

ACTION PLAN

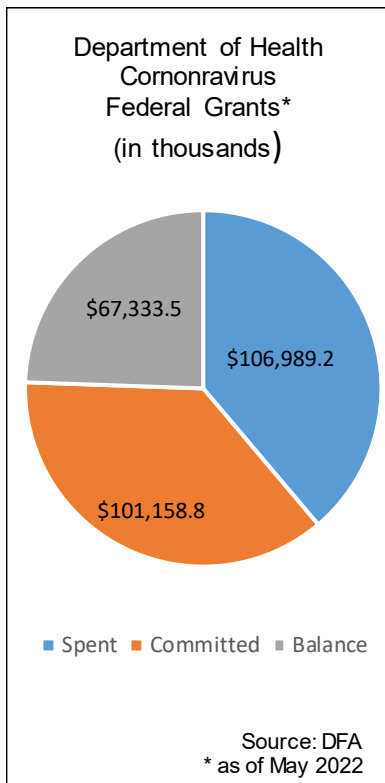
Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No

Department of Health

The Department of Health (DOH) reported some improvements in performance on targets across the agency during the third quarter of FY22 but focus on managing the state's Covid-19 response also continues to result in declining performance for other department programs. As part of the state plan to eliminate the waiting list for the Developmental Disabilities (DD) and Mi Via Medicaid waivers, DDS has already begun allocations for clients. As of April 2022, an additional 250 individuals are moving into services.

Public Health

The Public Health Program continues to be a cornerstone of the state's response to the Covid-19 pandemic. Given the significant size of the program's response to the pandemic and statewide closures, the program has reported declining performance on tobacco cessation services. However, successful overdose reversals per client enrolled in the DOH Harm Reduction Program may reach targeted performance. A recent LFC report found drug overdoses and alcohol-related deaths in New Mexico reached all-time highs in 2020, even though the state has tripled spending on substance use treatment since 2014. In FY16, New Mexico enacted legislation to reduce barriers in providing naloxone to individuals at highest risk of experiencing an opioid overdose. DOH reported in FY21, challenges in providing services as a result of federal funding no longer being available for the harm reduction program and the pandemic's impact on staffing. DOH also believes this measure is likely an undercount of opioid overdose reversals as it is based on self-reporting when individuals return to receive a refill.



	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
Budget: \$181,884.1 FTE: 783							
Percent of preschoolers (19-35 months) who are indicated as being fully immunized	63%	65%	65%	67%	67%	65%	G
Percent of NMDOH funded school-based health centers that demonstrate improvement in their primary care or behavioral health care quality improvement focus area	50%	73%	95%	Reported Annually			
Percent of female clients ages 15-19 seen in NMDOH public health offices who are provided most or moderately effective contraceptives	86%	88%	63%	84%	82%	89%	G
Percent of New Mexico adult cigarette smokers who access cessation services	2.6%	1.9%	2.6%	0.6%	0.5%	0.4%	R
Number of successful overdose reversals of clients enrolled in the NMDOH Harm Reduction Program	3,444	2,572	2,750	1,035	904	714	G
Program Rating	Y	R					Y

*Measure is classified as explanatory and does not have a target.

Epidemiology and Response

The Epidemiology and Response Program (ERD) also plays a key role in the state's response to the pandemic, including case investigations of individuals who test positive for Covid-19 and contact tracing of individuals with direct exposure to Covid-19. The program did not meet a majority of performance targets. However, ERD reported most pharmacies in the state are continuing to dispense naloxone, an important tool for substance use treatment and support in the state. DOH also reported the decline in cities and counties with Access and Functional Needs (AFN) plans was largely a result of local emergency managers who were primarily focused on vaccine distribution efforts.

DOH reported the current department falls prevention program is fragmented. Although all facilities have falls prevention programs, DOH lacks a comprehensive program that would allow best practices to be shared. The program would facilitate information sharing and standardize protocols. DOH intends to put together a program within the next 90 to 120 days and reach the goal of reducing the number of falls to meet the standard.

Budget: \$118,065.7 FTE: 341	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
Percent of death certificates completed by Bureau of Vital Records and Health Statistics within 10 days of death	61%	50%	50%	53%	51%	53%	G
Rate of drug overdose deaths per 100,000 population*	Not Reported	Not Reported	N/A	Reported Annually			
Percent of retail pharmacies that dispense naloxone	95%	88%	85%	88%	87%	89%	G
Rate of alcohol-related deaths per 100,000 populations*	Not Reported	Not Reported	N/A	Reported Annually			
Percent of cities and counties with Access and Functional Needs (AFN) plans that help prepare vulnerable populations for a public health emergency	5%	65%	33%	10%	5%	5%	R
Program Rating	Y	R					Y

*Measure is classified as explanatory and does not have a target.

Facilities Management

The global pandemic has affected the intake and capacity of the facilities management program (FMD) which provides services for mental health, substance abuse, long-term care, and physical rehabilitation in both facility and community-based settings. Many of the state facilities with declining occupancy will also experience significant operational funding strains if they are unable to reverse the trend. To increase census, the program is developing a needs assessment at the facilities level to determine how to safely open more beds, which provided recommendations such as developing a recruitment and retention campaigns and case mix to ensure admitted patients won't require immediate increased staffing. As of May 11, 2022, the facilities statewide census was 65 percent of total operational beds. Additionally, the program has continued to report an increase in third-party revenue collections, which is vital to FMD's financial stability.

Budget: \$167,287.2 FTE: 1,930	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
Percent of eligible third-party revenue collected at all agency facilities	81%	92%	95%	77%	98%	100%	G

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In April 2022, U.S. Magistrate Judge John F. Robbenhaar granted the state's motion to dismiss the Jackson lawsuit. Filed in 1987, the Jackson litigation centered on significant deficiencies at a pair of since-closed state-run institutions for intellectually and developmentally disabled New Mexicans. Attorney fees and associated costs for the state have topped \$80 million over the course of the litigation. DOH and the plaintiffs reached a settlement agreement in 2019.

Number of significant medication errors per 100 patients	0.2	0.6	2	0.4	0	0.2	G
Percent of long-term care residents experiencing one or more falls with major injury	5.3%	4%	3.5%	4.2%	4.1%	3%	G
Percent of beds occupied	NA	NA	75%	50%	51%	50%	R
Percent of patients educated on MAT option while receiving medical detox services	NA	NA	90%	80%	85%	91%	G
Percent of Medication Assisted Treatment (MAT) inductions conducted or conducted after referrals on alcohol use disorders	NA	NA	65%	82%	72%	77%	G
Percent of Medication Assisted Treatment (MAT) inductions conducted or conducted after referrals on opiate use disorders	NA	NA	65%	81%	67%	64%	Y
Number of Narcan kits distributed or prescribed	NA	231	180	56	67	83	Y
Percent of medical detox occupancy at Turquoise Lodge Hospital	68%	70%	75%	71%	67%	57%	R
Program Rating	Y	Y					Y

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Scientific Laboratory

The Scientific Laboratory (SLD) provides a wide variety of laboratory services to programs operated by numerous partner agencies across the state of New Mexico. The program met its targeted performance for the third quarter, but should consider adding additional quarterly performance reports. The SLD Toxicology staff analyze samples for blood alcohol concentration (BAC) and drugs to determine cause of impairment in drivers, as well as Office of Medical Investigator (OMI) samples for carboxyhemoglobin.

Budget: \$14,825.2	FTE: 190	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
Percent of blood alcohol tests from driving-while-intoxicated cases that are completed and reported to law enforcement within 30 calendar days		91%	99%	95%	99%	98%	98%	G
Program Rating		Y	G					G

Developmental Disabilities Supports

DOH reported an increase in the number of individuals receiving services in the Developmental Disabilities (DD) and Mi Via Medicaid waivers programs. The number of individuals on the wait list is decreasing as the program continues the plan to eliminate the wait list. Of the individuals on the wait list, 501 have placed their allocation on hold, meaning these individuals were offered waiver services and have chosen to continue on the wait list for now. In addition to the provider rate which will increase in FY23, DD waiver providers statewide recently received a one-time payment of \$136 million. This payment is part of the federal plan for super allocation, DD providers will receive temporary Covid-19 economic recovery payments which will boost provider rates over

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three years; starting at 15 percent in year one and scaling down to 10 percent in year two, and 5 percent in year three.

DOH reported a large decrease in the number of individuals on the wait list for waiver services as, "The wait time for Home and Community-Based Services (HCBS) Waivers varies widely by state. In New Mexico, the HCBS Waivers with a wait list include the Developmental Disabilities (DD) and Mi Via Waivers. Individuals are offered waiver services as funding for allocation slots becomes available. Individuals meeting the requirements can receive standard Medicaid benefits and other services while on the waiting list. As of March 31, 2022, there were 2,543 individuals on the wait list for HCBS Waivers."

	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
Budget: \$174,908.1 FTE: 188							
Number of individuals on the Developmental Disabilities Waiver waiting list*	4,743	4,669	N/A	4,174	4,604	2,543	
Number of individuals receiving Developmental Disability Waiver services*	4,934	5,111	N/A	5,088	5,022	5,722	
Percent of Developmental Disabilities Waiver applicants who have a service plan and budget within 90 days of income and clinical eligibility	96%	97%	95%	100%	96%	93%	Y
Percent of adults of working age (22 to 64 years), served on the DD Waiver (traditional or Mi Via) who receive employment supports	28%	18%	27%	16%	9%	10%	R
Percent of Developmental Disabilities Waiver providers in compliance with General Events timely reporting requirements (2-day rule)	87%	83%	86%	83%	87%	87%	G
Program Rating	Y	Y					Y

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Health Certification Licensing and Oversight

The Health Certification, Licensing, and Oversight Program met a majority of performance measures targets in the third quarter of FY22. The program did not report on the rate of abuse or re-abuse for individuals on the Developmental Disabilities and Mi Via waivers, but plans to report annually.

	FY20 Actual	FY21 Actual	FY22 Target	FY22 Q1	FY22 Q2	FY22 Q3	Rating
Budget: \$14,371.1 FTE: 182							
Rate of abuse for Developmental Disability Waiver and Mi Via waiver clients*	12.8%	5.5%	N/A	Reported Annually			
Rate of re-abuse for Developmental Disabilities Waiver and Mi Via Waiver clients*	8.5%	6.1%	N/A	Reported Annually			
Percent of abuse, neglect, and exploitation investigations completed within required timeframes	82%	96%	86%	99%	94%	96%	G
Percent of (acute and critical care) health facility survey statement of deficiencies (CMS form 2567/state form) distributed to the facility within 10 days of survey exit	75%	71%	85%	95%	100%	95%	G
Percent of Nursing Home citation(s) upheld as valid when reviewed by the Centers for Medicare and Medicaid Services (CMS) and through informal dispute resolution	86%	90%	90%	100%	100%	82%	Y
Program Rating	Y	G					G

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