

Hospital Workforce Update: Staff Makes Access to Care Possible



New Mexico Hospital Association
Presentation to Legislative Health & Human Services Committee
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NMHA is:

Trusted voice and resource for reliable information on hospital practice, finance, workforce—all the complexities of healthcare

Thought leader and partner that creates space for collaboration and innovative solutions by hospital members, government officials, organizations and stakeholders

Advocate and supporter of 47 hospitals and the patients and communities they serve. We advance public policy to create a healthier New Mexico by ensuring access to quality care.





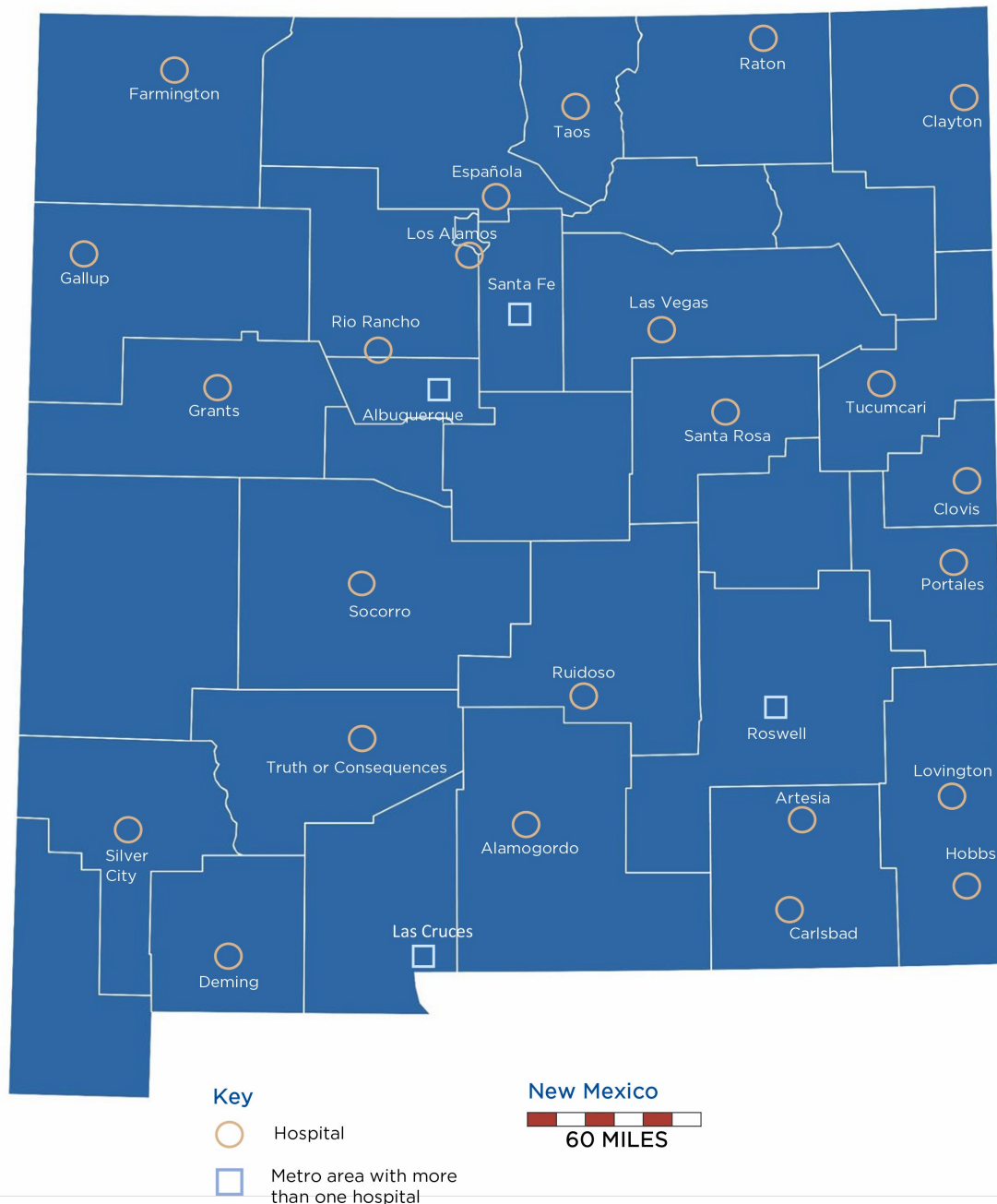
Who We Are

New Mexico's Community Hospitals

New Mexico's Hospitals

- **Rural, urban, academic, specialty**
(i.e., behavioral health, long-term care)
- **Private, nonprofit, independent**
ALL serve patients Medicaid, Medicare, commercially insured and those without coverage or ability to pay.
- **Range of services, service lines**
emergency, inpatient and outpatient procedures, surgery, primary care clinics, school-based health clinics, behavioral health and substance use treatment, long-term care





Few and Far Between

In New Mexico, ensuring access to care means ensuring the health of every hospital.

State and Community Leaders

- Largest employer in most communities, livable wage jobs
- Employ 35,000 healthcare workers
 - 8,000+ bedside nurses
 - 50% of doctors in New Mexico
 - 799 primary care providers
 - 78 labor and delivery clinicians
 - Over 80% of healthcare workers are female
- Hospitals contribute to higher rates of home ownership, a marker of community stability and growth.





Teams: The Heart of All Hospitals

Caregivers and Patients are what Makes a Hospital

Ready to Serve: New Mexico Hospitals in 2020 and 2021

- Administered over 500,000 Covid-19 vaccinations since 2020
- Admitted and cared for over 27,000 Covid-positive patients since 2020
- Over 200,000 patients admitted in 2021
 - > 145,000 surgeries
 - 18,000+ new babies
- Over 800,000 emergency room visits in 2021
 - > 300,000 Medicaid patients
 - > 200,000 Medicare patients



Caring for Those Who Care

- On August 16, the statewide Reflections event honored frontline hospital workers for life-saving work during pandemic surges and beyond.
- Here are just 7 of the thousands of hospital health heroes in NM.



Eddie Alvarado, UNMH



Carol Thornton, UNMH



Alisha Benavidez,
Socorro General



Tamara Rendon,
Presbyterian



Tammy Armitige, Nor-Lea



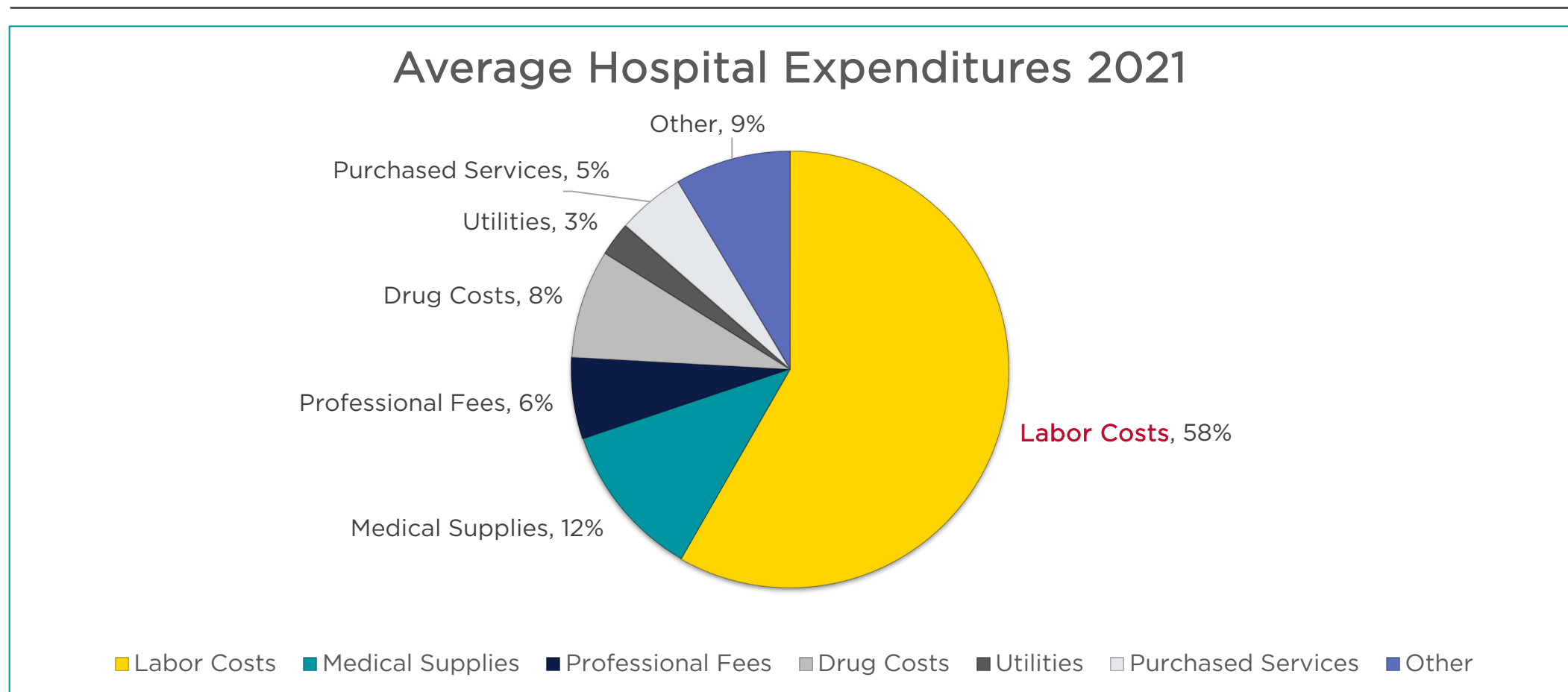
Kayla Chavez, Eastern NM



Amber James, Eastern NM

Hospital Staff = Access to Care:

NM Hospitals Spent \$3 Billion on Labor in 2021



Tim Johnsen, BSN, MBA, MHA

Senior Vice President, Chief Operating Officer

Presbyterian Delivery System

Presbyterian Healthcare Services is a locally owned and operated not-for-profit healthcare system. Presbyterian includes a system of nine hospitals, urban and rural that provide acute and primary care: surgical, ambulatory, behavioral health, preventive and emergency services. Serving:

- Albuquerque (2)
- Clovis
- Española
- Ruidoso
- Rio Rancho
- Santa Fe
- Socorro
- Tucumcari



Where We are Today: Not Enough People



- Delayed care = busy hospitals and sicker patients
- Hospitals have adjusted their workforce strategies
- Increased pay and benefits, offering housing, childcare, tuition assistance and greater scheduling flexibility to attract and retain personnel.
- Implemented mental health and wellness programs to help employees cope with stress, fatigue and burnout
- NM hospitals compete among each other and throughout the U.S. for staff
- No hospital in the country has landed on the solution to recruiting and retaining staff

Extreme Hero Phenomenon

- If pandemic had been halted sooner, heroism would have been a recruiting tool
- While many consider the pandemic over and Covid treatable, hospitals are still reeling
- Frontline caregivers are making life decisions based on pandemic experience, trauma
- Clinicians leaving state, profession
- Public treatment of healthcare workers, workplace violence

Hospitals in Crisis: Why Nurses Are Burned Out and Quitting

Man charged with shooting into Florida hospital

Molly Gamble (Twitter) - Thursday, July 7th, 2022

WHY HEALTH-CARE WORKERS ARE QUITTING IN DROVES

About one in five health-care workers has left their job since the pandemic started. This is their story—and the story of those left behind.

On Average, Two Nurses Are Assaulted Every Hour, New Press Ganey Analysis Finds



NMHA Legislative Proposals

Solutions for New Mexico

Veterans: Untapped Healthcare Workforce

**Veterans with medical experience,
civilian licensure reciprocity**

(e.g., WA state crosswalk for a range of allied health professionals to more quickly and efficiently become working civilian clinicians)



Licensure: Make New Mexico Competitive



Support efficient licensure to compete with the national workforce marketplace. Legislation and/or funding that would support efficiency in the licensure process of qualified clinicians (doctors, nurses, allied health professionals, etc.) to practice in the state

Respiratory Therapists: Help NM Breathe Better

Funding the Respiratory Therapist (RT) pilot project will increase the number of RTs in Northeastern New Mexico. An already established coalition, NMHA, Santa Fe Community College, NE NM hospitals and school districts, has committed to this work.



Hospital Preceptors: Unlock the School to Work Pipeline



State funding for hospital-based preceptors will grow the ranks of this vital, skill-specific, on-the-job mentorship role. Nursing students will more quickly move into the workforce with greater work and hospital culture experience.

Expendable Healthcare Trust: Invest in Local Healthcare

Establish a trust fund for hospitals and healthcare (e.g., infrastructure, Medicaid matching, clinician education training, education and recruitment) that will provide for future investment in local healthcare across NM by accessing general fund revenue.



Nursing Education: Make Expansion Permanent



Make permanent state funding for the expansion of NM nursing education programs by supporting NMNA's proposal for recurring funding to invest in homegrown nurses.



Thank you

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