

2020 BERNALILLO COUNTY COMMUNITY HEALTH NEEDS ASSESSMENT

YEAR 2 REPORT BACK

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

FOCUS 1

INCREASE ACCESS TO BEHAVIORAL HEALTH

Behavioral health includes mental health and substance use services.

4,487 people passed through Resource Reentry Center (RRC) after they got out of the Metropolitan Detention Center.

3,775 used one or more services at RRC. **84 out of 100** used services.

2,062 people met with a case manager 1 on 1. A case manager is a person who helps organize the services you may need.



55 out of 100 of those who used 1 or more services met with a case manager for 1 on 1 service.

5,657 referrals to other services issued by Resource Reentry Center.

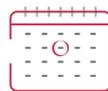


FOCUS 3

INCREASE ACCESS TO MEDICAL COVERAGE AND FINANCIAL ASSISTANCE

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

14,549 appointments were scheduled for Patient Financial Services.



4,647 people qualified for UNM Care. UNM Care is a program for Bernalillo County residents who meet certain income guidelines and may qualify for medical assistance.



All public web pages for Patient Financial Services were updated with current information.

7 Patient Financial Services education documents were updated with current information.

FOCUS 2

INCREASE ACCESS TO MEDICAL SERVICES

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

2,038 Journeys Clinic Patients Seen. The Journeys Clinic provides psychiatric services for women who are pregnant, have given birth, have had miscarriages or lost children at birth, or are trying to get pregnant.

Added **90-minute prenatal support group sessions** to reduce postpartum depression.



10,353 patients referred to UNMH Orthopedics from UNMH clinics. Orthopedics has specialists in bones, muscles, and joints.

32,997 total patient visits to Orthopedic Clinics.

535 referrals to Center for Healing in the Lower Extremities (CHILE) Clinic. **4,606** total patient visits into CHILE Clinic.

3,000 + eye surgeries were performed that improve and save vision.

Hired **2 additional magnetic resonance imaging (MRI) technologists** and expanded the MRI schedule to increase access to outpatient and inpatient exams.



Installed a state-of-the-art, **low-dose EOS x-ray machine** to increase access to this new kind of imaging for pediatric patients.



FOCUS 4

REDUCE INEQUITIES THAT LEAD TO DISPARITIES IN HEALTH OUTCOMES

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



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

All **41** clinics have access to a social worker.

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

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



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

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

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

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

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

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

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

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



COVID-19 RESPONSE

RESPONDING TO COMMUNITY NEEDS DURING THE COVID-19 PANDEMIC

176,425 Telehealth clinic visits conducted.

120,000+ vaccines provided by UNMH.



UNMH set up **3** groups called Emergency Operations Centers, Joint Information Center, and Incident Management Team. These groups coordinated COVID-19 responses to ensure safety and speed needed as changes happened quickly.



90,000 calls to the state COVID-19 hotline by the end of 2020. Calls are answered by the UNM College of Pharmacy.

UNMH Native American Health Services (NAHS) were part of multidisciplinary rounds for Native American patients. Multidisciplinary rounds are meetings of different experts about patient cases.

NAHS was a key part of meetings with statewide Emergency Medicine Departments in tribal communities. NAHS sent the first newsletter to our tribal communities and agencies to share important information.

3,140 additional patients were seen by turning a UNMH Clinic into a COVID-19 inpatient unit.

24 exam rooms were converted to inpatient rooms.

4,175 COVID-19 tests were completed by UNMH at a testing site that was created at the UNM Soccer Field.

2,479+ patients treated at a newly created COVID-19 follow-up clinic.

UNMH set up a **monoclonal antibody infusions outpatient clinic** using Bamlanivimab (BAM), a drug used to help treat COVID-19.

UNMH set up a **new site for COVID-19 testing** before medical procedures and surgeries.



COVID-19 Vaccines are now offered at various primary care and pediatric clinics.

