

# Improving Access to Behavioral Health & Substance Use Disorder Care at NMDOH Facilities

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# Before we start...

On behalf of all colleagues at the Department of Health, we humbly acknowledge we are on the unceded ancestral lands of the original peoples of the Apache, Navajo and Pueblo past and present.

With gratitude we pay our respects to the land, the people and the communities that have and continue to contribute to what today is known as the State of New Mexico.



Photo from DOH employee

# Mission

*To ensure health equity, we work with our partners to promote health and well-being, and improve health outcomes for all people in New Mexico.*

## Goals



**We expand equitable access** to services for all New Mexicans



**We ensure safety** in New Mexico healthcare environments



**We improve health status** for all New Mexicans



**We support each other** by promoting an environment of mutual respect, trust, open communication, and needed resources for staff to serve New Mexicans and to grow and reach their professional goals

# Meet Lea Harrison

- Deputy Cabinet Secretary of Facilities since January 31, 2022
- 10+ Years of Healthcare Leadership Experience
- 20+ Years of Business Development & Communications Expertise
- Previous Roles Include:
  - Interim CEO & Executive Director of Inpatient Psychiatric Hospital
  - Executive Director of Intensive Outpatient Program
  - Executive Director of Assisted Living, Memory Care, & Long-Term Care Program



# NMDOH has a Proactive Behavioral Health and Substance Use Treatment Vision for the Future

- Improve accessibility to adult substance use disorder & medication assisted treatment throughout New Mexico
- Implement trauma informed care in all facilities providing behavioral health and substance use disorder treatment
- Increase occupancy to 75% in NMDOH facilities providing behavioral health and substance use disorders treatment
- Keep New Mexico's adolescents in New Mexico for treatment

# NMDOH has a Proactive Behavioral Health and Substance Use Treatment Vision for the Future

- Create an Adolescent Care Campus building at Sequoyah Adolescent Treatment Center to include the Center for Adolescent Relationship Exploration (CARE) Program from NM Behavioral Health Institute
  - Increase residential treatment center beds
  - Develop programming for female adolescents
  - Increase resources for adolescents with intellectual & developmental disabilities
  - Increase inpatient acute psychiatric care & outpatient services
- Construct a therapeutically designed, state of the art Forensics Building

# Turquoise Lodge Hospital (Albuquerque)

*Providing Multidisciplinary Recovery Solutions & Treatment for Substance Use Disorders*

- Joint Commission Accredited
- SAMHSA honored TLH as one of the top providers of addiction treatment in the Albuquerque and wider New Mexico area in 2020
- Help.org named TLH “Best Rehab Facility in Albuquerque in 2020.”
- 40 Bed Specialty Hospital that Provides:
  - Withdrawal Management (3.7 ASAM)
  - Social Rehabilitation Services (3.5 ASAM)
  - Medication Assisted Treatment (MAT)
  - IOP to Adults 18+ on a Voluntary Basis
- Licensed for 40 Beds:
  - 20 for medical detox
  - 20 for Residential Treatment (RTC)
- Payer Sources: Medicaid
  - Primary Medicaid plan is Presbyterian
  - Secondary plan is Blue Cross & Blue Shield



- Referrals:
  - Emergency departments (Mostly Presbyterian)
  - Care Campus
  - Inpatient psych facilities
  - Corrections through Metro-Court & Young Person’s Court Relationship

# Sequoyah Adolescent Treatment Center (Albuquerque)

*Providing Intensive Behavioral Healthcare for Male Youth*

- Joint Commission Accredited
- 36 Bed Residential Treatment Center to Provide:
  - Care, treatment, reintegration into society for males Ages 13-17 with a history of violence and a mental health diagnosis
  - Voluntary programs
  - ALOS 3-9 months
  - Trauma Informed Care Model
- Payor Sources: Mixed
- Referrals



# New Mexico Rehabilitation Center (Roswell)

*Providing Medical Detox and Residential Treatment Services in the Southeast New Mexico*

- Joint Commission Accredited
- 43 Bed Specialty Hospital to Provide:
  - Medical Rehabilitation Services
  - Physical & Occupational Therapy
  - Speech & Language Pathology
  - Social Services
  - 20-beds to provide Residential Treatment for Substance Use Disorders
  - 8 Beds for Medical Detox
  - Intensive Outpatient Program for individuals struggling with Dual-Diagnosis
  - Voluntary Program



- Payer Sources: CMS
- Referrals:
  - Chaves County Drug Court
  - Eastern NM Medical Center
  - Artesia General Hospital
  - UNM, Lovelace
  - Hospitals in TX

# New Mexico Behavioral Health Institute (Las Vegas)

*Psychiatric hospital with 5 clinical divisions serving a wide range of public needs*

- NMBHI Fire Evacuation

- May 2: The NMBHI evacuated all 197 patients as the Calf Canyon/Hermits Peak Fire raged toward Las Vegas
- The National Guard began assisting the evacuation of patients around 1 a.m.
- Patients were temporarily moved to State Vets Home, Fort Bayard Medical Center, Santa Rosa Correctional Facility, and 6 Genesis facilities
- Special thanks to NMBHI staff, the National Guard, State Police, Department of Homeland Security, and Human Services Department

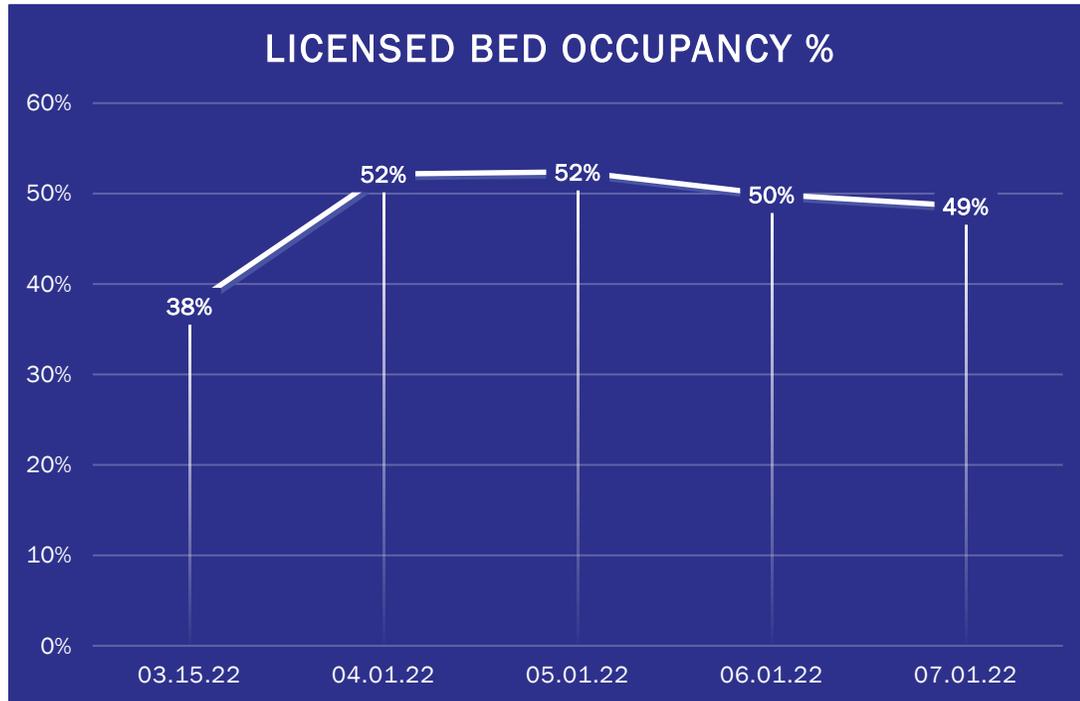


# New Mexico Behavioral Health Institute (Las Vegas)

*Psychiatric hospital with 5 clinical divisions serving a wide range of public needs*

- Joint Commission Accredited
- 121 Bed Institute to Provide:
  - Voluntary & Involuntary Inpatient Psychiatric Hospitalization for Adults 18+
- 162 Beds to Provide:
  - Voluntary Long-Term Care
- 92 Forensic Beds to Provide:
  - Competency Restoration Services for Individuals Referred by District Courts across NM. Comprised of 4 Units
    - Acute Care Unit
    - Continuing Care Unit
    - Women's Unit
    - Maximum-Security Unit.
- 12 Beds to Provide:
  - Voluntary CARE Program Designed to Provide Treatment to Boys Ages 13-17 with a History of Sexually Harmful Behaviors and a Diagnosed Mental Illness.
  - 24-hour Supervision Required.
- Payor Sources:
  - No revenue for Forensics & 35% of APD.
  - Medicaid, Medicare, & Commercial Insurance for Remaining APD
- Referrals:
  - NM Emergency Departments
  - Inpatient Psychiatric Hospitals
  - Corrections

# 2021 LFC Facilities Evaluation



- Benchmarks of First 100 Days
  - Visited All Facilities & Leadership Teams
  - Hired Chief Medical Officer, Dr. José Acosta
  - Created Daily Census Reports for All Facilities
  - Increased Facility-Wide Census by 28%; 11% in BH and SUD programs since February 2022
  - Outsourced FBMC, NMSVH, & TL Pharmacies
  - Implemented Monthly Quality, Finance & Nursing Meetings
  - Coordinated NMBHI Fire Evacuation
  - Developed Competitive Pay Differentials for Overnight & Weekend Staff Shifts
  - Analyzed Admissions & Exclusionary Criteria

# Census Report

- NMDOH Facilities Collectively House 926 Licensed Beds
- Increased facility-wide census by 28% since February 2022; 11% in facilities that provide behavioral health & substance use disorders treatment
- Average Daily Census (ADC) to be utilized after 1 Year of collection

FACILITY	LICENSED BEDS	OPERATIONAL BEDS	CENSUS	% OPERATIONAL BED OCCUPANCY	% LICENSED BED OCCUPANCY
FBMC					
<i>Total Beds</i>	200	108	96	88.89%	48.00%
LLCP					
<i>Total Beds</i>	75	66	66	100.00%	88.00%
NMBHI					
<i>Total Beds</i>	387	372	180	48.39%	46.51%
NMRC					
<i>Total Beds</i>	43	26	11	42.31%	25.58%
NMSVH					
<i>Total Beds</i>	145	118	65	55.08%	44.83%
SATC	36	27	14	51.85%	38.89%
<i>Total Beds</i>	36	27	14	51.85%	38.89%
Turquoise Lodge					
<i>Total Beds</i>	40	20	18	90.00%	45.00%
<b>TOTAL</b>	926	746	450	<b>60.32%</b>	<b>48.60%</b>

Note: Census Report Data from July 1, 2022, and for example only.

# Challenges & Opportunities

- **Census Challenges:**
  - Staff Shortages Due to Salary Competition, COVID Outbreaks, & Increased FMLA Claims
  - Unclear Admission & Exclusionary Criteria Prevent Referrals from Other Agencies
  - Marketing and Community Outreach is limited due to Outdated Website & Incorrect Information
- **Census Opportunities:**
  - Staff Recruitment & Retention Plans in Development
  - Formalization & Clarification of Criteria Led by CMO, Dr. Acosta
  - Develop a strong Marketing & Outreach Strategy including updated marketing campaigns and materials, attendance at statewide healthcare events, and increased visibility within our judiciary community



New Mexico Behavioral Health Institute, Las Vegas

# We want to hear from legislators about how we can improve health outcomes for New Mexicans

Please submit written comments or questions to:  
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