

PERFORMANCE REPORT CARD: Fourth Quarter, FY20 Department of Health

The Department of Health's (DOH) mission is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico. DOH reported declines in performance targets across the agency during the third quarter of FY20. However, very few of the department's performance measures relate to the state's response to COVID-19, which a significant portion of DOH's resources are now dedicated to.

ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

New Mexico Health Indicators		2016	2017	2018	US 2018
1	Drug overdose death rate per 100,000 population	25	25	26.6	22
2	Births to teens aged 15-19 per 1,000 females aged 15-19	29.1	27.6	25.2	21.7
3	Alcohol-related death rate per 100,000 population	66	67	70.3	
4	Fall-related death rate per 100,000 adults aged 65 years or older	92	88	93.9	61
5	Heart disease and stroke death rate per 100,000 population	196	198	193	
6	Suicide rate per 100,000 population	22	23	24.8	
7	Pneumonia and Influenza death rate per 100,000 population	14.0	13.5	14.5	13.5
8	Diabetes hospitalization rate per 1,000 people with diagnosed diabetes	162	162	162	147
9	Third grade children who are considered obese	19%	20%	23%	23%
10	Adults who are considered obese	29%	29%	30%	32%
11	Adolescents who smoke	No Data	10.6%		9%
12	Adults who smoke	17%	17.5%	15.2%	13.7%

Several U.S. measures for 2018 are not yet reported.

Source: DOH

Public Health

The Public Health Program continues to be a cornerstone of the state's response to COVID-19. Since March, the Public Health Program has provided drive through testing sites and testing at long-term care facilities, tribal organizations, assisted living facilities, food processing facilities, grocery stores, childcare workers, first responders, and mining companies for testing. The program reported over half of the 30,000 statewide COVID-19 tests were performed by the program. On average Public Health is performing 800-1,000 tests per day. During the fourth quarter, the program reported meeting several performance targets. While health offices remained open during the pandemic, the department transitioned some services such as youth engagement in smoking prevention and WIC cooking clinics to digital platforms in order to continue services while reducing person-to-person contact.

Budget: \$178,297.4

FTE: 818.5

Participants in the National Diabetes Prevention Program referred by a health care provider through the agency-sponsored referral system

FY18 Actual	FY19 Actual	FY20 Target	FY20 Actual	Rating
0%	29%	25%	27%	G

Children in Healthy Kids, Healthy Communities with increased opportunities for healthy eating in public elementary schools	89%	99%	89%	97%	G
High school youth trained in the Evolvment youth engagement program to implement tobacco projects in their school or community	402	394	375	386	G
QUIT NOW enrollees who successfully quit using tobacco at 7-month follow-up	30%	32%	30%	30%	G
New Mexico adult cigarette smokers who access DOH cessation services	3.0%	2.7%	2.5%	2.6%	Y
Teens who successfully complete teen outreach programming	362	512	325	502	G
Female clients ages 15-19 seen in DOH public health offices who are provided most or moderately effective contraceptives	61%	82%	62.5%	86%	G
Preschoolers (19-35 months) fully immunized	61.8%	63.8%	65%	62.9%	R
Program Rating	G	R			G

*Measure is classified as explanatory and does not have a target.

Epidemiology and Response

The Epidemiology and Response Program (ERD) has also played a key role in the state's response to the pandemic including case investigations of individuals who test positive for COVID-19 and contact tracing of individuals with direct exposure to COVID-19. The program has also mobilized 204 contact-tracing personnel. The program met annual performance targets for pharmacies dispensing naloxone, which support individuals with substance use disorders and training community members on suicide prevention. The program reports the suicide rate in New Mexico has consistently been more than 50 percent higher than national rates. The state had the second highest age-adjusted suicide rate in 2018, and deaths by suicide increased by 6.7 percent compared to an increase across the nation of 1.4 percent. During this same time period, suicide in New Mexico was the ninth leading cause of death. To improve this health outcome, the state Office of Injury Prevention (OIP) will re-establish the statewide NM Suicide Prevention Coalition to build NM's Strategic Plan for Suicide Prevention. OIP is establishing a Secondary Prevention of Suicide Program to address the high rate of suicide by preventing suicide in individuals at particularly high risk, including those individuals seen for suicide attempts and then discharged home from emergency departments.

Budget: \$28,649.8 FTE: 204	FY18 Actual	FY19 Actual	FY20 Target	FY20 Actual	Rating
Retail pharmacies that dispense naloxone	73%	83%	80%	93%	G
Community members trained in evidence-based suicide prevention practices	222	522	600	1,030	G
Opioid patients also prescribed benzodiazepines	13%	12%	5%	11%	Y

The Epidemiology and Response Program reported from 2009 to 2018, the rate of increase in suicide in New Mexico was 37 percent compared to a rate 14.2 percent for the U.S. for this same time.

ERD reported, reducing the high rate of suicide in NM requires a comprehensive and multi-faceted approach involving both primary and secondary prevention. Individuals discharged from an emergency department following a suicide attempt are documented to have higher rates of suicide within the first 6-12 months following discharge. The program is implementing an evidence-based program for hospital staff who care for individuals presenting to the hospital Emergency Department with a suicide attempt, are treated, and are then discharged home.

County and tribal health councils that include evidence-based strategies to reduce alcohol-related harms	11%	18%	20%	33%	G
New Mexico hospitals certified for stroke care	16%	16%	20%	14%	R
New Mexico population served during mass distribution of antibiotics or vaccinations through public/private partnerships in the event of a public health emergency	15%	15%	19%	15%	R
Program Rating	Y	R			Y

*Measure is classified as explanatory and does not have a target.

Health Facilities

The Facilities Management Division (FMD) provides services for mental health, substance abuse, long-term care, and physical rehabilitation in both facility and community-based settings. Priority admittance for clients in Turquoise Lodge Hospital (TLH) declined below FY19 performance actual but was still above annual targeted performance. TLH provides safety net services for consumers in New Mexico who are seeking detoxification from drugs or alcohol. Prioritized admission includes pregnant injecting drug users, pregnant substance users, and other injecting drug users, women with dependent children, parenting women, and men and women seeking to regain custody of children. The program stated the decline was due to operational changes related to the pandemic; however, the program is still meeting targeted performance for this measure. Eligible third-party revenue collections declined 2 percent below the previous fiscal year. The collection of this revenue is important for the facilities to remain financially secure. To improve performance for this measure the program is filling vacated billing positions and training staff to handle both current and aged accounts and reviewing services to ensure that they are billable under contracts or negotiate new service rates.

Budget: \$148,524.9	FY18	FY19	FY20	FY20	
FTE: 2,003	Actual	Actual	Target	Actual	Rating
Priority request for treatment clients admitted to Turquoise Lodge Hospital	59%	68%	50%	66%	G
Turquoise Lodge Hospital detox occupancy rate	86%	83%	75%	68%	R
Long-term care patients experiencing one or more falls with major injury	3.9%	3.9%	4%	5%	R
Eligible third-party revenue collected at all agency facilities	88%	83%	93%	81%	R
Number of significant medication errors per 100 patients	New	2.4	2.0	.2	G
Residents successfully discharged	New	78%	80%	77%	R
Program Rating	Y	Y			Y

*Measure is classified as explanatory and does not have a target.

Scientific Laboratory

The Scientific Laboratory Program provides a wide variety of laboratory services to programs operated by numerous partner agencies across the State of New Mexico. The program provides a significant level of COVID-19 testing in the state. The program met all annual performance targets.

Budget: \$13,580.5
FTE: 134.0

	FY18 Actual	FY19 Actual	FY20 Target	FY20 Actual	Rating
--	----------------	----------------	----------------	----------------	--------

Blood alcohol tests from driving-while-intoxicated cases that are completed and reported to law enforcement within 30-calendar days

43%	44%	90%	91%	G
-----	-----	-----	-----	----------

Public health threat samples for communicable diseases and other threatening illnesses that are completed and reported to the submitting agency within published turnaround times

99%	97%	90%	97%	G
-----	-----	-----	-----	----------

Environmental samples for chemical contamination that are completed and reported to the submitting agency within 60-business days

95%	91%	90%	93%	G
-----	-----	-----	-----	----------

Program Rating

Y	Y	G
----------	----------	----------

*Measure is classified as explanatory and does not have a target.

Developmental Disabilities Support

DOH continued to increase the number of individuals receiving Developmental Disabilities (DD) and Mi Via Medicaid waivers, and the number of individuals registering for the program waitlist declined in FY20. In addition, the number of individuals waiting for services was less than the number of individuals receiving services, which has not been the case for several years. The Developmental Disabilities Support Program continued to struggle in reaching more than 30 percent of adults receiving employment services since FY18. Nationally, individuals with disabilities experience higher levels of unemployment. The program reported New Mexico has made steady progress toward increasing community-integrated outcomes and performs above the national average of 19 percent.

Budget: \$188,943.6
FTE: 188

	FY18 Actual	FY19 Actual	FY20 Target	FY20 Actual	Rating
--	----------------	----------------	----------------	----------------	--------

Individuals receiving developmental disabilities waiver services*

4,618	4,638	N/A	4,934
-------	-------	-----	-------

Individuals on the developmental disabilities waiver waiting list*

4,834	5,066	N/A	4,743
-------	-------	-----	-------

Developmental disabilities waiver applicants who have a service plan in place within 90 days of income and clinical eligibility

73%	87%	90%	96%	G
-----	-----	-----	-----	----------

Adults receiving community inclusion services through the DD Waiver who receive employment services

26%	24%	34%	29%	Y
-----	-----	-----	-----	----------

Percent of general event reports entered and approved in a timely manner

76%	65%	86%	84%	Y
-----	-----	-----	-----	----------

Program Rating

Y	Y	Y
----------	----------	----------

*Measure is classified as explanatory and does not have a target.

Health Certification, Licensing, and Oversight

The purpose of the Health Certification, Licensing, and Oversight Program is to provide health facility licensing and certification surveys, community-based

DD Waiver COVID-19 Confirmed Cases and Fatalities (as of July 1, 2020)			
	Individuals Tested	Individuals Positive	Deaths
DD Waiver	358	18	6
Mia Via Waiver	1	1	0
State General Fund	4	0	0
Medically Fragile Waiver	11	0	0
Total	374	19	6

Source: DOH

oversight and contract compliance surveys, and a statewide incident management system so that people in New Mexico have access to quality health care and vulnerable populations are safe from abuse, neglect, and exploitation. The department reported this program is also dedicating significant resources to the state's COVID-19 response, including providing all 71 long-term care facilities comprehensive onsite visits and surveys focused on infection control surveillance protocols in March. DOH reported that the program is also providing weekly surveillance reviews utilizing video and photograph verification for all long-term care facilities, and daily offsite surveillance reviews of nursing homes with positive COVID-19 cases. In FY19, the program reported an increase in the abuse rate of clients receiving DD waiver and Mi Via waiver services and the re-abuse rate remained above targeted performance, which could indicate interventions are not meeting their intended goal.

Budget: \$14,917.7	FY18	FY19	FY20	FY20	
FTE: 182	Actual	Actual	Target	Actual	Rating
Abuse rate for Developmental Disability Waiver and Mi Via Waiver clients	7%	11%	7%	13%	R
Re-abuse rate (within 12 months - same person) for Developmental Disability Waiver and Mi Via Waiver clients	7%	7%	6%	7%	R
Abuse, neglect and exploitation investigations completed within required timeframes	New	49%	90%	82%	R
Program Rating	Y	Y			Y

*Measure is classified as explanatory and does not have a target.