

Mimbres Valley Medical Center



2026 Community Update
New Mexico Legislative
Health and Human Services Committee
Monday, September 28, 2026

We Know Who We are and Why We Exist

• **Mission**

(Why We Exist)

- Improving health in the communities we serve.

• **Vision**

(Who We Want to Become)

Mimbres Valley Medical Center will be a sustainable healthcare organization by:

- Leading in safety, quality performance and patient experience
- Investing in resources and services to improve access to local care
- Valuing the input of physicians, nurses and other professionals
- Attracting and retaining engaged professionals who share our vision
- Being good community citizens

Our Core Values

At Mimbres Valley Medical Center, we exist to improve health in the communities we serve.

When we live our Values...

We Do the Right Thing: How we work is just as important as our work. We give our best every day, guided by our code of conduct and a commitment to safety, quality, and integrity.

Results Start with Me: We believe the biggest impacts can come from the smallest kindnesses. Each of us is responsible, takes action to address needs in a spirit of service, and holds ourselves accountable for results.

Deliver Excellence, Together: We are focused on delivering excellent results, knowing this only happens when we learn continuously and collaborate openly.

In Service to Our Neighbors: We build healthy communities wherever we are and partner with our teams, patients, and neighbors to create communities built on shared compassion, respect, and commitment.

DAISY Awards

Website:

<https://mimbresvalleymedical.com/daisy-awards/>



[Home](#) [Services](#) [Community](#) [Patients & Visitors](#) [Careers](#) [Quick Links](#)

Current ER Wait Time: 3 Minutes [Learn More](#)



Want to Say Thank You to Your Nurse?

The DAISY Award is an international recognition program started in memory of J. Patrick Barnes. Pat's family experienced first-hand the difference his nurses made in his care through clinical excellence and outstanding compassionate care. The family created The DAISY Award to express gratitude to nurses and to enable other patients, families, and staff to thank and honor their special nurses.

- Actively taking nominations through October 15, 2026 with award announced during November 12
- Nominations accepted through website which is available now.
- Nomination brochures are pending.



Congratulations

**To our first
DAISY Honoree!**

September Ocana, RN
Medical Surgical Department



Community Benefit



Taking better care of you.
And the place we all call home.

At Mimbres Valley Medical Center, we're proud of the compassionate medical services we provide. But the care we offer extends beyond our doors – and out into the entire community. Even if we've never treated you, we're pleased to say you've benefited from having us here.

2025

Providing Quality Care:

ER Patient Visits.....	15,948
Inpatient Visits.....	1,041
Outpatient Visits.....	77,604

Financial Benefits:

Payroll (244 employees).....	\$24,718,995
Capital Investments.....	\$240,992
Property & Sales Tax.....	\$3,389,820

Caring for Our Community:

Charity & Uncompensated Care.....	\$5,550,298
Dollars Spent Locally.....	\$4,109,481
Donations to the Community.....	\$15,277

Total Community Investment.....\$38,024,863*

*Dollar amounts are approximate.

Services

Medical Center Information

Critical Access Hospital

Licensed beds: 25

Physicians: Active: 47

Advanced Practicing Professionals: 8

Recognition Awards for Quality

- Accredited by The Joint Commission on Accreditation of Healthcare Organizations

Hospital Service Highlights

- Emergency Department
- Intensive Care Unit
- Medical Surgical Unit (Acute, Observation, Surgery)
- Swing Bed Unit (Hospital to home rehabilitation)
- Telemetry
- Labor & Delivery
- Nursery
- Cardiopulmonary (Echocardiograms, EKG, Holter Monitoring, Stress Testing)
- Laboratory Services

Services

Hospital Service Highlights

- Surgery Services (Inpatient, Outpatient)
 - Orthopedics
 - General Surgery
 - Podiatry
 - Ophthalmology
 - Gynecology, Obstetrics
 - Endoscopy
- Medical Imaging (Inpatient, Outpatient)
 - Xray
 - CT
 - MRI
 - Nuclear Medicine
 - Bone Densitometry,
 - Digital Mammography
 - Ultrasound
 - Echo/Vascular Ultrasound)
- Rehabilitation Services (Inpatient, Outpatient)
 - Physical Therapy
 - Occupational Therapy
 - Outpatient Cardiac Rehabilitation (6/2025)
- Respiratory Therapy

Services



Specialty Services

- Podiatry
- General Surgery
- Orthopedics/Sports Medicine



Part of Mimbres Valley Medical Center

Rural Health Clinic

- Cardiology
- Internal Medicine
- Family Practice
- Deming Women's Services
- Deming Pediatrics



- November 2, 2026

Recruitment

Challenges

- Physicians
- Advanced Practice Providers
- Nurses
- Clinical Leadership
 - Laboratory
 - Imaging
 - Quality Director (RN)
 - Director of Risk Management

Retention

Voluntary Turnover = 13.9%

First Year Turnover = 27.6%

Nurse First Year Turnover = 0%

Nurse Turnover = 7.7%

The national RN turnover rate rose to 17.6% in 2025, a 1.2%

(nurse.org and the 2026 NSI National Health Care Retention & RN Staffing Report)

2026 Inpatient Satisfaction:

Center for Medicare and Medicaid Services: August 13, 2026	Mimbres Valley Medical Center	Gila Regional Medical Center	Memorial Medical Center	Mountain View Regional Medical Center
NURSE Communication	79%	85%	74%	71%
DOCTOR Communication	76%	85%	73%	72%
Communication About MEDICINES	66%	68%	56%	55%
CLEANLINESS of Room and Bathroom	77%	75%	65%	57%
QUIETNESS of Area Around Room at Night	68%	56%	50%	55%
DISCHARGE Information	88%	90%	82%	77%
OVERALL RATING of Hospital	75%	71%	62%	55%
Willingness to RECOMMEND Hospital	70%	62%	63%	53%

SERVICE

(HCAHPS) Patient Satisfaction Star Ratings

<https://www.medicare.gov/care-compare>

- Mimbres Valley Medical Center
- Gila Regional Medical Center
- Memorial Medical Center
- Mountain View Regional Medical Center

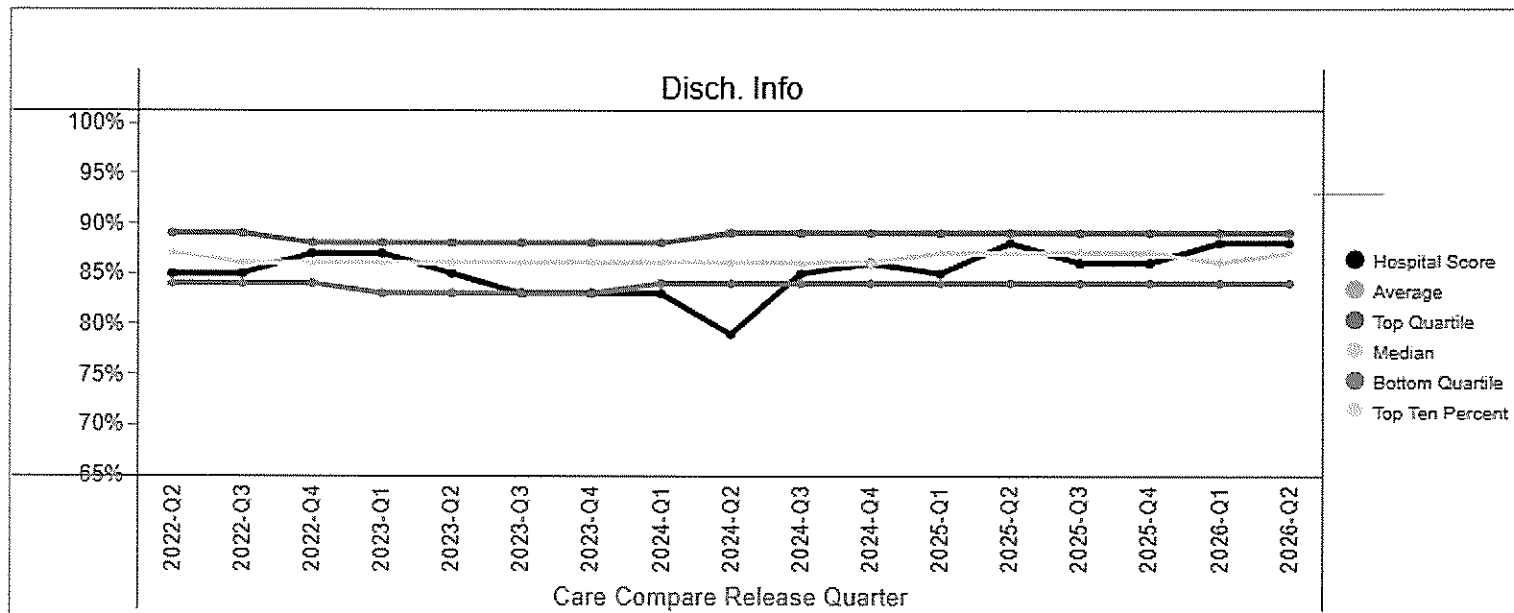


-  Three Stars
- Mimbres achieved an increase in score or stayed the same in 6 of 8 categories and remained the same in 1 category since the 5/13/2026 report.
- Willingness to RECOMMEND Mimbres increased from 62% - 68% in May and from 68%- 70% in August or 8 percentage. The highest percentage among our peers.

Patient Experience

Measure Trends Analysis

HCAHPS Measures

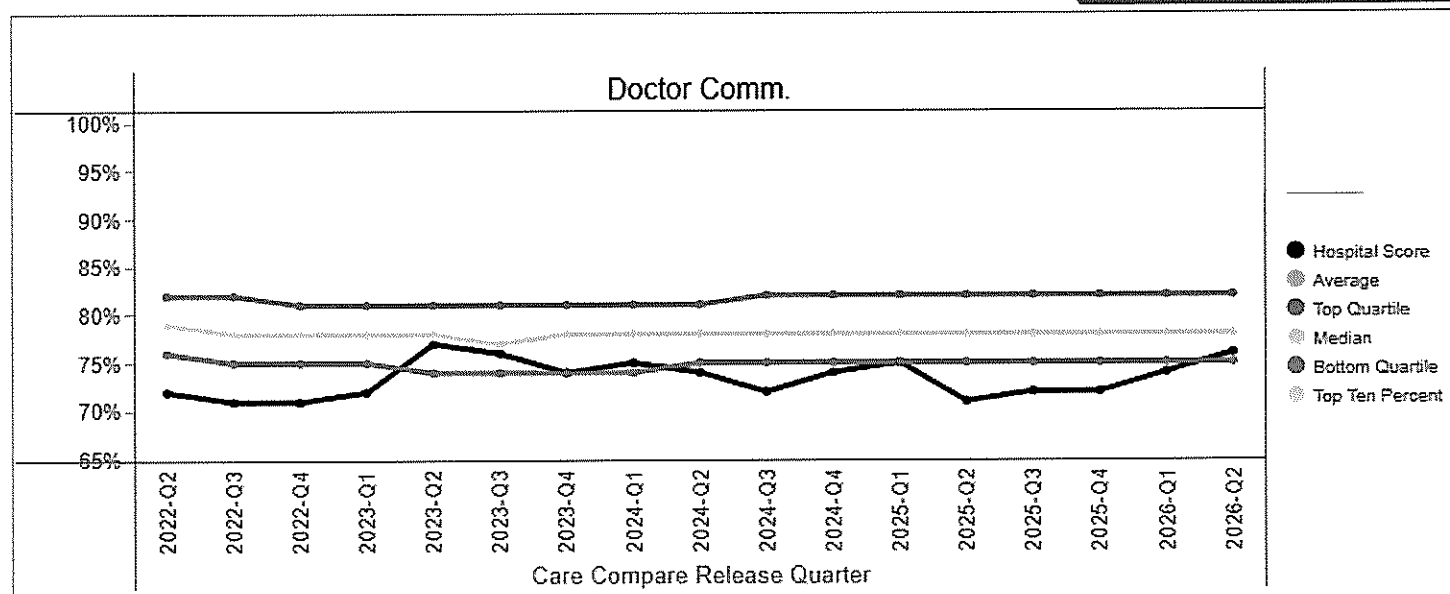


Measure ▼	Care Compare Release Quarter ▼	Measure Start Date ▼	Measure End Date ▼	Hospital Score ▼	Hospital Z-Score ▼	State Rank ▼	National Rank ▼
Disch. Info	2026-Q2	10/01/2024	09/30/2025	88.0%	0.513	2 of 26	860 of 3174
	2026-Q1	07/01/2024	06/30/2025	88.0%	0.258	2 of 26	866 of 3166
	2025-Q4	04/01/2024	03/31/2025	86.0%	-0.259		
	2025-Q3	01/01/2024	12/31/2024	86.0%	-0.264		
	2025-Q2	10/01/2023	09/30/2024	88.0%	0.525		
	2025-Q1	07/01/2023	06/30/2024	85.0%	-0.256		
	2024-Q4	04/01/2023	03/31/2024	86.0%	0.000	3 of 26	1592 of 3187
	2024-Q3	01/01/2023	12/31/2023	85.0%	-0.253		
	2024-Q2	10/01/2022	09/30/2023	79.0%	-1.729	22 of 26	2995 of 3214
	2024-Q1	07/01/2022	06/30/2023	83.0%	-0.741	17 of 27	2438 of 3243
	2023-Q4	04/01/2022	03/31/2023	83.0%	-0.743	15 of 27	2415 of 3246
	2023-Q3	01/01/2022	12/31/2022	83.0%	-0.742	10 of 28	2379 of 3262
	2023-Q2	10/01/2021	09/30/2022	85.0%	-0.249	6 of 29	1768 of 3256
	2023-Q1	07/01/2021	06/30/2022	87.0%	0.249		
	2022-Q4	04/01/2021	03/31/2022	87.0%	0.250		

Patient Experience

Measure Trends Analysis

HCAHPS Measures



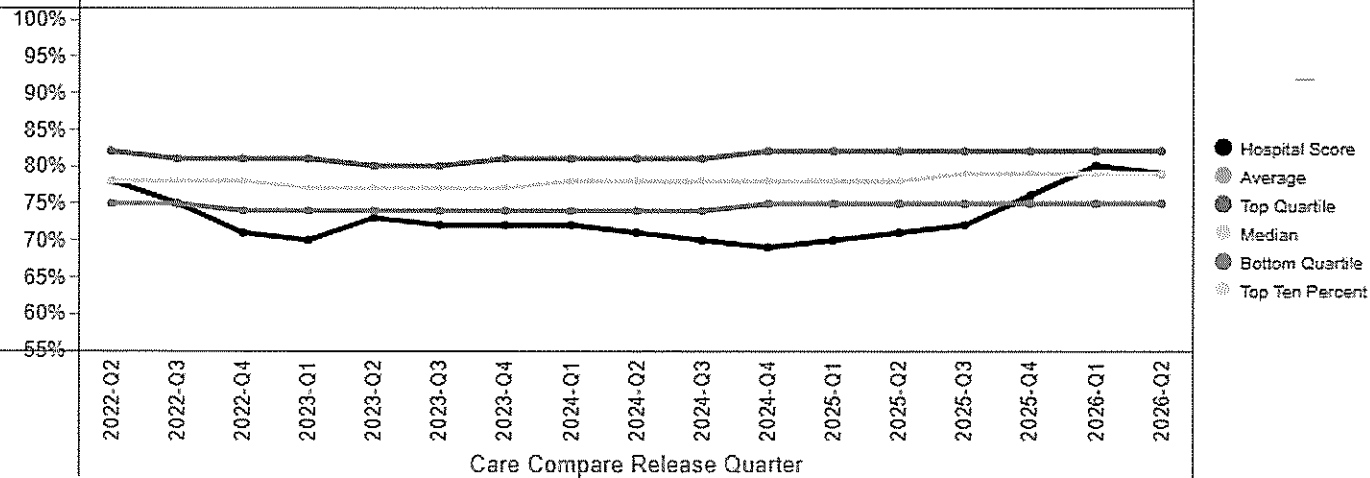
Measure	Care Compare Release Quarter	Measure Start Date	Measure End Date	Hospital Score	Hospital Z-Score	State Rank	National Rank
Doctor Comm.	2026-Q2	10/01/2024	09/30/2025	76.0%	-0.783	14 of 26	2098 of 3174
	2026-Q1	07/01/2024	06/30/2025	74.0%	-1.167	17 of 26	2530 of 3166
	2025-Q4	04/01/2024	03/31/2025	72.0%	-1.534		
	2025-Q3	01/01/2024	12/31/2024	72.0%	-1.527		
	2025-Q2	10/01/2023	09/30/2024	71.0%	-1.723		
	2025-Q1	07/01/2023	06/30/2024	75.0%	-0.947		
	2024-Q4	04/01/2023	03/31/2024	74.0%	-1.134	17 of 26	2493 of 3187
	2024-Q3	01/01/2023	12/31/2023	72.0%	-1.508		
	2024-Q2	10/01/2022	09/30/2023	74.0%	-1.119	16 of 26	2465 of 3214
	2024-Q1	07/01/2022	06/30/2023	75.0%	-0.926	13 of 27	2196 of 3243
	2023-Q4	04/01/2022	03/31/2023	74.0%	-0.924	14 of 27	2402 of 3246
	2023-Q3	01/01/2022	12/31/2022	76.0%	-0.558	11 of 28	1895 of 3262
	2023-Q2	10/01/2021	09/30/2022	77.0%	-0.376	11 of 29	1650 of 3256
	2023-Q1	07/01/2021	06/30/2022	72.0%	-1.529		
	2022-Q4	04/01/2021	03/31/2022	71.0%	-1.740		

Patient Experience

Measure Trends Analysis

HCAHPS Measures

Nurse Comm.

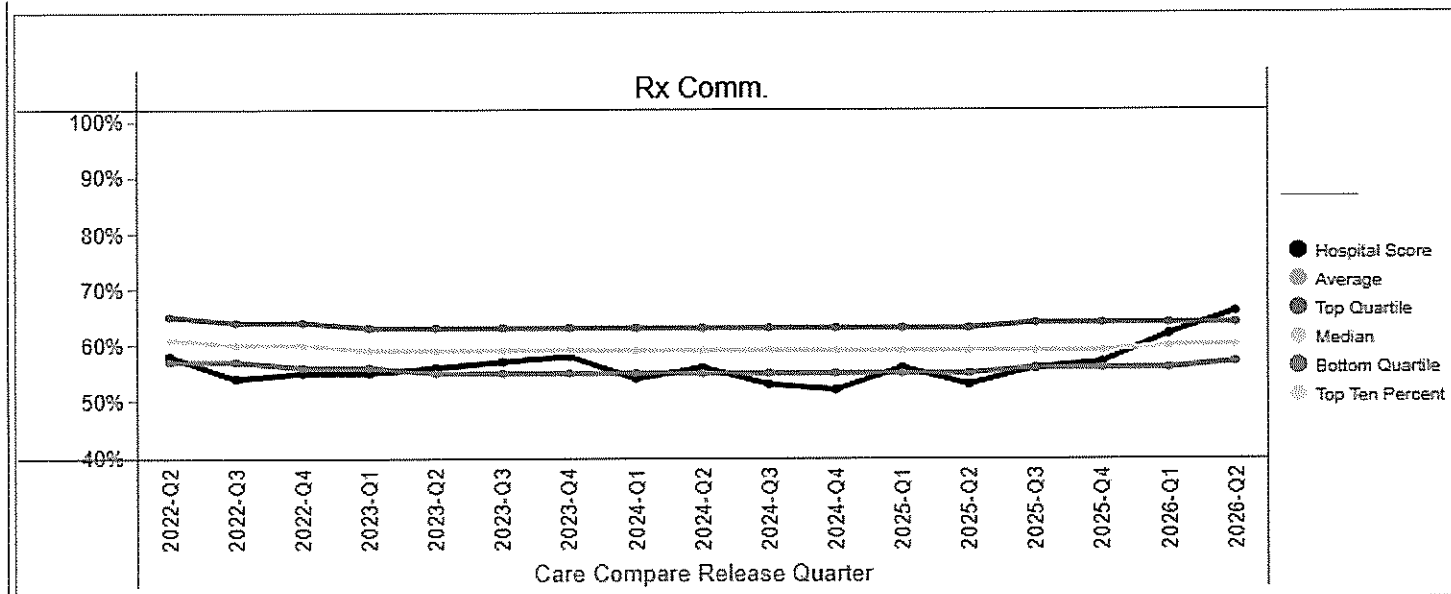


Measure	Care Compare Release Quarter	Measure Start Date	Measure End Date	Hospital Score	Hospital Z-Score	State Rank	National Rank
Nurse Comm.	2026-Q2	10/01/2024	09/30/2025	79.0%	-0.192	9 of 26	1373 of 3174
	2026-Q1	07/01/2024	06/30/2025	80.0%	0.000	7 of 26	1101 of 3166
	2025-Q4	04/01/2024	03/31/2025	76.0%	-0.750		
	2025-Q3	01/01/2024	12/31/2024	72.0%	-1.491		
	2025-Q2	10/01/2023	09/30/2024	71.0%	-1.654		
	2025-Q1	07/01/2023	06/30/2024	70.0%	-1.818		
	2024-Q4	04/01/2023	03/31/2024	69.0%	-1.976	22 of 26	2990 of 3187
	2024-Q3	01/01/2023	12/31/2023	70.0%	-1.784		
	2024-Q2	10/01/2022	09/30/2023	71.0%	-1.595	21 of 26	2807 of 3214
	2024-Q1	07/01/2022	06/30/2023	72.0%	-1.233	16 of 27	2661 of 3243
	2023-Q4	04/01/2022	03/31/2023	72.0%	-1.238	17 of 27	2644 of 3246
	2023-Q3	01/01/2022	12/31/2022	72.0%	-1.255	16 of 28	2638 of 3262
	2023-Q2	10/01/2021	09/30/2022	73.0%	-1.103	14 of 29	2511 of 3256
	2023-Q1	07/01/2021	06/30/2022	70.0%	-1.681		
	2022-Q4	04/01/2021	03/31/2022	71.0%	-1.513		

Patient Experience

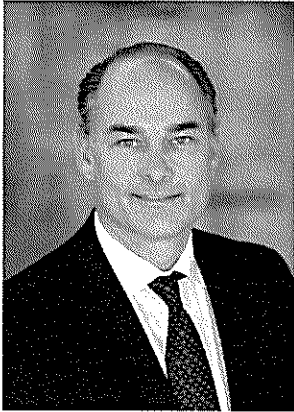
Measure Trends Analysis

HCAHPS Measures

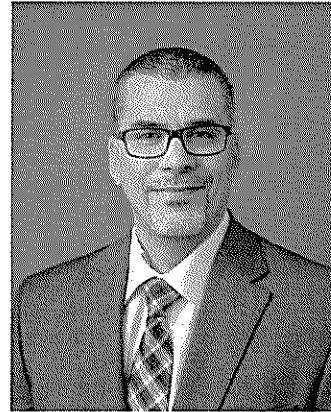


Measure	Care Compare Release Quarter	Measure Start Date	Measure End Date	Hospital Score	Hospital Z-Score	State Rank	National Rank
Rx Comm.	2026-Q2	10/01/2024	09/30/2025	66.0%	0.641	5 of 26	521 of 3174
	2026-Q1	07/01/2024	06/30/2025	62.0%	0.000	9 of 26	1039 of 3166
	2025-Q4	04/01/2024	03/31/2025	57.0%	-0.778		
	2025-Q3	01/01/2024	12/31/2024	56.0%	-0.922		
	2025-Q2	10/01/2023	09/30/2024	53.0%	-1.385		
	2025-Q1	07/01/2023	06/30/2024	56.0%	-0.915		
	2024-Q4	04/01/2023	03/31/2024	52.0%	-1.521	23 of 26	2796 of 3187
	2024-Q3	01/01/2023	12/31/2023	53.0%	-1.351		
	2024-Q2	10/01/2022	09/30/2023	56.0%	-0.902	16 of 26	2165 of 3214
	2024-Q1	07/01/2022	06/30/2023	54.0%	-1.197	19 of 27	2527 of 3243
	2023-Q4	04/01/2022	03/31/2023	58.0%	-0.606	11 of 27	1695 of 3246
	2023-Q3	01/01/2022	12/31/2022	57.0%	-0.776	12 of 28	1941 of 3262
	2023-Q2	10/01/2021	09/30/2022	56.0%	-0.791	17 of 29	2178 of 3256
	2023-Q1	07/01/2021	06/30/2022	55.0%	-1.122		
	2022-Q4	04/01/2021	03/31/2022	55.0%	-1.123		

Leadership



Duke H. Young, MHA
Chief Executive Officer
Office: 575-546-5803
email: dyoung05@qhcus.com
Years of Service: 2



John Schoonover
Chief Financial Officer
Office: 575-546-5802
email: JSchoonover@qhcus.com
Years of Service: 2

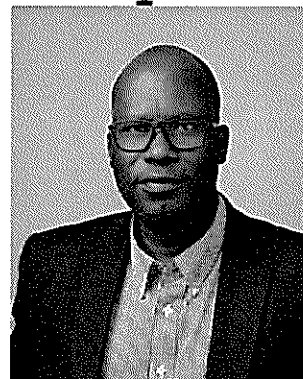


Joy Harrell, MBA, BSN, RN
Chief Nursing Officer
Office: 575-546-5848
email: JHarrell@qhcus.com
Years of Service: 23

Medical Leadership



Angela Edwards, DPM
Chief of Staff
Years of Service: 10



George Imuro, MD
Hospitalist
Immediate Past Chief of Staff
Years of Service: 6



David Hochhauser, MD
Medical Director of RHC
Medical Director of Urgent Care
Years of Service: 4

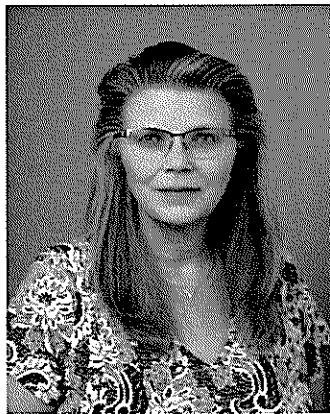
Nursing Leadership



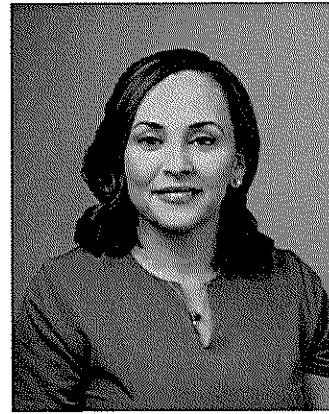
Joy Harrell, MBA, BSN, RN
Chief Nursing Officer
Director ICU/Telemetry Services
Years of Service: 23



Cherish Sweetser, BSN, RN, CEN
Clinical Nurse Educator | Clinical Informatics Liaison
Lead Life Support Instructor
Instructor - ALS, BLS, CPI, ENPC, NRP, and
PALS Course Director – TNCC
Years of Service: 18



Pam Luce, RN
Director of Surgical Services
Years of Service: 18



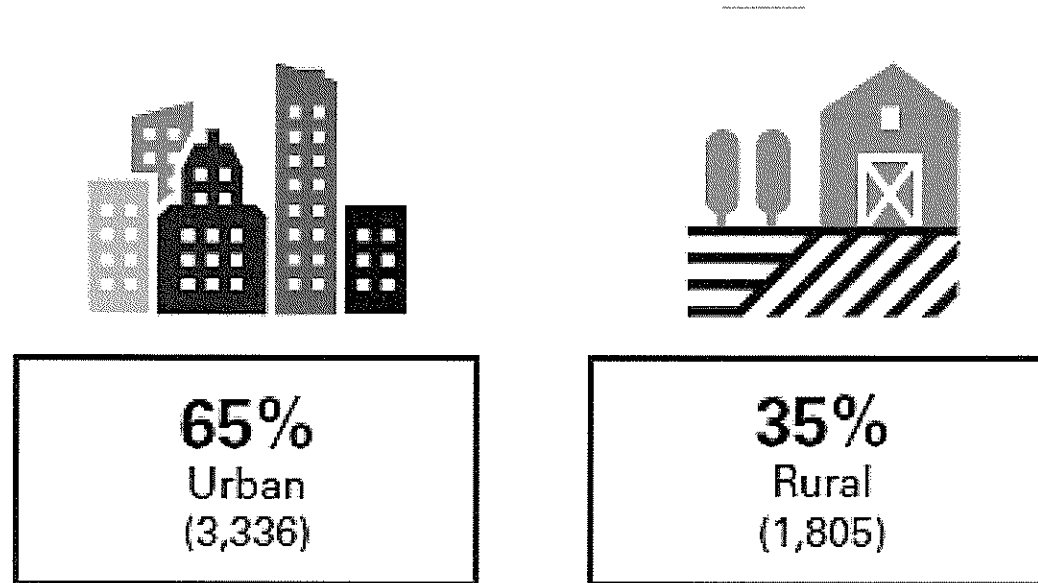
Blanca Holguin, RN
Director of Medical Surgical
Years of Service: 12



Bobbi Jo VanTassell, RN
Director of Labor and Delivery
Years of Service: 6 months

Fast Facts on U.S. Hospitals, 2026

Two-thirds of Community Hospitals are Urban

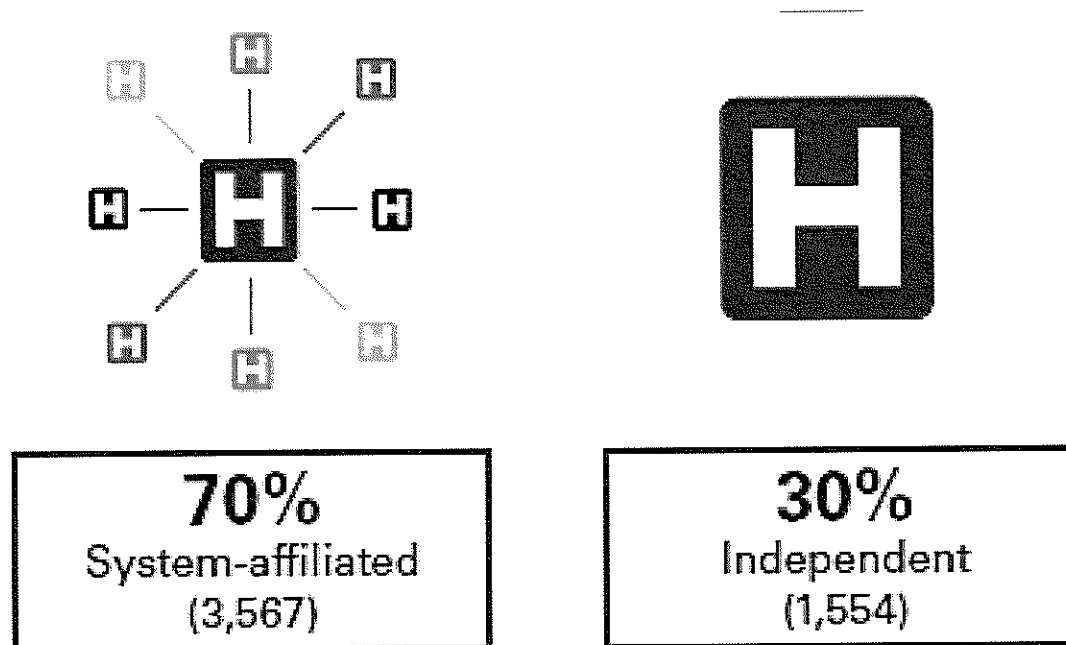


Community Hospitals by Urban vs Rural (5,121), FY 2024

Source: American Hospital Association. Fast Facts on U.S. Hospitals, 2026,
<https://www.aha.org/statistics/fast-facts-us-hospitals>
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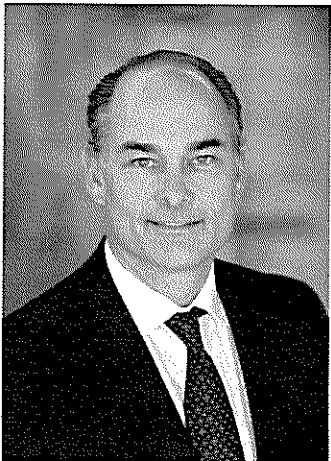
Fast Facts on U.S. Hospitals, 2026

Two-thirds of Community Hospitals are System-affiliated



Community Hospitals by System-affiliated vs Independent (Total 5,121), FY 2024

THANK YOU FOR ATTENDING



Duke H. Young, MHA

Chief Executive Officer

M Mimbres Valley
Medical Center

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