

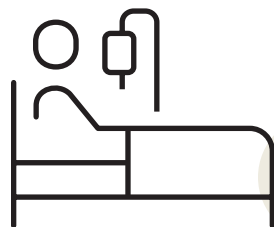


Socorro General Hospital Report to the Community 2021

Socorro General Hospital is a not-for-profit hospital that has been managed by Presbyterian Healthcare Services since 1976. The hospital provides comprehensive inpatient and outpatient healthcare to the residents of Socorro and Catron counties. Socorro General Hospital and Presbyterian Healthcare Services operate the hospital and seven clinics. The hospital also houses an independent full-service laboratory, operated by TriCore. Additional services include emergency medicine and community outreach programs, as well as primary and specialty care services. Socorro General Hospital is one of nine hospitals managed by Presbyterian Healthcare Services, which also has a growing multispecialty group.



2021 BY THE NUMBERS



24

licensed beds



17,498

outpatient clinic visits



80

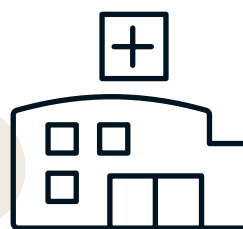
babies delivered



1,322

telehealth (video
and phone) visits

6



Presbyterian Medical
Group primary and
specialty care clinics

9,215

outpatient
emergency
room visits



518

inpatient hospital visits



Our Accomplishments

- Socorro General Hospital Hospice hosted the annual Hospice Memorial event in December at New Mexico Tech. We appreciate all who participated and thank the community for entrusting us with the care of their loved ones in hospice.
- Although we were not able to host what would have been our 17th annual Spring Tea fundraiser because of COVID-19 restrictions, our Community Relations and Development Committee launched Donna's Fund to honor longtime volunteer Donna Langemeier. Donna's Fund supports the renovation of patient rooms at Socorro General Hospital while honoring an incredible woman in our community.
- We received full accreditation from the Joint Commission, the nation's major hospital accreditation board.
- We reached full staffing levels in our Emergency Department and Hospitalist programs.
- Our provider satisfaction score was 4.5 out of 5.

Serving Our Community in 2021

- We employed 189 people and generated many additional jobs in the community.
- We provided more than \$19.9 million in employee salaries, wages and benefits.
- We provided more than \$5.5 million in community benefit (including financial assistance).
- We invested more than \$750,000 in a new nurse call system, radiology equipment, an audiometer for testing patients' hearing, an ultrasound unit for the Emergency Department, an infant warmer and other needs.
- Our volunteers contributed a total of 250 hours.
- We made more than 1,800 home visits and offered free flu shots and infant mental health services.
- The Socorro General Hospital Board of Trustees provided governance, leadership and direction for Socorro General Hospital, our clinics and emergency medical services.



Helping to Protect Our Community Against COVID-19

In 2021, Presbyterian and Socorro General 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 Socorro General Hospital:

- We administered more than 9,400 vaccinations at Socorro General Hospital sites in 2021.
- Community partnerships, individual outreach to patients and a thorough understanding of our community were key to our success in Socorro County. For example, we worked closely with community members and partner organizations to help people navigate and schedule appointments.
- 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.
- Socorro Presbyterian Medical Group opened a dedicated area with an outside entrance to treat COVID patients.
- We are incredibly proud of our supportive team at Socorro General Hospital and of our whole community.



1202 Highway 60 West
PO Box 1009
Socorro, New Mexico 87801
(575) 835-1140
phs.org/socorro