patients with a current or recent substance use disorder. These patients need standard prenatal care but also need treatment for any underlying behavioral health concerns. The physicians and nurses are trained to provide trauma informed care and prescribe opioid replacement therapy where appropriate.

UNM Hospital is a Baby Friendly® organization. The Mother Baby Unit (MBU) practices rooming-in, meaning the baby stays in the parent's room. MBU nurses are trained to help with breastfeeding, and if additional support is needed, lactation nurses are available to consult and support.

A close-up photograph of a woman with dark hair, smiling warmly as she holds a baby. The baby is looking towards the camera with a slight smile. The woman is wearing a white hospital gown with a blue pattern. The background is a soft, out-of-focus light color.

59,000+

WOMEN'S HEALTH
OUTPATIENT VISITS

2,500+

BIRTHS IN WOMEN'S
HEALTH CLINICS



38,603
CARRIE TINGLEY
CLINIC VISITS

85,165
CARRIE TINGLEY
HOSPITAL REHAB VISITS

25,135
HOSPITAL DAYS



UNM Children's Hospital

UNM Children's Hospital is the only dedicated Children's Hospital in New Mexico with 40 pediatric specialties available. This 154-bed Children's Hospital includes Level IV Neonatal Services, 20 bed Pediatric Intensive Care Unit and the only pediatric Emergency Department in the state open 24/7/365.

This care focuses on the whole family by using a Family Centered Care Approach. Over 66,000 children are treated annually at UNM Children's Hospital including:

- 19,348** neonatal days
- 25,135** hospital days *(includes Carrie Tingley Hospital)*
- 38,603** Carrie Tingley Clinic Visits
- 85,165** Carrie Tingley Hospital Rehabilitation Visits *(Including Occupational Therapy, Physical Therapy, Speech and Language Pathology, Orthotics and Prosthetics)*

This team of orthopedic surgeons, therapists, and clinical staff hold outreach clinics in Farmington, Las Cruces, Roswell, Silver City, Gallup, and Hobbs.

UNM Children's Hospital is part of the Children's Miracle Network, a group of premier hospitals for children.



Child Life

The Child Life Program is the largest of its kind in New Mexico. Certified child development specialists and volunteers work with children and their families to ease fears about treatment and procedures, advocate for family needs, connect with the child's care team, help transition back to school, and educate regarding pain management. This team also uses special movie goggles during MRIs. The newest addition to this group is Choco. Choco is a facility dog who is also part of the Child Life team.

Center for Medicare & Medicaid Services (CMS)

The Department of Pediatrics conducts CMS Outreach Clinics in cities and counties outside of Albuquerque. The following are a list of the CMS Outreach clinics:

Cardiology:

- Santa Fe, Portales, Roswell

Endocrine:

- Farmington, Roswell, Carlsbad, Las Cruces

Nephrology:

- Farmington, Santa Fe, Roswell, Portales, Las Cruces

Genetics/ Metabolic:

- Farmington, Santa Fe, Roswell, Carlsbad, Las Cruces, Espanola, Las Vegas, Clovis, Silver City, Taos

Pulmonary:

- Farmington, Gallup, Clovis, Roswell, Carlsbad, Tucumcari, Hobbs, Portales, Las Cruces, Silver City, Santa Fe

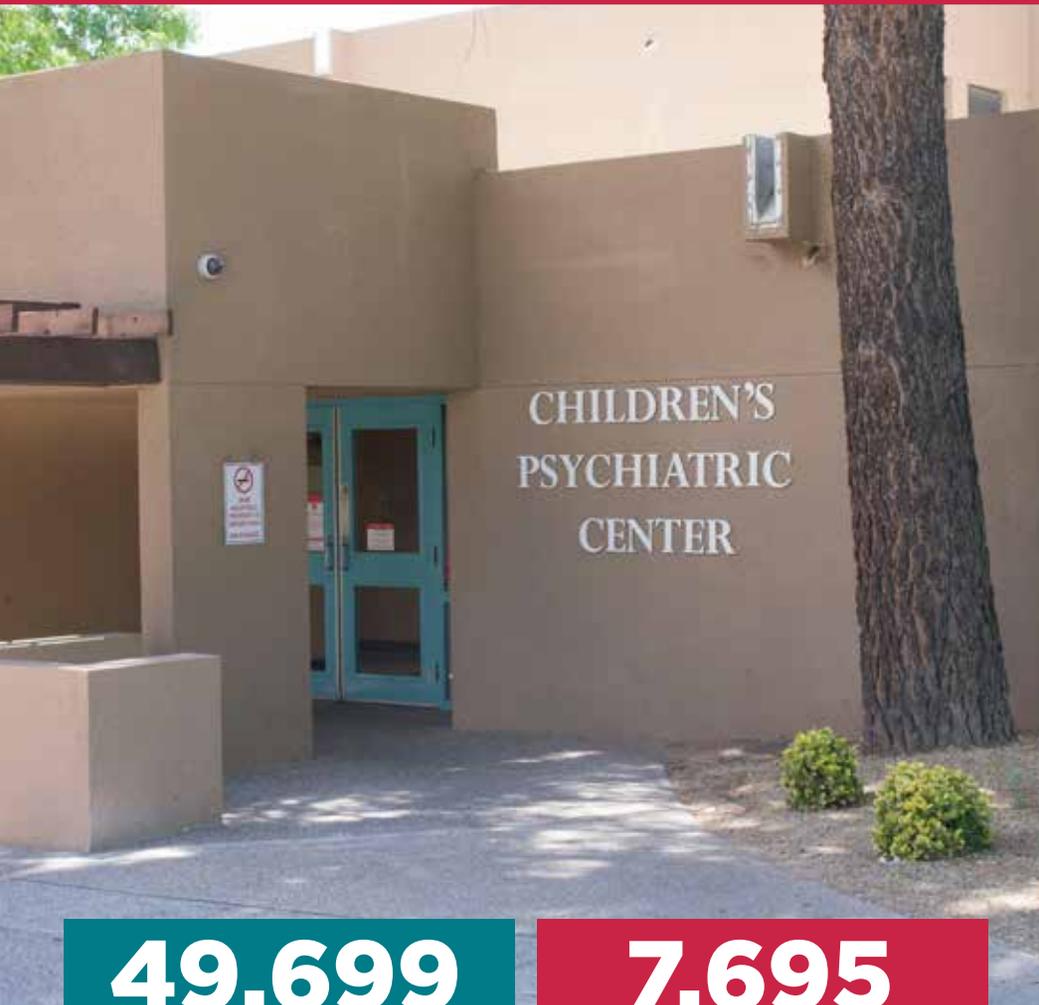
Cystic Fibrosis:

- Artesia, Las Cruces

Gastroenterology:

- Farmington, Roswell, Las Cruces, Santa Fe





49,699
OUTPATIENT VISITS

7,695
INPATIENT DAYS

Children's Psychiatric Center

Children's Psychiatric Center provides inpatient and outpatient acute care and ongoing treatment for children and adolescents experiencing a behavioral health crisis. When a child is admitted to the acute care program, the goal is to stabilize them and begin the recovery process.



UNM Mimbres School

UNM Mimbres School is a state supported educational program that supports students from across the state that are undergoing conditions that make education in a traditional setting difficult. UNM Mimbres School has two programs—one supports students and inpatients at Children's Psychiatric Hospital and the other program provides educational opportunities in the Children's Hospital. UNM Mimbres School is an independent, state-accredited educational program and teachers are UNM Hospital employees, not part of Albuquerque Public Schools or any other school district. The program allows students to attend school year-round and make up time missed due to medical circumstances that may cause frequent absences throughout the school year.



UNM Comprehensive Cancer Center

A primary mission of the UNM Comprehensive Cancer Center (UNMCCC) is to overcome the cancer health disparities in New Mexico, by assuring that all New Mexicans have access to outstanding cancer care and opportunities to participate in and benefit from cancer research. The UNMCCC Office of Community Outreach and Engagement (COE) facilitates this mission by supporting efforts aimed at reducing NM's cancer burden and promoting cancer health equity through bi-directional engagement between the UNMCCC and the communities we serve.

UNMCCC and the communities we serve

- **Partnerships** - UNMCCC proudly collaborates with many organizations to help New Mexicans across the cancer care continuum, from prevention through treatment and survivorship.
- **Research** - CEO supports culturally appropriate research aimed at reducing cancer health disparities in New Mexico.
- **Health Promotion & Cancer Prevention** - UNM Cancer Center shares information about wellness, health, and cancer prevention and screening across the state at community events

Cancer Screening & Education

The University of New Mexico Comprehensive Cancer Center's Office of Community Outreach and Engagement (COE) collaborates with several community organizations to promote cancer screening awareness and provide education on cancer risk factors, symptoms, detection and clinical linkages to communities across the state.

From July 2021 to June 2022, COE has participated in 25 community-based education outreach events reaching over 2,500 individual people. In addition, we have conducted 41 Screen to Save education sessions, reaching a total of 167 individuals through one-on-one educational sessions and over 1,200 individuals at 18 community health events.



Community Outreach - The UNMCCC Office of Community Outreach and Engagement participates in the Screen to save (S2S) initiative, funded by the National Cancer Institute. S2S seeks to increase colorectal cancer awareness and screening rates among men and women, 45-75 years of age, from rural and racially/ethnically diverse communities throughout New Mexico. The team of Community Health Educators disseminates culturally appropriate, evidence-based cancer information with the goal of increasing cancer-screening rates.



300,000+
 BEHAVIORAL HEALTH
 OUTPATIENT ENCOUNTERS

Behavioral Health

UNM Hospital operates a comprehensive behavioral health system consisting of the UNM Psychiatric Center and UNM Children's Psychiatric center which combined operates 92 licensed inpatient acute care beds, as well as psychiatric emergency services, and a large range of outpatient programs and clinics. These programs provide ongoing services and support to thousands of New Mexicans each year including more than 1,500 unique patient admissions and more than 300,000 outpatient encounters and visits, which includes nearly 150,000 methadone doses each year through the Addiction and Substance Abuse Program (ASAP).

In order to better serve patients and the community, UNM Hospital is currently collaborating with Bernalillo County to build a New Crisis Center which will include a 16 bed Crisis Triage Center, significantly expanded psychiatric emergency services, a new ten bed observation unit as well as expanded peer services. This facility will be open

in early 2024. New programs are being developed including a Transitional Age Clinic, Intensive Outpatient Programs and Partial Hospital programs for both adult and pediatric patients.

This project has become a reality thanks to the generosity of New Mexico voter bonds approved in November 2022 to replace the existing inpatient acute care units at UNM Children's Psychiatric Center. Program planning and design development of this facility has started.

In addition to the behavioral services, the division of Community Behavioral Health provides the following resources:

- Jail Diversion Services (JDS)
- Bernalillo County Case Management (Community Connections)
- Assertive Community Treatment (ACT)
- Comprehensive Community Support Services (CCSS)
- Psycho-Social Rehabilitation Program (PSR)
- Metro Detention Center (MDC) Transition Planning Team (TPT)



Community Behavioral Health

Jail Diversion Services (JDS)

JDS provides comprehensive case management services to clients with severe mental illness (SMI) and criminal justice involvement. Individuals served are supported in accessing a variety of resources and benefits to enhance quality of life in all life domains. Psychiatric and substance abuse services are available, as well as support with legal navigation.

Bernalillo County Case Management (Community Connections)

Bernalillo County Case Management provides intensive case management services to clients with severe mental illness and a history of justice involvement who are receiving a housing voucher from Bernalillo County Community Connections. UNM Hospital is contracted with the county to provide intensive case management services to those in the housing program.

Assertive Community Treatment (ACT)

The ACT team provides therapy, case management, peer support services, medication management, psychiatric nursing, and rehabilitation and support services for people living with severe mental illness, often experiencing comorbid diagnoses.

Comprehensive Community Support Services (CCSS)

The CCSS team provides case management/community support services to clients who are followed by providers at UNM Psychiatric Clinics (UPC). Community support workers on this team coach individuals on learning the skills necessary to build greater independence in navigating services, resources, and benefits, with the hope of eventual graduation.

Psycho-Social Rehabilitation Program (PSR)

The PSR program provides skills-based classes and group programming for clients living with severe mental illness. They provide support in basic living skills, skills training, therapeutic socialization, and supported employment.

Metro Detention Center (MDC) Transition Planning Team (TPT)

The TPT provides transition planning services for those incarcerated and leaving custody at the Metropolitan Detention Center, with a special focus on those who are in higher risk categories and more likely to be recidivated. This team supports reentry to the community through behavioral health service and resource connection, hoping to provide a clear plan, based on self-identified goals, for immediate next steps following release.



UNM Emergency Medical Services (EMS) Consortium

Founded in 2011, the UNM EMS Consortium is a collaborative group of medical directors and physician leaders that collaborate with local leaders and EMS providers to enhance the care delivered across the state. Now serving over 70 EMS agencies statewide, the EMS Consortium is a national and international leader in the field of prehospital medicine and is home to a world-renowned fellowship in emergency medical services.

The EMS Consortium also provides Narcan training use for first responders and the public. Narcan is an overdose-reversal drug, which rapidly acts on a patient's opioid receptors and reverses the effects of an otherwise fatal overdose. Thanks to a strong partnership with the State of New Mexico, they provide doses of the medication to anyone interested in Narcan training. Between July 2021 and June of 2022, the Consortium trained over 1,000 people inside of Bernalillo County on Narcan, Hands-Only CPR, and Stop the Bleed. This education, called "Lifesaver", gives anyone willing to be trained, the tools to save a life during a true emergency.

UNM Lifeguard

Lifeguard transports patients from infants to seniors, some more than 100 years old. Three different modes of transport are used including ground ambulance, fixed wing aircraft (plane), and rotor (helicopter), depending on distance and patient condition. While the main service area is New Mexico and bordering Arizona, they have the ability to transport patients anywhere and have taken patients as far as California, Nebraska, and even Boston for specialty care. Lifeguard has a variety of different providers including physicians, nurse practitioners, registered nurses, critical care paramedics, and respiratory therapists. They offer the highest level of care available, including transport for ECMO patients. Lifeguards are affiliated with UNM Hospital so they have access to training and resources the hospital can provide. Their helicopter is also available to fly to scenes of emergencies/accidents.



Lifeguard has a children's specialty team that is specially trained and focuses on the transport of babies and children up to age 2. They are the only neonatal team in New Mexico that transports neonates by air. Last fiscal year they completed 1,525 transports. Lifeguards also do community outreach in many different forms to educate about Lifeguard services, talk to students about their careers, and provide classes for other health care providers.



0%
GROWTH IN
GRIEVANCES
 (JULY 2021 - JUNE 2022)

Collaborating with Patient's Family and Community

Patient Family Advisory Committee:

UNM Hospital hosts three patient family advisory committees (PFAC) to include ambulatory, pediatric, and adult. These committees are dedicated to collaborating with patients and families to develop strategies for cultivating and sustaining patient and family engagement in the delivery of health care. Since 2020, over 200 individuals have connected with PFAC via committee work, taskforces, and workgroups, including collaboration with national and international patient safety and patient/family/advisory and health care organizations.

Patient Experience:

The UNM Hospital Patient Experience team provides support to the entire UNM Health System on patient experience best practices,

CAHPS education, Press Ganey Resources, and data analytics in order to improve the patients' experience. PFAC's job is to bring the patient's voice, via data and statistics to the UNM Health System team member that can affect change to improve the patient's experience.

Patient Advocates:

Between July 2021 and June 2022, patient advocates have maintained a 0% increase in grievances. During this period, they averaged approximately 14 grievances per month. The relative decline in grievances means that patient and family complaints are addressed in real time or within 24 hours. This approach directly improves the patient's experience and the care that patients receive. During this same period, patient and family complaints have increased by more than 160% and they average over 300 calls per month. While the complaints are trending higher than average, the volume indicates patients feel comfortable voicing concerns and the patient advocates (alongside nurse and doctor leadership), are effectively addressing and resolving complaints.



UNM Telehealth

The University of New Mexico's Center for Telehealth aims to connect patients across the state with providers at the UNM Health Sciences Center, improving access, ease of care, and specialty in-patient services for rural communities. The rollout of virtual visits remains a top priority of the Center for Telehealth, as the center adds more UNM clinics to the program through 2024.

The Center for Telehealth also services over 20 hospitals across the state, providing inpatient specialty neurology, neurosurgery, and cardiology consultations through the ACCESS Telemedicine Program. The ACCESS Program strives to improve health care access in New Mexico by enabling patients to receive exceptional care in local hospitals and close to home, eliminating an estimated \$24 million dollars in annual medical costs by avoiding unnecessary transfers. In addition to expanding access to specialty care, the ACCESS Program also provides over 600 hours of training annually to providers across the state, enabling them to earn Continuing Medical Education credits for neurology, neurosurgery, and cardiology care education, at no additional cost.



Volunteer Services

UNM Hospital Volunteer Services dedicates hundreds of volunteer service hours annually. For almost 50 years, Volunteer Services has provided volunteer support to many areas of the hospital including departments/units in inpatient and outpatient settings. Volunteers come from all walks of life — they are students, parents, grandparents, working professionals and retired individuals. Volunteer Services brings community and staff together to provide the best patient experience. There are 135 volunteers in 33 different areas of the hospital and clinics. Volunteer Services also has a formalized shadowing program with 116 students representing 24 different areas in the organization.



Cardiac Care

The Cardiac Catheterization (Cath) Lab has received recognition from the American Heart Association for its commitment to offering rapid, research-based care to people experiencing a heart attack. With heart disease being the leading cause of death for both men and women in the U.S., the Mission: Lifeline program focuses on streamlining processes to speed the delivery of proper treatment for time sensitive, cardiovascular disease. The award recognizes UNM Hospital's commitment to coordinate with a network of referring hospitals and emergency medical services to provide guideline-directed emergency cardiac care.

In addition to the Cardiac Cath Lab and UNM Hospital's commitment to emergency care, the lab utilizes the latest technology to provide a full spectrum of non-emergent services. From minimally invasive procedures such as balloon angioplasty and stenting or repair of congenital heart defects to pacemaker implantation, the Cardiac Cath Lab at UNM Hospital is a proven leader in the diagnosis and treatment of cardiovascular disease.



Stroke Care

The UNM Hospital Stroke Program's mission is to deliver the highest level of excellence in patient care, education and research for stroke through dedication to collaborative, multidisciplinary teams. The Stroke Program treats the following:

- Ischemic strokes (clot to the brain)
- Transient Ischemic attack (mini stroke)
- vascular dementia (cognitive impairments after stroke)
- narrowing or blockages of brain blood vessels
- Intracerebral hemorrhage (brain bleed)
- aneurysms
- subarachnoid hemorrhage (brain bleeds, vessel ruptures)
- vascular malformations of the brain
- vascular tumors of the brain



The Stroke Program has re-educated Emergency Medical Services (EMS) to triage patients with higher acuity to be brought to UNM Hospital first if criteria are met. The Stroke Education Group is available to support patients, families, friends, and staff, as stroke can be challenging and isolating.



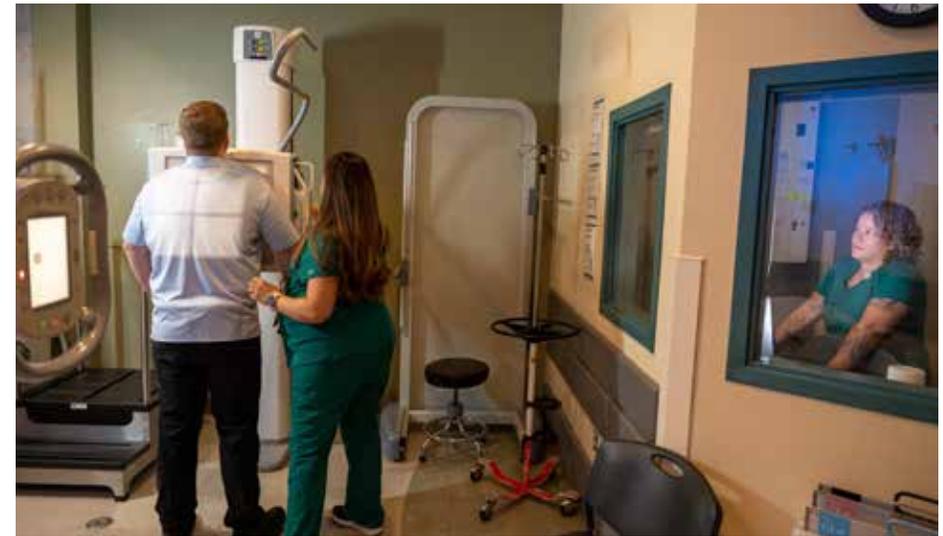
UNM Hospital has partnered with Albuquerque Fire Rescue, Lovelace UNM Rehabilitation Hospital and Encompass to offer an in-home community health service, which helps provide stroke survivors and family members with the resources they need to ensure a safe transition home.

NEARLY
400,000
RADIOLOGY
PROCEDURES

Radiology Services

UNM Hospital Radiology Department is the premier-imaging center in New Mexico, performing nearly 400,000 procedures and exams every year using state-of-the-art technology and imaging equipment.

Patients come to UNM Hospital for exceptional care from throughout Albuquerque, across the entire state of New Mexico, and the southwest region of the U.S. They receive effective, accurate diagnosis using the lowest amount of radiation possible. The Radiology team offers the most advanced imaging in the state as well as cutting-edge image-guided procedures and specialized cancer therapies.



Imaging is an essential part of nearly every patients' care at UNM Hospital. Because of this, each patient is given individualized attention, the best images possible and the fastest diagnoses to help them start on the road to recovery. The highly trained professionals working in Radiology are committed to delivering excellent quality care to all patients - from newborn babies to great grandparents, and everyone in between.





Opening Soon: Critical Care Tower

UNM Hospital continues to make great strides in its highly anticipated hospital expansion, which officially broke ground in 2020. Three years later, its dramatic growth continues to excite its staff and all New Mexicans who come to receive care at the only Level 1 Trauma Center in the state.

2022 proved to be a productive year in the construction process. UNM Hospital opened the new Tower Garage in June one month ahead of schedule. The new garage comes with 1,400 parking spaces, includes 18 electric vehicle charging stations, and has 81 ADA (Americans with Disabilities Act) spaces. Additionally, the garage utilizes Park Assist, a guiding system that uses color-coded lights to guide drivers to the nearest available parking space.

Construction continues to make progress into 2023. In February, UNM Hospital celebrated the “topping ceremony” of the critical care tower, an event that commemorates the placement of the final metal beams into the exterior framework. UNM Hospital staff were able to sign these beams prior to the ceremony, allowing them to leave a small piece of their legacy into the very structure of the tower.

Additionally, UNM Hospital held a furniture demo for staff throughout January and February. This was an opportunity for UNM Hospital staff to test many samples pieces of furniture to help determine what kinds of chairs and sofas will go inside the tower.

Construction teams will spend the majority of 2023 “closing in” the rest of the tower. Other pertinent work includes preparing all of the departments moving into the new space, and beginning recruitment efforts for all available positions in the tower.

Furthermore, UNM Hospital remains committed to using local labor whenever possible. The furniture demo was sponsored by New Mexican-owned businesses throughout Albuquerque and the state. The state of New Mexico is also funding the work of providing the tower with art work designed by New Mexican artists. Lastly, the involvement of many local sub-contractors and suppliers in the construction process continues to leave a positive financial impact on the community with around 500 local workers helping with the project.

The tower is expected to receive the LEED Silver Certification upon completion. LEED Certification designates the level achieved for a sustainable design for reduction levels of carbon emissions, energy, and waste, conserving water, prioritization of safer materials, and lower exposure to toxins. LEED-certified buildings are proven to save money, improve efficiency, and create healthier spaces for people. They play a critical role in addressing the climate crisis, meeting Environmental Social and Governance roles, and supporting more equitable communities.

| | |
|---------------------------------|--------------|
| UNM Hospital | 505.272.2111 |
| UNM Children's Hospital | 505.272.2111 |
| Carrie Tingley Hospital | 505.272.5200 |
| UNM Comprehensive Cancer Center | 505.272.4946 |
| Native American Health Services | 505.272.1612 |
| Interpreter Language Services | 505.272.5399 |

