



THE UNIVERSITY OF NEW MEXICO ♦ HEALTH SCIENCES CENTER  
**UNM HOSPITALS**

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## **Community Health Needs Assessment July 2015**



## **Executive Summary**

UNM Hospitals is committed to meeting the healthcare needs of our community. As a part of this commitment, UNM Hospitals has attended forums for community feedback around service needs and priorities as well as analyzed data available through state and national sources. The intent of this assessment is to help identify the priority areas identified by our community along with establishing a framework for program and resource development to meet these identified needs.

Currently there are significant challenges to the healthcare delivery system in Bernalillo County and throughout the State of New Mexico. Our populations tend to have higher rates of people living in poverty and greater needs for social service access that impact the health of communities. It is clear that there are access and resource issues at a community level that stress the healthcare delivery system. Much of New Mexico is considered underserved related to healthcare services, which helps to create additional access constraints in Bernalillo County where many specialty services are concentrated.

In Bernalillo County there are several overarching themes that have emerged in interactions with community members and groups. Among these is a need to expand behavioral health services and to continue to provide a safety net for county residents through our financial assistance programs. In addition there is a desire for improved access to services with expanded access to primary care and patient navigation services to assist vulnerable populations.

This document outlines some of the primary healthcare priorities that have been identified at both the State and County level and attempts to identify some programs and services that UNM Hospital has engaged in to help to meet these identified needs. This is an ongoing process and UNM Hospital is committed to work with community stakeholders, local governments, and other healthcare providers to try to address the needs of our patients.

## **UNM Hospital Overview**

UNM Hospitals (UNMH) operates New Mexico's only Level I Trauma Center, treating 90,000 emergency patients and more than 500,000 outpatients annually. In addition UNMH has over 160,000 inpatient acute care hospital days each year.

UNM Hospitals serves as the primary teaching hospital for the UNM School of Medicine and participates in hundreds of advanced clinical trials annually. The UNM Hospitals system includes Carrie Tingley Hospital, UNM Children's Psychiatric Center and UNM Psychiatric Center; and shares missions and resources with the UNM Health Sciences Center (UNMHSC). It also is the home of the highly regarded UNM Children's Hospital and the National Cancer Institute-designated UNM Cancer Center.

In addition to the main hospital, the UNM Health System operates 43 off-site clinics throughout the state, including the UNM Cancer Center South in Las Cruces, NM. The hospital further expands into New Mexico's rural communities through a nationally recognized Telemedicine/Telehealth network, linking patients and physicians throughout the state to the most up-to-date research and medical information available.

The UNMH system serves all New Mexicans' needs for routine medical procedures, chronic disease management and catastrophic health events. From central New Mexico to the four corners of the state, UNMH and all of its clinical components strive to identify and solve the most important questions of human health in our communities through education, scholarship and service

## **Mission**

Our patient care mission encompasses serving as an accessible, high quality, safety focused, comprehensive care provider for all the people of Bernalillo County, and providing specialized services for people across the State.

Our education mission focuses on creating a patient care environment which is supportive of the educational programs of the UNMHSC health professional schools.

Our research mission focuses on the application of new biomedical knowledge, translated to innovative patient care programs and models of health care delivery, leading to health status improvement for New Mexico.

## **Description of Community Served**

UNMH functions as the public safety net hospital for the residents of Bernalillo County, and as a tertiary and quaternary referral center for all citizens of the State of New Mexico.

UNMH operates a system of hospital facilities in Bernalillo County New Mexico. The combined bed capacity of UNMH facilities includes over 600 Inpatient beds, including adult and children's psychiatric beds, and a wide range of primary and specialty care clinics.

UNMH also partners with community health providers to expand clinical access through the primary care networks of First Choice Community Health, First Nations Healthsource, Healthcare for the Homeless and Indian Health Services.

UNMH provides a range of financial assistance programs aimed at assuring appropriate healthcare access to populations without other forms of healthcare coverage. These include the UNM Care program for Bernalillo County Residents, and the Self Pay Discount Program.

Bernalillo County had an estimated population from the US Census Bureau of 675,551 residents as of 2014. Approximately 18% of Bernalillo County Residents have income below the federal poverty level. The median income in Bernalillo County was \$48,801 in 2013.

The population of the State of New Mexico was estimated at 2,085,572 for the same time period. The City of Albuquerque is the largest city in Bernalillo County and the State of New Mexico with a population of estimated at over 556,000 residents in 2013. The Greater Albuquerque Metropolitan area was estimated to have over 900,000 residents in 2014.



The Albuquerque healthcare market has a high penetration of managed care companies with the market consisting of three large health systems and a range of smaller for profit and community not for profit providers.

UNMH has a historical obligation as it relates to providing access to Native American patients and operates the office of Native American Services to help with access, financial assistance and navigation services for Native American patients.

UNMH also services patients from all areas of the State for specialized care not available in their home communities. Many New Mexico residents live in rural or frontier areas with limited or no access to healthcare resources.

With the implementation of the Affordable Care Act, New Mexico moved forward with Medicaid expansion to cover adults up to 138% of the Federal Poverty Level. As of

May 2015 there are now over 800,000 state residents receiving coverage under the Medicaid System or over 38% of the State Population.

New Mexico is a poor state with a significantly higher percentage of the population living in poverty as outlined in the 2014 State Health Improvement Plan:

- New Mexico's Statewide Poverty Rate 20.8%
- The number of people living in Extreme Poverty 9.2%
- Childhood poverty rate 29.0%
- Women in poverty 19.7%

The diversity of New Mexico's population is also one of the unique characteristics that present both opportunities and challenges for healthcare services in the state. No single race or ethnic group makes up a majority of the state population. In addition there are 22 sovereign Native American Nations including 19 Pueblos. There is also a large Urban Native American population located in the Albuquerque Metro Area.

### **Community Health Needs Assessment**

UNMH and the UNM Health Sciences center have a strong interest in assuring that we are meeting the needs of the communities we serve. Though this document is produced as of a point in time, we see the process of community engagement and needs identification as ongoing. UNMH is considered an integral part of a political subdivision under section 115(a) of the IRS code. Based on this status UNMH is considered exempt from the Federal requirements related to conducting a community health needs assessment. Despite this technical status under the law, UNMH feels that the community health needs assessment process is an important tool to assure that we are meeting the needs of the communities we serve.

UNMH provides an ongoing framework of community presentations, quarterly community meetings, and governance meetings to provide public input opportunities into the programs and community needs associated with the hospital. UNMH also participated in several community wide meetings in the summer and fall of 2014 to listen to input from the Bernalillo County Healthcare Taskforce.

### **Bernalillo County Identified Priorities**

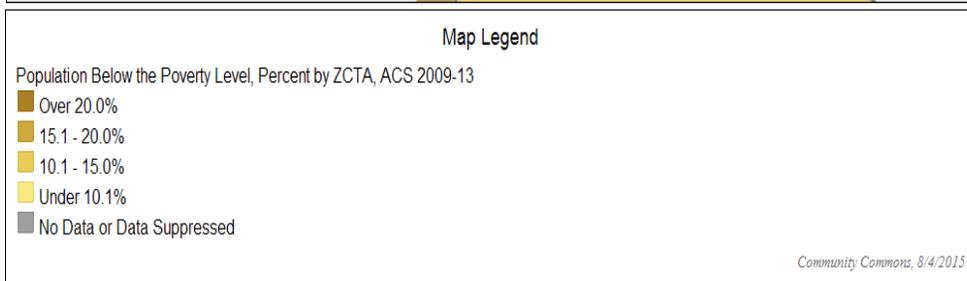
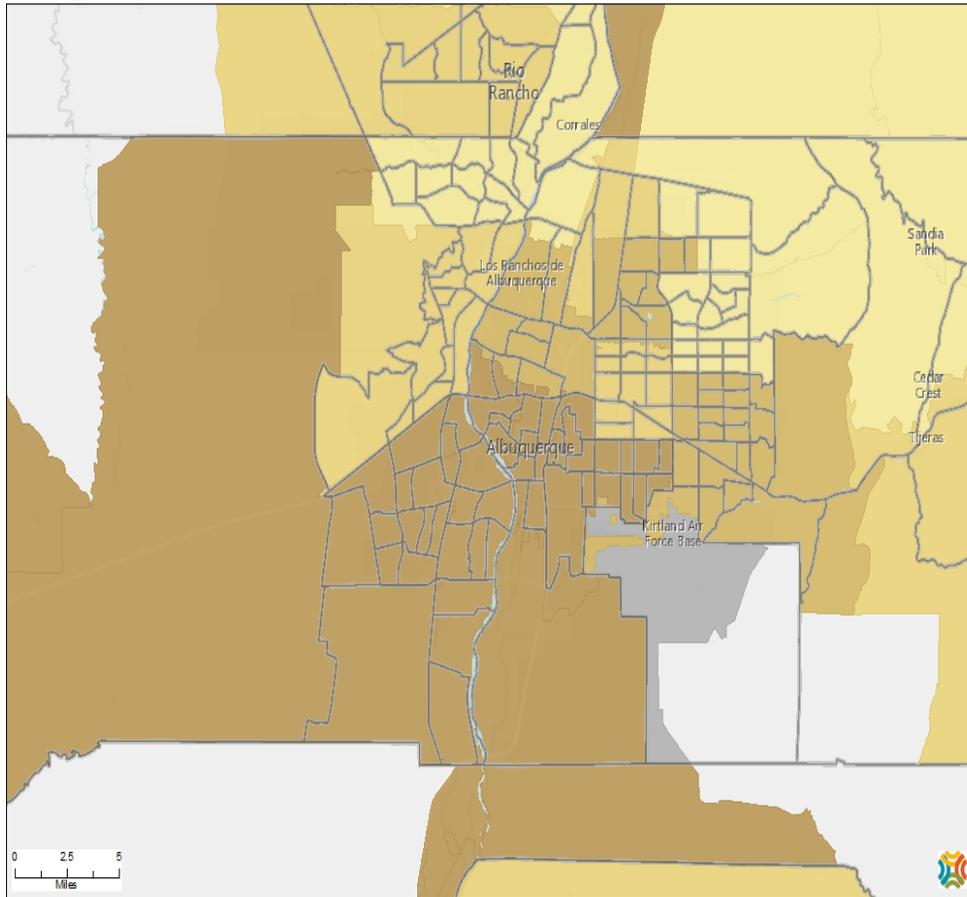
- Assuring Healthcare Coverage for all County Residents

UNMH currently provides several safety net programs for Bernalillo County Residents. These include the UNM Care program as well as the Self Pay Discount program. UNMH is committed to maintaining the UNM Care program

and the Self Pay Discount programs to assure continued access to care for Bernalillo County residents.

With the Introduction of the Affordable Care act and Medicaid expansion in New Mexico there continues to be gaps in providing healthcare coverage for some populations.

Populaiton in Bernalillo County Below 100% FPL



The UNM Care program provides supplemental coverage assistance for Bernalillo County residents that have co-payments and deductibles as part of

health exchange or other insurance products. In addition patients may qualify for supplemental coverage under UNM Care to help to cover gaps in Medicare or Medicaid coverage.

- Assuring Native American Healthcare Obligations are met by UNMH

Currently UNMH has significant infrastructure established through the office of Native American Health Services to assist patients with navigating clinical and financial services at UNMH, as well as assistance with understanding Contract Health Services through Indian Health Services. UNMH currently waives co-payment requirements for Native Americans and provides enrollment support for UNM Care, Medicaid or other available coverage options for Native American Patients.

- Increased availability of Behavioral Health Services

UNMH will work with Bernalillo County to establish priorities for the expansion of Behavioral Health Services as identified by the Behavioral Health City/County Taskforce and other groups looking at gaps in the current behavioral health system.

Establishing a behavioral health system of care for patients in Bernalillo County will take a coordinated effort, and working with all stakeholders including; city and county government, providers, and the community. UNMH will work with these groups to identify needed system capacity for mental health and addictions services and to identify appropriate roles and capacity for UNMH Behavioral Health services.

UNMH has been involved with various task force groups since the Fall of 2014 discussing Behavioral Health in Bernalillo County. These include the Bernalillo County/City of Albuquerque Task Force, Albuquerque Chamber of Commerce Behavioral Health Task Force and the Mayor's Behavioral Health recommendations group. UNMH has met, and will continue to work with Community Partners the consulting group contracted by Bernalillo County to provide recommendations on a comprehensive system of care for the County.

In addition UNM Psychiatric Center (UPC) is in the process of planning for expanded access to crisis and evaluation services, along with development of specialized programs to meet identified gaps in our service continuum. UPC is also working with primary care clinics in the UNM Hospitals System to place behavioral providers in primary care sites, and to develop a medical home that includes physical health services for high needs patients at our COPE clinic.

- Build an Integrated System of Primary Care and Navigation Support

UNMH will work toward fully integrating the pathways program into the established medical homes of UNMH in order to assure better coordination of care and navigation services for patients.

UNMH has also made, and continues to make significant infrastructure investment in the development of new primary care capacity. This includes most recently the construction of the 4th Street clinic in the North Valley, and the early stages of development for another primary care clinic site including pediatric services in the Northeast Heights. UNMH is also exploring other options for leveraging clinical capacity at existing hospital and community partner sites.

- Provide Continuity of Care for Incarcerated People

UNMH will continue to work with the Metropolitan Detention Center and Bernalillo County to provide continuity of care for inmates upon release from incarceration. UNMH currently operates the Fast Track program related to Behavioral Health Services, and will work with Bernalillo County to identify how this program could be used as a model to achieve enhanced care coordination for inmates at the time of release.

UNMH is working with Metropolitan Detention Center to facilitate Medicaid enrollment at the time of release for inmates.

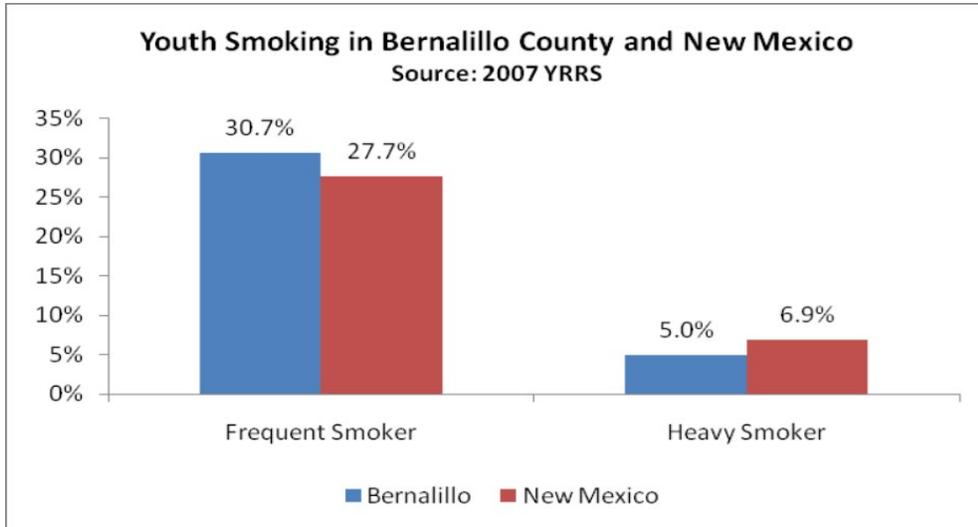
In addition to the priorities outlined through the Bernalillo County Healthcare Taskforce data for Bernalillo County as provided through New Mexico Health Status Indicators report for 2013 show Bernalillo County performed significantly under national comparison values in the following:

- Adolescent Physical Activity
  - Youth Cigarette Smoking Prevalence
  - Low Birth weight Infants
  - Deaths due to Drug Overdose
  - Chlamydia Cases per 100,000 Population
  - Pertussis Cases per 100,000 Population
  - Fall-related Unintentional Injury Death Rates
- Other Bernalillo County Priorities

Bernalillo County health data as provided by the Collective Input for Neighborhood and County Health shows that there is a strong correlation between income levels and obesity and physical activity. Lower Income groups

tend to have significantly higher rates of obesity with less physical activity than higher income groups. This same correlation holds true with Tabaco use as lower income populations' show significantly higher Tabaco use rates than higher income.

For teenage Tabaco use the South Valley of Bernalillo County had the highest reported rate of utilization with over 64% of respondents indicating they had tried cigarettes compared to around 54% for Bernalillo County as a whole.



In order to help to address some of the identified disparities with health indicators in Bernalillo County, UNMH has over time tried to increase access to healthcare services for communities that have been traditionally underserved. UNMH had opened new primary care clinics in the Southeast Heights, Southwest Mesa, Atrisco Heritage High School and most recently in the Near North Valley. UNMH works with community partners with a strong presence in underserved areas, primarily First Choice and First Nations Community Health.

As with other behavioral health services Substance Abuse services have degraded over time at both the State and local level. Access to appropriate addiction services is a significant challenge for all populations in our community. At the same time there has been a trend toward increasing use of substances, particularly opiates. The increase in opiates has included the expanded use of prescription pain killers that can lead to a gateway to expanded opiate use to include heroin. There is currently a lack of capacity in Bernalillo county and statewide to deal with patients with opioid addictions. UNMH has worked over time to expand the number of suboxone providers in our system, however this remains a challenge.

Another large gap in Substance Abuse services can be identified in the youth population with limited providers and access to needed services. UNMH is working currently to expand adolescent addictions services at our Addictions and Substance Abuse Program (ASAP).



UNMH has provided funding through the UNM Care program for patients who do not have access to other forms of healthcare coverage. One of the primary messages from the Bernalillo County Community Health meetings was the need to keep the UNM Care program in effect for patients with gaps in coverage.

With Medicaid expansion in New Mexico there has been explosive growth in the Medicaid program since January 2014. The program has expanded from under 600,000 members statewide to more than 800,000 as of April 2015. This growth has provided new opportunities for New Mexico and Bernalillo County residents to have access to healthcare services.

Despite Medicaid expansion however, there continues to be patients who need assistance with healthcare coverage. Many patients who have obtained coverage through the healthcare exchange have significant out of pocket costs for co-payments and deductibles, and some populations do not qualify for assistance for various reasons. As a result UNMH continues to offer the UNM Care plan other financial assistance programs to assure access for these populations.

## **State of New Mexico Health Priorities**

For the State of New Mexico the following are the priorities identified by the Department of Health as part of the New Mexico State health Improvement Plan 2014.

<b><u>Topic Area</u></b>	<b><u>NMDOH Leading Health Indicators</u></b>
Nutrition, Physical Activity and Obesity	<ul style="list-style-type: none"><li>• Childhood Obesity</li></ul>
Tobacco	<ul style="list-style-type: none"><li>• Adults who Smoke</li></ul>
Substance Use	<ul style="list-style-type: none"><li>• Drug Overdose Rates</li><li>• Alcohol-Related Deaths</li></ul>
Clinical Preventive Services	<ul style="list-style-type: none"><li>• Diabetes Hospitalizations</li><li>• Oral Health</li><li>• Adult Immunizations</li></ul>
Injury and Violence	<ul style="list-style-type: none"><li>• Older Adult Falls</li></ul>
Reproductive and Sexual Health	<ul style="list-style-type: none"><li>• Teen Births</li></ul>
Access to Health Services	<ul style="list-style-type: none"><li>• Access to Care</li></ul>

UNM Hospitals currently has several initiatives aimed at addressing identified Statewide Health Priorities. These include a focus on reducing Tobacco usage by patients and a move to a smoke free campus at UNM HSC, the development of expanded addictions services for adolescents, immunization tracking and outreach, and expansion of facilities and clinical services to enhance access.

In order to address identified needs of our patients UNM Hospitals has moved forward with the establishment of Patient Centered Medical Homes to provide a comprehensive team approach to coordinating needed treatment along with preventative care.

The UNMH network of primary care sites has obtained National Committee of Quality Assurance (NCQA) level III Certification. The highest level of certification possible and

reflecting the requirements of managing patients healthcare needs in a comprehensive and patient centered format.

Part of the UNMH strategy based on health risk indicators and identified community priorities is to assure that patients have access to coordinated care to manage chronic diseases like diabetes, and education and information on preventative services. UNMH is working with our community partners as they move toward a patient centered medical home model.

UNMH provides a significant infrastructure through our Alcohol and Substance Abuse (ASAP) and Milagro programs related to coordinated care for patients with addictions issues. These services include primary care access, OB services for Milagro patients along with comprehensive addictions and mental health services. UNMH is in the process of developing and expanding adolescent addiction services through our ASAP program as this has been clearly identified as a significant community need.

UNMH participates in the New Mexico Department of Health Systems Innovation Summit aimed at creating Systems Innovation as it relates to healthcare delivery.

As part of UNMHs ongoing work to provide the best preventative care, there is also an annual framework to provide free flu shots to the community at our primary care sites and to make sure that patients have up to date immunizations.



In addition to the primary care expansions that largely impacts Bernalillo County, UNMH is developing planning for expanded services. This includes specialty care services and an adult hospital expansion project that will increase bed capacity, reduce emergency room wait times and provide better access to inpatient services for Bernalillo County and for residents of the State of New Mexico. There is also current planning around re-building the inpatient units of the UNM Children's Psychiatric Center to better meet the needs of our patients and their families.

UNM Hospitals is committed to the development of centers of excellence related to the treatment of patients needing high end specialty care. These centers of excellence provide state of the art treatment and services in highly specialized areas such as Clinical Neurosciences and the treatment of Cancer.

Since UNMH services as the tertiary and quaternary referral center for the State, many patients throughout New Mexico are seen in our specialized clinic service areas, and through the State's only Level I Trauma Center. With the combinations of missions as a large public hospital system, Teaching Hospital and Specialized referral center, UNMH is committed to assuring adequate facilities and providers to meet the demands of our patients and community.



### **Medicaid Expansion and Health Exchange Enrollment**

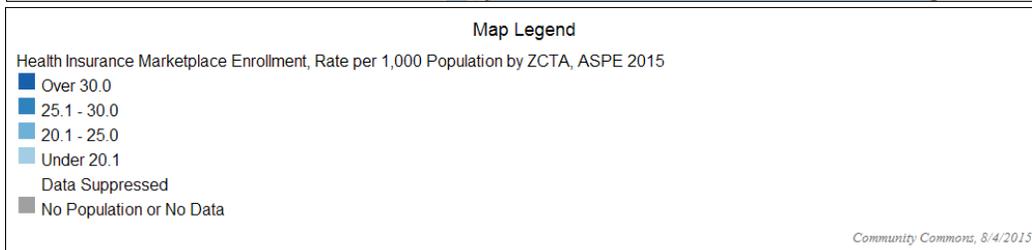
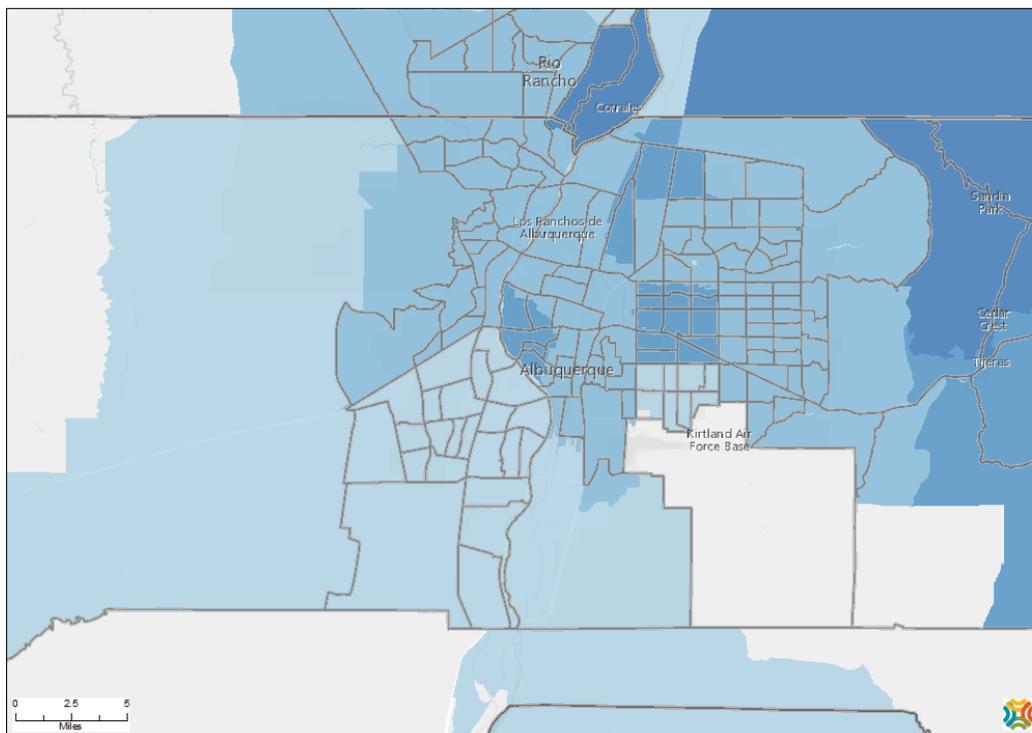
With the implementation of the Affordable Care Act (ACA), Medicaid Expansion, and population demographics of Bernalillo County and New Mexico, there will be increasing demand for access to care that will require significant planning and investment in infrastructure over time.

Prior to implementation of the ACA, the Albuquerque Metropolitan area was already at capacity related to the healthcare delivery system. With the implementation of the ACA

and the expansion of Medicaid, the demand for healthcare services has increased at a pace that is faster than infrastructure and staffing can be delivered. This has created access issues for patients in a system that is near the saturation point. As a result of Medicaid Expansion alone, more than 200,000 New Mexican's have been added to Medicaid coverage programs and currently almost 40% of the State population is covered by Medicaid services. Bernalillo County has followed the statewide trend of increased Medicaid enrollment resulting in many more county residents having coverage.

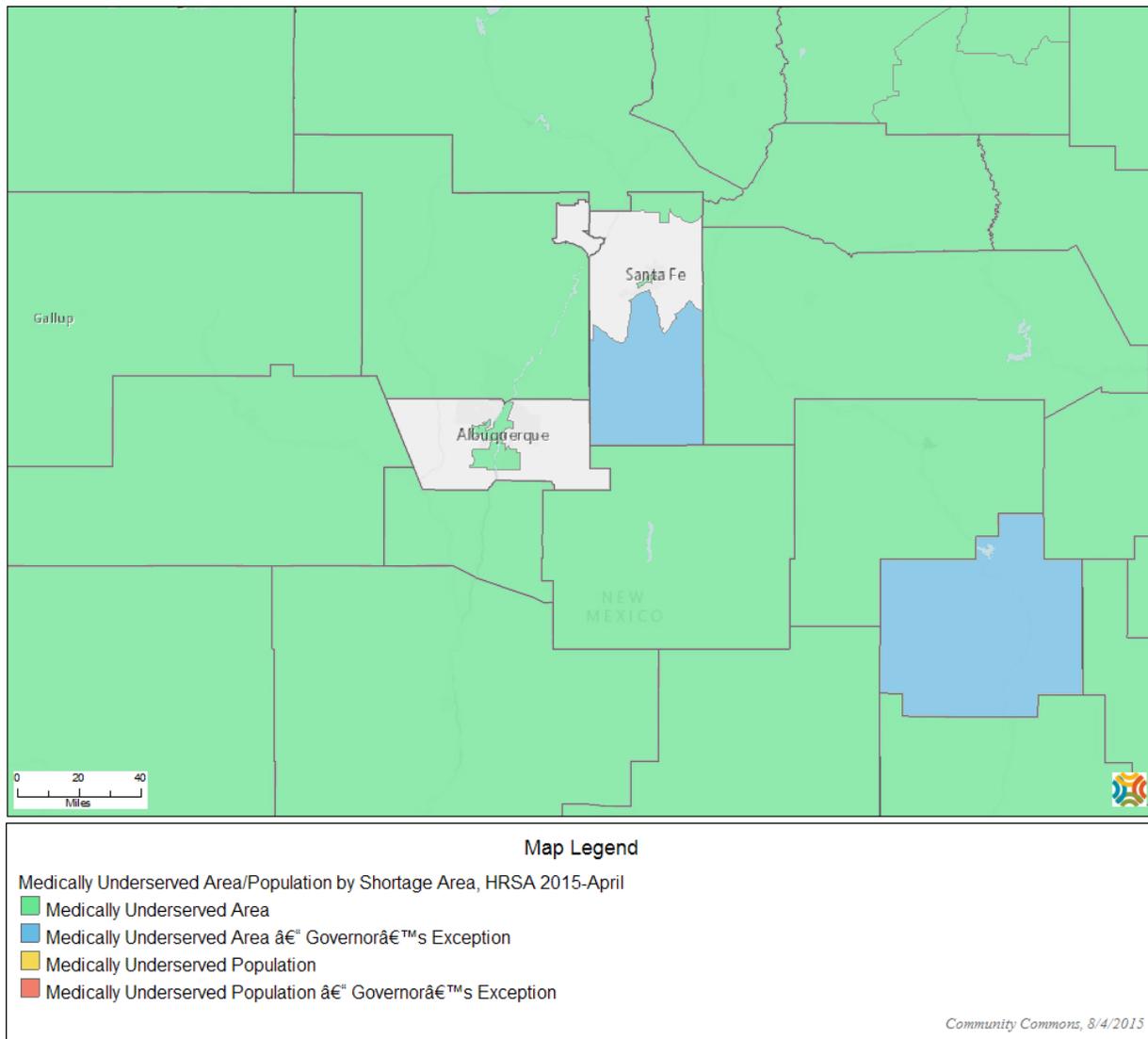
Health Exchange enrollment has been less robust at a State and County level, with expectations falling short of initial enrollment projections. As of the end of the 2015 enrollment period in April, approximately 54,000 New Mexico residents had obtained coverage through the Exchange. Initial enrollment estimates had projected over 100,000 enrollments by 2015.

Health Insurance Marketplace Enrollment 2015 Bernalillo County



New Mexico is designated as a medically underserved area in most parts of the State with significant challenges in building clinical infrastructure as well as provider capacity. This will create increased demand on the medical resources in Bernalillo County, especially with the specialized services only available at UNMH.

Medically Underserved Areas of New Mexico 2015

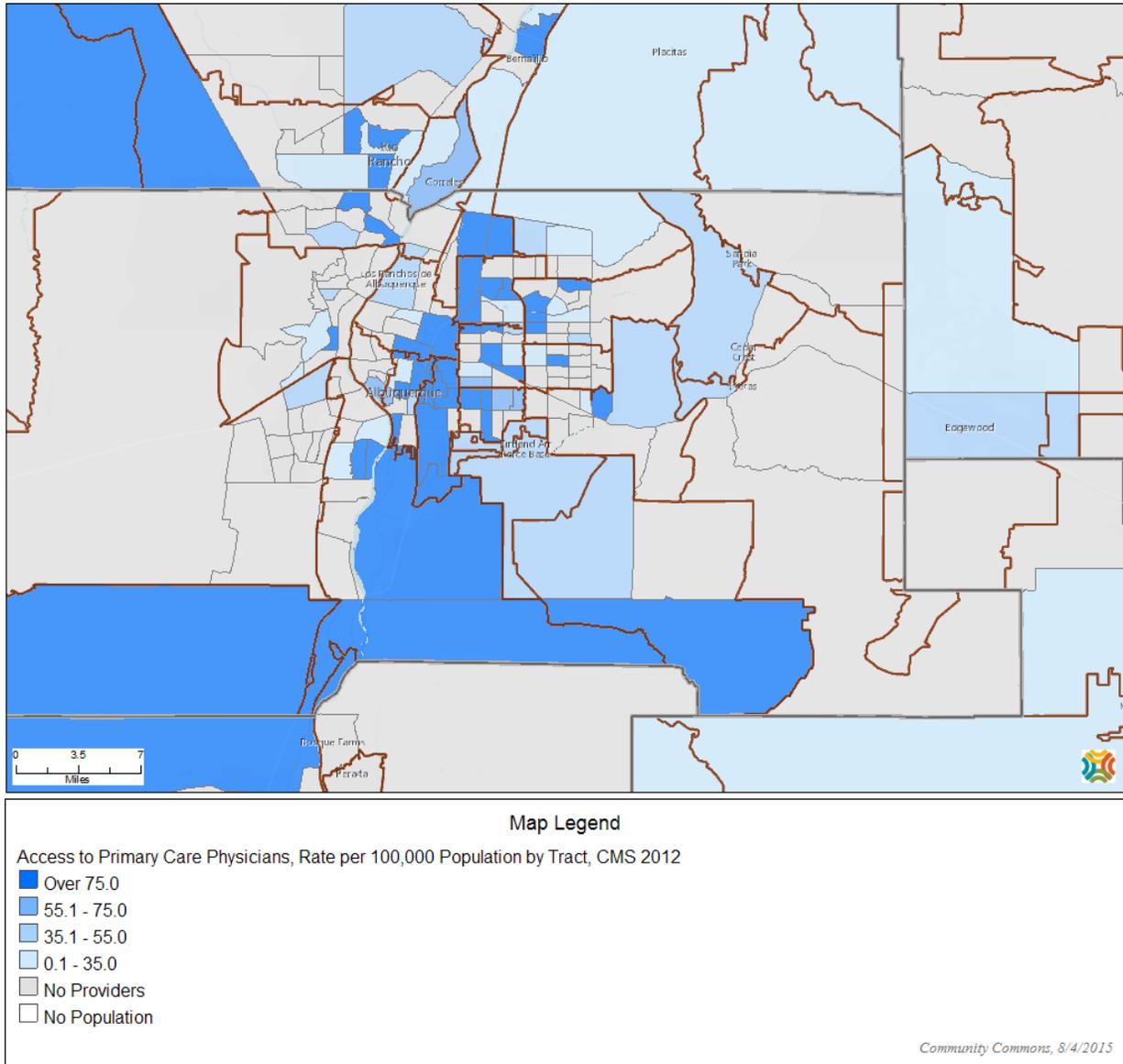


The challenges of developing adequate clinical infrastructure across New Mexico are significant. Many areas of the state have little or no healthcare provider capacity and the challenges of creating an adequate workforce are significant. This reality speaks to the ongoing importance of the teaching mission through UNMH to try to address healthcare workforce issues.

Even within Bernalillo County there are wide variations in the availability of primary care services depending on area of the county. This variation creates challenges with

access and continuity of care especially as it relates to lower income populations with more limited access to transportation resources. Ideally patients would receive coordinated patient centered care in a local medical home that is accessible in their local community neighborhood.

Access to Primary Care Providers in Bernalillo County



UNMH has made the development of community based clinics in underserved areas of Bernalillo County a priority based on the needs of the patient populations we serve. UNMH has also created community partnerships to allow for expanded access to primary care services and has longstanding relationships with several community providers.

As mentioned earlier the priorities identified in this report are as of a point in time, and with the ongoing changes in healthcare policy at both the national and local levels there will continue to be new issues identified that require a response from UNMH and other providers in our community. UNMH is committed to create the infrastructure and access that our patients needs as we move forward, and to do this in a manner that focuses on the highest quality outcomes, and efficient use of resources.





