



## Plains Regional Medical Center Report to the Community 2018

 **PRESBYTERIAN**

### Our Accomplishments in 2018

- Earned the Hospital Improvement Innovation Network (HIIN) Award from the New Mexico Hospital Association for two years of performance improvement evidenced by measurements of quality and patient safety.
- In addition, PRMC was one of 15 New Mexico hospitals recognized for excellence during the 2016-2018 phase of HIIN. PRMC was recognized for significant improvement in decreasing hospital readmissions and surgical site infections.
- Earned the 2018 HealthInsight Hospital Quality Award for high performance on quality of care outcome measures and patient satisfaction based on national rankings in three categories: a national survey of patients' experience of hospital care, healthcare-associated infections, and readmissions.

Plains Regional Medical Center is a comprehensive acute-care hospital that has been managed by Presbyterian Healthcare Services since 1975. The hospital has a long tradition of delivering patient care to Clovis, eastern New Mexico, West Texas and Curry County. In its hospital and 12 clinics, Plains Regional Medical Center offers a Cancer Center and a wide range of medical specialties, including surgery, oncology, internal medicine, podiatry, urology, nephrology, pediatrics, orthopedics, pulmonology, cardiology, gastroenterology and family medicine. PRMC also provides home health and hospice care and rehabilitation, pharmacy and aromatherapy services. Plains Regional Medical Center is one of nine hospitals run by Presbyterian, which has a statewide health plan and a growing multi-specialty group.

 **PRESBYTERIAN**  
Plains Regional Medical Center

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# Plains Regional Medical Center



## Investing in Your Healthcare

- Successfully recruited two orthopedic surgeons, a pediatrician, a nephrologist, an oncology nurse practitioner and two general surgeons.
- Replaced the nurse call system, upgraded the patient monitoring system and birthing beds, added three new anesthesia machines, replaced the ER nurses' station and added a new roof to the surgery center.

## Serving Our Community

### In 2018:

- Employed 605 people including 248 physicians, nurses and advanced practice clinicians.
- Provided more than \$43.2 million in salaries, wages and benefits.
- Provided more than \$11.5 million in community benefit (including financial assistance).
- Our 75 volunteers contributed a total of 29,307 hours.
- Became a partner in *We Honor Veterans*, a program developed in collaboration with the Department of Veterans Affairs to improve end-of-life care for veterans.
- Sponsored the annual Run for the Zoo, the Clovis Draggin' Main Music Festival and the Fourth of July fireworks presentation for the community.
- Provided more than 9,000 free meals to children through an innovative partnership with the United States Department of Agriculture and the New Mexico Children, Youth and Families Department.
- Offered free flu shots and pediatric immunizations.
- The Plains Regional Medical Center Community Board of Trustees, comprised of community members, provided governance, leadership and direction for Plains Regional Medical Center, our clinics and emergency medical services.



**100**  
licensed beds



**12 Presbyterian  
Medical Group  
primary and  
specialty care clinics**

### By the Numbers

**81,906**  
outpatient  
visits



**33,476**  
emergency room  
visits

**1,129**  
newborns  
cared for



**3,650** patients  
discharged from  
the hospital