UNM HOSPITALS

Bernalillo County Trend Report

March 31, 2017

UNM HOSPITALS

Index

UNM HOSPITALS

Average time for an Appointment for Primary Care

Average 3rd Available* Day for Appointments

Days Out for 3rd Available Appt.

Month	UNMH Family Health
Apr-16	33.4
May-16	35.4
Jun-16	35.1
Jul-16	36.6
Aug-16	33.8
Sep-16	35.7
Oct-16	39.3
Nov-16	37.4
Dec-16	36.6
Jan-17	33.5
Feb-17	33.5
Mar-17	31.1

* **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

──── UNMH Inpatient Satisfaction Score   ──── *UHC Peer Group
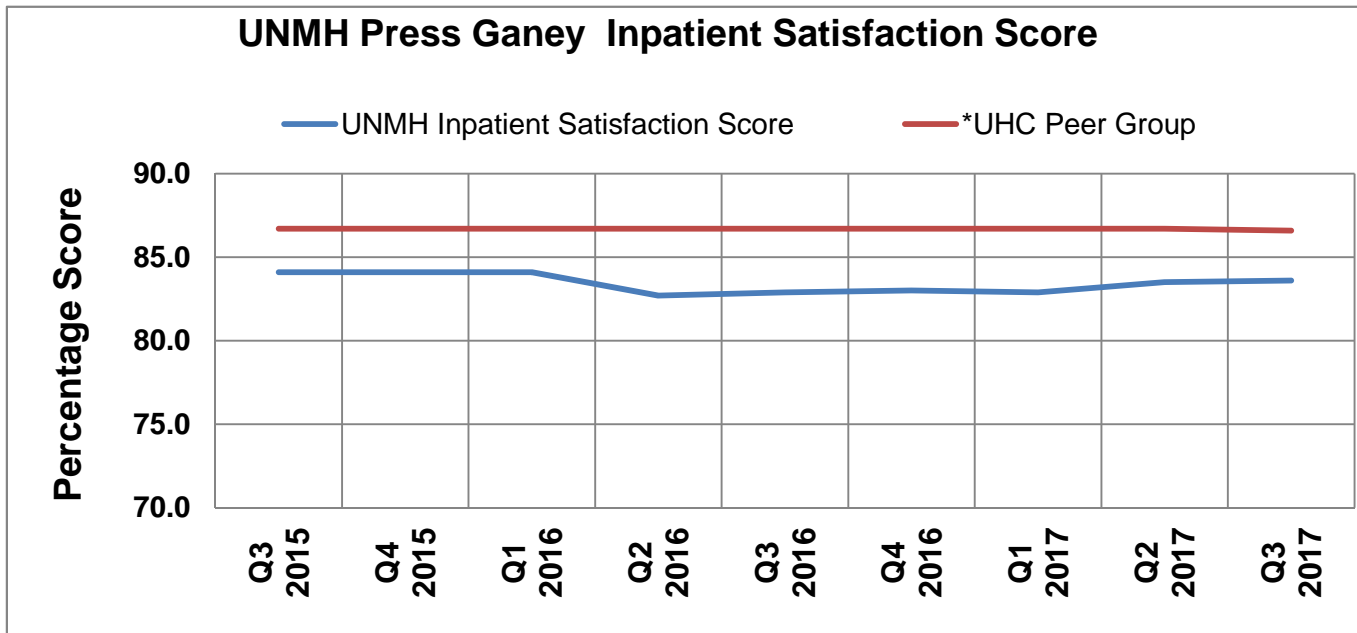
Quarter	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
UNMH Inpatient Satisfaction Score	84.1	84.1	84.1	82.7	82.9	83.0	82.9	83.5	83.6
*UHC Peer Group	86.7	86.7	86.7	86.7	86.7	86.7	86.7	86.7	86.6

*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.

Inpatient Admissions Average Length of Stay (ALOS) for All Patients

— Average LOS — UHC Benchmark

Quarter	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
Average LOS (Days)	5.71	5.82	6.15	6.59	6.73	6.42	6.41	6.50	6.35	6.34	6.35
*UNC Benchmark (Days)	5.54	5.57	5.61	5.72	5.58	5.55	5.63	5.70	5.61	5.61	5.66

30 Day Readmission Rate for All Patients

— All Patients (%) — UHC Benchmark

Quarter	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
All Patients (%)	8.27	8.55	9.24	8.64	8.48	7.98	9.77	9.20	9.80	10.63	10.14
*UHC Benchmark (%)	11.33	11.19	11.16	11.09	11.20	10.97	11.73	11.76	11.65	11.76	11.71

Methicillin-resistant Staphylococcus Aureus (MRSA) Bloodstream Standardized Infection Rate (Lower is better)

— MRSA Rate — **Default Interim Benchmark

Quarter	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
MRSA Stand. Infection Rate	0.19	0.31	0.21	0.23	0.33	0.34	0.00	0.78	0.00	0.79	0.71
**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	1	1	1	1	1	1	0	2	0	2	2

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**Default Interim Benchmark is a temporary measure until a national benchmark is defined.
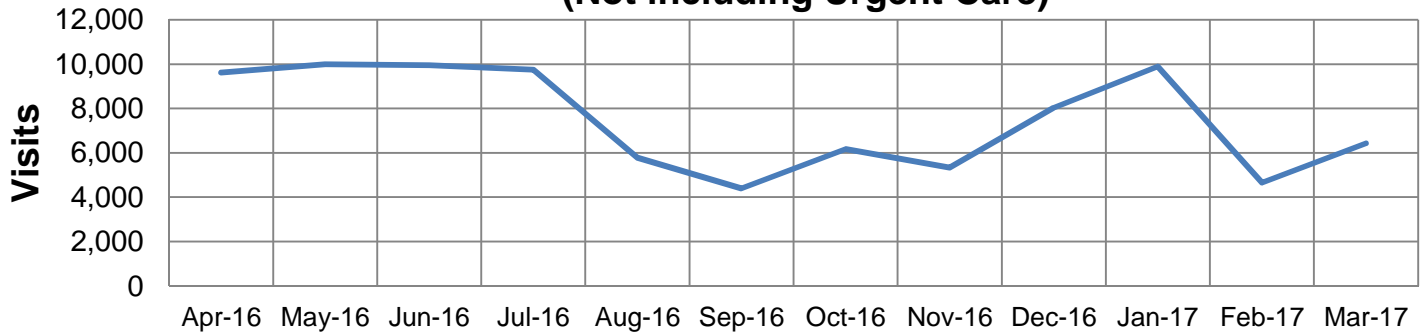
Emergency Department (ED) Visits
(Not including Urgent Care)

Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Visits	9,620	9,990	9,956	9,757	5,778	4,400	6,170	5,335	8,026	9,900	4,661	6,427

ED Left Without Being Seen
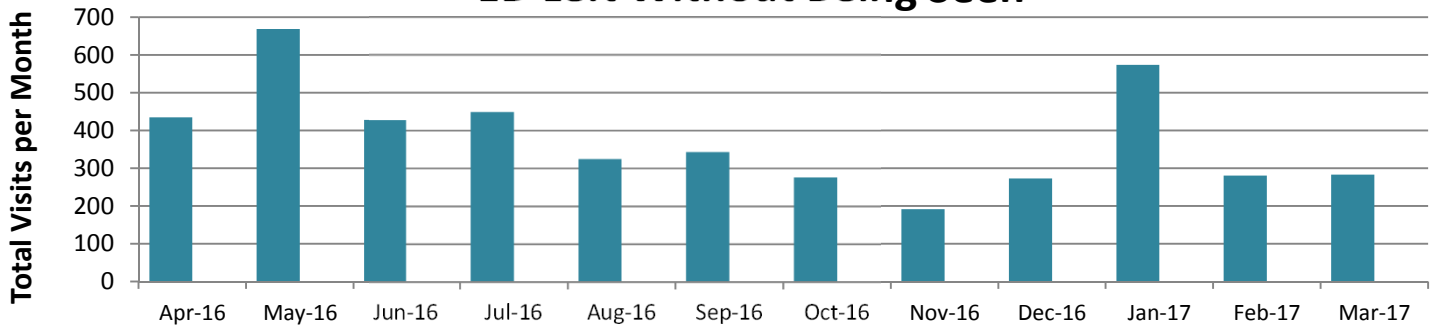
Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
UH LWBS	435	669	428	449	324	343	276	191	273	574	280	283

ED Average hours from Arrival to Disposition
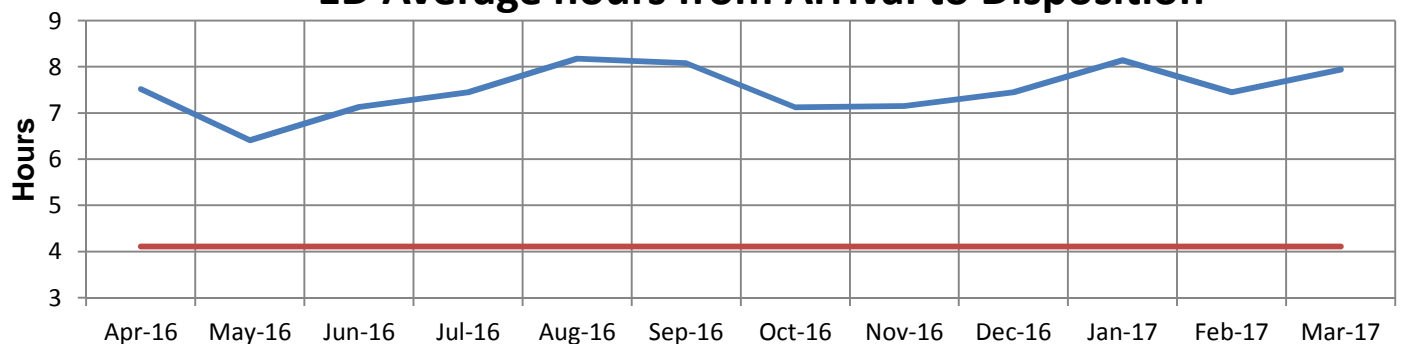
Month	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Arrival to Disposition	7.52	6.41	7.13	7.45	8.18	8.08	7.12	7.15	7.45	8.14	7.45	7.94
*National Average	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11

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

UNM HOSPITALS

Encounters - Bernalillo County
For the nine Months ended March 31, 2017

Source	Bernalillo County Encounters
Charity Care - Bernalillo County	6,423
EMSA	469
IHS	1,772
Medicaid	269,122
Medicare	184,091
Uninsured	28,713
HMO's & Insurance	104,061
All Other *	91,636
Total Encounters	**686,287**

Native American Encounters **	**59,796**

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

BALANCE SHEET
Statements of Net Assets
March 31, 2017 and June 30, 2016

Assets		**March 2017**	**June 2016**
(In Thousands)			
Current assets:			
Cash and cash equivalents	$	185,713	143,268
Marketable securities		34,695	34,864
Receivables:			
Patient, net		126,803	130,988
University of New Mexico		5	1,472
Estimated third-party payor settlements		21,267	58,460
Bernalillo County treasurer		14,184	1,740
Other		30,385	31,320
Total current assets		413,052	402,112
Noncurrent assets:			
Assets whose use is limited:			
Held by trustee		22,989	16,127
By UNM Hospital Clinical Operations Board		22,055	21,040
Capital assets, net		220,666	232,499
Total assets		678,762	671,778

Liabilities			
Current liabilities:			
Accounts payable		57,859	62,288
Payable to University of New Mexico		65,215	53,132
Estimated third-party payor settlements		53,504	52,606
Interest payable bonds		881	88
Other accrued liabilities		49,693	52,254
Total current liabilities		227,152	220,368
Bonds payable		108,965	108,965
Total liabilities		336,117	329,333

Net Assets			
Restricted for expendable grants, bequests, and contributions		16,672	15,355
Restricted for trust indenture and debt agreement		22,989	16,128
Unrestricted net assets		191,283	187,428
Assets invested in capital		111,701	123,534
Total net assets	$	342,645	$ 342,445

UNM HOSPITALS

INCOME STATEMENT

Statements of Revenues, Expenses, and Changes in Net Assets
For the nine months ended March 31, 2017

(In Thousands)	**March 2017**
Operating revenues:	
Net patient service	$ 678,108
Other	18,437
Total operating revenues	696,545
Operating expenses:	
Employee Compensation and Benefits	371,824
Medical services	140,527
Medical supplies	132,958
Occupancy/Equipment/Depreciation	66,203
Purchased services	46,871
Other	19,882
Total operating expenses	778,265
Operating loss	(81,720)
Nonoperating revenues (expenses):	
Bernalillo County Mill Levy	71,983
State appropriation	8,730
Investment income (dividends, gains and losses)	1,007
Interest Expense	(2,379)
Other Revenue and (Expense)	58
Land and Permanent Fund	605
Bequests and contributions	1,916
Net nonoperating revenues	81,920
Increase in net assets	200
Net assets, beginning of year	342,445
Net assets, end of year	$ 342,645

Financial Assistance to Patients by County*
For the nine Months ended March 31, 2017

County	Charity Care Cost	Uninsured Cost	Total Uncompensated Care Cost
Bernalillo	$ 25,454,331	$ 24,496,654	$ 49,950,985
Catron		23,110	23,110
Chaves	152	403,497	403,649
Cibola	378	369,503	369,880
Colfax	195	563,306	563,501
Curry	61	29,326	29,388
De Baca			
Dona Ana	1,092	107,903	108,995
Eddy	1,044	44,558	45,602
Grant		72,760	72,760
Guadalupe	16,755	101,204	117,958
Harding			
Hidalgo		1,006	1,006
Lea		31,941	31,941
Lincoln	55,134	101,805	156,940
Los Alamos	9,737	51,803	61,541
Luna	514	25,571	26,086
Mc Kinley	7,451	366,919	374,370
Mora	301	128,843	129,144
Otero	39,444	59,924	99,367
Quay		19,564	19,564
Rio Arriba	812	438,386	439,198
Roosevelt		13,854	13,854
San Juan	707	356,820	357,527
San Miguel	146	32,391	32,537
Sandoval	115,303	1,547,718	1,663,021
Santa Fe	34,207	1,342,158	1,376,365
Sierra		6,940	6,940
Socorro	5,807	211,309	217,116
Taos	54,744	375,080	429,824
Torrance	976	267,446	268,422
Union			
Valencia	41,324	2,456,300	2,497,625
Out Of State		2,041,367	2,041,367
Grand Total	**$ 25,840,616**	**$ 36,088,966**	**$ 61,929,582**

* 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 Months ended March 31, 2017

Bernalillo County Zip	Inpatient Count	Inpatient Charity Care and Uninsured Cost	Outpatient Count	Outpatient Charity Care and Uninsured Cost	Total Patient Count	Total Patient Charity Care and Uninsured Cost
87008	3	$52,100	179	$48,474	182	$100,574
87022	-	-	214	215,520	214	215,520
87047	-	-	83	47,382	83	47,382
87059	16	82,785	390	120,903	406	203,688
87101	2	386	31	24,024	33	24,410
87102	110	1,577,765	3,130	1,578,135	3,240	3,155,900
87103	-	-	30	39,962	30	39,962
87104	44	591,582	1,250	431,664	1,294	1,023,246
87105	253	3,553,329	10,076	3,730,664	10,329	7,283,994
87106	80	1,924,972	2,306	1,056,121	2,355	2,981,093
87107	87	777,558	3,032	1,357,217	3,119	2,134,775
87108	160	2,079,194	5,437	2,746,940	5,597	4,826,135
87109	75	1,138,450	2,349	962,566	2,424	2,101,016
87110	91	1,307,954	2,741	1,226,570	2,832	2,534,524
87111	55	404,535	1,878	862,122	1,933	1,266,657
87112	81	938,974	2,734	1,332,758	2,815	2,271,733
87113	18	157,783	666	252,528	684	410,312
87114	52	406,443	2,127	1,058,953	2,179	1,465,396
87115	-	-	9	6,759	9	6,759
87116	2	11,106	37	33,805	39	44,911
87117	-	-	1	500	1	500
87119	-	-	21	3,660	21	3,660
87120	85	726,576	2,583	1,016,576	2,668	1,743,152
87121	319	3,292,413	11,397	7,081,535	11,716	10,373,948
87122	8	102,653	210	334,013	218	436,666
87123	117	1,268,239	3,913	2,352,611	4,030	3,620,850
87125	8	321,531	149	109,372	157	430,903
87131	-	-	9	4,573	9	4,573
87151	3	191,961	60	91,157	63	283,118
87153	-	-	6	3,236	6	3,236
87154	2	39,643	48	18,947	50	58,589
87158	-	-	-	-	-	-
87176	-	-	139	27,672	139	27,672
87181	1	146,079	78	81,509	79	227,588
87184	2	197,670	11	21,321	13	218,991
87185	-	-	5	3,001	5	3,001
87187	2	4,035	6	1,175	8	5,210
87190	1	26,453	21	7,134	22	33,587
87191	-	-	31	11,123	31	11,123
87192	3	11,497	133	57,410	136	68,907
87193	1	11,441	102	25,768	103	37,208
87194	2	9,496	44	17,149	46	26,645
87195	1	3,494	121	47,609	122	51,103
87196	-	-	72	20,367	72	20,367
87197	4	-465	52	36,126	56	35,661
87198	-	-	66	30,429	66	30,429
87199	5	300	95	56,014	100	56,314
Grand Total	**1,693**	**$ 21,357,931**	**58,072**	**$ 28,593,054**	**59,734**	**$ 49,950,985**

UNM HOSPITALS

Financial Assistance Encounters to Bernalillo County Patients by Service Type
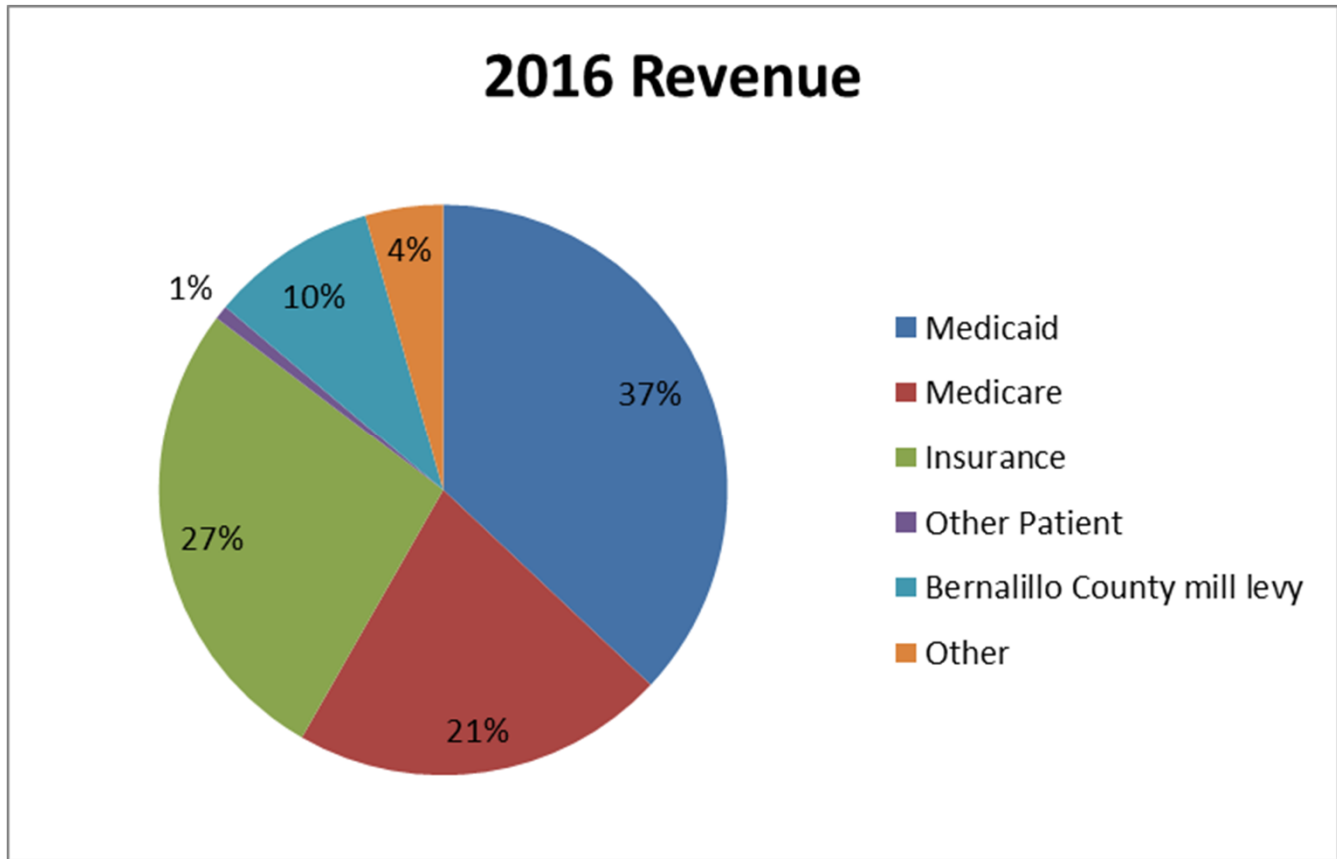### For the nine Months ended March 31, 2017

Bernalillo County Zip	Cancer Count	Medicine Count	Pedi-atrics Count	Surgery Count	Emergency Medicine Count	Neur-ology Count	OBGYN Count	Ortho-pedics Count	Psych-iatry Count	Other Count	Total Count
87008	24	102		4	6	19	3	8	14	1	182
87022	21	103	4	7	19	15	5	8	25	7	214
87047	8	46		3	4	5	2	4	7	3	83
87059	34	231	1	19	16	28	9	12	48	9	406
87101	1	20		1	2	1	1	2	4	1	33
87102	177	1,691	7	170	176	203	134	48	558	76	3,240
87103	1	16	-	-	1	2	1	-	7	1	30
87104	55	729	2	67	61	85	44	23	201	27	1,294
87105	494	4,330	23	463	374	509	373	152	1,196	218	8,132
87106	103	1,215	4	116	133	122	108	62	457	65	2,386
87107	169	1,684	7	183	151	204	126	45	486	64	3,119
87108	227	3,054	17	283	250	294	252	104	965	151	5,597
87109	82	1,387	6	123	113	174	102	44	335	58	2,424
87110	141	1,535	9	124	118	217	83	55	482	67	2,832
87111	144	987	4	79	85	164	68	45	307	50	1,933
87112	109	1,567	5	143	119	202	88	61	456	65	2,815
87113	32	362	3	41	35	53	38	17	79	24	684
87114	162	1,137	10	122	85	147	77	48	339	54	2,179
87115		1				-			1	7	-	9
87116	2	19		4	1	2	1	1	7	1	39
87117		1		-		-		-				1
87119		11		2	1	5		-	1	1	21
87120	128	1,493	9	135	120	191	86	48	396	63	2,668
87121	693	8,241	43	637	611	773	863	213	1,369	438	13,882
87122	21	101	-	12	8	11	6	4	48	7	218
87123	184	2,336	12	205	165	253	177	74	524	102	4,030
87125	7	79		3	13	11	2	2	38	3	157
87131		3	-	-	1	-	-	-	3		9
87151	4	18	1	4	10	1	9	1	15	1	63
87153	-	5			-	-			-		6
87154	1	28		2	2	7	1	1	9	-	50
87158											
87176	2	84		14	6	12	2	4	13	2	139
87181	8	40	1	7	5	6	3	1	5	3	79
87184	3	6		1	-	-	1	-	-	1	13
87185	1	3					-		-	1	5
87187	1	5			-	-	1		1		8
87190	3	11		1	-	-	-	1	5	1	22
87191	1	12	-	6	-	3	2	2	5	-	31
87192	1	94		5	6	6	2	4	15	3	136
87193	4	58	-	3	3	9	2	5	15	3	103
87194		27		3	1	7	2	1	4	1	46
87195	25	62		8	4	8	3	2	8	2	122
87196	1	43	-	1	3	5	5		12	2	72
87197	2	38		6	2	3		1	4	1	56
87198	2	39	-	2	2	5	2	1	10	2	66
87199	13	57		3	2	4	1	2	15	2	100
Grand Total	**3,089**	**33,111**	**167**	**3,015**	**2,716**	**3,766**	**2,686**	**1,104**	**8,500**	**1,579**	**59,734**

Includes inpatient and outpatient

UNM HOSPITALS

Primary Reason for Bernalillo County Indigent Resident Visits
For the 6 Quarters ending March 31, 2017

Description	Q2 FY16	Q3 FY16	Q4 FY16	Q1 FY17	Q2 FY17	Q3 FY17
Mental Disorders	2,167	4,092	5,307	4,355	2,144	2,899
Factors Influencing Health Status and Contact with Health Service	2,587	4,336	3,247	3,801	1,871	2,168
Diseases of Musculoskeletal and Connective Tissue	2,026	3,417	2,164	2,682	1,320	2,132
Endocrine, Nutritional, and Metabolic Diseases and Immunity Disorders	1,385	3,533	2,142	1,460	785	1,047
Signs, Symptoms and Ill-Defined Conditions	1,107	5,340	1,186	2,514	665	928
Diseases of Nervous System and Sense Organs	859	1,113	1,093	859	966	754
Diseases of Circulatory System	717	2,209	1,167	1,505	1,775	1,438
Injury and Poisoning	728	2,392	1,152	2,466	1,286	1,379
Diseases of Respiratory System	422	279	1,066	804	396	697
Diseases of Genitourinary System	640	998	1,108	897	141	703
Neoplasms (abnormal new growth of tissue)	541	1,730	214	1,223	59	902
Diseases of Digestive System	391	1,421	869	695	201	455
Diseases Skin and Subcutaneous Tissue	77	1,528	337	601	680	197
Complications of Pregnancy, Childbirth, and the Puerperium	388	871	451	1,059	279	488
Infectious and Parasitic Diseases	412	333	214	301	148	188
Congenital Anomalies	88	352	28	163	78	89
Diseases of Blood and Blood Forming Organs	100	348	84	162	82	172
Newborn (Perinatal)	104	118	33	80	39	28
Other (prescription pick-up, etc.)	1,679	3,033	1,400	2,724	1,041	762
Total Visits	**16,418**	**37,443**	**23,262**	**28,351**	**13,957**	**17,426**

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

UNM HOSPITALS

Revenue by Payor Source

2016 Revenue

Legend:
- Medicaid
- Medicare
- Insurance
- Other Patient
- Bernalillo County mill levy
- Other

Pie chart values: 37%, 21%, 27%, 1%, 10%, 4%

Medicaid	$	374,523,238
Medicare		215,116,785
Insurance		274,743,916
*Other Patient		8,083,381
Bernalillo County mill levy		95,849,349
**Other		44,837,527
Total	**$**	**1,013,154,196**

*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

FY16 is based on the twelve months ended June 30, 2016.
FY17 projected based on nine months ended March 31, 2017.

Patient Days	FY16 Actual	FY17 Projected
Adult	112,936	125,557
Pediatric	40,353	41,476
Newborn	5,321	5,083
Total Patient Days	**158,610**	**172,116**

Nursing Hours of Care

	FY16 Actual	FY17 Year to Date (YTD)
UNMH Nursing Hours of Care Per Patient*	18.01	17.70

*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 2016	Number of FTES as of March 2017	Hires (Headcount)	Terms (Headcount)	Rolling Retention Rate
RN's	1,867	2,023	156	229	85.31%
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%.
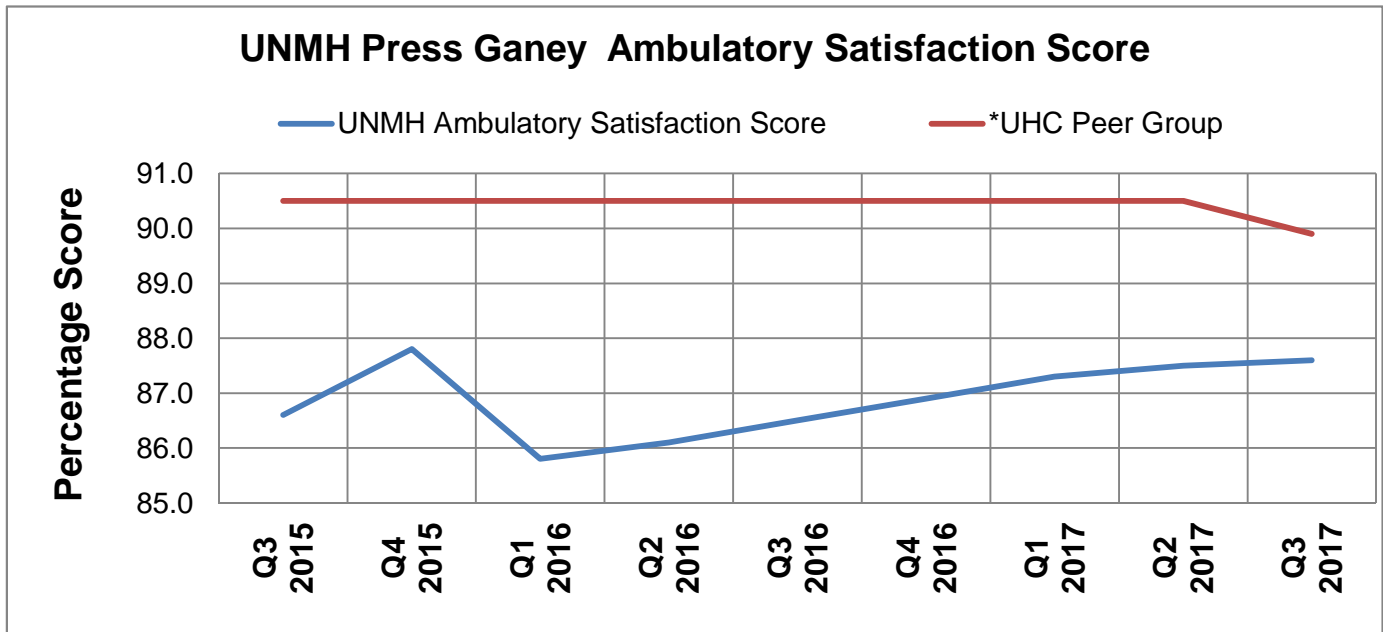
UNMH Press Ganey Ambulatory Satisfaction Score

— UNMH Ambulatory Satisfaction Score —— *UHC Peer Group

Quarter	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
UNMH Ambulatory Satisfaction Score	86.6	87.8	85.8	86.1	86.5	86.9	87.3	87.5	87.6
*UHC Peer Group	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	89.9

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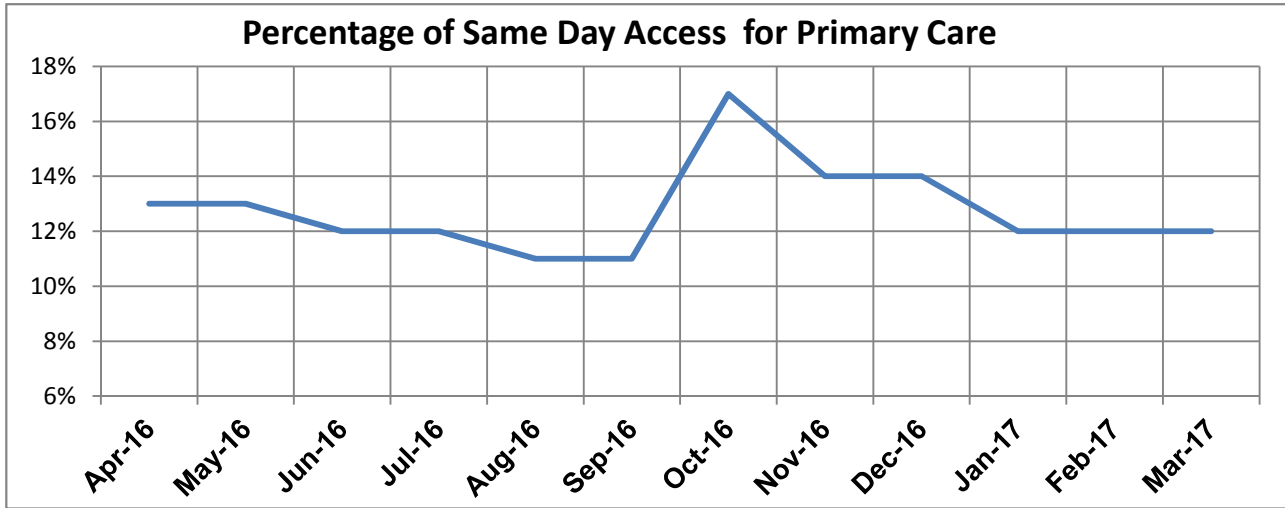
Total Number of Outpatient visits

FY16 is based on the twelve months ended June 30, 2016.
FY17 projected based on eight months ended February 28, 2017.

Outpatient visits

520,038	**FY16 Actual (12 Months)**
505,260	**FY17 Projected**

Percentage of Primary Care Patients with same day clinic appointment

Percentage of Same Day Access for Primary Care

Month	Same Day	Total Arrived	Same Day Rate
Apr-16	1,738	12,915	13%
May-16	1,710	13,145	13%
Jun-16	1,568	13,220	12%
Jul-16	1,374	11,941	12%
Aug-16	1,547	14,484	11%
Sep-16	1,436	12,935	11%
Oct-16	2,457	14,504	17%
Nov-16	1,968	13,819	14%
Dec-16	1,653	11,704	14%
Jan-17	1,796	14,449	12%
Feb-17	1,658	13,791	12%
Mar-17	1,843	15,232	12%

Twelve Month Same Day Access Average by Clinic

Average	Primary Care Clinics
10%	1209 Clinic
3%	ASAP Primary Care Clinic
6%	Family Practice Clinic
4%	General Pediatrics Clinic
10%	Northeast Heights Clinic
9%	Senior Health Center
11%	Southeast Heights Clinic
14%	Southwest Mesa Clinic
7%	SRMC FP Clinic
68%	UNM Lobo care Clinic
5%	Westside Clinic
16%	Young Children's Health Center

This data includes only Primary care appointments
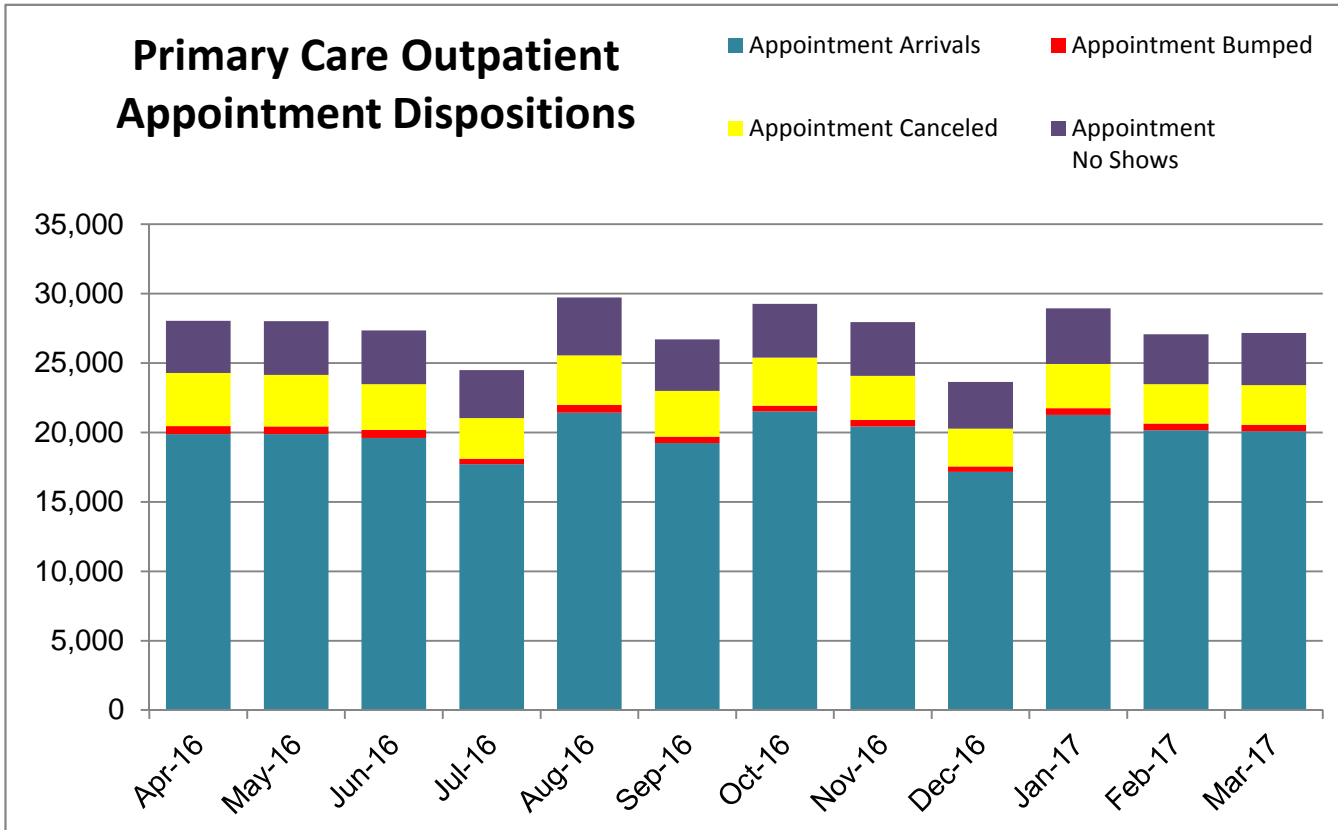
Primary Care Outpatient Appointment Dispositions

Legend:
- Appointment Arrivals
- Appointment Bumped
- Appointment Canceled
- Appointment No Shows

Month	Appointment Arrivals	Appointment Bumped	Appointment Canceled	Appointment No Shows
Apr-16	19,878	586	3,824	3,765
May-16	19,887	559	3,708	3,879
Jun-16	19,617	567	3,288	3,884
Jul-16	17,710	399	2,932	3,456
Aug-16	21,437	538	3,572	4,179
Sep-16	19,248	443	3,303	3,714
Oct-16	21,514	430	3,445	3,891
Nov-16	20,444	460	3,183	3,870
Dec-16	17,155	400	2,723	3,367
Jan-17	21,260	494	3,189	4,005
Feb-17	20,164	478	2,837	3,609
Mar-17	20,101	461	2,861	3,757

This data includes only Specialty Care appointments
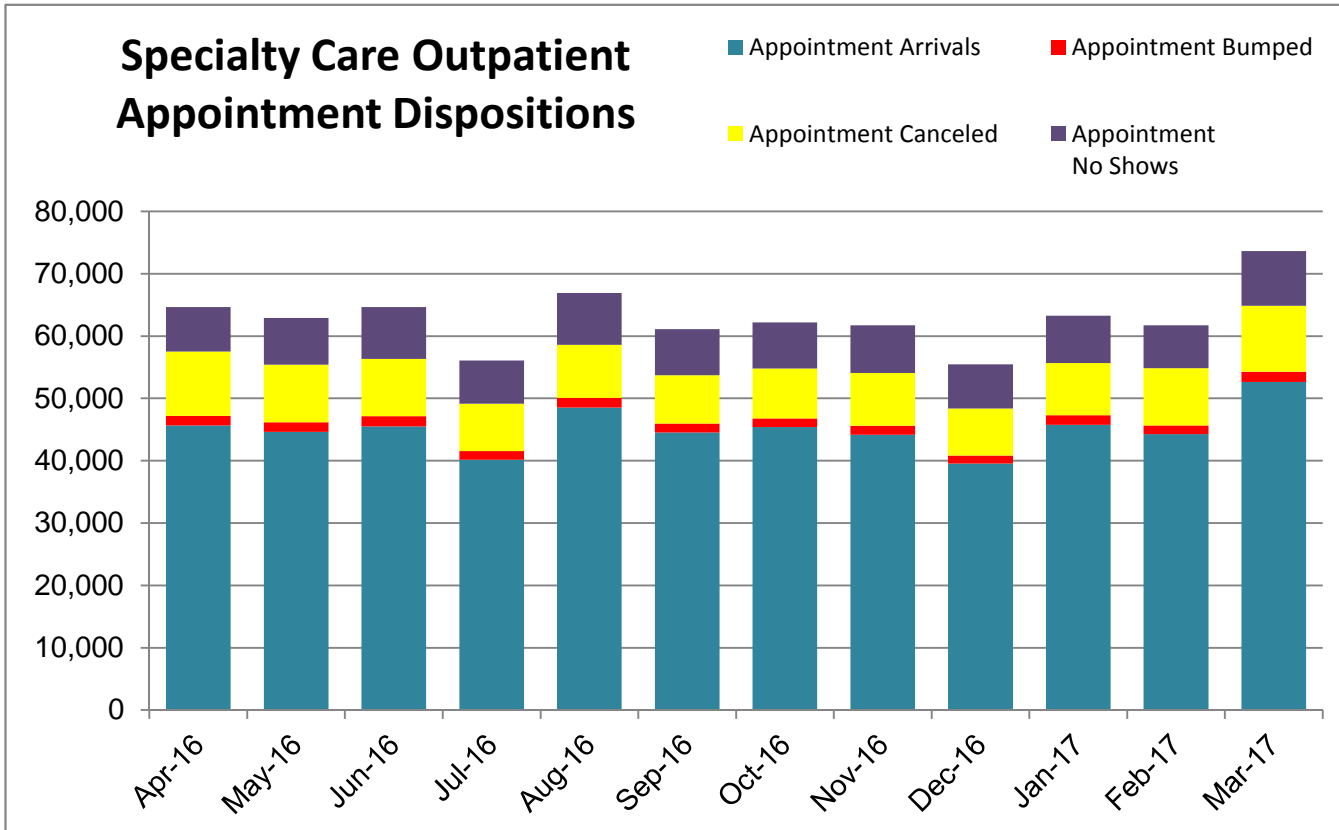
Specialty Care Outpatient Appointment Dispositions

Legend: ■ Appointment Arrivals ■ Appointment Bumped ■ Appointment Canceled ■ Appointment No Shows

Month	Appointment Arrivals	Appointment Bumped	Appointment Canceled	Appointment No Shows
Apr-16	45,649	1,547	10,309	7,165
May-16	44,616	1,573	9,248	7,494
Jun-16	45,486	1,659	9,181	8,314
Jul-16	40,178	1,370	7,607	6,939
Aug-16	48,521	1,558	8,513	8,321
Sep-16	44,516	1,442	7,768	7,386
Oct-16	45,427	1,370	8,012	7,389
Nov-16	44,191	1,417	8,461	7,652
Dec-16	39,532	1,299	7,552	7,090
Jan-17	45,738	1,543	8,394	7,607
Feb-17	44,292	1,348	9,220	6,863
Mar-17	52,634	1,633	10,586	8,809

UNM HOSPITALS

UNMH Scheduling ACD - Call Abandoned Rates by Month 2016

target ≤ 5%
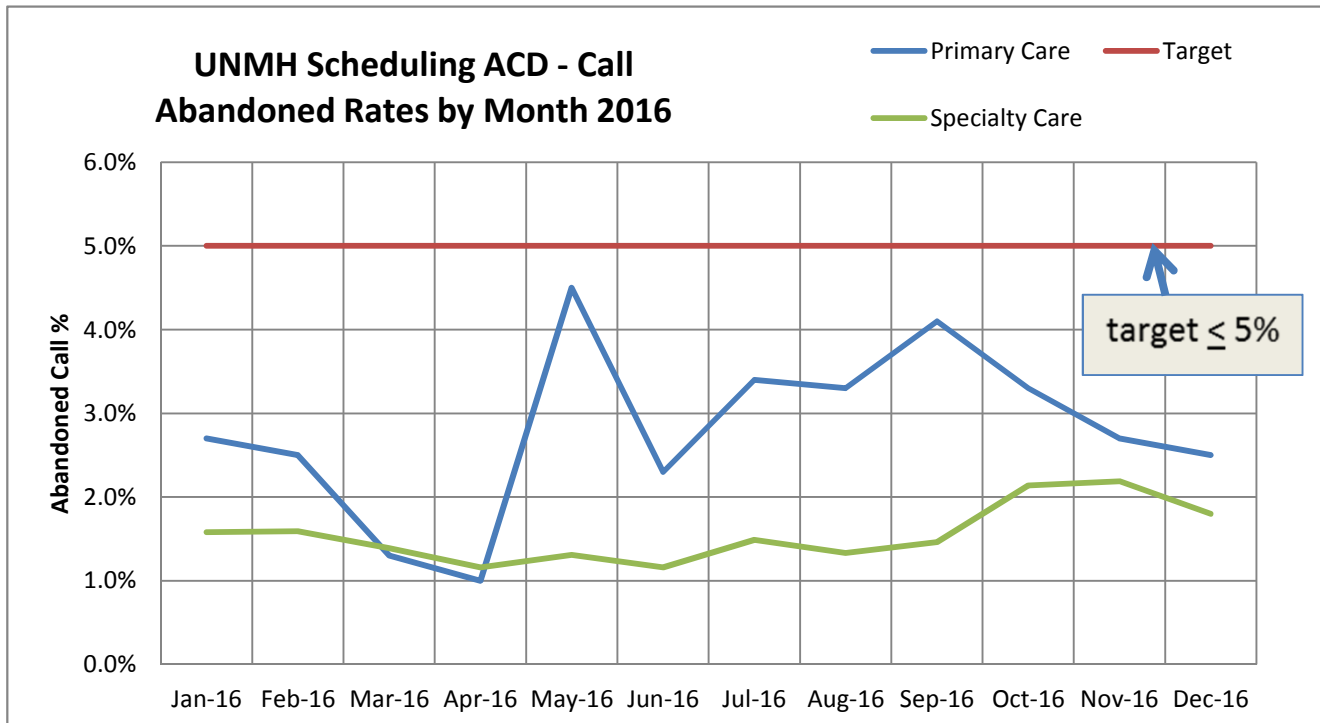
Area	UNMH Primary Care Scheduling ACD	UNMH Specialty Care Scheduling ACD	Goal Standard for Call Center
Jan-16	2.70%	1.58%	5%
Feb-16	2.50%	1.59%	5%
Mar-16	1.30%	1.39%	5%
Apr-16	1.00%	1.16%	5%
May-16	4.50%	1.31%	5%
Jun-16	2.30%	1.16%	5%
Jul-16	3.40%	1.49%	5%
Aug-16	3.30%	1.33%	5%
Sep-16	4.10%	1.46%	5%
Oct-16	3.30%	2.14%	5%
Nov-16	2.70%	2.19%	5%
Dec-16	2.50%	1.80%	5%

Medication Reconciliation

62.7%	National Patient Safety Goal - Medication Reconciliation Primary Care
26.8%	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.
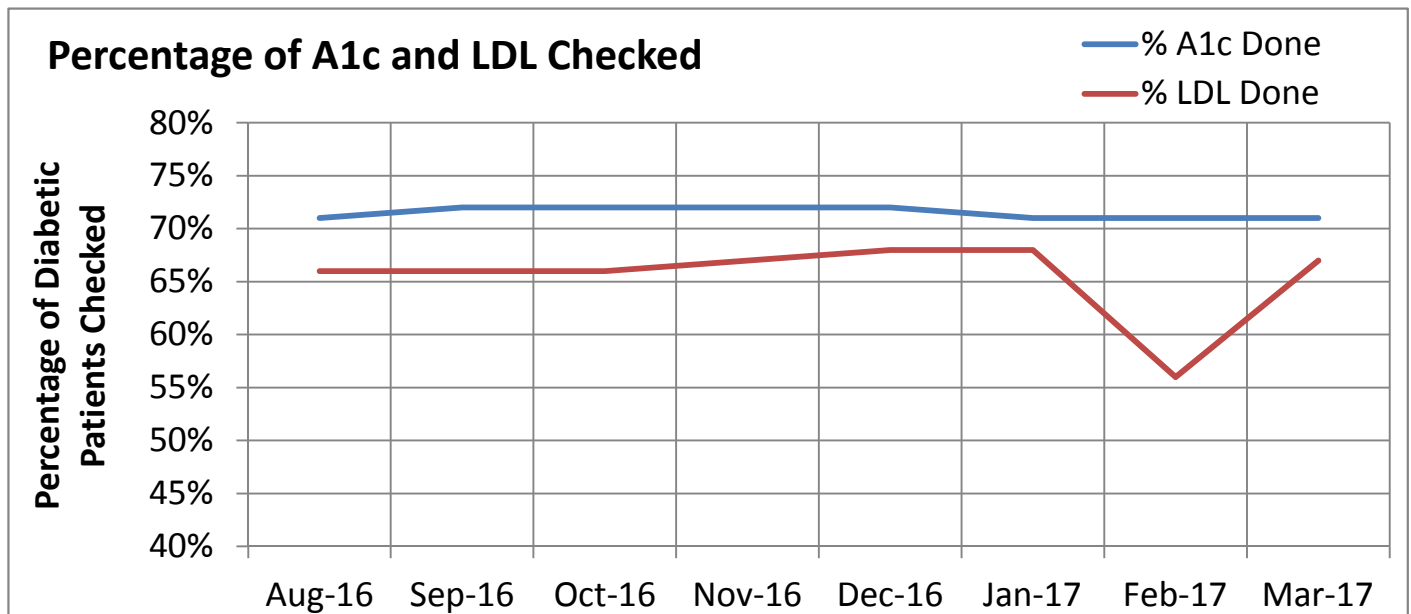
100% of all patients may access their medical records in person at UNMH.

UNMH turned on the MyHealthUNM on 10/31/2012 to provide patients
on-line access to their medical records.

As of April 17, 2017

72,038	Invitations sent out to patient who provided an email address.
33,915	Patients who have claimed invitation, to sign up.
30,914	Active Users who have accessed their medical records
43%	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 who turned eleven as covered under Children's
Online Privacy Protection Rule ("COPPA").

UNM HOSPITALS

Diabetes Management Indicators for HgbA1C and LDL <100

Percentage of A1c and LDL Checked

Legend: % A1c Done, % LDL Done

Y-axis: Percentage of Diabetic Patients Checked (40% to 80%)

X-axis: Aug-16, Sep-16, Oct-16, Nov-16, Dec-16, Jan-17, Feb-17, Mar-17

	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Total Patients	6,737	6,792	6,792	6,779	6,753	6,768	344	6,725
A1c Done	4,802	4,863	4,882	4,878	4,857	4,828	244	4,785
% A1c Done	71%	72%	72%	72%	72%	71%	71%	71%
LDL Done	4,471	4,499	4,509	4,540	4,565	4,570	191	4,498
% LDL Done	66%	66%	66%	67%	68%	68%	56%	67%

For nine months ended March 31, 2017

County	Charity Care	Uninsured	Total Uncompensated Care
Unduplicated Census	1,827	11,528	13,355
Encounters	6,423	28,713	35,136
Cost	$ 25,840,616	$ 31,035,833	$ 56,876,449

 * 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
Dec-15	6,925	1,057		709
Jan-16	6,615	713		769
Feb-16	6,643	558		694
Mar-16	6,720	675		743
Apr-16	6,739	724		703
May-16	6,828	487		989
Jun-16	6,812	601		975
Jul-16	6,775	506		982
Aug-16	6,800	544		1,474
Sep-16	6,860	518		1,043
Oct-16	6,916	422		1,104
Nov-16	6,975	426		983
Dec-16	6,793	395		1,041
Jan-17	6,355	279		1,039
Feb-17	6,363	318		951
Mar-17	6471	428		1,039

2016 Mill Levy Expense - Behavioral

235,379
270,329
455,026
121,638
481,957
385,712
2,487,570
9,939,790

- Salaries and Benefits
- Medical services
- Medical supplies
- Depreciation
- Equipment
- Purchased services
- Occupancy
- Other
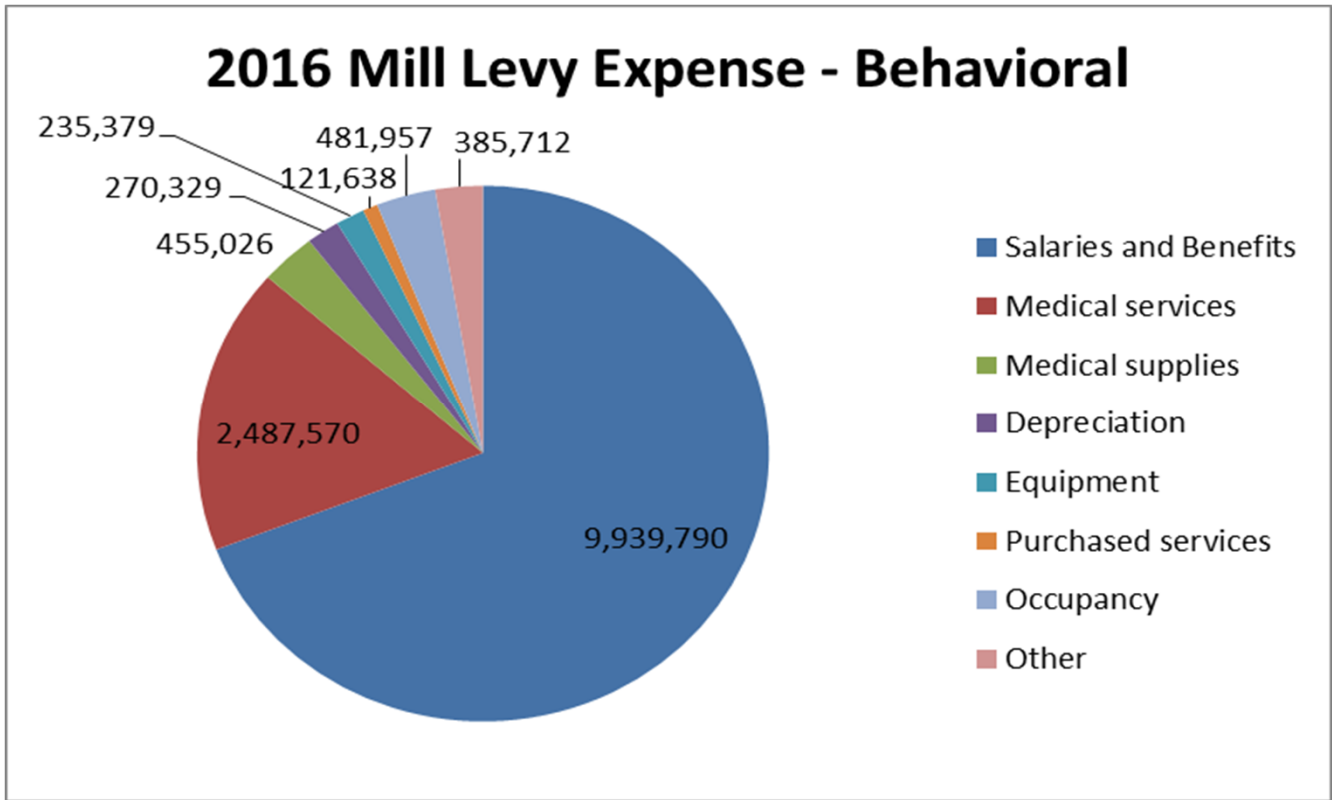
Salaries and Benefits	$ 9,939,790
Medical services	2,487,570
Medical supplies	455,026
Depreciation	270,329
Equipment	235,379
Purchased services	121,638
Occupancy	481,957
Other	385,712
Total Expense	**$ 14,377,402**

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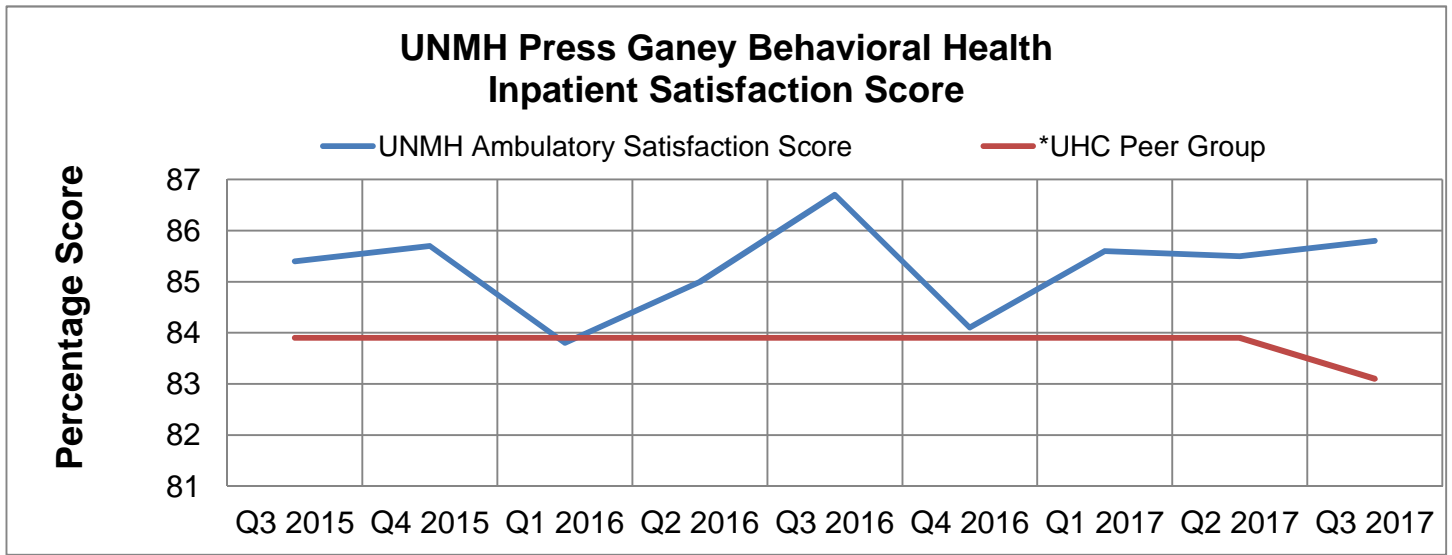
UNM HOSPITALS

UNMH Press Ganey Behavioral Health Inpatient Satisfaction Score

Quarter	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
UNMH Ambulatory Satisfaction Score	85.4	85.7	83.8	85.0	86.7	84.1	85.6	85.5	85.8
*UHC Peer Group	83.9	83.9	83.9	83.9	83.9	83.9	83.9	83.9	83.1

UNMH Press Ganey Behavioral Health Ambulatory Satisfaction Score
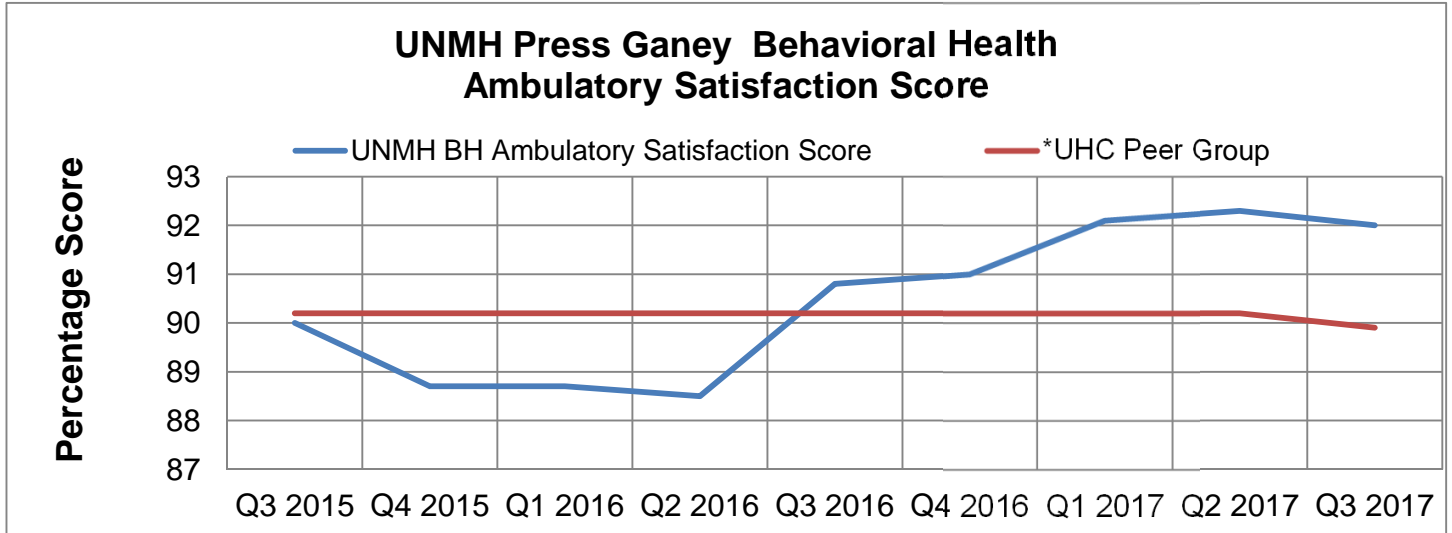
Quarter	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017
UNMH BH Ambulatory Satisfaction Score	90.0	88.7	88.7	88.5	90.8	91.0	92.1	92.3	92.0
*UHC Peer Group	90.2	90.2	90.2	90.2	90.2	90.2	90.2	90.2	89.9

*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.

UNM HOSPITALS

Behavioral Health Readmissions By Discharge Month 1st Admit

Children's Psychiatric Center
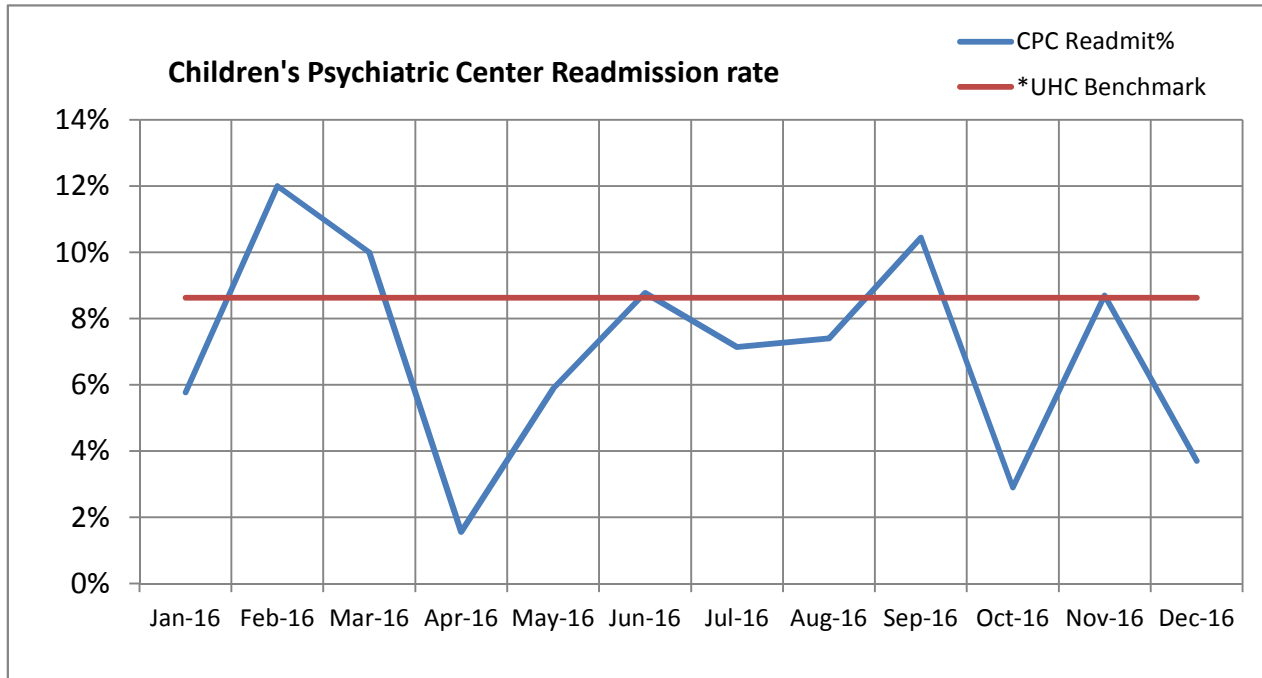
Children's Psychiatric Center Readmission rate

Discharge Month	Total Cases (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Jan-16	52	3	5.8%	8.6%
Feb-16	50	6	12.0%	8.6%
Mar-16	70	7	10.0%	8.6%
Apr-16	64	1	1.6%	8.6%
May-16	68	4	5.9%	8.6%
Jun-16	57	5	8.8%	8.6%
Jul-16	56	4	7.1%	8.6%
Aug-16	54	4	7.4%	8.6%
Sep-16	67	7	10.4%	8.6%
Oct-16	69	2	2.9%	8.6%
Nov-16	69	6	8.7%	8.6%
Dec-16	81	3	3.7%	8.6%

*The University Health System Consortium ("UHC") Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume equal to or greater than the facility being compared to.

UNM HOSPITALS

Behavioral Health Readmissions By Discharge Month 1st Admit

University Adult Psychiatric Center (UPC)
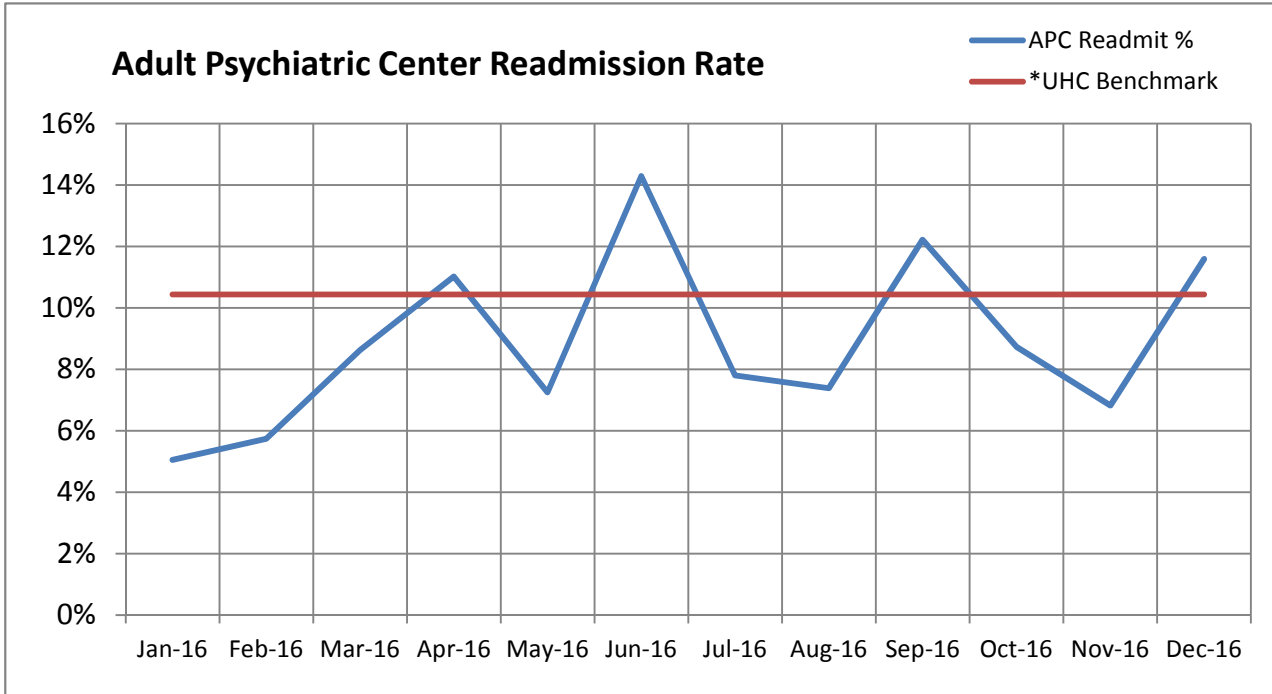
Adult Psychiatric Center Readmission Rate

Legend: APC Readmit %, *UHC Benchmark

Discharge Month	Total Cases (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Jan-16	99	5	5.1%	10.4%
Feb-16	122	7	5.7%	10.4%
Mar-16	116	10	8.6%	10.4%
Apr-16	127	14	11.0%	10.4%
May-16	138	10	7.2%	10.4%
Jun-16	133	19	14.3%	10.4%
Jul-16	141	11	7.8%	10.4%
Aug-16	149	11	7.4%	10.4%
Sep-16	131	16	12.2%	10.4%
Oct-16	126	11	8.7%	10.4%
Nov-16	132	9	6.8%	10.4%
Dec-16	138	16	11.6%	10.4%

*The University Health System Consortium ("UHC") Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume equal to or greater than the facility being compared to.

Behavioral Health Readmissions By Discharge Month 1st Admit

Totals for all of Behavioral Health
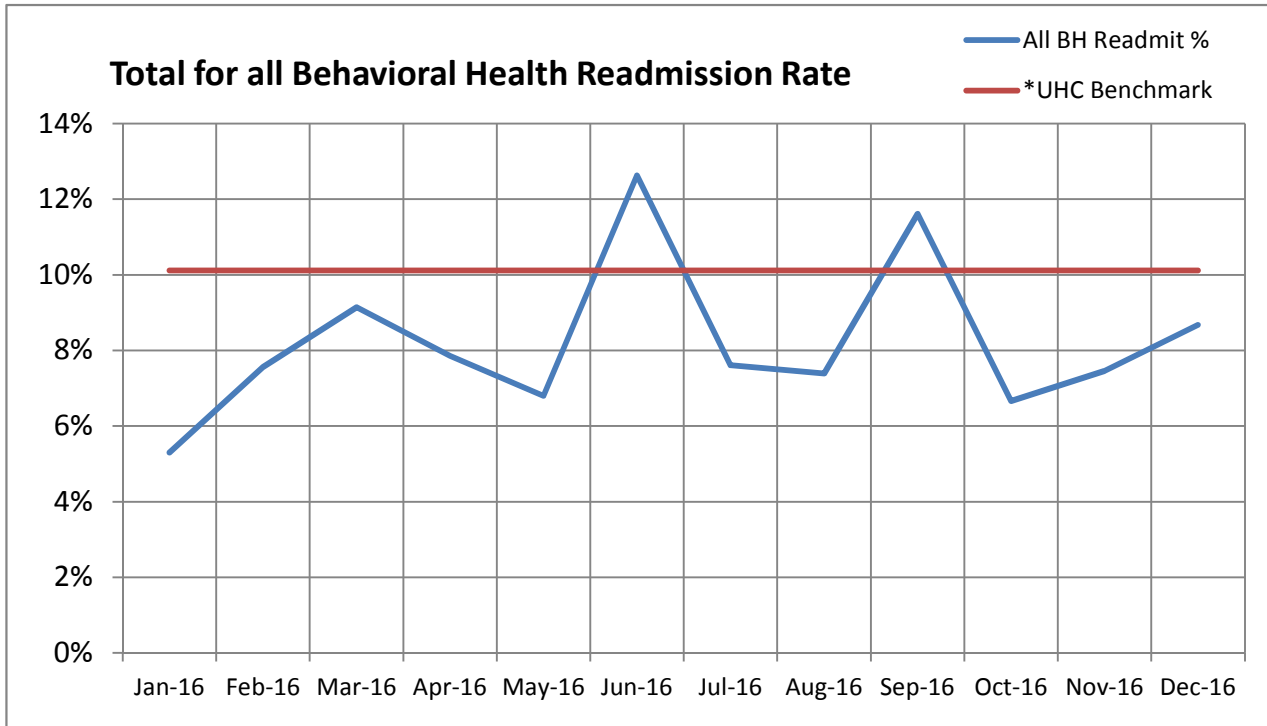
Total for all Behavioral Health Readmission Rate

| Discharge Month	Total Cases (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Jan-16	151	8	5.3%	10.1%
Feb-16	172	13	7.6%	10.1%
Mar-16	186	17	9.1%	10.1%
Apr-16	191	15	7.9%	10.1%
May-16	206	14	6.8%	10.1%
Jun-16	190	24	12.6%	10.1%
Jul-16	197	15	7.6%	10.1%
Aug-16	203	15	7.4%	10.1%
Sep-16	198	23	11.6%	10.1%
Oct-16	195	13	6.7%	10.1%
Nov-16	201	15	7.5%	10.1%
Dec-16	219	19	8.7%	10.1%

*The University Health System Consortium ("UHC") Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume equal to or greater than the facility being compared to.

Average Appointment time for BH outpatient services

Average 3rd Available Day for Appointments

Legend: CPC PFC&A, ASAP, UPC R&R, UPC Start Clinic

Y-axis: Days Out for 3rd Available Appt. (0.0 – 60.0)

X-axis: Apr-16 through Mar-17
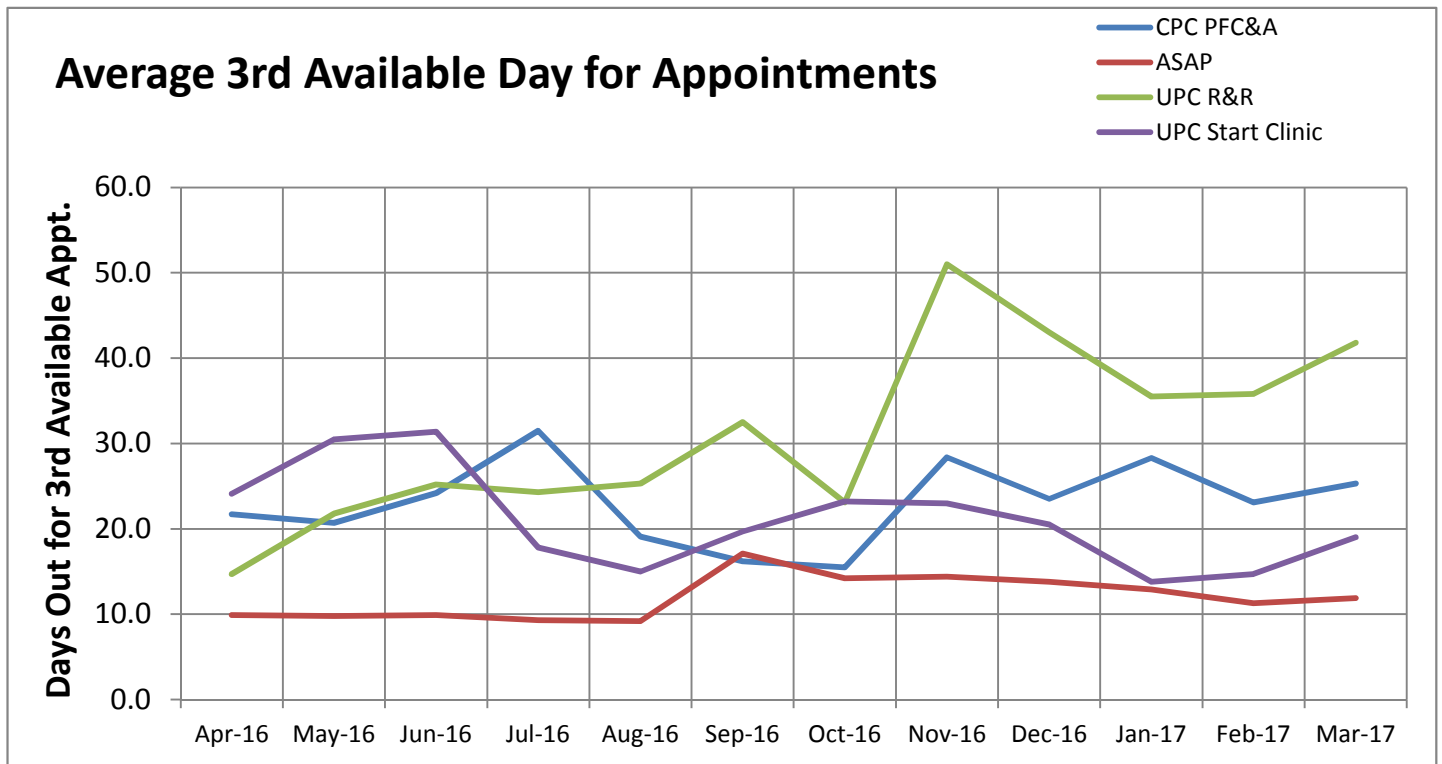
Month	CPC PFC&A	ASAP	UPC R&R	UPC Start Clinic
Apr-16	21.7	9.9	14.7	24.1
May-16	20.7	9.8	21.8	30.5
Jun-16	24.2	9.9	25.2	31.4
Jul-16	31.5	9.3	24.3	17.8
Aug-16	19.1	9.2	25.3	15.0
Sep-16	16.2	17.1	32.5	19.7
Oct-16	15.5	14.2	23.1	23.2
Nov-16	28.4	14.4	51.0	23.0
Dec-16	23.5	13.8	43.0	20.5
Jan-17	28.3	12.9	35.5	13.8
Feb-17	23.1	11.3	35.8	14.7
Mar-17	25.3	11.9	41.8	19.0

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
UPC Start Clinic	University Psychiatric Start Clinic

UNM HOSPITALS

Behavioral Health Average Length of Inpatient Stay

University Psyciatric Center (UPC) Average Length of Stay (ALOS)
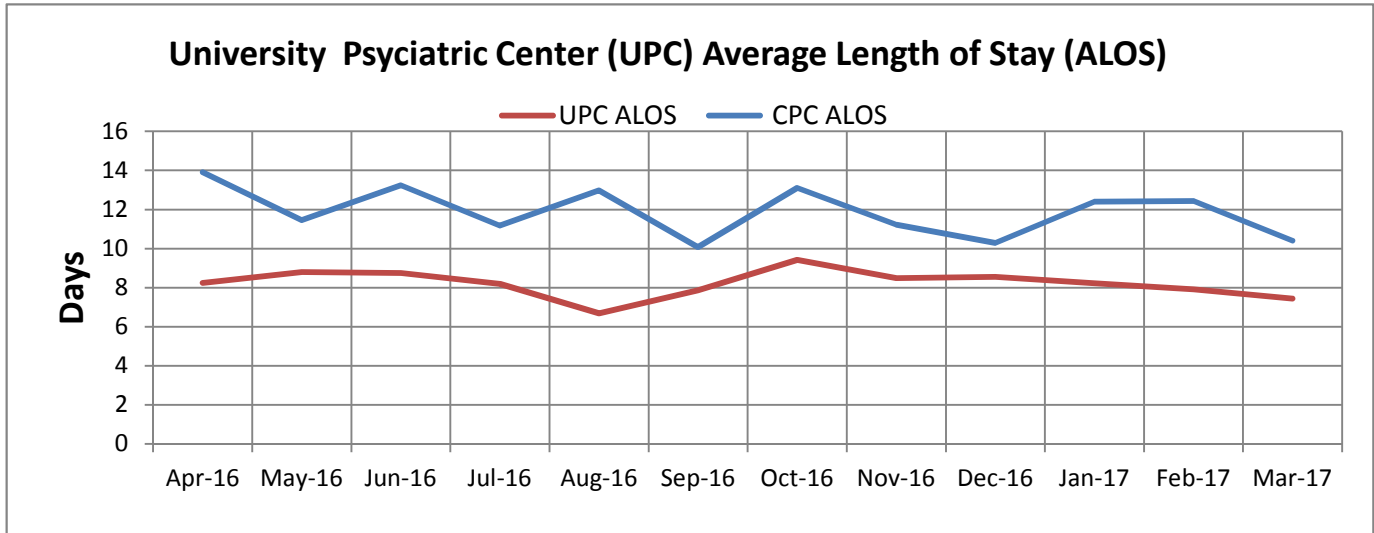
— UPC ALOS   — CPC ALOS

Children's Psyciatric Center (CPC)

University Psyciatric Center (UPC)

Child National Benchmark: 12.2

Adult National Benchmark: 5.71

Month	CPC ALOS	UPC ALOS
Apr-16	13.91	8.24
May-16	11.45	8.79
Jun-16	13.24	8.74
Jul-16	11.18	8.19
Aug-16	12.98	6.68
Sep-16	10.07	7.87
Oct-16	13.1	9.42
Nov-16	11.23	8.48
Dec-16	10.28	8.55
Jan-17	12.41	8.22
Feb-17	12.44	7.91
Mar-17	10.41	7.43

UNM HOSPITALS

Behavioral Health Emergency and Urgent Care

Month	BH Fast Track Admissions	BH ER Visits	BH Urgent Care
Jan-16	8	474	93
Feb-16	5	447	108
Mar-16	11	468	116
Apr-16	7	510	115
May-16	5	537	107
Jun-16	3	496	102
Jul-16	9	533	101
Aug-16	2	526	106
Sep-16	4	533	101
Oct-16	3	475	105
Nov-16	1	514	82
Dec-16	6	517	78
Jan-17	4	538	113
Feb-17	2	514	77
Mar-17	5	611	99
TOTALS	**75**	**7,693**	**1,503**

UNM HOSPITALS

Number of Opioid Patients

Month	Census
Jan-16	450
Feb-16	446
Mar-16	437
Apr-16	443
May-16	441
Jun-16	440
Jul-16	434
Aug-16	423
Sep-16	427
Oct-16	432
Nov-16	441
Dec-16	436
Jan-17	424
Feb-17	416
Mar-17	419

Number of Methadone Encounters

Month	Count
Nov-16	4,823
Dec-16	4,973
Jan-17	5,035
Feb-17	4,751
Mar-17	5,187

Number of Suboxone Encounters
Number of Suboxone Encounters

Month	Count
Nov-16	312
Dec-16	269
Jan-17	259
Feb-17	259
Mar-17	361

Number of encounters in COPE Medical home for High Needs Patients

Fiscal Year	Count
FY2015	1,793
FY2016	3,200
FY2017 Projected	4,905

UNM HOSPITALS

Month	Native American Inpatient Admissions (Census)	Native American Enrollment - UNM Care	Native American ED Encounters	Native American Outpatient Encounters
Dec-15	295	182	1,212	6,061
Jan-16	279	175	1,247	6,407
Feb-16	292	59	1,210	6,763
Mar-16	313	159	1,294	7,239
Apr-16	308	149	1,141	6,534
May-16	315	152	1,189	6,506
Jun-16	321	142	1,252	6,819
Jul-16	312	139	1,216	6,318
Aug-16	304	141	1,203	7,184
Sep-16	304	142	1,164	6,848
Oct-16	311	133	1,163	7,059
Nov-16	300	132	1,211	6,969
Dec-16	276	128	1,171	6,503
Jan-17	322	118	Not Available	Not Available
Feb-17	328	112	Not Available	Not Available
Mar-17	315	108	Not Available	Not Available

UNM HOSPITALS

Native American Inpatient Days
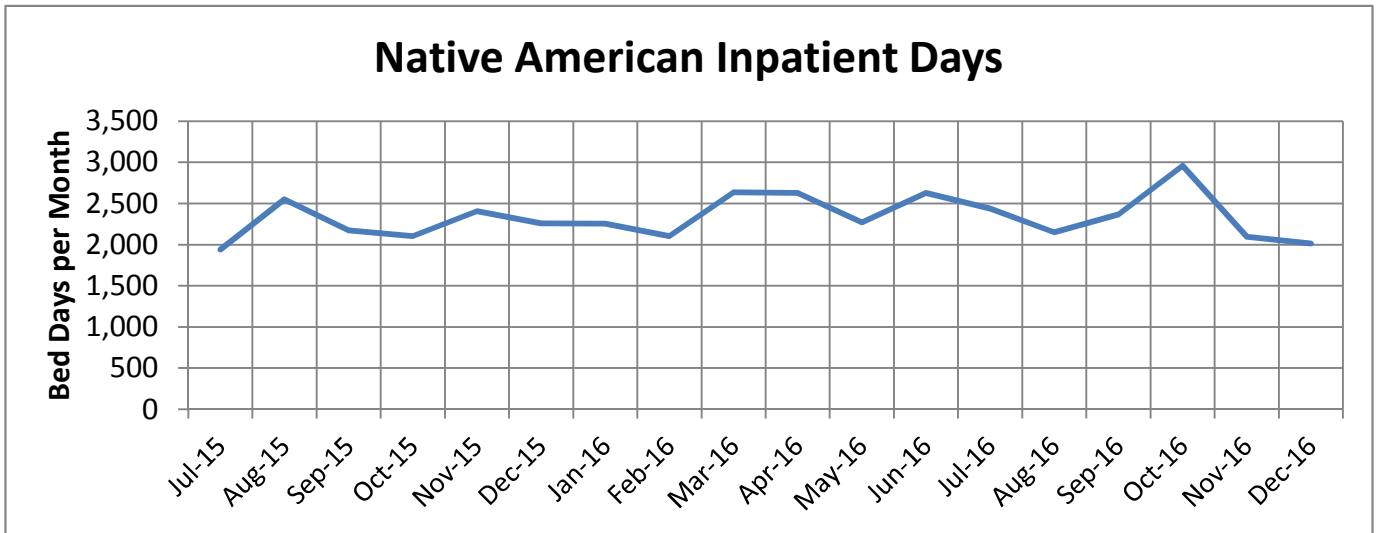
Month	Total Bed Days
Jul-15	1,939
Aug-15	2,549
Sep-15	2,173
Oct-15	2,102
Nov-15	2,405
Dec-15	2,260
Jan-16	2,254
Feb-16	2,103
Mar-16	2,635
Apr-16	2,629
May-16	2,270
Jun-16	2,629
Jul-16	2,436
Aug-16	2,150
Sep-16	2,366
Oct-16	2,959
Nov-16	2,097
Dec-16	2,013

UNM HOSPITALS

Native American Insurance Distribution by Encounters

FY 2016 Distribution

- ■ Medicaid
- ■ Medicare
- ■ Insurance
- ■ USPHS
- ■ HMO
- ■ Other Government
- ■ Referral
- ■ Uncompensated
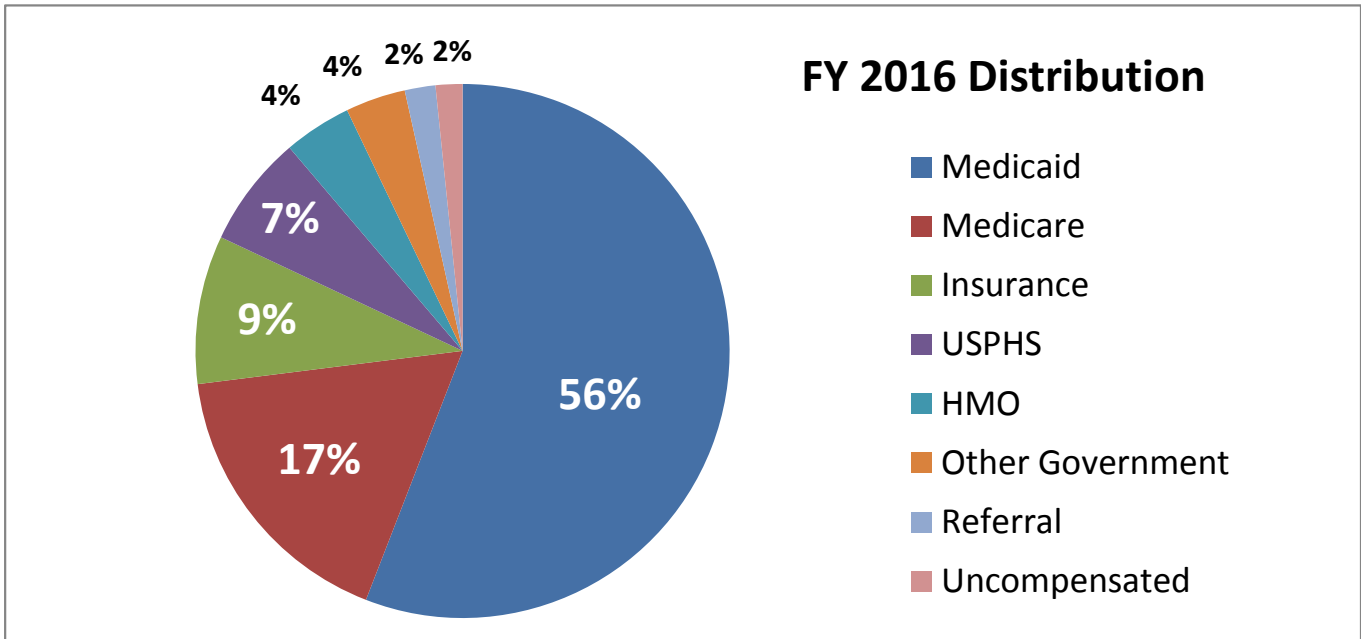
FY2016	Medicaid	Medicare	Insurance	USPHS	HMO	Other Government	Referral	Uncompensated
Jul-15	4,707	1,343	711	607	303	280	86	132
Aug-15	4,826	1,229	765	641	330	326	92	109
Sep-15	5,532	1,652	904	620	461	405	194	125
Oct-15	5,813	1,692	862	670	444	404	326	164
Nov-15	5,260	1,553	820	619	428	296	188	200
Dec-15	5,283	1,568	890	613	401	289	139	180
Jan-16	5,711	1,727	871	575	423	357	146	172
Feb-16	6,014	1,827	947	647	409	330	181	172
Mar-16	6,332	1,960	1,024	821	403	419	206	170
Apr-16	5,537	1,946	892	726	376	370	203	130
May-16	5,536	1,864	952	744	420	425	191	175
Jun-16	5,647	1,906	1,008	754	471	400	247	190
TOTAL	**66,198**	**20,267**	**10,646**	**8,037**	**4,869**	**4,301**	**2,199**	**1,919**
	55.9%	**17.1%**	**9.0%**	**6.8%**	**4.1%**	**3.6%**	**1.9%**	**1.6%**

FY2017	Medicaid	Medicare	Insurance	USPHS	HMO	Other Government	Referral	Uncompensated
Jul-16	5,316	1,787	903	698	382	423	214	146
Aug-16	5,871	2,117	1,095	896	479	505	229	163
Sep-16	5,605	1,777	997	825	402	454	244	134
Oct-16	5,762	1,937	962	757	425	431	366	172
Nov-16	5,662	1,880	1,004	804	511	429	271	165
Dec-16	5,236	1,705	997	738	423	401	214	145
TOTAL	**33,452**	**11,203**	**5,958**	**4,718**	**2,622**	**2,643**	**1,538**	**925**
	53.0%	**17.8%**	**9.4%**	**7.5%**	**4.2%**	**4.2%**	**2.4%**	**1.5%**