# Complex Hospital Discharges and Transfers in New Mexico

*A Statewide Research Initiative Led by the UNM Center for Health Policy in partnership with the New Mexico Health Care Authority (HCA)*

## Background and Purpose

Hospitals across New Mexico are increasingly caring for patients who are *medically ready for discharge* but remain hospitalized due to placement or administrative barriers. These **"complex discharges"** create harm for patients, reduce hospital capacity, and increase system inefficiency.

In response, the **New Mexico Health Care Authority (HCA)** commissioned the **University of New Mexico Center for Health Policy (CHP)** to conduct a **year-long evaluation** to:

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|---|---|---|
| Quantify and describe the scope of complex discharges statewide. | Identify barriers and systemic factors contributing to delays. | Develop mechanisms for longitudinal tracking. |

🗒 **This work will inform HCA's policy planning and coordination efforts. To learn more, you can watch our project kick-off meeting here.**

## Key Questions

How often do complex discharges occur, and how does this vary by facility type and region?

What patient, system, or agency factors most commonly contribute to discharge delays?

What are the impacts on facilities and statewide capacity?

How can organizations collaborate to reduce discharge delays?

# Information Gathering Approach



## 1

### Qualitative Interviews (Oct 2025–Mar 2026)

- 1:1 interviews with facility, agency, and healthcare administrators to explore challenges, ideas, and barriers.

- Participation is voluntary and confidential; no identifying information will be reported.

- **Schedule your interview here**

## 2

### Quantitative Data Collection (Jan–Mar 2026)

- Facilities voluntarily submit de-identified data on patients ready for discharge but delayed using an online survey tool.

- Data include avoidable days, payer type, demographics, and reasons for delay.

- Frequency: monthly

- Attend the Dec 9, 12:30-1:30pm *Data Collection Orientation Webinar:* **https://unm.zoom.us/j/93861689335**

# How You Can Participate

Facilities can engage in one or more ways:

### Schedule a 1:1 Interview

with the UNM research team to share experiences. → **Schedule your interview here**

### Contribute Data

for the 3-month pilot (Jan 15–Apr 15, 2026). → Data entry via online tool with brief 5–10 min input per complex discharge delay.

### Stay Informed

We will be providing our insights and findings back to NMHA members and the HCA.

> Participation is **voluntary**, and facilities may choose to engage in one or both components. All responses will remain **confidential** in analyses shared with HCA and stakeholders.

# Project Timeline

| Phase | Activities | Timeline |
|---|---|---|
| **Q4 2025** | **Recruitment & interviews begin**<br><br>• Oct 15: *Project Kick-off Webinar* (**view video recording here**)<br>• Dec 9, 12:30-1:30pm: *Data Collection Orientation Webinar:* **https://unm.zoom.us/j/93861689335h** | **Oct–Dec, 2025** |
| **Q1 2026** | **Letter of Support due back to UNM CHP**<br><br>**3-month quantitative data collection period** (via REDCap online survey tool) | **Jan 1, 2026**<br><br>**Jan 15–Apr 15, 2026** |
| **Q2 2026** | **Analysis of data & compile findings**<br><br>**Final reporting to HCA & facilities** | **Apr–Jun, 2026**<br><br>**Jun 2026** |

# Research Team

## Project Leads:

**Stefany Goradia,** Research Scientist

✉ **sngoradia@salud.unm.edu**

☎ (505) 681-0088

**Dr. Sara Nugent, PhD,** Senior Research Scientist

✉ **snugent@salud.unm.edu**

## Principal Investigator:

**Dr. Margaret Greenwood-Ericksen**

Director, UNM Center for Health Policy

✉ **mgreenwoodericksen@salud.unm.edu**

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In collaboration with: **New Mexico Health Care Authority (HCA)** and **New Mexico Hospital Association (NMHA).**

# Next Steps

**Ensure your facility is represented by providing input:**

**Schedule your 1:1 interview here**

**Attend the** *Data Collection Orientation Webinar*:

**Tuesday Dec 9, 12:30-1:30pm MT:**

**https://unm.zoom.us /j/93861689335**

**Submit your hospital's data between Jan 15– Apr 15 2026:**

**Online tool access will be sent after the** *Data Collection Orientation Webinar*