



## The Yucca

The Yucca is New Mexico's state flower. It is a symbol of strength, resiliency and beauty. The strong fibrous roots have been used to weave baskets and sandals. The sword shaped leaves at its base provide protection. A firm stem supports a beautiful blossoming array. The plant's oils are used to soothe sores, cleanse and purify the body.

This desert plant, with its strength, beauty, and many uses symbolizes the work of our department. We will stand strong in support of human rights for health. From this strength is a sense of humility that we cannot do this alone. Our department works with teams of people to touch the beauty from which all living things heal and become resilient.

We use the Yucca as a metaphor to share what we value most as a department. Just as the seed grows into something greater, we hope to share what feeds our work and then express it through education, clinical care and research.



### Health

The driving mission of UNM is to improve the health of New Mexico. This department has been a pioneer in defining upstream determinants of health. This requires insight into the science of how complex systems heal and what is needed to empower resiliency. These processes occur within the context of each unique human life. We call this the science of SALUDOGENESIS which is the process of understanding and facilitating the innate ability of healing within living things.



### Human Connection

Health does not happen in isolation. It requires the interconnection and support from individuals, families and communities. Primary care's impact is largely driven by the

connection between patients and their health team. Investing in this human connection is what gives our work joy and meaning. We strive to find ways to put this at the forefront of what we do, while reducing the clutter that keeps us from seeing it.



## **Voices**

*“Listen to the wind, it talks. Listen to the silence, it speaks. Listen to your heart, it knows.”*

-Native American Proverb

This well-known proverb from Native American culture reminds us of the stories all around us, waiting to be heard so that they may promote healing, cultivate our passions, and foster our willingness to see and listen to both ourselves and to others. UNM’s Department of Family and Community Medicine predicates its values on the notion that all humans possess their own unique story and identity, and in our ability to listen to and be present with an individual, we possess a broader capacity to promote equality and empowerment for all to have a voice. We uphold this in both our clinical care and outreach in the community by taking time to listen to and acknowledge the voices of patients and populations from diverse backgrounds and walks of life, mindful of cultural diversity, language preferences, and the nonverbal means by which so many of our patients share their life goals, needs, and unique identities.

*Each of us defines all of us.*

We believe that when our unique narratives are woven together, we are able to harness the beauty, strength, and resilience of our diverse collective to make an impact on the health, lives, and wellness of the world around us.



## **Diversity**

New Mexico is one of five minority-majority states and our patient population is one of the most ethnically diverse in the country. This enables and requires us to promote diversity, equity and inclusion (DEI) in everything we do. Diversity, Equity and Inclusion are the key drivers in supporting excellence in education, research and health care. Addressing problems through different perspectives allows us to be more creative in implementing innovative solutions. It also teaches respect of unique cultures and beliefs. Our mission is to embrace the principles of DEI and incorporate them throughout our mission areas as we partner with communities to enhance the health and well-being of the people of New Mexico and address patient needs.

In order to address and promote diversity in our department we systematically review hiring and promotion procedures and policies; are transparent by collecting and publicizing aggregate diversity metrics; commit resources and provide diversity tools to hiring & admissions committees; and evaluate impact and adjust strategy if needed.



## **Community**

We engage with communities and help create health networks by taking the time to listen, build relationships, and learn from the diverse communities we partner with throughout New Mexico and globally. Instead of focusing on causes of death and disease in a community, we focus on the causes of life – like hope, perseverance, or resilience– and how we can bring out the best in each and every one of us so that together we can achieve health equity. In addition, we are deeply committed to developing the next generation of community-engaged health providers to effectively work with communities and help address the social determinants of health. In doing this, we are better able to share and leverage our resources for those who need it most.



## **Education**

Education is one of our primary missions. We are committed to excellence and innovation in many educational offerings/programs to our medical students, physician assistants, residents, fellows, staff and faculty. We strive to provide the tools, support and expertise for our learners and employees to excel in education and service to our communities.



## **Research**

There is a broad spectrum of research happening in our department in areas including health education, community engagement, health experiences, rural health, maternal child and reproductive health, cancer screening and prevention, ethnic cultural populations, substance use and addiction, social determinants and disparities. Our research is sensitive to the needs of the people of New Mexico, with a particular consideration of health-impacting social determinants and community factors.



## **Practice Innovation**

Patient care is at the center of what we do in Family Medicine and Primary Care. We can't do everything on our own but we can be a part of diverse teams that work efficiently together. By using team-based care, the University of New Mexico Family Medicine network is working toward increasing access, improving patient care and improving patient, staff and provider satisfaction before, during, and after the visit.

What we give attention to, grows. Our goal is to keep people out of hospitals and to do as much as we can in outpatient settings. Screening for and addressing the social determinants of health in our UNM primary care clinics allows us to delve into questions about food insecurity, homelessness, difficulty paying for utilities, concerns about transportation, income, education, addiction, jobs, abuse and legal issues. We know that addressing these very basic issues of life are the first stepping stones to health and that health care teams have a responsibility to help address them. By changing the conversation towards health we can move away from a focus on sick care and paying for illness and put our attention on well care and keeping populations healthy.