

2024 IMPACT REPORT CENTRAL NEW MEXICO



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

Community Health is the bridge between healthcare and community, enabling a deeper understanding of health, supporting individuals to thrive, and reducing inequities. Together with Presbyterian Hospital, Presbyterian Kaseman Hospital, Presbyterian Rust Medical Center, 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 three community-informed priorities below.

Priority Area 1: **BEHAVIORAL HEALTH**

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

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 2024, Presbyterian's **Peer Support program** assisted individuals and families struggling with substance use. Certified Peers offer in-person and virtual 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 (OBGYN) provide support and coaching to birth parents living with substance use disorders. Peers helped implement a new evidence-based **Screening Brief Intervention and Referral Treatment (SBIRT)** process in-person at Presbyterian Hospital and Presbyterian Kaseman Hospital's ED, and virtually for Presbyterian Rust Medical Center. Through leveraging their lived experience with their own recovery process, peers work with patients to provide compassionate support to enhance patient motivation to seek the appropriate level and type of recovery-based care and treatment.



179 NICU families received peer support



2,957 patients screened through SBIRT

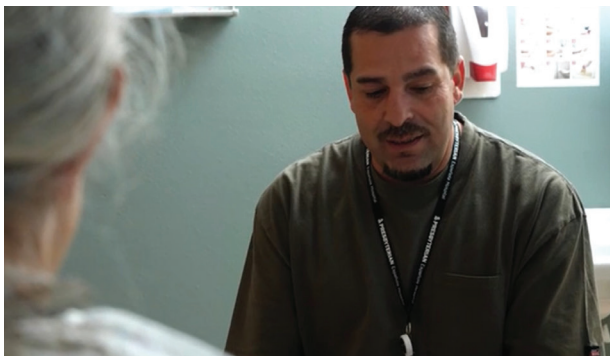


Image of Ronnie Flores, Peer Support Specialist

"We got into deep conversations about what he wanted for his life and the changes that had to be made to move forward. I also shared stories about my own recovery, what that looked like, and what I did to make sure nothing got in the way of my recovery goals. We shared laughs, cries and excitement. He expressed how he was interested in Santa Fe Recovery and wanted to start there and move on to a long-term treatment facility or program. I called and got him a bed but he missed that appointment due to transportation issues. I rescheduled his admit date and he called and texted me today to share what emotions he was feeling and how this fear came over him. I let him know that he would experience a lot of different emotions, especially now that he won't be using any substances that may impact his thinking and that it is important to feel those feelings and work through them."

-Peer Support Worker

In partnership with the NM Behavioral Health Human Services Department (BHSD) and with funding from SAMSHA – the **Partnerships for Success 20** program is working to reduce polysubstance use, risk, and overdose deaths among adults aged 25 to 64 by increasing community capacity and readiness to address polysubstance use and risk in Bernalillo, Sandoval, and Valencia county. Strategies include a media campaign, training and naloxone access.



Image of educational campaign on polysubstance use.



60,040 viewings of Anti-Stigma campaign in movie theaters



1,184 people trained by staff on polysubstance use



64 people trained in Mental Health First Aid

“This series is the best training I have attended - they are well organized, great topics and presenters.”

-Social Worker from Lovelace Health System



Community Investment

Behavioral Health

Presbyterian provided over **\$30,000** to support Mental Health & Substance Use Recovery community-based services & programming in Central New Mexico through support for: Paws & Stripes, NAMI, Equine Therapeutic Connections, The New Mexico Reentry Center, PeopleWorks NM, Día de Salud, and more.

2024 Community Partnerships

Bernalillo County

- Brotherly Love Out Loud
- CARE Campus
- Ascend Recovery
- International District Library
- Health Equity Council
- ABQ Transit

Sandoval County

- Sandoval Prevention & Intervention
- Cañoncito Band of Navajos Health Center
- Women in Leadership
- Santa Ana Thunder
- Keep NM Alive
- Jemez Senior Center
- Jemez Baptist Church
- Sandoval Fire Department

Valencia County

- La Vida Felicidad
- Valencia County Action Network
- UNM Valencia County

Priority Area 2: **SOCIAL HEALTH**

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

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. Our initiatives aim to identify and address unmet social needs by:



Presbyterian invests in building partnerships through statewide networks to build everyone's capacity to address social needs, strengthen collective impact through data, and collaboratively inform a seamless integration of closed-loop referral technology.

The New Mexico Social Drivers of Health Collaborative comprises community-based groups, healthcare agencies, governments, businesses, and organizations collaborating to share data and resources, promoting health equity for all New Mexicans. Since 2023, Presbyterian has served as the administrative backbone, thanks to seed funding from a \$328,000 grant and continues to fund the collaborative. In 2024, the Collaborative launched its website, published its charter, adopted principles and values, hosted a learning circle and a peer-led learning series focused on the closed-loop referral system, and continued to strengthen its partnerships through membership pledges. Membership includes 105 voting members, 15 steering committee members, 5 workgroups, and a newsletter reach of 345 individuals.

Identifying and Addressing Social Needs in Clinical Spaces

Health related social need screening is routinely done twice a year in all settings, including primary care, specialty care, when a patient is admitted, the emergency department, and urgent care. Fifty-six percent (56%) of all patients have been asked if they need help with food, housing, utilities or other social needs that help keep them and their families healthy since screenings started in 2021. Over 229,000 personalized resource lists were automatically created in response to Presbyterian patients' identified needs in 2024 alone. Presbyterian Community Health has a Community Health Resiliency Fund that is used on a case by case basis when all available resources are exhausted. In 2024, Community Health Resiliency Funds were used to assist with housing (60%), utilities (21%) and transportation (15%). Thank you to The Presbyterian Healthcare Foundation and its generous donors.

12 Community Based Organizations
10 Healthcare Organizations
7 State Agencies
4 County Departments
4 University Departments
4 Technology Providers
4 Community Members
3 MCOs/Medicaid
2 Tribal Health Departments
2 Coordinated Care Networks
2 Consultants
1 City Department
&
NM Health Information Exchange



655,932 patients responded to health-related social needs questions



11% of patients reported at least one health related social need



\$21,900 total amount of Community Health Resiliency Funds distributed to 20 patients



Top needs identified through screenings:

- Food Insecurity (43%)
- Transportation (28%)
- Housing Instability (20%)
- Violence/abuse (8%)
- Utilities (1%)*

*screening began 12/2024



Thank you for all your help, we found a house to rent and were able to keep all our pets with us.



-Presbyterian Patient

At Presbyterian, **Community Health Workers** (CHWs) are a vital member of the social care team and bring lived experience, cultural insight, and trusted relationships into the care setting. Often members of the communities they serve, Presbyterian's CHWs work across healthcare settings and services to support patients in-person, by phone, or virtually. They offer patients accessible, relationship-centered care with a focus on connecting individuals to the community-based resources and support needed to improve their health and well-being.



6,476 navigational patient interactions with CHWs in Central NM



2,633 unique patients served by all CHW programs in Central NM



751 referrals received across CHW programs in Central NM

In 2024, Presbyterian Community Health trained 31 Community Health Workers so they could qualify for Certification and work in New Mexico.



Community Investment

Social Health

Presbyterian provided **\$50,000** to Albuquerque Healthcare for the Homeless.



Building Trust. Increasing Safety.

Our patient had a two-week-old newborn and at her post partum check up let me know that her partner was not helping at all and getting angry with her for not doing housework, being verbally abusive, and threatening. I gave her legal, community service, and law enforcement resources and helped her overcome her fears to use them. She showed incredible strength and was able to initiate legal protective proceedings and find help and support to care for herself and her new baby. She told me 'Thank you for helping and listening to me when I needed help. Me and my baby are doing better and feel safe with my mom'. I think the most important take-away is awareness that so many patients who never expected to be in this situation may be going through this. They may be afraid to speak up and need support to address this during an incredibly vulnerable time.



- Community Health Worker





Prescription Food Programs


Programs provide access to initiatives initiated by a referral from a Physician or other member of a patient’s or member’s care team. Individuals referred to the program are identified as food insecure and/or could benefit from food as medicine to prevent and address chronic diseases such as hypertension, diabetes, and cancer.

The Food Farmacy is an innovative approach to increasing access to healthy food and nutrition education. The goal of the Food Farmacy is to improve food access and healthy eating among Presbyterian patients and members

The Food Farmacy, along with many food prescription programs within Community Health, have invested in NM local food systems. Presbyterian Community Health has established strong partnership with local food organizations such as MoGro. In 2024, the Food Farmacy distributed:

 ~370 produce bags every week to Food Farmacy patients

 134,684 lbs. of food was distributed –equivalent to 67.3 tons

 47,859 lbs. (35.5%) came from 23 local NM farms

I’ve learned to cook meals that are not only healthy, but delicious. I’ve learned to substitute snacks and candy for items like Ashley’s chocolate date recipe, which gives me energy and curbs my sugars and sweets cravings. My mother and I take the classes together which has given me precious memories. We bond with other classmates, establishing our own sense of love and community. The information is priceless and has truly changed my health and outlook for the better. I am extremely grateful for these efforts.

- Food Farmacy Participant



Community Investment

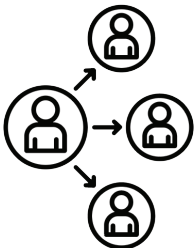
Local Food


Presbyterian provided **\$18,500** to Seed2Need, Storehouse NM, Food is Free ABQ, and Meals on Wheels to support healthy food access in Central NM

&

\$415,000 to purchase locally grown food distributed by our own food prescription programs

Family Fresh Rx is a food access program for pregnant patients and families with young children. New Mexico Department of Health (NMDOH) helps support the program. In 2024, Family Fresh Rx added Community Health Workers (CHWs) as partners in the referral and enrollment process.

 Community Health Workers from **3 Presbyterian Medical Group (PMG) OBGYN** clinics in Albuquerque referred **14 patients** to the Fresh Rx program

 **264** produce bags were delivered to families in Bernalillo County

 **12** patients completed the entire 16-week cohort

The Wellness Connection Center launched in Spring of 2024. Building on a promising external model supported by PHS and managed by a community partner for seven years, we launched the Presbyterian Wellness Connection Center (WCC) to support in-house referral management. Providers and care teams refer patients and members to the WCC and individuals can self-refer. The WCC connects individuals to evidence-based healthy lifestyle programs for the prevention and management of chronic health conditions. Moving the WCC in-house has enhanced overall program communications and coordination, and improved processes for responding to issues and timely quality improvement.



927 referrals were received (self referral & provider referral)



450 referrals were for Presbyterian Health plan members

Diabetes ReCHARGE is our accredited Diabetes Self-Management Education and Support (DSMES) program. During 2024, the program received **260 referrals from PMG providers and CHWs**. Since 2021, **251 people have participated** in Diabetes ReCHARGE. Those participants represented **11 New Mexico counties**, including Rio Arriba, San Miguel, Sandoval, and Bernalillo. Participants saw a clinically meaningful **reduction in average A1c**. From an initial team of two dietitians, Diabetes ReCHARGE has grown to a team of three registered dietitians, three CHWs, and three support staff in 2024.

Priority Area 3: **PHYSICAL HEALTH**

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

Healthy Eating and Active Living (HEAL) are classes where all community members—not just patients, can learn skills that support healthy lifestyle habits at every stage of life. Healthy eating classes provide opportunities to learn basic cooking methods, knife handling skills, food safety, family cooking, and recipe modifications. Classes also provide guidance and nutrition support for management of chronic health conditions such as hypertension, diabetes, and weight management. Active living classes aim to decrease stress while providing support to improve strength, flexibility, and promote overall wellness, no matter the fitness level. Classes are led by licensed professionals and trained educators who provide evidence-based education and hands-on instruction.



169 Healthy Eating classes led by **11** instructors



286 Active Living classes led by **3** instructors



455 HEAL classes



924 referrals from providers



4,483 total HEAL program participation



2,261 unique community members engaged in HEAL

Community members who attend HEAL classes learn skills that support healthy lifestyle habits at every stage of life. Our three teaching kitchens serve as learning labs for hands-on cooking and nutrition education, and many classes are offered virtually. New programs include food preservation series, meal planning classes, and new partnerships with Health Plan Place and PMG Gastroenterology that focuses on fatty-liver prevention and management.

In 2024, participants surveyed said:



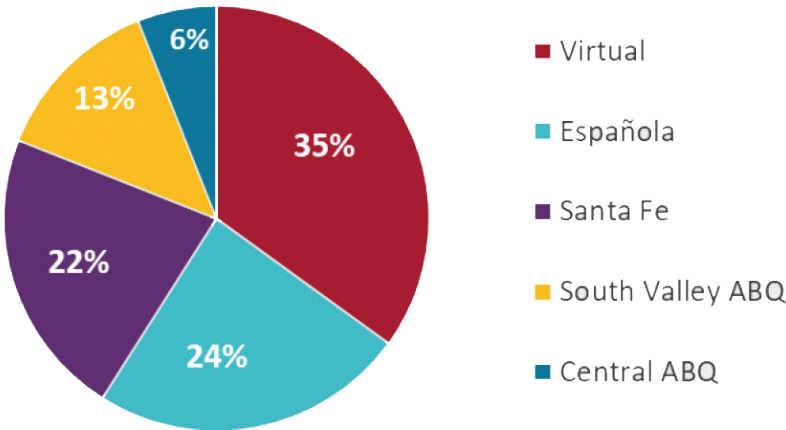
82% lowered blood pressure, HgbA1c, cholesterol or lost weight



75% cook more meals at home



74% eat more fruits and vegetables



“Working full time is really hard to get out and go to a class in person as it takes a minimum of 30 extra minutes. I love the flexibility of doing a virtual class with the same group and same instructor.”

-Active Living class participant

2024 classes delivered in-person (various locations) and virtual.



Community Investment

Physical Activity

Presbyterian provided over **\$38,000** to community organizations such as The NM Senior Olympics, Adaptive Sports Program NM, and The Diabetes Association who support Physical Health.
&
\$7,000 to Native Health Initiative to support the Running Medicine program

Vaccine Equity

All vaccines in 2024 were administered at free clinics in partnership with the New Mexico Department of Health (NMDOH) Immunology program mobile vaccination team and the University of New Mexico (UNM) Health Sciences Center, where UNM students gained practice administering vaccinations under UNM faculty supervision. Funding for vaccine equity programs was provided by NMDOH, Better Together NM, and the Centers for Disease Control and Prevention.



2,321
Flu vaccines administered



1,482
COVID vaccines administered

Community Vaccination

Part of CDC Racial and Ethnic Approaches to Community Health (REACH) funding focuses on immunization by increasing flu and COVID-19 vaccination uptake, training community members as Trusted Messengers to support educational outreach focused on accurate knowledge about vaccines and vaccinations, and disseminating information about clinic opportunities.



1,380
Flu vaccines administered



1,023 COVID
vaccines administered



353 trusted
messengers trained



53 COVID & Flu
events in the community

From January-June of 2024, Presbyterian collaborated with the UNM Community Health Worker Initiatives (CHWI) and the New Mexico Department of Health (NM Health) to promote vaccine equity and address vaccine disparities. Community Health Workers conducted community outreach, answered questions, and provided information about vaccination and helped increase awareness of behavioral health resources, including the 988 Crisis Line, to reduce the gap between need and access.



Chair Care – Where Beauty Meets Health is an innovative intervention partnering Presbyterian Community Health with **13 hairstylists and barbers** in central New Mexico to provide accurate COVID-19, flu, and other vaccine information to their clients. The goal of Chair Care is to reduce vaccine hesitancy and increase intent to vaccinate among priority populations including Hispanic/Latino, Native American and Black/African American individuals.



Chair Care Cohort at Presbyterian Community Health Resource Center

Testimonial from Chair Care barber

Zane was trained by the Chair Care medical and motivational interviewing team to effectively communicate current vaccination information. He was passionate about the subject matter with a sense of agency, understanding the impact hairstylists can have as trusted messengers in their community and influencing behavioral change. The content Zane shared inspired his client to go home and tell his wife and family, which then moved them to action. The client's wife arranged a meeting with Zane, at his salon, to get more information about vaccinations. Never underestimate the potential impact of a trusted messenger, in any setting. Often, based on relationships spanning years, hairstylists hear clients' most important stories. Trust has developed over time. By using Motivational Interviewing strategies and leveraging this connection, Zane influenced this family to get vaccinated and protect themselves and others from infectious disease.



Ask a Doctor About Your Health and Vaccinations

There were **353 community members** who engaged in focused educational sessions about vaccines and vaccinations to become trained trusted messengers for their communities.



Community Investment

Vaccines

City of ABQ, Albuquerque Public Schools, NM Department of Health, UNM Health Sciences Center, and Presbyterian Community Health partnered to offer a large-scale free vaccine clinic at the Dolores Gonzales Elementary School. The City of ABQ donated **1,000 free BioPark Family Passes**, which were distributed as incentives at **44 vaccine clinics** and other community health events.

Presbyterian contributed staff time as well as a community donation of **\$50,000** to support community vaccines.

Racial and Ethnic Approaches to Community Health (REACH)

With the Centers for Disease Control's Racial and Ethnic Approaches to Community Health (CDC REACH) grant, Presbyterian Community Health is continuing our commitment to addressing health inequities in chronic diseases in Bernalillo County through policies, systems, and environmental approaches. Through strong partnerships within the Healthy Here Coalition, we are working on expanding produce prescription programs, implementing nutrition guidelines in charitable food systems, and enhancing active living opportunities. In 2024, the Healthy Here Coalition has integrated the Family Healthy Weight Program, which focuses on culturally tailored approaches to support families in achieving healthy lifestyles. Through our collective impact, we aim to improve equitable access to nutrition and physical activity supports and resources to promote community well-being.

CiQlovía hosted the 10th annual ABQ Open Streets event on Sunday October 20, 2024—marking a decade of transforming streets into vibrant, car-free spaces for community connection, movement, and celebration. CiQlovía is a testament to the community's ongoing commitment to reclaiming public space and prioritizing the safety and well-being of people walking, biking, and rolling. The event has evolved into a platform that not only celebrates active living and neighborhood vibrancy but also continues to uplift conversations and action around pedestrian and bicycle safety, transportation equity, and community health—particularly in neighborhoods most impacted by traffic violence and systemic disinvestment set up interactive booths promoting health and safety. Activity hosts engaged participants through a wide range of creative and educational experiences centered around art, complete streets, biking, and recreation. Offerings included street bike polo, immunization clinics, a climbing wall, a bike repair station, and live cooking demonstrations - all designed to encourage active living and community connection in a fun, accessible environment.



Over 1,100
community members
attended



Over 40 volunteers
participating throughout
the week and main event



Albuquerque community members at CiQlovía



Events like CiQlovía are uniquely impactful. They are more than just festivals—they are temporary demonstrations of safer, healthier, and more inclusive streets. They give people a glimpse of what it means to live in a city designed around well-being, equity, and connection. For many, especially in neighborhoods historically impacted by disinvestment and traffic violence, CiQlovía is one of the few opportunities to experience public space as joyful, welcoming, and accessible. It shows what streets can look and feel like when they are truly designed for everyone.

-Manager, Community Health



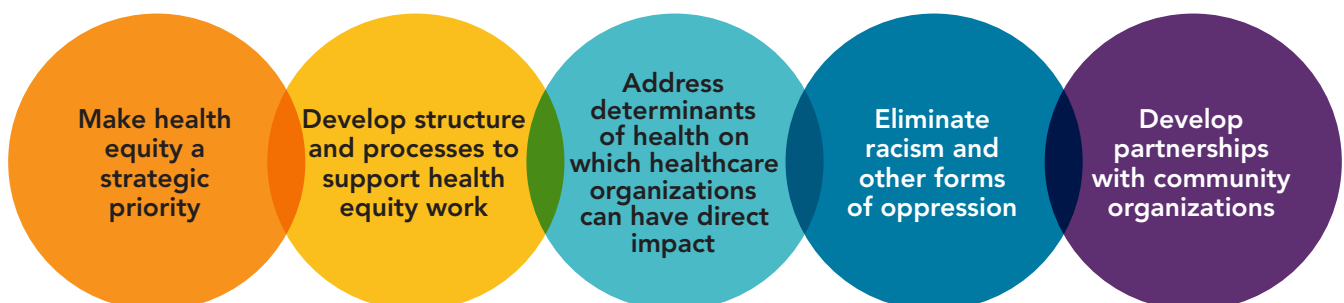
HEALTHY EQUITY & ACCESS

Health Equity and Access are lenses in which we implement programs and services

According to the Robert Wood Johnson Foundation, health equity exists when every individual has a fair and just opportunity to be healthier. This requires removing obstacles to health, such as poverty and discrimination and their consequences, including powerlessness and lack of access to gainful employment with fair pay; quality education and housing; safe environments and healthcare. **Access** to healthcare and community-based resources and **Equity**—ensuring that everyone has a fair and just opportunity to be as healthy as possible—will serve as lenses through which we implement programs and service.



Health equity is essential to Presbyterian's purpose to improve the health of the patients, members, and communities we serve. In 2019, Presbyterian embarked on a formalized journey to address health equity in our communities and for our patients and members. We adopted a framework developed by the Institute for Healthcare Improvement for healthcare organizations to achieve health equity, which identifies five practices:



PHS LGBTQIA+ Cares Program was established in January of 2023 through funding from a private grant of \$250,000 with the overall goal of improving access to quality, affirming, patient-centered, best-practice care and reducing overall health inequities faced by LGBTQIA+ New Mexicans through direct patient and member support as well as programmatic development and systems change. With 2023 mostly a planning and capacity building year, 2023 and 2024 accomplishments include:



30+ LGBTQIA+ patients and members received 1:1 navigation support



20 LGBTQIA+ individuals navigated through colleague consultation



1,700 healthcare workers and community members participated in cultural and clinical education



Each Presbyterian Hospital was awarded Healthcare Equality Index (HEI) "High Performer" status. The HEI evaluates healthcare facilities on policies and practices dedicated to the equitable treatment and inclusion of LGBTQ+ patients, visitors and employees.

Presbyterian collaboratively organized and hosted the 2024 New Mexico Gender-Affirming Care Symposium- a free, 2-day medical gender-affirming care symposium.

The conference objectives encouraged learners to be able to:

1. Develop & perform evidence-based in-scope practices to support patients' access to and/or provide the gender-affirming care services that they need.
2. Use trauma-informed and patient-centered practices to offer an affirming and supportive clinical environment for transgender and nonbinary patients, as well as those still figuring out aspects of their gender.

"My husband and I have been together for 26 years. We were married in Santa Fe in 2014. We have never had an issue living our authentic selves with our PCP or anyone on the Presbyterian staff. This has not been the same in other states unfortunately. BRAVO to Presbyterian"

-LGBTQIA+ survey respondent

"I generally felt safe and heard, which I haven't felt in a long time with my previous doctor. Overall, I would recommend both Presbyterian and my doctor to others"

-LGBTQIA+ patient

"I really appreciate all the legwork you've put in and I really feel like you've gone above and beyond...I was feeling hopeless about this situation before I talked to you, but having your support has made an impact. Thank you."

-Patient and Health Plan Member



Presbyterian Community Health offers free **health equity training sessions**, hosted by community organizations, open to Presbyterian clinical & administrative staff as well as the public. We seek to learn from all perspectives as we provide affordable, accessible, and culturally appropriate healthcare and champion health equity for our New Mexico communities.

Some of the trainings offered include:

- Addressing Trauma, Racism and Bias in Care Pathways
- Anti-Ableism in Healthcare Settings
- Equitable Lactation Care
- Harm Reduction 101 and 201
- Introduction to Gender-Affirming Care
- Mental Health First Aid
- Native American Cultural Awareness and Healthcare Systems
- Polysubstance Use 101 and 201
- Transgender Cultural Fluency 101 and 201
- Unconscious Bias
- Youth Mental Health First Aid



835 participants attended free health equity training sessions

Health Equity Highlight

Presbyterian Health Plan successfully achieved National Committee for Quality Assurance (NCQA)’s Health Equity Accreditation

“Thank you for helping me understand your community and acknowledge them properly. Before the training I was a little overwhelmed when a coworker kept reminding me of pronouns. I was not aware of the psychological distress it might cause this non-binary person. I would do my best to refer to my coworker as “They.” Thank you!

-Transgender 201 open session taught by TGRCNM

The Indigenous Evaluators Network (IEN) was founded in 2022 by Indigenous community members from 4 organizations—the network has since increased to 10+ organizations. Since 2022, Presbyterian Community Health has provided funding that went to local gatherings focused on promoting knowledge exchange, establishing partnerships and networks, and strengthening capacity amongst members. IEN supports the development and adaptation of Indigenous methodologies and measures that capture language resiliency, cultural strengths, and wellness from a holistic perspective as part of tribal evaluation and for research purposes. The network serves as a resource to help strengthen the evaluation capacity within Tribal communities, as well as a space for collective thinking, organizing, and advocacy for Indigenous matters using appropriate data.



Community Investment

Health Equity

Presbyterian provided **\$36,000** to organizations serving and celebrating New Mexico’s rich cultural traditions and diversity. Organizations such as the Senior Citizens’ Law Office, Black Chamber of Commerce, Albuquerque Sign Language Academy, Indian Pueblo Cultural Center, Catholic Charities, NM Health Equity Alliance for LGBTQ New Mexicans, Gujrati Sumaj of New Mexico, and Casa Esperanza

Economic Opportunity

Presbyterian provided **\$27,500** to support organizations training individuals for the workforce and in financial literacy

Questions?

Email CommunityHealthTeam@phs.org