

2022 - 2024

COMMUNITY HEALTH IMPLEMENTATION PLAN





Executive Summary

Implementation Plan Overview

This implementation plan describes the strategies UNM Sandoval Regional Medical Center (SRMC) will use to address the community needs and priorities identified in the 2022 SRMC Community Health Needs Assessment (CHNA). Like the CHNA, development of this plan was guided by SRMC's patient-centered mission and vision. The CHNA drew upon a variety of primary and secondary data sources to characterize community needs and identify strategies to meet those needs over the next three years. Through the CHNA process, SRMC updated and reaffirmed priorities in three key areas: behavioral health, health care access, and chronic disease prevention and maintenance.

In keeping with the Internal Revenue Service's (IRS) requirements and compliance standards, this plan outlines a three-year course of action to address defined community health concerns. It includes strategies and actions to increase access to behavioral services, better manage chronic diseases, and increase access to both primary care and health services in general. The plan includes

continuation and expansion of existing efforts as well as implementation of new initiatives. Over the next three years, SRMC will devote resources, including space, staffing, and equipment, needed to make this implementation plan a reality.

The implementation plan will be publicly available on the hospital's website:

<https://unmhealth.org/about/community-health-needs-assessment.html>

SRMC Purpose & Mission

Sandoval Regional Medical Center's overarching purpose is to put the health and well-being of its patients first. Its mission is to improve the overall health of the community by providing the highest quality health care services that meet the needs of Sandoval County's diverse population, as well as to provide, increasingly over time, health care and medical education opportunities.

SRMC Vision

UNM SRMC to be the local clinical health network of choice for Sandoval County residents, providing best-in-class quality and access to academic medicine in a patient-friendly environment.

Hospital Overview

The Regents of the University of New Mexico (UNM) formed SRMC as a New Mexico nonprofit corporation under and pursuant to the New Mexico University Research Park and Economic Development Act (URPEDA).¹ Under the URPEDA, research park corporations are separate and apart from the State of New Mexico and UNM. The corporation was formed to promote the social welfare of New Mexico through the advancement of health care. The corporation is organized for the development, construction,

and operation of the Medical Center, which is a licensed general community teaching hospital located in Sandoval County, New Mexico in support of and as a component unit of UNM Health Sciences and to facilitate and develop the clinical and medical practices of the faculty of the University of New Mexico School of Medicine (UNM SOM). SRMC's unique, open medical staffing model enables both University of New Mexico faculty physicians and community-based independent doctors to treat SRMC patients.



¹ 21-28-2 NMSA 1978

Data and Statistics for Sandoval County

Health Care Access	Behavioral Health	Chronic Disease
<p>SRMC is one of two hospitals in Sandoval County.</p> <p>Only 29.5% of Sandoval County adults have a usual source of primary care.</p> <p>10% Sandoval County adults lack health insurance.</p> <p>15.5% of Sandoval County adults report being unable to obtain needed health care due to cost.</p> <p>Lack of transportation is a significant barrier to obtaining health care in Sandoval County.</p>	<p>Access to behavioral health care is extremely limited throughout much of Sandoval County and New Mexico.</p> <p>In 2018, 15.3% of Sandoval County adults reported frequent mental distress for over 14 of the past 30 days.</p> <p>In 2019, the age-adjusted suicide rate in Sandoval County was 20 deaths per 100,000 residents, a rate lower than that of New Mexico but higher than that of the US.</p> <p>The county’s overdose mortality rate is 19 deaths per 100,000 residents.</p> <p>Alcohol is a contributing factor in 45% of vehicle deaths in Sandoval County</p>	<p>Chronic diseases are the leading causes of death in Sandoval County and New Mexico.</p> <p>Thirty eight percent of Sandoval County adults are obese.</p> <p>Nine percent of Sandoval County adults are diabetic.</p> <p>Sixteen percent of Sandoval County adults smoke cigarettes. Lung cancer is the leading cause of cancer deaths in New Mexico.</p> <p>Sandoval County’s premature death rate is lower than that of New Mexico but higher than that of the US overall.</p>
<p>Source: SRMC Community Health Needs Assessment 2022, available at https://unmhealth.org/about/community-health-needs-assessment.html</p>		

Table 1

Community Health Needs

The 2022 SRMC CHNA identified three community health priorities for SRMC, all of which involve improving access to care. Many Sandoval County residents encounter barriers when attempting to access primary care, behavioral health care, and resources for the prevention and management of chronic disease. The CHNA process revealed much about the health challenges facing Sandoval County, highlights of this information are provided in **Table 1**.



The Social Determinants of Health

SRMC specializes in the delivery of medical care; but medical care is just one of a number of factors that influence health outcomes. In fact, it is estimated that medical care accounts for just 10 and 20 percent of the modifiable contributors to healthy outcomes for a population. Social, behavioral, economic, and environmental factors, often referred to as the Social Determinants of Health (SDoH), have been shown to exert far more powerful influences on population health than do medical interventions. Table 2 summarizes some information about the social factors that influence the health of Sandoval County residents from the CHNA.

Social Determinants of Health in Sandoval County

Data Findings
<ul style="list-style-type: none">• 27 percent of county residents speak a language other than English at home• 18 percent of Sandoval County's population was 65 years of age and older in 2020. Over the next several years, seniors will constitute a growing share of Sandoval County residents, increasing the need for health services• The county's 2021 unemployment rate was 4.8%, which was higher than the national rate• 14% of Sandoval County children live below the poverty threshold• 5% of children in Sandoval County are uninsured• 10% of the county adults lack health insurance
Source: SRMC Community Health Needs Assessment 2022, available at https://unmhealth.org/about/community-health-needs-assessment.html

Table 2



Priority and Goals

Based on the results of the 2022 CHNA, SRMC plans to improve access to health care, expand mental and behavioral health services, and increase resources for chronic disease prevention and management.

To meet these goals, SRMC will continue to collaborate with other community organizations and institutions, support prevention outreach and education, expand service offerings and take an active role in population health initiatives.



Three Year Action Plan



Behavioral Health

Domain: Access to Behavioral Health Services and Interventions

Increased access to behavioral health services will help meet the demand for behavioral health care in Sandoval County, which was greatly increased by the COVID pandemic.

- 1. Action: Communicate value of the hospital mill levy, a voter-approved property tax increment that funds health services for SRMC that must be renewed every 8 years, and continue to collaborate with Sandoval County to use mill levy funds to expand access to behavioral health services.**
- 2. Action: Implement Mobile Crisis Teams**
 - A. Collaborate with the New Mexico Department of Health Behavioral Health Services Division and the Rio Rancho and Sandoval County public safety departments to recruit, hire and deploy specially-trained teams to respond to mental health emergent public safety calls.
 - B. Increase community capacity to address behavioral health needs through behavioral health education workshops and trainings.
- 3. Action: Expand behavioral health supports in the Emergency Department (ED).**
 - A. Provide 24-hour access to social workers in the ED.
 - B. Employ peer recovery specialists to work with patients with behavioral health diagnoses.
- 4. Action: Advance behavioral outpatient services in Sandoval County.**
 - A. Expand access to behavioral health care through the primary care clinics.
 - B. Improve crisis management through the utilization of the mobile crisis teams.
 - C. Partner with UNM Medical Group behavioral health services to increase substance abuse resources for the Sandoval County community.



Access to Health Care

Domain: Access to Care / Primary Care

Increasing access to the health care system by expanding the availability of primary care will improve health outcomes and the efficiency of health care delivery by enabling earlier detection and treatment of emergent conditions and providing patients with the means to better manage their own health.

- 1. Action: Ensure an appropriate balance of primary care providers distributed throughout the hospital's vast service area.**
 - A. Increase utilization of advanced practice providers (APPs). APPs can deliver many of the services that are traditionally provided by physicians, increasing physician capacity.
 - B. Align and Recruit 20-30 additional primary care providers to SRMC to further increase capacity.
- 2. Action: Further develop and expand comprehensive primary care offerings to help decrease external barriers to care**
 - A. Expand telehealth services.
 - B. Expand the availability of care outside of traditional "office hours."
 - C. Collaborate on implementing off-site clinics.
- 3. Action: Utilize the WELL Rx Social Determinants of Health (SDoH) screening tool embedded in electronic health record to identify and address patients' unmet social needs**
 - A. Use results of Well Rx screenings to connect patients with supportive community-based resources that can help them address the non-medical factors, like unemployment, transportation, housing, or food insecurity, that impact their health.
 - B. Analyze data collected through Well Rx screenings to better understand the barriers to care confronting SRMC patients and develop action plans based on community-specific needs.

4. **Action: Utilize Community Health Workers to help patients navigate the social safety net and obtain supportive community-based resources that address the SDoH.**
5. **Action: Further align with existing primary care providers and Federally Qualified Health Centers (FQHCs) such as El Pueblo Health Services, Presbyterian Medical Services and tribal clinics to expand primary care access. This action aligns with the 20-30 providers mentioned in 1b.**



Chronic Disease Prevention & Management

Domain: Chronic Disease Management

Educating patients and providing them with the other resources they need to prevent or effectively manage chronic conditions will reduce the impact of chronic disease on Sandoval County residents.

1. **Action: Develop a multi-disciplinary Digestive Health Center of Excellence that includes gastroenterology, general surgery, bariatric surgery, nutrition, and behavioral health capabilities - with corresponding access to procedural, surgical, imaging and infusion services.**
2. **Action: Enhance patient education on the management of chronic diseases.**
 - A. Evaluate existing education resources at SRMC to identify gaps and areas for improvement.
 - B. Utilize the results of 'A' to guide expansion and consolidation of SRMC's patient education resources.
 - C. Increase health literacy resources.

3. Action: Increase cancer screenings by partnering with local providers to increase patient access to community-based oncology services.

A. Develop community-based oncology services, including the addition of medical and surgical oncologists to diagnose and treat breast, colorectal, and prostate cancer patients and serve local patients needing services such as chemotherapy and palliative care.

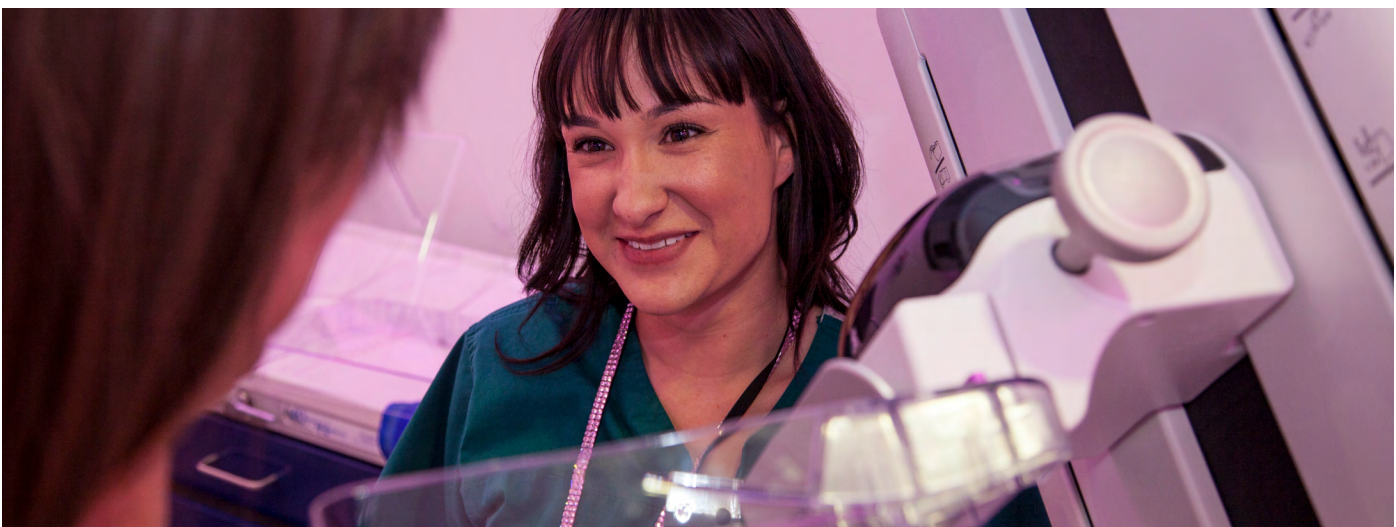
4. Action: Increase alignment with existing primary care providers in the region, including El Pueblo Health Services, Presbyterian Medical Services and tribal health care facilities to help ensure access to

specialty and diagnostic services for their primary care patients.

5. Action: Develop a more seamless process to refer patients requiring a higher level of care to UNMH and coordinate follow-up care at SRMC for those living in the service area.

6. Action: Develop a congestive heart failure (CHF) clinic to improve the quality of life of heart failure patients.

7. Action: Continue to prioritize employee health and well-being to ensure the on-going ability of SRMC staff to deliver the highest-quality patient care.



Community Partners

High quality health care is a collaborative effort. SRMC delivers on its commitment to improving the health and well-being of community members through the direct delivery of health care services as well as through a multitude of diverse partnerships and affiliations.



SRMC Partnerships and Affiliations in 2022

- All Pueblo Council of Governors
- Behavioral Health Coalition Sandoval County
- Town of Bernalillo
- City of Rio Rancho
- Village of Corrales
- Town of Cuba
- Eastern Sandoval County Association
- Five Sandoval Indian Pueblos, Inc.
- Friends of UNM SRMC
- Kiwanis
- NAIOP
- Local Collaborative 16- Native American Behavioral Health Network
- National Alliance on Mental Illness (NAMI)
- Cochiti Pueblo
- Jemez Pueblo Health Center
- San Felipe Pueblo
- Rio Rancho Regional Chamber of Commerce
- Rio Rancho Rotary Sunrise
- Sandoval County Fire Department
- Santo Domingo Health Center, Kewa Pueblo Health Corporation
- Presbyterian Medical Services (Cuba and Rio Rancho)
- UNM Health Sciences Center Office for Community Health
- UNMH Native American Health Services
- Sandoval County Health Council
- Sandoval County Sheriff's Department
- Sandoval Economic Alliance
- Sandoval Health Collaborative
- UNM Health Sciences
- UNM Health Sciences Rio Rancho Campus Advisory Board
- UNM Hospital
- UNM Medical Group
- Rio Rancho Public Schools
- Rio Rancho Police Department
- Rio Rancho Fire Department
- UNM Health Sciences Center of Excellence for Orthopaedic Surgery & Rehabilitation
- United Way of Central New Mexico
- American Heart Association
- Sandoval County Native Health Initiative

Conclusion

SRMC has identified three priority health needs for Sandoval County and has developed a three-year action plan to address those needs. Limited access to behavioral health care in Sandoval County contributes to high rates of anxiety and depression, suicide, and drug- and alcohol-related deaths. This issue will be addressed by the expansion of crisis intervention teams and through the advancement of outpatient behavioral services. Limited access to health care will be addressed by increasing the availability of specialists, expanding, and enhancing services, increasing primary care providers, and utilizing expansion services such as telehealth. Finally, chronic disease is a major health concern for residents of Sandoval County. SRMC will continue to work to increase resources available for chronic disease prevention and management such as preventative screenings. These efforts, in combination with other health initiatives will enable SRMC to improve both the patient experience and county-wide health outcomes over the coming years.



Plan Adoption

This Community Health Implementation Plan (CHIP) was approved by the UNM SRMC Board on August 25, 2022. The CHIP will be implemented throughout 2022-2024.

THANK YOU



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