

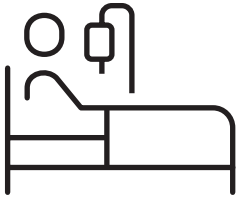
Presbyterian Española Hospital Report to the Community 2019



Presbyterian Española Hospital is an acute-care hospital that has been managed by Presbyterian Healthcare Services since 1977. The hospital serves a diverse population of patients from the Española Valley, Rio Arriba County, northern New Mexico, Santa Fe and Los Alamos. Over the years, the hospital has expanded to meet the growing and changing needs of its patients. It offers a wide range of healthcare services, including inpatient care, ambulatory and surgical services, and emergency care, as well as primary and specialty care services. Presbyterian Española Hospital is one of nine hospitals run by Presbyterian, which has a statewide health plan and a growing multi-specialty group.

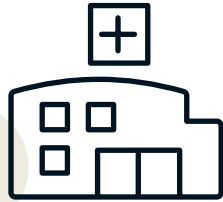


Presbyterian Española Hospital By the Numbers



80

licensed beds



10

Presbyterian Medical Group primary and specialty care clinics



55,265

outpatient clinic visits

26,369

outpatient emergency room visits



342

babies cared for

2,483

patients discharged from the hospital



Investing in Your Healthcare

- We recruited physicians in cardiology, internal medicine and family medicine.
- The Auxiliary purchased almost \$32,000 in hospital equipment, Staxi Transport Chairs and Healthplex equipment.
- The Auxiliary awarded more than \$38,000 in scholarships to students pursuing medical-related careers.

Our Accomplishments

- We maintained Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores in the green and in the 98% of Would Recommend the Hospital category.
- We passed a survey by the Joint Commission on Accreditation of Healthcare Organizations.
- Thanks to the residents of Rio Arriba County, who have supported construction needs at Presbyterian Española Hospital through the mill levy passed in 2012, we opened two new surgical suites featuring technology focused on patient safety. In addition, a procedure room was relocated and enlarged, staff areas were updated, and the pharmacy was relocated to a larger space with updated equipment.
- We continue to focus on caring for people with substance use disorders. This includes close collaboration with the Department of Health to review each overdose case, prescribing the life-saving drug Narcan to patients after overdose, offering an Integrated Addiction Medicine Team to assess patients and starting an opioid use disorder clinic that offers medication-assisted treatment.

Serving Our Community

In 2019:

- We employed 408 people.
- We provided more than \$40.4 million in employee salaries, wages and benefits.
- We provided more than \$11.6 million in community benefit (including financial assistance).
- Our 104 volunteers contributed a total of 27,377 hours.
- We offered the community a diabetes resource center, a First Born Program for new parents and home healthcare services.
- We offered Healthplex gym memberships to the community.
- Our employees participated in a Day of Service at our annual health fair, where we provided free flu shots and free bike helmets for our children and adults.
- The Presbyterian Española Hospital Board of Trustees, comprised of community members, provided governance, leadership and direction for Presbyterian Española Hospital, clinics and emergency medical services.



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