

# Legislative Health and Human Services Committee Meeting

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# Presbyterian Healthcare Services (PHS)

## Hospitals

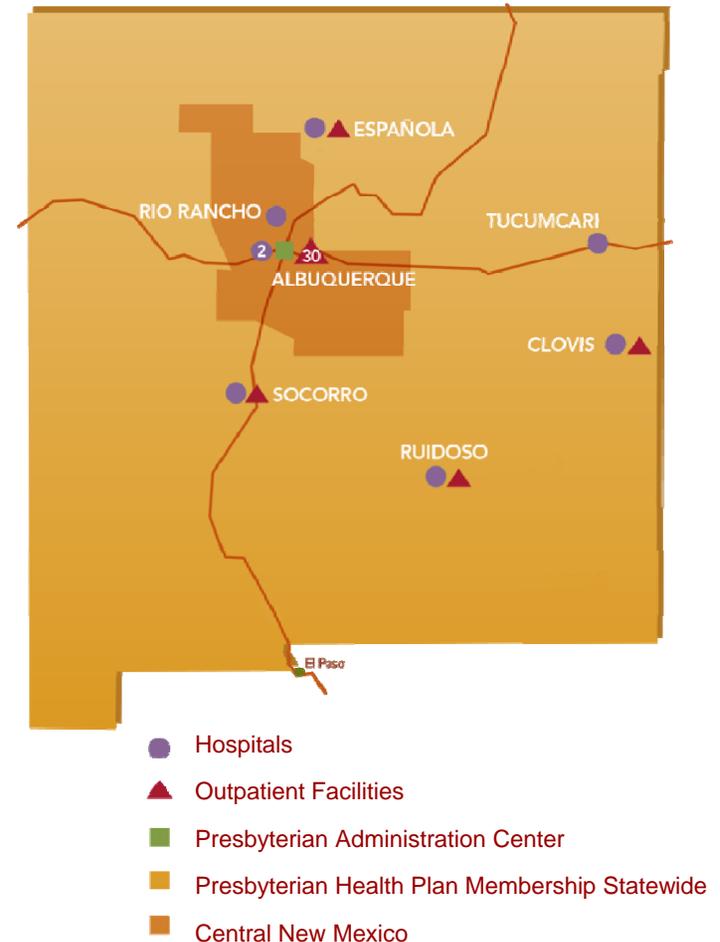
- 8 hospitals in 7 communities
- Largest tertiary care facility; also community and critical access hospitals

## Health Plan

- More than 400,000 members throughout NM
  - Most preferred Salud (Medicaid) carrier
  - Most preferred Medicare carrier
  - 2<sup>nd</sup> most preferred Commercial carrier

## Medical Group

- Multi-specialty group with over 700 providers
- Operates approximately 90 clinics in 44 facilities



# Nurse Staffing Ratios

- Complex issue
- Appropriate staffing levels have not been established in practice or research
- Appropriate levels should be determined in the specific practice setting/situation for best patient outcomes
- Safe staffing is a dynamic decision-making process

# Ratios vs. Workload

- Ratios are established assuming an average
- Workload measurements determine the amount of nursing work needed to meet individualized patient needs
- Workloads should account for skills and experience of nursing staff



# Patient Characteristics

- Age
- Ability
- Communication skills
- Cultural diversity
- Severity, acuity, intensity and stability of the medical condition
- Environmental factors
- Scheduled procedures
- Ability to meet healthcare needs
- Social support systems
- Continuity of care
- Complexity of care needs

# Rust Medical Center

- Universal Care Model
  - Mix of different levels of care to increase bed access
- Measurement of workload each shift to determine optimal staffing
- Fine adjustments during shifts to ensure that individual nurses are not overwhelmed
- No predetermined ratios



# Improved Patient Outcomes

- Rust Medical Center opened in October 2011
- Since opening, these units have demonstrated outstanding patient outcomes:
  - No central line infections
  - One catheter associated urinary tract infection
  - Overall mortality rates in 95<sup>th</sup> national percentile
  - 30-day readmission rates below 10%
  - Patient satisfaction consistently above 90%

# Effects of Mandated Ratios

- Hinders innovative approaches to staffing and care delivery.
- Limits patient access to hospital beds if mandated ratios cannot be met
- Burdens rural facilities, particularly critical access hospitals.

Questions?

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