

Community Report for 2021



Lovelace
Health System



- Founded in 1922
- 5 hospitals and a multi-specialty medical group
- Lovelace Medical Group providers: More than 263
- Employees: 3,903
- Emergency department visits: 91,459
- Surgeries: 22,551
- Inpatient admissions: 25,500
- Newborn deliveries: 3,567
- Outpatient hospital visits: 364,542
- Outpatient clinic visits: 645,138
- Licensed beds: 619
- Salaries/wages: \$309,374,161
- Capital investments: \$25,314,456
- Charitable contributions and community support: \$340,091
- Uncompensated care, inpatient and outpatient: \$75,648,188

Lovelace Health System Awards 2021

LOVELACE HEALTH SYSTEM

- New Mexico Family Friendly Business Award – Tier 1, 2016-2022

LOVELACE MEDICAL CENTER

- New Mexico Hospital Association/American Hospital Association Quest for Excellence Award, General Acute Hospital, 2021
- U.S. News & World Report, Chest Pain MI Registry Performance Achievement Award, 2021
- “A” grade from Leapfrog Hospital Safety Grade, 2019, Fall 2020
- Healthgrades 2020 Specialty Excellence Awards: Pulmonology Care Excellence, 2020; America's 100
- Modern Healthcare's Best Places to Work, 2016- 2019
- U.S. News & World Report “Best Hospitals,” in Congestive Heart Failure, Heart Attack, 2021-2022
- Best Hospitals for Cardiac Care, 2019; America's 100 Best Hospitals for Coronary Intervention, 2019
- American Heart Association/American Stroke Association “Get with the Guidelines” Stroke Gold Plus Quality Achievement Award, 2012-2022 (Target Honor Roll - Elite Plus, 2019-2022)

LOVELACE UNM REHABILITATION HOSPITAL

- Modern Healthcare's Best Places to Work, 2018-2019
- CARF-accredited in six programs
- UNM Occupational Therapy Fieldwork Site of the Year 2017

LOVELACE WESTSIDE HOSPITAL

- Blue Cross Blue Shield Blue Distinction Center + Designation, Bariatric Surgery, 2021
- “A” grade from Leapfrog Hospital Safety Grade, 2017-2019
- American Heart Association/American Stroke Association “Get with the Guidelines” Gold Plus, 2020-2021; Target Type 2 Diabetes Honor Roll “Get with the Guidelines,” 2020-2021
- Awarded 4 Stars from the Centers of Medicare & Medicaid Services, 2017-2019

- Quality Achievement Award, 2020 - 2021

- Lovelace Bariatrics accredited as a Level 1 facility under the Bariatric Surgery Center Network Accreditation Program of the American College of Surgeons

LOVELACE WOMEN'S HOSPITAL

- Surgical Review Corporation Center of Excellence in Hernia Surgery, 2022
- Surgical Review Corporation Center of Excellence in Minimally Invasive Gynecology, 2017 - 2022
- Surgical Review Corporation Center of Excellence in Robotic Surgery, 2016 - 2022
- International Board Certified Lactation Consultant® (IBCLC) Care Award, 2020
- Healthgrades 2020 Specialty Excellence Awards: Pulmonology Care Excellence, 2020
- New Mexico Hospital Association/American Hospital Association Quest for Excellence Award, General Acute Hospital, 2019, 2021
- Women's Choice Award for America's Best Breast Centers, 2015-2022
- Women's Choice Award for America's Best Hospitals for Patient Safety, 2016-2019
- Women's Choice Award for America's Best Hospitals for Obstetrics, 2021-2022
- Women's Choice Award for America's Best Mammogram Imaging Center, 2021-2022

HEART HOSPITAL OF NEW MEXICO AT LOVELACE MEDICAL CENTER

- Leapfrog Hospital Safety Top Teaching Hospital, 2020-2021
- American College of Cardiology's Platinum Performance Achievement Award for Action Registry GWTG NCDR, 2013-2019
- American Heart Association GWTG Heart Failure Gold Plus and Target Honor Roll Award, 2019-2021
- American Heart Association's Mission: Lifeline® Heart Attack Receiving Center Accreditation

LOVELACE MEDICAL GROUP

- Designated UroLift(R) Center of Excellence Provider, Urology, 2019
- Clinic named Patient Centered Medical Home by National Committee for Quality Assurance, 2017
- National Committee for Quality Assurance Patient-Centered Medical Home (PCMH) Recognition, 2016-2022

LOVELACE REGIONAL HOSPITAL

- “A” grade from Leapfrog Hospital Safety Grade, Spring, Fall 2021, Spring 2022
- HealthInsight Quality Award, 2018
- Accredited by the Centers for Medicare and Medicaid Services

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SINCE 2003, NEARLY \$460 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 24-hour emergency department where you can see a provider in 30 minutes or less, and a wide range of inpatient and outpatient surgical capabilities such as Ear Nose and Throat (ENT), bariatric and orthopedic service lines.



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.