



**YOUR TOTAL HEALTH.
OUR TOTAL COMMITMENT.**



HIDALGO MEDICAL SERVICES

Dan Otero, CEO - Dr. Darrick Nelson, CMO, FMRP Director - Edith Lee, CSO



HMS Mission, Vision and Values

Our Mission:

Hidalgo Medical Services positively impacts the health, well-being and quality of life for those we serve providing comprehensive, integrated, affordable healthcare and education of patients and healthcare professionals.

Our Vision:

Hidalgo Medical Services will become the recognized leader in providing medical, dental, mental health and family support services for everyone in Hidalgo County and the Southwest, as well as a national model for sustainable frontier health services and community development.

Our Values:

Hidalgo Medical Services believes in and demonstrates, both internally and externally, the following organizational values:

SERVICE

To respectfully serve others through high-quality and compassionate healthcare delivery and community health.

CULTURE

To support the establishment, and sustainment, of an organizational culture conducive to quality healthcare delivery.

EDUCATION

To provide quality health education to those we serve.

COMMUNITY

To demonstrate our responsibility to serve our communities in ways that align with our mission, vision and values.

EXCELLENCE

To support and actively engage in the pursuit of excellence in all we do.

An Innovative Healthcare Delivery System

- Two ways to deliver healthcare:
 - Traditional delivery system
 - Innovative, comprehensive and effective
 - People First
 - High Quality
 - High Service
 - Delivered Safely
 - Timely access and care delivery
 - Fiscally Responsible
 - Growth that addresses the true needs of the community

HMS – At A Glance

- HMS was created in 1995 in Lordsburg, New Mexico
- Federally Qualified Health Center (FQHC) serving Hidalgo and Grant counties
- Current locations include 13 clinical sites and 9 non-clinical sites
- Proud National Health Service Corps (NHSC) approved site member
(HPSA score of 18 [Lordsburg] and 19 [Silver City])
- Progressive healthcare organization providing comprehensive primary care, mental health, dental, senior services and family support services to over 16,000 people each year
- State-of-the-art facilities include a 30,000 square foot fully-integrated and patient-centered Silver City Community Health Center and a 20,000 square foot fully-integrated and patient-centered Lordsburg Clinic.

Service Area Population and Data

HIDALGO COUNTY

Population – 4,894
(Per 2010 U.S. Census)

HMS Patients – 3,170
(HMS Population by Hidalgo County)

GRANT COUNTY

Population – 29,514
(Per 2010 U.S. Census)

HMS Patients – 12,095
(HMS Population by Grant County)

OTHER COUNTIES

HMS Patients – 833

TOTAL HMS PATIENTS

16,098

Total Patient Encounters

FY2017 – 79,503

FY2016 – 73,439

FY2015 – 71,759

FY2014 – 71,437



(Image from www.geology.com)

UNIQUE VETERAN PATIENTS

Dental – 220

Medical – 531

Mental Health – 61

TOTAL – 701

TOTAL VETERAN VISITS

Dental – 599

Medical – 1,865

Mental Health – 445

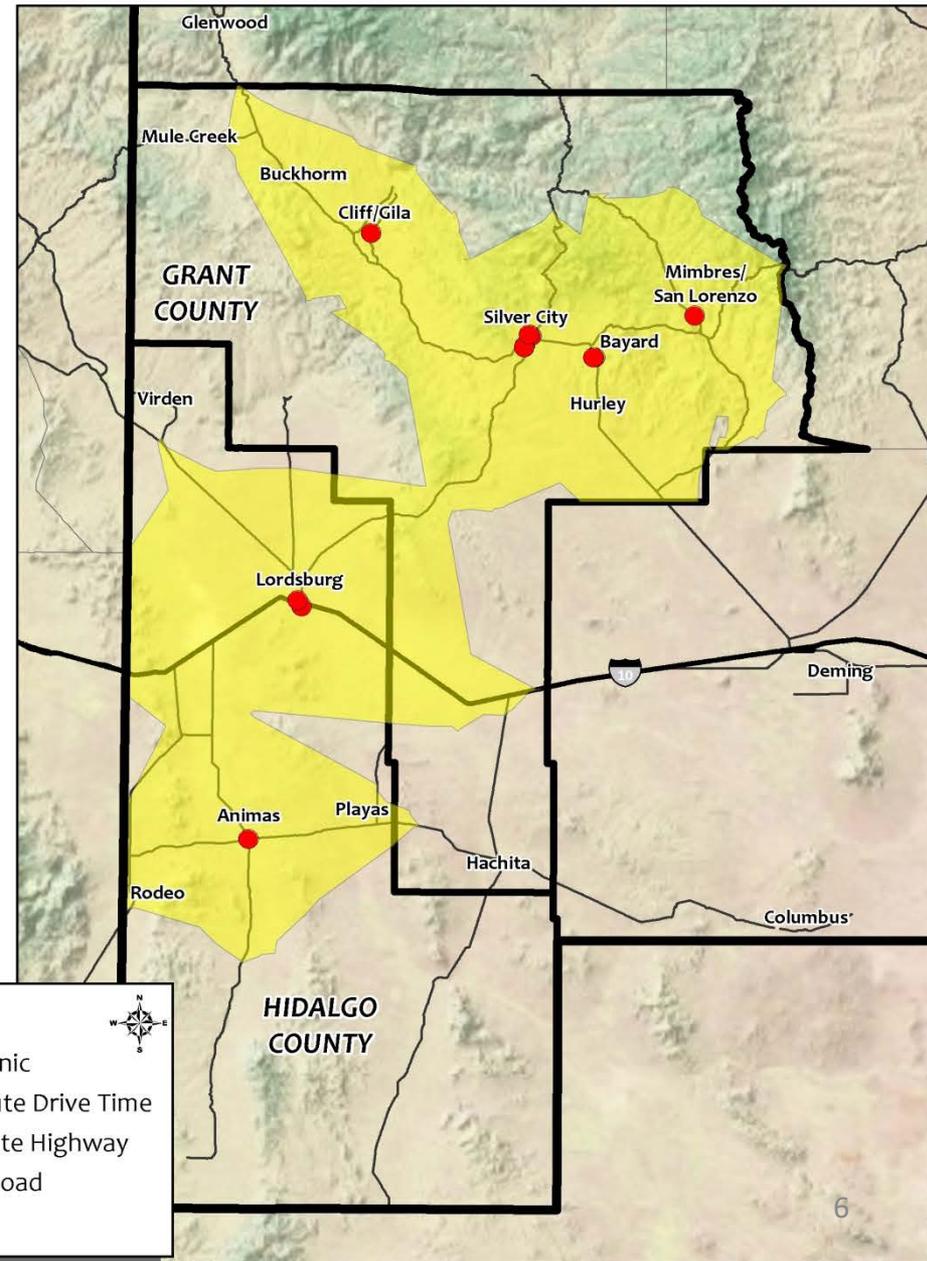
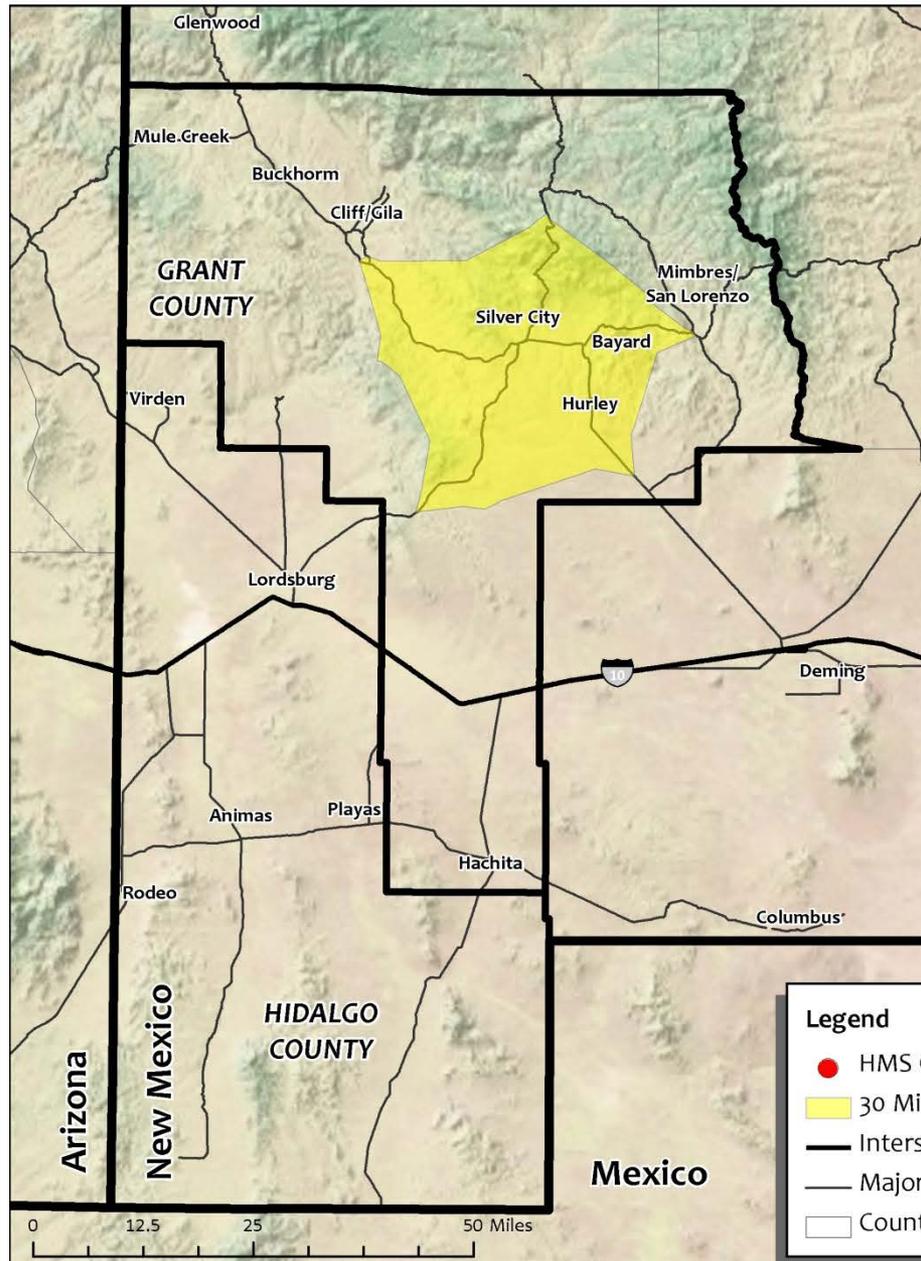
TOTAL – 2,909

**Proudly Serving
Our Veterans**



Before HMS

After HMS

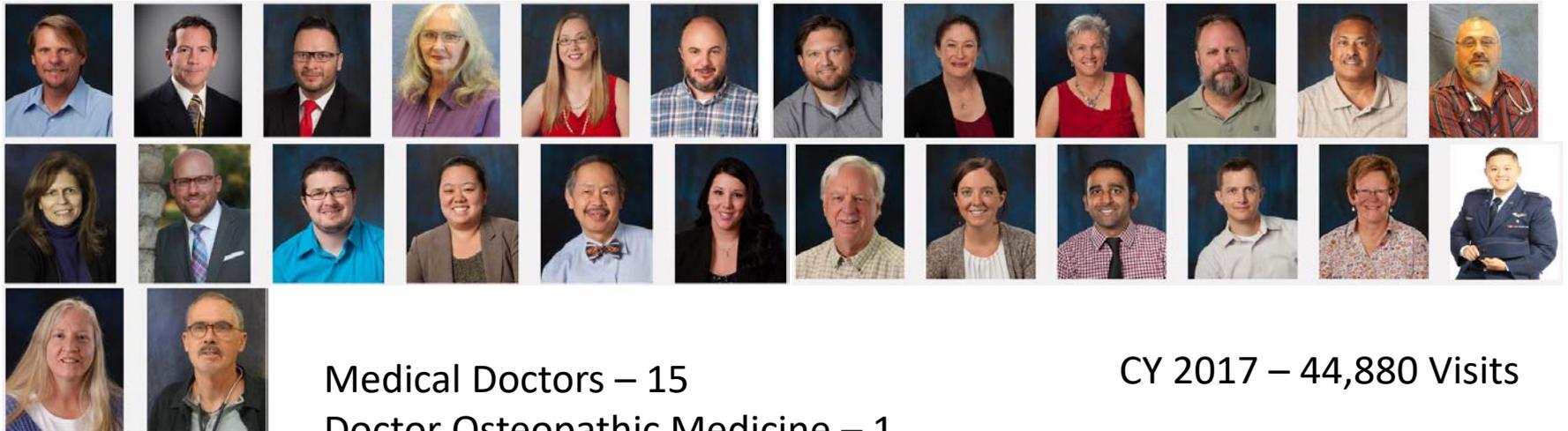


Legend

- HMS Clinic
- 30 Minute Drive Time
- Interstate Highway
- Major Road
- County

Medical Services

- HMS medical services are provided to all age groups, which also include pre-natal care and obstetrics. Medical services are provided at eleven (11) different locations within Hidalgo and Grant counties, including at local HMS School-Based Clinics. Provides services at Gila Regional Medical Center.



Medical Doctors – 15
Doctor Osteopathic Medicine – 1
Certified Nurse Practitioners – 3
Physician Assistants – 6
Pediatricians – 3
Chiropractor – 1

CY 2017 – 44,880 Visits

Mental Health Services

- HMS mental health services include crisis intervention, psychotherapy, substance abuse, medication management, psychosocial rehabilitation, family therapy and serious mental illness.



Psychologist – 3
Therapists – 11
CCSS – 5
Counselors – 5
PSR - 4

CY 2017 – 16,887 Visits (4,200 SA)

Dental Services

- HMS dental services serves our community and surrounding area by provides full-scope comprehensive dental care.
- (bleach trays, bridges/re-cements, cleaning, crowns, scalings, dentures, digital x-rays, fillings, exams, mouth guards, partials, periodontal maintenance, root canals, sealants, simple & surgical extractions)



Dentists – 4

Hygienist - 5

CY 2017 – 14,951Visits

Family Support Services

- HMS Family Support services provides a wide range of service that address social determinants of health and chronic stress issues that often affect patient health outcomes. Assistance is provided to community members in location resources, low or no-cost health insurance, nutrition education, diabetes education, and enrollment in HMS' sliding fee payment option.

HMS Family Support Services Team

 EDITH LEE LIMOW LICENSED SOCIAL WORKER CHIEF SUPPORT OFFICER	Manda Aguilera, Outreach and Enrollment Specialist	April Hunter, Senior Services Program Manager	Irma Saenz, GRADS Program Lead
	Brandi Barraza, Care Team Coordinator	Sabrina Madrid, Care Team Coordinator	Donna Sandoval, Care Team Coordinator
	Felicia Bencomo, Care Team Coordinator	Marsha Rippetoe, Care Team Coordinator	Belinda Scott, Administrative Assistant
 BONNIE STONE, RD, CDE REGISTERED DIETITIAN AND CERTIFIED DIABETES EDUCATOR	Yvonne Gomez, Outreach and Enrollment Specialist	Jessica Rodriguez, Community Connector	Corinne Silvas, Teen Support Specialist

Community Health Workers Impact on Health Outcomes

- Over 10 months, addressed **5,575** needs around Social Determinants of Health (SDoH)
- **1/3** of the Medicaid patients seen at our Silver City Community Health Center report having an SDoH need
- Quality improvement with colorectal screenings – CHW’s supporting patients to comply with screenings and the return of FOBTIA kits - **6.94% improvement** in UDS measure over 5 months

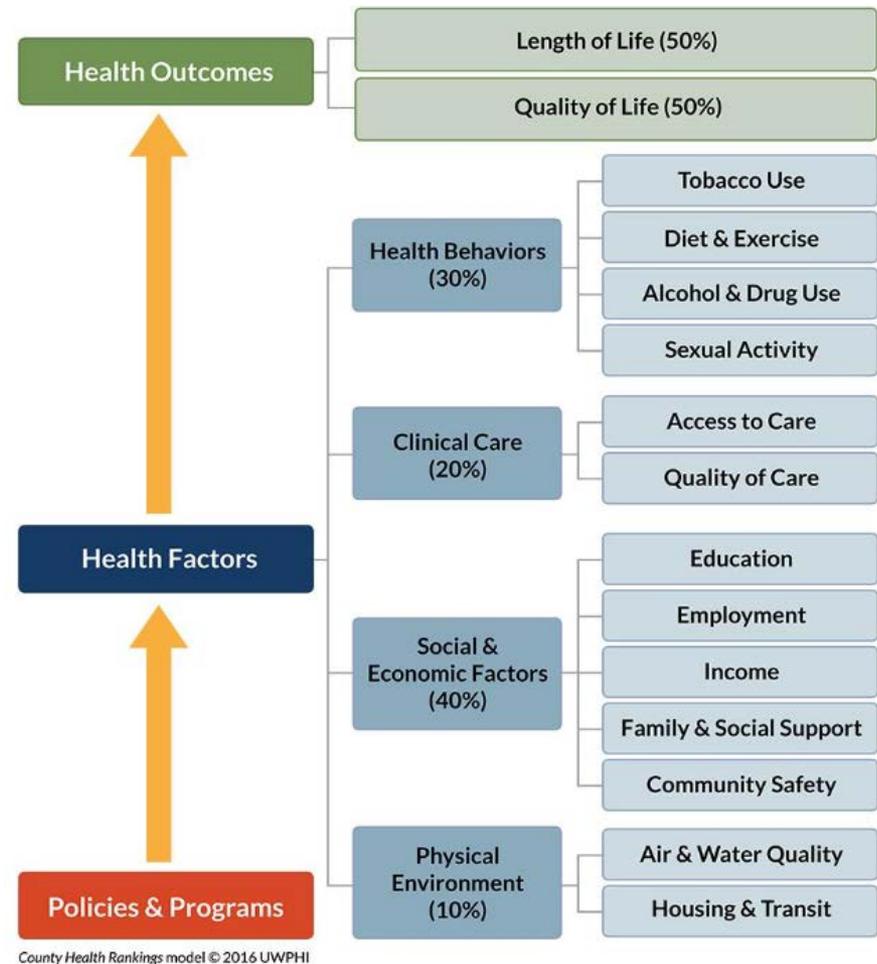


Figure 1 | County Health Rankings & Roadmaps | Source: Reprinted with permission from County Health Rankings & Roadmaps, <http://www.countyhealthrankings.org/our-approach> (accessed July 18, 2017).

Senior Services

- HMS senior services are provided to individuals age 60 and older, and includes congregate meals, home delivered meals to those homebound and nutritionally at risk, and transportation services. Services are provided at no cost to this population. Meals and socialization opportunities are offered at five (5) different locations in Hidalgo and Grant counties – our Ena Mitchell Senior Center in Lordsburg, Silver City, Santa Clara, Cliff/Gila, and Mimbres.

July 1, 2017 to May 30, 2018 (11 Months)

Congregate Meals Served – 25,501

Home Delivered Meals Served – 49,224

Transportation Trips Provided – 12,088

Seniors Served - 702



EDITH LEE, LMSW
CHIEF SUPPORT OFFICER



APRIL HUNTER, BS
SENIOR SERVICES PROGRAM
MANAGER

Quality and Service

HMS Out Performs State (10 of 15) and National (8 of 15) Measures

Clinical Measure	New Mexico	National
Early entry into prenatal care	✓	✓
Weight assessment for children	✓	✓
Body mass index screening	✓	✓
Tobacco use screening	✓	✓
Medications for asthma	✓	✓
Ischemia vascular disease	✓	
Colorectal cancer screening	✓	✓
Screening for clinical depression	✓	✓
Controlling high blood pressure	✓	✓
Controlling diabetes A1c	✓	

Five (5) clinical measures not met for state and seven (7) for national targets



96% of HMS Patients and Clients are extremely satisfied

HMS FY2017 Facts & Closing Comments

HMS has recruited 19 healthcare providers to the community since March of 2016:

- 15 Medical Providers (MD-8, NP/PA-6, Chiro-1)
- 14 Mental Health Providers (PhD-3, Therapist-11)
- 5 Dental Providers (DDS-2, RDH-3)

HMS provides 237 professional healthcare jobs in Hidalgo and Grant County

HMS has an operating budget just short of \$20M

HMS contributed over \$50K in community sponsorships in FY2018

HMS is taking a strong leadership role in the community healthcare system to:

- **Improve Quality and Access**
- **Improve Consumer Experience**
- **Decrease the Cost of Care**



CEO Perspective

- Quality and Service
- Access in Frontier New Mexico
- Recruitment & Retention
- Quality New Mexico
- Malcolm Baldrige National Quality Award
- Best Practice Health System
 - Family Medicine Residency Program
 - State Mental Health Leader
- Service Delivery – Payment Models / Support



Hidalgo Medical Services Family Medicine Residency Program

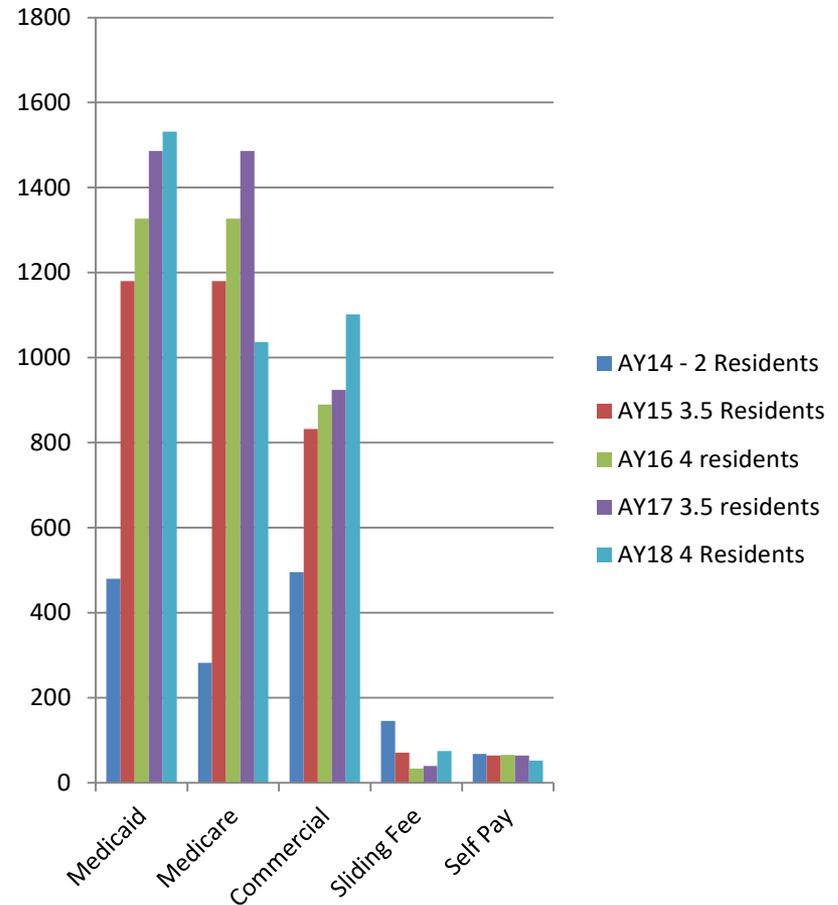


Hidalgo Medical Services Family Medicine Residency Program

- New Mexico's first and only Teaching Health Center
- Initial accreditation in July 2013
- Continued accreditation earned in 2018
- A rural 1 + 2 Family Medicine residency program
 - First year in Las Cruces, NM in affiliation with southern New Mexico Family Medicine Residency Program
 - Years 2 and 3 in Silver City and surrounding clinics
- 2 residents per year, 6 residents funded
- Solely funded through Health Resources Services Administration.
- No Medicare or Medicaid funding
- 100% American Board of Family Medicine certification examination passage rate on the first examination

Resident Encounters Since Program Inception by Insurance Type

- AY 14 = 480 Medicaid
- AY 15 = 1,180 Medicaid
- AY 16 = 1,327 Medicaid
- AY 17 = 1,486 Medicaid
- AY 18 = 1,532 Medicaid



Grand Total of Resident - Patient Encounters Since Inception of HMSFMRP

15,366 Medical Resident Encounters since July 1, 2013

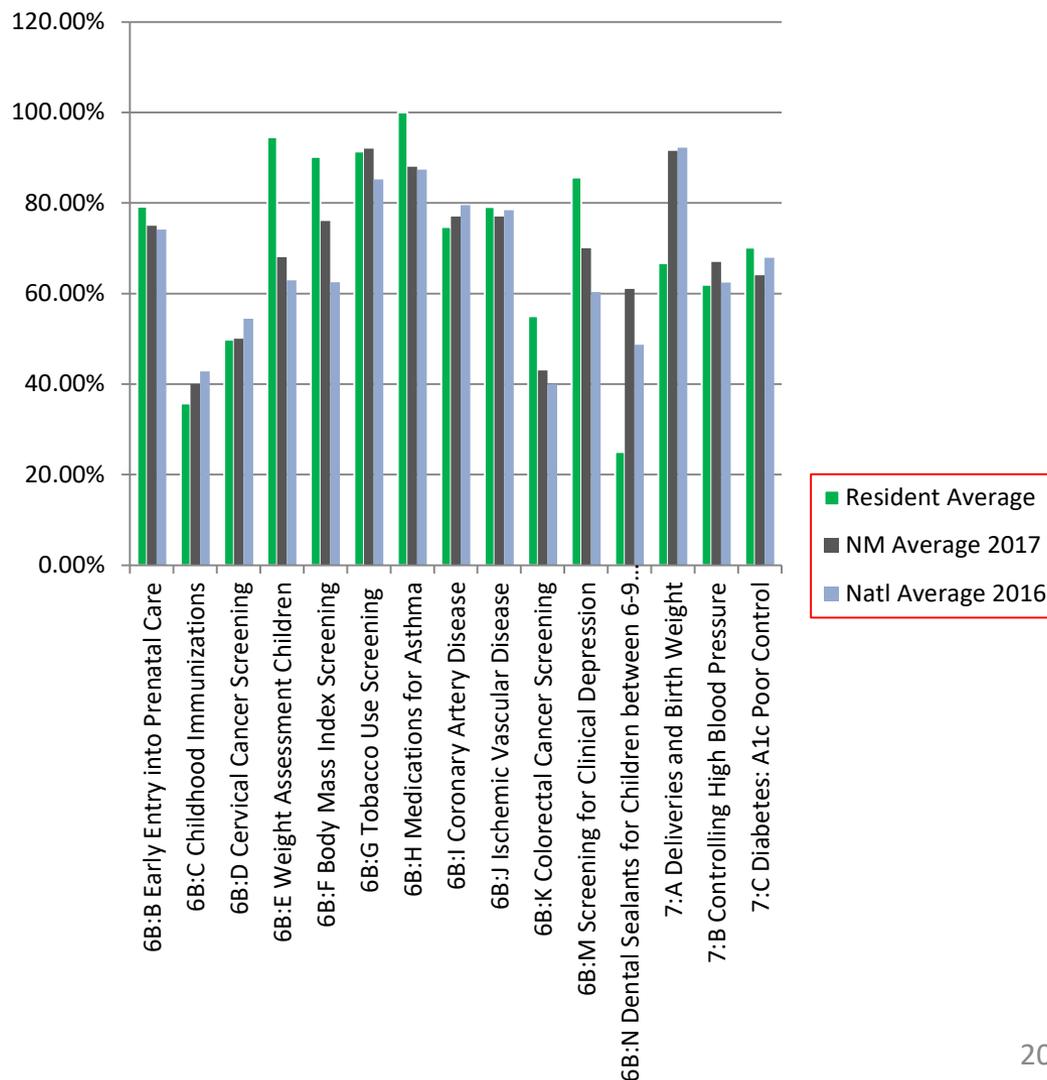
6,081 Unique Patients Seen

6,855.08 Resident Hours Spent in HMS Clinic

HMS Family Medicine FQHC Resident Quality Data vs. NM and National Averages

Data from CY-2017 and CY-2016 HRSA Uniform Data System

- HMS residents are scoring higher than New Mexico FQHCs on 9 of 14 quality measures
- HMS residents are scoring higher than National average on 9 of 14 quality measures



HMS Learner Rotations, Not HMS Residents

Data from October 2012 through June 2018

- A total of **348** learner rotations
- Most rotations are 4 weeks long
- 348 X 40 hours per week X 4 weeks
- = approximately **55,680** hours of educational time volunteered by HMS Providers and staff

Medical Health		Dental Health		Mental Health		Other Disciplines	
Family Medicine Residents	21	Dental Residents	18	Psychiatry Fellow	4	BPH Student	1
Pediatric Residents	2	Dental Students	36	Psychology Student	1	MPH Student	1
PA's	38	Community Dental Health Coordinator	1	MSW Student	1	High School Interns	9
CNM/FNP	11			Clinical MSW	1	Bachelor Social Work	1
Physicians	17			Prescriptive Psychology Student	4		
Medical Student	51			Counseling	3		
MA's	2			Social Work Interns	2		
Nursing Students	88						
Pharmacy Students	1						
PreMed/Undergrads	34						
Total Medical	265	Total Dental	55	Total Mental Health	16	Other Disciplines	12

2017 NM Health Data Summary

(Intentional or coincidental?)

Highlights for New Mexico Licensed Health Professionals

- Over 40% of the state's population is estimated to live in a Primary Care Health Professional Shortage Area.
- There are a total of 3,229 licensed primary care practitioners in the state, but only an estimated 2,075 PCPs are currently practicing.
- Current practice location distribution reveals most counties are experiencing severe provider shortages.
- Bernalillo, Chavez, Los Alamos and Santa Fe counties continue to have more primary care physicians than the national average, **and in 2015 Grant County joined this count.** In Bernalillo County alone, 45% of all NM primary care physicians practice in this county.
- Eight of the 33 NM counties have no surgical facility for labor and delivery. There are only 253 Ob-Gyn physicians in the state.
- Even though NM has 20,971 registered nurses and 1,293 Advanced Practice registered nurses, there is a significant shortage of registered nurses in rural areas.
- 1131 Dentists were reported in 2015, with the most dentists located in Bernalillo, Santa Fe, San Juan, Doña Ana and Curry counties.

Summary

- HMSFMRP is the only Primary care training program in New Mexico not on the I-25 Corridor
- Rural programs can train primary care physicians in rural environments
- HMSFMRP trains competent rurally oriented Family Physicians
- HMSFMRP residents deliver on value and quality
- Rural training is an important State-wide asset in helping reverse our primary care physician shortage and mal-distribution issues



**Visit us
online at
www.hmsnm.org**

