

2024 IMPACT REPORT SOUTHERN & EASTERN NM



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 Medical Center, Plains Regional Medical Center, and Dr. Dan C. Trigg Memorial Hospital, 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 community-informed priorities below.

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 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). 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. Peers helped implement a new evidence-based **Screening Brief Intervention and Referral Treatment (SBIRT)** process at Socorro General Hospital and Lincoln County Medical Center where peers connect with patients virtually. 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.

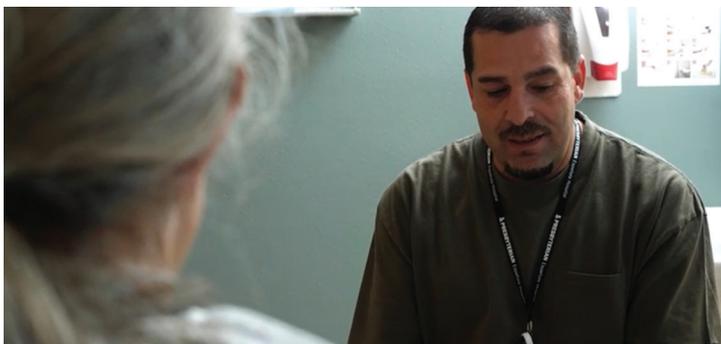


Image of Ronnie Flores, Peer Support Specialist



380 patients screened through SBIRT in Southern NM

45 patients living in Socorro

141 patients living in Otero

180 patients living in Lincoln

311 patients screened through SBIRT in Eastern NM

259 patients living in Curry

16 patients living in Quay

"I connected successfully with the facility and introduced the couple to the program's intake coordinator and then signed off while they connected with the recovery program. I made a follow up call the next business day and spoke again with the gentleman and he stated he was accepted and was awaiting approval for his partner. I called again before the end of my work shift, and she was also accepted to the program. The patient had the phone on speaker and his partner was emotional and crying as she thanked me for helping them. The male patient also was thankful and stated they are in shock that they are actually going to rehab and want to change their lives. He stated, "I just want to tell you that you are the one who helped with changing our lives."

– Peer Support Worker (Southern Region)

The Heritage Program is for senior adults age 55 and older, who are Medicare eligible. It is an outpatient behavioral health program that offers individuals the opportunity to improve their quality of life by learning to cope with emotional problems, maximizing their ability to function independently. Our services are group-based, focusing on grief/loss resolution, stress management, and family therapy.



4,970
individual and
group visits

Infant Mental Health Services are intended to alleviate behavioral health issues that are interfering with healthy infant and parent/caregiver relationships. A child's early mental health lays the foundation for future mental and physical health and relationships.



21
mental health
sessions

EASTERN BEHAVIORAL HEALTH: CARING FOR OUR COMMUNITY

As a community-based healthcare provider, PRMC focus is to provide safe, compassionate and equitable care that keep community members healthy. In 2024, our talented team was joined by a full-time radiation oncologist, a psychiatrist, and psychologist who provide outpatient behavioral health services. These services are helping community members receive care without having to travel out of town.



Doc Talk

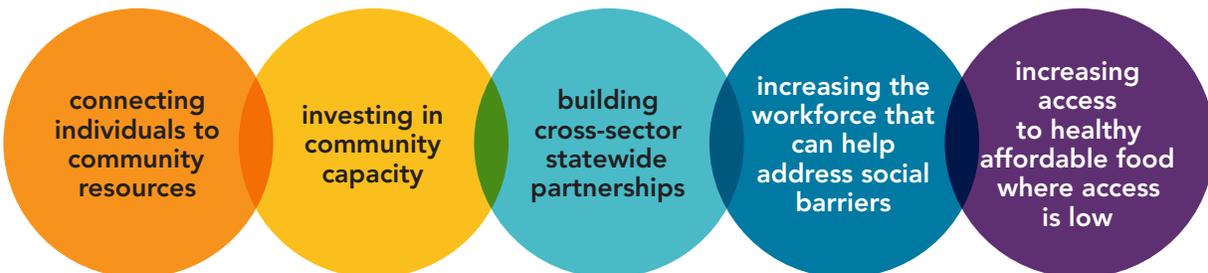
Plains Regional Medical Center (PRMC) hosted a series of free community education event with local healthcare providers. Topics such as behavioral health, cardiology, pediatrics, gastroenterology and women's health.

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

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 inter-operability and adoption of closed-loop referral technology.



NEW MEXICO
Social Drivers of
Health Collaborative

The **New Mexico Social Drivers of Health Collaborative** consists of community-based groups, health care agencies, governments, businesses, and organizations working together to share data and resources to promote 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 their website, published their charter, adopted principles and values, hosted a learning circle and peer-led learning series focused on the closed loop referral system, and continued to strengthen their partnerships through membership pledges. Membership includes 105 voting members; 15 steering committee members; 5 workgroups, and newsletter reach of 345 individuals.

- 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

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, 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.



Top needs identified through screenings:

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

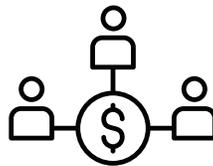
*screening began 12/2024

Partnership with the Community Foundation of Southern New Mexico

Thanks to a partnership with CFSNM, a total of \$25,000 was awarded to:

Grajeda-Huckaby Low Barrier Housing awarded \$5,000

Investment supports individuals in need of immediate housing assistance in a time of need associated with crisis prevention, substance abuse issues and rehabilitation mental health



The Women's Intercultural Center awarded \$10,000

Investment builds and strengthens CHW network

Casa de Peregrinos awarded \$10,000

Investment expands food distribution to rural areas of Doña Ana County



Expanding Healthcare Access by Investing in the Community Health Worker Workforce

A one-time community investment of **\$12,500** each was awarded to eight Community Based Organizations (\$100,000 total) across **northern and southern New Mexico** to build CBO capacity to integrate and support the Community Health Worker/Representative (CHW/R) role and work towards billing and sustainable funding sources to cover the services they provide. In 2024, CH developed a comprehensive needs assessment to understand the current approach to employing CHWs within community organizations, understanding their existing infrastructure and training, and providing toolkits and resources to facilitate provider registration, credentialing, contracting and billing. The partnership will continue to support organizations through various trainings and Community of Practice convenings into 2025.

Partners Selected: Picuris Pueblo, Las Cumbres Community Services, La Semilla Food Center, Mesilla Valley Community of Hope, Rio Grande ATP, Rural OB Access & Maternal Service, Empowerment Congress, and the Non-Metro New Mexico Area Agency on Aging.

Expanding the Network of Those We Support

In addition to expanding support for clinic referrals, the CH team also worked to build formal partnerships with Quay and Curry Health Councils, El Centro Family Health, Bridge to Health in Rio Arriba County and the Food Depot to market and disseminate information about upcoming diabetes offerings through their networks. El Centro Family Health, Bridge to Health and the Food Depot have also been trained to refer any of their clients to our CHWs for navigation to diabetes education opportunities. Finally, a series of three diabetes podcasts were recorded with the Quay County Health Council on diabetes education including the role of insulin and glucose, portion control and carb counting and how to balance food choices. These podcasts are hosted on a public YouTube channel that can be shared widely with patients, members and community members.

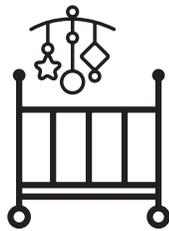
SHEO: Socorroans Helping Each Other is a local program connecting families to local resources, helping them navigate complex issues, or financially assisting them with bills. The program helps connect community members in need to other community programs that can help them with their financial goals. This program was created and sustained through generous donations from Socorro locals.

First Born Socorro & More

Pregnant and parenting families in Socorro County receive this free home visitation program, designed to promote the growth and development of happy, healthy babies. Home visits are provided by trained staff that use educational materials to help parents learn about child development and parenting.

2,606

visits with families through the First Born Program



1,129

care packages distributed (diapers, wipes, hygiene, books & more)

26

bassinets and Safe Sleep information distributed

24

child safety seats distributed



\$8,967

total amount of funds distributed to 142 community members to assist with utilities and other expenses for residents needing help.

Thank you to a community **member** donating **\$55,000** to fund the SHEO program.



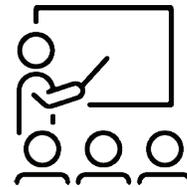
PRESCRIPTION FOOD PROGRAMS are food access programs initiated by a referral from a Physician or other member of a patient or member's care team that support individuals who are identified as food insecure and helps them use food as medicine to prevent and address chronic disease such as hypertension, diabetes, and cancer.

Family Fresh Rx

A food prescription program that offers bags 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.



1,620 food bags were distributed in Socorro



3 classes for families

Farmers' Market Ambassador Program

CH partnered with the New Mexico Farmers' Marketing Association to establish a market ambassador program that will launch in 2025. The New Mexico Farmers' Marketing Association will have seven ambassadors at each of the farmers markets in Abiquiu, Clovis, Dixon, Española, Santa Fe, Las Vegas and Tucumcari throughout the 2025 market season to help provide information to participants about upcoming diabetes classes. Through this partnership, we were able to provide a \$20 voucher to all who participated in classes, with up to \$80 for participating in the four-class series. A total of 84 individuals living in, Quay, Curry, Rio Arriba, San Miguel and Santa Fe Counties received vouchers and \$4,940 in vouchers were distributed for the purchase of fresh fruits and vegetables.



Priority Area 3: **PHYSICAL HEALTH**

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

COMMUNITY HEALTH WORKERS SUPPORTED HEALTH EDUCATION PROGRAMS

Access To Diabetes & Heart Health Education

The regional CHWs have played an integral role in expanding access to diabetes education through Diabetes ReCHARGE and Kitchen Creations classes.

Kitchen Creations Classes 2023-2024

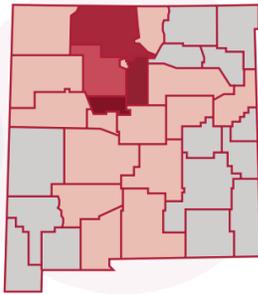
Kitchen Creations is a four-week hands-on cooking and nutrition series for adults with diabetes that covers meal planning, balancing carbohydrates, vegetables and grains, and heart healthy cooking. Participants receive incentives, including a cookbook, and build community through shared meals.

Expanded access to diabetes education with hands-on cooking in Doña Ana County among others.

Diabetes ReCHARGE is our accredited Diabetes Self-Management Education and Support (DSMES) program. The program is designed to help newly diagnosed New Mexicans with diabetes learn more about diabetes and how to manage it. During 2024, participants represented 11 New Mexico counties including Quay, Lincoln, Otero, Dona Ana, Sierra, and Socorro, among others. 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.

Our Reach

ReCHARGE
Referrals
by County



“Thank you for these classes. I was able to lower my A1C and come off insulin.”

– Patient

Free Community Flu Shot Clinic

Socorro PMG hosted a drive thru flu shot clinic

70 flu shots administered



Lincoln County Medical Center provided free flu shots at community events

128 flu shots administered



Community Events

In 2024, Socorro General Hospital participated in **9 community events** that had a reach of over **5,000 encounters** with community members.

- Community Arts Party
- Family Fun Fest
- Magdalena Spring Fling
- Co-sponsor Community Baby Shower
- Day at the Zoo
- Alamo Indian Days
- Family Christmas Party
- Family Tasting and Cooking
- Alamo Justice Day

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 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

"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





Community Investment

LGBTQIA+

Presbyterian contributed over **\$35,000** to support community partners.

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 Cultural Fluency 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



Community Investment

Economic Opportunity

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

REGIONAL PARTNERSHIP

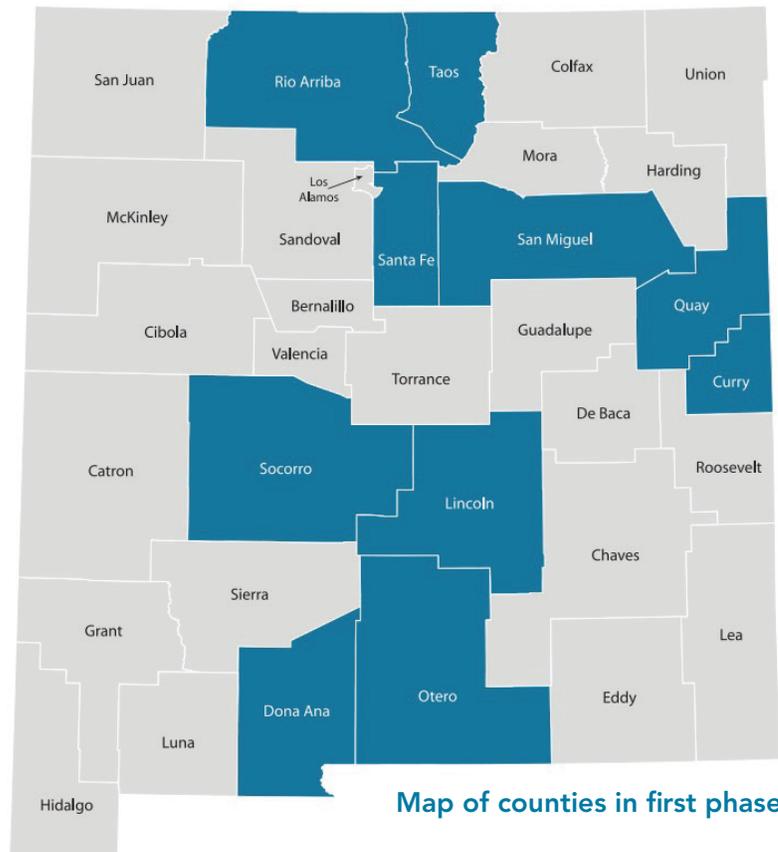
Presbyterian Community Health and PHP Population Health and Quality developed a partnership in 2023 to better integrate PHP framework for Turquoise Care. The goal is to leverage collective strength, collaborate meaningful community engagements to inform initiatives, and develop population-based strategies and programs in rural and regional areas of New Mexico. The partnership has four key areas of focus:



The regional partnership aims to build community trust, engagement and understand lived experiences of the community. While building and strengthening community engagement, the partnership will work with community-based organizations (CBO) to help build up their capacity and develop programs that will bridge health and social care. Northern and Southern New Mexico communities will be part of the first phase of this partnership as there is a significant health disparities and the community readiness for engagement. The partnership model employs local staff who serve as liaisons with CBOs, ensures that staff are developing relationships with local leadership and community members to ensure that we have an “on the ground” understanding of local needs.

Community Engagement

The regional partnerships will incorporate community voices to improve the effectiveness of services within the community. There are 5 steps of the community engagement.



Map of counties in first phase

DEGREE OF COMPLEXITY AND COMMUNITY IMPACT



**OUTREACH/
INFORM**

Establish channels of communications to share information



CONSULT

Obtain and consider feedback or input on issues, ideas, and decisions



INVOLVE

Participate in communication, visibility of partnerships, and increased cooperation on community issues



COLLABORATE

Form partnerships on all levels of work - from development to solution



SHARED LEADERSHIP

Decisions made at community level. Broader community health outcomes addressed

Voices for Equity Community Ambassador Program: Elevating Member Experience

Voices for Equity (VFE) is designed to engage and collect meaningful Turquoise Care member feedback that results in responsive and strategic actions that improve health outcomes and access to care. By partnering with trusted CBOs, VFE uses a collaborative and community led approach to give community members a more direct say in the design and delivery of their care and services. CBOs provide a structured conduit for Community Health to gain firsthand knowledge of the values, beliefs, perceptions, and cultural experiences of members in targeted populations. These insights inform specific Population Health Management strategies. PHP and PHS can utilize this feedback to fill gaps in communications, programs, and policies to ensure community needs are centered and prioritized.



3 ambassadors joined VFE



3 in-person focus groups



1 virtual interview



40 actionable recommendations, more than **80%** is already in process



"I'm thrilled to see the upcoming developments. I'm incredibly proud of the participants and deeply appreciative of all the work this team is doing to bring these changes to life. It's inspiring to see that we're not just collecting data but actively using it to drive meaningful action. This is exactly the kind of impact we hoped for, and I'm grateful to be part of it."

- VFE Ambassador



Val, Food Depot Ambassador, facilitating a VFE focus group.

Questions?

Email CommunityHealthTeam@phs.org