



What is the United Health Professionals of New Mexico fighting for?

The United Health Professionals of New Mexico formed as a union in 2021 to be a partner with the hospital in ensuring safe and effective patient care conditions. It has since been fighting for a contract that's good for patients and good and fair for healthcare workers. The hospital has refused to come to the bargaining table.

A good and fair contract must provide for better healing conditions for patients, a high standard of care that every patient can expect and receive, and better working conditions for nurses and other health professionals.

As long as UNM Sandoval Regional Medical Center refuses to meet UHPNM at the bargaining table to improve conditions, the hospital will continue to lose quality staff who want to stay but aren't getting the basic support they need to do the job they love. Turnover has a cost—unsafe nurse-to-patient staffing ratios and the financial cost of depending on temporary traveler nurses to fill the void of people who have quit.

The community deserves health professionals who live in their community, who want to care for their fellow neighbors proudly and want to stay with the hospital for many years.



How did we get here?

Ten years ago, the people of this community came out in force to bring a hospital to Rio Rancho. Hospital management has failed the public's trust.

Under President Jamie Silva-Steele's leadership, UNM SRMC has received unacceptable quality-of-care ratings from established ratings organizations. Instead of being embarrassed into fixing the problems, she and her staff have ignored the findings.

In [2022, 2023 and 2024](#), Leapfrog, a national organization that rates the quality of hospital patient care, gave Sandoval its lowest rating of a D, down from a C in 2021. Only one other hospital in New Mexico earned a lower rating—the University of New Mexico received an F.

In 2023, SRMC received a [one out of five-star rating](#) from the national Centers for Medicare and Medicaid Services. The "rating is based on how well a hospital performs across different areas of quality, such as treating heart attacks and pneumonia, readmission rates, and safety of care."

UNM Sandoval Regional Medical Center continues to fail our community.

UNM SRMC has a **D rating** from the nation's premier advocate for healthcare safety and quality AND a 1-star Medicare rating.

President Jamie Silva-Steele is making up excuses for her failed leadership.

UHPNM has solutions, and we are ready to bargain now. Come to the table, Jamie.

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AFT, AFL-CIO

aft Education Healthcare Public Services

JAMIE SILVA-STEELE'S LEADERSHIP:
UNM Sandoval Regional Medical Center's Medicare rating falls from 5 stars to 1 star.

☆☆☆☆☆

6% of patients left the emergency department before being seen.
The national average is 3%.

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This is clearly a STAFFING CRISIS.

Jamie Silva-Steele's Leadership:
UNM Sandoval Regional Medical Center's Medicare rating falls from 5 stars to 1 star.

39% of patients "received appropriate care for severe sepsis and/or septic shock."
(higher percentage is better)

**The national average is 60%.
The state average is 45%.**

Septic Shock
(A life-threatening condition with dangerously low level of blood pressure after an infection)

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Jamie Silva-Steele's Leadership:
UNM Sandoval Regional Medical Center's Medicare rating falls from 5 stars to 1 star.

☆☆☆☆☆

On average, patients spent 320 minutes in the emergency department before leaving.
The state average is 194.
The national average is 171.

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Source: <https://www.medicare.gov/care-compare/details/hospital/320089/?id=eac9ed28-d08c-4f36-9244-63bf95f1b92a&city=Albuquerque&state=NM&zipcode=#ProviderDetailsQualityIndicatorsContainer>

What's happening now?

Petty litigation and bargaining delay tactics—all paid for with taxpayer dollars—have been an ongoing problem since 2021. The UNM Board's hearing officer issued a bargain order, later confirmed by the full Board, stating that SRMC "breached a statutory duty to bargain" with the union over layoffs and ordered the hospital to recognize and bargain in good faith immediately.

The most recent slam against the hospital's anti-union position came from District Judge Joshua Allison, who denied, on all grounds, the hospital's emergency motion to stay the previous orders to bargain. In June 2024, the hospital filed another motion to consolidate cases, a waste of taxpayer dollars since it has already been denied.

The hospital's effort to deny bargaining is at best retaliation against workers and at worst an effort to ignore the elephant in the room—poor quality of healthcare.

Silva-Steele's leadership is often stupefying. She used Chick-fil-A's model of dealing with drive-through waits to describe how she would like her hospital to handle patient wait times. She actually compared providing timely patient care with keeping up with chicken nugget orders.

What is UNM Sandoval Regional Medical Center President Jamie Silva-Steele afraid of? Improving healthcare for the community? That is precisely what the union wants to discuss at the bargaining table.

What are we asking for?

- High-quality patient care that the Rio Rancho community asked for a decade ago.
- Safe nurse-to-patient staffing ratios.
- A workplace where employees are not afraid to speak up about concerns.
- Salaries that are competitive with other hospitals so it can recruit and retain professionals.
- UNM SRMC to stop breaking the law and come to the table to bargain.
- UNM SRMC to put the Rio Rancho community first, not its bottom line.

How can you help?

Legislators must hold UNM SRMC management accountable by forcing them to meet us at the table and bargain a good and fair contract that prioritizes patient safety and quality care.

Read the recent news stories about our campaign:

- [UNMH under fire for stalled negotiations with union](#) (KOB)
- [Union alleges UNM SRMC is retaliating against employee](#) (Rio Rancho Observer)
- [GUEST EDITORIAL: How to fix the emergency at Sandoval Regional Medical Center](#) (Rio Rancho Observer)



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