

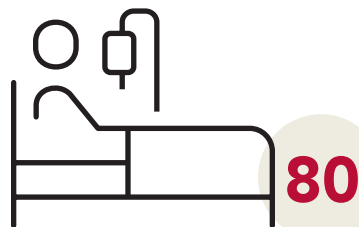


Presbyterian Española Hospital Report to the Community 2021

Presbyterian Española Hospital is an acute-care hospital that has been managed by Presbyterian Healthcare Services since 1977. The hospital serves a diverse population of patients from the Española Valley, Rio Arriba County, northern New Mexico, Santa Fe and Los Alamos. Over the years, the hospital has expanded to meet the growing and changing needs of its patients. It offers a wide range of healthcare services, including inpatient care, ambulatory and surgical services, and emergency care, as well as primary and specialty care services. Presbyterian Española Hospital is one of nine hospitals managed by Presbyterian Healthcare Services, which also has a growing multispecialty group.



2021 BY THE NUMBERS



80

licensed beds



47,801

outpatient clinic visits



354

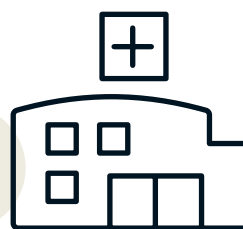
babies delivered



6,419

telehealth (video
and phone) visits

10



Presbyterian Medical
Group primary and
specialty care clinics

22,679

outpatient
emergency
room visits



2,122

inpatient
hospital
visits

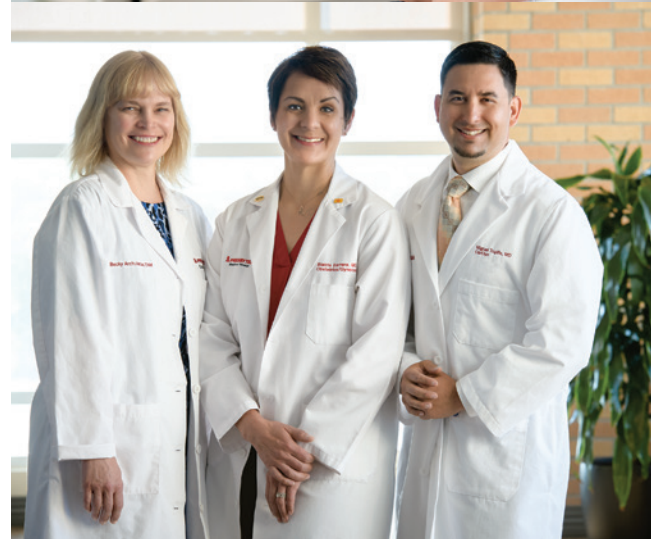


Our Accomplishments

- We were recognized as the sixth most racially inclusive hospital in the U.S and the most racially inclusive in New Mexico by the Lown Institute, a nonpartisan healthcare think tank that examined how well more than 3,200 hospitals' Medicare patients matched the demographics of their surrounding communities.
- Healthgrades, the leading resource that connects consumers, physicians and health systems, awarded us five-star ratings for:
 - Treatment of COPD for four years in a row (2018-2021)
 - Treatment of sepsis for three years in a row (2019-2021)
 - Treatment of respiratory failure for two years in a row (2020-2021)
- We achieved patient experience scores in the 80th percentile.
- We continue to focus on caring for people with substance use disorders. This includes close collaboration with the Department of Health to review overdose cases, prescribing the life-saving drug Narcan to patients after overdose, offering an Integrated Addiction Medicine Team to assess patients and an opioid use disorder clinic that offers medication-assisted treatment. We also offer peer support to patients who have visited the Emergency Department and need help with alcohol or other substance use.

Serving Our Community in 2021

- We employed 385 people.
- We provided more than \$44.6 million in employee salaries, wages and benefits.
- We provided more than \$12.7 million in community benefit (including financial assistance).
- We offer the community a diabetes resource center and a full-service infusion center, allowing us to provide outpatient infusion therapy and subcutaneous treatment locally so patients can access more of the care they need, close to home.
- We are a Baby-Friendly® designated hospital, committed to providing exceptional care for mothers and babies, including support for breastfeeding.
- The Presbyterian Española Hospital Board of Trustees, comprised of community members, provided governance, leadership and direction for Presbyterian Española Hospital, clinics and emergency medical services.



Helping to Protect Our Community Against COVID-19

In 2021, Presbyterian and Presbyterian Española Hospital 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 Presbyterian Española Hospital:

- We vaccinated our employees in just two days and went on to administer more than 5,100 vaccinations at Presbyterian Española Hospital sites in 2021.
- Community partnerships, individual outreach to patients and a thorough understanding of our community were key to our success in Rio Arriba 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. One employee even vaccinated seniors in their homes if they could not go to a vaccination site.
- We provided booster shots at Northern New Mexico College, loaned our own staff to provide vaccines at county sites and supplied vaccinators at clinics hosted by local schools. We also offered weekly vaccine events at our Presbyterian Medical Group clinic.
- 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 Presbyterian Española Hospital and of our whole community.