

Community Report for 2017

Lovelace
Health System

- Founded in 1913
- 6 hospitals and a multi-specialty medical group
- Employees: 3,618
- Emergency department visits: 114,192
- Surgeries: 21,321
- Inpatient admissions: 25,562
- Newborn deliveries: 4,171
- Outpatient hospital visits: 195,289
- Outpatient clinic visits: over 300,000
- Lovelace Medical Group new patients: 32,141
- Lovelace Medical Group providers: 154
- Licensed beds: 606
- Salaries/wages: \$234,556,837
- Capital investments: \$19,934,081
- Charitable contributions and community support: \$606,660
- Uncompensated care, inpatient and outpatient: \$41,389,698



Lovelace Health System Awards 2017

Lovelace Health System

- Top 15 Health Systems by Truven Analytics
- New Mexico Family Friendly Business Award – Tier 1
- International Society for Performance Improvement (ISPI) Award for Outstanding Human Performance Intervention for customer experience project

Lovelace Medical Center

- Reuben Murray named Top CFO in Albuquerque Business First, 2017
- Modern Healthcare's Best Places to Work, 2017 Ranked #4 in the nation among providers
- Midas+ Platinum Quality Award, 2016
- Truven Top 15 Health System, 2016
- American Heart Association/American Stroke Association "Get with the Guidelines" Stroke Gold Plus Quality Achievement Award, 2016, 2017
- American Heart Association/American Stroke Association Target: Stroke Honor Roll since 2012
- Recognized by Healthgrades for quality achievements in best specialty, cardiac, orthopedics, neurosciences, pulmonary, vascular and gastrointestinal categories

Lovelace Women's Hospital

- Robotic surgery program named a Center of Excellence in Robotic Surgery by Surgical Review Corporation
- 2016 Ardent Cup winner
- Women's Choice Award for America's Best Breast Centers since 2015
- 2016 - 2018 Women's Choice Award for America's Best Hospitals for Patient Safety
- Named to Modern Healthcare's 100 Best Places to Work since 2008, ranked #37 in 2017
- Sheri Milone, CEO, named one of "130 Women Hospital and Health System Leaders to Know" by Becker's Hospital Review 2016

Heart Hospital of New Mexico at Lovelace Medical Center

- American Heart Association's Mission: Lifeline Heart Attack Receiving Center Accreditation
- Chest Pain Center Accreditation by Society of Cardiovascular Patient Care
- American College of Cardiology's NCDR ACTION Registry-GWTG Silver Performance Award
- Hybrid room finalist for NAIOP Awards of Excellence

Lovelace UNM Rehabilitation Hospital

- UNM Occupational Therapy Fieldwork Site of the Year 2017
- Excellence in Outcomes Award – Orthopedics (Q3 2016) from Focus On® Therapeutic Outcomes (FOTO), Inc. for Wyoming, Enchanted Hills, Santa Fe and Jemez rehabilitation clinics
- Matt Maes named Top CFO honoree in Albuquerque Business First

Lovelace Westside Hospital

- Andrea Solin named Top CFO honoree in Albuquerque Business First
- "A" grade from Leapfrog Hospital Safety Grade, 2017
- Modern Healthcare's Best Places to Work (2016, 2015, 2014, 2012, 2011, 2008). Ranked #17 in the nation among health care providers in 2016
- Lovelace Bariatrics accredited as a Level 1 facility under the Bariatric Surgery Center Network Accreditation Program of the American College of Surgeons

Lovelace Medical Group

- Clinic named Patient Centered Medical Home by National Committee for Quality Assurance, 2017 Honored for "Deals of the Year" award by Albuquerque Business
- First for acquisition of ABQ Health Partners' women's health

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SINCE 2003, NEARLY \$390 MILLION HAS BEEN INVESTED INTO LOVELACE HOSPITALS, SERVICES AND TECHNOLOGY.



Lovelace Medical Center, in the heart of Albuquerque, is an acute care hospital providing comprehensive care, including around-the-clock emergency care, surgical services, non-invasive robotic spine surgery, cardiology, stroke care, radiology and oncology services, including the state's only Gamma Knife Center for non-invasive radiologic brain surgery.



Heart Hospital of New Mexico at Lovelace Medical Center is New Mexico's only hospital dedicated exclusively to cardiovascular care, including the State's only facility to do left ventricular aortic device (LVAD) implant, and a cutting-edge hybrid operation room where surgeons can perform advanced surgical services for cardiovascular patients.



Lovelace Women's Hospital, the first and only hospital in New Mexico dedicated to women's health, offers a 53-bed advanced neonatal intensive care unit, a natural birthing center, an award-winning breast care center and the first robotic surgery program in the state recognized as a Center of Excellence in Robotic Surgery by Surgical Review Corporation.



Lovelace UNM Rehabilitation Hospital provides state-of-the-art rehabilitation services for patients recovering from health care conditions such as stroke, brain injury and musculoskeletal disorders. The only rehabilitation hospital in the state accredited in six programs by the Commission on Accreditation of Rehabilitation Facilities (CARF).



Lovelace Westside Hospital provides care to Albuquerque's Westside and Rio Rancho, including the area's only inpatient pediatric unit, a kid-friendly emergency room and senior care emergency room services. Named a Pinwheel Champion by the Institute for Patient and Family-Centered Care.



Lovelace Regional Hospital provides 24/7 emergency services, intensive care, inpatient and outpatient rehabilitation, surgical services and birthing services for Roswell and the surrounding community. Lovelace's presence in Roswell also includes a primary and specialty care clinic to allow us to better serve the residents of southeast New Mexico.



Lovelace Medical Group is a multispecialty provider group, which includes clinics, doctors and advanced practice providers in a broad range of specialties and primary care, and provides patients with exceptional health care through the support of Lovelace Health System hospitals and technology.

