

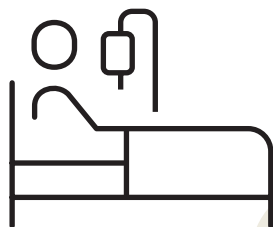
 **PRESBYTERIAN**

Plains Regional Medical Center Report to the Community 2021

Plains Regional Medical Center is a comprehensive acute-care hospital that has been managed by Presbyterian Healthcare Services since 1975. The hospital has a long tradition of delivering patient care to Clovis, eastern New Mexico, West Texas and Curry County. In its hospital and 12 clinics, Plains Regional Medical Center offers a Cancer Center and a wide range of medical specialties, including surgery, oncology, internal medicine, podiatry, urology, nephrology, pediatrics, orthopedics, pulmonology, cardiology, gastroenterology and family medicine. PRMC also provides home health and hospice care and rehabilitation, pharmacy and aromatherapy services. Plains Regional Medical Center is one of nine hospitals managed by Presbyterian Healthcare Services, which also has a growing multispecialty group.



2021 BY THE NUMBERS



100

licensed beds



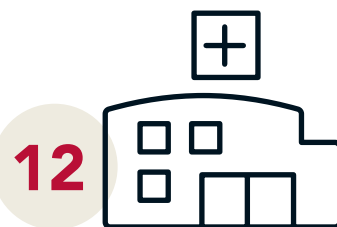
79,466

outpatient clinic visits



972

newborns cared for



12

Presbyterian Medical
Group primary and
specialty care clinics

27,257

emergency
room visits



4,076

patients
discharged
from the
hospital



Our Accomplishments

- Healthgrades, a leading resource that connects consumers, physicians and health systems, awarded us five-star ratings for:
 - Treatment of Sepsis for three years in a row (2019-2021)
 - Treatment of Respiratory Failure in 2021
- We started a human milk donation and outreach center, which means Clovis-area mothers can make a difference in babies' lives by donating excess breast milk. The effort is a partnership with Mothers' Milk Bank, a Colorado-based nonprofit benefiting women and babies nationwide.
- We recruited four new providers: Dr. Thomas Reich, ENT; Dr. Himanshu Parikh and APC Kristin Benavidez, family practice; and Dr. Adora Anudu, pediatrician.

Serving Our Community in 2021

- We employed 510 people and generated many additional jobs in the community.
- We provided more than \$49.3 million in employee salaries, wages and benefits.
- We provided more than \$14.2 million in community benefit (including financial assistance).
- Many of our Auxiliary members remained on hiatus in 2021 due to COVID-19. However, our volunteers contributed more than 3,000 hours in the hospital and almost 12,000 hours out of the hospital.
- We were honored to participate in a Hearts for Healthcare parade in which police officers, firefighters and community members joined a driving parade around the hospital to celebrate the incredible work of our team during the pandemic. The appreciation event was organized by local elected officials and the Clovis/Curry County Chamber of Commerce.
- We continued to offer free meals for children in the Clovis area throughout the pandemic, switching to drive-thru service due to the need for social distancing. Healthy meals are provided in partnership with the U. S. Department of Agriculture and the New Mexico Childhood Education and Care Department.
- We offered free flu shots.
- We are a Baby-Friendly® designated hospital, committed to providing exceptional care for mothers and babies, including support for breastfeeding.
- The Plains Regional Medical Center Community Board of Trustees, comprised of community members, provided governance, leadership and direction for Plains Regional Medical Center, our clinics and emergency medical services.

Investing in Your Healthcare

- PRMC has a renewed focus on recruiting more physicians to Clovis under the leadership of Jorge Cruz, our new Chief Executive, and Dr. Albert M. Kwan who joined our team as Medical Director in 2020. Cruz has been with PRMC since 2002, and Kwan has served the Clovis community as a surgeon since 1993.
- We improved our community garden by building new raised beds with financial support for supplies and lumber. We also landscaped various areas of our campus.



Helping to Protect Our Community Against COVID-19

In 2021, Presbyterian and Plains Regional Medical Center worked in collaboration with the New Mexico Department of Health (NMDOH) and our community partners to help lead the effort to vaccinate our population against COVID-19. Our principles for vaccination outreach and administration focus on striving to deliver an exceptional experience to the community and helping to ensure equity. For example, we worked to provide diverse communities across the state access to vaccines as well as education and materials in multiple languages and formats.

We began by vaccinating employees then expanded to our patients and larger community once those populations were eligible, tailoring our approach depending on local needs. In 2021, Presbyterian administered nearly 162,000 vaccines to people across the state.

In addition to direct care of patients and members, surge planning and providing free COVID-19 testing, Presbyterian has been instrumental in creating and leading statewide and county-level collaborations. We built on existing partnerships to raise awareness and effectively administer vaccines. We met regularly with our local healthcare and community partners to coordinate efforts and ease barriers, enabling sharing of excess vaccine between sites. We often provided staff while other facilities offered space. Those early collaborations continue and have led to stronger partnerships that facilitate ongoing responses to the pandemic, such as sharing monoclonal antibody treatment resources.

As we move forward, Presbyterian continues to help educate the community, hold vaccine clinics and care for COVID-19 patients at our hospitals and through our Presbyterian Medical Group clinics. We also plan to expand on the programs and systems we created for COVID-19 and use them to address other public health issues.

At Plains Regional Medical Center:

- We administered more than 3,700 vaccinations at Plains Regional Medical Center sites in 2021.
- We created alternate sites for the care of COVID patients and established a COVID infusion center.
- Community partnerships, individual outreach to patients and a thorough understanding of our community were key to our success in Curry County. For example, we anticipated that many local seniors would have trouble navigating a website to register so we contacted older patients and community members directly.
- As trusted voices in the community, our clinicians and staff helped address vaccine hesitancy and dispel the spread of misinformation. Employees were actively engaged, from helping their own family and friends make vaccine appointments to answering questions from patients.
- We are incredibly proud of our supportive team at Plains Regional Medical Center and of our whole community.

 **PRESBYTERIAN**
Plains Regional Medical Center

2100 N. Martin Luther King Jr. Blvd.
Clovis, NM 88101
(575) 769-2141
phs.org/clovis