New Mexico Hospital Association
Always There, Ready to Care.

For Release: October 8, 2020
Date: October 7, 2020

New Mexico Hospitals Awarded Top Honors in Hospital Quality
During Covid crisis and beyond, hospital teams make patient quality care a reality

Albuquerque – October 8, 2020 – Three New Mexico hospitals earned the Quest for Excellence Award, New Mexico Hospital Association's (NMHA's) premier honor for exceptional efforts to advance quality and patient care for the people of New Mexico. Presbyterian Rust Medical Center in Rio Rancho, N.M. received the top overall award with Ruidoso, N.M.'s Presbyterian Lincoln County Medical Center being named the critical access and rural hospital winner, and Advanced Care Hospital of Southern New Mexico in Las Cruces, N.M. the specialty hospital winner.

Each of the honorees enlisted multiple clinical and administrative teams and approaches to address challenges unique to their hospital. These approaches transcended "normal times" and have proven critical during the Covid-19 pandemic. Presbyterian Rust Medical Center was chosen to receive the top award by its peers and a panel of judges from other state hospital associations. The awards were presented in a ceremony at the 75th NMH*All Together* Annual Meeting of the NMHA, this year brought to healthcare stakeholders through a virtual event platform.

Presbyterian Rust Medical Center observed that many improvement projects, while well-intentioned, failed to last beyond the initial phase. In response, the hospital set in place systems that empower staff at all levels to sustain projects and promote continuous, rapid improvement that is integrated into daily staff activities. For example, the hospital's Tiered Huddle system accelerated response to Covid-19 issues including tracking Personal Protective Equipment (PPE) and ventilators, and allocation of scarce Covid-19 testing supplies to the most at-risk or symptomatic patients.

Lincoln County Regional Medical Center used nationally recognized patient quality data to significantly reduce the wait times from emergency departments to inpatient admission. By instituting a warm handoff toolkit, in 2020, the hospital admitted an average of 66% of patients within 30 minutes of bed assignment, which is up from about 37% in 2019. Decreasing admission wait times also resulted in reducing patients' length of stay from over 3.5 days to three days.

Advanced Care Hospital of Southern New Mexico implemented strategies to reduce the need for respiratory failure patients, where possible, to have to be transferred back to the acute care hospital. These strategies, incredibly timely given the respiratory nature of Covid-19, included onboarding standardized patient processes for all employees, improving patient and family satisfaction regarding their hospital stay, and directly connecting patients and families to education, support groups and other community resources.

Quest for Excellence award honorable mentions included:

- CHRISTUS St. Vincent Regional Medical Center (Santa Fe) – Outpatient antimicrobial stewardship
- Haven Behavioral Hospital of Albuquerque (Albuquerque) – Discharge planning
- MountainView Regional Medical Center (Las Cruces) – Daily rounds management
- Nor-Lea Hospital District (Lovington) – Breast cancer navigation program
- Roosevelt General Hospital (Portales) – Increased precautions for suicidal ideation patients
- San Juan Regional Medical Center (Farmington) – Nursing workflow

"Commitment to quality and patient safety is central to the mission of NMHA member hospitals, as much now as it ever has been," said Troy Clark, NMHA president and CEO. "These hospitals' comprehensive plans, put into action, have made them leaders in the state and nation in fostering patient safety and quality,"

NMHA also recognized **Healthcare Heroes**, local healthcare workers nominated by their hospitals who have served on the frontlines of the Covid pandemic. "I am pleased to recognize these many hospital workers throughout our state," shared Troy Clark. "In each honoree's story, you hear of countless selfless acts, respect for patients and families, and connecting with the patients they serve. They are true heroes for our community and for our profession."

For more on strides New Mexico hospitals have made in advancing quality and patient safety in their communities, listen to the NMHA Advancing Quality & Patient Safety Podcast at https://anchor.fm/nmha. Podcast guests include healthcare and clinical experts across our state.

###

New Mexico Hospital Association (NMHA) represents 46 New Mexico acute care hospitals, on state and federal legislative and regulatory public policy issues. NMHA partners with its members and others to improve the health status of New Mexicans through innovation and best practices. It is an authoritative source for hospital data used in public policy initiatives. NMHA advocates for the common good and collective interests of its members and patients, in an ever-changing health care environment.

For more information, please contact:
Pamela K. Blackwell
NMHA Director, Policy and Communications
202.258.0727 C
pblackwell@nmhsc.com
https://www.nmhanet.org/

More about NMHA: https://www.nmhanet.org/
Follow us on Twitter @NMHospitals | Like us on facebook @NMHospitals | Follow us on LinkedIn New Mexico Hospital Association