



# QUARTERLY REPORT

## June 30, 2021

### Bernalillo County Commissioner Trend Report









# A. ACCOUNTABILITY

# Income Statement

(In Thousands)

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# Mill Levy Distribution Detail by Department FY2021

**Facilities**

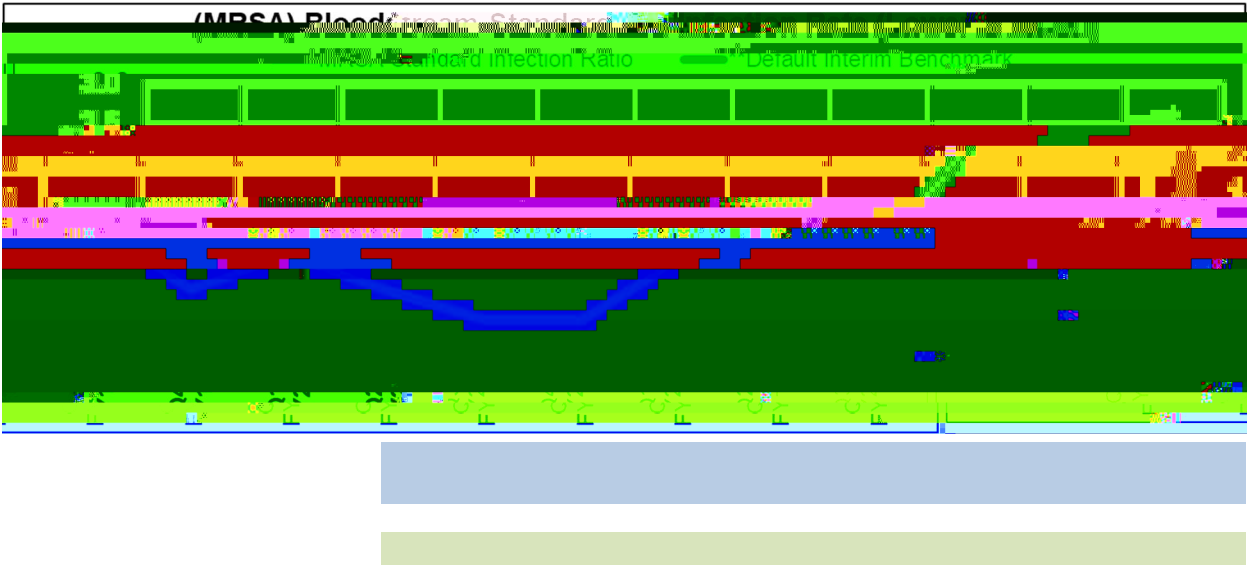
## **Average Length of Stay (LOS) for Inpatient Admissions**

### **30 Day Readmission for All Patients**





# MRSA Bloodstream Standardized Infection Rate



**Due to the COVID 19 impact, the MRSA data is delayed by one quarter:**

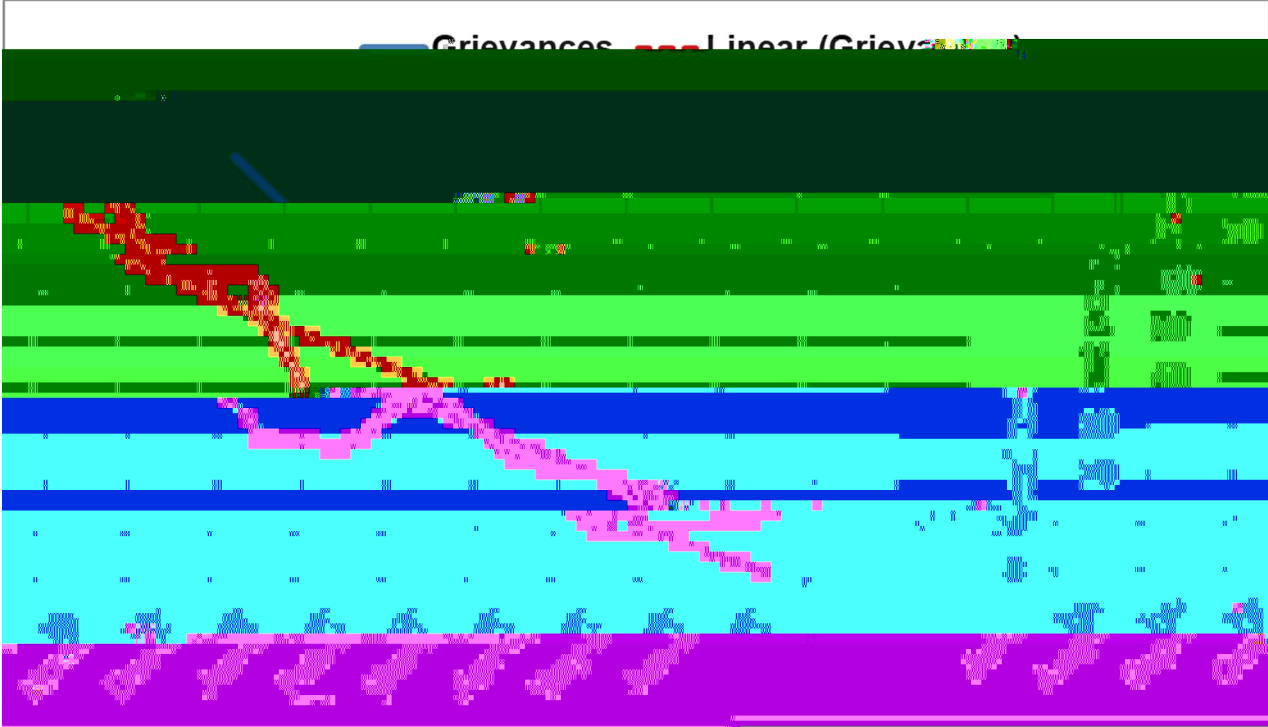
## Total Number of Inpatient Days

## Nursing Hours of Care

**Number of RN FTE's and Retention Rate****Press Ganey Inpatient Satisfaction Score**



# Grievances



Vertical yellow line

**Average time for an Appointment for Primary and Specialty Care**







**Bernalillo County Encounters by Funding Source**

## Financial Assistance to Patients by County



**Financial Assistance to Bernalillo County Patients by Zip Code**

# Financial Assistance to Bernalillo County Patients by Service Type



87194  
87195  
87196  
87197  
87198  
87199



**Primary Reason for Bernalillo County Indigent Resident Visits**



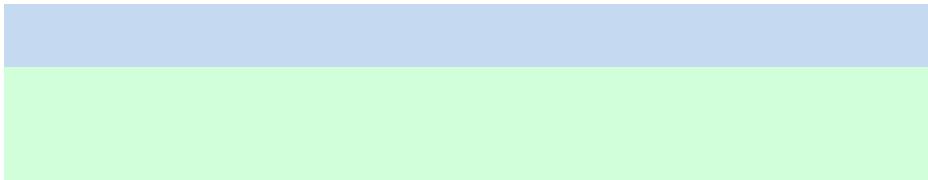
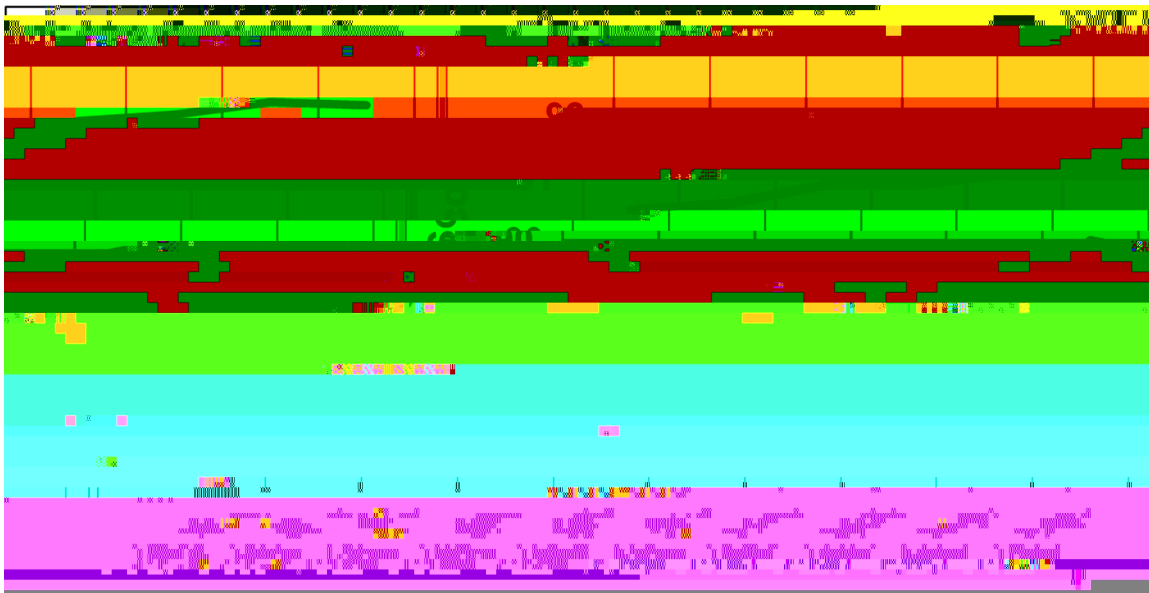


# B. GOOD PRIMARY CARE SYSTEM

## Total Number of Outpatient Clinic Visits


## Number of Evening and Weekend Clinics (To deflect ED visits)


## Press Ganey Ambulatory Satisfaction Score



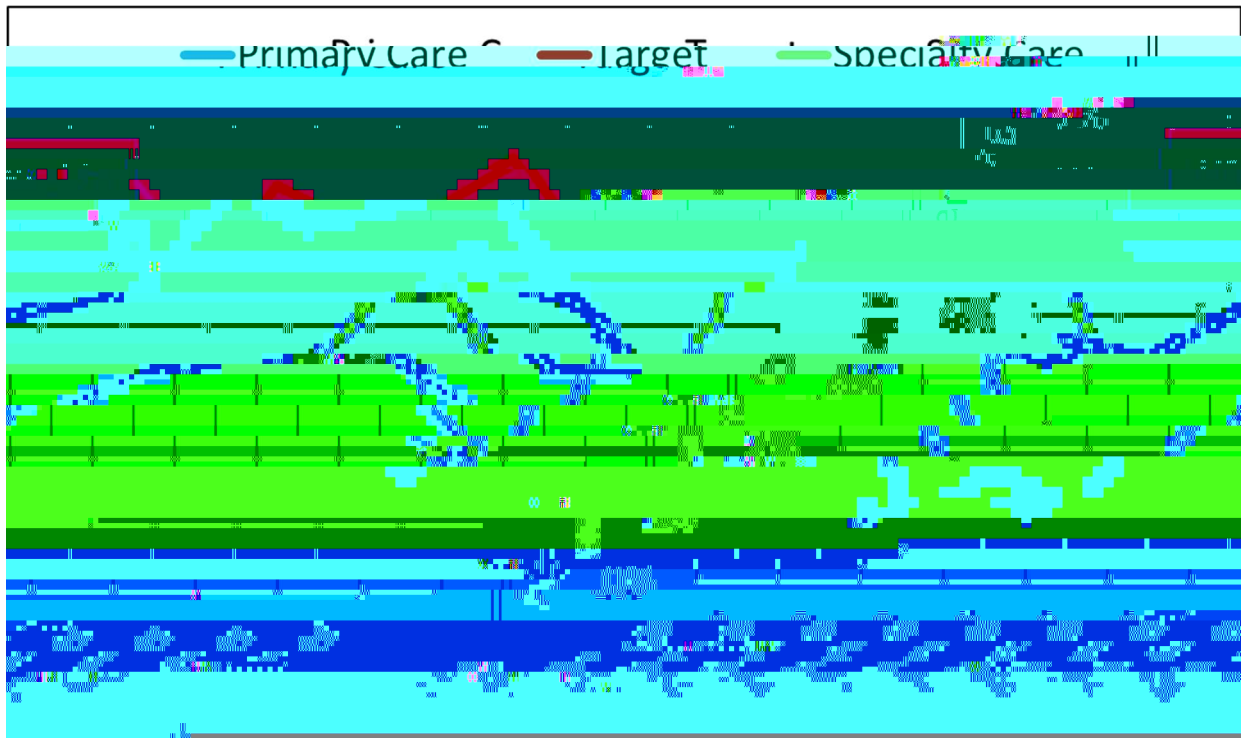








## Percentage Abandoned Phone Calls for Primary and Specialty Care



## **Medication Reconciliation Goals Primary and Specialty Care**



## **C. FINANCIAL SERVICES**

### **UNMCare Enrollment, Self-Pay and Medicaid Applications**

### **Total Uncompensated Care – Charity Care and Uninsured**

## **Number of Unique Patients Sent to Collections**

## **D. BEHAVIORAL HEALTH**

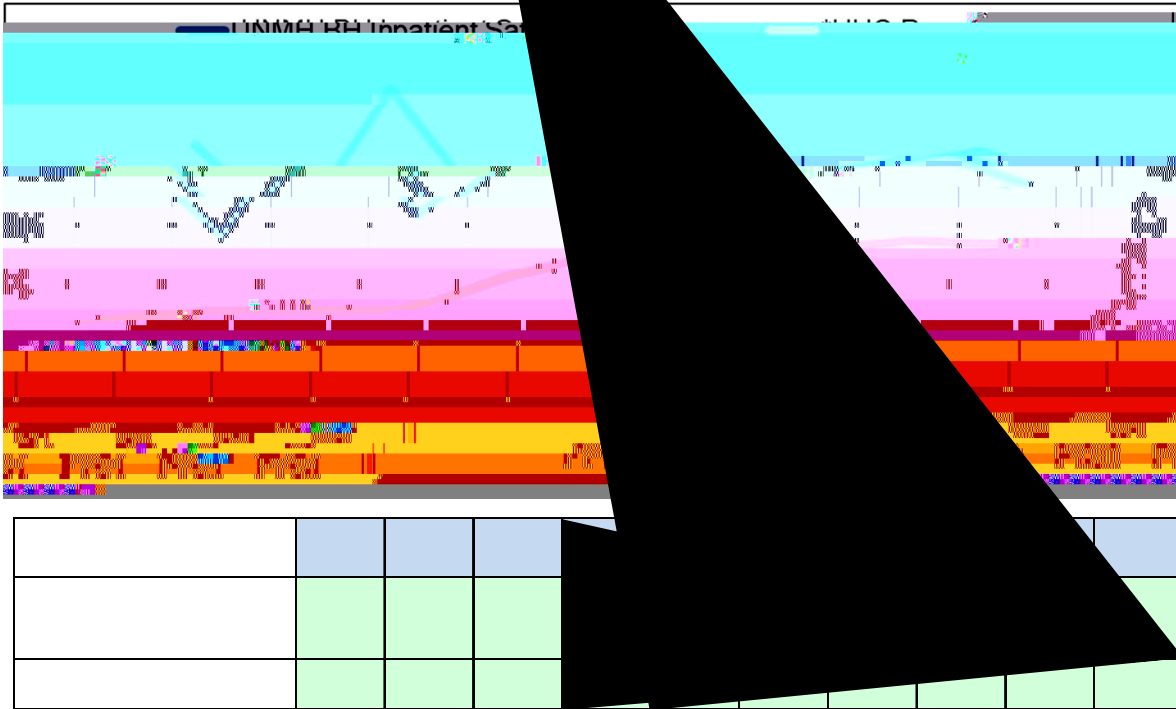
### **Average Appointment Time for BH Outpatient Services**



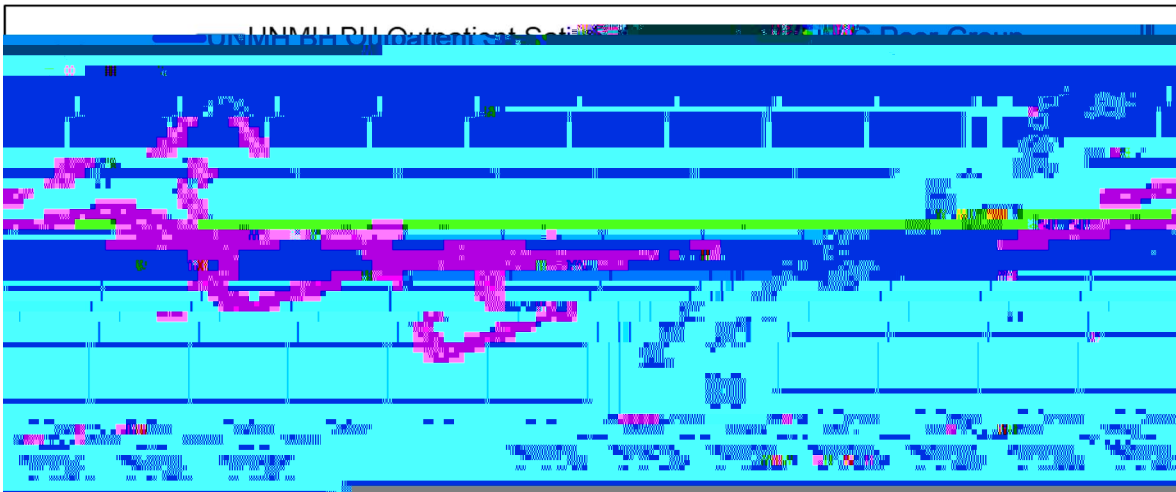




### Press Ganey Behavioral Health Inpatient Satisfaction Score



### Press Ganey Behavioral Health Outpatient Satisfaction Score



## **Behavioral Health Inpatient Admitted to Non-UNMH Facilities**



## Number of COPE Medical Home Encounters for High Needs Patients

**Total Opioid Patients**

**Total Methadone Encounters**


**Number of Methadone and Suboxone Doses \***

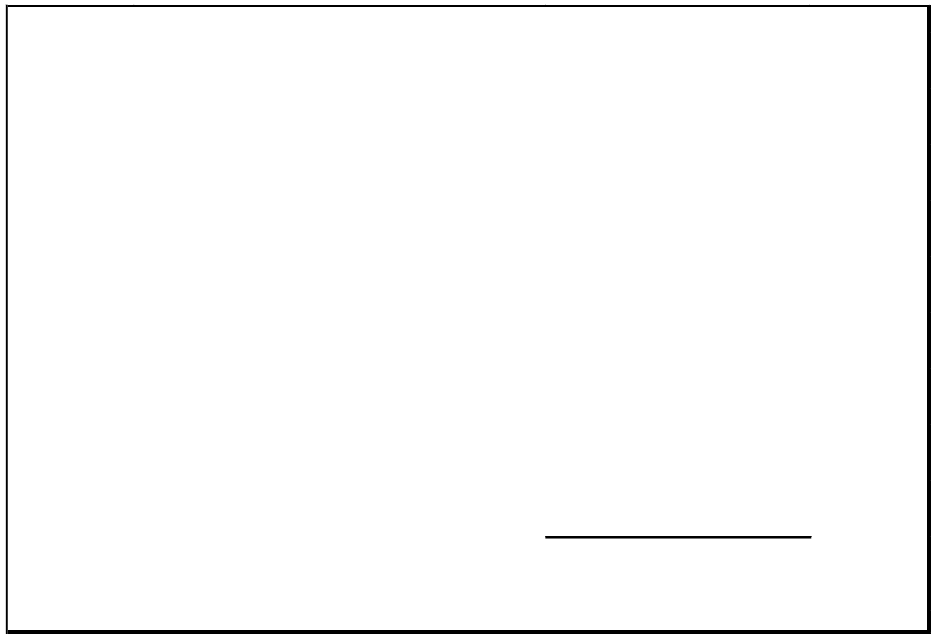
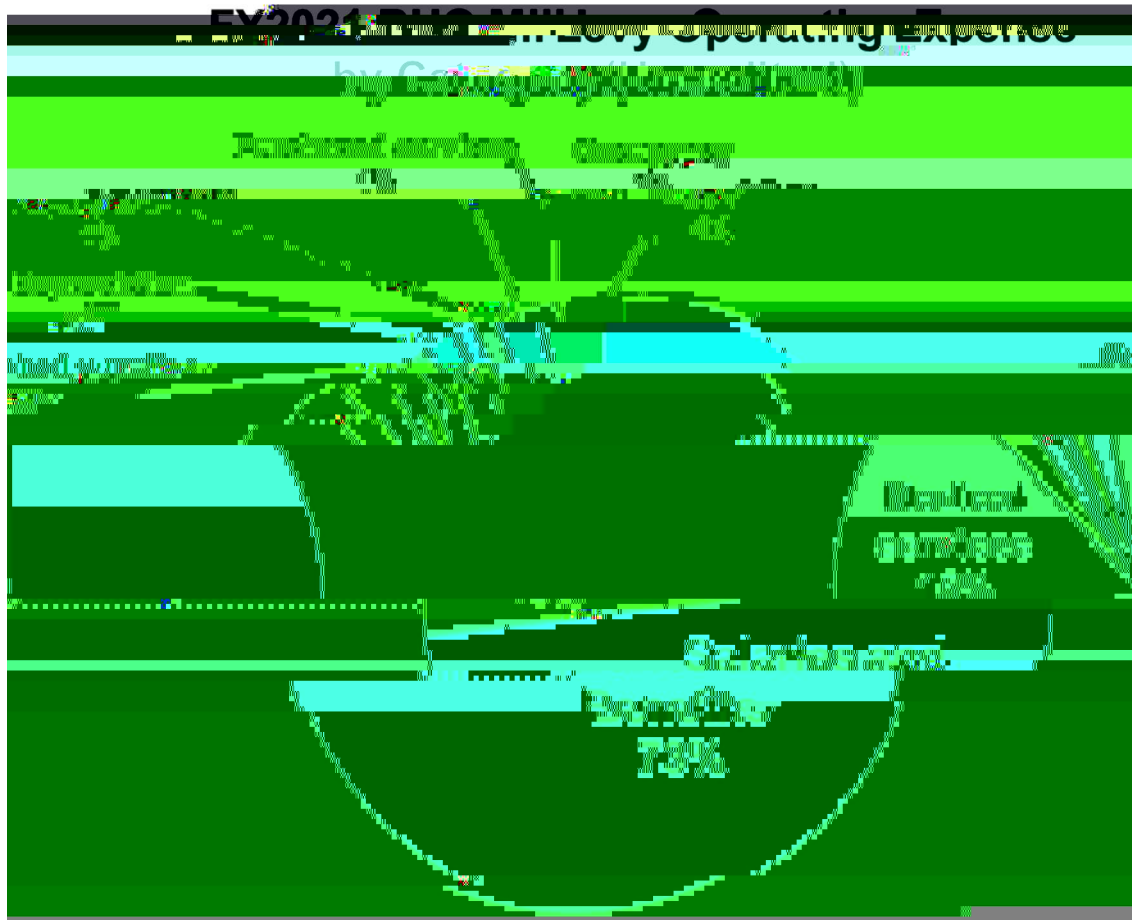


**30 Day Readmission Rate – Adult Psychiatric Center**





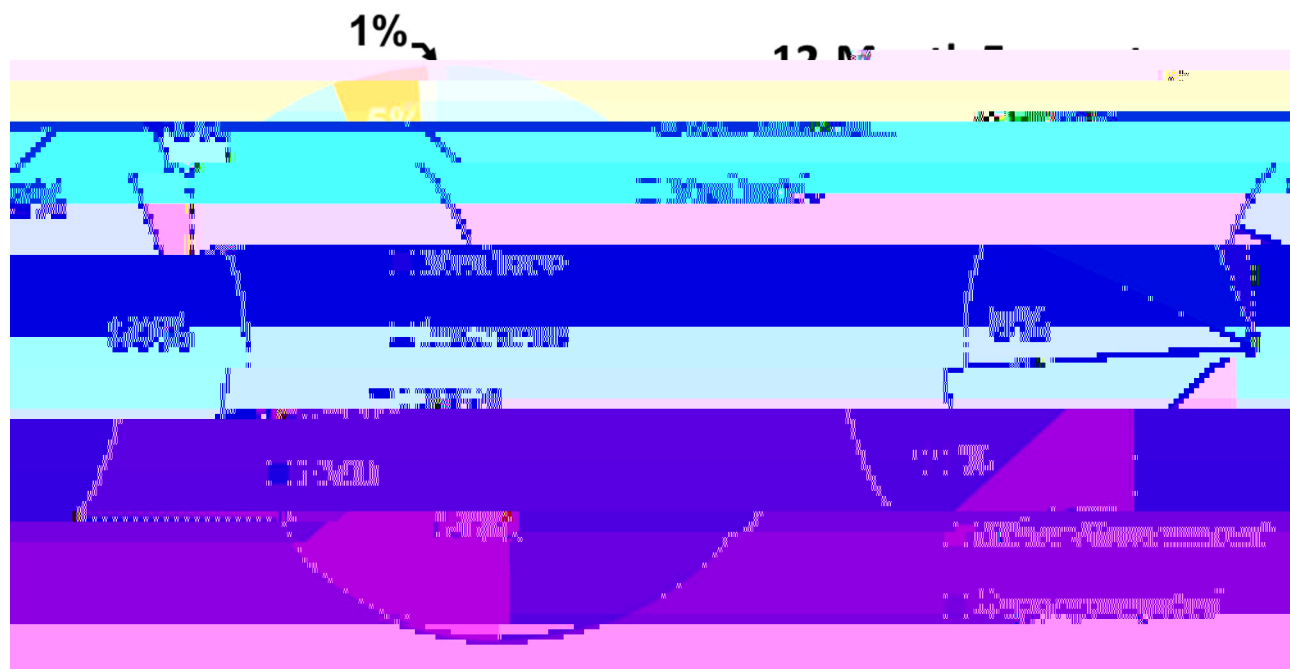
# Mill Levy Dollars Allocated to Behavioral Health







## Native American Encounter Distribution by Payor Group



### Month

<b>Jul 20</b>	<b>4,789</b>	<b>1,367</b>	<b>1,126</b>	<b>878</b>	<b>1,152</b>	<b>479</b>	<b>114</b>
<b>Aug 20</b>	<b>4,660</b>	<b>1,402</b>	<b>1,013</b>	<b>827</b>	<b>1,053</b>	<b>410</b>	<b>120</b>
<b>Sep 20</b>	<b>4,771</b>	<b>1,399</b>	<b>1,080</b>	<b>766</b>	<b>1,068</b>	<b>483</b>	<b>125</b>
<b>Oct 20</b>	<b>5,178</b>	<b>1,366</b>	<b>1,084</b>	<b>785</b>	<b>1,547</b>	<b>497</b>	<b>119</b>





**Exhibit A – Primary Care**









**Exhibit A - Behavioral Health**



# APPENDIX B



**Exhibit A Reporting Area - Native American Care**

