



Bernalillo County Trend Report

December 31, 2017

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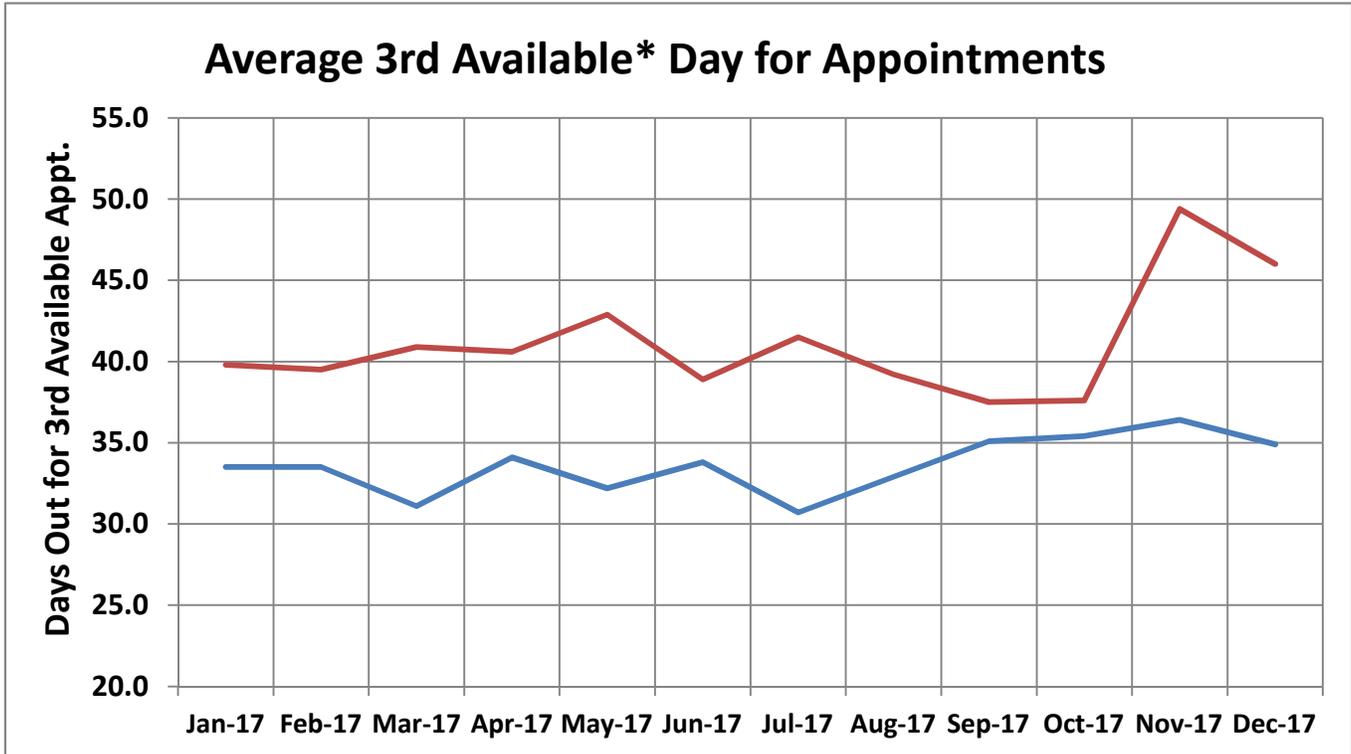
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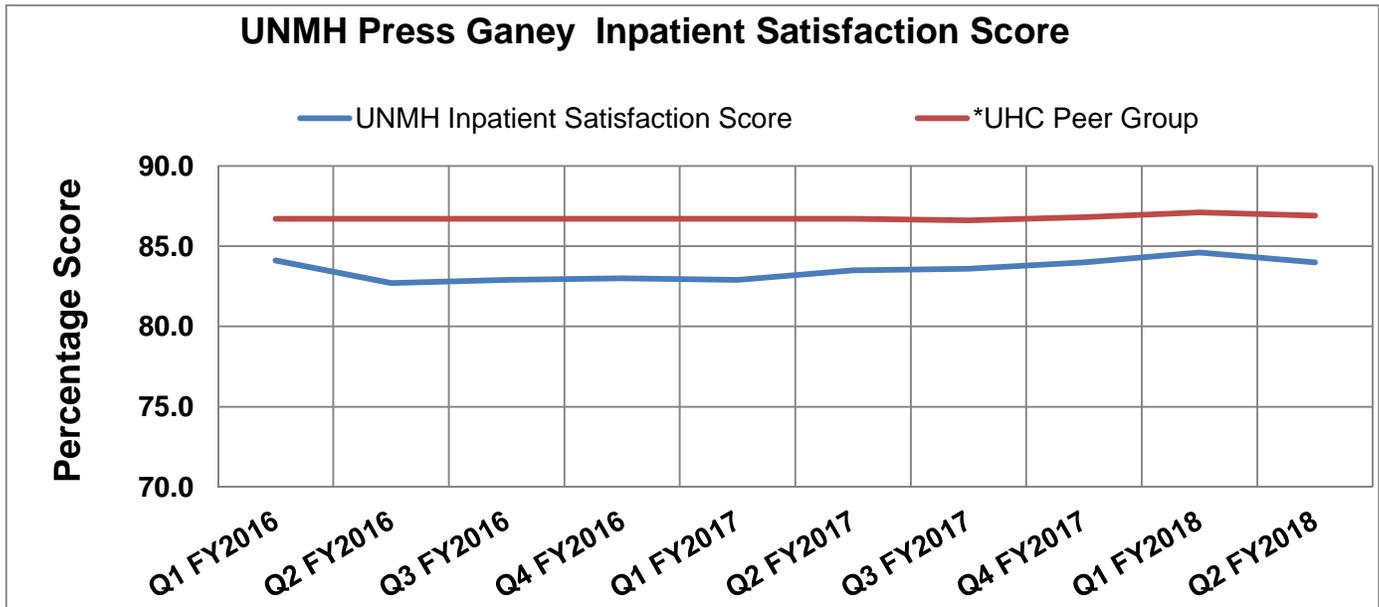
NATIVE AMERICAN SERVICES:

1	Average Native American Census	33
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Average time for an Appointment for Primary Care and Specialty Care Clinics


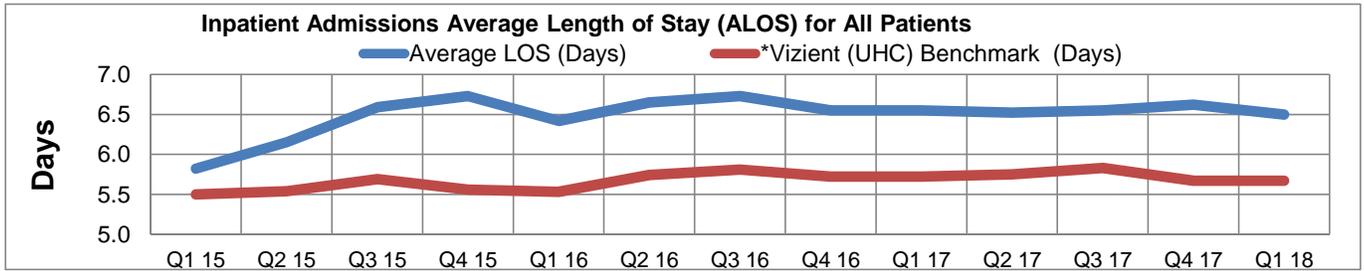
Month	UNMH Family Health	UNMH Specialty Clinics
Jan-17	33.5	39.8
Feb-17	33.5	39.5
Mar-17	31.1	40.9
Apr-17	34.1	40.6
May-17	32.2	42.9
Jun-17	33.8	38.9
Jul-17	30.7	41.5
Aug-17	32.9	39.2
Sep-17	35.1	37.5
Oct-17	35.4	37.6
Nov-17	36.4	49.4
Dec-17	34.9	46.0

* **3rd Next Available** is the industry standard for measuring appointment access and best represents the performance of the appointment access system as a whole.

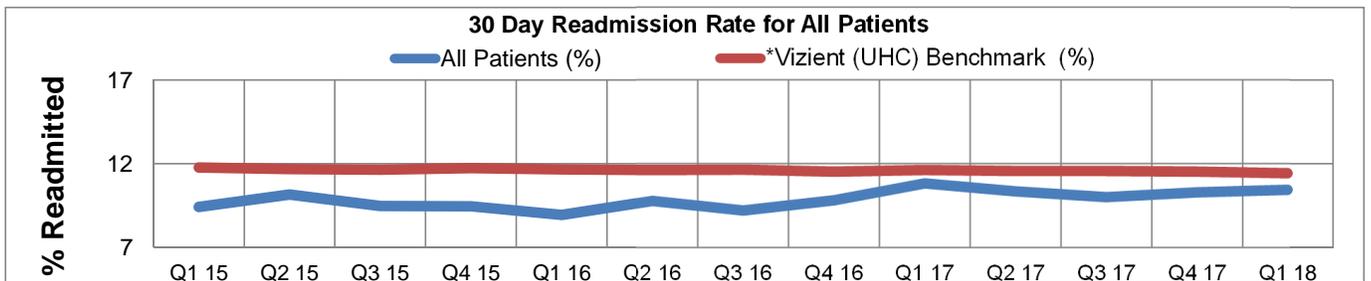


Quarter	Q1 FY2016	Q2 FY2016	Q3 FY2016	Q4 FY2016	Q1 FY2017	Q2 FY2017	Q3 FY2017	Q4 FY2017	Q1 FY2018	Q2 FY2018
UNMH Inpatient Satisfaction Score	84.1	82.7	82.9	83.0	82.9	83.5	83.6	84.0	84.6	84.0
*UHC Peer Group	86.7	86.7	86.7	86.7	86.7	86.7	86.6	86.8	87.1	86.9

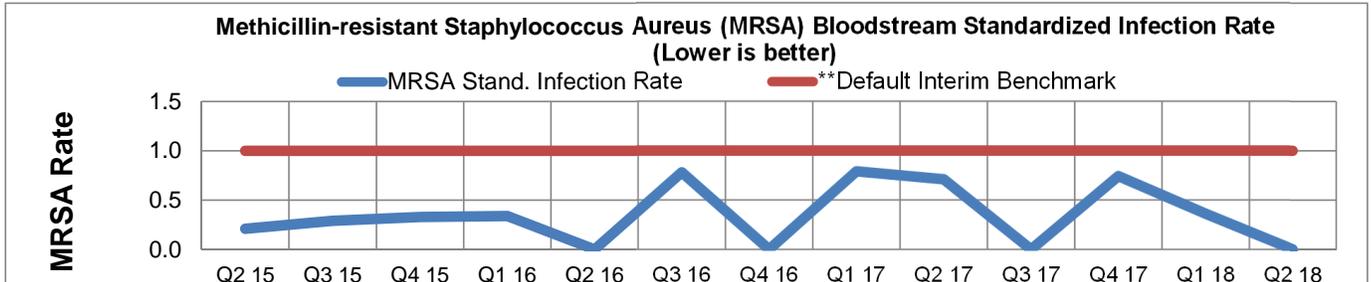
*The University Health System Consortium ("UHC") is an alliance of 98 of the nation's leading academic medical centers ("AMCs"), and 143 associate member institutions affiliated with those academic medical centers, which represents over 90% of the nonprofit academic medical centers in the United States.



Fiscal Quarter	Q1 15	Q2 15	Q3 15	Q4 15	Q1 16	Q2 16	Q3 16	Q4 16	Q1 17	Q2 17	Q3 17	Q4 17	Q1 18
Average LOS (Days)	5.82	6.15	6.59	6.73	6.42	6.65	6.73	6.55	6.55	6.52	6.55	6.62	6.50
*Vizient (UHC) Benchmark (Days)	5.50	5.54	5.69	5.56	5.53	5.74	5.81	5.72	5.72	5.75	5.83	5.67	5.67



Fiscal Quarter	Q1 15	Q2 15	Q3 15	Q4 15	Q1 16	Q2 16	Q3 16	Q4 16	Q1 17	Q2 17	Q3 17	Q4 17	Q1 18
All Patients (%)	9.42	10.15	9.48	9.46	8.95	9.77	9.20	9.82	10.83	10.34	10.00	10.30	10.45
*Vizient (UHC) Benchmark (%)	11.78	11.68	11.65	11.73	11.67	11.63	11.64	11.52	11.63	11.56	11.56	11.52	11.44

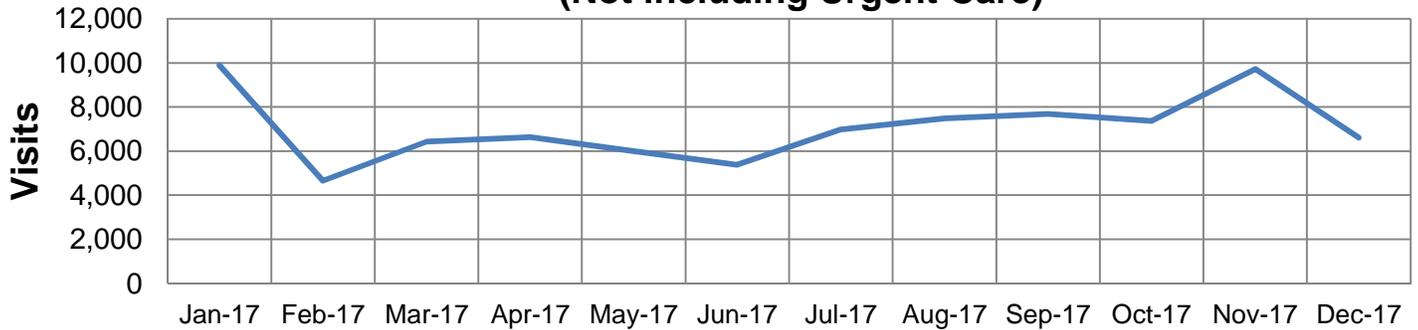


Fiscal Quarter	Q2 15	Q3 15	Q4 15	Q1 16	Q2 16	Q3 16	Q4 16	Q1 17	Q2 17	Q3 17	Q4 17	Q1 18	Q2 18
MRSA Stand. Infection Rate	0.21	0.29	0.33	0.34	0.00	0.78	0.00	0.79	0.71	0.00	0.74	0.36	0.00
**Default Interim Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Raw Count of Infections	1	1	1	1	0	2	0	2	2	0	2	1	0

*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.

**Default Interim Benchmark is a temporary measure until a national benchmark is defined.

Emergency Department (ED) Visits (Not including Urgent Care)



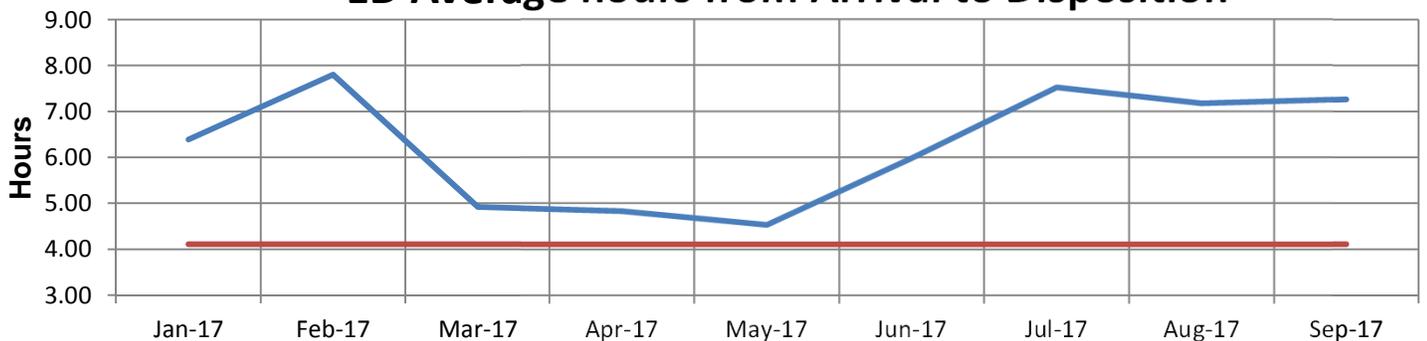
Month	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Visits	9,900	4,661	6,427	6,635	5,993	5,380	6,978	7,487	7,692	7,368	9,716	6,611

ED Left Without Being Seen



Month	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
UH LWBS	574	280	283	347	378	372	373	384	344	506	448	330

ED Average hours from Arrival to Disposition



Month	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Arrival to Disposition	6.39	7.80	4.92	4.83	4.53	5.98	7.52	7.17	7.26	6.76	6.38	6.90
*National Average	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11	4.11

* Press Ganey, Emergency Department Pulse Report, 2010 - Average length of stay in ED: 4 hours, 7 minutes.

**Encounters - Bernalillo County
For the six months ended December 31, 2017**

Source	Bernalillo County Encounters
Charity Care - Bernalillo County	4,521
EMSA	345
IHS	1,297
Medicaid	173,966
Medicare	128,271
Uninsured	19,879
HMO's & Insurance	111,108
All Other *	16,512
Total Encounters	455,899
Native American Encounters **	40,811

Encounters:

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.

***All Other** includes: Champus, Veteran Affairs, Tricare and Out of State Medicaid

****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.

BALANCE SHEET

Statements of Net Assets

December 31, 2017 and June 30, 2017

Assets	Dec 2017	June 2017
<i>(In Thousands)</i>		
Current assets:		
Cash and cash equivalents	\$ 178,239	178,332
Marketable securities	34,677	34,742
Receivables:		
Patient, net	126,640	119,182
University of New Mexico	534	960
Estimated third-party payor settlements	27,774	48,673
Bernalillo County treasurer	24,704	1,561
Other	30,589	29,149
Total current assets	<u>423,157</u>	<u>412,599</u>
Noncurrent assets:		
Assets whose use is limited:		
Held by trustee	20,915	18,058
By UNM Hospital Clinical Operations Board	22,756	22,462
Capital assets, net	<u>222,118</u>	<u>225,192</u>
Total assets	<u>688,946</u>	<u>678,311</u>
 Liabilities		
Current liabilities:		
Accounts payable	69,551	78,723
Payable to University of New Mexico	37,983	23,078
Estimated third-party payor settlements	62,886	57,456
Interest payable bonds	87	87
Other accrued liabilities	57,063	57,810
Total current liabilities	<u>227,570</u>	<u>217,154</u>
Bonds payable	<u>103,425</u>	<u>103,424</u>
Total liabilities	<u>330,995</u>	<u>320,578</u>
 Net Assets		
Restricted for expendable grants, bequests, and contributions	16,782	16,635
Restricted for trust indenture and debt agreement	20,915	18,058
Unrestricted net assets	201,516	201,273
Assets invested in capital	118,738	121,767
Total net assets	<u>\$ 357,951</u>	<u>\$ 357,733</u>

INCOME STATEMENT

Statements of Revenues, Expenses, and Changes in Net Assets
For the six months ended December 31, 2017

<i>(In Thousands)</i>	Dec 2017
Operating revenues:	
Net Patient Service	\$ 462,645
Other	15,665
Total Operating Revenues	<u>478,310</u>
Operating expenses:	
Employee Compensation and Benefits	252,926
UNM School of Medicine Medical Services	65,017
Medical Services Oncology	11,034
Medical Services non-SOM	15,851
Medical Supplies	74,529
Oncology Drugs	16,975
Occupancy/Equipment	29,784
Depreciation	15,889
Purchased Services	28,825
Health System Expenses	8,020
Other	8,842
Total Operating Expenses	<u>527,692</u>
Operating loss	<u>(49,382)</u>
Nonoperating Revenues (Expenses):	
Bernalillo County Mill Levy	49,138
State Appropriation	5,762
Health System Mission Support	(5,059)
Interest Expense	(1,560)
Other Revenue and (Expense)	1,319
Net Nonoperating Revenues	<u>49,600</u>
Increase in Net Assets	218
Net Assets, Beginning of Year	357,733
Net Assets, End of Year	<u>\$ 357,951</u>

Financial Assistance to Patients by County*
For the six months ended December 31, 2017

County	Charity Care Cost	Uninsured Cost	Total Uncompensated Care Cost
Bernalillo	\$ 11,886,875	\$ 11,533,254	\$ 23,420,128
Catron	12,636	383	13,019
Chaves	27,403	110,048	137,450
Cibola	53,800	128,340	182,139
Colfax	4,100	287	4,387
Curry	1,992	3,158	5,151
De Baca	15,977	3,939	19,916
Dona Ana	38,626	244,513	283,139
Eddy	119,271	87,100	206,372
Grant	86,520	2,449	88,970
Guadalupe	5,542	12,376	17,918
Harding	407	-	407
Hidalgo	423	-	423
Lea	2,380	18,916	21,296
Lincoln	4,104	20,953	25,057
Los Alamos	6,762	12,139	18,901
Luna	4,908	446	5,354
Mc Kinley	194,382	207,064	401,446
Mora	2,583	22,044	24,626
Otero	38,490	2,909	41,398
Quay	1,458	17,391	18,848
Rio Arriba	7,888	103,473	111,362
Roosevelt	78	76,944	77,022
San Juan	194,199	165,454	359,652
San Miguel	16,572	23,998	40,571
Sandoval	366,909	825,380	1,192,290
Santa Fe	390,201	362,585	752,787
Sierra	11,175	92	11,267
Socorro	28,815	71,620	100,435
Taos	20,413	50,564	70,977
Torrance	92,880	212,257	305,137
Union	791	4,293	5,083
Valencia	1,767,878	1,424,603	3,192,481
Out Of State	-	1,417,626	1,417,626
Grand Total	\$ 15,406,438	\$ 17,166,598	\$ 32,573,036

* Based on primary and secondary coverage

Total Uncompensated Care Cost: Cost of care for UNM Hospitals is the actual cost of providing care - salary, benefits, supplies, drugs, blood, organs, utilities, depreciation, contracts, services.

Financial Assistance to Bernalillo County Patients by Zip Code
For the six months ended December 30, 2017

Bernalillo County Zip	Inpatient Encounter Count	Inpatient Charity Care and Unisured Cost	Outpatient Encounter Count	Outpatient Charity Care and Unisured Cost	Total Encounter Count	Total Patient Charity Care and Unisured Cost
87008	-	\$ -	58	\$ 15,527	58	\$ 15,527
87022	1	31,010	155	84,467	156	115,477
87047	1	48,310	55	16,571	56	64,881
87059	4	10,557	285	150,872	289	161,428
87101	-	-	23	23,912	23	23,912
87102	59	566,608	2,271	1,045,510	2,330	1,612,119
87103	1	2,679	35	5,240	36	7,919
87104	19	211,003	755	214,144	774	425,147
87105	175	1,375,224	5,302	1,827,070	5,477	3,202,294
87106	45	360,095	1,451	631,732	1,496	991,828
87107	57	368,888	2,029	810,489	2,086	1,179,377
87108	92	575,666	3,692	1,285,170	3,784	1,860,837
87109	33	294,029	1,493	569,224	1,526	863,252
87110	45	1,403,444	1,816	592,514	1,861	1,995,958
87111	42	295,809	1,371	524,524	1,413	820,333
87112	35	201,879	1,786	745,594	1,821	947,472
87113	13	90,362	454	122,528	467	212,890
87114	40	196,142	1,470	639,522	1,510	835,664
87115	-	-	6	3,014	6	3,014
87116	2	12,569	23	24,442	25	37,011
87117	-	-	9	1,556	9	1,556
87119	-	-	47	(3,750)	47	(3,750)
87120	53	890,011	1,709	765,053	1,762	1,655,064
87121	204	1,379,052	8,037	2,814,917	8,241	4,193,969
87122	5	4,392	152	99,502	157	103,894
87123	84	730,973	2,729	992,686	2,813	1,723,659
87125	4	60,380	96	38,637	100	99,016
87131	-	-	2	(65)	2	(65)
87151	2	170	61	38,160	63	38,329
87153	-	-	5	1,294	5	1,294
87154	-	-	61	14,397	61	14,397
87158	-	-	-	-	-	-
87176	2	7,596	95	8,676	97	16,271
87181	-	-	32	6,152	32	6,152
87184	-	-	3	263	3	263
87185	-	-	3	402	3	402
87187	1	1,236	5	5,102	6	6,338
87190	-	-	16	7,016	16	7,016
87191	-	-	7	573	7	573
87192	-	-	67	12,242	67	12,242
87193	-	-	62	10,987	62	10,987
87194	-	-	21	14,930	21	14,930
87195	2	7,377	92	36,927	94	44,304
87196	1	472	70	12,454	71	12,926
87197	2	3,126	50	7,466	52	10,592
87198	1	18,351	61	41,267	62	59,617
87199	2	-	58	13,812	60	13,812
Grand Total	1,027	\$ 9,147,408	38,080	\$ 14,272,720	39,107	\$ 23,420,128

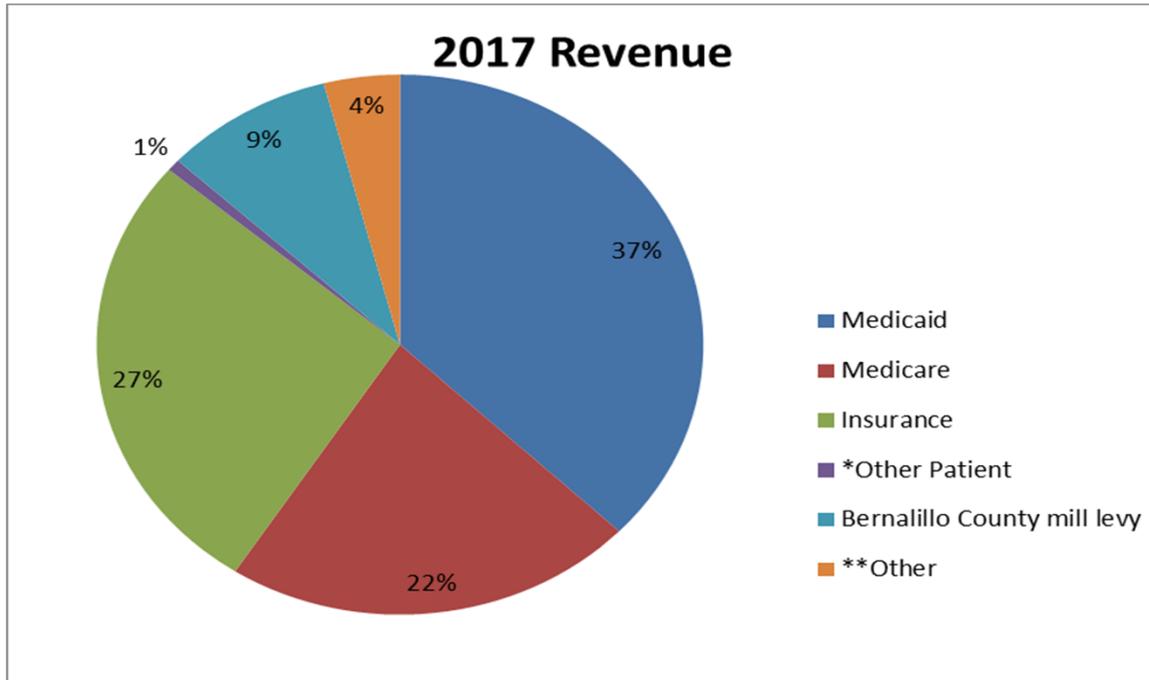
C - Financial Assistance to Bernalillo County Patients by Service Type
For the six months ended December 31, 2017

Bernalillo County Zip	Cancer Count	Medicine Count	Pediatrics Count	Surgery Count	Emergency Medicine Count	Neurology Count	OBGYN Count	Orthopedics Count	Psychiatry Count	Other Count	Total Count
87008	6	23	-	1	2	7	-	-	11	8	58
87022	24	62	-	4	13	12	3	7	4	27	156
87047	2	22	-	2	1	2	1	1	5	20	56
87059	64	128	-	6	15	15	2	4	27	28	289
87101	-	2	-	-	4	-	1	-	13	3	23
87102	189	648	2	66	275	90	78	52	400	530	2,330
87103	-	5	-	-	1	6	2	-	8	14	36
87104	19	283	-	31	51	55	23	19	130	163	774
87105	356	1,817	5	244	371	188	230	167	787	1,312	5,477
87106	48	450	1	40	114	65	48	36	334	360	1,496
87107	155	748	2	81	131	117	93	59	271	429	2,086
87108	167	1,167	5	115	306	126	118	77	768	935	3,784
87109	77	602	3	59	102	106	31	52	257	237	1,526
87110	79	659	1	70	111	125	36	46	475	259	1,861
87111	119	479	2	37	85	89	41	49	321	191	1,413
87112	95	689	-	85	125	92	21	57	421	236	1,821
87113	43	163	-	19	30	28	11	16	60	97	467
87114	141	567	-	74	87	70	40	53	225	253	1,510
87115	-	2	-	-	-	-	-	-	4	-	6
87116	1	6	-	-	4	-	-	-	3	11	25
87117	-	-	-	-	1	-	-	-	8	-	9
87119	-	32	-	2	1	6	-	2	2	2	47
87120	77	684	2	60	143	115	64	55	294	268	1,762
87121	612	2,676	11	259	537	302	501	264	643	2,436	8,241
87122	10	53	-	5	9	9	5	16	33	17	157
87123	104	954	3	96	211	159	112	79	368	727	2,813
87125	4	41	-	4	10	1	3	-	16	21	100
87131	-	2	-	-	-	-	-	-	-	-	2
87151	-	6	-	-	7	-	3	6	11	30	63
87153	-	-	-	-	-	-	1	2	2	-	5
87154	2	29	-	5	3	11	-	1	4	6	61
87158	-	-	-	-	-	-	-	-	-	-	-
87176	3	50	-	2	5	13	4	2	10	8	97
87181	3	10	-	2	1	5	1	-	1	9	32
87184	-	1	-	-	-	1	-	-	-	1	3
87185	1	2	-	-	-	-	-	-	-	-	3
87187	-	2	1	-	-	-	-	-	2	1	6
87190	1	8	-	-	-	-	-	-	6	1	16
87191	-	6	-	-	-	-	-	-	-	1	7
87192	4	42	-	1	4	7	1	3	2	3	67
87193	7	21	-	4	-	3	-	2	13	12	62
87194	-	4	-	2	-	1	-	-	14	-	21
87195	3	46	-	1	9	11	-	3	11	10	94
87196	-	41	-	4	2	7	1	3	8	5	71
87197	2	29	-	2	2	3	-	1	6	7	52
87198	9	23	-	6	4	2	-	2	3	13	62
87199	1	28	-	3	4	8	-	1	3	12	60
Grand Total	2,428	13,312	38	1,392	2,781	1,857	1,475	1,137	5,984	8,703	39,107

**Primary Reason for Bernalillo County Indigent Resident Visits
For the Six Quarters ending December 31, 2017**

Description	Q1 FY18	Q4 FY17	Q3 FY17	Q2 FY17	Q1 FY17	Q4 FY16
Factors influencing health status and contact with health services	3,158	4,819	4,914	3,277	3,018	5,601
Diseases of the musculoskeletal system and connective tissue	1,332	2,187	2,413	1,606	1,312	2,777
Symptoms, signs and Ill-Defined Conditions	1,188	1,974	2,155	1,489	1,167	2,510
Injury, poisoning and certain other consequences of external causes	986	1,729	1,706	1,053	928	1,941
Endocrine, nutritional and metabolic diseases	783	1,319	1,422	955	698	1,426
Diseases of the respiratory system	777	886	1,105	1,084	647	1,084
Mental and behavioural disorders	690	1,122	1,242	865	670	1,323
Diseases of the circulatory system	656	1,086	1,185	779	591	1,327
Diseases of the nervous system	584	1,000	1,089	732	556	1,108
Neoplasms	556	964	816	467	372	1,039
Diseases of the genitourinary system	507	859	901	593	487	1,063
Diseases of the digestive system	459	755	837	560	435	920
Diseases of the skin and subcutaneous tissue	406	666	729	448	336	739
Pregnancy, childbirth and the puerperium	364	726	801	482	379	788
Diseases of the eye and adnexa	297	502	568	391	299	601
Certain infectious and parasitic diseases	245	380	441	310	240	487
Diseases of the ear and mastoid process	164	261	290	232	138	250
Congenital malformations, deformations, chromosomal abnormalities	114	176	181	116	91	194
Diseases of the blood, blood-forming organs and immune mechanism	91	169	158	102	79	176
Certain conditions originating in the perinatal period	20	37	32	26	17	35
Other (prescription pick-up, etc.)	1,946	2,167	2,643	1,859	1,497	2,962
Total Visits	15,323	23,784	25,628	17,426	13,957	28,351

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

Revenue by Payor Source


Medicaid	\$ 398,088,303
Medicare	235,643,386
Insurance	290,059,494
*Other Patient	7,677,138
Bernalillo County mill levy	96,635,062
**Other	43,408,951
Total	\$ 1,071,512,335

***Other Patient:** Champus, Veteran Affairs, Tricare and Out of State Medicaid

****Other:** All other revenues that are not patient related. Such as State and Local Contracts, Other Operating Revenue, State Appropriations, Contributions and Investment Income,

Total Number of Inpatient Days

FY17 is based on the twelve months ended June 30, 2016

FY18 is based on the six months ended December 31, 2017

Patient Days	FY17 Actual	FY18 Actual
Adult	112,125	58,711
Pediatric	40,272	18,044
Newborn	5,027	2,710
Total Patient Days	158,610	79,465

Nursing Hours of Care

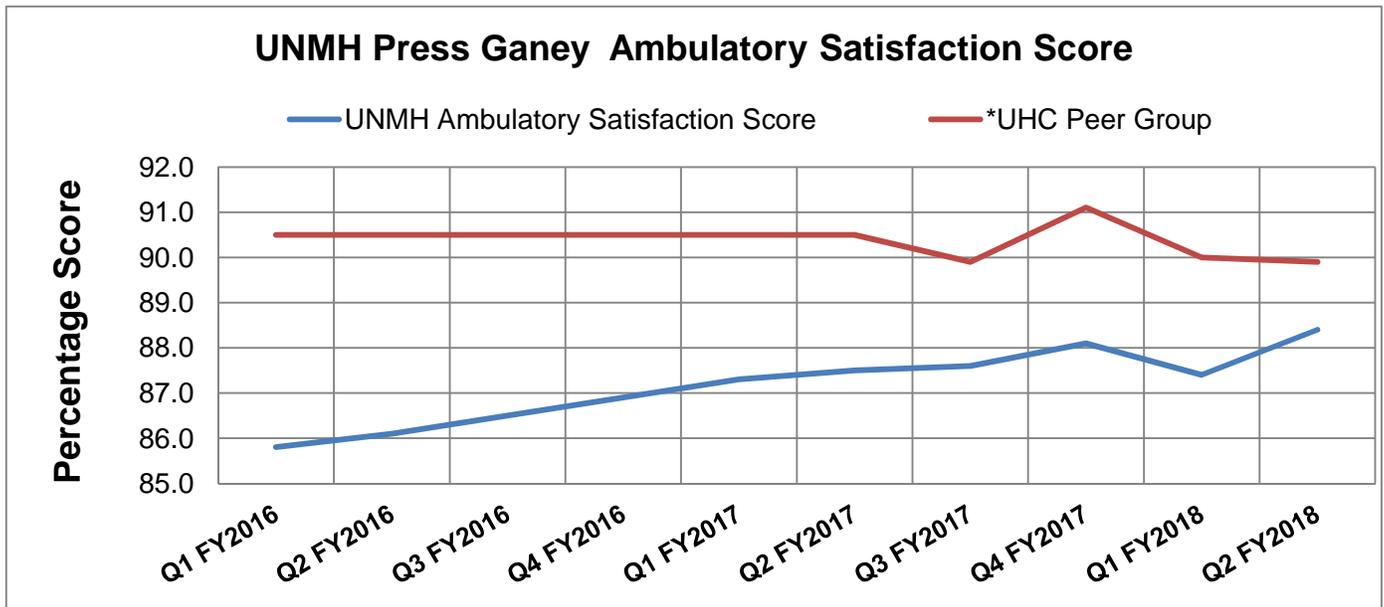
	FY17 Actual	FY18 Year to Date
UNMH Nursing Hours of Care Per Patient*	17.65	17.61

*Nursing Hours of Care includes all paid hours in the nursing departments (nurses, techs, etc.) divided by the stats for each department.

Number of RN FTE's and Retention Rate

Category	Number of FTES as of June 2017	Number of FTES as of Dec 2017	Hires (Headcount)	Terms (Headcount)	Rolling Retention Rate
RN's	1,858	1,606	113	122	85.62%
*National Retention Rate Benchmark					82.80%

*Per the 2016 National Healthcare Retention & RN Staffing Report Published by: NSI Nursing Solutions, Inc., the 2015 national turnover rate is 17.2%.



Quarter	Q1 FY2016	Q2 FY2016	Q3 FY2016	Q4 FY2016	Q1 FY2017	Q2 FY2017	Q3 FY2017	Q4 FY2017	Q1 FY2018	Q2 FY2018
UNMH Ambulatory Satisfaction Score	85.8	86.1	86.5	86.9	87.3	87.5	87.6	88.1	87.4	88.4
*UHC Peer Group	90.5	90.5	90.5	90.5	90.5	90.5	89.9	91.1	90.0	89.9

*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.

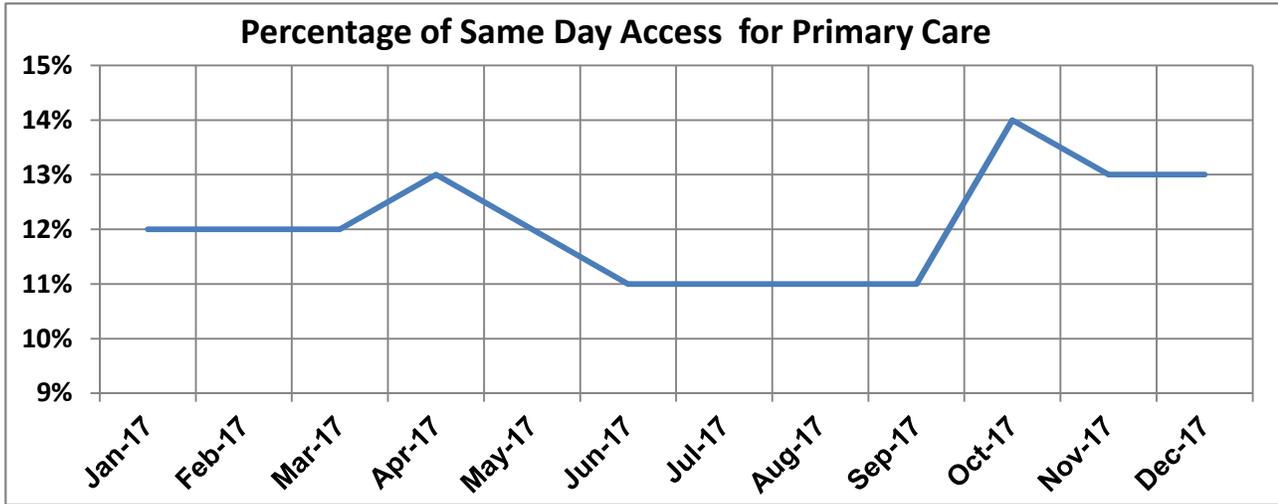
Total Number of Outpatient visits

FY17 is based on the twelve months ended June 30, 2017

FY18 projected based on six months ended December 31, 2017

Outpatient visits

521,869	FY17 Actual (12 Months)
527,848	FY18 Projected

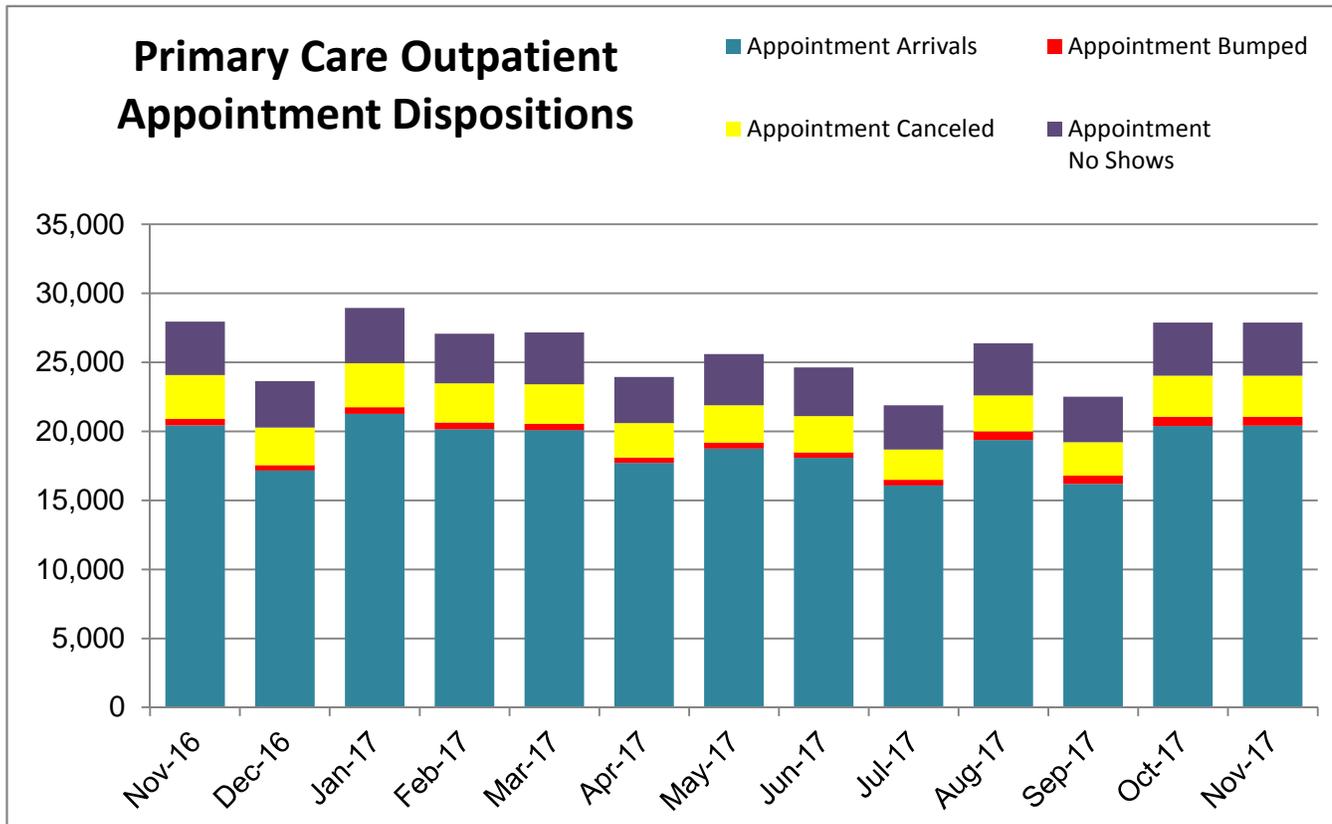
Percentage of Primary Care Patients with same day clinic appointment


Month	Same Day	Total Arrived	Same Day Rate
Jan-17	1,796	14,449	12%
Feb-17	1,658	13,791	12%
Mar-17	1,843	15,232	12%
Apr-17	1,665	13,170	13%
May-17	1,757	14,231	12%
Jun-17	1,465	13,738	11%
Jul-17	1,334	12,247	11%
Aug-17	1,652	14,692	11%
Sep-17	1,307	12,063	11%
Oct-17	2,258	15,726	14%
Nov-17	1,933	14,562	13%
Dec-17	1,528	12,081	13%

Twelve Month Same Day Access Average by Clinic

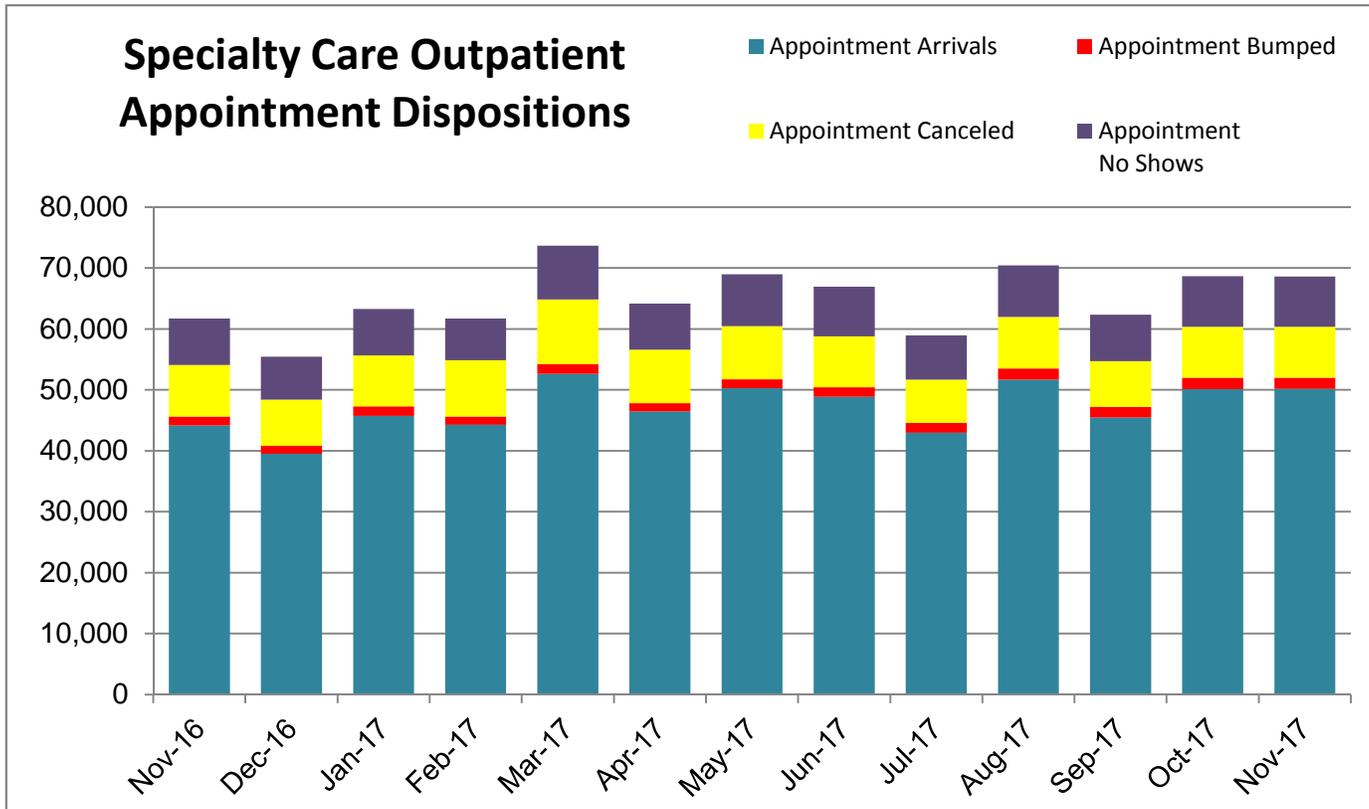
Average	Primary Care Clinics
9%	1209 Clinic
8%	Family Practice Clinic
5%	General Pediatrics Clinic
9%	Northeast Heights Clinic
9%	Senior Health Center
9%	Southeast Heights Clinic
14%	Southwest Mesa Clinic
6%	SRMC FP Clinic
67%	UNM Lobocare Clinic
6%	Westside Clinic
15%	Young Childrens Health Center

This data includes only Primary care appointments

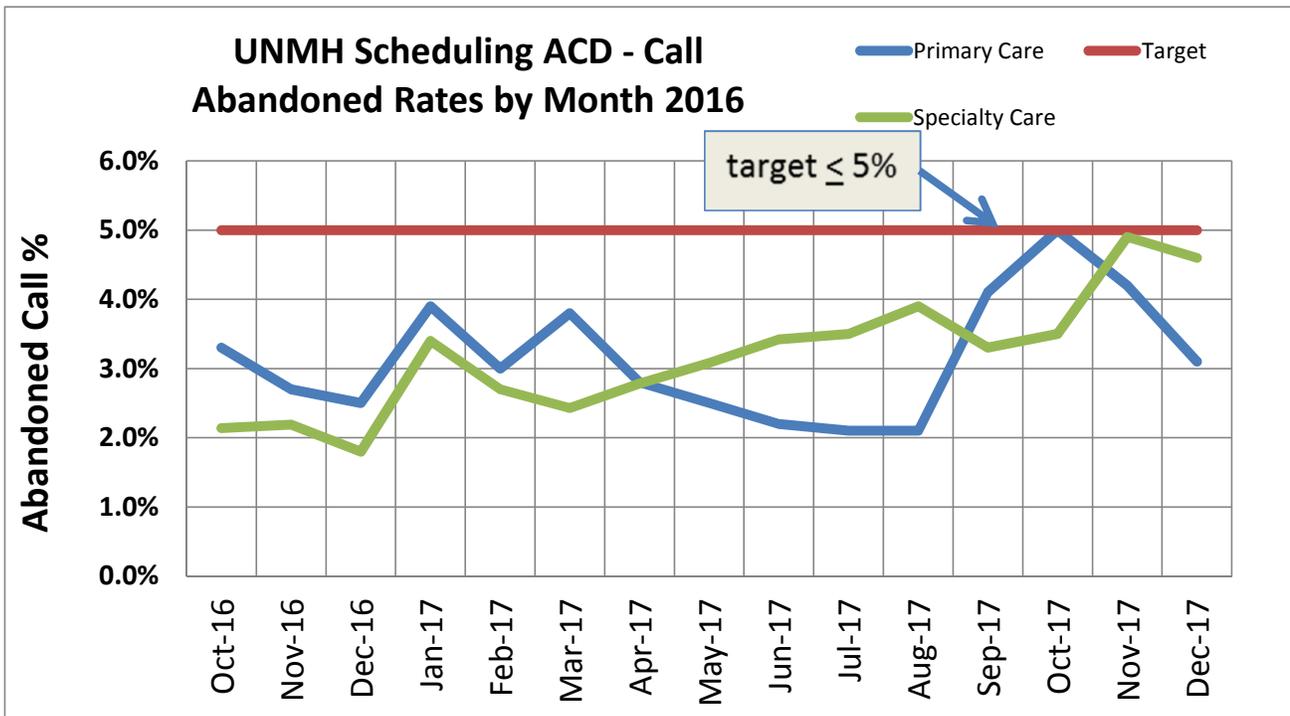


Month	Appointment Arrivals	Appointment Bumped	Appointment Canceled	Appointment No Shows
Nov-16	20,444	460	3,183	3,870
Dec-16	17,155	400	2,723	3,367
Jan-17	21,260	494	3,189	4,005
Feb-17	20,164	478	2,837	3,609
Mar-17	20,101	461	2,861	3,757
Apr-17	17,723	394	2,489	3,331
May-17	18,764	433	2,689	3,720
Jun-17	18,087	383	2,626	3,544
Jul-17	16,087	400	2,191	3,211
Aug-17	19,381	617	2,597	3,802
Sep-17	16,205	581	2,441	3,280
Oct-17	20,403	654	2,979	3,848
Nov-17	20,409	654	2,978	3,834

This data includes only Specialty Care appointments



Month	Appointment Arrivals	Appointment Bumped	Appointment Canceled	Appointment No Shows
Nov-16	44,191	1,417	8,461	7,652
Dec-16	39,532	1,299	7,552	7,090
Jan-17	45,738	1,543	8,394	7,607
Feb-17	44,292	1,348	9,220	6,863
Mar-17	52,634	1,633	10,586	8,809
Apr-17	46,461	1,383	8,782	7,538
May-17	50,259	1,510	8,703	8,518
Jun-17	48,894	1,535	8,374	8,163
Jul-17	42,966	1,608	7,126	7,240
Aug-17	51,694	1,845	8,447	8,465
Sep-17	45,455	1,757	7,517	7,602
Oct-17	50,137	1,867	8,348	8,317
Nov-17	50,153	1,842	8,359	8,263



Area	UNMH Primary Care Scheduling ACD	UNMH Specialty Care Scheduling ACD	Goal Standard for Call Center
Oct-16	3.3%	2.1%	5%
Nov-16	2.7%	2.2%	5%
Dec-16	2.5%	1.8%	5%
Jan-17	3.9%	3.4%	5%
Feb-17	3.0%	2.7%	5%
Mar-17	3.8%	2.4%	5%
Apr-17	2.8%	2.8%	5%
May-17	2.5%	3.1%	5%
Jun-17	2.2%	3.4%	5%
Jul-17	2.1%	3.5%	5%
Aug-17	2.1%	3.9%	5%
Sep-17	4.1%	3.3%	5%
Oct-17	5.0%	3.5%	5%
Nov-17	4.2%	4.9%	5%
Dec-17	3.1%	4.6%	5%

Medication Reconciliation

62.7%	National Patient Safety Goal - Medication Reconciliation Primary Care	
26.8%	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.

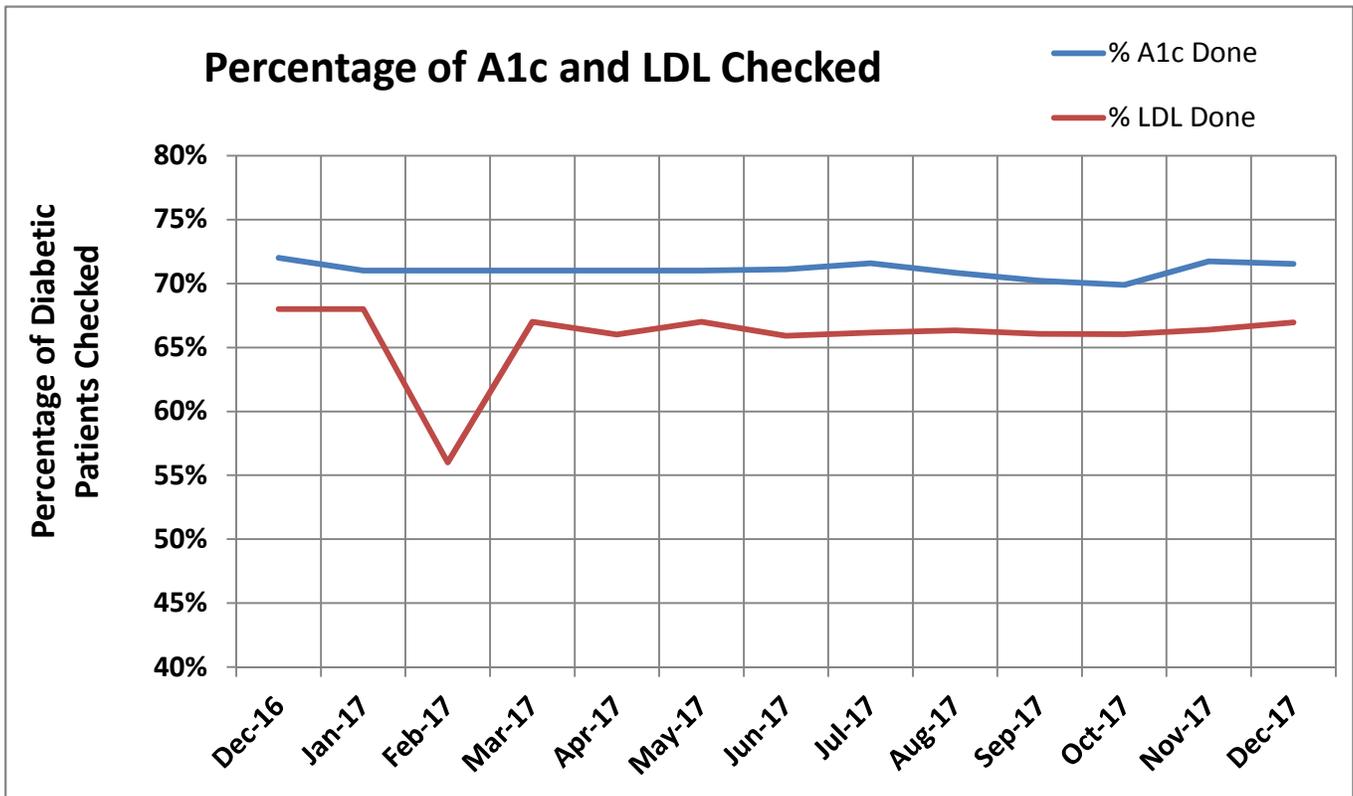
100% of all patients may access their medical records in person at UNMH.

UNMH turned on the MyHealthUNM on 10/31/2012 to provide patients on-line access to their medical records.

As of January 12, 2018

89,510	Invitations sent out to patient who provided an email address.
42,008	Patients who have claimed invitation, to sign up.
37,949	Active Users who have accessed their medical records
42%	Percentage of patients who can potentially electronically access their medical records.

The number of Active Users shown is the current number. It does not allow for deceased patients, nor children who turned eleven as covered under Children's Online Privacy Protection Rule ("COPPA").

Diabetes Management Indicators for HgbA1C and LDL <100


	Total Patients	A1c Done	% A1c Done	LDL Done	% LDL Done
Dec-16	6,753	4,857	72%	4,565	68%
Jan-17	6,768	4,828	71%	4,570	68%
Feb-17	344	244	71%	191	56%
Mar-17	6,725	4,785	71%	4,498	67%
Apr-17	6,761	4,807	71%	4,457	66%
May-17	6,748	4,791	71%	4,488	67%
Jun-17	6,761	4,807	71%	4,457	66%
Jul-17	6,784	4,856	72%	4,489	66%
Aug-17	6,764	4,792	71%	4,487	66%
Sep-17	6,763	4,748	70%	4,468	66%
Oct-17	6,771	4,733	70%	4,471	66%
Nov-17	6,728	4,826	72%	4,466	66%
Dec-17	6,719	4,807	72%	4,498	67%

For six months ended December 31, 2017

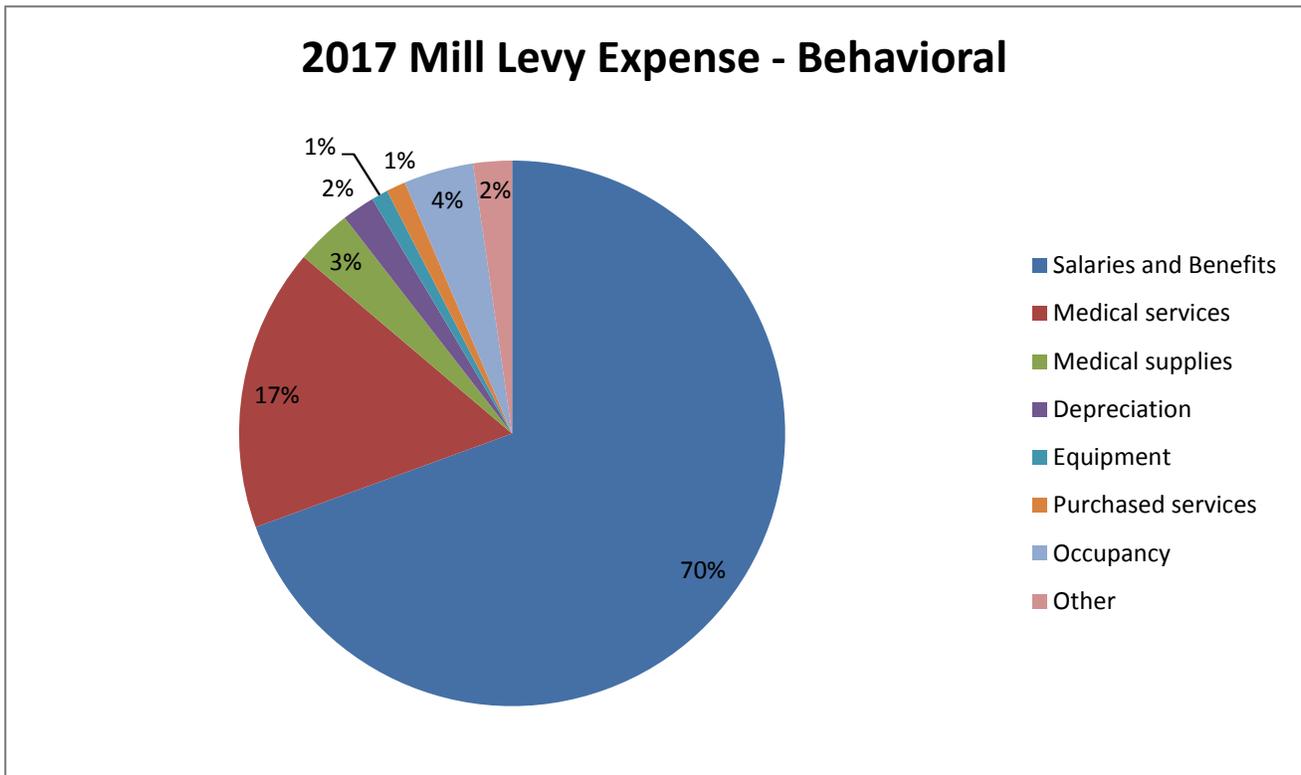
County	Charity Care	Uninsured	Total Uncompensated Care
Unduplicated Census	3,721	17,950	21,671
Encounters	4,521	19,879	24,400
Cost	\$ 15,406,438	\$ 17,166,598	\$ 32,573,036

* Based on primary and secondary coverage

Total Uncompensated Care Cost: Cost of care for UNM Hospitals is the actual cost of providing care - salary, benefits, supplies, drugs, blood, organs, utilities, depreciation, contracts, services.

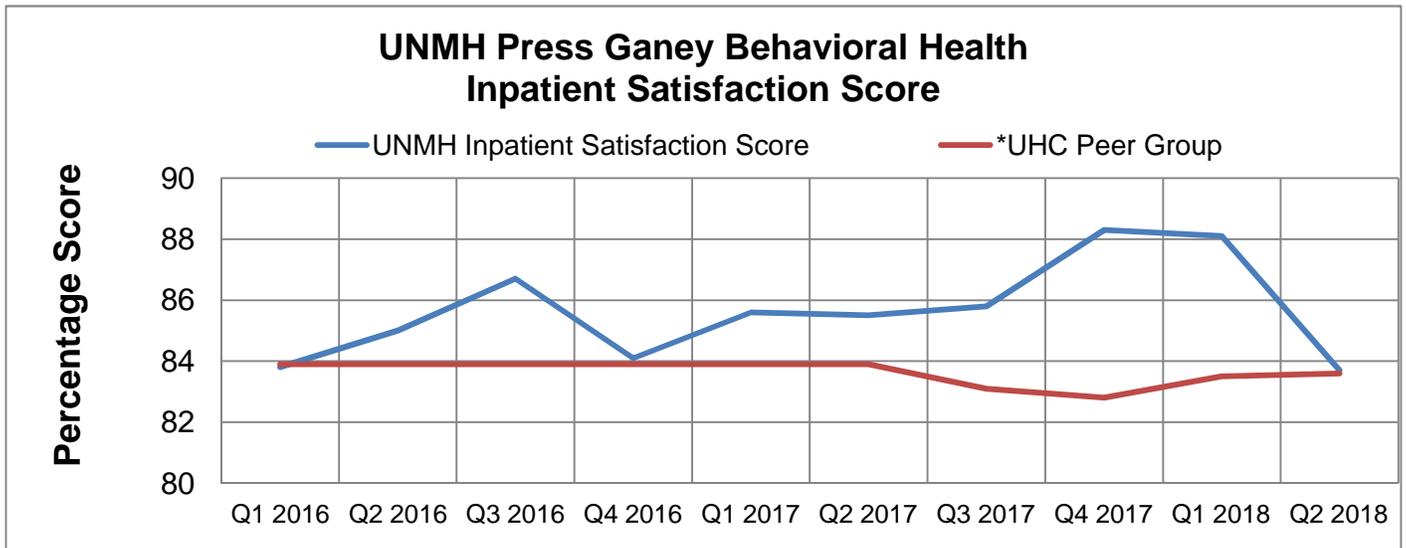
UNM Care Enrollment, Self-Pay and Medicaid Applications

Month	UNM Care Plan Enrollment Counts	Number of Medicaid applications completed at UNMH	Number of Self Pay Patients Seen on Discount Program
Apr-16	6,739	578	640
May-16	6,828	364	716
Jun-16	6,812	411	729
Jul-16	6,775	393	658
Aug-16	6,800	395	733
Sep-16	6,860	367	644
Oct-16	6,916	269	711
Nov-16	6,975	249	688
Dec-16	6,793	262	480
Jan-17	6,355	279	741
Feb-17	6,363	318	694
Mar-17	6,471	428	724
Apr-17	6,616	380	686
May-17	6,471	357	750
Jun-17	6,715	107	737
Jul-17	6,812	199	668
Aug-17	6,923	230	759
Sep-17	7,062	320	693
Oct-17	7,165	336	727
Nov-17	7,162	293	678

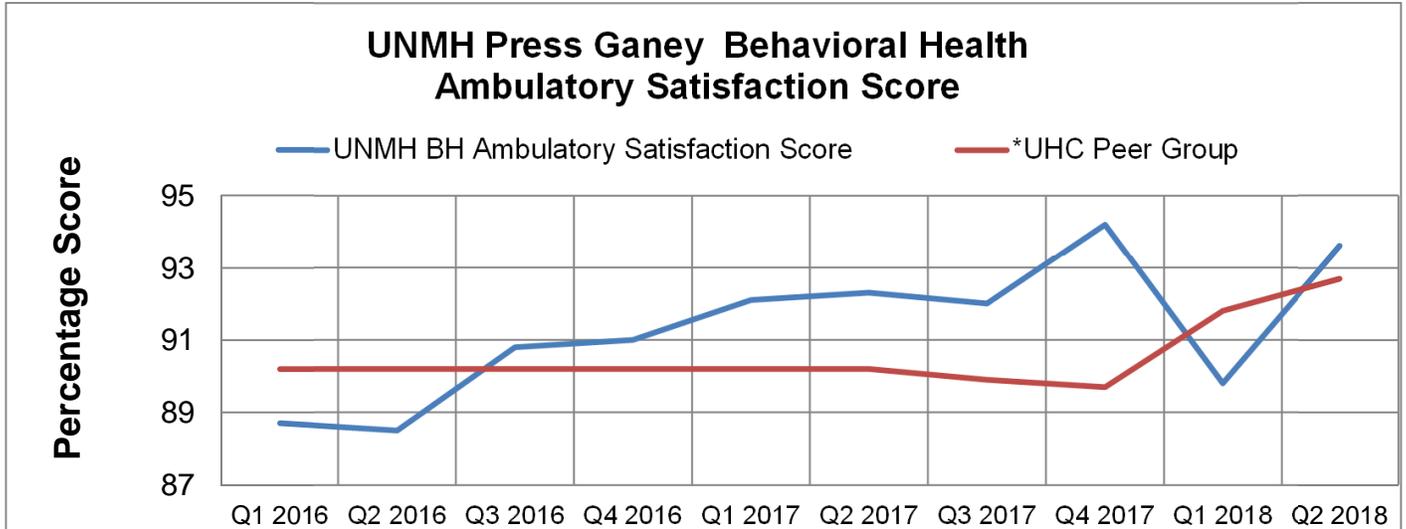


Salaries and Benefits	\$ 10,061,159
Medical services	2,432,304
Medical supplies	479,793
Depreciation	281,208
Equipment	143,503
Purchased services	166,695
Occupancy	600,104
Other	330,493
Total Expense	\$ 14,495,259

The Behavioral Health Mill Levy distribution is proportional to the Income Statement.



Quarter	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
UNMH Inpatient Satisfaction Score	83.8	85.0	86.7	84.1	85.6	85.5	85.8	88.3	88.1	83.7
*UHC Peer Group	83.9	83.9	83.9	83.9	83.9	83.9	83.1	82.8	83.5	83.6

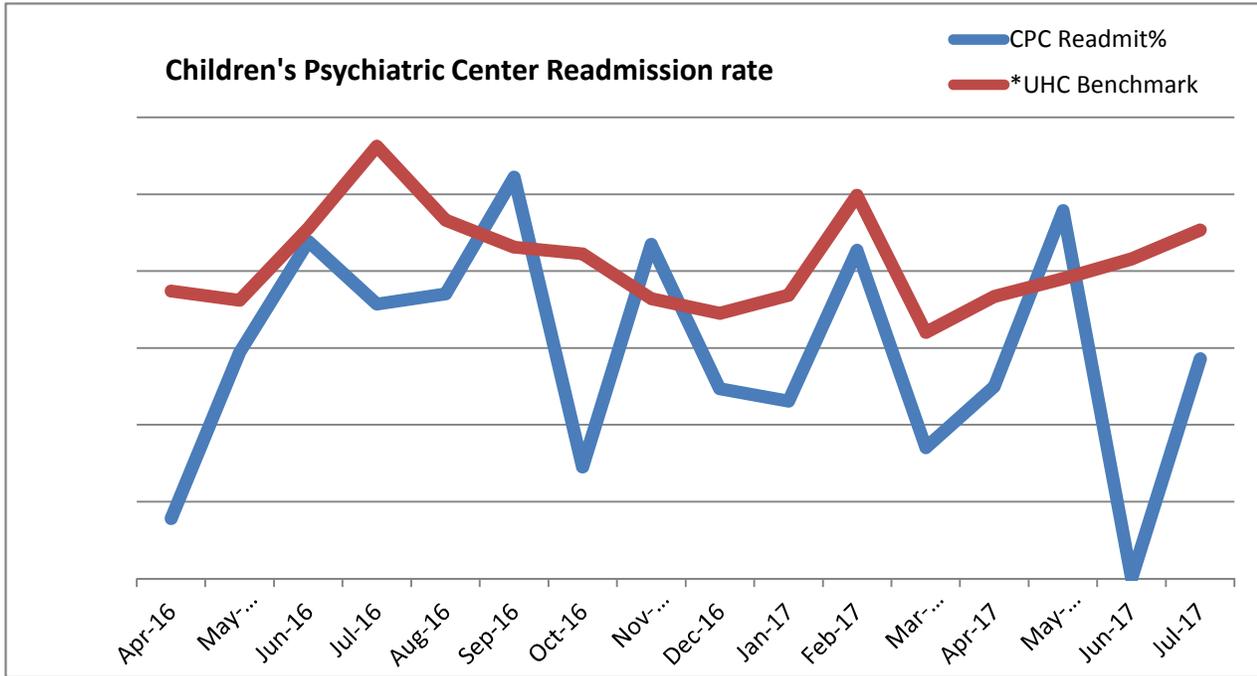


Quarter	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
UNMH BH Ambulatory Satisfaction Score	88.7	88.5	90.8	91.0	92.1	92.3	92.0	94.2	89.8	93.6
*UHC Peer Group	90.2	90.2	90.2	90.2	90.2	90.2	89.9	89.7	91.8	92.7

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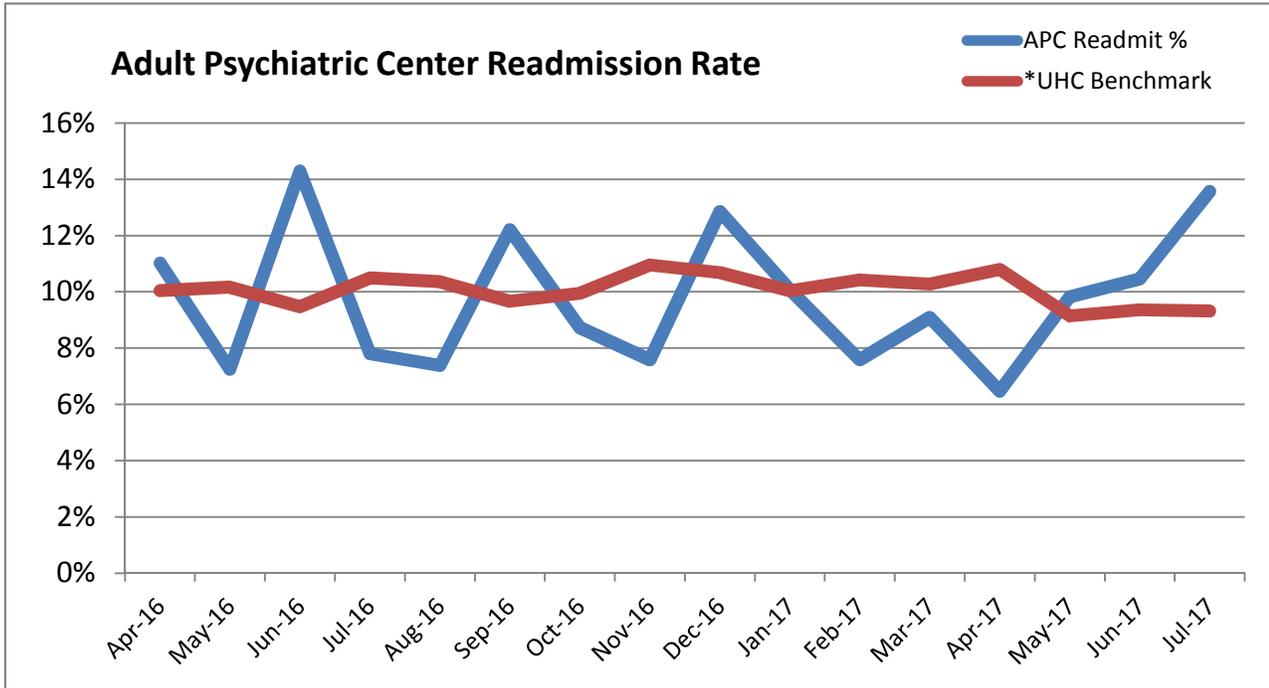
Behavioral Health Readmissions By Discharge Month 1st Admit

Children's Psychiatric Center



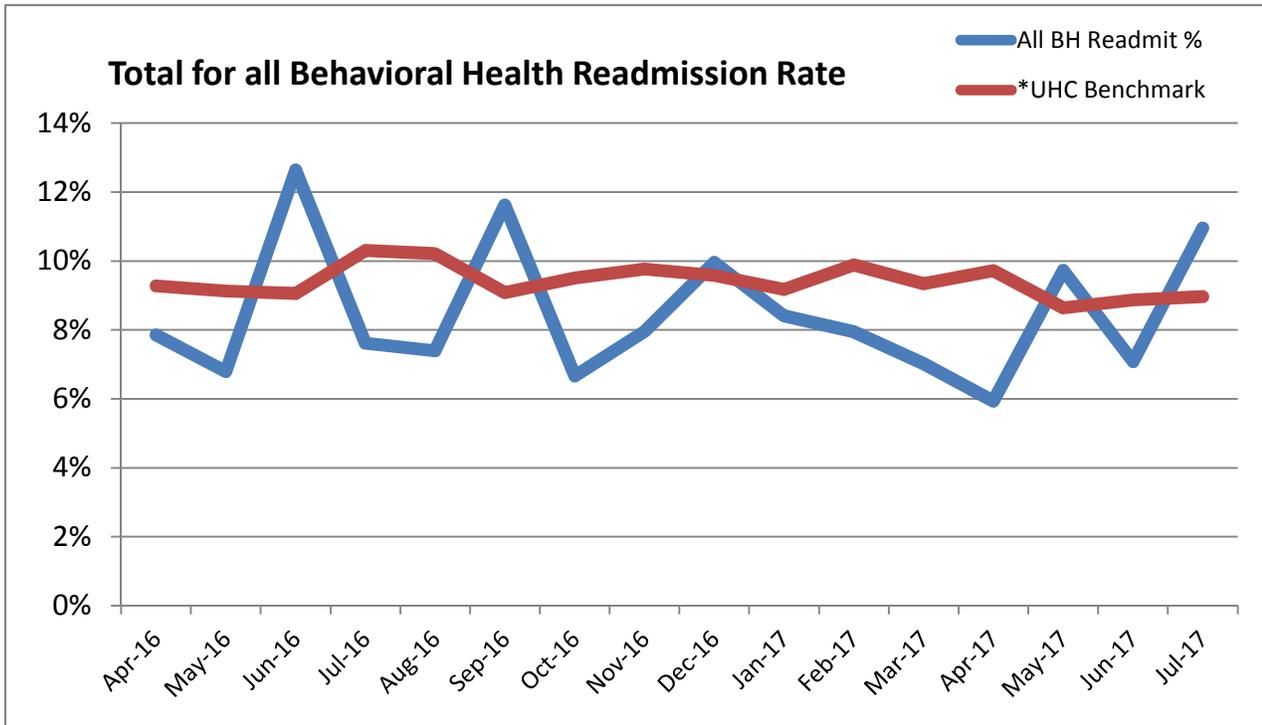
Discharge Month	Total Cases (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Jun-16	57	5	8.8%	8.9%
Jul-16	56	4	7.1%	11.3%
Aug-16	54	4	7.4%	9.9%
Sep-16	67	7	10.4%	8.5%
Oct-16	69	2	2.9%	8.8%
Nov-16	69	6	8.7%	7.6%
Dec-16	81	4	4.9%	6.4%
Jan-17	65	3	4.6%	7.6%
Feb-17	82	7	8.5%	10.1%
Mar-17	88	3	3.4%	6.8%
Apr-17	80	4	5.0%	7.2%
May-17	94	9	9.6%	7.9%
Jun-17	73	0	0.0%	8.4%
Jul-17	70	4	7.1%	10.0%
Aug-17	73	4	5.5%	8.4%
Sep-17	74	4	5.4%	7.6%

*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 facility being compared to. Patient population for compare group defined as an assigned MDC code of 19 ("Mental Disease & Disorders") and age of < 18 years old.

Behavioral Health Readmissions By Discharge Month 1st Admit
University Adult Psychiatric Center (APC)


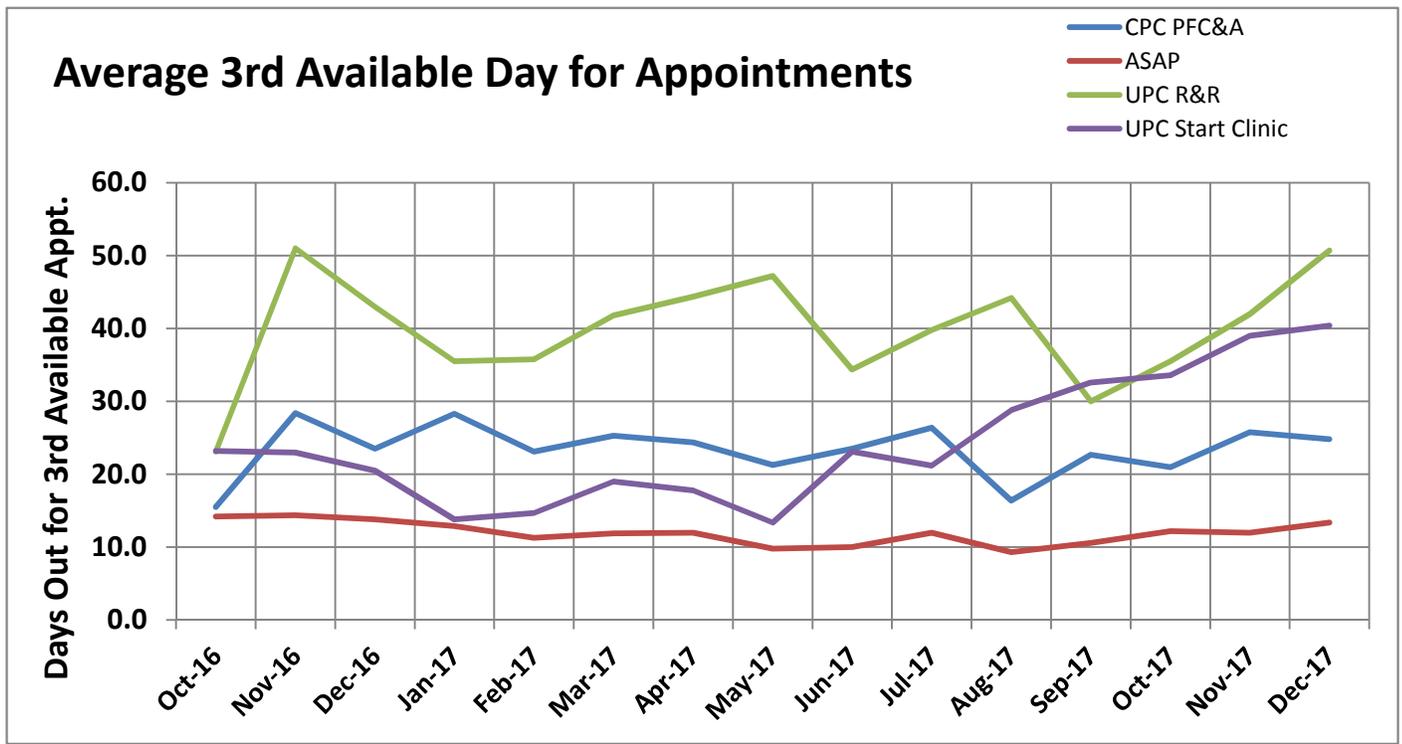
Discharge Month	Total Cases (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Jun-16	133	19	14.3%	9.4%
Jul-16	141	11	7.8%	10.5%
Aug-16	149	11	7.4%	10.4%
Sep-16	131	16	12.2%	9.8%
Oct-16	126	11	8.7%	10.1%
Nov-16	132	10	7.6%	11.0%
Dec-16	140	18	12.9%	10.0%
Jan-17	149	15	10.1%	10.1%
Feb-17	132	10	7.6%	10.5%
Mar-17	154	14	9.1%	10.3%
Apr-17	139	9	6.5%	10.8%
May-17	163	16	9.8%	9.3%
Jun-17	153	16	10.5%	9.8%
Jul-17	140	19	13.6%	10.5%
Aug-17	152	17	11.2%	9.4%
Sep-17	141	12	8.5%	8.7%

*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 facility being compared to. Patient population for compare group defined as an assigned MDC code of 19 ("Mental Disease & Disorders) and age of > 18 years old.

Behavioral Health Readmissions By Discharge Month 1st Admit
Totals for all of Behavioral Health


Discharge Month	Total Discharges (Denominator Cases)	30 Day (Readmit Cases)	Percent 30 Day Readmit Rate	*UHC Benchmark
Jun-16	190	24	12.6%	9.0%
Jul-16	197	15	7.6%	10.3%
Aug-16	203	15	7.4%	10.2%
Sep-16	198	23	11.6%	9.2%
Oct-16	195	13	6.7%	9.6%
Nov-16	201	16	8.0%	9.9%
Dec-16	221	22	10.0%	9.0%
Jan-17	214	18	8.4%	9.3%
Feb-17	214	17	7.9%	10.0%
Mar-17	242	17	7.0%	9.4%
Apr-17	219	13	5.9%	9.8%
May-17	257	25	9.7%	8.7%
Jun-17	226	16	7.1%	9.2%
Jul-17	210	23	11.4%	10.1%
Aug-17	225	21	9.3%	9.0%
Sep-17	215	16	7.4%	8.3%

*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 facility being compared to. Patient population for compare group defined as an assigned MDC code of 19.

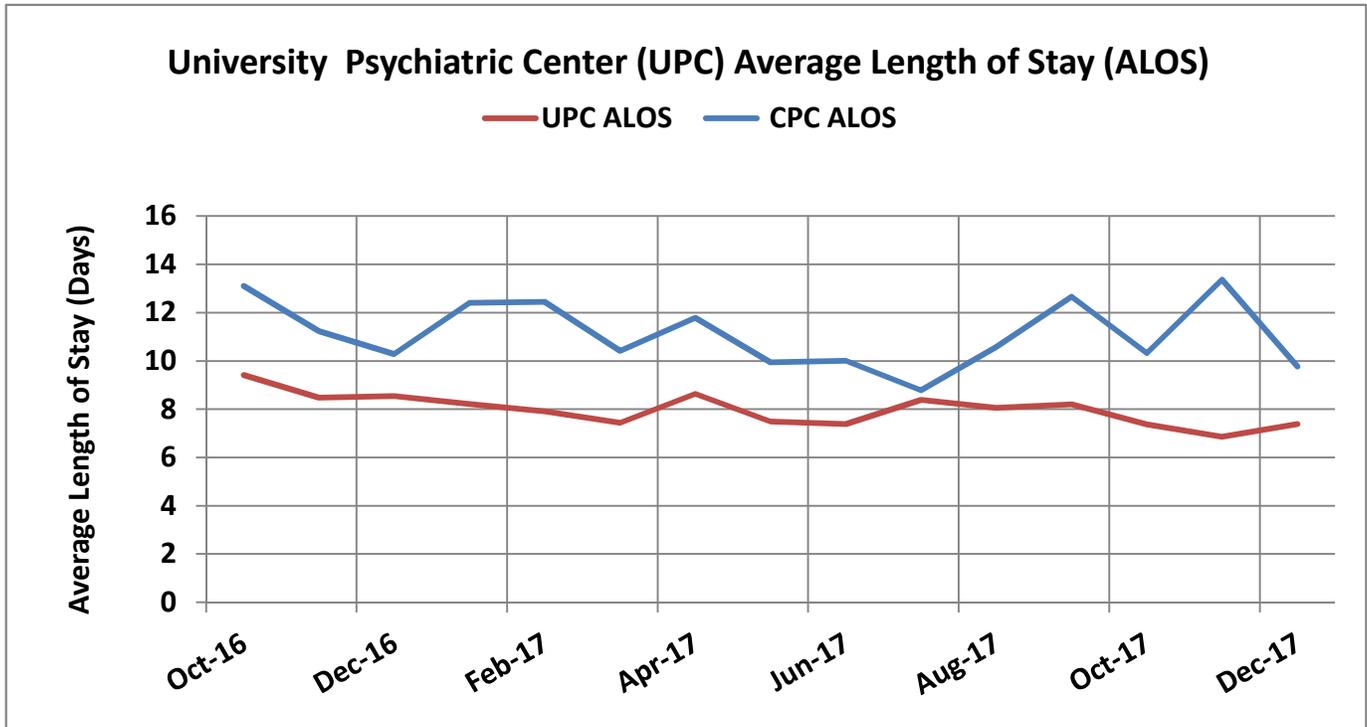
Average Appointment time for BH outpatient services


Month	CPC PFC&A	ASAP	UPC R&R	UPC Start Clinic
Oct-16	15.5	14.2	23.1	23.2
Nov-16	28.4	14.4	51.0	23.0
Dec-16	23.5	13.8	43.0	20.5
Jan-17	28.3	12.9	35.5	13.8
Feb-17	23.1	11.3	35.8	14.7
Mar-17	25.3	11.9	41.8	19.0
Apr-17	24.4	12.0	44.4	17.8
May-17	21.3	9.8	47.2	13.4
Jun-17	23.5	10.0	34.4	23.1
Jul-17	26.4	12.0	39.8	21.2
Aug-17	16.4	9.3	44.2	28.8
Sep-17	22.7	10.6	30.0	32.6
Oct-17	21.0	12.2	35.5	33.6
Nov-17	25.8	12.0	42.0	39.0
Dec-17	24.8	13.4	50.7	40.4

DEFINITIONS FOR ABOVE ACRONYMS

CPC PFC&A	Children's Psychiatric Center Programs for Children and Adolescents
ASAP	Alcohol and Substance Abuse Program
UPC R&R	University Psychiatric Center Recovery and Resiliency (Continuity of Care)
UPC Start Clinic	University Psychiatric Start Clinic (General Clinic)

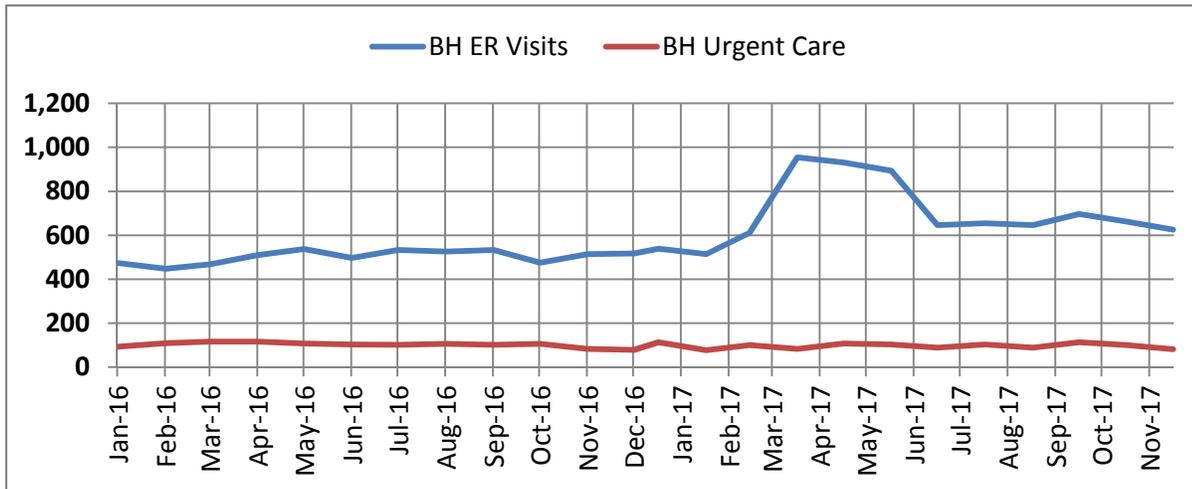
Behavioral Health Average Length of Inpatient Stay



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

Child National Benchmark: 12.2
Adult National Benchmark: 5.71

Month	CPC ALOS	UPC ALOS
Oct-16	13.1	9.42
Nov-16	11.23	8.48
Dec-16	10.28	8.55
Jan-17	12.41	8.22
Feb-17	12.44	7.91
Mar-17	10.41	7.43
Apr-17	11.79	8.63
May-17	9.94	7.49
Jun-17	10.01	7.38
Jul-17	8.78	8.39
Aug-17	10.58	8.06
Sep-17	12.66	8.2
Oct-17	10.32	7.37
Nov-17	13.37	6.85
Dec-17	9.77	7.38

Behavioral Health Emergency and Urgent Care


Month	BH Fast Track Admissions	BH ER Visits	BH Urgent Care
Jan-16	8	474	93
Feb-16	5	447	108
Mar-16	11	468	116
Apr-16	7	510	115
May-16	5	537	107
Jun-16	3	496	102
Jul-16	9	533	101
Aug-16	2	526	106
Sep-16	4	533	101
Oct-16	3	475	105
Nov-16	1	514	82
Dec-16	6	517	78
Jan-17	4	538	113
Feb-17	2	514	77
Mar-17	5	611	99
Apr-17	8	955	82
May-17	11	931	107
Jun-17	10	893	102
Jul-17	8	646	88
Aug-17	15	655	103
Sep-17	7	646	88
Oct-17	5	696	113
Nov-17	8	662	100
Dec-17	16	626	81
TOTALS	163	14,403	2,367

Number of Opioid Patients

Month	Census
Jan-16	450
Feb-16	446
Mar-16	437
Apr-16	443
May-16	441
Jun-16	440
Jul-16	434
Aug-16	423
Sep-16	427
Oct-16	432
Nov-16	441
Dec-16	436
Jan-17	424
Feb-17	416
Mar-17	419
Apr-17	520
May-17	528
Jun-17	533
Jul-17	531
Aug-17	531
Sep-17	519
Oct-17	530
Nov-17	535
Dec-17	539

Number of Methadone Encounters

Month	Count
Jan-17	5,035
Feb-17	4,751
Mar-17	5,187
Apr-17	4,858
May-17	5,308
Jun-17	5,403
Jul-17	5,304
Aug-17	5,553
Sep-17	5,265
Oct-17	5,630
Nov-17	5,403
Dec-17	5,364

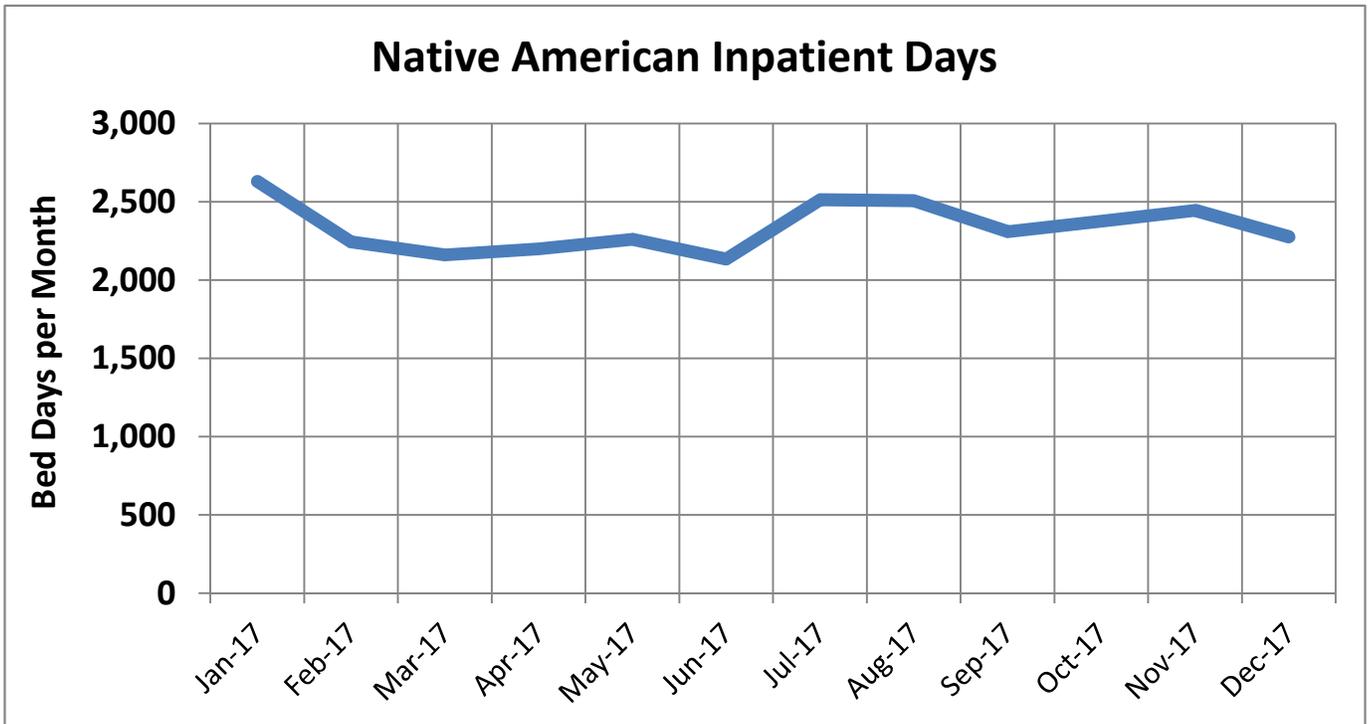
Number of Suboxone Encounters

Month	Count
Jan-17	259
Feb-17	259
Mar-17	361
Apr-17	466
May-17	485
Jun-17	533
Jul-17	447
Aug-17	438
Sep-17	351
Oct-17	380
Nov-17	420
Dec-17	391

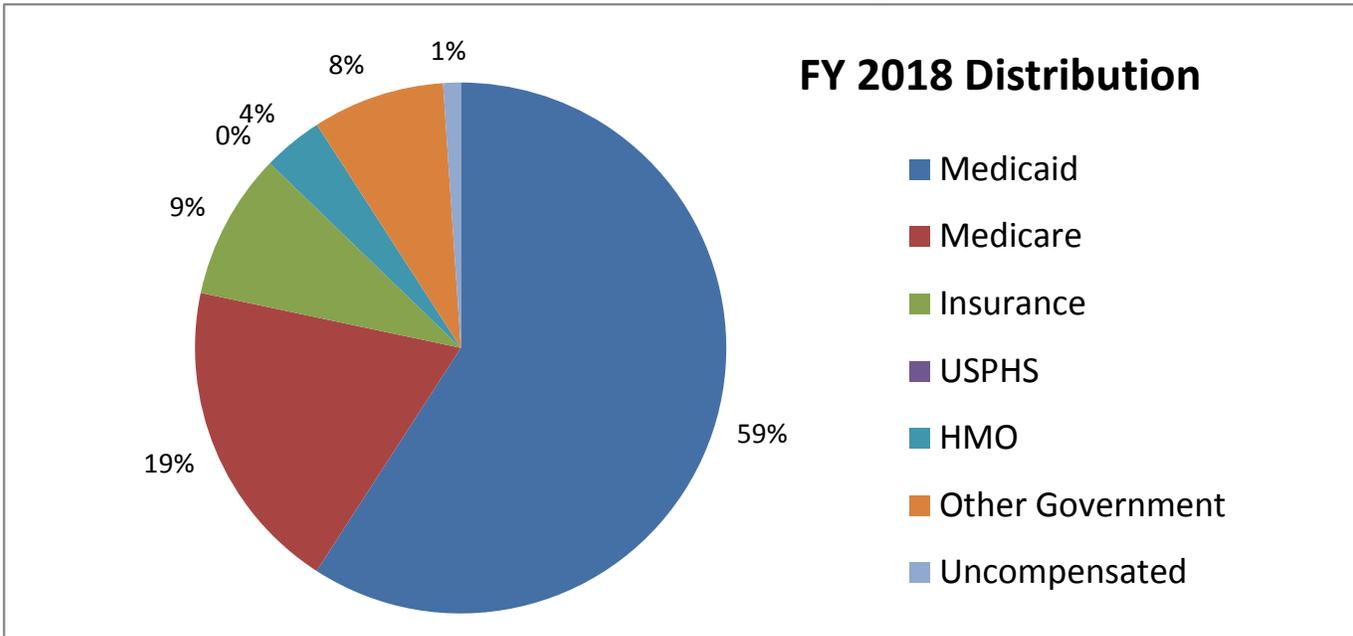
Number of encounters in COPE Medical home for High Needs Patients

Fiscal Year	Count
FY2016	3,200
FY2017	11,415
FY2018 Projected	12,100

Month	Native American Inpatient Admissions (Census)	Native American Enrollment - UNM Care
Dec-15	295	182
Jan-16	279	175
Feb-16	292	59
Mar-16	313	159
Apr-16	308	149
May-16	315	152
Jun-16	321	142
Jul-16	312	139
Aug-16	304	141
Sep-16	304	142
Oct-16	311	133
Nov-16	300	132
Dec-16	276	128
Jan-17	322	118
Feb-17	328	112
Mar-17	315	108
Apr-17	272	120
May-17	246	96
Jun-17	223	92
Jul-17	360	86
Aug-17	354	91
Sep-17	372	94
Oct-17	333	99
Nov-17	327	104



Month	Total Bed Days
Jan-17	2,631
Feb-17	2,244
Mar-17	2,161
Apr-17	2,199
May-17	2,261
Jun-17	2,134
Jul-17	2,512
Aug-17	2,506
Sep-17	2,309
Oct-17	2,377
Nov-17	2,446
Dec-17	2,276

Native American Insurance Distribution by Encounters


FY2018	Medicaid	Medicare	Insurance	USPHS	HMO	Other Government	Uncompensated
Jul-17	5,437	1,850	845	0	353	1,117	109
Aug-17	6,180	2,022	892	0	371	1,235	93
Sep-17	5,668	1,736	872	0	341	0	109
Oct-17	0	0	0	0	0	0	0
Nov-17	0	0	0	0	0	0	0
Dec-17	0	0	0	0	0	0	0
Jan-18	0	0	0	0	0	0	0
Feb-18	0	0	0	0	0	0	0
Mar-18	0	0	0	0	0	0	0
Apr-18	0	0	0	0	0	0	0
May-18	0	0	0	0	0	0	0
Jun-18	0	0	0	0	0	0	0
TOTAL	17,285	5,608	2,609	0	1,065	2,352	311
	59%	19%	9%	0%	4%	8%	1%