

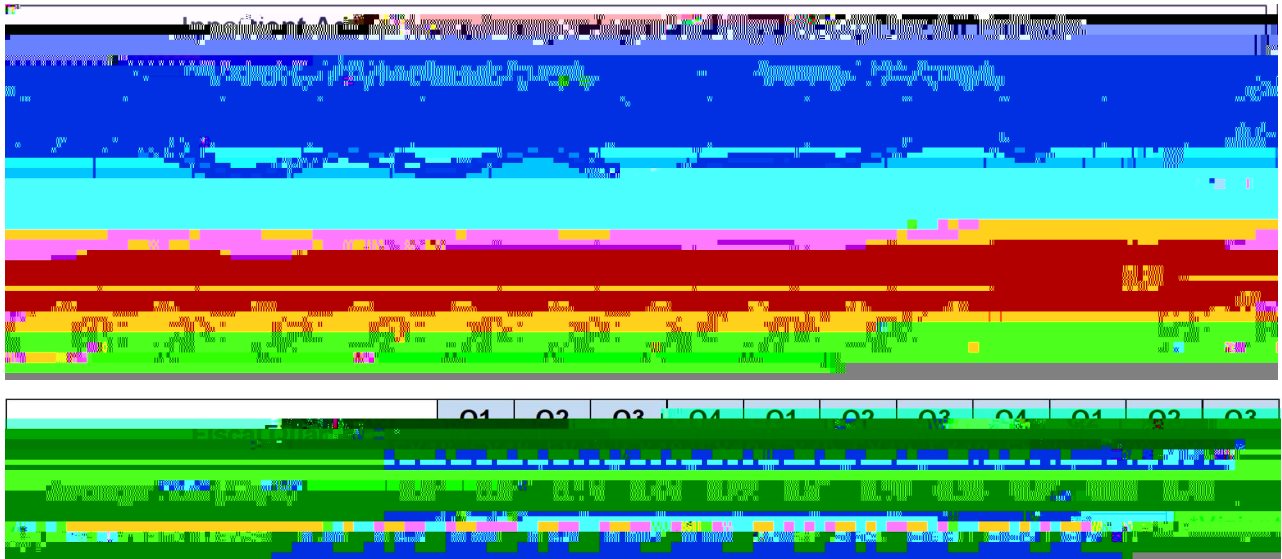






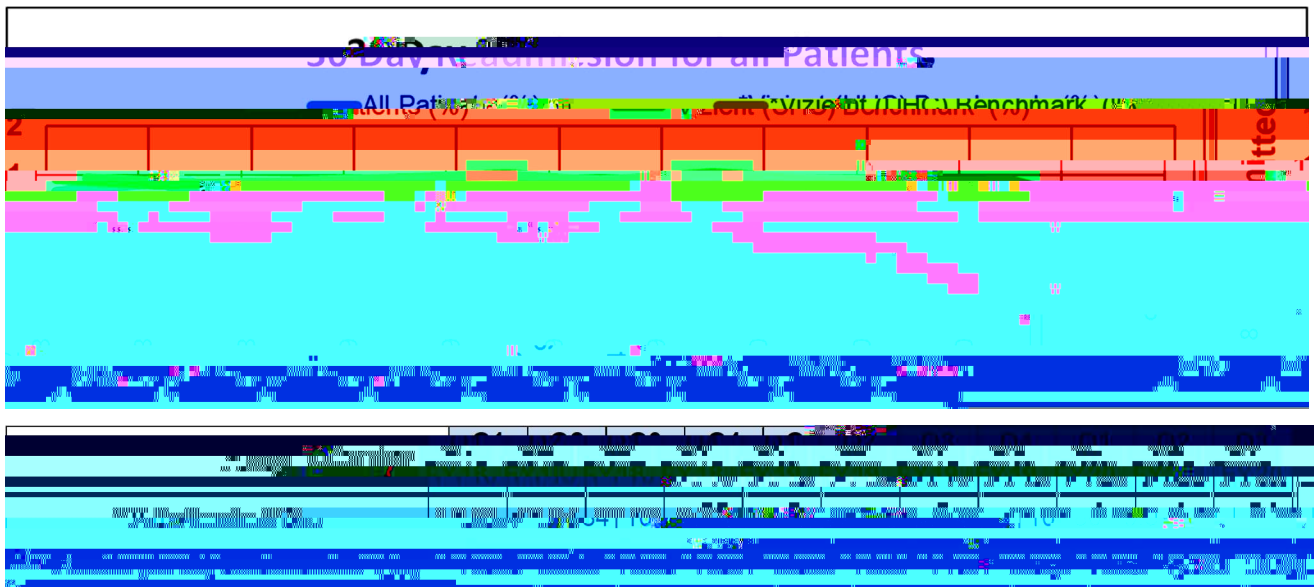
Income Statement

Average Length of Stay (LOS) for Inpatient Admissions



(There is a three month delay in Vizient data)

30 Day Readmission for All Patients



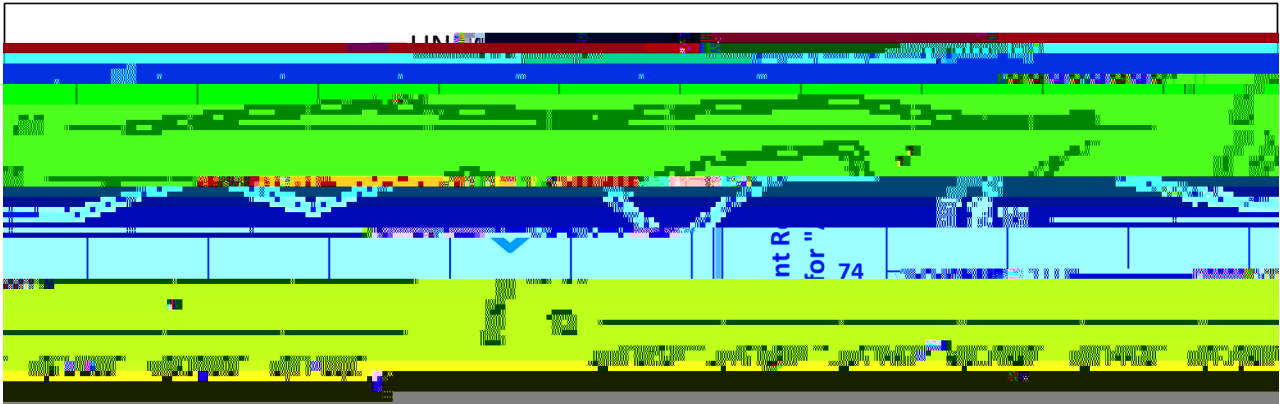
*Vizient, Inc. (formerly, 'UHC') is an alliance of the nation's leading academic medical centers ('AMCs') and associate member institutions affiliated with those academic medical centers, which represents over 90% of the nonprofit academic medical centers in the United States.



Number of RN FTE's and Retention Rate

* Per the 2019 National Healthcare Retention & RN Staffing Report Published by: NSI

HCAPS Satisfaction - Communications with Nurses



HCMP 1-UP	UNH Usually	178	197	193	165	178	169	167	195	156
HCMP 1-SNP	UNH Sometimes/Never	46	41	42	54	55	43	41	52	51
UHC Benchmark	Usually (UHC Benchmark)	157	154	151	153	153	149	148	151	150

There is a 3 month delay in HCAPS data

HCAPS Satisfaction - Communications with Doctors

There is a 3 month delay in HCAPS data



Number of Emergency Department Visits

Adult and Pediatric Emergency Department (ED) Visits, not including Urgent Care visits.

Total ED Patients Left without Being Seen

Patients who 'Left Without Being Seen' (LWBS), including all Adult and Pediatric Emergency Department (ED) Visits, not including Urgent Care visits.

ED Average Hours from Arrival to Disposition



Bernalillo County Encounters by Funding Source

All Bernalillo County encounters for the twelve (12) months ended June 30, 2020 broken down by payer source.

Bernalillo County consist of Inpatients and Outpatients who provided a Bernalillo County zip code during their registration. Categories are based on Primary Payer Code. Native American Encounters are based on race as provided during registration, are not restricted to only Bernalillo County zip codes and could be duplicate of the Bernalillo encounters by payer above. Includes Acute and Behavioral Health

* includes: Champus, Veteran Affairs, Titlecare and Out of State Medicaid

** are based on race as provided during registration, are not restricted to only Bernalillo County zip codes and could be duplicate of the Bernalillo encounters by payer above.

Financial Assistance to Patients by County

Total financial assistance for the twelve (12) months ended June 30, 2020, based on primary and secondary coverage.

Total Uncompensated Care Cost: Cost of care for UNM Hospitals is the actual cost of



Primary Reason for Bernalillo County Indigent Resident Visits

Totals are for each of the eight (8) quarters ended June 30, 2020

The visit count consists of indigent patients who provided a Bernalillo County zip code during their registration. Categories are based on CMS diagnosis codes.

B. GOOD PRIMARY CARE SYSTEM

Total Number of Outpatient Clinic Visits

FY2019 is based on the twelve (12) months ended June 30, 2019

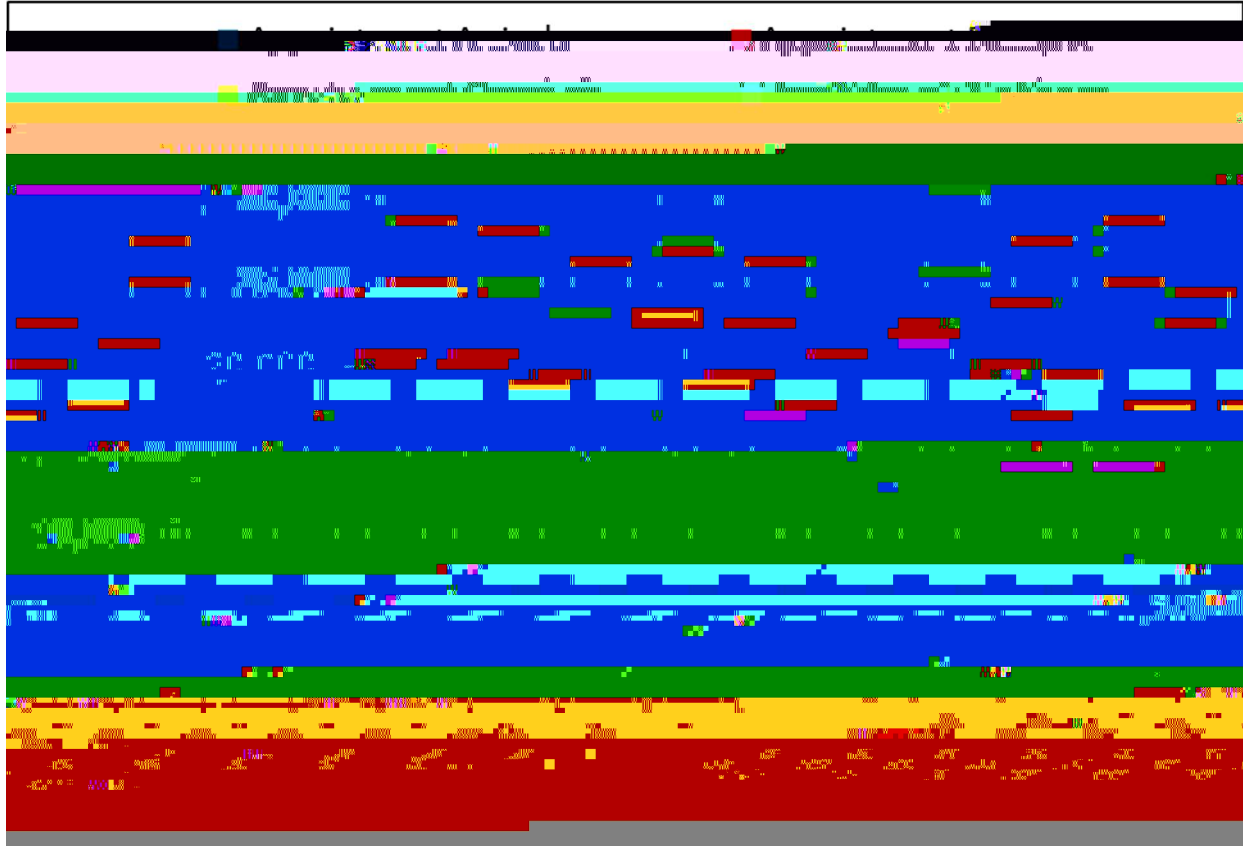
FY2020 is based on the twelve (12) months ended June 30, 2020

Outpatient visit total by Fiscal Year; including all Primary and Specialty clinics.

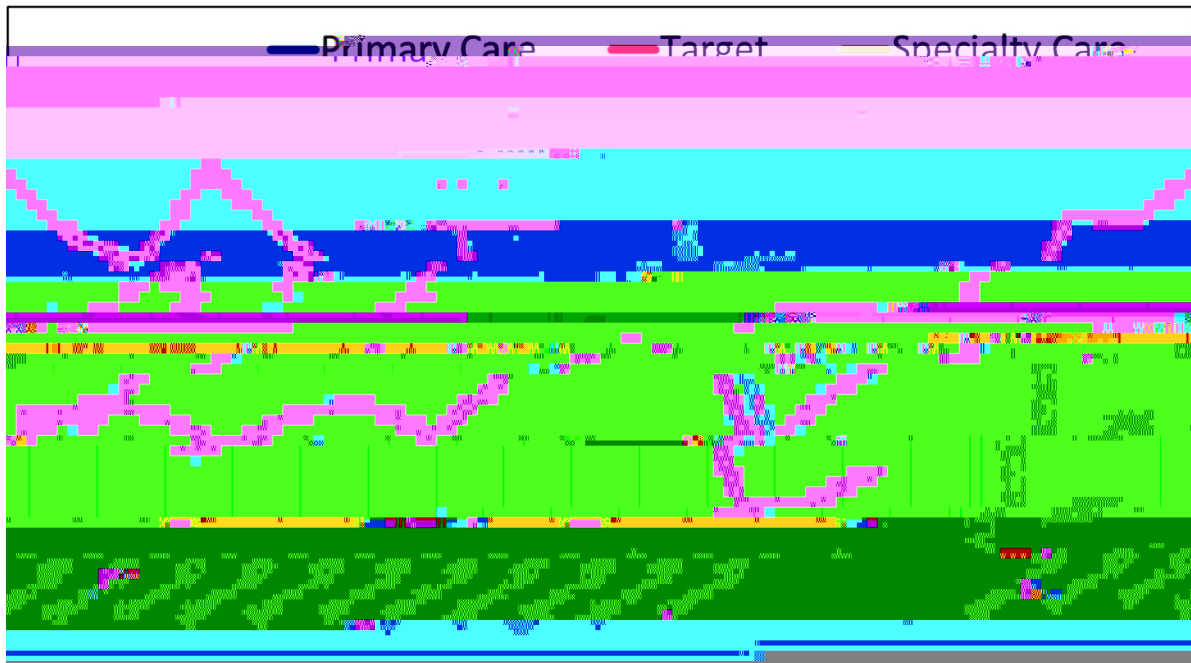


Primary Care Outpatient Appointment Dispositions

This data includes only Primary Care appointments.



Percentage Abandoned Phone Calls for Primary and Specialty Care



May 19	2.14%	2.59%	5%
Jun 19	2.84%	2.31%	5%
Jul 19	2.55%	4.15%	5%
Aug 19	1.65%	7.33%	5%
Sep 19	2.61%	7.24%	5%
Oct 19	2.80%	8.50%	5%
Nov 19	2.08%	7.08%	5%
Dec 19	3.39%	6.46%	5%
Jan 20	6.49%	8.70%	5%
Feb 20	5.21%	7.17%	5%
Mar 20	4.60%	6.01%	5%
Apr 20	0.38%	1.90%	5%
May 20	0.48%	3.24%	5%
Jun 20	1.21%	4.16%	5%

Medication Reconciliation Goals Primary and Specialty Care

Medication reconciliation based on most recent three (3) month averages.

799%	National Patient Safety Goal - Medication Reconciliation Primary Care
290%	National Patient Safety Goal - Medication Reconciliation Specialty Care

Percentage of Patients with Access to Electronic Medical Record

The statistics below are only for online access to medical records.

As of July 14, 2020

*The number of Active Users shown is the current number. It does not allow for deceased patients, nor children under age 13 as covered under Children's Online Privacy Protection Act ('COPPA').

One hundred percent (100%) of all patients may access their medical records in person at UNMH

UNMH turned on the MyHealth on October 31, 2012 to provide patients online access to their medical records. MyHealth is UNM's patient portal where you can manage your healthcare outside of the traditional office visit.

What to expect from MyHealth at UNM

See appointment information anytime.

See your lab results and data.

HIPAA compliant, secure way to communicate with your Doctors and Healthcare Providers.

View, download, and share parts of your UNM health record.

Diabetes Management Indicators for HgbA1C and LDL < 100

C. FINANCIAL SERVICES

UNM Care Enrollment, Self-Pay and Medicaid Applications

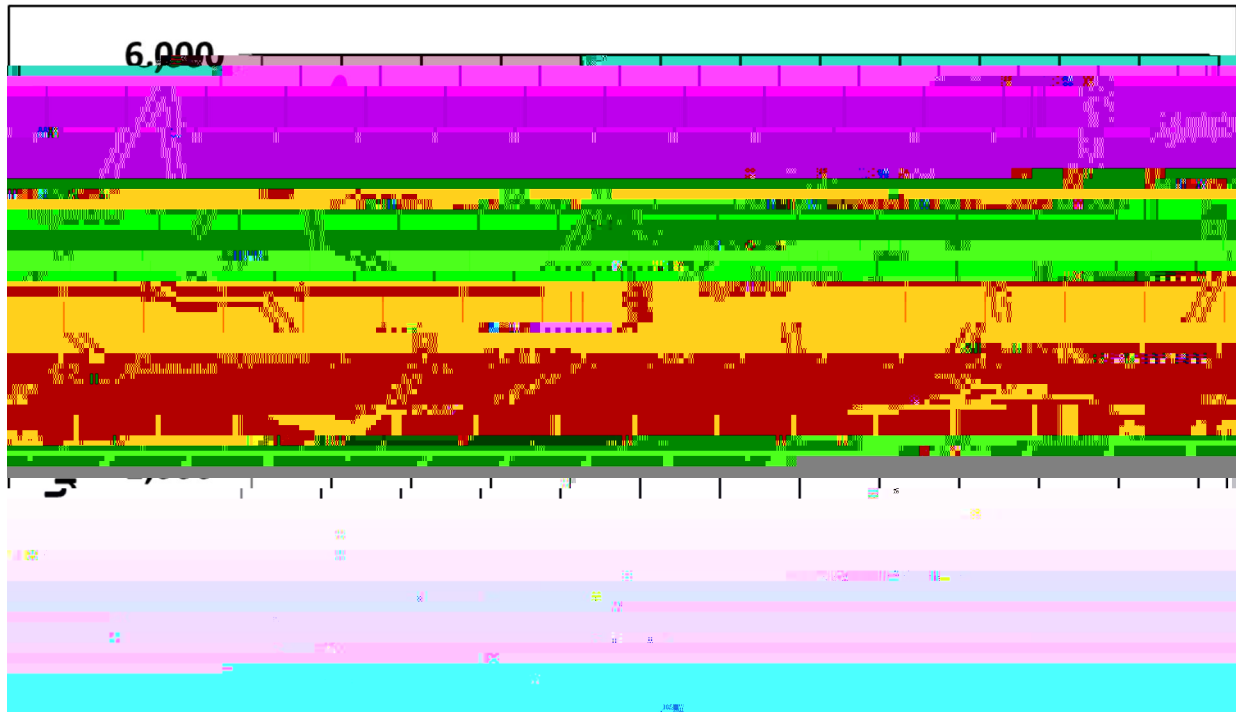
Total Uncompensated Care – Charity Care and Uninsured

For the twelve (12) months ended June 30, 2020 based on primary and secondary coverage

Cost of care for UNM Hospitals is the actual cost of providing care - salary, benefits, supplies, drugs, blood, organs, utilities, depreciation, = == m iation,

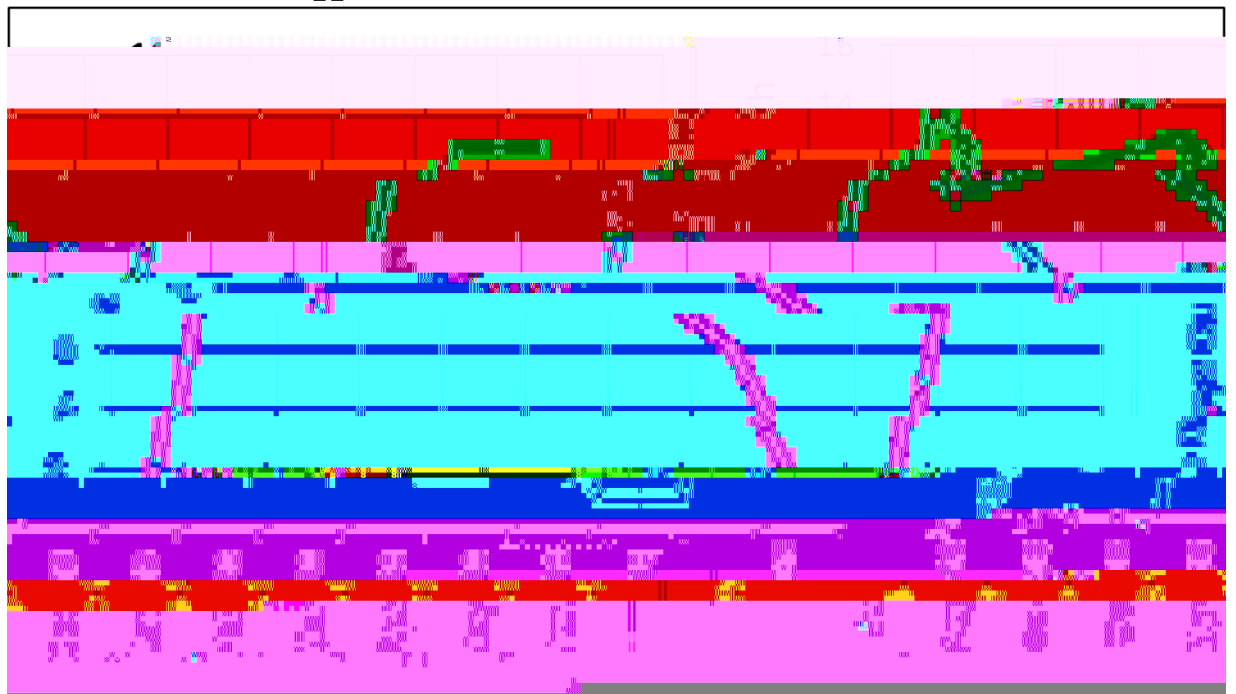
Number of Unique Patients Sent to Collections

The following trend is the monthly number of unique patient accounts sent to the UNMH contracted collection agency and includes all counties.



Days Out For Scheduling Financial Assistance Appointment

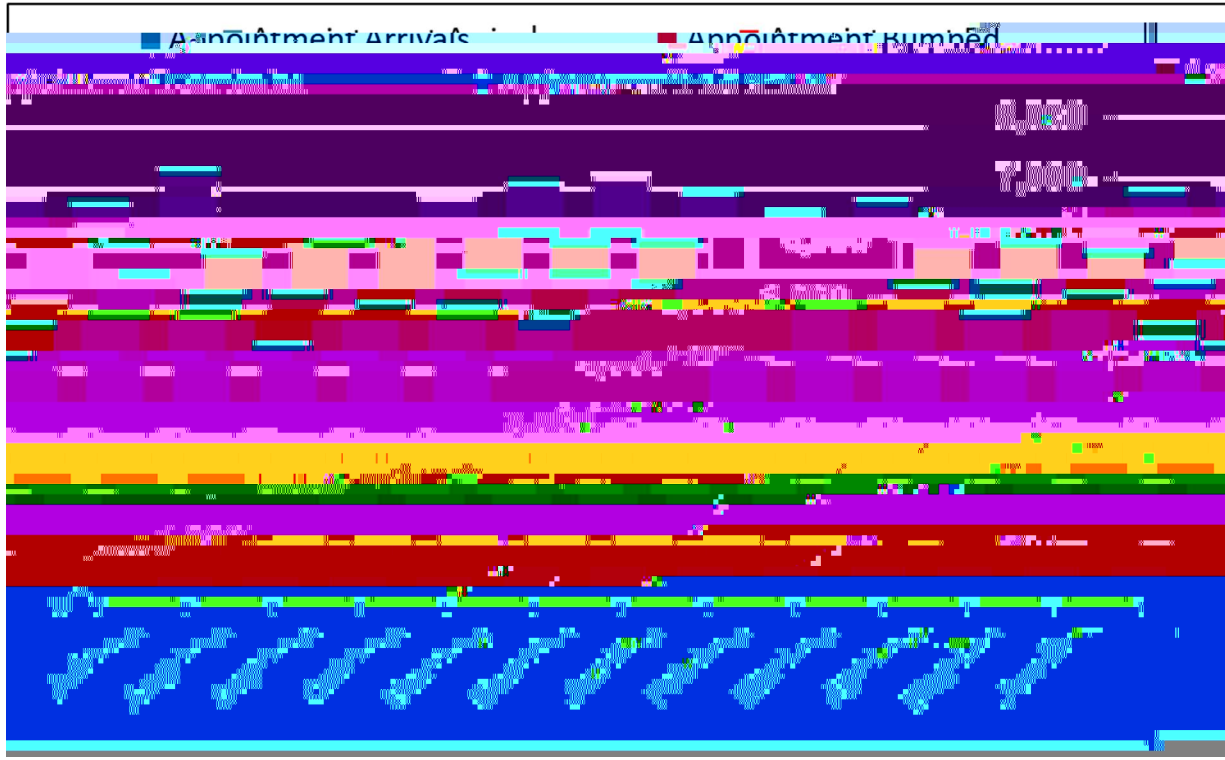
The statistics below are the average number of "days out" each month for scheduling a financial assistance appointment.



D.

BH Specialty Care Outpatient Appointment Disposition

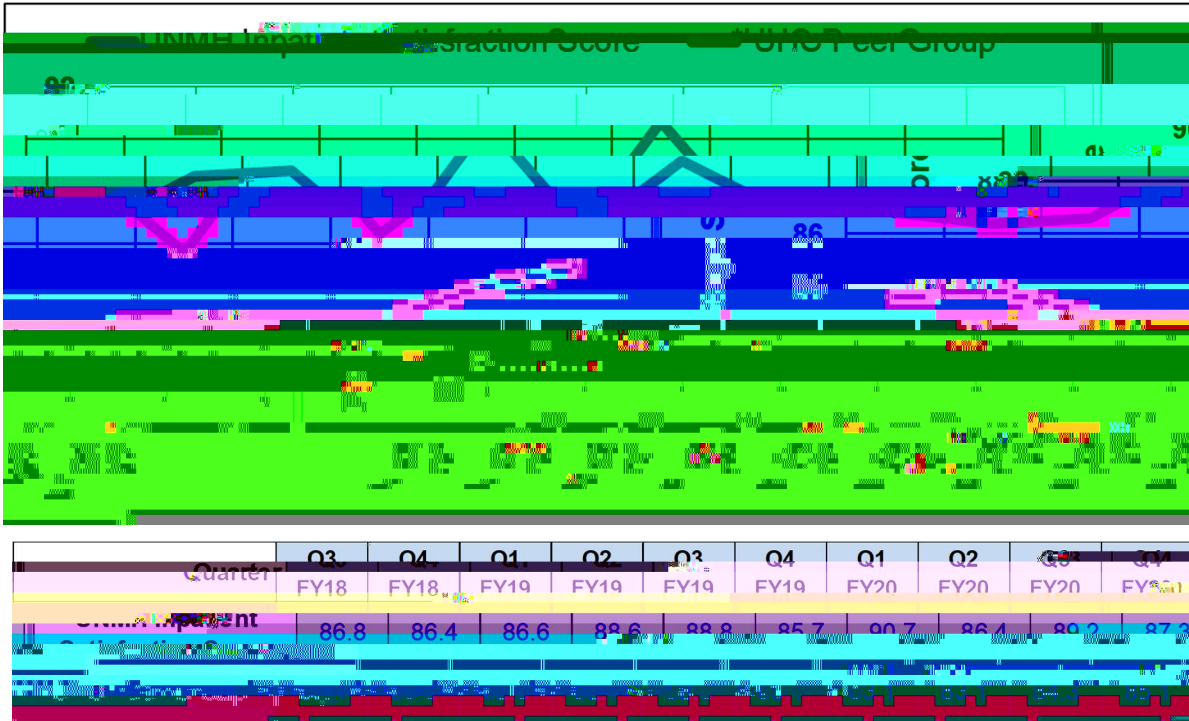
The statistics below are for just Behavioral Health (BH) Specialty Care appointments and does not include any BH Primary Care appointments.



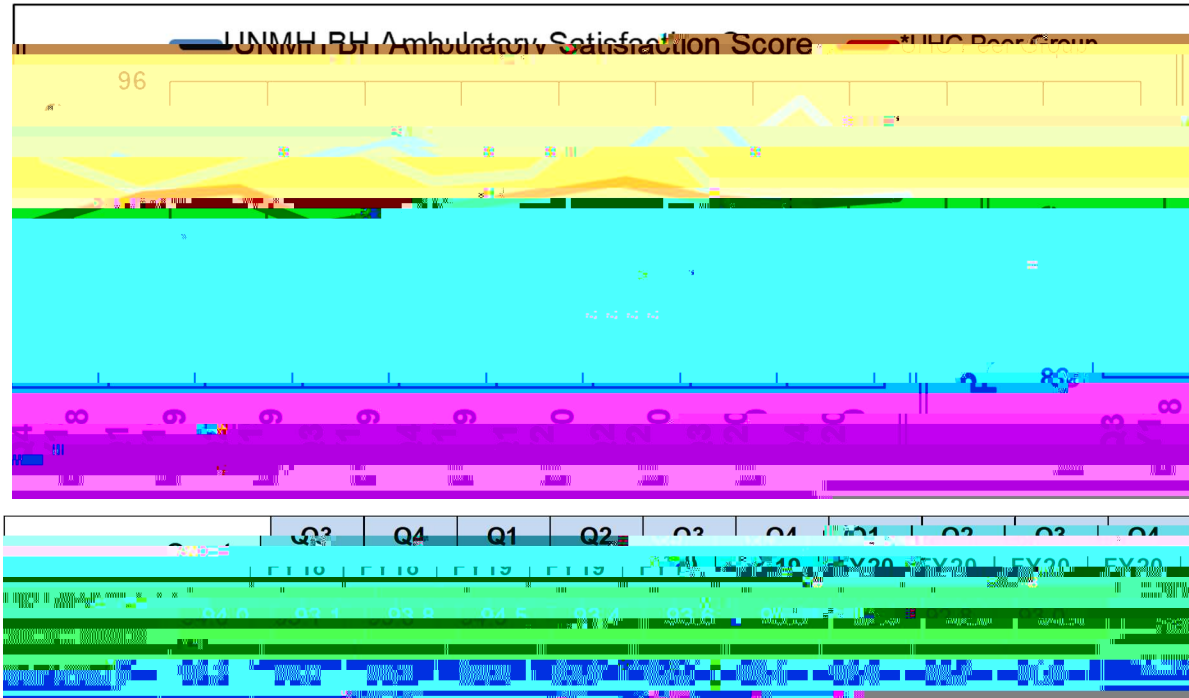
4,973	250	628	951
5,054	237	631	932
4,832	266	681	992
5,337	300	706	970
4,398	244	532	864
4,051	247	458	765
4,992	320	600	953
4,857	470	816	906
4,454	678	1,182	883
5,051	534	752	584
4,972	556	559	535
4,851	582	704	687

Number of Unique Outpatients and Number of Encounters CY2018

Press Ganey Behavioral Health Inpatient Satisfaction Score

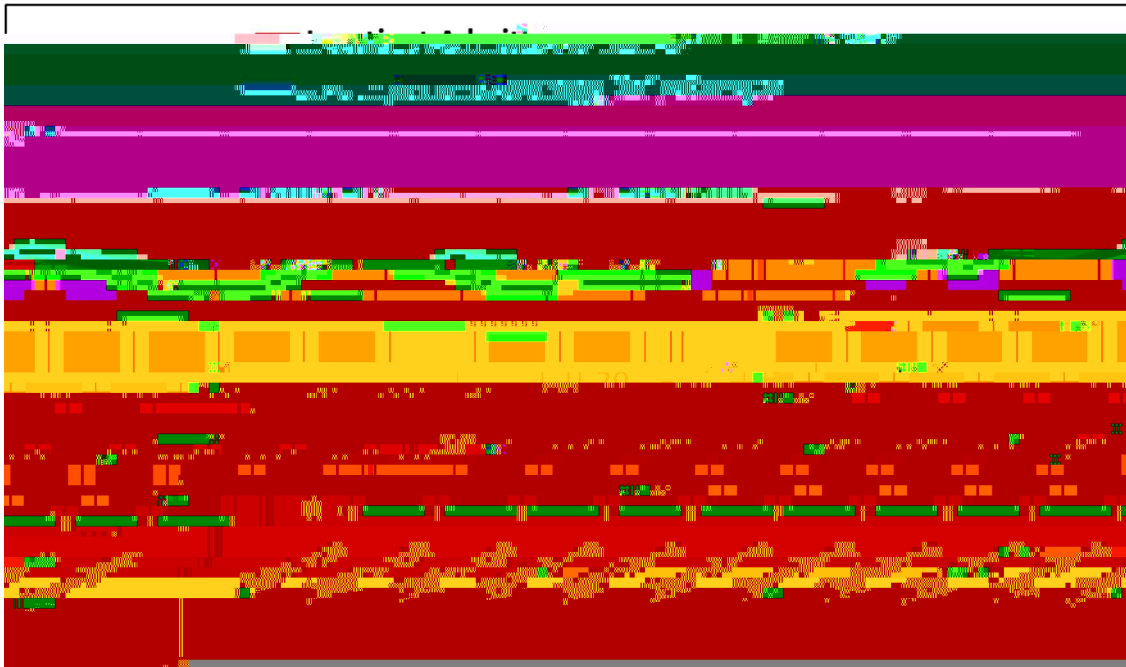


Press Ganey Behavioral Health Outpatient Satisfaction Score



*The University Health System Consortium ('UHC') is an alliance of 98 of the nation's leading academic medical centers ('AMCs'), and 143 associate member institutions affiliated with those academic medical centers, which represents over 90% of the nonprofit academic medical centers in the United States.

Behavioral Health Inpatient Admitted to Non-UNMH Facilities



***Includes transfers based on patient's network provider; healthcare coverage and clinically appropriate level of care for a patient who may need a different type of bed for which we currently do not have capacity. Behavioral Health has a maximum of 47 licensed inpatient beds.**

Behavioral Health Average Length of Inpatient Stay

Children's Psychiatric Center (CPC)
University Psychiatric Center (UPC)

Average Child National Benchmark
Average Adult National Benchmark

Number of BH Adult and Child/Adolescent Inpatient Days

Number of Unique Inpatients and Number of Encounters CY2018

30 Day Readmission Rate – Children's Psychiatric Center (CPC)

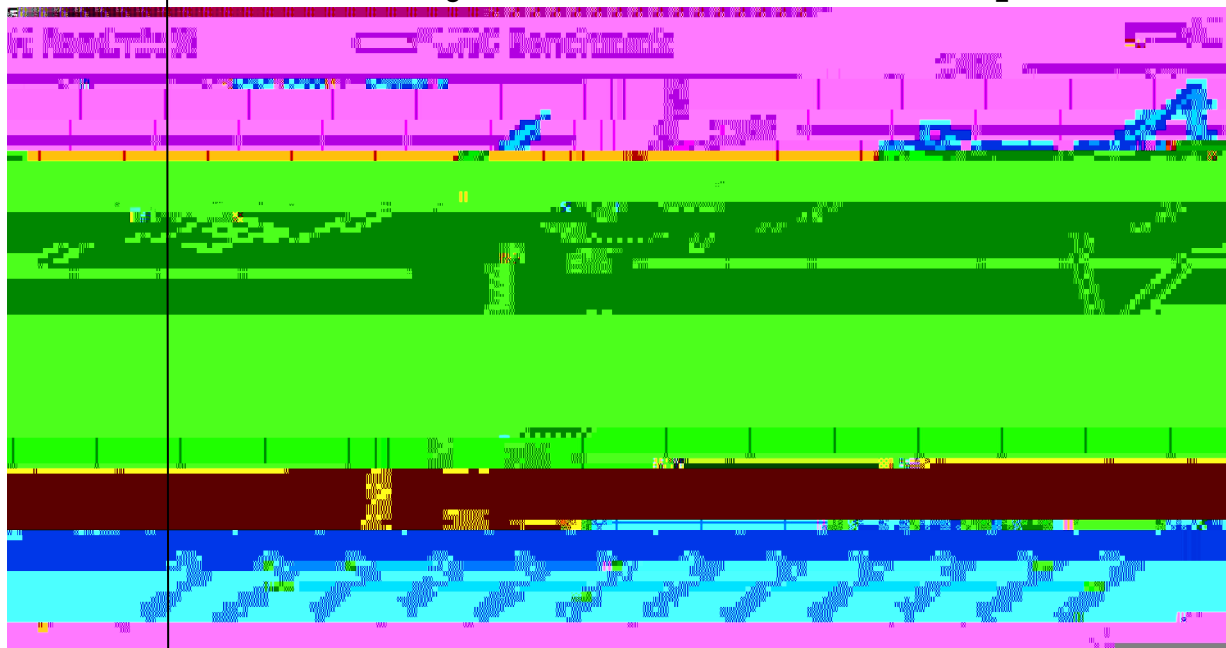
30 Day Readmission Rate – Adult Psychiatric Center

There is a three (3) month delay in Vizient data, so statistics are one quarter behind

***The University Health System Consortium ('UHC') Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume or greater than the**

30 Day Readmission Rate – Both Adult and CPC Psychiatric Center

There is a three (3) month delay in Vizient data, so statistics are one quarter behind



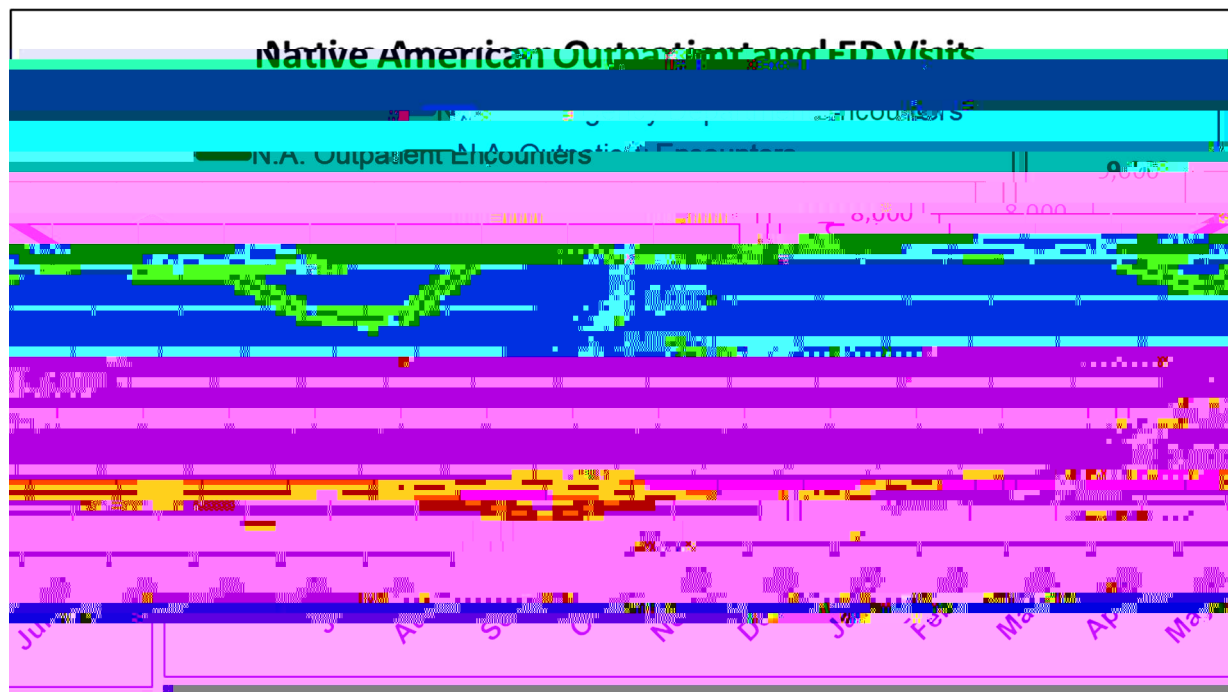
Discharge Month	Total Discharges (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
	188	16		
	183	22		
	175	19		
	198	22		
	189	25		
	198	11		
	219	18		
	192	16		
	206	20		
	192	17		
	170	17		
	191	24		

***The University Health System Consortium ('UHC') Benchmark data is based upon only those UHC/Vizient Hospitals with a psychiatric patient volume or greater than the UNM Hospitals facility. Patient population for compare group defined as an assigned MDC code of 19**

Mill Levy DoQv

E. NATIVE AMERICAN SERVICES

Native American UNM Care Enrollment, Outpatient and ED Visits



Native American Encounter Distrib **na DeP**

APPENDIX A

MOU Exhibit A Progress Updates

**UNM Hospital Memorandum of Understanding with Bernalillo County
UNM Bernalillo County MOU Deliverables Updated July, 2019**

Covenants:

UNMH will allocate at least 15% of the Mill Levy transferred from Bernalillo County to Behavioral Health

UNMH will fund one or more navigational services and a transition planning and case management service (Re-entry Center) at \$2,060,000 adjusted annually

UNMH will provide efforts in compliance with Exhibit A and B to the Lease MOU

Exhibit A – Reporting

Exhibit A – Financial Assistance





APPENDIX B

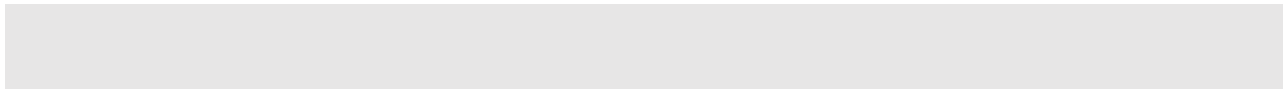
UNMHospital Semi-Annual Report on the Status of Deliverables

Period Ended June 30, 2020

UNM Lease MOU with Bernalillo County - Exhibit C

The following semi-annual goals are prepared in response to Exhibit A, item A4 that enables Bernalillo County and the Indian Health Services to have input and to comment on the semi-annual goals for each section of Exhibit A.

Exhibit A Reporting Area - Reporting and Interaction



A2 UNM will establish

mechanisms for the quarterly reporting and interaction with Bernalillo County and the Indian Health Services to ensure

Exhibit A Reporting Area - Accountability and Transparency**Exhibit A Reporting Area - Primary Care**

Exhibit A Reporting Area - Behavioral Health Services

