



**Presbyterian Healthcare Services'
Journey with CDSME:
Through a Lens of
Equity and Social Health in
New Mexico**

Valerie Quintana, MA & PTP
Director of Community & Clinical Linkages
vquintana2@phs.org





About Presbyterian

Serving New Mexico since 1908

- Health Plan
- Delivery System
- Medical Group

Focus on Value-based Care

- Health Plan since 1986
- Medicare Advantage since 1998
- More than 19,200 providers in network

Integrated System

- 9 hospitals
- 950+ employed providers
- 30+ Multi-specialty clinic sites
- 1.1+ million medical group visits annually

Why Does Community Health Exist?



WE ARE A NOT FOR PROFIT
HEALTH CARE SYSTEM

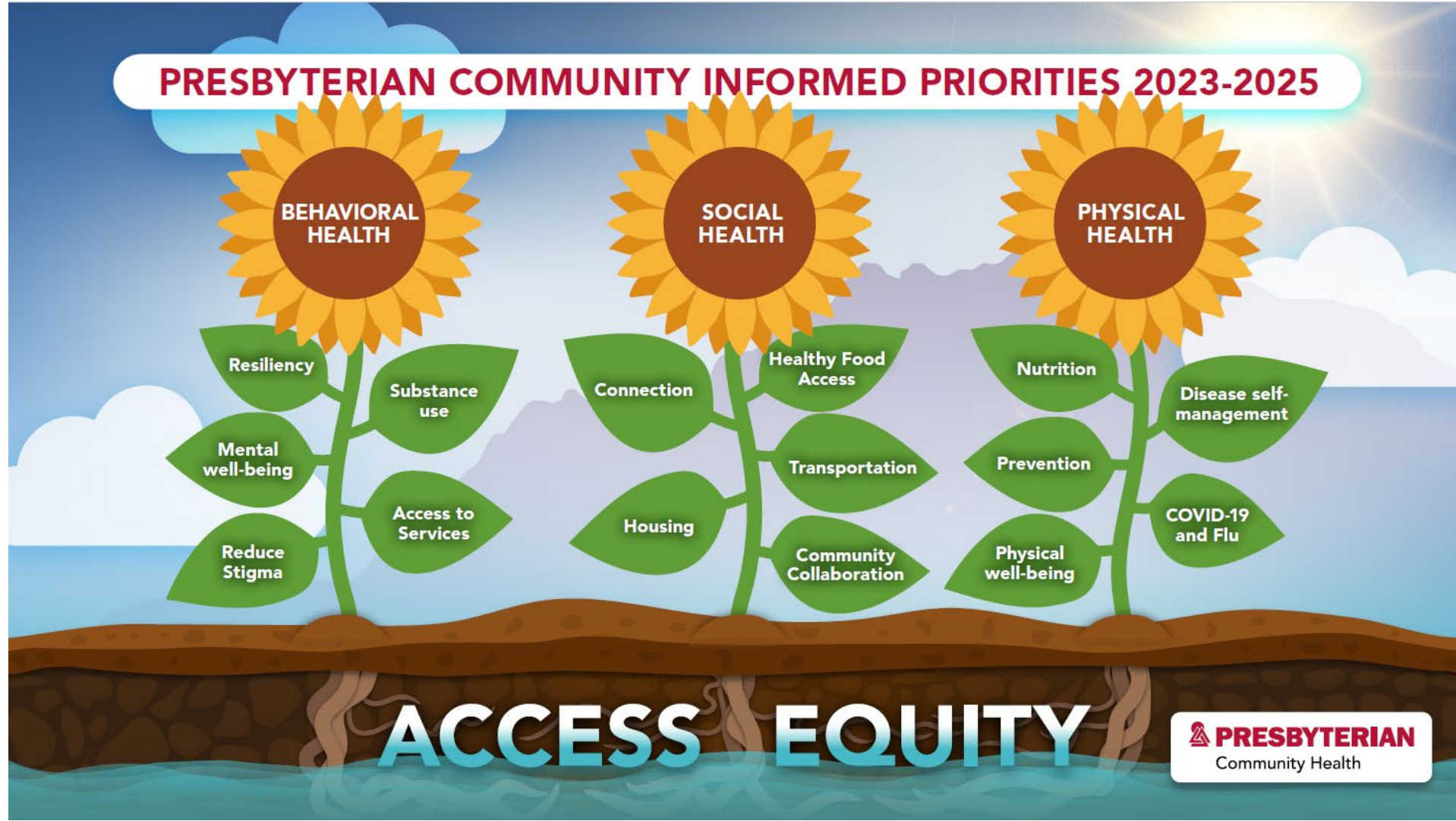


THE AFFORDABLE CARE ACT



OUR PURPOSE INCLUDES
IMPROVING THE HEALTH OF
THE **COMMUNITIES** WE SERVE

The Priorities



How CDSME & Community Health Started

CDC REACH

Racial And Ethnic Approaches to Community Health

2014 – Collective Impact Agreement

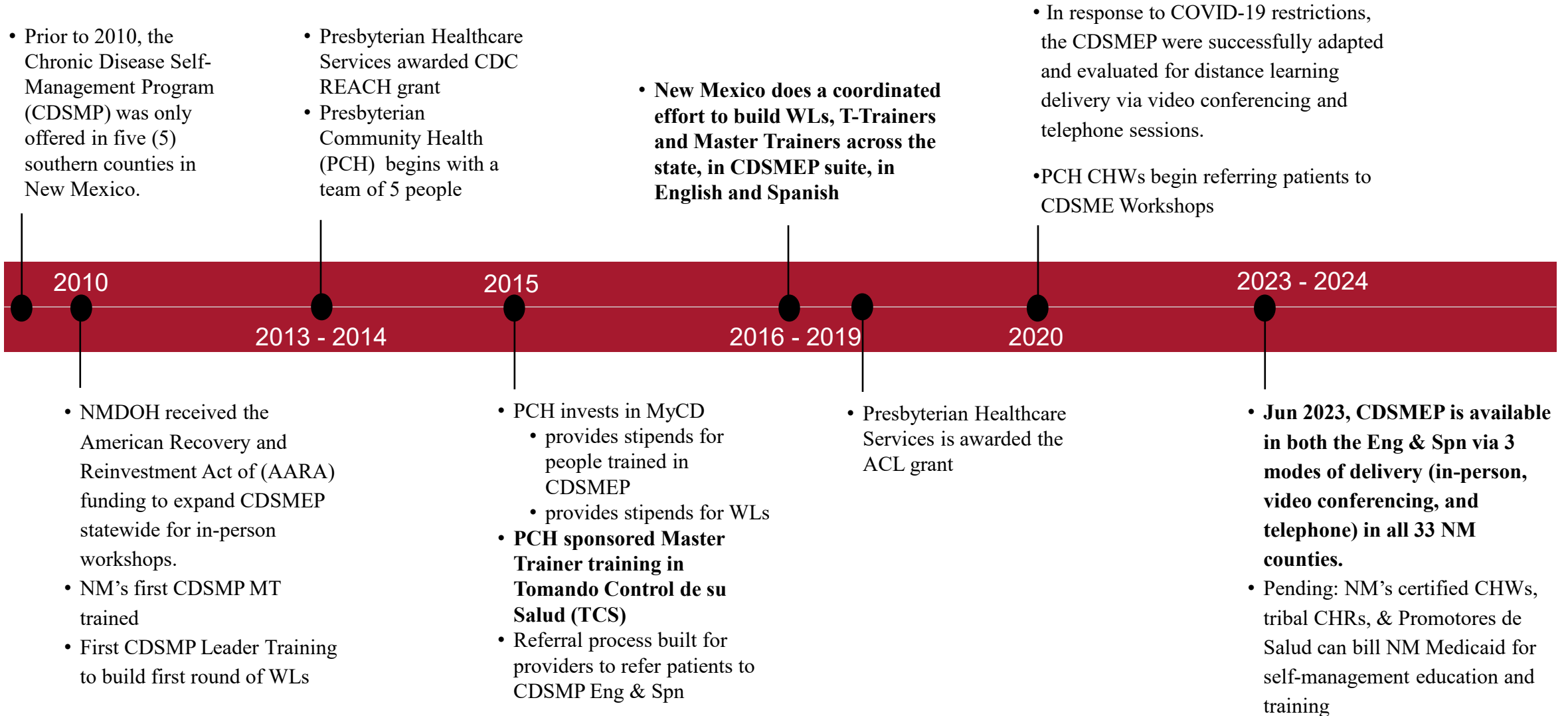
Focus Populations

Goal: Reduce Chronic Disease

YEAR ONE

- **Develop a referral source to facilitate the community partners accessing health education program resources such as MyCD.**
 - Identify the needs the referral source from providers and community partners
 - Bring in key partners to develop the referral source design
 - Ensure adequate resources are in the ShareNM directory to support the referral system
- **Provide Leader Training for community clinics, partner organizations, Community Health Workers/Representatives and other community providers in the MyCD program.**
 - Recruit Community Health Workers and other community leaders to be trained as Leaders of MyCD.
 - Offer self-management Leader Training to interested partners
 - Create and implement a schedule of programs with all partners

CDSME Timeline in New Mexico



NEW MEXICO

POPULATED PLACES

- 100,000 – 499,999 • Albuquerque
- 25,000 – 99,999 • Clovis
- 24,999 and less • Raton
- State capital ★ Santa Fe

TRANSPORTATION

- Interstate; limited access highway
- Other principal highway
- Railroad
- Airport

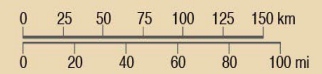
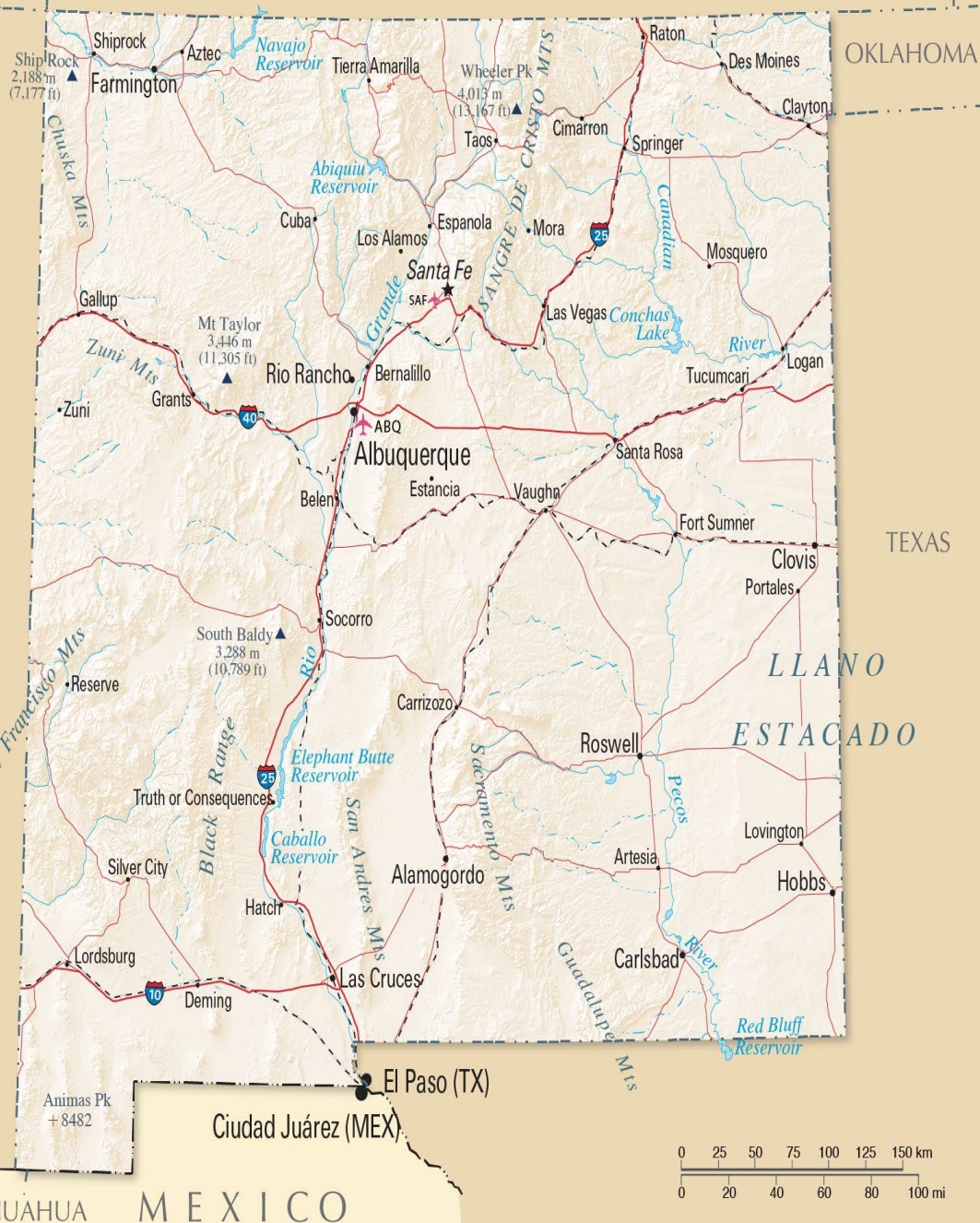
PHYSICAL FEATURES

- Streams: perennial; intermittent
- Lakes
- Highest elevation in state (feet) 13161
- Other elevations (feet) 11301

The lowest elevation in New Mexico is 2842 feet above sea level (Red Bluff Reservoir).

ARIZONA

CHIHUAHUA MEXICO



NUMBERS AT A GLANCE

New Mexico:

- Population = 2.1 million
- Hispanic Pop. = 1.3 million
- Highest % of Hispanics than any other state
 - Mexico 77.2%
 - Puerto Rico 1.6%
 - El Salvador 1.2%
 - other origins 15%

Hispanic Pop. By Age

- 18 – 49 = 412,000
- 50 – 61 = 130,000
- 62+ = 85,000

Unique Referral Process – 3rd Party



Albuquerque



1 Providers create referrals for patients to participate in **Community Classes and Programs**



2 A **WRC** staff member calls the patient to discuss programs the medical provider recommended



3 A **WRC** staff member helps participants set goals and enroll in classes and programs



4 Participants receive a registration letter confirming **Community Classes and Programs**



The **Healthy Here Wellness Referral Center** started operation January 2016 in New Mexico.

6 A **WRC** staff member follows-up with participants to track progress and address barriers



How was the cooking class?

5 Participants participate in **Community Classes and Programs**



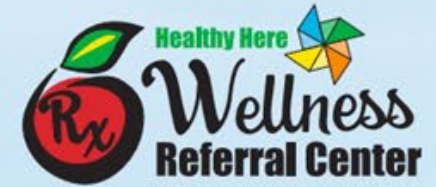
7 A **WRC** staff member follows-up with Community Classes and Programs to ensure participation



9 Participants can enroll in a new program



8 Patients who participate fully are eligible to **win prizes!**



PRESBYTERIAN
Community Health

PRESBYTERIAN
Healthcare Foundation



For more information, please call: **505-455-5332**



Wellness Referral Center Patient Testimonial

"I'm so happy I found out about the Wellness Referral Center and I'm so happy that my blood work has improved and doing great. The reason why my blood work is doing great is because of Wellness Referral Center programs."

Healthy Here resources funded by Presbyterian Foundation, and Presbyterian Community Health include virtual Let's Cook!, Kids Cook!, Running Medicine, Kickboxing, YMCA classes, breastfeeding support, Gentle Yoga, Zumba, Healthy Lifestyle Cooking Classes, and Youth Gardening classes. CDSME, DSMP, Water Aerobics, and other swimming classes are also offered.

The **Healthy Here Wellness Referral Center (WRC)** is housed and operated by Adelante Development Center. Presbyterian Healthcare Services Community Health, a founding partner and funder of the WRC, engages and trains participating clinic staff, healthcare providers and members of the Care Team to make referrals using the system.

Unique Referral Process – 3rd Party



SDOH & Chronic Disease Referrals

- Have you been diagnosed with Diabetes and/ or any other chronic conditions?
 - Have you ever experienced or are you currently experiencing chronic pain?
 - Are you living with diagnosis of cancer or in remission from cancer?
- ✓ **If Patient answered YES** – CHW ask: would you be interested in some information about free workshops to help you better manage this?

CHALLENGES



SOLUTIONS

Facebook

What's App

Community Outreach & DEI

Mexican Consulate

DISCUSSION



THANK YOU