

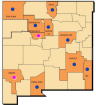


Shared Resources—Innovative Programs Serving Multiple Practices

UNM Care Program	<p>Program created by the hospital and medical school to reduce cost and increase quality of care for the 30% of patients that were uninsured, assigning patients to medical homes and offering reduced, sliding scale fees for all services. ⁽⁴⁾ <u>Outcomes:</u> Reduced costs, quality improvement, hospital saved over \$2 million/year, enrollment of ~30,000 patients, has become model for NM Medicaid’s State Coverage Initiative.</p>
Primary Care Dispatch	<p>Web-based tool designed to find medical homes for unassigned, uninsured patients, matching ED patients to primary care medical homes within days and to a clinic in their neighborhood 24/7. ⁽⁵⁾ <u>Outcomes:</u> double rate of kept appointments and increased patient retention in those new primary care homes.</p>
Community Health Workers as Field Case Managers	<p>Three Medicaid Managed Care organizations in New Mexico contract with UNM HSC to train and supervise community health workers to manage Medicaid patients with pattern of high ED and urgent care use rather than primary care, and high hospitalization rates for primary care sensitive conditions. The health workers address barriers to care through patient education, help in compliance with medication regimens, and help with transportation, access to food pantries and housing. <u>Outcomes:</u> cost savings, return on investment to MCO of \$4 for every \$1 invested, program expansion to 10 of New Mexico’s 33 counties.</p>
24/7 Statewide Nurse Advice Line 	<p>New Mexico is the only state that has created a free, universally accessible, nurse-run telephone advice line supported by a public-private partnership. Improves access to care and helps caller’s make more informed decisions, especially after hours--an important service, especially in rural areas. Physician burn out in small, primary care practices is alleviated when most medical problems patients present after hours can be addressed by nurses on the Line. <u>Outcomes:</u> Department of Health uses the Line for syndrome surveillance. ⁽⁶⁾ The Line averages 15,000 calls per month, has reduced by 70% the use of EDs by callers who had intended to go to the ED, and has reduced healthcare cost in the state by an estimated \$6 million/year. ⁽⁷⁾</p>
Telehealth	<p>UNM HSC has developed a menu of telehealth services for practitioners in the state. Some provide professional services to the home (Nurse Advice Line, Poison Center), some offer specialty care to patients in primary care offices (telepsychiatry, teledermatology, tele-developmentally disabled) and some use teleconferencing to train primary care providers to manage complex, chronic diseases in their offices instead of referring to specialists (Project ECHO). <u>Outcomes:</u> increased access, cost savings</p>
Health Commons	<p>The Health Commons, an advanced form of PCMH developed by UNM HSC in partnership with FQHCs, provides to patients and their families in urban neighborhoods and rural communities an integrated, one-stop-shop for primary care, behavioral health, oral health, case management and community outreach via community health workers. ⁽⁸⁾ <u>Outcomes:</u> Currently, six Health Commons sites have been developed in the state, and more are planned. In some Health Commons sites, integrated records, common eligibility process and single point of service are under development.</p>
UNM HSC Library as Community Resource	<p>The UNM HSC Library has purchased for primary care practices in rural New Mexico free subscriptions to Dynamed, a primary care-friendly, electronic, evidence-based decision-support tool. <u>Outcomes:</u> connectivity for rural docs</p>
Vision 2020 	<p>In 2009, UNM HSC implemented a new vision—“UNM HSC will work with community partners to help New Mexico make more progress in health and health equity than any other state by 2020.” Health Extension is the community translator of this vision to communities. The performance plan of each college, department and program must list how that entity will help improve community health using all institutional missions—education, service or research.</p>
Statewide Network of UNMHSC-Affiliated Hubs 	<p>As a component of Vision 2020, UNM HSC has responded to community requests to establish a strong presence in their communities. UNM HSC is partnering with eight community hospitals and community health centers to establish them as academic “hubs,” featuring all academic missions—education, service and research. <u>Outcomes:</u> The community benefits by improved, local quality of care, reputation of their health facilities and improved health workforce recruiting potential and UNM HSC benefits by broadening its base for training and research.</p>