

# SOUTHERN NEW MEXICO IMPACT REPORT 2023



## Health Equity means all patients, members, and communities we serve can achieve their best health.

Community Health is the bridge between healthcare and community to better understand health, support the conditions to thrive, and reduce inequities. Together with Socorro General Hospital, Lincoln County Memorial, The Presbyterian Foundation, and Presbyterian Health Plan – we worked with our community partners to complete a Community Health Assessment (CHA) and a Community Health Implementation Plan (CHIP) for 2023-2025. This report summarizes the progress to date on the four community-informed priorities below. If you have questions, contact Carrie Thielen [cthielen@phs.org](mailto:cthielen@phs.org) or Sarah Zalud-Cerrato at [szaludcer2@phs.org](mailto:szaludcer2@phs.org).

### Priority Area 1: BEHAVIORAL HEALTH



**Long Term Goal:** All New Mexicans have access to behavioral health services to improve overall well being.

**Presbyterian's behavioral health initiatives work to improve the prevention and treatment of unhealthy substance use and increase access to behavioral health services by reducing the stigma associated with accessing services.**

In 2023, Presbyterian's peer support program assisted individuals and families struggling with substance use. Peers offer support to patients who have experienced an overdose and those experiencing substance-related episodes in the emergency departments (ED). Peers in the neonatal intensive care unit (NICU), and obstetrics and gynecology (OB/GYN) provide support and coaching to birth parents living with substance use disorders. The peer support program offers non-clinical activities based on shared lived experiences that engage, educate, and support an individual to successfully recover from substance use disorders. Virtual peer support is offered to all rural and regional Presbyterian hospitals.

The goals of peer support are to:

1. Reduce patient visits to the ED
2. Provide quality support for providers, nurses, and hospital staff
3. Provide patients with harm reduction resources
4. Increase the number of patients referred to treatment



95

engagements with patients presenting to the ED at Socorro General Hospital and Lincoln County Memorial

### Behavioral Health at Socorro General Hospital

Behavioral health specialist at Socorro General Hospital provide mental health services for seniors (55 or older) with Medicare who are needing services such as:

- Assessments
- Counseling
- Grief and loss resolution
- Stress management
- Community support services
- Conflict resolution skills and more

4,394

visits for Behavioral Health Heritage

Additional information about the program can be found here:

[www.phs.org/doctors-services/behavioral-health/outpatient/socorro](http://www.phs.org/doctors-services/behavioral-health/outpatient/socorro)

## Priority Area 2: SOCIAL HEALTH



Long Term Goal: All New Mexicans live in social conditions that promote attaining the full potential of health and well being.

Our initiatives aim to identify and address unmet social needs through:



### Identifying and Addressing Health Related Social Needs in clinical spaces

Universal screening for social needs and connecting individuals to community resources:

When people are hungry, unhoused, or don't have reliable transportation, they may struggle to attain the full potential of their health and well being. When social needs are addressed as part of healthcare delivery, health outcomes improve and healthcare costs are reduced. Presbyterian has developed and implemented tools, methods, and processes that have been adopted system-wide to identify and address unmet social needs, including:

- Standardized assessments to identify the presence of food insecurity, housing instability, transportation needs, utility needs, alcohol use, tobacco use, substance use, interpersonal violence, and depression
- Screening and response documentation that is integrated into the existing clinical processes and electronic medical records system
- Patients can complete the screening confidentially on their own device through the MyChart patient portal
- Training on best practices for conducting social needs screening
- Resource directory with information on more than 3,000 community-based organizations linked to electronic medical record system

18

SAFE SLEEP  
BASSINETS  
DISTRIBUTED

14

CHILD  
SAFETY SEATS  
DISTRIBUTED

\$5,456

CONTRIBUTED TO SOCORROANS  
HELPING EACH OTHER ORGANIZATION  
TO ASSIST 54 INDIVIDUALS

12

STUDENTS ATTENDED  
EMT CLASSES FOR A  
TOTAL OF 180 HOURS

### PARTNER SPOTLIGHT:

Presbyterian partnered with the Community Foundation of Southern New Mexico to fund three community-based organizations in Doña Ana and surrounding counties:

- Casa de Peregrinos is an emergency food pantry. Its Hatch location received \$10,000 to expand food distribution services.
- The Women's Intercultural Center is a place for women to learn and work together to develop their social, spiritual, economic and political potential. A community investment of \$10,000 supports social needs navigation and community health workers.
- Grajeda-Huckaby Low Barrier Housing is a community fund that supports individuals in need of immediate housing assistance. It received \$5,000 for housing assistance associated with crisis intervention, substance abuse issues and rehabilitation mental health.

**"I am so thankful for the resources you sent, as I was really struggling with food."**

-Presbyterian patient

1.3 million screenings were conducted across New Mexico during 2023, and the automated resource directory software provided personalized resource lists to every person who answered 'yes' to the social needs assessment. Since its inception, nearly 300,000 instances of unmet social needs were identified in Presbyterian patients across the state.

Top ten needs most commonly identified through screening:

- Possible depression
- Tobacco use
- Food Insecurity
- Alcohol use
- Financial resources strain
- Violence and abuse
- Transportation
- Housing instability
- Substance use

**1,298,331**  
completed screenings  
across New Mexico

**108,791**  
health-related social  
needs identified

**\$12,940**  
total amount of flex funds  
distributed to **16** patients to assist  
with vehicle repairs and housing

**Socorro General Hospital** was honored in 2023 for their project that identified gaps and optimized patient screenings. The project has increased staff training on the screening tool embedded in electronic health records, and utilized care coordinators to assess patients which has ultimately led to increased screening and connections to resources. The project has also created a task force to continue to sustain and expand the quest for excellence in screening and resource connection to provide access to the highest quality of care and ease connection to community resources for every patient.

In 2023, the focus was on enhancing **universal social needs screening** by upgrading technology, streamlining screening processes and developing tools for operational management and capturing data insights.

Priority Area 3: **PHYSICAL HEALTH**



**Long Term Goal: All New Mexicans have access to health care and healthy environments that promote improved physical health.**



Programming aims to improve prevention and self-management of chronic disease, improve health equity, and increase COVID-19 and flu vaccination status among priority populations.

**Family Fresh Rx**

A food prescription program that offers bag of fresh produce to patients at participating clinics and hospitals. Beth Beers, manager of community-based programs for Presbyterian Socorro General Hospital, expanded the produce prescription program into existing home visits for new parents. Home visitors and community health workers delivered produce bags and nutrition resources to families during scheduled home visits. Patients reported that produce was great quality, easy to use, and culturally relevant. Parents of young children appreciated the opportunity to introduce new, locally-sourced fruits and vegetables to their families.

**"We made fideo last week. Halfway through, I realized I didn't have enough onions, but I was able to use chives from the bag instead, and we all loved it! The kids love trying the new things we get; radishes and carrots are their favorites."**

**Indica**  
Parent of 2 young children  
enrolled in Family Fresh Rx

**\$21,459**  
INVESTED IN LOCAL FOOD  
SYSTEMS IN PARTNERSHIP

**715**  
CSA BAGS DISTRIBUTED TO  
PATIENTS AND FAMILIES

**93**  
FLU SHOTS GIVEN AT EVENTS

**14**  
BLOOD DRIVES WITH A  
TOTAL OF **75** USEABLE  
UNITS COLLECTED



**Diabetes Equity:** Presbyterian Community Health received a 5-year cooperative agreement from the Centers for Disease Control and Prevention to expand efforts around addressing social determinants of health needs in Doña Ana and Otero counties in southern New Mexico. Through this project, we partnered with Roadrunner Food Bank to build partnerships with the local food pantries and identify opportunities to work together to address food insecurity and diabetes. The project is also developing new trainings for the healthcare workforce. In 2023, we developed and piloted a food insecurity training, which will be offered on a quarterly basis beginning in Fall 2024 for our community health workers and community-based partners.

**Partner Spotlight**

Presbyterian provided \$15,000 to the Rotary Club of Truth or Consequences to support services that aim to improve health outcomes, promote well being, and ensure that community members –especially older adults and youth- have access to care and resources.