

Weekly CONNECTION

December 19, 2025



SHOUT-OUT

Our newest member of the Rust Medical Center Physician Office Building (POB) information desk team is **Won Kim**. Although he has only been here for several weeks, he learned very quickly, explored the POB, and spoke with staff from clinics that have undergone major and ongoing changes over the past year. He consistently does whatever is needed, including escorting patients to appointments when necessary.

Won has received several compliments from RMC staff, volunteers, and patients. I wanted to give him a shout-out and thank him for providing excellent care to our patients and for being such a valuable part of our team.

Thank you, Won!

-Katie B





You can make a difference.

Presbyterian supports medical malpractice reform that safeguards patient rights while ensuring sustainability for our healthcare system. We are advocating for a cap on punitive damages, joining 22 states that impose limits.

Legislators want to hear from you. They want to know how medical malpractice is impacting you, your patients and our ability to recruit and retain providers in New Mexico.

Presbyterian is committed to ensuring New Mexicans can access care close to home. But today, that access is at risk. We are deeply concerned that New Mexico's medical malpractice environment is straining the healthcare system and limiting access for our community. If you want to share information with community members, patients or legislators on the need for medical malpractice reform in New Mexico, you can start

here. **To schedule time or send a letter, find your legislator here:** https://www.nmlegis.gov/Members/Find_By_Address

Limiting access to care. All New Mexicans deserve timely access to care but the current medical malpractice environment is making it harder to recruit and retain providers.

- New Mexico is the only state in the nation that lost physicians every year from 2019 to 2024.
- New Mexico Hospital Association (NMHA) data indicate that 59% of Albuquerque residents report difficulty finding a doctor or specialist in the past year.
- NMHA data indicate that 54% of New Mexicans agree that reworking the state's malpractice laws will encourage doctors to practice here and increase access to care.

Impacting our ability to invest in care. Our medical malpractice system is one of the most expensive and punitive in the country. This environment impacts our ability to expand services for the community.

- New Mexico has one medical malpractice lawsuit for every 14,000 New Mexicans, more than twice the national average, while safety data shows that that our state's hospitals perform similarly to those across the country.
- Since 2021, healthcare systems across the state have seen dramatic increases in malpractice insurance premiums. New Mexico's premium costs are now about twice as high as neighboring states.
- We face much higher punitive damage awards in New Mexico. Punitive damages punish providers for reckless or intentional harm; they are capped or prohibited in many states.
- A significant portion of any financial award—sometimes up to 40%—goes to attorneys.

How we can reform. Uncapped punitive damages create unpredictable legal risks and soaring insurance costs, jeopardizing our ability to invest in our staff and expand services. Presbyterian is advocating for a cap on punitive damages, joining 22 states that impose limits.

Are you a Presbyterian patient? Share your story about the impact of physicians leaving New Mexico. Your story may be added to the public campaign site. Contact aguest@phs.org for where to send your story.



VOLUNTEER GIFT

A Special Thank You for Our Amazing Volunteers!

We couldn't do what we do without you, and we truly appreciate you being part of our team! To celebrate a wonderful year and your incredible hard work, we have a special gift waiting for you.

Please swing by your manager's office at your convenience to collect your End of the Year gift. If a manager is not available, RMC volunteers are welcome to pick theirs up at the Gift Shop.

To ensure there is a "thank you" waiting for every member of our team, we kindly ask that everyone takes exactly one gift. Thank you for everything!

FABRIC SHARING PARTY

All volunteers are invited to bring some fabric and come see what fabric you can take.

Monday January 5th, 9:30am-12:30pm at 5901 Harper Drive Northeast in the Pecos Conference Room.

Email egarcia66@phs.org for directions or any questions!

CALENDAR

Harper PMG:

Gift Shop is closed 12/25, 12/26, 1/1, and 1/2

Kaseman Hospital:

Gift Shop is closed 12/24, 12/25, 12/26, 12/31, 1/1, and 1/2

Presbyterian Hospital:

Gift Shop is closing at 3:00pm on 12/24 and 12/31 and are closed all day on 12/25, 12/26, 1/1, and 1/2

Rust Medical Center:

Gift Shop is closed 12/25, 12/26, 1/1, and 1/2

Santa Fe Medical Center:

Gift Shop and Info Desk are closed 12/25 and 1/1. Serving is optional for volunteers on 12/26.

VSys FREQUENTLY ASKED QUESTIONS:

Will we still use Galaxy?

- No. Your hours, schedule, messages, and account details will all be stored on VSys now.

Why are we switching?

- VSys allows volunteers to do so much more than Galaxy did. Now your manager will not need to spend HOURS logging volunteer times, uploading documents, and checking available opportunities.

Will there be a training?

- Yes. Volunteers that come to VSys training, sign in, and complete their profile by January 31st will be entered in a drawing to receive a \$50 Visa Card

Can I use it on my phone?

- YES! You can sign in, see your hours, and send messages to your manager all in one place now.

Pick up a second shift!

Kaseman Hospital

- Emergency Department
- Behavioral Health
- Outpatient Rehab
- Gift shop on Tuesdays, Thursdays, or Fridays

Presbyterian Hospital

- Gift shop Friday and Saturday 12PM-4PM
- Mail Sorting support daily

Santa Fe Medical Center

- Family birthing center
- Rehab/Physical Therapy
- Surgery (urgent need!)

St. Michael's

- Rehab

Sewing Inventory

- Choose **any day and time** to come check on the sewing inventory. Items need to be bagged, counted, organized, and mailed.
- To help with stuffing and sewing pillows, come to the PMG on Harper drive on the first Monday every month from 9:30-12:00 noon.