



2022 REPORT TO OUR COMMUNITY

Delivering More through Partnerships

Welcome to your University of New Mexico local hospital, serving Sandoval County, Native American Pueblos, Tribal lands and communities in Northwest New Mexico and Arizona.

As we enter our second decade of service, we continue to grow medical and behavioral health services to meet increasing demand.

As part of UNM Hospital, the state's only academic health center, UNM SRMC brings research-based medicine to the patients, families, and communities we are privileged to serve.



**SANDOVAL REGIONAL
MEDICAL CENTER**



CONNECTING SANDOVAL COUNTY WITH CONTINUED PARTNERSHIPS

As we move into our second decade of service, the team at UNM Sandoval Regional Medical Center recommits to delivering more by putting patients, families, and communities first.

Our success in meeting this promise is directly related to the support and involvement of our providers, community partners, patients, and Sandoval County residents. Only with the collective engagement of all parties are we able to meet and exceed the trust placed in us.

Each year, we take an inventory of the successes we had in meeting the health and wellness needs of Sandoval County and share the results with our community in this report.

We are making progress in three strategic priorities: expanding primary care, expanding signature clinical programs, and increasing community impact through partnerships. For example, primary care added new providers and prenatal care is now available in family practice. We continue to grow clinical programs such as our Level III Trauma Center, the Center for Orthopaedic Excellence, bariatrics, general surgery, ENT, dermatology, and behavioral health services.

The total visits to the SRMC Level III emergency department increased by 53% from 2013 to 2022 and all twenty beds are used daily. Only 29% of patients who come to SRMC for emergency care require transport to facilities for higher levels of care, such as the UNM Hospital Level I Trauma Center.

SRMC recaptured patient activity that was lost because of the pandemic and experienced a significant patient surge of flu, RSV, and COVID in the last few months of 2022. Total visits to SRMC were over 108,000 in 2022 after dropping to 88,000 in 2020.

In behavioral health, our leadership team made great progress with four new innovative programs. Yet, there is still more to do. We are collaborating with law enforcement, county and municipal government, public schools, and Tribal leaders to fill the gaps in care and design programs for the future.

In January 2024, UNM SRMC will integrate with UNM Hospital in Albuquerque. Our mission to serve Sandoval County remains unchanged. The integration will strengthen clinical care by streamlining processes for patients, allow SRMC to add medical residents, and provide financial stability. Our patients will still have care from SRMC providers who live and work locally, as well as care from UNM Hospital academic specialists.

Our community commitment remains strong. In 2022, SRMC provided almost \$4 million in uncompensated care to patients in need. Each year, UNM SRMC commits human and financial resources to a wide range of community outreach programs. From free skin cancer screenings to support for local high school athletic trainers. From Rotary to food banks and service on community boards, SRMC team members give back. We thank you for the opportunity to serve you.

Jamie Silva-Steele, RN, BSN, MBA, FACHE
President and CEO

EXPANDING MEDICAL CARE TO MEET COMMUNITY NEEDS

UNM Sandoval Regional Medical Center brings university-level care together with community hospital service. Our medical staff is a mix of local providers and visiting specialists from UNM Hospital in Albuquerque. This gives patients the best of both types of systems. Our patients experience high-touch care from local providers who work with academic specialists to bring new treatments to the bedside.

Every year, we add more specialties and services. Dermatology has expanded from one to four providers, who offered free skin cancer screening this spring. At this screening, providers identified 30 local-area patients who were referred for skin cancer treatment.

Primary care is also growing and prenatal care is now available in our outpatient clinics. At the Center for Orthopaedic Excellence, we now offer the full range of orthopaedic surgery – from spine to hands and hips. We’ve opened a pediatric orthopaedic clinic and hired clinical athletic trainers, complementing our capable team of physical and occupational therapists. We’ve expanded gastrointestinal and cardiology services – including pacemaker insertion and management.

Thanks to community support, SRMC opened our Level III Trauma Center in 2021. We’re the only Level III Trauma Center in Sandoval County where our physicians, physician assistants, nurse practitioners, and staff provide resuscitation, surgery, intensive care, and stabilization of trauma patients twenty-four hours every day.

Today, we see more patients and transfer fewer of them to larger hospitals. This is good for patients and their families as more loved ones can now be treated closer to their homes.

As we enter our second decade of service, we celebrate the 60 providers that started at SRMC on opening day and are still with us. We also celebrate our connection with UNM Hospital, which makes it possible to stay local and offer specialties not usually available in smaller communities.



“WE’RE NOT TEENAGERS ANYMORE – WE’RE ALL GROWN UP NOW. COLLEGIALLY AND PATIENT DEDICATION ARE OUR CORE STRENGTHS. PATIENTS SENSE TEAMWORK HERE AND FEEL THE COMFORT OF OUR SMALL-TOWN APPROACH AS WE BRING THEM UNIVERSITY-LEVEL EXPERTISE AND ADVANCEMENTS TO ADDRESS THEIR INDIVIDUAL NEEDS.”

- Matthew Wilks MD, MS, FACEP
Chief Medical Officer

LEVEL III TRAUMA AT A GLANCE

- Emergency department bed capacity up from 13 to 20
- 23,650 patients treated in 2022 – 1,500 more than in 2021
- 29% of trauma patients transferred to the Level I Trauma Center – compared to over 50% in previous years

MAKING A DIFFERENCE TODAY AND TOMORROW IN BEHAVIORAL HEALTH

Five years ago, Sandoval County voters approved a mill levy to fund a Level III Trauma Center and expand Behavioral Health programs. Since then, UNM SRMC has opened four new programs that have increased access to behavioral health for individuals and families in our community.

- A new outpatient behavioral health clinic on the SRMC campus serves all ages and individuals in need, with counseling, psychology, and psychiatry in individual and group sessions.
- SRMC primary care and family practice clinics are now making referrals directly to behavioral health practitioners at SRMC and within the community, decreasing stress and increasing access to care.
- A full-time clinical social worker in the SRMC Emergency Department coordinates treatment for patients with substance use challenges, helping with assessments, referrals, and placement.
- Thanks to a federal grant, UNM SRMC is participating in a Peer Support program where a certified peer community member who is in substance abuse recovery helps patients with substance issues.



- Courtney Thomas, CPSW
Certified Peer Support Worker

“I FEEL THAT PEER SUPPORT IN THIS SETTING CAN BE A POWERFUL TOOL FOR PATIENTS BECAUSE YOU ARE MEETING THEM 1:1 AND BUILDING TRUST, WHICH CAN HOPEFULLY PROMOTE FOLLOW-THROUGH.”



- Christopher H. Morris, PhD
Behavioral Health Medical Director

“UNLIKE MOST COMMUNITIES WHO HAVE A HUGE NEED AND FEW RESOURCES, HERE IN SANDOVAL COUNTY, MILL LEVY RESOURCES GIVE US THE CAPACITY TO DEVELOP NEW PROGRAMS AND TRY NEW THINGS TO MEET LOCAL NEEDS. SIMULTANEOUSLY, WE’RE WORKING WITH PARTNERS IN THE COMMUNITY AND IN GOVERNMENT TO START NEW PROGRAMS.”

Currently, SRMC is working with local and state government to stand up a mobile crisis response unit in Sandoval County. The Behavioral Health program and its dedicated staff is working on behavioral health initiatives and designing others to ensure patients have continued access to services. The future of behavioral health is about creating new ways to access care. The system is evolving away from a “you come to us” model to a “we come to you” model of care. The goal is for those in need to have a person to call, people to come and a place to go.

It’s a bold future. One we will achieve through partnership and the continued support of Sandoval County residents.



PARTNERING WITH EDUCATION FOR TODAY AND TOMORROW

UNM SRMC partners with educational leaders to understand what parents, teachers, and students are facing, and to shape programs that will help support student success.

To create awareness of medical careers, the Health Sciences Rio Rancho Campus and SRMC host a summer camp for high school students where they get direct experience with what health careers involve. Beyond summer camp, we work with each school district on healthcare career pathways. “Each year, a good number of our students enter nursing programs, often outside of New Mexico,” says Rio Rancho Public Schools Superintendent V. Sue Cleveland. “However, the expansion of nursing and other health-related programs here in Rio Rancho has made it possible for our students to access those local opportunities and remain in New Mexico.”



- Area Superintendents
V. Sue Cleveland, Rio Rancho Public Schools
Matt Montaño, Bernalillo Public Schools
Karen Sanchez-Griego, Cuba Public Schools

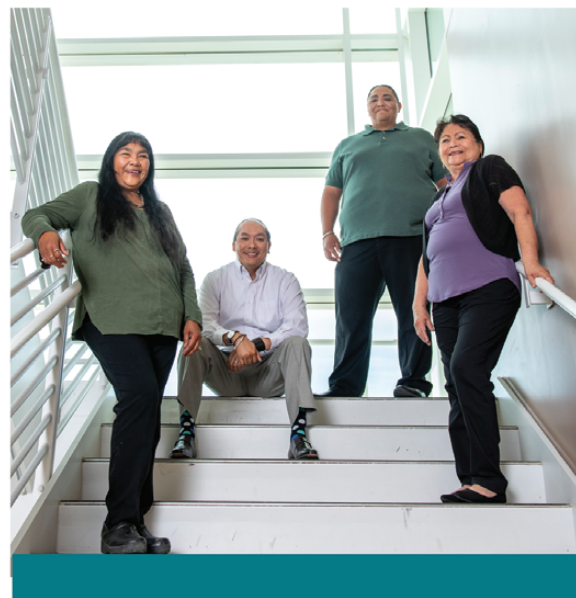
PARTNERING WITH EDUCATION FOR TODAY AND TOMORROW *continued*

Behavioral health needs have increased for students of all ages. The isolation caused by the pandemic has increased substance abuse and mental health issues.

In response, the Health Sciences Rio Rancho Campus sponsored the “Summer of Healing,” an educational and physical experience for teachers struggling after the pandemic. Currently, outpatient therapy and psychiatric support for students and teachers is provided at the SRMC Behavioral Health Clinic on the SRMC campus.

Cuba Community School District Superintendent Karen Sanchez-Griego reports, “We have been working with UNM SRMC to support the mental well-being of our children by attending monthly meetings with medical and psychological doctors. The goal is to understand and provide support to children in rural New Mexico that aligns with the culture and language of our Navajo and Hispanic communities.”

GUIDED BY COMMUNITY LEADERS



Volunteer board members guide SRMC strategy and operations, often serving as an early warning system to identify emerging issues. These dedicated community leaders help us shape programs to address unmet needs.

SRMC is venturing out in person to Pueblos and Tribes in Sandoval County to understand where and how they would like to collaborate. Several board members are engaged with Joyce Naseyowma-Chalan, (Hopi/Taos Pueblo) as she leads UNM SRMC’s Native American Affairs program to guide SRMC in providing healthcare for Native American patients. A one-of-a-kind strategy is a partnership with Pueblos and Tribes to provide patient care coordination services to help de-complicate the process of getting health care.

– Board Members: (Left to Right) Charlotte Garcia, Dave Panana, Erik Lujan, Joyce Naseyoma-Chalan, Program Manager, Native American Affairs

“ SO OFTEN HEALTH SYSTEMS LOOK AT NATIVE PEOPLE AS DATA POINTS AND DON’T REALIZE THE EXPANDED AWARE-NESS NATIVE LEADERS HAVE TO THE HEALTH SYSTEM. IT’S CRITICAL TO ANTICIPATE NEEDS LIKE PRIMARY CARE AND BEHAVIORAL HEALTH AND SHAPE PROGRAMS TO MEET THESE NEEDS.”

– Erik Lujan, SRMC Board Member

UNM SRMC – QUICK FACTS

UNM SRMC is a busy medical campus with services and staff dedicated to Sandoval County. We operate as part of UNM Hospital, the state’s only academic health center in Albuquerque.

Our medical staff of over 650 professionals is a mix of local providers working exclusively at SRMC and visiting specialists from UNM Hospital in Albuquerque. Whether it’s emergency care, planned surgeries, routine screenings, or visits to your primary care physician or specialist, your local medical team delivers more by putting you and your health first.

OUR PERFORMANCE

- **\$102.5M annual operating revenue**
- **\$40M in payroll**
- **57% remains in Sandoval County**
- **42,557 outpatient clinic visits**
- **21,520 emergency department visits**
- **3,152 hospital visits**
- **3,277 surgeries**

Over three years of surveys, the majority of Sandoval County residents who were either patients or had a family member as a patient at UNM SRMC consistently rated the quality of care provided as “excellent.” In 2022, 88% rated care at UNM SRMC as “excellent.”

OUR SERVICES

Emergency room, hospital, and clinics covering 240,000 square feet and employing 645 healthcare workers

- 60 hospital beds
- 20-bed emergency department
- 12 imaging suites including MRI, CT, and mammography

Physician clinics offering over 24 medical specialties

- Primary care
- Behavioral health
- Cardiology
- Dermatology
- Bariatrics, general surgery
- Ear, nose, and throat
- Gastrointestinal services and MORE


Center of Excellence for Orthopaedic Surgery and Rehabilitation, offering

- Orthopaedic spine surgery
- Joint replacement surgery
- Hand surgery
- Neurosurgical spine surgery
- Pediatric orthopaedic clinic
- Clinical athletic trainers
- Physical and occupational therapy

OVERALL QUALITY OF CARE RECEIVED AT UNM SANDOVAL REGIONAL MEDICAL CENTER

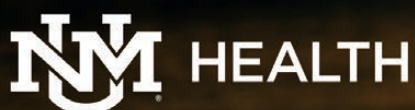
Among Those Who Have Been a Patient at UNM SRMC Total Responses (n=99)

	EXCELLENT 5	4	3	2	VERY POOR 1	MEAN
2022	59%	29%	8%	3%	1%	4.4
2021	65%	28%	3%	3%	1%	4.5
2020	66%	17%	7%	5%	4%	4.4

A person wearing a blue cable-knit sweater is shown from the side, reaching out with their right hand towards a sunset. The sun is low on the horizon, casting a warm glow over a range of mountains in the background. The sky is filled with soft, golden light and some light clouds. The foreground is a dark, grassy field.

UNM Sandoval Regional Medical Center is transitioning to become a campus of UNM Hospital. The change will be effective by January 1, 2024; however, our mission will be unchanged. We provide medical and behavioral health care to Sandoval County.

Our patients are served by local providers dedicated to SRMC and visiting providers from New Mexico's only academic health center. When patients require higher levels of care than we offer at SRMC, we offer to connect them with UNM Hospital – the only Level I Trauma Center in New Mexico, the UNM Cancer Center – the state's only nationally designated comprehensive cancer center, and UNM Children's Hospital – the only dedicated children's hospital serving the smallest, most vulnerable in our community.



HOW TO REACH US

(505) 994-7000

goto.unm.edu/srmc