

Socorro General Hospital Report to the Community 2011

We're committed to improving your health

Everyone at Socorro General Hospital, including our employees, doctors, volunteers and board members, works hard every day to provide our community with compassionate and advanced healthcare. We are working to improve the health of the communities we serve in Socorro and Catron Counties.

We serve our community every day. Here's how many people we served in 2010.

- 662 patients admitted to the hospital
- 27,485 outpatient visits (including Emergency Department visits)
- 168 babies delivered
- 11,052 patients treated in the Emergency Department
- 23,594 patient visits to our Presbyterian Medical Group providers

Serving the community is one of our top priorities. Here's how we helped our community in 2010.

- Provided more than 200 jobs for local residents
- Approximately \$15 million in employee salaries and benefits
- Provided a health fair at the Community Fun Fest
- Formed a team and raised funds for the American Cancer Society Relay For Life
- In-kind donation to La Promesa School during the holiday season.
- New Mexico Tech Macey Center Sponsor
- Supported the 16th Annual NM Tech President's Golf Tournament, the Socorro Chamber of Commerce Community Golf Tournament and the Socorro Open Golf Tournament with hole sponsorships
- More than \$498,000 in financial assistance to patients (unaudited)

Our facility improvements – made possible in part by Mil Levy funds

- Purchased approximately \$470,000 in new medical equipment to improve patient care.
- Opened the new Socorro General Hospital Women's Health Center.
- New, centrally located home for our Community Based Programs and Community Education Center.

Our community comes together to create a better place for healing and prevention

In order to provide exceptional healthcare, it takes the commitment of many individuals who, year after year, provide valuable time, energy and support to make this hospital a better place for patients and the community.

The Socorro General Hospital Board of Trustees: Blake Gerard (Chairman), Lorraine Archuleta; Lynn Brandvold; Eileen Comstock; Ron Gilworth; Stanley Herrera; Norma Lorang (Emeritus); Janine Morgan; Rick Penner; Peter Romero; Denise Shrum; Robert Tacker and Jan Tarr. We appreciate their valuable time, effort and knowledge in providing governance, leadership and direction.

What's ahead in 2011?

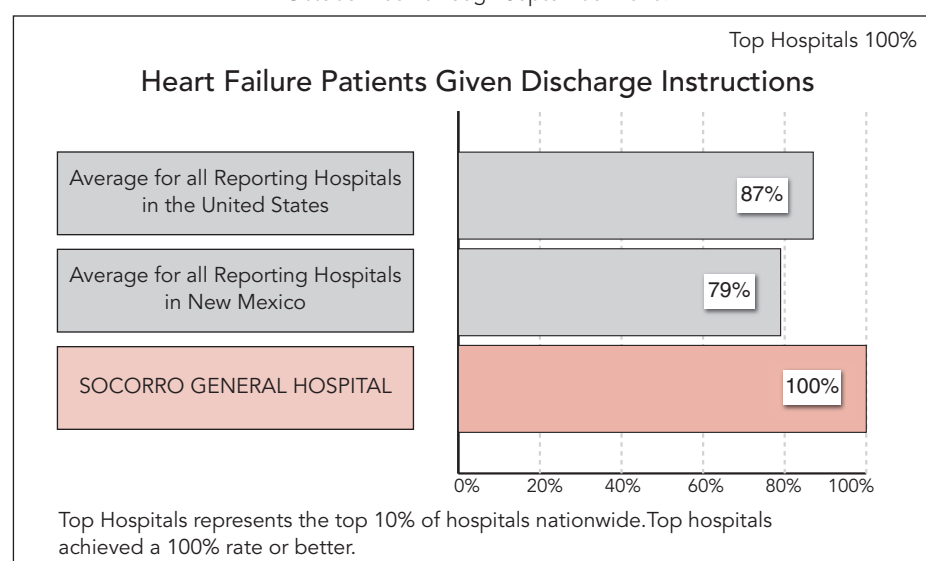
Moving forward, we are committed more than ever to:

- Developing a new medical office building to house additional primary care and specialty care practitioners in our community.
- Continue our focus on recruiting highly trained nurses and doctors to our community.
- Investing in state-of-the-art medical facilities and equipment.
- Improving our quality and efficiency by deploying automated processes and technology.
- Continue providing a high-level of service combined with the latest clinical practice standards in an effort to provide the best possible medical experience for those we serve.
- Delivering care that is more effective and less costly through further growth and development of our innovative Community Based Programs such as Diabetes Management and Prevention and the First Born Home Program.

Our continued focus on quality standards and practices

- One of only two New Mexico hospitals to receive the New Mexico Medical Review Association (NMMRA) Brilliant Torch Award for consistently exceeding Medicare clinical (core) measurement targets.
- Implemented an automated medication management and dispensing system.
- Exceed the 90th percentile compared to similar size hospitals in minimizing the rate of hospital mortality.
- Established an inpatient hospice program to provide comfortable and dignified care to patients affected by a terminal condition or illness.

The rates displayed in this graph are from data reported for discharges October 2009 through September 2010.



Source: U.S. Department of Health and Human Services, www.hospitalcompare.hhs.gov

- Socorro General Hospital continues to be a top performer nationally in caring for patients with heart failure. For October 2009 through September 2010, 100 percent of heart failure patients discharged from our hospital received the standardized discharge instructions to help them understand and manage their medical conditions at home.
- We also reached 100 percent on three other measures related to caring for patients with heart failure.

Employees: More than 200 valuable, hardworking and dedicated employees work approximately 365,000 hours to make sure that patients and visitors receive safe, high-quality customer care and service.

Socorro General Hospital Auxilians: Auxilians gave us more than 10,000 hours of their valuable time and several thousands of dollars in fundraising efforts to benefit the hospital. We appreciate our volunteers for all the comfort and service they provide to all who come through our doors.

Please accept our warmest thanks for your continued support as we reaffirm our commitment to serve the citizens of Socorro and Catron Counties. The physicians and staff of Socorro General Hospital are ready to provide you and your family outstanding and compassionate care.

Sincerely,

Bo Beames, MBA, FACHE
Socorro General Hospital
Administrator



Blake Gerard
Chair, Socorro General Hospital
Board of Trustees

