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NEW MEXICO MEDICAL WORKFORCE SHORTAGE STUDY

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Methodology – Consumer Survey Specifications

- This research project includes a statewide survey of New Mexico residents (n=1,000) with the following specifications:
- **Field Dates:** December 15, 2025 – January 12, 2026
- Data was collected through a blended approach including web-based and telephone interviews (for both landlines and cell phones). The survey was conducted in English and Spanish with 85 respondents taking the survey in Spanish.
- The data was weighted to ensure that the demographics of the sample match those defined by the U.S. Census for Spanish speaking households based on nativity, gender, and age.
- This survey provides the ability to make comparisons between respondents from rural/urban counties, as well as Bernalillo and Dona Ana counties.

Methodology – Professional Survey Specifications

- This research project includes a statewide survey of current and former New Mexico healthcare providers (n=381)
 - The survey screened for professionals including primarily physicians (n=314)
 - Included 231 providers currently in NM, as well as 150 former New Mexico providers
 - Out of our total sample, 270 indicated they provide care mostly in urban areas (Bern, DA, SF) and 111 indicated they provided mostly rural care
 - **Field Dates:** December 17, 2025 – January 19, 2026
- Data was collected through a blended approach including web-based and telephone interviews (for both landlines and cell phones). The survey was conducted in English.
- This survey was designed to be relatively short and had an average completion time of approximately 10 minutes.

Methodology – Focus Groups

- The third part of the study includes two focus groups of N=16 medical professionals with experience practicing in New Mexico.

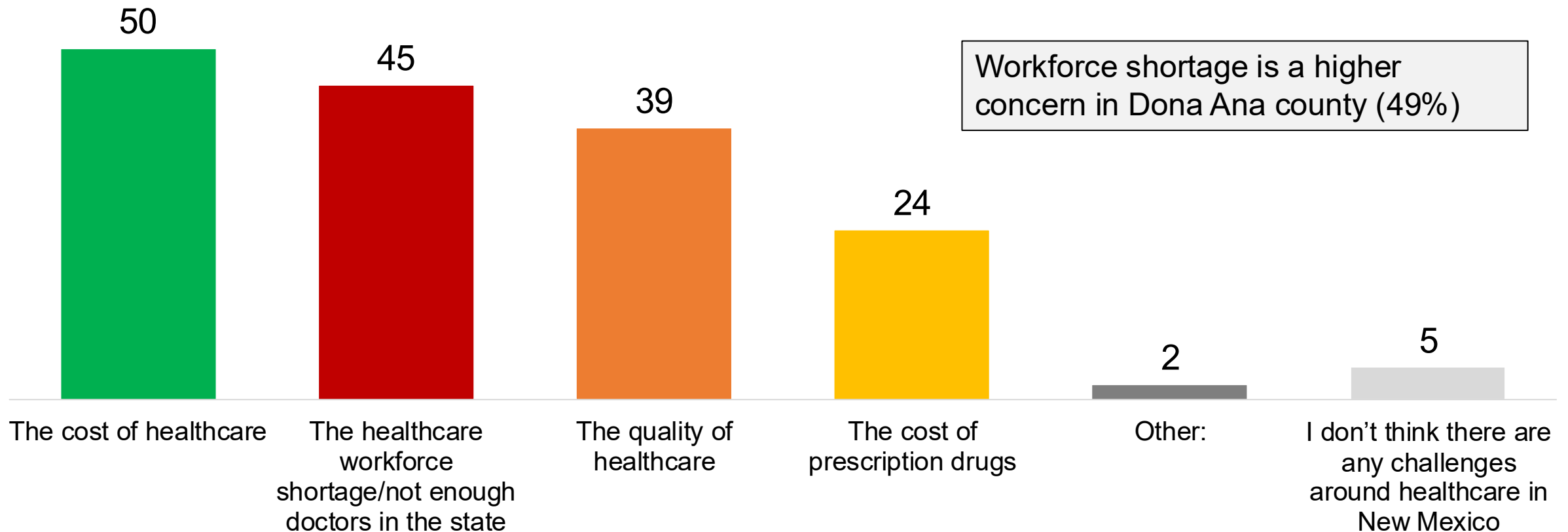
Group 1	Tuesday January 20 th	Medical Professionals who currently practice in New Mexico
Group 2	Thursday January 22 nd	Medical Professionals who previously practiced in New Mexico

- Includes OBGYNs, pediatricians, family physicians, along with other professionals with an average of 20+ years of experience across rural and urban settings in New Mexico.
- Groups were hosted over a Zoom-like platform that allows for private streaming
- Both focus groups were approximately 120 minutes in duration.

The Impact of the Workforce Shortage on New Mexico Consumers of Healthcare

Workforce Shortage is a Top Priority to Consumers

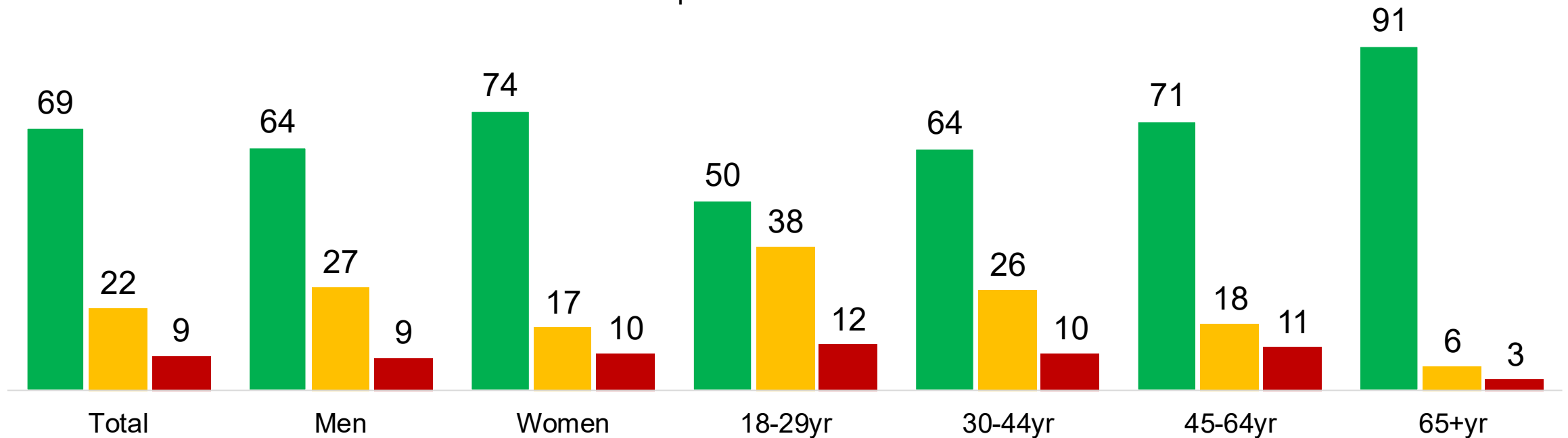
Which of the following is the greatest healthcare challenge facing New Mexico that you think the Governor and the state legislature should address?



Belief in Workforce Shortage is Consistent Among Consumers

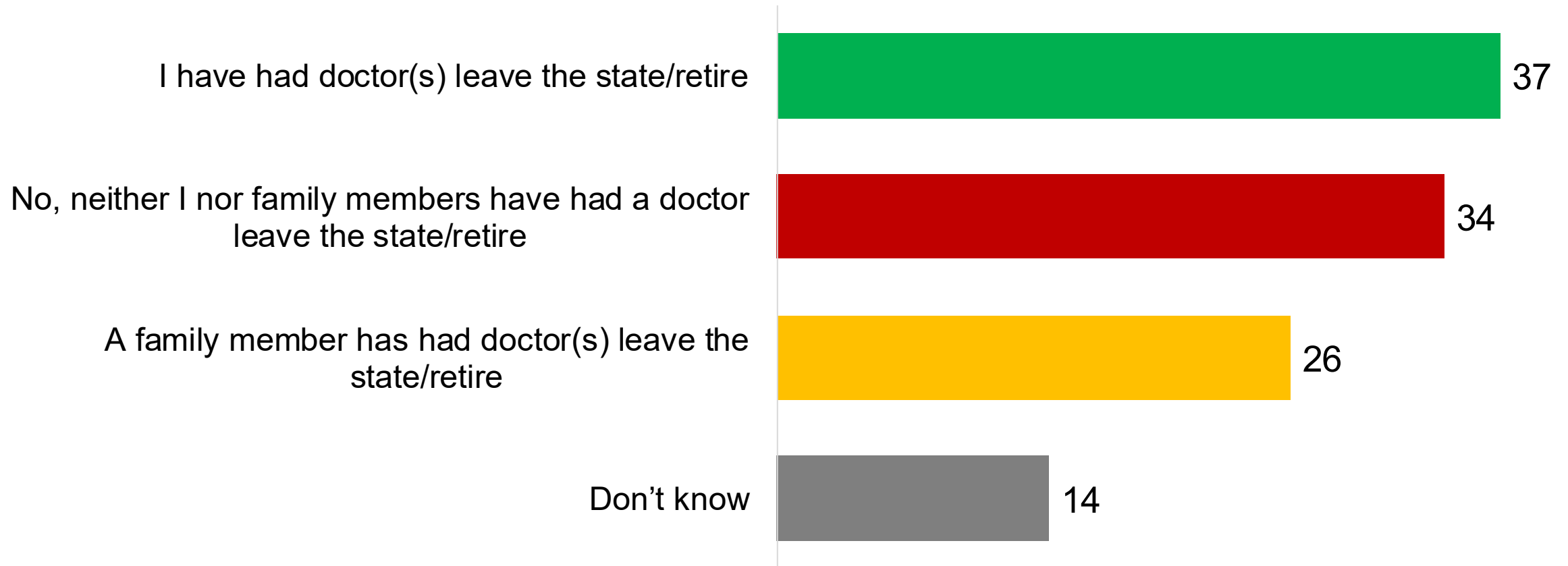
Which of the following do you most agree with?

- There is a shortage of doctors or medical providers in New Mexico
- The balance between patients and providers is just about right in New Mexico
- There are more doctors and providers than is needed in New Mexico



Nearly 40% of New Mexicans Had Provider Leave the State

In the past two years, have you or your immediate family members had doctors that have left New Mexico or retired?



Focus Groups Identifies Challenges Due to Workforce Shortages

Medical professionals in the focus group discussed how delayed access to care not only creates an unsustainable workload but also negatively impacts New Mexico's patient population.

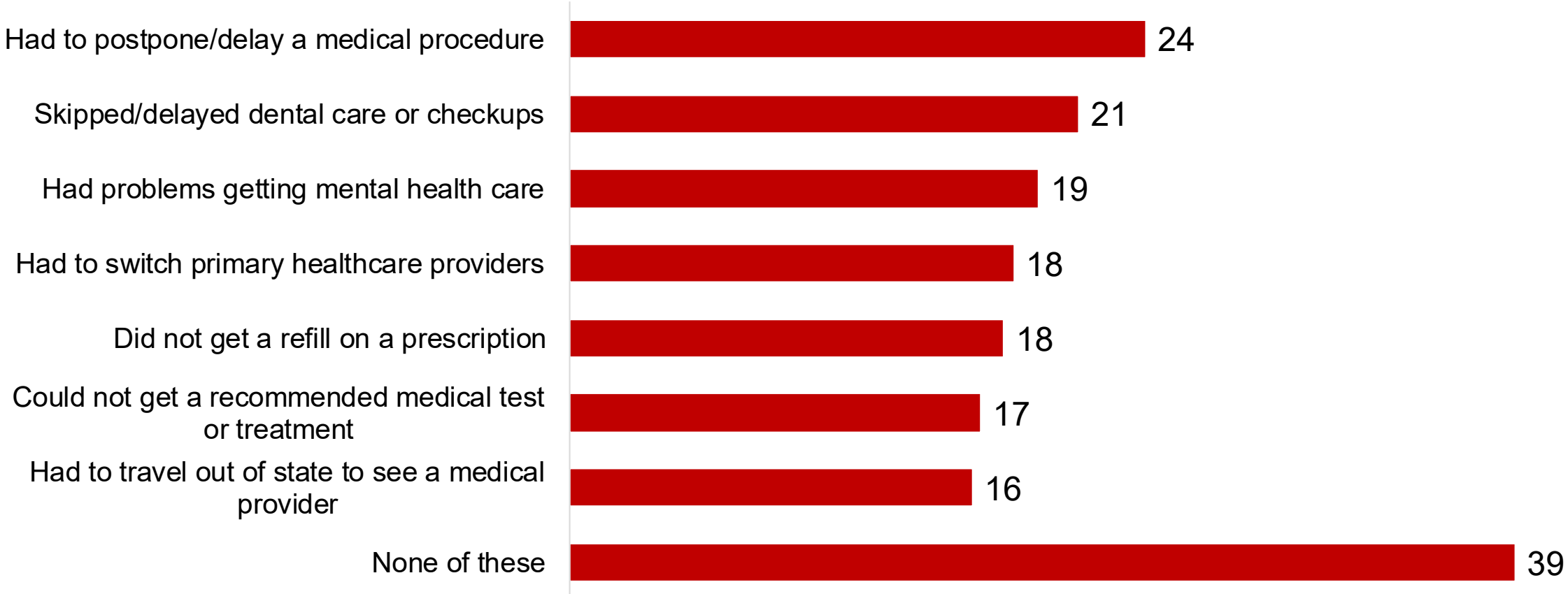
- Provider shortages force remaining physicians to take on more patients and heavier workloads, which can result in more rushed care, delayed diagnoses, and deteriorating access to services across the state.
- Patients face multi-year specialist wait times, must travel out of state for care, or cannot access services at all, with some hospitals unable to even accept phone consultations.

“Bad OB outcomes mean bad pediatric outcomes...when women are not getting good obstetrics care, it means the babies who come out are also at risk, and all those things increase costs down the road. Those become very expensive and make me more likely to get sued too.”

– Pediatrician, San Miguel, Current Providers Group”

Impact of Shortage on Healthcare Access

Due to the limited number of medical providers available in the state, have you or another person in your household experienced any of the following over the past two years?



Focus Groups: Access Challenges

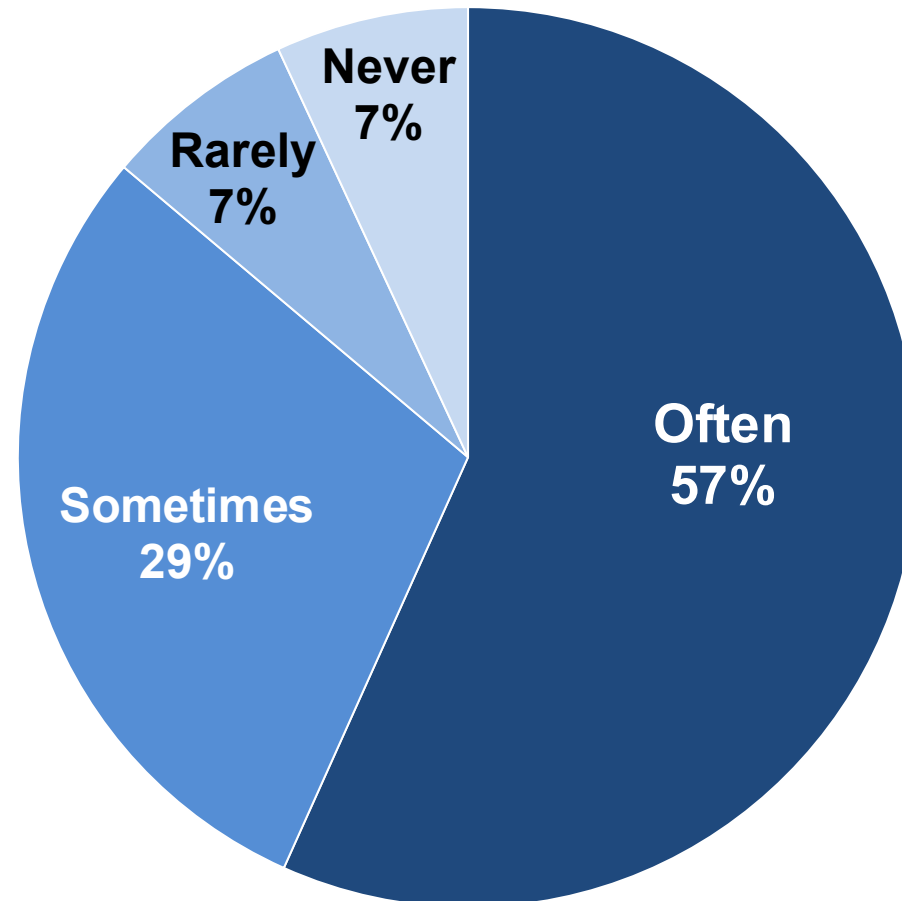
In the focus groups participants explained how difficult it can be for New Mexican families to seek pediatric care in a timely manner.

- Across both focus groups, physicians described how long wait times and delayed access are leading to late-stage presentations and worse health outcomes for patients, which in turn increases malpractice risk for providers.
- A pediatrician who practices in Bernalillo County and participated as part of the current providers group shared:

“Pediatrics, the wait time is often one plus years. I’m currently the only one in the state that does my specialty as far as I’m aware and that also makes it hard for recruiting because it’s already such a high need, it makes it hard to practice when you’re trying to get other specialist’s input”

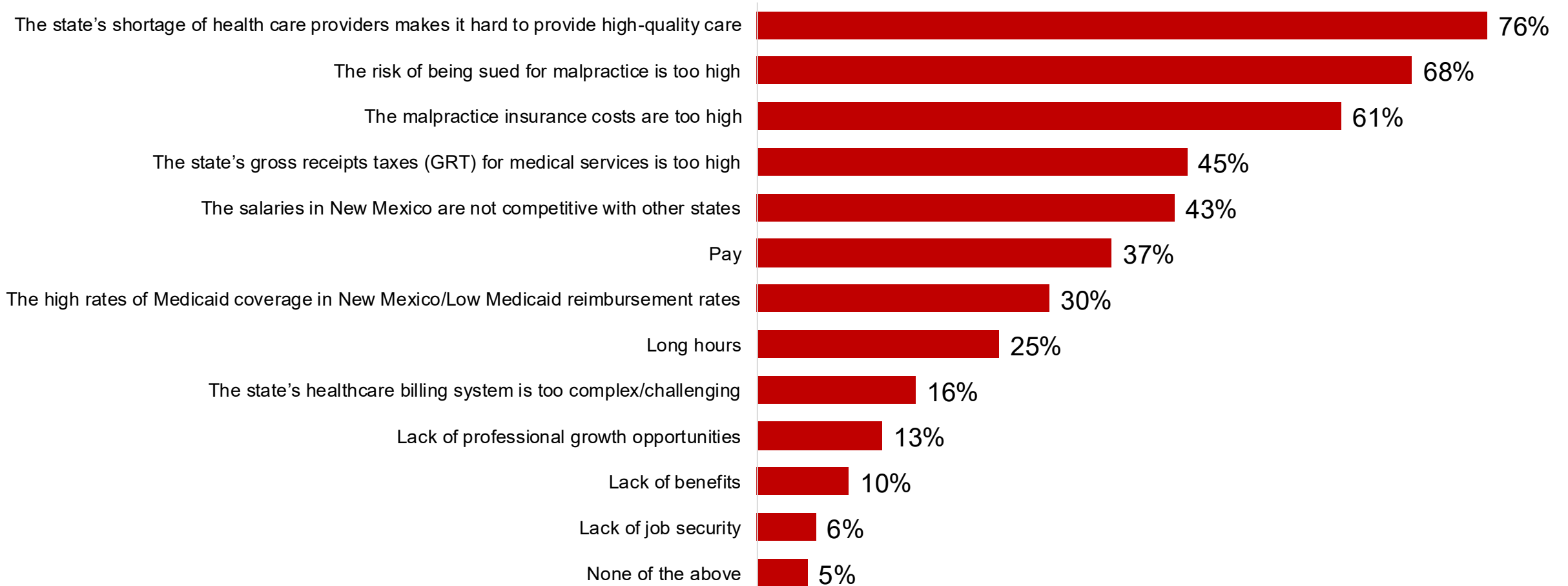
Majority of Providers Have Considered Leaving Healthcare in NM

[If current provider] How often do you consider leaving the health/medical field, retiring early, or moving out of state/no longer seeing patients in New Mexico?



Providers Identify Challenges That Impact Retention

[If current provider] Do any of the following healthcare factors challenges make you think about retiring early or no longer serving patients in the state of New Mexico?



Focus Groups: Shortage is Leading to Workforce Stress/Burnout

Focus group participants shared personal insights about how the shortage is particularly impacting their workplaces.

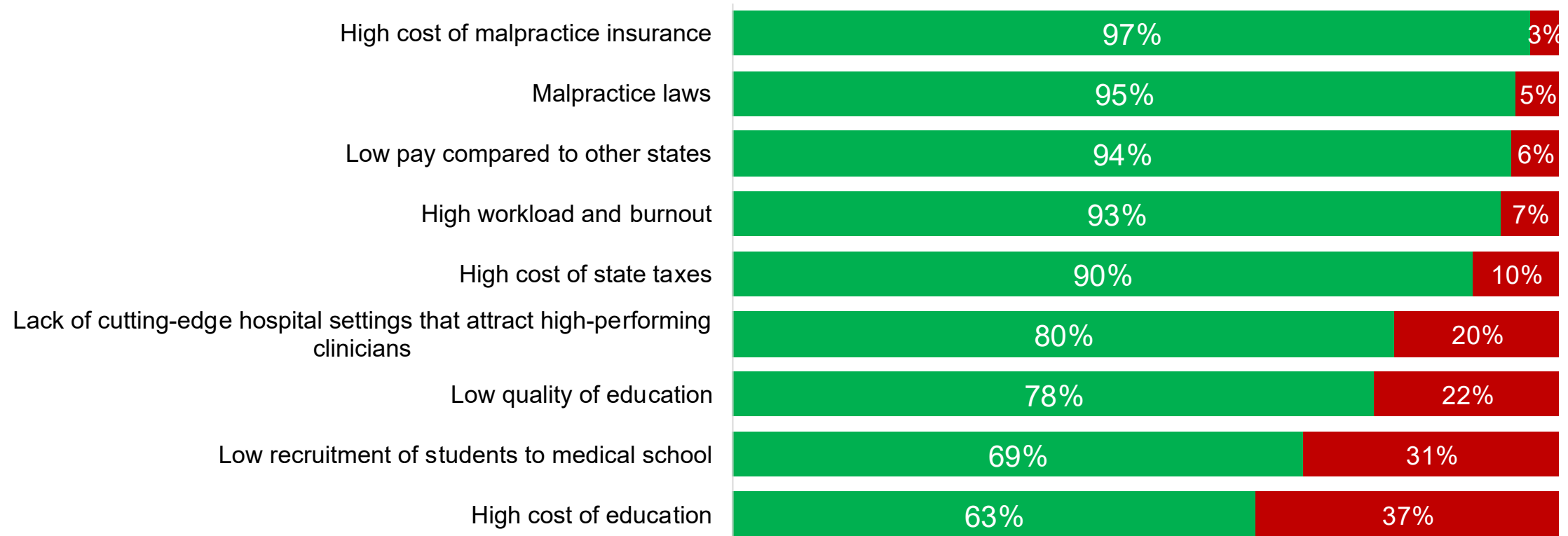
- Participants describe shortage issues as placing substantial strain on them as physicians and threatening the effectiveness and sustainability of healthcare in the state.
- A primary care physician with a focus on obstetrics in Santa Fe and Taos shared their experience:

“I’m calling from an FQHC in Taos and they [hospital] won’t even take a phone consultation...it’s not only that there’s a physician shortage, we also can’t get a nurse, we also can’t get an MA, we also don’t have a lab tech, our lab closed.”

Main Reason for Shortage According to Medical Professionals

How much do you think the following challenges are contributing to the shortage of doctors and healthcare workers in New Mexico?

■ A lot/Some ■ Little/Not at all



High Support for Healthcare Reform Across Both Providers and Consumers

High Support Among Both Providers and Consumers for Policy Solutions to Address Workforce Shortages

		Total Support	Neither Support/Oppose	Total Oppose	Don't know
Policies that reduce the amount of time healthcare providers spend on billing and paperwork , including getting prior authorization for services from insurance companies.	Providers	97%	2%	0%	1%
	Consumers	71%	19%	5%	4%
Increasing Medicaid reimbursement rates (how much healthcare providers are paid for treating Medicaid patients with services) across the state so that providers are paid more	Providers	94%	5%	0%	1%
	Consumers	66%	20%	8%	5%
The state not charging Gross Receipt Taxes on medical services (New Mexico is one of only two states that charge gross receipts taxes on medical services)	Providers	92%	4%	1%	3%
	Consumers	66%	20%	7%	7%

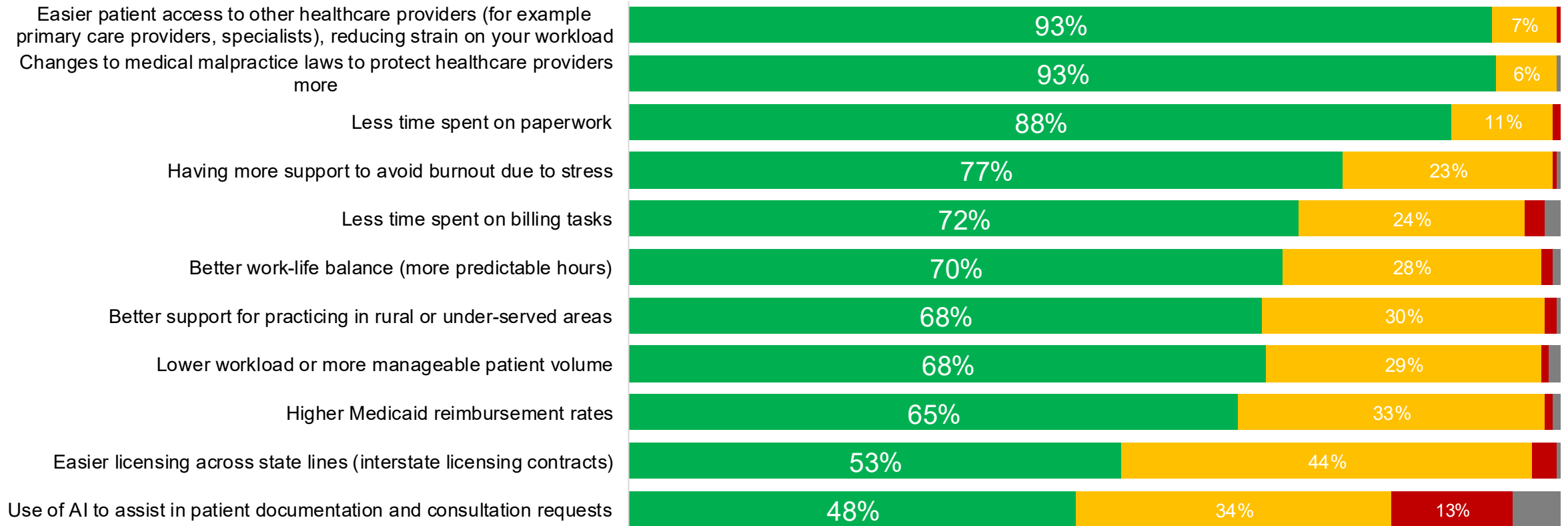
High Support Among Both Providers and Consumers for Policy Solutions to Address Workforce Shortages

		Total Support	Neither Support/Oppose	Total Oppose	Don't know
New Mexico participating in interstate compacts that make it easier for out-of-state providers to care for New Mexico patients, including via tele-health	Providers	83%	9%	7%	1%
	Consumers	70%	20%	7%	4%
Increasing student loan repayment programs so they are competitive with other states to better attract healthcare providers to work in New Mexico	Providers	81%	14%	4%	2%
	Consumers	65%	19%	11%	5%
The state subsidizing tuition and other fees to make medical school free for any New Mexico high school graduate who commits to working in New Mexico and serving New Mexican patients upon graduation	Providers	78%	14%	6%	1%
	Consumers	74%	17%	5%	4%

Providers Suggestions to Address the Shortage

Please indicate whether each of the following would make it more or less likely for you to continue working in healthcare in New Mexico.

■ Total More Likely
 ■ It would not impact my decision
 ■ Total Less Likely
 ■ Not sure



Focus Groups: Providers Want to See Comprehensive Action

Focus group participants believe a comprehensive approach is necessary because many of New Mexico's healthcare system issues tie together.

- While medical malpractice reform emerged as a top issue, participants strongly emphasized the need for comprehensive action that targets a number of these issues, as they see the healthcare shortage as an issue beyond any single policy fix.
- Without comprehensive action, medical professionals worry there will be continued provider retention along with increasingly deteriorating patient outcomes.

“If you’re going to train the next generation of physicians, why would you ever tell them to go practice in a state where you get unlimited plaintiff awards” – Emergency Medicine Physicians, Former Providers Group

Consumer Survey Shows High Support for Universal Healthcare Plan

How much do you agree with the following statements regarding a state run universal health care coverage plan that would ensure all residents have access to free or subsidized health care?

■ Total Agree ■ Neither agree nor disagree ■ Total Disagree ■ Don't know

Residents who are satisfied with their existing privately/employer-purchased insurance coverage should be able to keep their current plan in place under the universal health coverage plan



A universal health coverage program in New Mexico should only be implemented if it can be done WITHOUT raising taxes on state residents



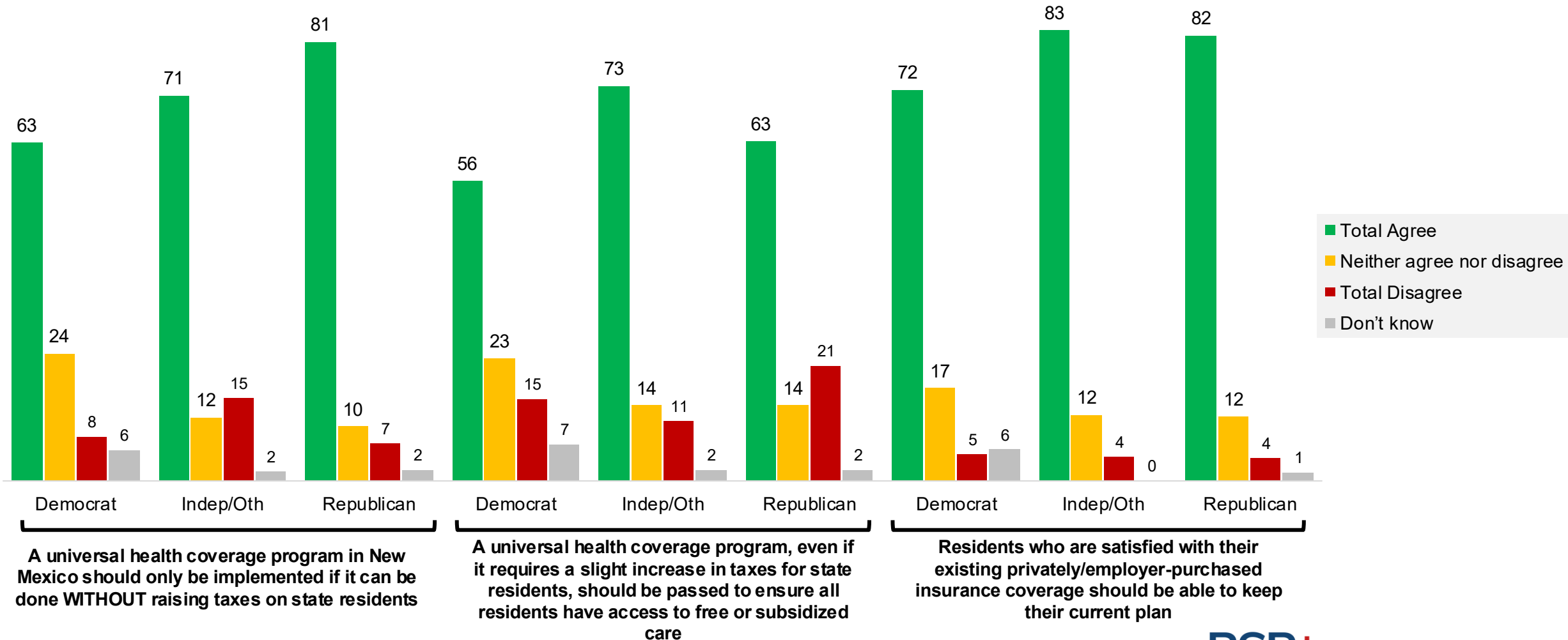
A universal health coverage program, even if it requires a slight increase in taxes for state residents, should be passed to ensure all residents have access to free or subsidized care



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

High Support Across Party in Consumer Survey

Do you agree or disagree with the following?





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