Bernalillo County Trend Report

March 31, 2019

UNM HOSPITAL

Index

ACCOUNTABILTY:

		Page
1	Average time for Appointment Primary Care (Third Available)	3
2	Average time for Appointment Specialty Care (Third Available)	3
3	Press Ganey Inpatient Satisfaction Score with Benchmark	4
4	Average Length of Stay for Inpatient Admissions	5
5	30 Day Readmission Rate	5
6	MRSA Bloodstream Standardized Infection Rate	5
7	Number of Emergency Department Visits	6
8	Emergency Department patients Left without being seen	6
9	Emergency Department time from arrival to disposition	6
10	Number of Self Pay Encounters Bernalillo County	7
11	Number of Medicaid Encounters Bernalillo County	7
12	Emergency Medical Services to Aliens encounters Bernalillo County	7
13	Medicare encounters Bernalillo County	7
14	Uninsured encounters Bernalillo County	7
15	HMO and Insurance encounters Bernalillo County	7
16	Bernalillo County Patient Encounters by funding source	7
17	Quarterly Statement of Net Assets	8
18	UNMH Income Statement to budget for FYTD	9
19	Financial Assistance to patients by county	10
20	Patient Count of indigent Bernalillo County residents by zip code	11
21	Primary service provided to Bernalillo County residents by service type	12
22	Primary reasons for Bernalillo County indigent care visits	13
23	Revenues by Payer Source	14
24	Total Number of Inpatient Days	15
25	Registered Nurse Hours of Care	15
26	Licensed Registered Nursing FTE	15
27	Registered Nursing Retention Rate	15
28	Grievances and Compliments	16
29	Monthly Total MDC Inmates Receiving Inpatient Services	17
30	Monthly Total MDC Inmates Receiving Outpatient Services	17

GOOD PRIMARY CARE SYSTEM:

		Page
1	Press Ganey Ambulatory Patient Satisfaction Score	18
2	Total Number of Outpatient Clinic Visits	18
3	Number of Evening and Weekend Clinics	18
4	Percentage of Primary Care Patients with same day clinic appointment	19
5	Percentage of appointment arrivals and no-shows Primary Care	20
6	Percentage of appointment arrivals and no-shows Specialty Care	21
7	Percentage abandon phone calls for primary and specialty care	22
8	National Patient Safety Goal Medication Reconciliation Primary Care	22
9	National Patient Safety Goal Medication Reconciliation Specialty Care	22
10	Percentage of patients with access to medical record	23
11	Diabetes Management Indicators for HgbA1C and LDL <100	24

FINANCIAL SERVICES:

		Page
1	Total Financial Assistance – Uninsured	**25**
2	Total Uncompensated Care	**25**
3	Charity Care encounters for Bernalillo County Patients	**25**
4	Number of Patients on UNM Care	**25**
5	Total Number of Patients on Self Pay Discount Program	**25**
6	Number of Medicaid Applications Completed	**25**
7	Number of Unique Patients Sent to Collections	**26**

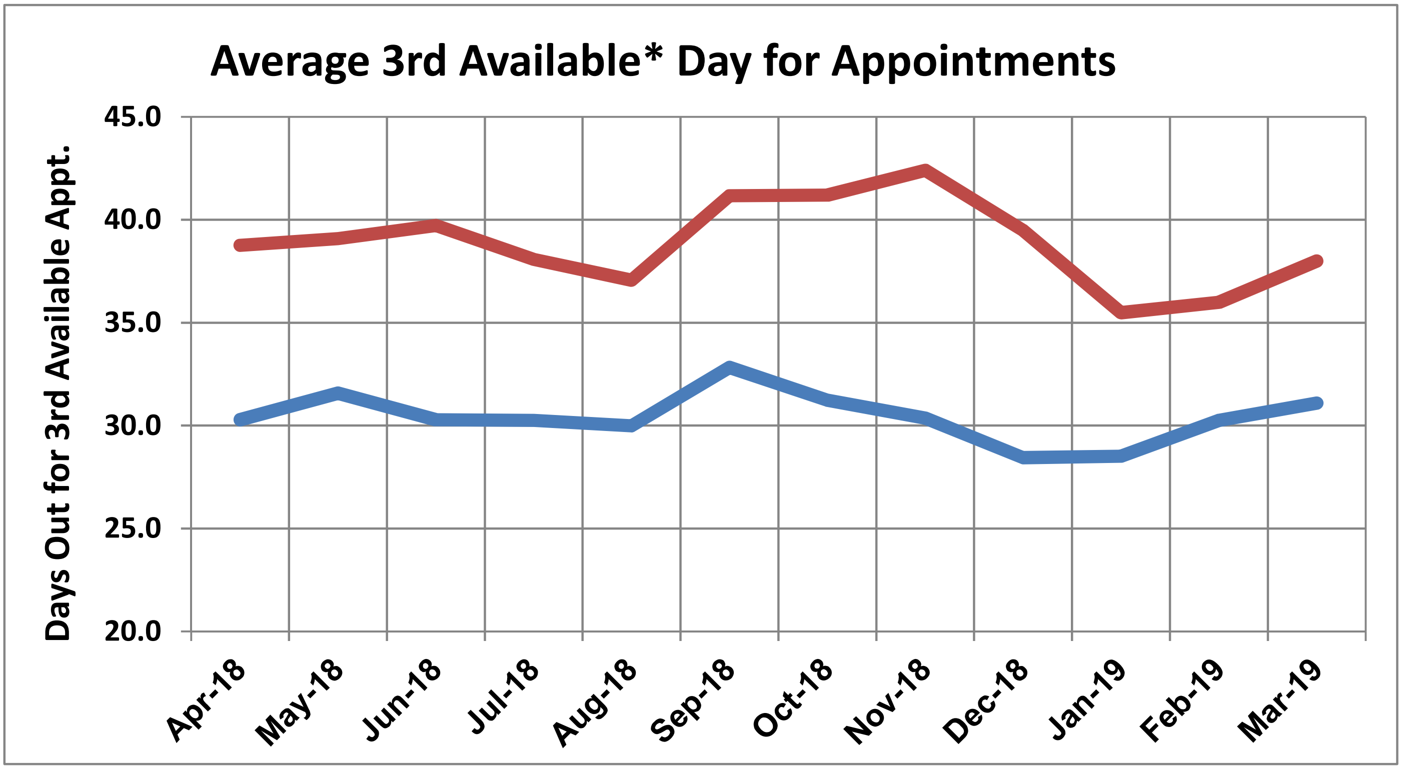
BEHAVIORAL HEALTH:

		Page
1	Mill Levy Dollars allocated to Behavioral Health	**27**
2	Press Ganey Inpatient Satisfaction Score	**28**
3	Press Ganey Outpatient Satisfaction Score	**28**
4	30 day Readmission Rate - Children's Psychiatric Center	**29**
5	30 day Readmission Rate - Adult Psychiatric Center	**30**
6	30 day Readmission Rate - Both Adult and Child Psychiatric Center	**31**
7	Average Appointment time for BH outpatients services	**32**
8	Average Length of stay for BH inpatient admissions	**33**
9	Number of Psychiatric Emergency Department encounters	**34**
10	Number of urgent care encounters	**34**
11	Number of Fast Track Patients Seen	**34**
12	Law Enforcement Drop Offs at Psychiatric Emergency Services	**34**
13	Number of Opioid Patients	**35**
14	Number of Methadone Encounters	**35**
15	Number of Suboxone Encounters	**35**
16	Number of patients in COPE Medical home for High Needs Patients	**35**

NATIVE AMERICAN SERVICES:

		Page
1	Average Native American Census	**36**
2	Number of Native Americans on UNM Care	**36**
3	Number of Native American ED encounters	**36**
4	Number of Native American Outpatient encounters	**36**
5	Number of Native American Inpatient Days	**37**
6	Native American IHS encounters	**38**
7	Native American Medicaid encounters	**38**
8	Native American Commercial Insurance encounters	**38**
9	Native American Uncompensated Care encounters	**38**

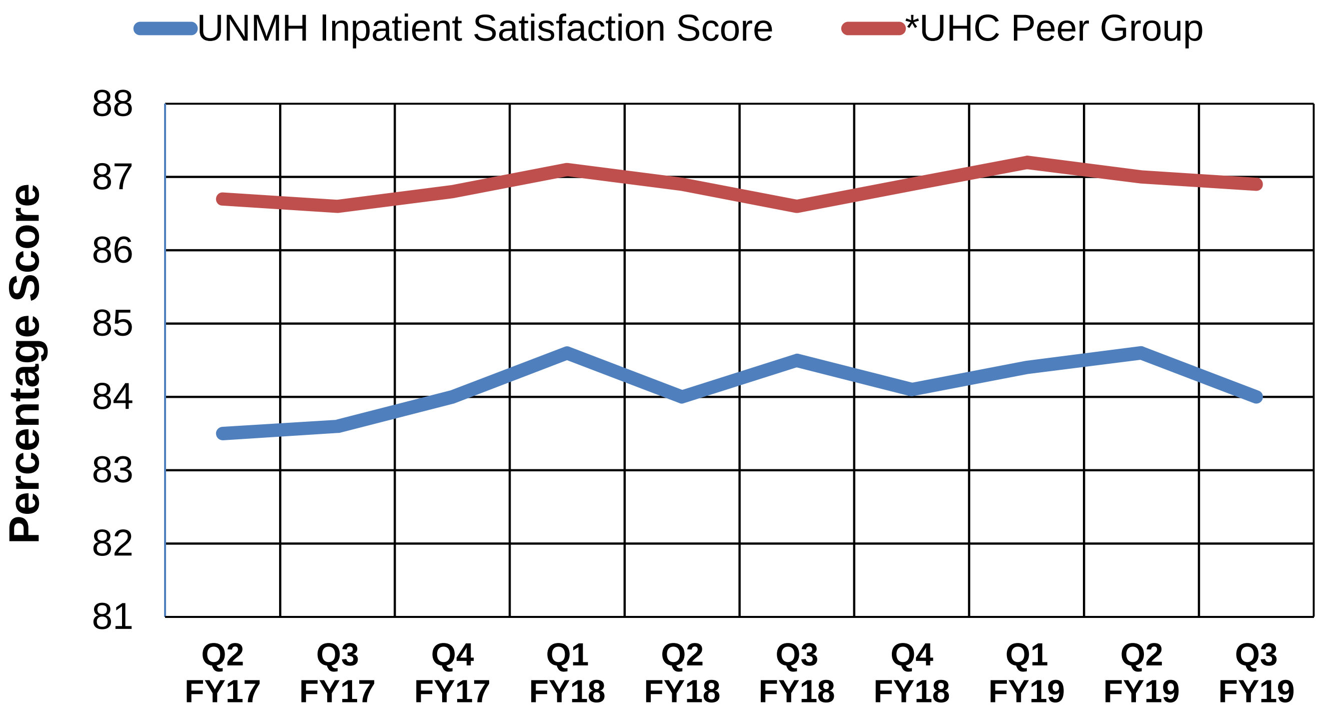
Average time for an Appointment for Primary Care and Specialty Care Clinics



Month	UNMH Family Health	UNMH Specialty Clinics
Apr-18	30.3	38.8
May-18	31.6	39.1
Jun-18	30.3	39.7
Jul-18	30.3	38.1
Aug-18	30.0	37.1
Sep-18	32.8	41.2
Oct-18	31.2	41.2
Nov-18	30.4	42.4
Dec-18	28.4	39.5
Jan-19	28.5	35.5
Feb-19	30.3	36.0
Mar-19	31.1	38.0

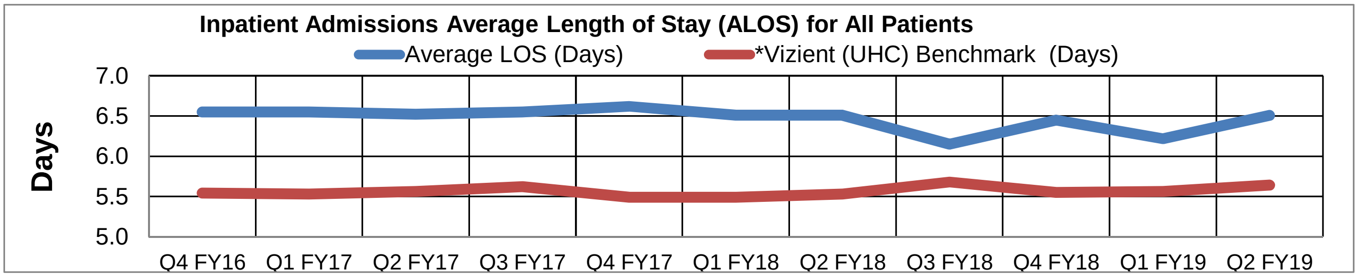
* **3rd Next Available** is the industry standard for measuring appointment access and best represents the performance of the appointment access system as a whole.

UNMH Press Ganey Inpatient Satisfaction Score



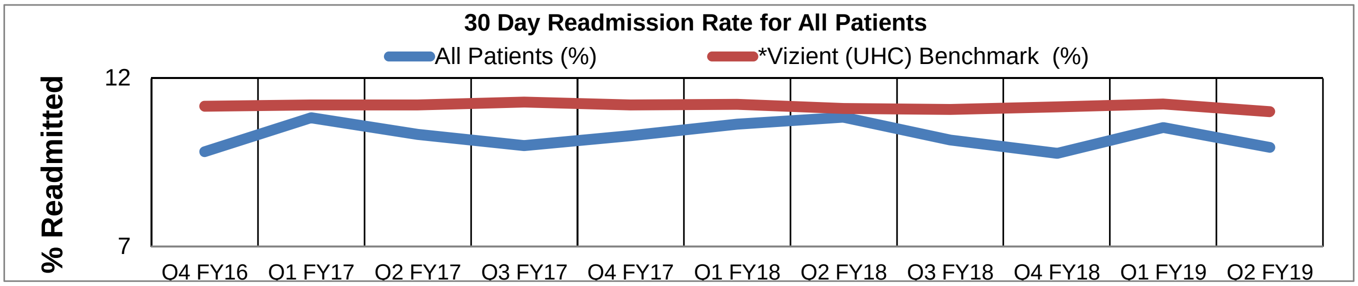
Quarter	Q2 FY17	Q3 FY17	Q4 FY17	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	Q1 FY19	Q2 FY19	Q3 FY19
UNMH Inpatient Satisfaction Score	83.5	83.6	84	84.6	84	84.5	84.1	84.4	84.6	84
*UHC Peer Group	86.7	86.6	86.8	87.1	86.9	86.6	86.9	87.2	87	86.9

*The University Health System Consortium ("UHC") is an alliance of 98 of the nation's leading academic medical centers ("AMCs"), and 143 associate member institutions affiliated with those academic medical centers, which represents over 90% of the nonprofit academic medical centers in the United States.

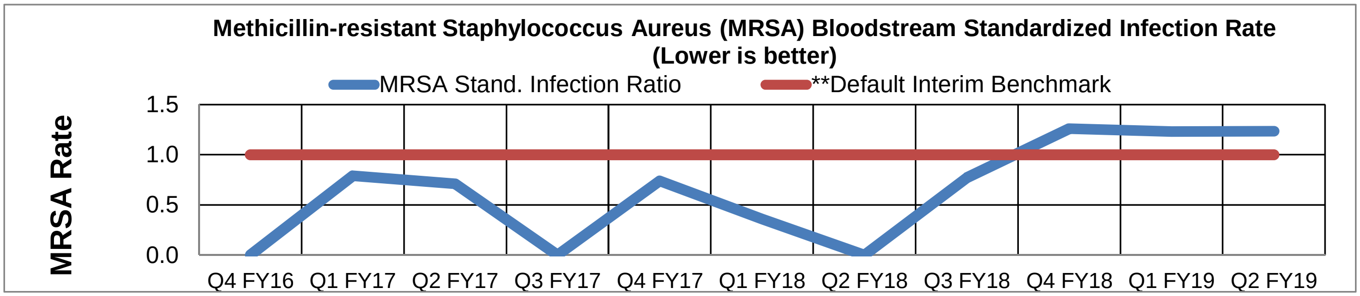


Fiscal Quarter	**Q4 FY16**	**Q1 FY17**	**Q2 FY17**	**Q3 FY17**	**Q4 FY17**	**Q1 FY18**	**Q2 FY18**	**Q3 FY18**	**Q4 FY18**	**Q1 FY19**	**Q2 FY19**
Average LOS (Days)	6.55	6.55	6.52	6.55	6.62	6.51	6.51	6.15	6.45	6.22	6.51
*Vizient (UHC) Benchmark (Days)	5.54	5.53	5.56	5.62	5.49	5.49	5.53	5.68	5.55	5.56	5.64

(3 month delay in Vizient data)



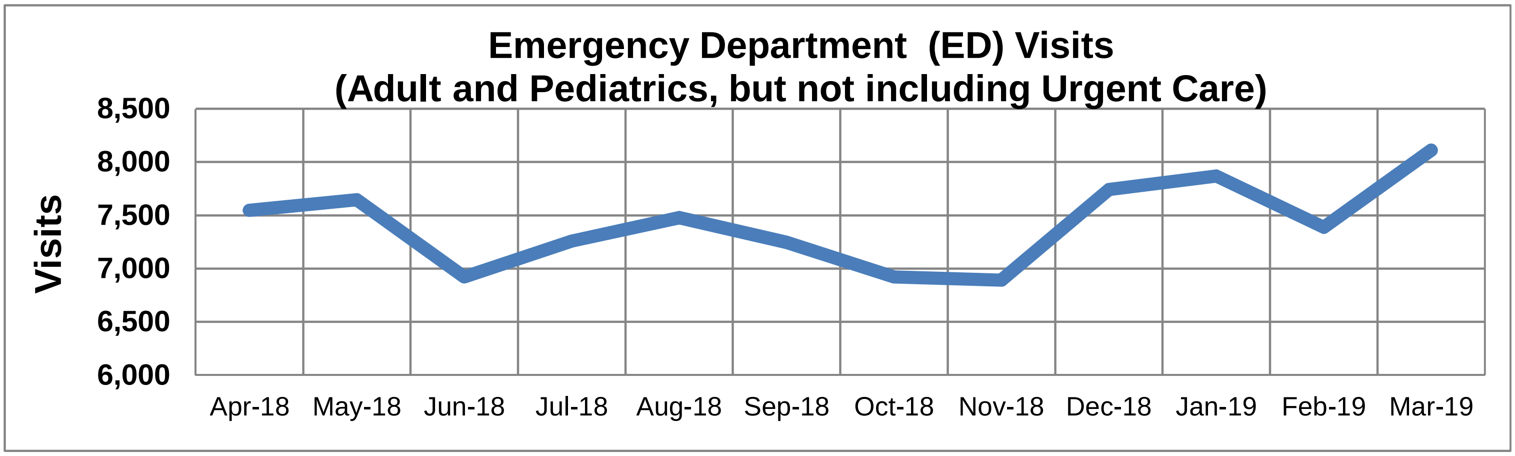
Fiscal Quarter	**Q4 FY16**	**Q1 FY17**	**Q2 FY17**	**Q3 FY17**	**Q4 FY17**	**Q1 FY18**	**Q2 FY18**	**Q3 FY18**	**Q4 FY18**	**Q1 FY19**	**Q2 FY19**
All Patients (%)	9.82	10.83	10.34	10.00	10.30	10.64	10.84	10.16	9.77	10.53	9.94
*Vizient (UHC) Benchmark (%)	11.17	11.21	11.21	11.30	11.21	11.22	11.10	11.07	11.15	11.24	11.01



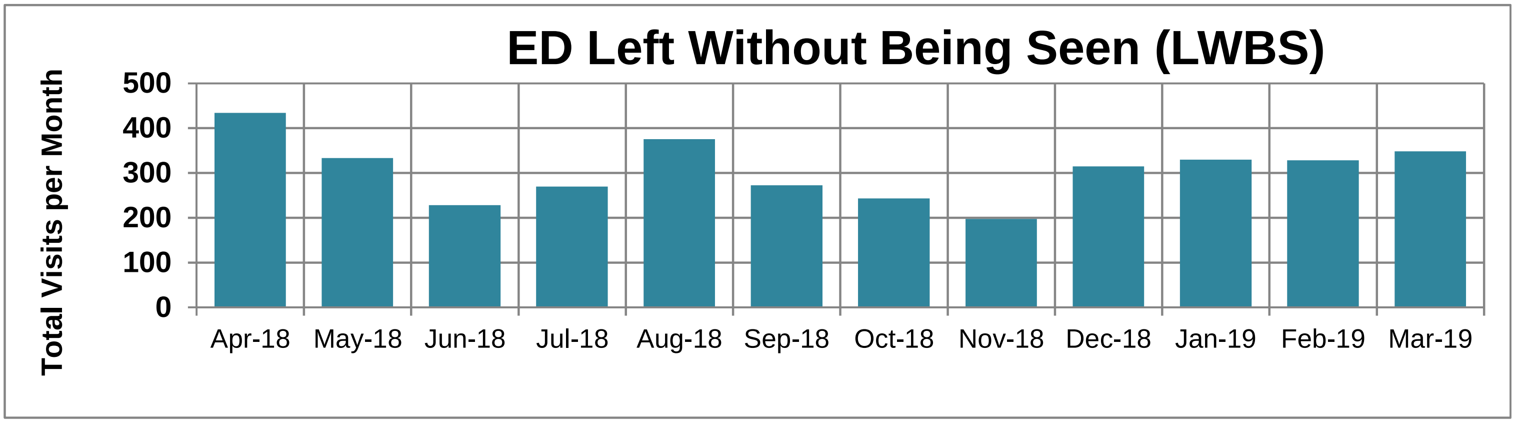
Fiscal Quarter	**Q4 FY16**	**Q1 FY17**	**Q2 FY17**	**Q3 FY17**	**Q4 FY17**	**Q1 FY18**	**Q2 FY18**	**Q3 FY18**	**Q4 FY18**	**Q1 FY19**	**Q2 FY19**
MRSA Stand. Infection Ratio	**0.00**	**0.79**	**0.71**	**0.00**	**0.74**	**0.36**	**0.00**	**0.77**	**1.26**	**1.23**	**1.23**
**Default Interim Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Raw Count of Infections	0	2	2	0	2	1	0	2	3	3	3

*Vizient, Inc. (formerly, "UHC") is an alliance of the nation's leading academic medical centers ("AMCs") and associate member institutions affiliated with those academic medical centers, which represents over 90% of the nonprofit academic medical centers in the United States.

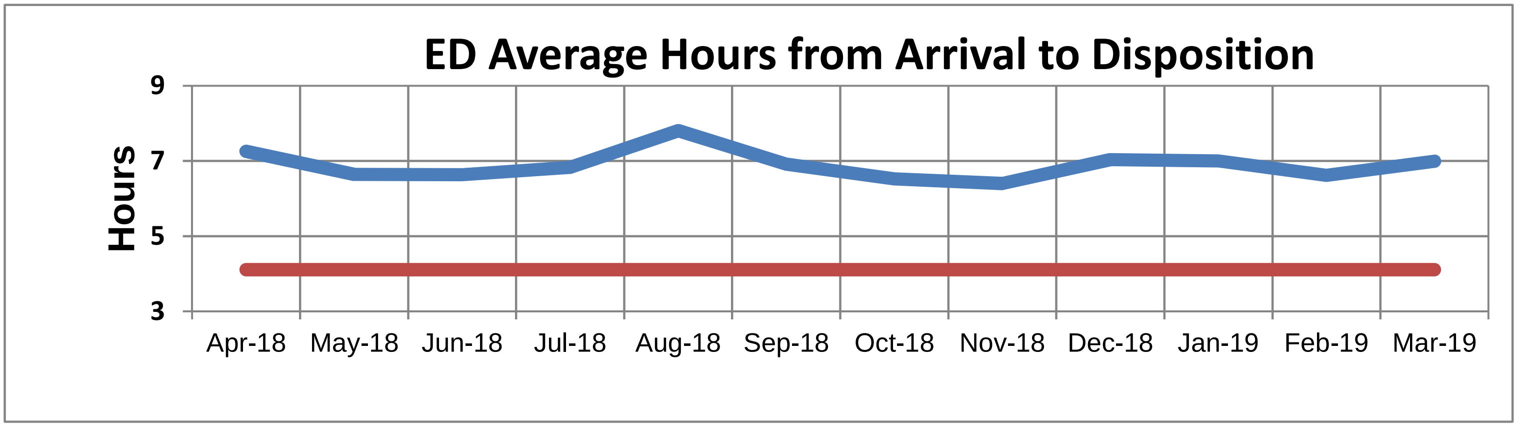
**Default Interim Benchmark is a temporary measure until a national benchmark is defined.


Emergency Department (ED) Visits
(Adult and Pediatrics, but not including Urgent Care)

Month	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Visits	7,548	7,646	6,921	7,259	7,479	7,247	6,921	6,892	7,744	7,868	7,387	8,111


ED Left Without Being Seen (LWBS)

Month	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
UH LWBS	434	333	228	269	375	272	243	197	314	329	328	348


ED Average Hours from Arrival to Disposition

Month	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Arrival to Disposition	7.26	6.64	6.63	6.83	7.81	6.91	6.53	6.40	7.03	7.00	6.62	6.99
*National Average	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11

* Press Ganey, Emergency Department Pulse Report, 2010 - Average length of stay in ED: 4 hours, 7 minutes.

Encounters - Bernalillo County
For the nine (9) months ended March 31, 2019

Source	Bernalillo County Encounters
Charity Care - Bernalillo County	7,313
EMSA	477
IHS	2,367
Medicaid	255,439
Medicare	201,908
Uninsured	30,110
HMO's & Insurance	161,025
All Other *	31,290
Total Encounters	**689,929**
Native American Encounters **	**73,078**

Encounters:
Bernalillo County consist of Inpatients and Outpatients who provided a Bernalillo County zip code during their registration. Categories are based on Primary Payer Code. Native American Encounters are based on race as provided during registration, are not restricted to only Bernalillo County zip codes and could be duplicate of the Bernalillo encounters by payer above. Includes Acute and Behavioral Health.

***All Other** includes: Champus, Veteran Affairs, Tricare and Out of State Medicaid

****Native American Encounters** are based on race as provided during registration, are not restricted to only Bernalillo County zip codes and could be duplicate of the Bernalillo encounters by payer above.

BALANCE SHEET

Statements of Net Assets
March 31, 2019 and June 30, 2018

Assets	**March 2019**	**June 2018**
(In Thousands)		
Current assets:		
Cash and cash equivalents	$ 203,623	201,784
Marketable securities	35,327	34,591
Receivables:		
Patient, net	142,528	123,340
University of New Mexico	562	1,537
Estimated third-party payor settlements	44,117	37,702
Bernalillo County treasurer	11,913	1,536
Other	36,748	38,844
Total current assets	474,818	439,334
Noncurrent assets:		
Assets whose use is limited:		
Held by trustee	23,527	18,229
By UNM Hospital Clinical Operations Board	25,776	23,885
Capital assets, net	217,928	218,848
Total assets	742,049	700,296
Liabilities		
Current liabilities:		
Accounts payable	47,098	64,184
Payable to University of New Mexico	54,591	34,567
Estimated third-party payor settlements	79,967	49,200
Interest payable bonds	844	87
Other accrued liabilities	59,342	65,170
Total current liabilities	241,842	213,208
Bonds payable	97,820	97,820
Total liabilities	339,662	311,028
Net Assets		
Restricted for expendable grants, bequests, and contributions	29,842	17,764
Restricted for trust indenture and debt agreement	23,527	18,229
Unrestricted net assets	228,880	232,247
Assets invested in capital	120,138	121,028
Total net assets	$ 402,387	$ 389,268
Current Ratio	**1.98**	**2.09**
Days Cash on Hand	**68.22**	**71.09**

INCOME STATEMENT

Statements of Revenues, Expenses, and Changes in Net Assets
For the nine (9) months ended March 31, 2019

(In Thousands)		**March, 2109**
Operating revenues:		
Net Patient Service	$	734,395
Other		40,247
Total Operating Revenues		774,642
Operating expenses:		
Employee Compensation and Benefits		400,960
UNM School of Medicine Medical Services		100,001
Medical Services Oncology		13,802
Medical Services non-SOM		25,943
Medical Supplies		118,184
Oncology Drugs		32,339
Occupancy/Equipment		45,918
Depreciation		24,371
Purchased Services		47,450
Health System Expenses		20,737
Other		12,536
Total Operating Expenses		842,240
Operating loss		(67,598)
Nonoperating Revenues (Expenses):		
Bernalillo County Mill Levy		75,202
State Appropriation		9,166
Health System Mission Support		(7,550)
Interest Expense		(2,278)
Other Revenue and (Expense)		6,177
Net Nonoperating Revenues		80,717
Increase in Net Assets		13,119
Net Assets, Beginning of Year		389,268
Net Assets, End of Year	$	402,387

Financial Assistance to Patients by County*

For the nine (9) months ended March 31, 2019

County	Charity Care Cost	Uninsured Cost	Total Uncompensated Care Cost
Bernalillo	$ 21,711,158	$ 21,036,500	$ 42,747,659
Catron	1,190	8,709	9,899
Chaves	117,636	90,358	207,994
Cibola	546,140	139,539	685,680
Colfax	7,134	16,843	23,977
Curry	23,801	70,620	94,421
De Baca	3,711	-	3,711
Dona Ana	43,160	312,814	355,974
Eddy	107,120	46,560	153,680
Grant	9,684	44,053	53,737
Guadalupe	53,643	32,537	86,180
Harding	-	-	-
Hidalgo	453	-	453
Lea	65,313	47,654	112,967
Lincoln	121,335	65,374	186,709
Los Alamos	14,624	18,716	33,340
Luna	7,320	59,486	66,806
Mc Kinley	251,720	394,291	646,011
Mora	9,543	35,885	45,428
Otero	32,074	49,971	82,045
Quay	2,160	5,805	7,966
Rio Arriba	153,646	101,167	254,814
Roosevelt	103,196	19,538	122,734
San Juan	268,857	205,751	474,608
San Miguel	44,491	56,356	100,847
Sandoval	1,597,454	906,457	2,503,912
Santa Fe	536,249	1,208,099	1,744,347
Sierra	6,771	74,709	81,480
Socorro	148,195	242,305	390,500
Taos	60,635	563,064	623,699
Torrance	215,744	396,186	611,930
Union	1,447	60,895	62,342
Valencia	1,891,849	514,250	2,406,099
Out Of State	-	2,556,943	2,556,943
Grand Total	**$ 28,157,454**	**$ 29,381,438**	**$ 57,538,891**

* Based on primary and secondary coverage

Total Uncompensated Care Cost: Cost of care for UNM Hospitals is the actual cost of providing care - salary, benefits, supplies, drugs, blood, organs, utilities, depreciation, contracts, services.

Financial Assistance to Bernalillo County Patients by Zip Code
For the nine (9) months ended March 31, 2019

Bernalillo County Zip	Inpatient Encounter Count	Inpatient Charity Care and Uninsured Cost	Outpatient Encounter Count	Outpatient Charity Care and Uninsured Cost	Total Encounter Count	Total Patient Charity Care and Uninsured Cost
87008	1	$1,604	69	$ 23,054	70	$ 24,658
87022	11	5,945	209	203,677	220	209,622
87047	5	10,307	261	123,114	266	133,421
87059	17	38,613	684	151,181	701	189,793
87101	5	49,556	30	21,547	35	71,102
87102	155	743,258	5,502	1,725,178	5,657	2,468,436
87103	1	1,161	62	27,100	63	28,260
87104	35	151,826	1,813	361,673	1,848	513,499
87105	338	2,132,239	12,236	3,868,518	12,574	6,000,758
87106	115	640,044	3,294	981,463	3,409	1,621,507
87107	157	1,087,163	4,684	1,305,470	4,841	2,392,634
87108	219	1,162,733	7,929	2,498,542	8,148	3,661,275
87109	113	511,493	3,839	1,182,417	3,952	1,693,910
87110	145	1,034,370	4,662	1,179,088	4,807	2,213,458
87111	86	333,129	3,182	917,985	3,268	1,251,115
87112	145	749,725	4,805	1,223,723	4,950	1,973,448
87113	39	239,755	1,207	352,836	1,246	592,591
87114	131	1,272,337	4,002	1,289,832	4,133	2,562,169
87115	-	-	3	204	3	204
87116	2	198	84	29,056	86	29,254
87117	-	-	1	121	1	121
87119	3	10,280	126	20,511	129	30,791
87120	118	631,666	4,638	1,355,291	4,756	1,986,956
87121	508	2,956,484	18,926	5,915,324	19,434	8,871,808
87122	17	89,726	366	86,764	383	176,491
87123	195	1,214,815	6,751	1,946,190	6,946	3,161,005
87125	7	17,927	288	203,212	295	221,139
87128	-	-	-	-	-	-
87131	-	-	9	2,087	9	2,087
87151	7	123,776	92	94,362	99	218,138
87153	1	99	11	946	12	1,045
87154	1	542	135	49,719	136	50,261
87158	-	-	1	50	1	50
87176	4	6,582	230	44,701	234	51,283
87181	-	-	55	11,958	55	11,958
87184	-	-	26	7,416	26	7,416
87185	2	2,579	2	52	4	2,632
87187	1	1,171	29	8,820	30	9,991
87190	-	-	65	16,151	65	16,151
87191	3	4,348	70	10,231	73	14,578
87192	2	13,987	95	27,054	97	41,041
87193	6	3,237	130	18,895	136	22,132
87194	1	10,774	36	15,149	37	25,923
87195	3	5,515	245	59,169	248	64,685
87196	3	11,161	201	41,644	204	52,806
87197	3	3,467	100	17,045	103	20,512
87198	4	4,919	158	37,353	162	42,272
87199	6	-	100	13,273	106	13,273
Grand Total	**2,615**	**$ 15,278,513**	**91,443**	**$ 27,469,146**	**$ 94,058**	**$ 42,747,658**

C - Financial Assistance to Bernalillo County Patients by Service Type

For the nine (9) months ended March 31, 2019

Bernalillo County Zip	Cancer Count	Medicine Count	Pediatrics Count	Surgery Count	Emergency Medicine Count	Neurology Count	OBGYN Count	Orthopedics Count	Psychiatry Count	Other Count	Total Count
87008	1	18	-	3	7	9	-	6	15	11	70
87022	23	99	-	15	30	12	2	10	9	20	220
87047	14	100	-	9	15	26	1	15	33	53	266
87059	83	255	-	33	31	50	8	17	60	164	701
87101	-	16	-	2	6	-	-	-	7	4	35
87102	325	1,804	5	210	630	257	78	144	815	1,389	5,657
87103	6	16	-	1	7	2	1	-	7	23	63
87104	59	716	5	53	119	100	28	57	208	503	1,848
87105	730	4,314	23	473	1,038	599	223	383	1,156	3,635	12,574
87106	121	1,207	4	107	278	136	57	111	489	899	3,409
87107	254	1,795	13	186	351	231	76	192	478	1,265	4,841
87108	292	2,779	9	242	766	331	128	221	1,008	2,372	8,148
87109	218	1,522	5	162	311	247	51	135	417	884	3,952
87110	279	1,740	12	196	342	312	50	144	613	1,119	4,807
87111	174	1,232	6	125	209	240	39	92	442	709	3,268
87112	247	1,909	4	192	329	307	79	180	630	1,073	4,950
87113	59	476	3	64	82	82	23	37	81	339	1,246
87114	326	1,539	7	137	207	244	76	127	412	1,058	4,133
87115	-	-	-	2	-	-	-	-	-	1	3
87116	6	28	-	2	16	3	1	3	3	24	86
87117	-	-	-	-	-	-	-	1	-	-	1
87119	13	44	-	1	5	9	1	2	14	40	129
87120	261	1,873	7	130	288	358	64	187	498	1,090	4,756
87121	1,150	6,879	30	662	1,447	974	465	624	1,108	6,095	19,434
87122	29	165	1	27	14	13	8	13	46	67	383
87123	379	2,500	5	260	508	343	138	209	638	1,966	6,946
87125	29	83	1	5	52	18	3	9	45	50	295
87128	-	-	-	-	-	-	-	-	-	-	-
87131	-	2	-	-	2	-	-	-	3	2	9
87151	3	20	-	4	26	-	-	9	12	25	99
87153	-	8	-	1	-	-	2	-	-	1	12
87154	3	42	-	6	8	16	3	4	24	30	136
87158	-	1	-	-	-	-	-	-	-	-	1
87176	19	70	-	18	12	22	4	3	11	75	234
87181	1	15	-	8	4	6	-	4	6	11	55
87184	11	7	-	-	-	1	-	-	-	7	26
87185	2	1	-	-	-	1	-	-	-	-	4
87187	-	9	-	1	2	2	-	3	10	3	30
87190	7	20	-	-	4	1	-	3	14	16	65
87191	3	44	-	3	3	4	-	3	1	12	73
87192	6	33	-	3	2	18	1	5	5	24	97
87193	16	60	-	2	7	14	-	5	11	21	136
87194	1	15	-	2	1	4	-	2	2	10	37
87195	26	98	-	11	16	33	2	3	19	40	248
87196	1	86	-	8	7	7	2	7	31	55	204
87197	11	47	-	2	3	10	-	2	2	26	103
87198	9	73	-	3	17	12	1	3	6	38	162
87199	6	39	-	4	1	7	-	8	7	34	106
Grand Total	**5,203**	**33,799**	**140**	**3,375**	**7,203**	**5,061**	**1,615**	**2,983**	**9,396**	**25,283**	**94,058**

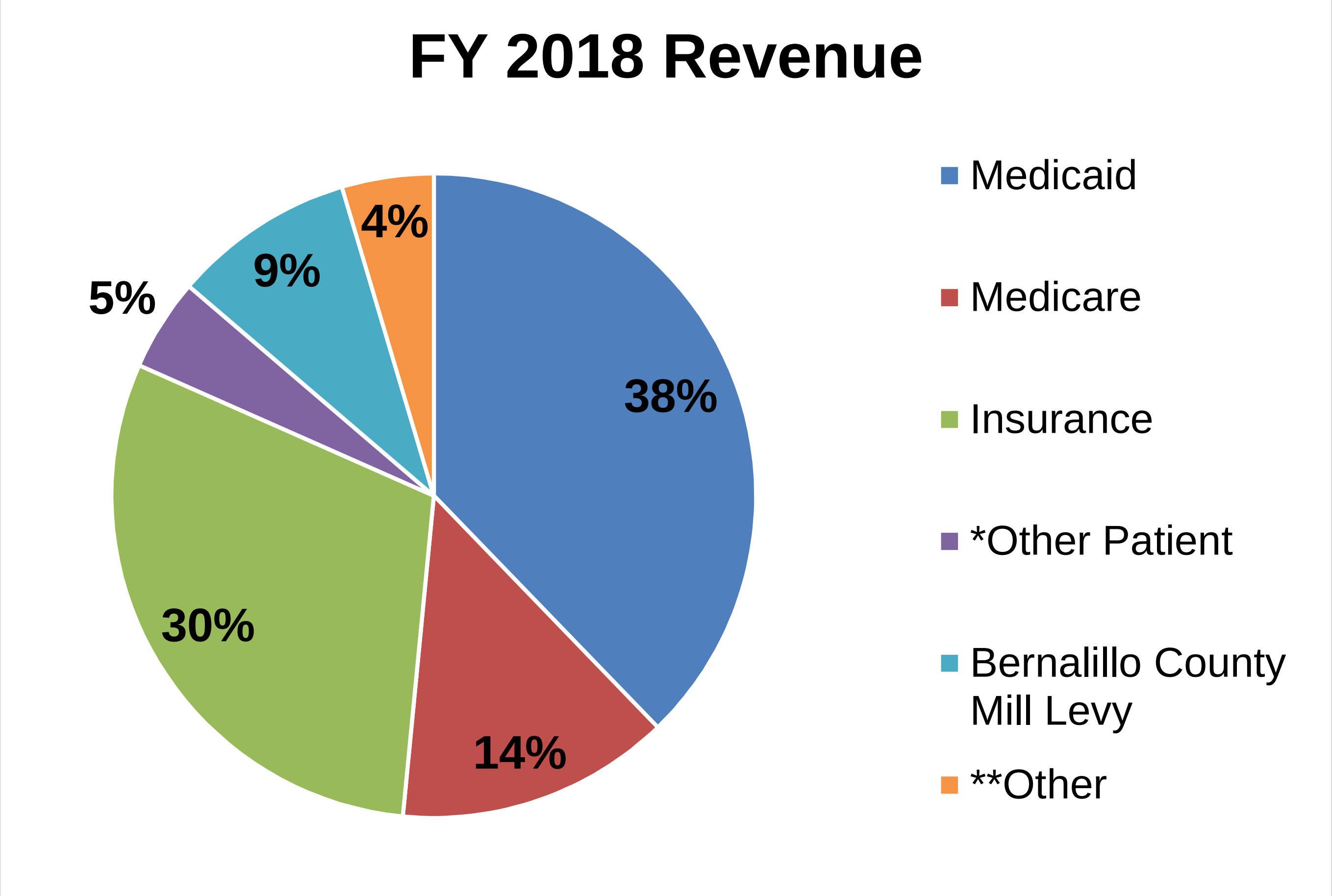
Includes inpatient and outpatient

Primary Reason for Bernalillo County Indigent Resident Visits
For the eight (8) quarters ended March 31, 2019

Description	*Q3 FY19	Q2 FY19	Q1 FY19	Q4 FY18	Q3 FY18	Q2 FY18	Q1 FY18	Q4 FY17
Factors influencing health status and contact with health services	5,551	6,350	7,398	8,354	3,088	1,956	3,017	4,924
Diseases of the musculoskeletal system and connective tissue	2,572	2,698	3,189	3,703	1,407	814	1,370	2,407
Symptoms, signs and Ill-Defined Conditions	2,409	2,590	2,911	3,278	1,333	730	1,237	2,154
Injury, poisoning and certain other consequences of external causes	1,605	1,853	2,297	2,437	875	601	1086	1,706
Endocrine, nutritional and metabolic diseases	1,527	1,630	1,864	2,207	848	478	829	1,418
Diseases of the respiratory system	1,798	1,540	1,276	1,707	1,126	485	555	1,106
Mental and behavioral disorders	1,311	1,391	1,675	1,959	736	428	699	1,229
Diseases of the circulatory system	1,383	1,456	1,645	1,860	723	404	679	1,185
Diseases of the nervous system	1,220	1,219	1,417	1,624	616	361	626	1,091
Neoplasms	1,234	1,319	1,481	1,661	628	375	613	862
Diseases of the genitourinary system	1,054	1,120	1,276	1,458	539	311	538	897
Diseases of the digestive system	913	944	1,095	1,291	469	286	472	838
Diseases of the skin and subcutaneous tissue	844	911	1,054	1,269	463	249	419	732
Pregnancy, childbirth and the puerperium	702	783	986	1,048	382	224	450	794
Diseases of the eye and adnexa	574	590	693	839	326	191	313	563
Certain infectious and parasitic diseases	459	469	488	676	281	154	240	439
Diseases of the ear and mastoid process	400	358	398	466	227	104	164	291
Congenital malformations, deformations, chromosomal abnormalities	218	237	254	282	122	73	109	179
Diseases of the blood, blood-forming organs and immune mechanism	171	201	236	272	97	59	106	160
Certain conditions originating in the perinatal period	36	45	41	50	21	12	24	32
Other (prescription pick-up, etc.)	2,752	2,814	3,133	3,504	24,800	15,489	1,777	2,981
Total Visits	**28,733**	**30,518**	**34,807**	**39,945**	**39,107**	**23,784**	**15,323**	**25,988**

Consists of indigent patients who provided a Bernalillo County zip code during their registration. Categories are based on CMS diagnosis codes.

Revenue by Payor Source



Medicaid	$	420,908,141
Medicare		153,411,369
Insurance		335,461,375
*Other Patient		51,659,757
Bernalillo County Mill Levy		101,792,680
**Other		51,309,989
Total	**$**	**1,114,543,311**

***Other Patient:** Champus, Veteran Affairs, Tricare and Out of State Medicaid

****Other:** All other revenues that are not patient related. Such as State and Local Contracts, Other Operating Revenue, State Appropriations, Contributions and Investment Income,

Total Number of Inpatient Days

FY18 is based on the twelve (12) months ended June 30, 2018
FY19 Projected is based on the nine (9) months ended March, 2019

Patient Days	FY18 Actual	FY19 Actual	FY19 Projected
Adult	114,556	83,934	111,912
Pediatric	36,846	27,491	36,655
Newborn	5,270	3,952	5,269
Total Patient Days	**156,672**	**115,377**	**153,836**

Nursing Hours of Care

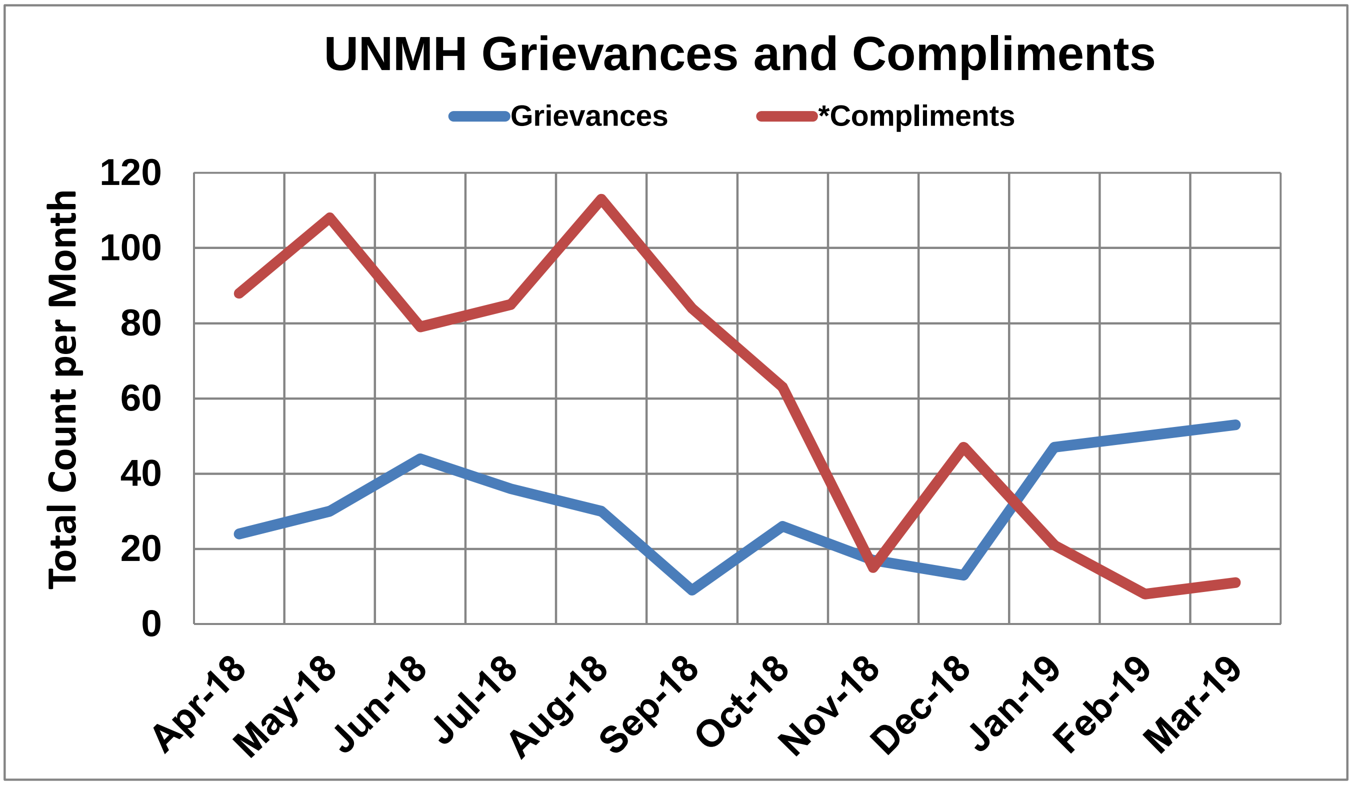
	FY18 Actual	FY19 Year to March 2019
UNMH Nursing Hours of Care Per Patient*	17.55	17.36

*Nursing Hours of Care includes all paid hours in the nursing departments (nurses, techs, etc.) divided by the stats for each department.

Number of RN FTE's and Retention Rate

Category	Number of FTES as of June 2018	Number of FTES as of Mar. 2019	Hires (Headcount)	Terms (Headcount)	Rolling Retention Rate
RN's	2,049	2,006	164	237	88.38%
*National Retention Rate Benchmark					82.80%

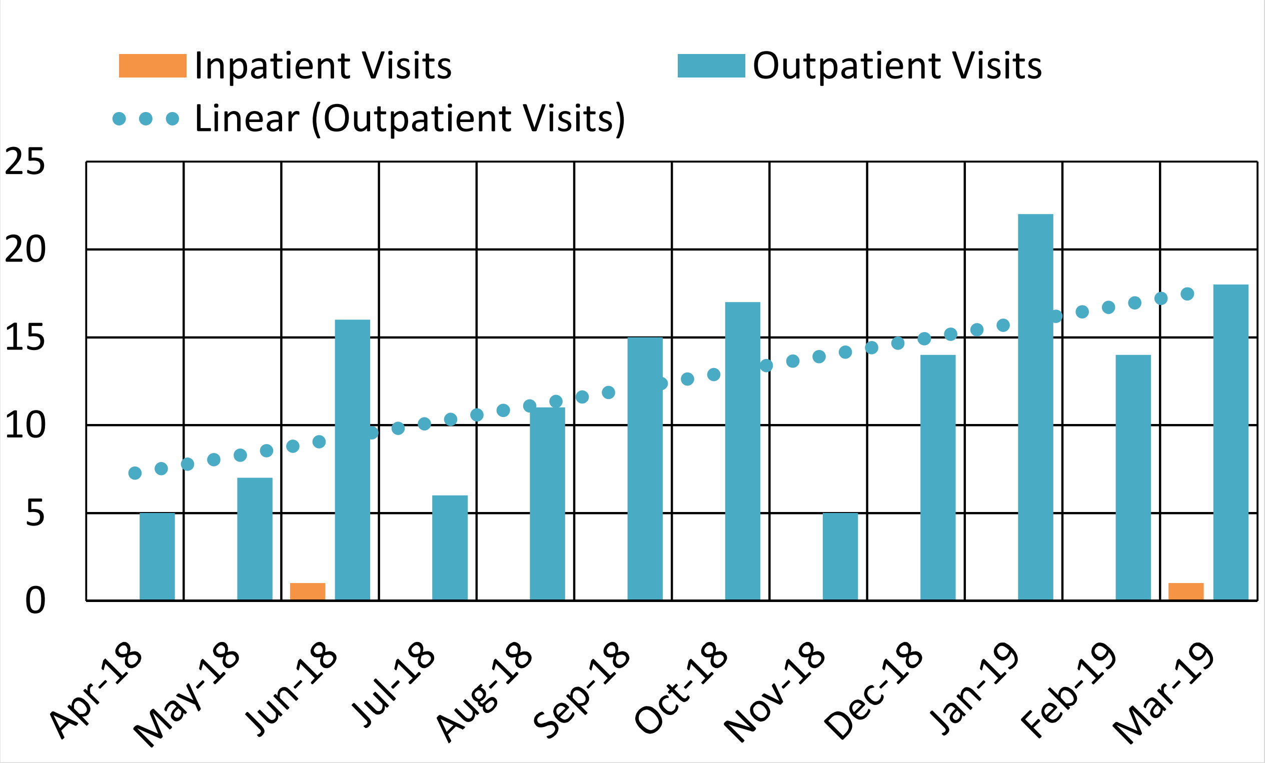
*Per the 2016 National Healthcare Retention & RN Staffing Report Published by: NSI Nursing Solutions, Inc., the 2015 national turnover rate is 17.2%.



Month-Year	Grievances	*Compliments
Apr-18	24	88
May-18	30	108
Jun-18	44	79
Jul-18	36	85
Aug-18	30	113
Sep-18	9	84
Oct-18	26	63
Nov-18	17	15
Dec-18	13	47
Jan-19	47	21
Feb-19	50	8
Mar-19	53	11

* Due to a process change in November 2018, not all compliments were being tracked. This is being addressed for 2019.

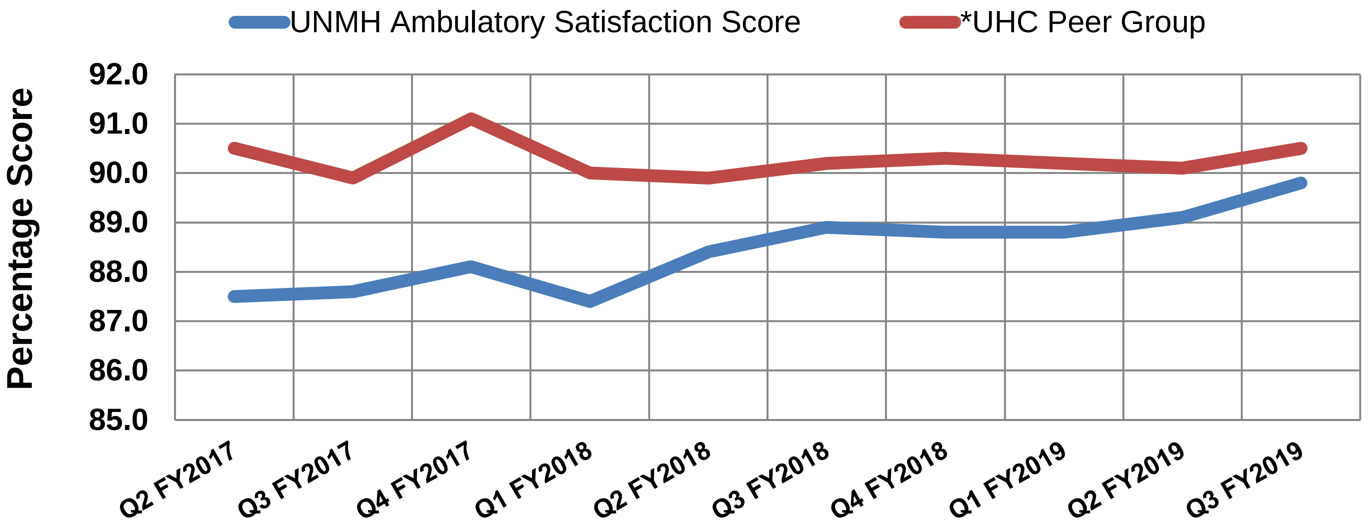
MDC Inmates Receiving Hospital Services



Month	Inpatient Visits	Outpatient Visits
Apr-18	0	5
May-18	0	7
Jun-18	1	16
Jul-18	0	6
Aug-18	0	11
Sep-18	0	15
Oct-18	0	17
Nov-18	0	5
Dec-18	0	14
Jan-19	0	22
Feb-19	0	14
Mar-19	1	18

Bernalillo County Detention Center inmates receiving care at UNM Hospitals and registered as Metro BCDC (MDC ABQ Metro).
Typically, patients will be seen under their own insurance if possible.

UNMH Press Ganey Ambulatory Satisfaction Score



Quarter	Q2 FY2017	Q3 FY2017	Q4 FY2017	Q1 FY2018	Q2 FY2018	Q3 FY2018	Q4 FY2018	Q1 FY2019	Q2 FY2019	Q3 FY2019
UNMH Ambulatory Satisfaction Score	87.5	87.6	88.1	87.4	88.4	88.9	88.8	88.8	89.1	89.8
*UHC Peer Group	90.5	89.9	91.1	90.0	89.9	90.2	90.3	90.2	90.1	90.5

*The University Health System Consortium ("UHC") is an alliance of 98 of the nation's leading academic medical centers ("AMCs"), and 143 associate member institutions affiliated with those academic medical centers, which represents over 90% of the nonprofit academic medical centers in the United States.

Total Number of Outpatient visits

FY18 is based on the twelve (12) months ended June 30, 2018
FY19 is based on the twelve (12) months ended March 31, 2019

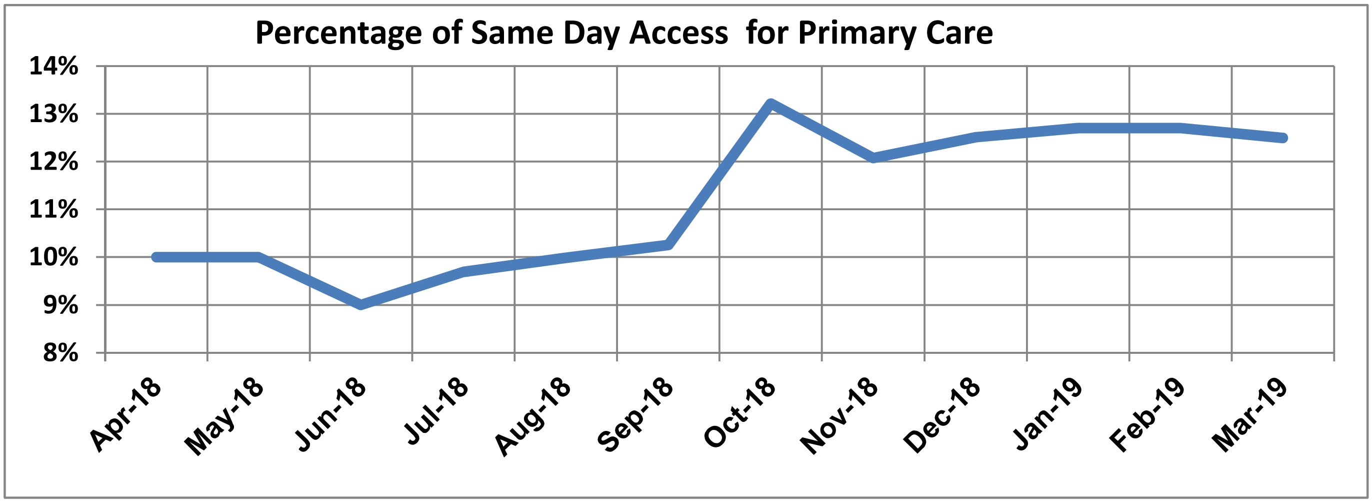
Outpatient visits

551,407	**FY18 Actual (12 Months)**
554,566	**FY19 Projected (Based on previous 12 Months)**

Number of Evening and Weekend Clinics (To deflect ED visits)

Clinic	**Location**	**Hours**
Adult Urgent Care	Main Hospital - 1st Floor, 2211 Lomas Blvd NE	Mon - Sat 7:00am - 6:00pm
Peds Urgent Care	Main Hospital - 3rd Floor, 2211 Lomas Blvd NE	Mon-Fri: 8am-7pm, Sat 9am-2pm
Young Children's Health Center	306 San Pablo ST SE, #A	Mon-Thurs 8am-7pm, Fri 8am-5pm, Sat 9am-2pm

Percentage of Primary Care Patients with same day clinic appointment

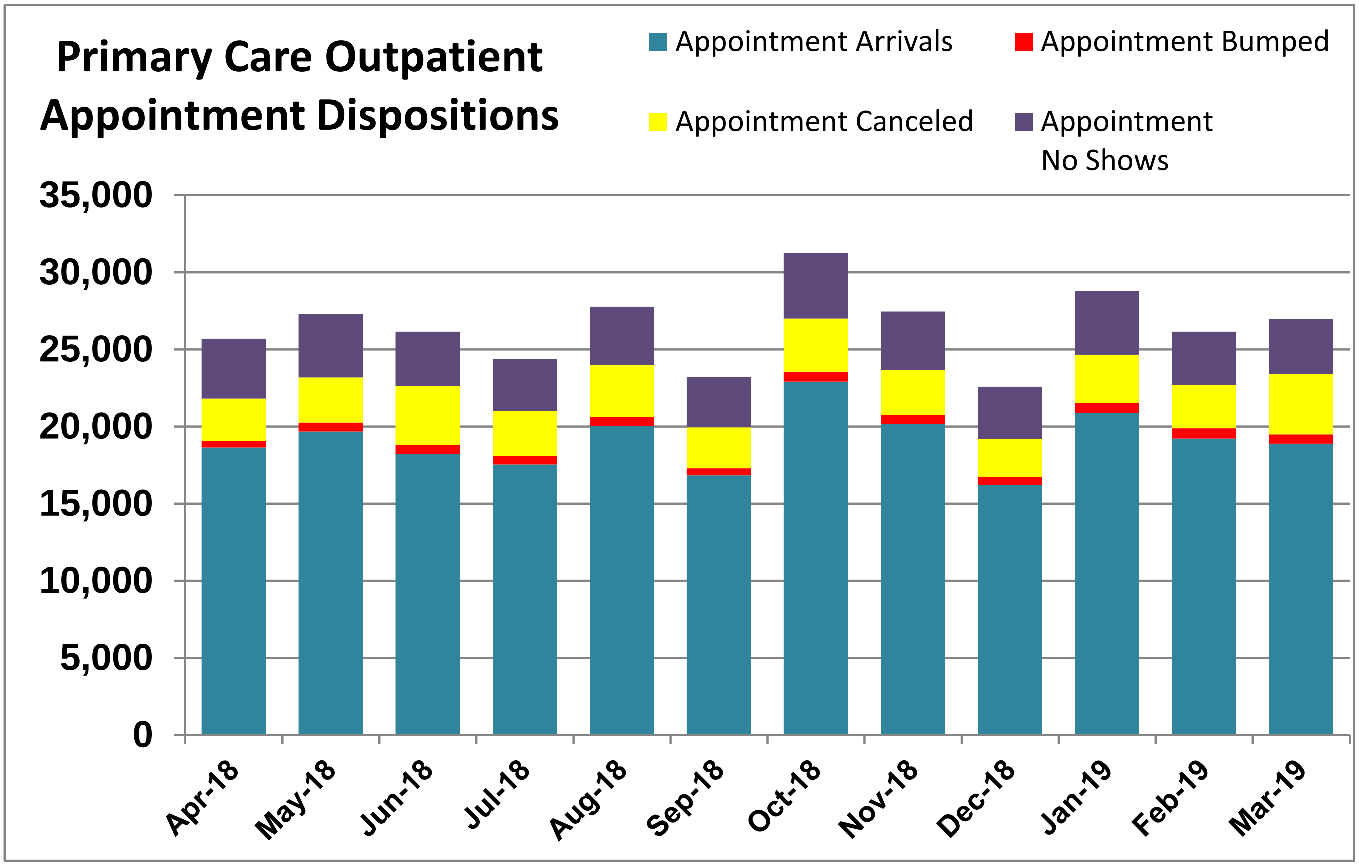


Month	Same Day	Total Arrived	Same Day Rate
Apr-18	1,475	14,163	**10.0%**
May-18	1,429	14,696	**10.0%**
Jun-18	1,267	13,660	**9.0%**
Jul-18	1,296	13,369	**9.7%**
Aug-18	1,504	15,062	**10.0%**
Sep-18	1,299	12,663	**10.3%**
Oct-18	2,337	17,684	**13.2%**
Nov-18	1,836	15,206	**12.1%**
Dec-18	1,551	12,400	**12.5%**
Jan-19	2,034	15,974	**12.7%**
Feb-19	1,883	14,839	**12.7%**
Mar-19	1,656	13,253	**12.5%**

Most Recent Three (3) Month Same Day Access Average by Clinic

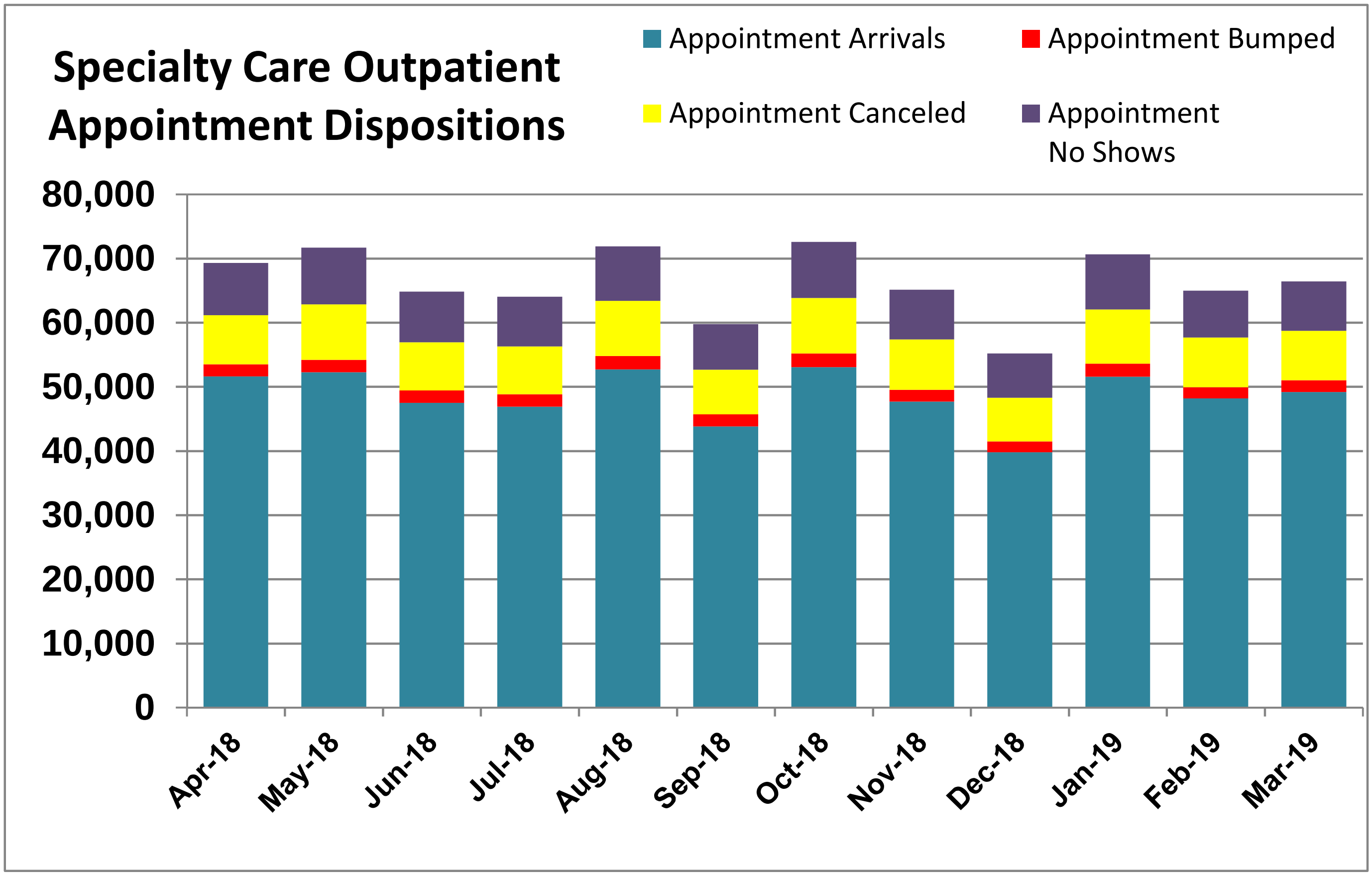
Average	Primary Care Clinics
10.2%	1209 Clinic
15.0%	Alamo Primary Care Clinic
8.3%	Family Practice Clinic
3.1%	General Pediatrics Clinic
13.9%	Northeast Heights Clinic
9.7%	Senior Health Center
7.7%	Southeast Heights Clinic
8.0%	Southwest Mesa Clinic
8.4%	SRMC FP Clinic
72.7%	UNM Lobocare Clinic
6.9%	Westside Clinic
15.4%	Young Childrens Health Center

This data includes only Primary care appointments

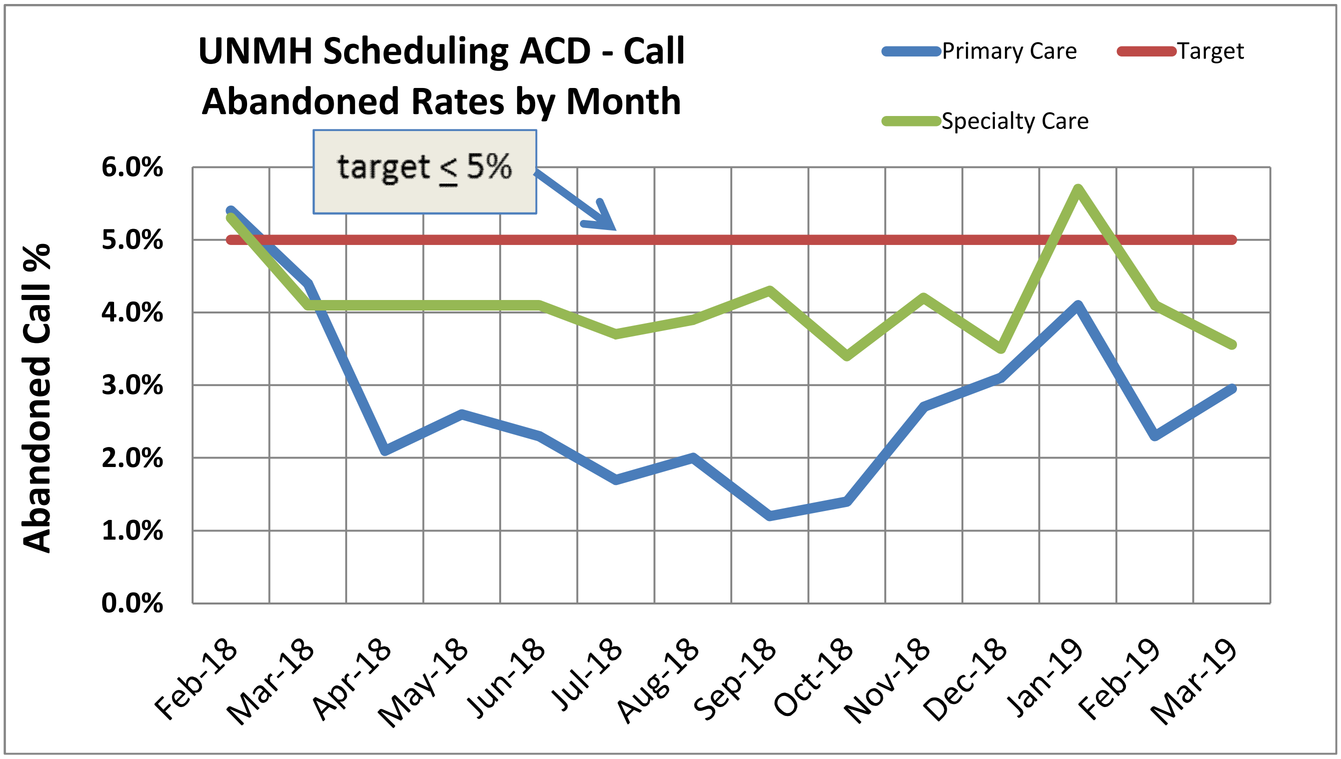


Month	Appointment Arrivals	Appointment Bumped	Appointment Canceled	Appointment No Shows
Apr-18	18,622	450	2,737	3,870
May-18	19,665	571	2,922	4,130
Jun-18	18,200	562	3,865	3,509
Jul-18	17,528	558	2,905	3,363
Aug-18	20,008	595	3,365	3,791
Sep-18	16,823	464	2,645	3,257
Oct-18	22,896	640	3,452	4,235
Nov-18	20,147	564	2,945	3,787
Dec-18	16,187	540	2,462	3,383
Jan-19	20,845	659	3,132	4,127
Feb-19	19,209	654	2,808	3,459
Mar-19	18,872	600	3,930	3,570

This data includes only Specialty Care appointments



Month	Appointment Arrivals	Appointment Bumped	Appointment Canceled	Appointment No Shows
Apr-18	51,631	1,853	7,680	8,142
May-18	52,274	1,942	8,630	8,832
Jun-18	47,489	1,919	7,512	7,882
Jul-18	46,909	1,902	7,483	7,747
Aug-18	52,710	2,060	8,604	8,521
Sep-18	43,816	1,865	6,983	7,071
Oct-18	53,056	2,150	8,620	8,729
Nov-18	47,665	1,874	7,845	7,754
Dec-18	39,802	1,654	6,834	6,885
Jan-19	51,559	2,037	8,448	8,582
Feb-19	48,172	1,725	7,782	7,314
Mar-19	49,170	1,836	7,731	7,656



Area: Month	UNMH Primary Care Scheduling ACD	UNMH Specialty Care Scheduling ACD	Goal Standard for Call Center
Feb-18	5.4%	5.3%	5%
Mar-18	4.4%	4.1%	5%
Apr-18	2.1%	4.1%	5%
May-18	2.6%	4.1%	5%
Jun-18	2.3%	4.1%	5%
Jul-18	1.7%	3.7%	5%
Aug-18	2.0%	3.9%	5%
Sep-18	1.2%	4.3%	5%
Oct-18	1.4%	3.4%	5%
Nov-18	2.7%	4.2%	5%
Dec-18	3.1%	3.5%	5%
Jan-19	4.1%	5.7%	5%
Feb-19	2.3%	4.1%	5%
Mar-19	3.0%	3.6%	5%

Medication Reconciliation

62.0%	National Patient Safety Goal - Medication Reconciliation Primary Care
30.5%	National Patient Safety Goal - Medication Reconciliation Specialty Care

Percentage of patients with access to Electronic Medical Record

The statistics below are only for online access to medical records.

100% of all patients may access their medical records in person at UNMH.

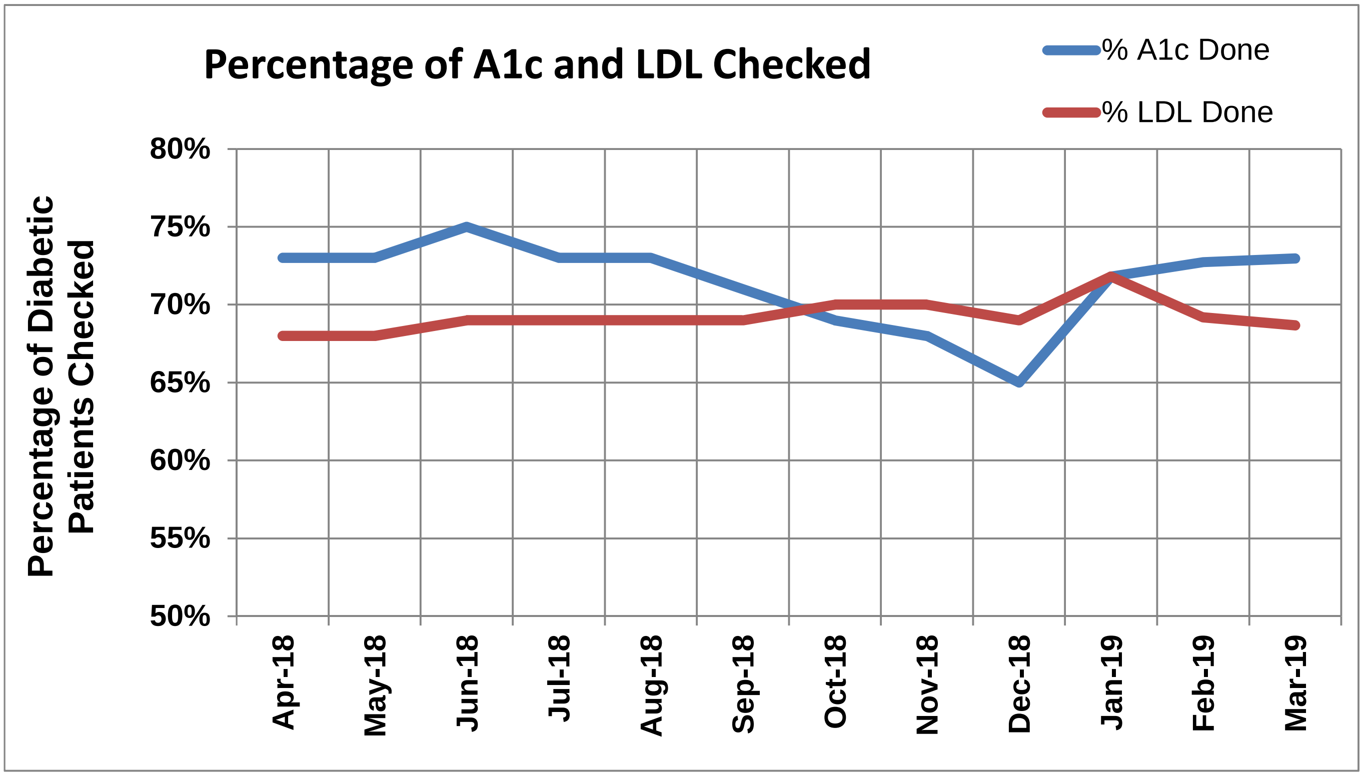
UNMH turned on the MyHealthUNM on October 31, 2012 to provide patients on-line access to their medical records.

As of April 23, 2019

129,983	Invitations sent out to patient who provided an email address.
61,261	Patients who have claimed invitation, to sign up.
54,275	Active Users who have accessed their medical records
42%	Percentage of patients who can potentially electronically access their medical records.

The number of Active Users shown is the current number. It does not allow for deceased patients, nor children under age 13 as covered under Children's Online Privacy Protection Act ("COPPA").

Diabetes Management Indicators for HgbA1C and LDL <100



Month	Total Patients		A1c Done	% A1c Done		LDL Done	% LDL Done
Apr-18	**6,859**		4,993	73%		4,674	68%
May-18	**6,853**		4,990	73%		4,659	68%
Jun-18	**6,851**		5,133	75%		4,721	69%
Jul-18	**6,873**		5,043	73%		4,730	69%
Aug-18	**6,889**		5,028	73%		4,738	69%
Sep-18	**6,874**		4,880	71%		4,776	69%
Oct-18	**6,930**		4,811	69%		4,865	70%
Nov-18	**6,972**		4,736	68%		4,885	70%
Dec-18	**6,995**		4,520	65%		4,854	69%
Jan-19	**8,105**		5,821	72%		5,821	72%
Feb-19	**8,123**		5,909	73%		5,620	69%
Mar-19	**8,142**		5,941	73%		5,592	69%

As of January 1, 2019, diabetes reporting was converted to a new data source, which resulted in capturing a more complete population of patients. This led to an overall 18% increase in total number of patients being captured for tracking Diabetes and LDL.

For the nine (9) months ended March 31, 2019

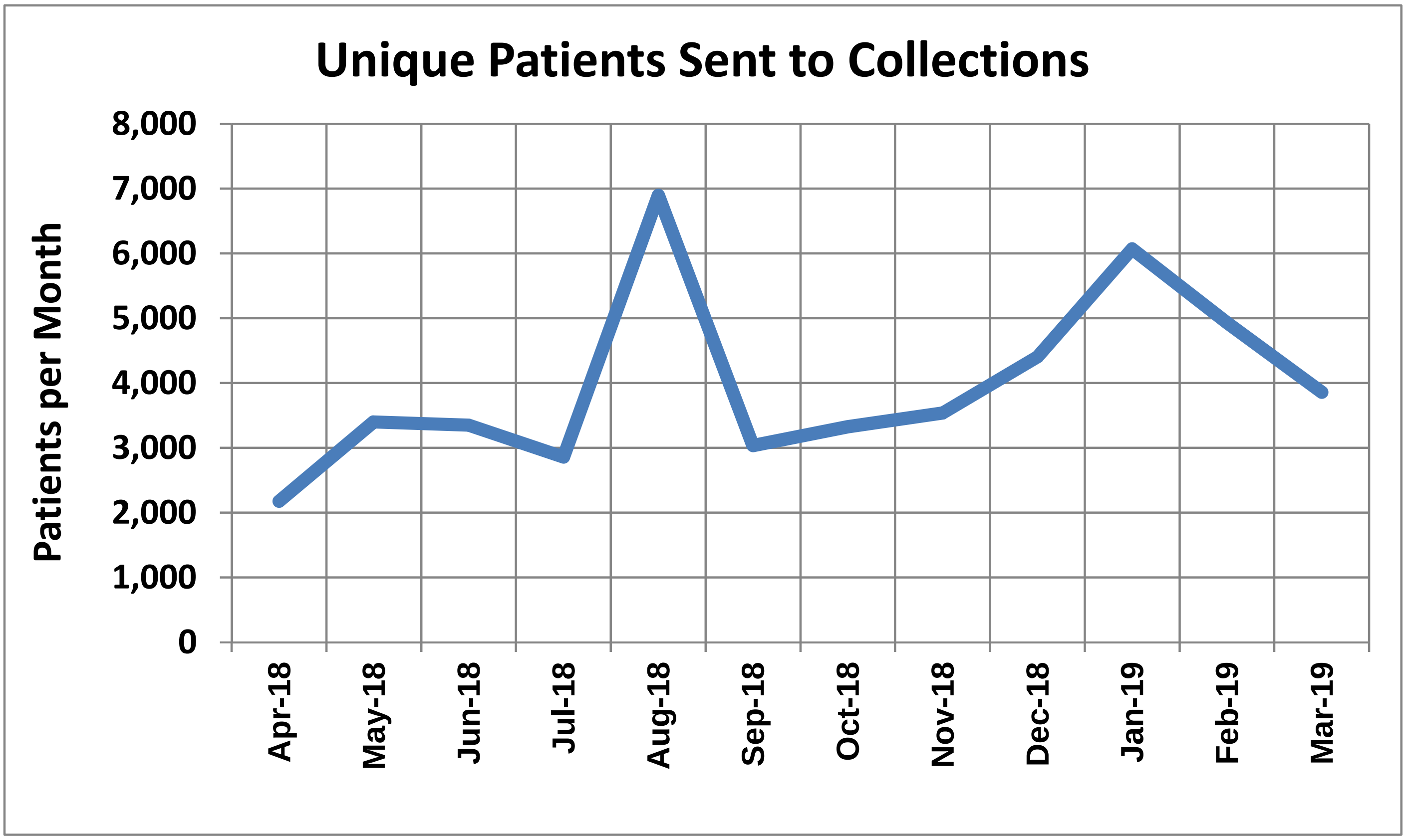
Bernalillo County	Charity Care	Uninsured	Total Uncompensated Care
Unduplicated Census	24,717	10,504	35,221
Encounters	68,072	25,986	94,058
Cost	**$ 21,711,158**	**$ 21,036,500**	**$ 42,747,659**

* Based on primary and secondary coverage

Total Uncompensated Care Cost: Cost of care for UNM Hospitals is the actual cost of providing care - salary, benefits, supplies, drugs, blood, organs, utilities, depreciation, contracts, services.

UNM Care Enrollment, Self-Pay and Medicaid Applications

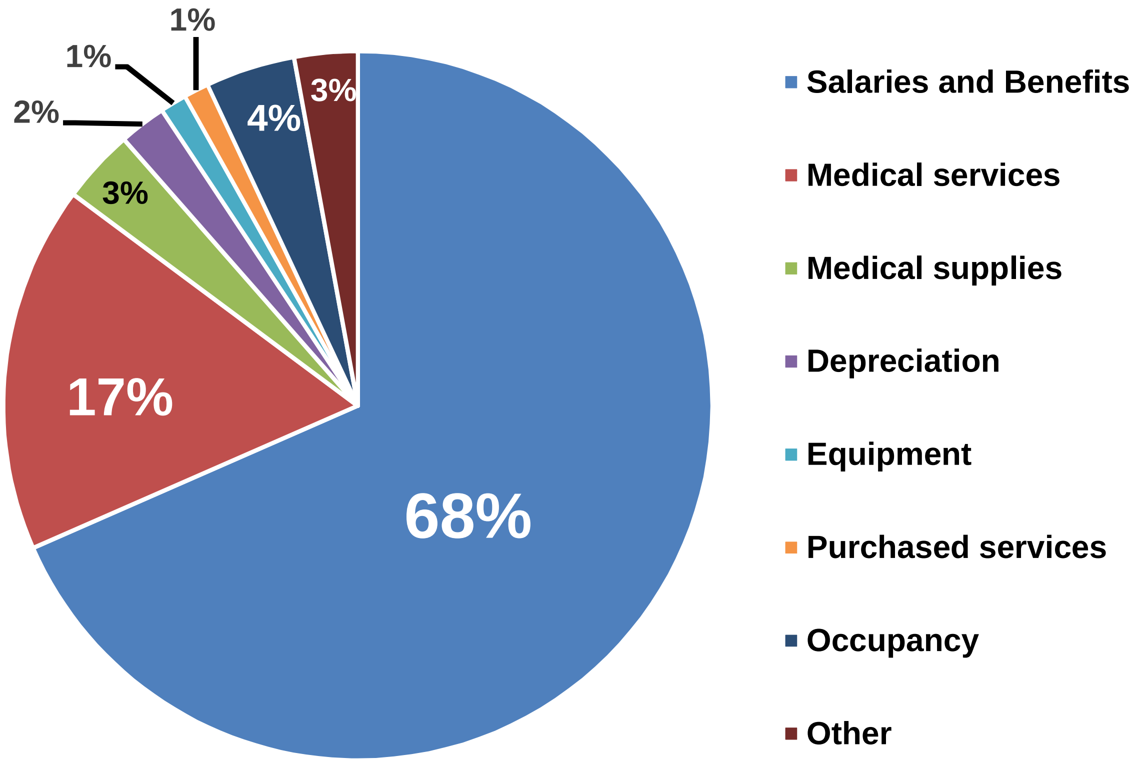
Month	UNM Care Plan Enrollment Counts	Number of Medicaid applications completed at UNMH	Number of Self Pay Patients Seen on Discount Program
Aug-17	6,923	200	759
Sep-17	7,062	290	693
Oct-17	7,165	301	727
Nov-17	7,162	258	678
Dec-17	7,126	242	658
Jan-18	6,865	393	730
Feb-18	6,892	375	716
Mar-18	6,876	298	712
Apr-18	7,067	283	770
May-18	7,079	332	779
Jun-18	7,126	380	694
Jul-18	7,105	344	396
Aug-18	7,086	366	396
Sep-18	7,296	312	422
Oct-18	7,471	371	414
Nov-18	7,431	325	386
Dec-18	7,347	395	335
Jan-19	6,992	326	383
Feb-19	7,137	264	363
Mar-19	7,014	311	380



Month	Total Unique Patients
Apr-18	2,177
May-18	3,398
Jun-18	3,351
Jul-18	2,859
Aug-18	6,898
Sep-18	3,035
Oct-18	3,325
Nov-18	3,537
Dec-18	4,407
Jan-19	6,072
Feb-19	4,930
Mar-19	3,860

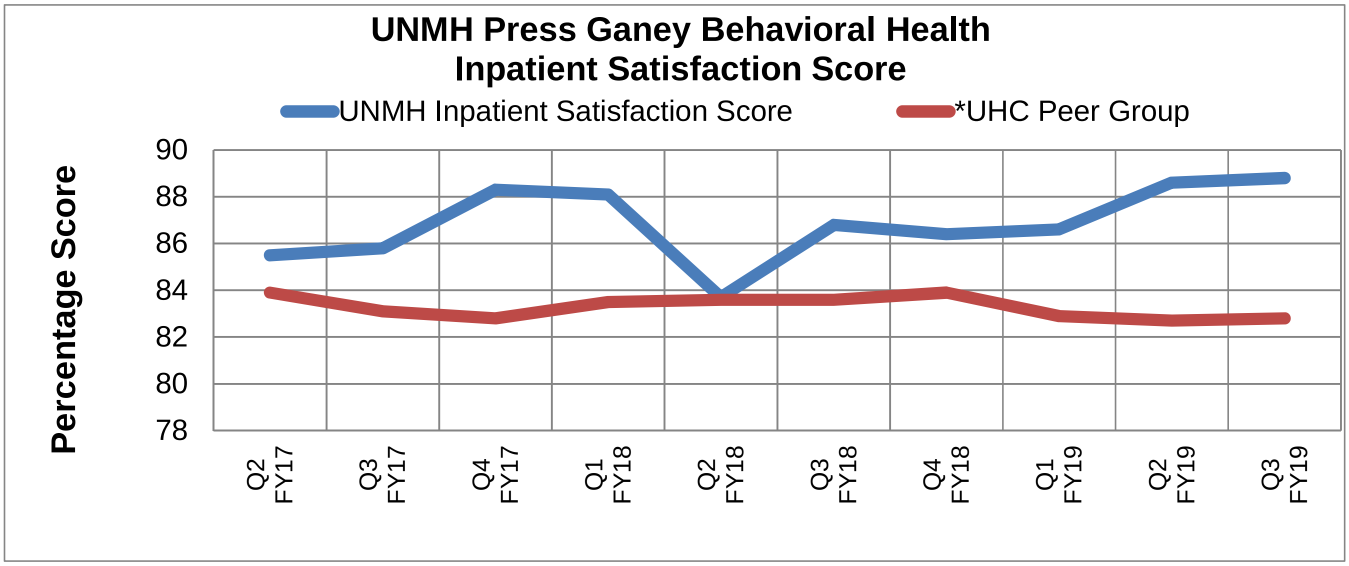
The monthly number of unique patients whose accounts were sent to the UNMH contract collection agency includes all counties.

FY2018 Mill Levy Expense - Behavioral

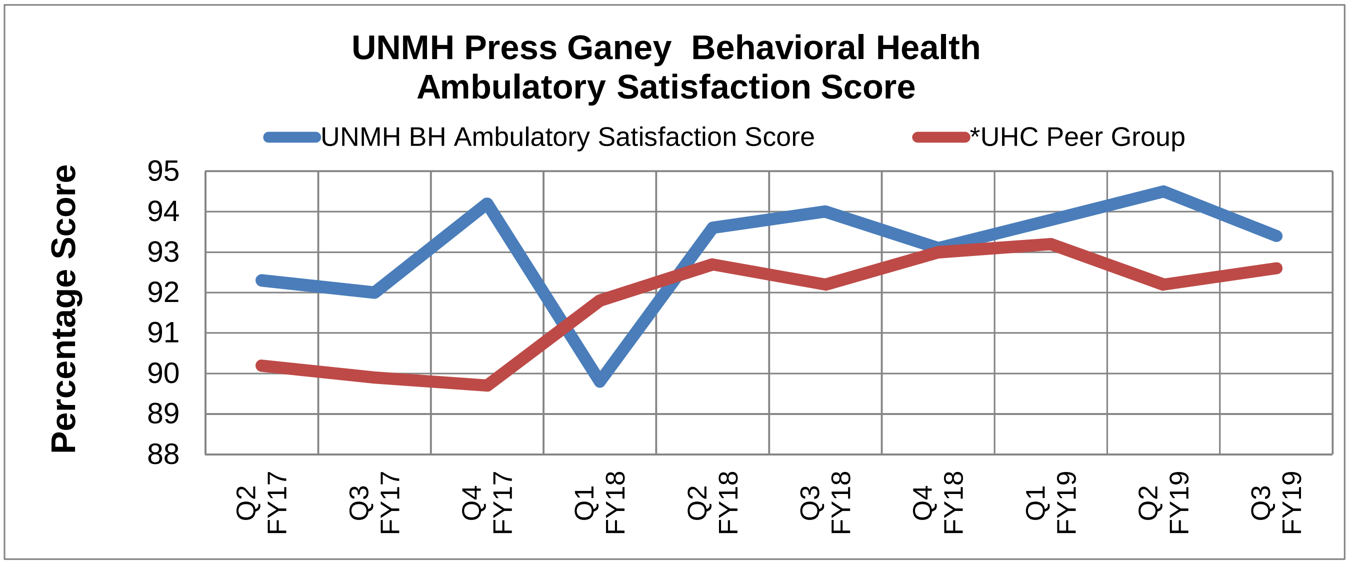


Salaries and Benefits	$	10,448,698
Medical services		2,555,811
Medical supplies		514,224
Depreciation		327,527
Equipment		183,231
Purchased services		175,433
Occupancy		623,074
Other		440,904
Total Expense	**$**	**15,268,902**

The Behavioral Health Mill Levy distribution is proportional to the Income Statement.


UNMH Press Ganey Behavioral Health
Inpatient Satisfaction Score

Quarter	Q2 FY17	Q3 FY17	Q4 FY17	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	Q1 FY19	Q2 FY19	Q3 FY19
UNMH Inpatient Satisfaction Score	85.5	85.8	88.3	88.1	83.7	86.8	86.4	86.6	88.6	88.8
*UHC Peer Group	83.9	83.1	82.8	83.5	83.6	83.6	83.9	82.9	82.7	82.8


UNMH Press Ganey Behavioral Health
Ambulatory Satisfaction Score

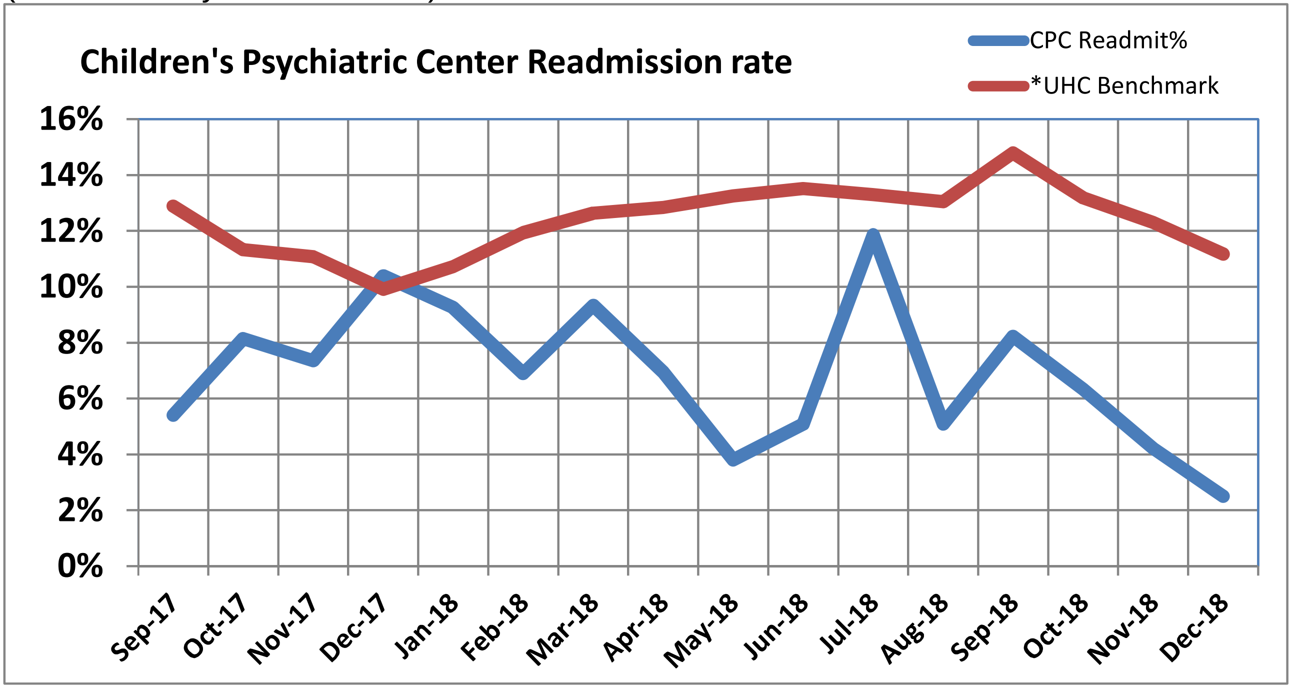
Quarter	Q2 FY17	Q3 FY17	Q4 FY17	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	Q1 FY19	Q2 FY19	Q3 FY19
UNMH BH Ambulatory Satisfaction Score	92.3	92.0	94.2	89.8	93.6	94.0	93.1	93.8	94.5	93.4
*UHC Peer Group	90.2	89.9	89.7	91.8	92.7	92.2	93.0	93.2	92.2	92.6

*The University HealthSystem Consortium ("UHC") is an alliance of 98 of the nation's leading academic medical centers ("AMCs"), and 143 associate member institutions affiliated with those academic medical centers, which represents over 90% of the nonprofit academic medical centers in the United States.

Behavioral Health Readmissions By Discharge Month, 1st Admit

Children's Psychiatric Center (CPC)

(3 month delay in Vizient data)



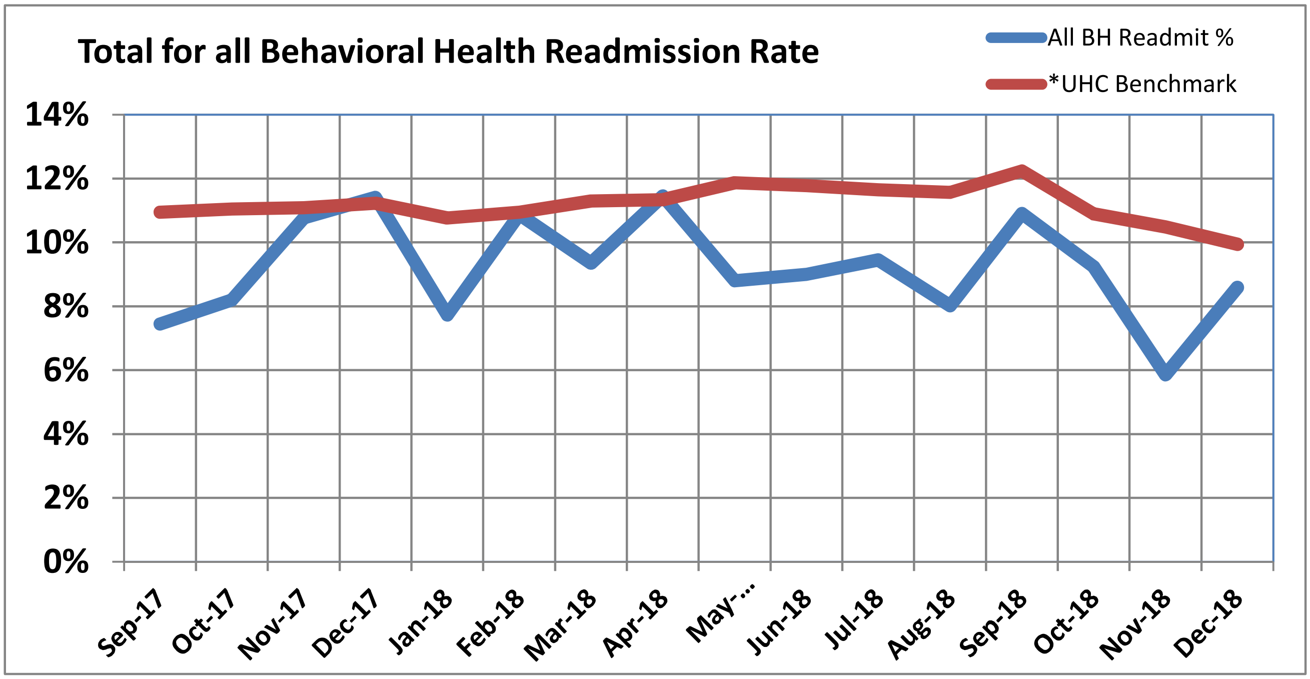
Discharge Month	Total Cases (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Sep-17	74	4	**5.4%**	**12.9%**
Oct-17	86	7	**8.1%**	**11.3%**
Nov-17	68	5	**7.4%**	**11.1%**
Dec-17	77	8	**10.4%**	**9.9%**
Jan-18	54	5	**9.3%**	**10.7%**
Feb-18	87	6	**6.9%**	**11.9%**
Mar-18	75	7	**9.3%**	**12.6%**
Apr-18	72	5	**6.9%**	**12.8%**
May-18	79	3	**3.8%**	**13.3%**
Jun-18	59	3	**5.1%**	**13.5%**
Jul-18	59	7	**11.9%**	**13.3%**
Aug-18	59	3	**5.1%**	**13.0%**
Sep-18	73	6	**8.2%**	**14.8%**
Oct-18	79	5	**6.3%**	**13.2%**
Nov-18	95	4	**4.2%**	**12.3%**
Dec-18	80	2	**2.5%**	**11.2%**

*The University Health System Consortium ("UHC") Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume or greater than the facility being compared to. Patient population for compare group defined as an assigned MDC code of 19 ("Mental Disease & Disorders) and age of < 18 years old.

Behavioral Health Readmissions By Discharge Month 1st Admit

Totals for all of Behavioral Health

(3 month delay in Vizient data)



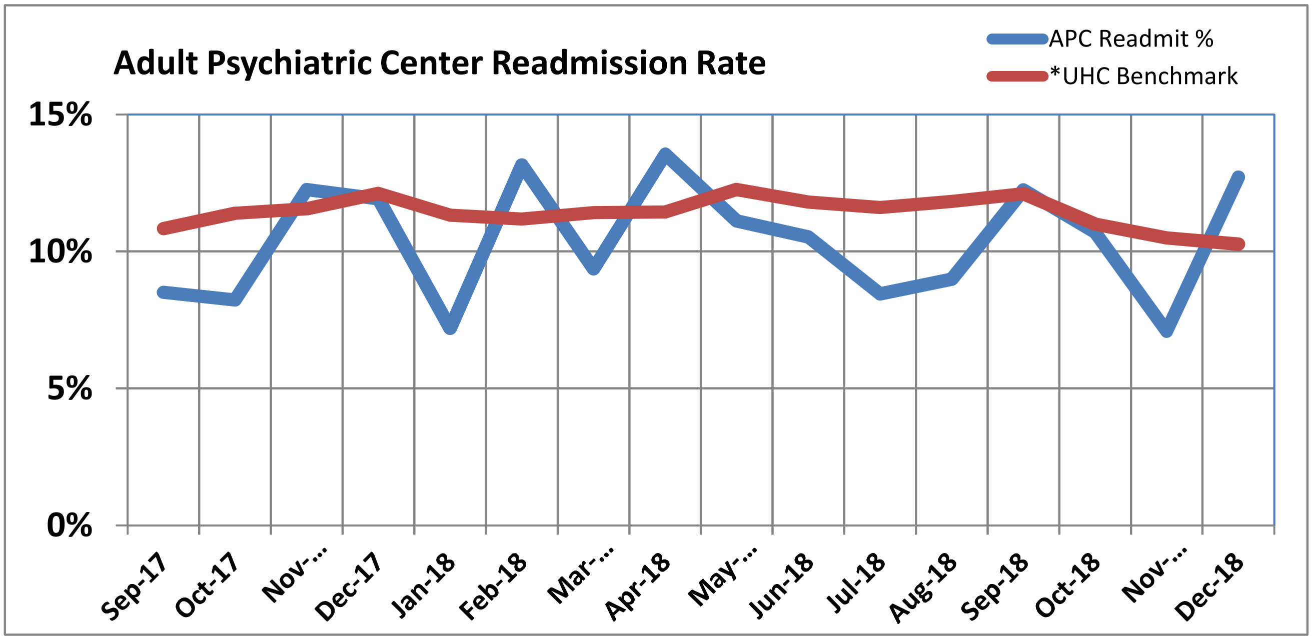
Discharge Month	Total Discharges (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Sep-17	215	16	**7.4%**	**10.9%**
Oct-17	244	20	**8.2%**	**11.0%**
Nov-17	223	24	**10.8%**	**11.1%**
Dec-17	228	26	**11.4%**	**11.2%**
Jan-18	207	16	**7.7%**	**10.8%**
Feb-18	239	26	**10.9%**	**10.9%**
Mar-18	246	23	**9.3%**	**11.3%**
Apr-18	227	26	**11.5%**	**11.3%**
May-18	250	22	**8.8%**	**11.9%**
Jun-18	211	19	**9.0%**	**11.8%**
Jul-18	201	19	**9.5%**	**11.7%**
Aug-18	237	19	**8.0%**	**11.6%**
Sep-18	220	24	**10.9%**	**12.2%**
Oct-18	238	22	**9.2%**	**10.9%**
Nov-18	222	13	**5.9%**	**10.5%**
Dec-18	198	17	**8.6%**	**9.9%**

*The University Health System Consortium ("UHC") Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume or greater than the facility being compared to. Patient population for compare group defined as an assigned MDC code of 19.

Behavioral Health Readmissions By Discharge Month 1st Admit

University Adult Psychiatric Center (APC)

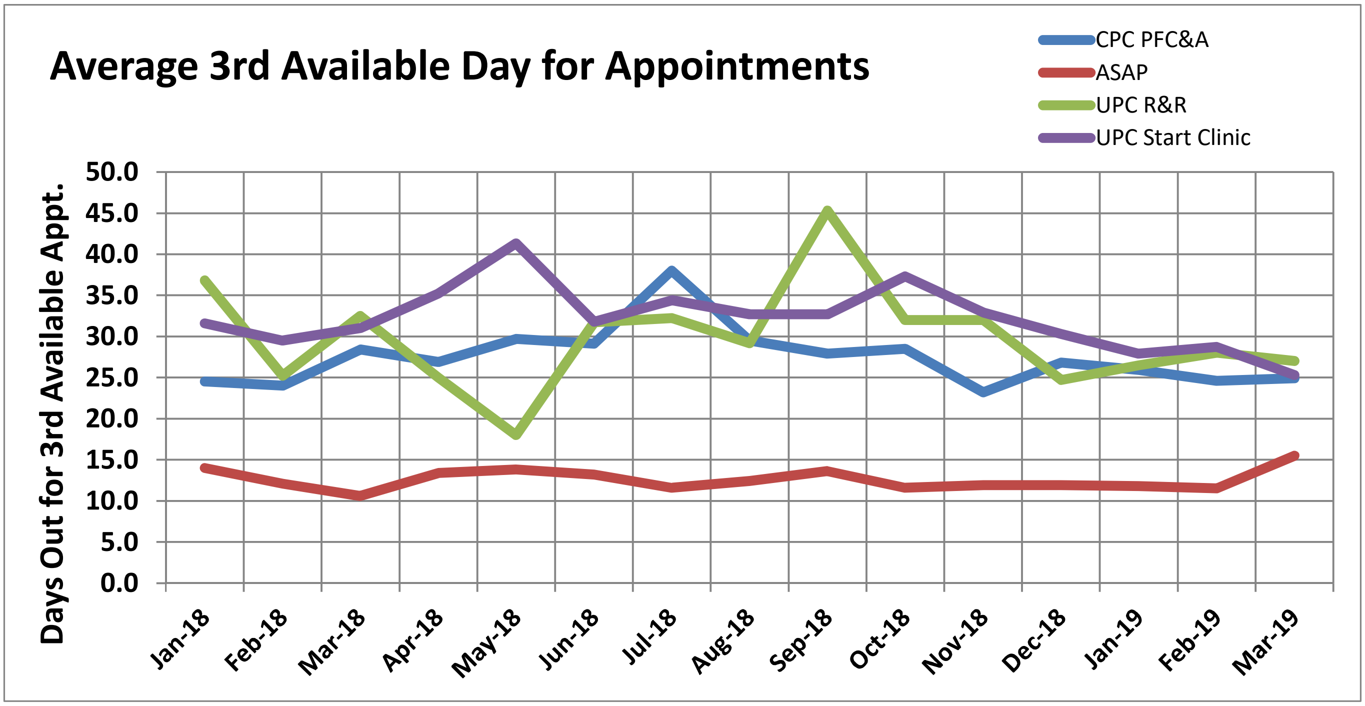
(3 month delay in Vizient data)



Discharge Month	Total Cases (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Sep-17	141	12	**8.5%**	**10.8%**
Oct-17	158	13	**8.2%**	**11.4%**
Nov-17	155	19	**12.3%**	**11.6%**
Dec-17	151	18	**11.9%**	**12.1%**
Jan-18	153	11	**7.2%**	**11.3%**
Feb-18	152	20	**13.2%**	**11.2%**
Mar-18	171	16	**9.4%**	**11.4%**
Apr-18	155	21	**13.5%**	**11.4%**
May-18	171	19	**11.1%**	**12.3%**
Jun-18	152	16	**10.5%**	**11.8%**
Jul-18	142	12	**8.5%**	**11.6%**
Aug-18	178	16	**9.0%**	**11.8%**
Sep-18	147	18	**12.2%**	**12.1%**
Oct-18	159	17	**10.7%**	**11.0%**
Nov-18	127	9	**7.1%**	**10.5%**
Dec-18	118	15	**12.7%**	**10.3%**

*The University Health System Consortium ("UHC") Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume or greater than the facility being compared to. Patient population for compare group defined as an assigned MDC code of 19 ("Mental Disease & Disorders) and age of > 18 years old.

Average Appointment Time for BH Outpatient Services

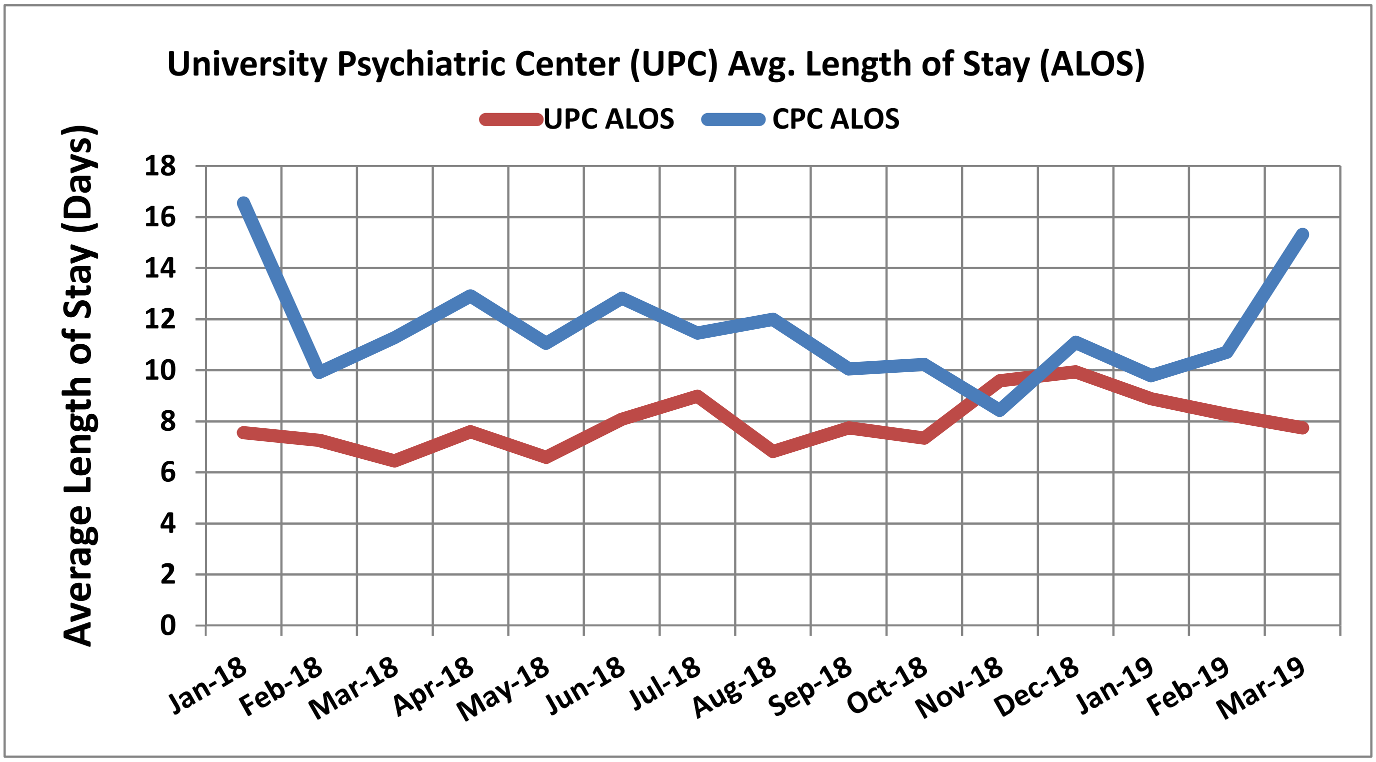


Month	CPC PFC&A	ASAP	UPC R&R	UPC Start Clinic
Jan-18	24.5	14.0	36.8	31.6
Feb-18	24.0	12.1	25.2	29.5
Mar-18	28.4	10.6	32.5	31.0
Apr-18	26.9	13.4	25.0	35.2
May-18	29.7	13.8	18.0	41.3
Jun-18	29.1	13.2	31.7	31.8
Jul-18	38.0	11.6	32.2	34.4
Aug-18	29.5	12.4	29.2	32.7
Sep-18	27.9	13.6	45.3	32.7
Oct-18	28.5	11.6	32.0	37.3
Nov-18	23.2	11.9	32.0	32.9
Dec-18	26.8	11.9	24.7	30.3
Jan-19	25.9	11.8	26.5	27.9
Feb-19	24.6	11.5	28.0	28.7
Mar-19	24.9	15.5	27.0	25.3

DEFINITIONS FOR ABOVE ACRONYMS

CPC PFC&A	Children's Psychiatric Center Programs for Children and Adolescents
ASAP	Alcohol and Substance Abuse Program
UPC R&R	University Psychiatric - Center Recovery and Resiliency (Continuity of Care)
UPC Start Clinic	University Psychiatric - Start Clinic (General Clinic)

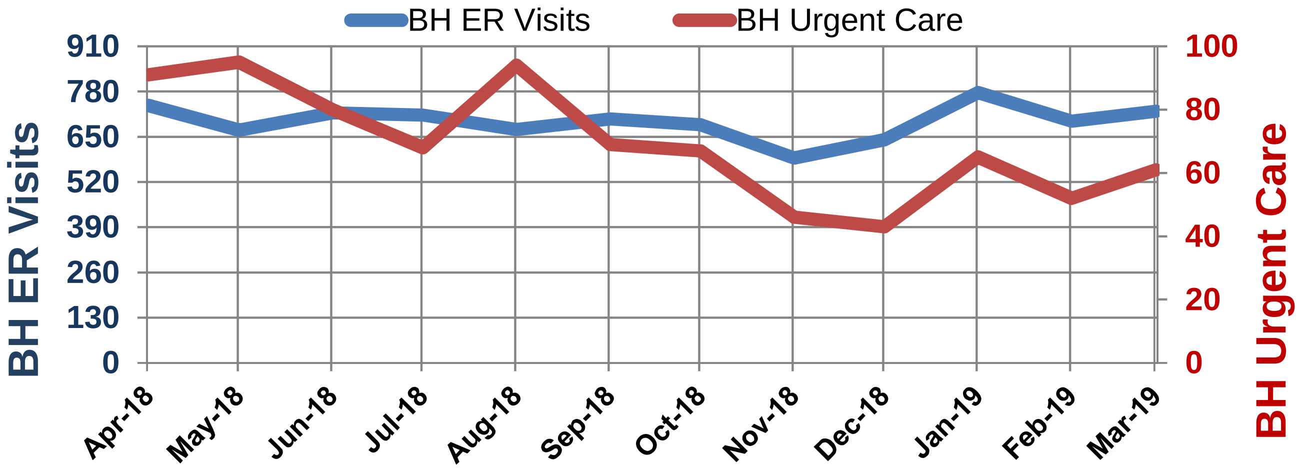
Behavioral Health Average Length of Inpatient Stay

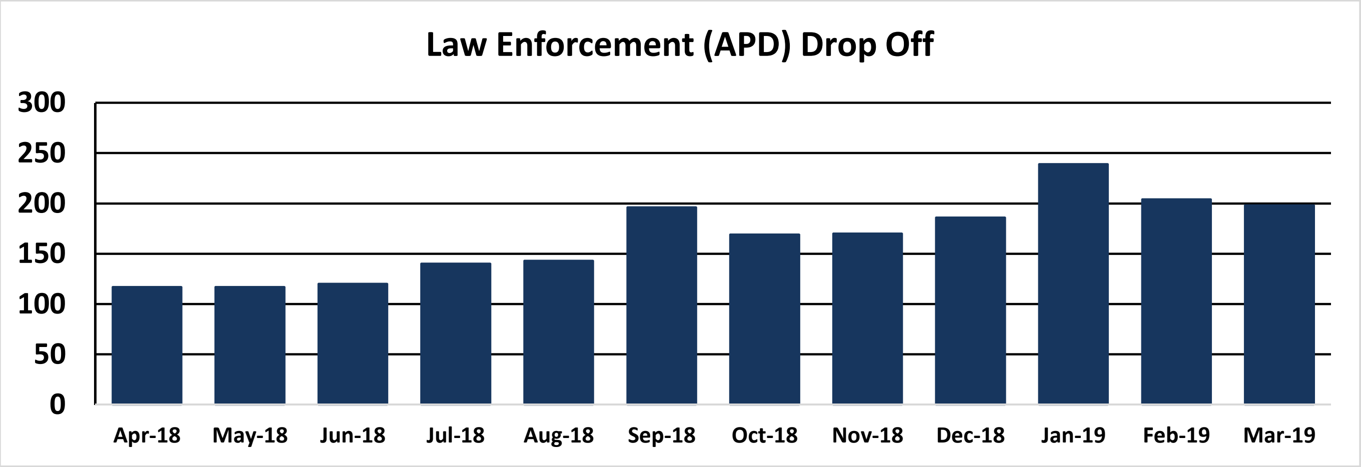


Children's Psychiatric Center (CPC)	Average Child National Benchmark: **6.85**
University Psychiatric Center (UPC)	Average Adult National Benchmark: **9.99**

Month	UPC ALOS	CPC ALOS
Jan-18	**7.56**	**16.55**
Feb-18	**7.25**	**9.92**
Mar-18	**6.45**	**11.28**
Apr-18	**7.59**	**12.91**
May-18	**6.59**	**11.05**
Jun-18	**8.08**	**12.83**
Jul-18	**8.99**	**11.46**
Aug-18	**6.82**	**12.00**
Sep-18	**7.74**	**10.05**
Oct-18	**7.34**	**10.23**
Nov-18	**9.59**	**8.43**
Dec-18	**9.94**	**11.09**
Jan-19	**8.89**	**9.79**
Feb-19	**8.27**	**10.71**
Mar-19	**7.74**	**15.32**

Behavioral Health Emergency and Urgent Care





Month	BH Fast Track Admissions	BH ER Visits	BH Urgent Care	Law Enforcement Drop off
Apr-18	8	**740**	**91**	117
May-18	13	**669**	**95**	117
Jun-18	8	**719**	**80**	120
Jul-18	4	**712**	**68**	140
Aug-18	14	**671**	**94**	143
Sep-18	0	**701**	**69**	196
Oct-18	8	**685**	**67**	169
Nov-18	3	**589**	**46**	170
Dec-18	18	**641**	**43**	186
Jan-19	3	**777**	**65**	239
Feb-19	9	**695**	**52**	204
Mar-19	9	**723**	**61**	198
TOTALS	**97**	**8,322**	**831**	**1,999**

Number of Opioid Patients

Month	Census
Jan-17	424
Feb-17	416
Mar-17	419
Apr-17	520
May-17	528
Jun-17	533
Jul-17	531
Aug-17	531
Sep-17	519
Oct-17	530
Nov-17	535
Dec-17	539
Jan-18	539
Feb-18	547
Mar-18	560
Apr-18	561
May-18	560
Jun-18	566
Jul-18	572
Aug-18	578
Sep-18	571
Oct-18	576
Nov-18	588
Dec-18	598
Jan-19	597
Feb-19	446
Mar-19	449

Number of Methadone Encounters

Month	Count
Apr-18	5,573
May-18	5,762
Jun-18	5,621
Jul-18	5,658
Aug-18	5,686
Sep-18	5,325
Oct-18	5,768
Nov-18	5,489
Dec-18	5,665
Jan-19	6,074
Feb-19	5,461
Mar-19	5,958

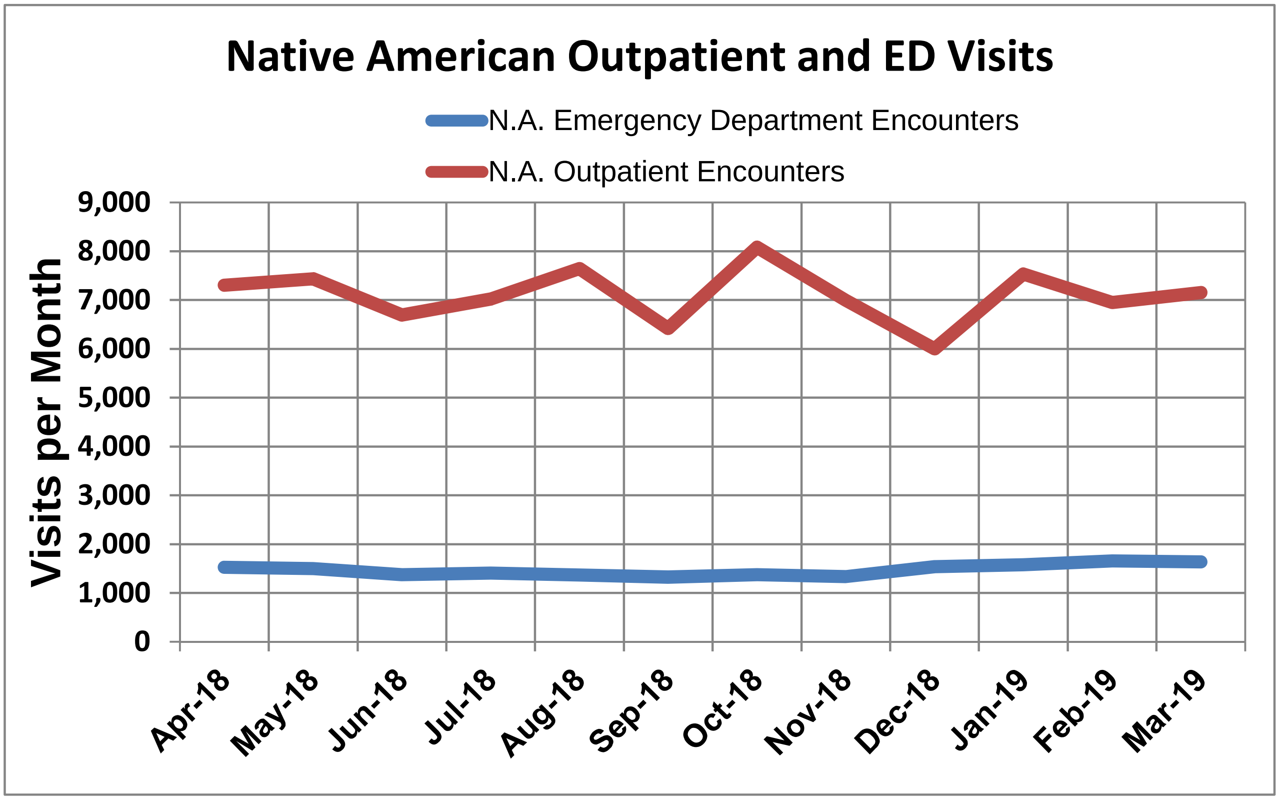
Number of Suboxone Encounters

Month	Count
Apr-18	638
May-18	620
Jun-18	564
Jul-18	607
Aug-18	675
Sep-18	558
Oct-18	536
Nov-18	599
Dec-18	465
Jan-19	438
Feb-19	346
Mar-19	318

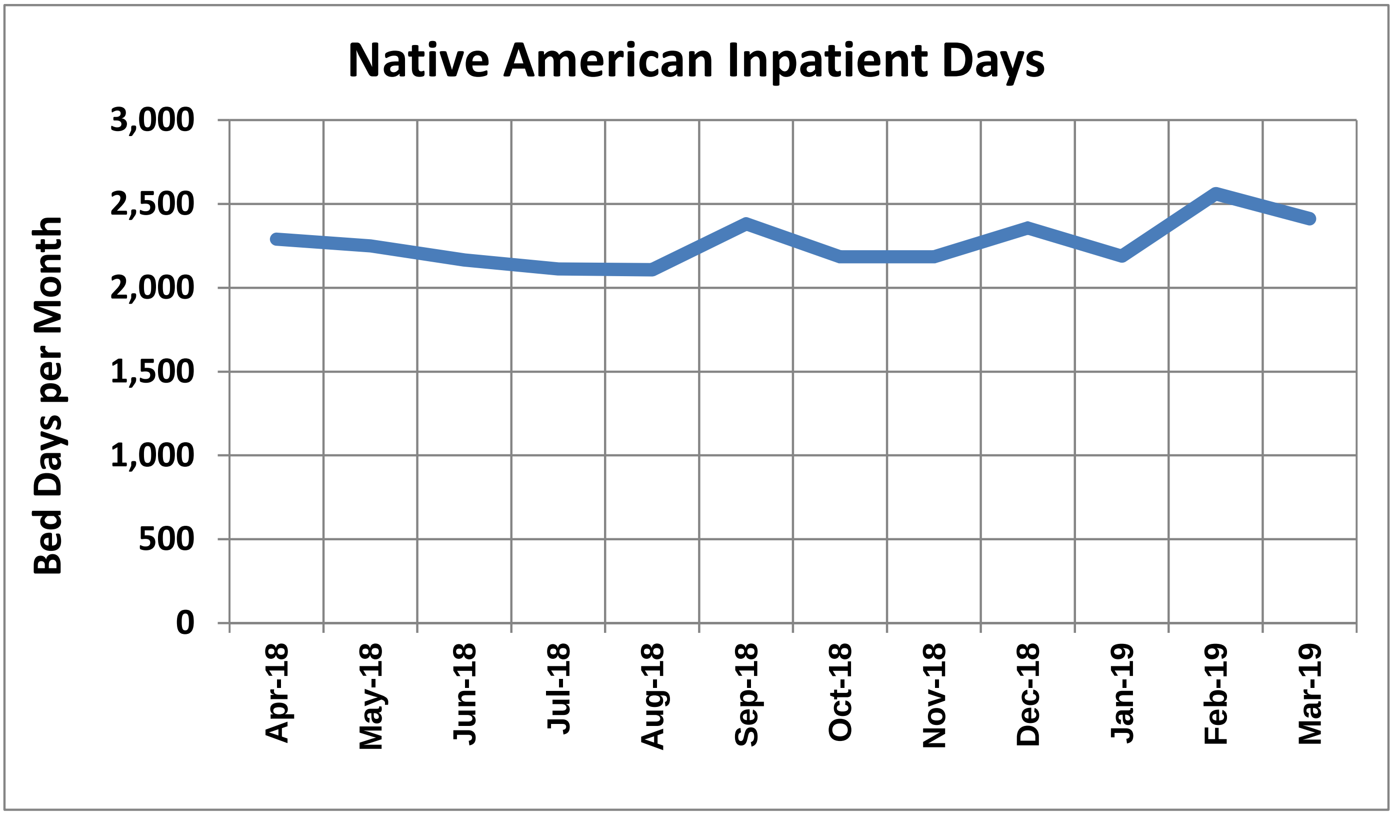
Number of encounters in COPE Medical home for High Needs Patients

Fiscal Year	Count
FY2016	3,200
FY2017	11,415
FY2018	12,784
FY2019*	12,591

* Projected Count based upon the previous twelve (12) months.

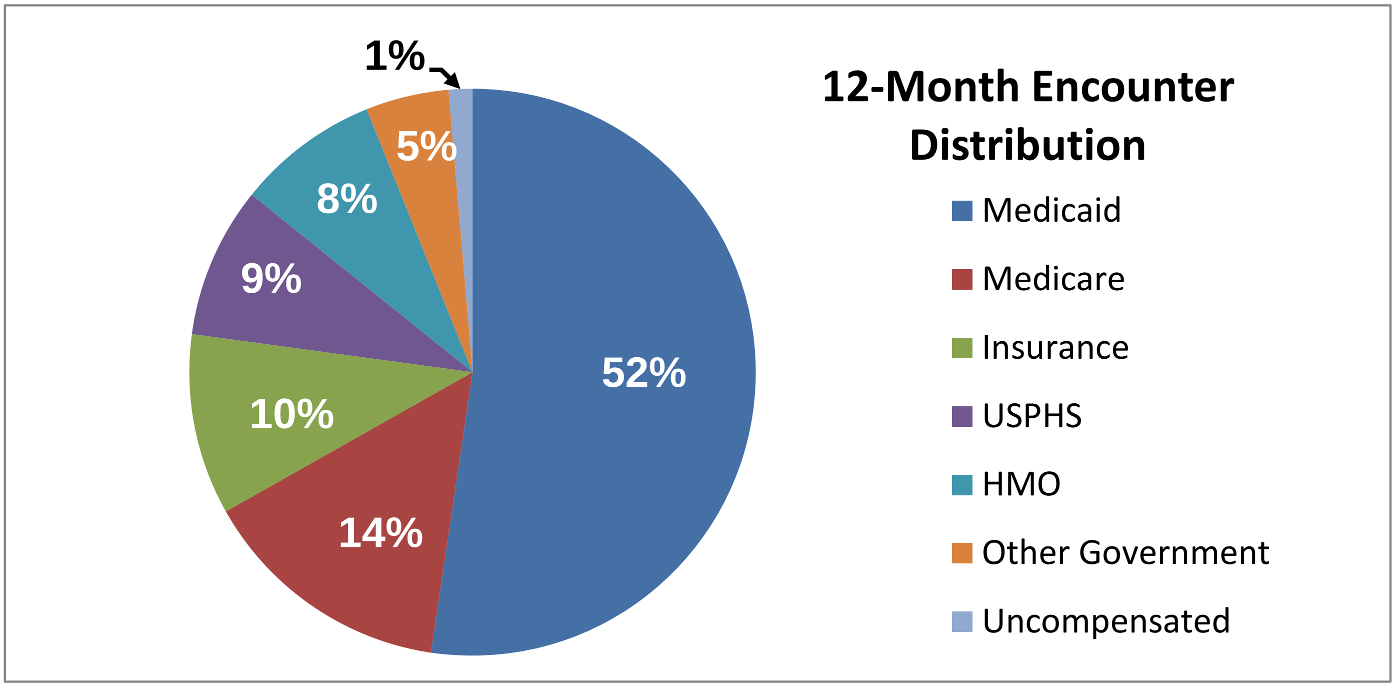


Month	Native American Inpatient Admissions (Census)	Native American Enrollment - UNM Care	N.A. Emergency Department Encounters	N.A. Outpatient Encounters
Apr-18	320	110	**1,523**	**7,304**
May-18	326	108	**1,501**	**7,434**
Jun-18	316	103	**1,372**	**6,696**
Jul-18	321	93	**1,405**	**7,024**
Aug-18	285	67	**1,370**	**7,643**
Sep-18	302	67	**1,325**	**6,416**
Oct-18	303	58	**1,372**	**8,080**
Nov-18	300	43	**1,335**	**6,995**
Dec-18	347	38	**1,538**	**6,001**
Jan-19	369	44	**1,579**	**7,533**
Feb-19	329	42	**1,656**	**6,952**
Mar-19	357	31	**1,639**	**7,150**



Month	Total Bed Days
Apr-18	2,289
May-18	2,249
Jun-18	2,165
Jul-18	2,113
Aug-18	2,107
Sep-18	2,381
Oct-18	2,185
Nov-18	2,185
Dec-18	2,357
Jan-19	2,188
Feb-19	2,561
Mar-19	2,412

Native American Services



FY2018	Medicaid	Medicare	Insurance	USPHS	HMO	Other Government	Uncompensated
Apr-18	6,022	1,586	1,076	890	954	567	149
May-18	5,996	1,623	1,040	795	892	537	149
Jun-18	5,269	1,512	1,037	827	862	479	147
Jul-18	4,547	1,227	1,031	855	671	411	117
Aug-18	4,871	1,378	986	862	685	509	105
Sep-18	4,241	1,131	837	701	661	437	115
Oct-18	4,932	1,554	1,022	823	752	466	110
Nov-18	4,569	1,209	895	740	717	372	130
Dec-18	4,169	1,145	806	721	627	360	114
Jan-19	4,991	1,365	979	855	783	433	117
Feb-19	4,645	1,319	916	799	777	376	129
Mar-19	5,429	1,458	1,158	949	896	466	157
TOTAL	**59,681**	**16,507**	**11,783**	**9,817**	**9,277**	**5,413**	**1,539**
	52%	**14%**	**10%**	**9%**	**8%**	**5%**	**1%**