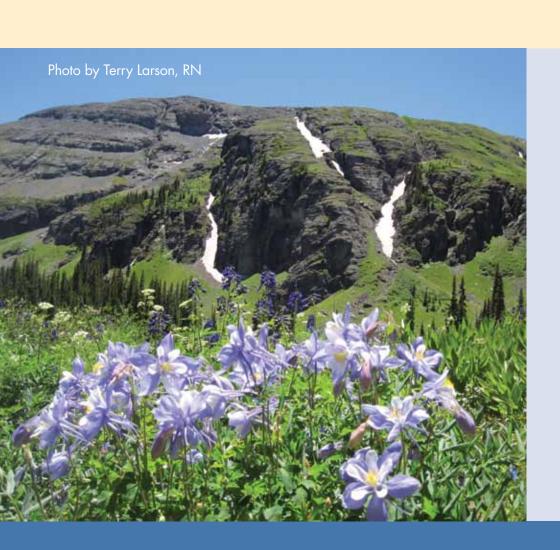


# The Year in Review Aspen Valley Hospital



"We are
fortunate to
have such
a wonderful
hospital in our
community."
AVH patient

2010 Annual Report

## Opening remarks



Dave Ressler, CEO/Administrator, with Chief Nursing Officer Kathryn Chamberlin.

#### From Dave Ressler, CEO/Administrator

Every day our staff commits to providing quality care in a safe environment with outstanding service. Sometimes the care is routine; sometimes it's a matter of life or death. Either way, our well-trained professionals deliver.

In March of this year, it was neither of these, but our abilities were tested and our staff, as always, delivered. A bus/truck collision on Highway 82 resulted in mass casualties. In a short period of time, 12 victims were transported to Aspen Valley Hospital (AVH), and eight victims were taken to our slope-slide facility, Snowmass Clinic.

Our incident command system was set in motion, and our staff demonstrated that they are a well-oiled team, supporting one another and performing at their peak.

Communications between the ambulance crew and emergency department helped determine staffing needs and enabled us to prepare for the patients we would see that day. Off-duty physicians arrived to help. Technologists from diagnostic imaging, lab, and respiratory therapy supported doctors and nurses, providing valuable diagnostic information. Staff from non-clinical areas dropped everything to assist in any way they could. Hospital volunteers stepped in to help both patients and families. With a cohesive effort, patients were quickly and effectively evaluated and treated. Equally as important, the patients (most of them visitors to the area) were reassured and comforted.

While AVH accomplished a lot this past year — a very successful Joint Commission survey, a positive mill levy election, approvals for Phase II of the Master Facilities Plan, financial stability, the issuance of general obligation bonds, three national awards for service excellence, and the commencement of our long-awaited expansion it was this one day in March that truly represents what AVH is all about, what we are here to do, and what we strive to be.

Eur Mission
To deliver extraordinary healthcare in an











## A message from John Sarpa, AVH Board President

It was an historic year, 2010. In fact, it was a dream come true. For many years, we had prepared for a Master Facilities Plan that would enable our

outdated facility to match the award-winning care provided by our staff. Finally, the last few pieces of the puzzle were placed. Final approval for the next phase of the project was obtained from the city, voters authorized \$50 million in general obligation bonds, and we had accumulated sufficient cash reserves.

We are sincerely grateful to the city council and city staff who spent countless hours carefully reviewing our application before granting approval for Phase II last July. To the citizens of the hospital district, your support provided essential funding for the project, but it also validated the good work of our staff, and that is priceless. We thank you from the bottom of our hearts.

By year's end, we were off and running with a groundbreaking/blessing ceremony in December 2010, the initiation of site work in January 2011, and a full-blown project underway at this time. The end-product will be a state-of-the art facility that will make the community proud.

In the meantime, the project is making an impact on the local economy. Here are some facts to consider:

- It will take approximately 5 million man-hours to complete the entire project.
- Scores of new construction jobs will enhance the local economy for years to come.
- Over half of the subcontractor fees will be paid to local/regional businesses and their employees (from Aspen to Glenwood Springs and along the I-70 corridor).

While the Master Facilities Plan was admittedly on the forefront of our minds this past year, our first priority was as it has always been: the delivery of extraordinary healthcare.

Our dedicated board works closely with the hospital administration to determine strategies, plan for the future, ensure quality, and maintain financial health.

#### **Board of Directors**

John Sarpa, President

Dr. Barry Mink, Vice President

Chuck Frias, Treasurer

Lee Schumacher

Dr. Mindy Nagle

For all of us, it is an honor and privilege to serve, and we are profoundly rewarded by the community's support.

While the Master Facilities Plan was admittedly on the forefront of our minds this past year, our first priority was as it has always been:

the delivery of extraordinary healthcare.



"I'm amazed at the compassion and generosity
of this community. I think I have the best
patient rep job in the state."

Joe High, AVH patient representative

Joe High visits with a patient at Aspen Valley Hospital.

### A helping hand, a handy helper

When Joe High retired as a physical therapist with his own business in 2003, he didn't imagine going back to work for a hospital. Likewise, when he was hired as Aspen Valley Hospital's (AVH) patient representative through a partnership with the Aspen Valley Medical Foundation (AVMF), he didn't know his role would touch the lives of so many in such diverse ways. But as the community evolved, so did Joe's position.

It was apparent to him that Aspen is not paradise for everyone. Joe was given the opportunity to let his position grow and take him where he was needed most. Now, four years later, his work with AVH, AVMF, The Right Door, the Aspen Homeless Shelter, Basalt High School, and Aspen High School have had a positive impact on many people.

Joe is a mellow guy, soft-spoken, unassuming, and wise. He makes a connection with people, and that helps him help them. The rewards for Joe — as well as those he assists — are big and often unexpected.

"I'm amazed at the compassion and generosity of this community," says Joe. "I think I have the best patient rep job in the state."

Joe's duties range from the mundane — changing travel and lodging plans for out-of-town patients and their families, transporting patients home or to a hotel — to the more challenging — solving problems related to housing or medical needs, connecting them with resources in the community like Pathfinders, The Right Door, or senior services.

"I never know what the day will bring, but I know there are a lot of people willing to help out in this community," explains Joe with a smile. "Whether it's physical, spiritual, emotional, social, or environmental, there's usually a solution to be found."

### The patient's perspective

At Aspen Valley Hospital (AVH), we monitor the quality of care in many different ways. We constantly strive to improve and perform at the highest standard. But we also recognize that patients evaluate their care from a unique perspective, and that is just as important to us as our own internal measurements of quality.

We're not the only ones to place importance on the patient's perspective. The Centers for Medicare and Medicaid Services and the Agency for Healthcare Research and Quality developed a national survey that asks inpatients about their experiences during hospitalization. This survey focuses on 10 important measures. As you can see from the following comparisons, AVH excels in all 10 areas for the year 2010.

	AVH*	National*	Percentile
Willingness to recommend to others	87.50	69.93	97th
Communications with nurses	84.04	74.56	96th
Communications with doctors	88.55	78.80	97th
Communications about medications	70.73	59.97	94th
Responsiveness of hospital staff	80.15	63.01	98th
Discharge information	86.03	82.18	<i>7</i> 6th
Pain management	80.54	67.90	98th
Cleanliness of the hospital environment	83.88	72.39	94th
Quietness of the hospital environment	79.78	54.83	99th
Overall rating	83.03	67.35	97th

<sup>\*</sup>AVH and national scores represent the percentage of patients who responded to the survey with the highest possible rating.

Scores were obtained from the Avatar International database which is the most recent data available. Scores are also available at **www.hospitalcompare.hhs.gov**. Please note that results on this national public web site are not as current as the Avatar scores and, therefore, may differ from this report.

"I have no doubt in my mind that I am alive today only due to the timely and precise diagnostic skills of the ER doctor and staff at Aspen Valley Hospital. Every day I give thanks for my good fortune to have such a well-staffed and equipped hospital nearby."

### Elaine Bohman's story

Elaine Bohman was diagnosed with breast cancer in August 2010. Considering her family history it wasn't a big surprise. The disease killed every woman on her mother's side of the family — including her mother — and her uncle was diagnosed with breast cancer two years ago. But that didn't make the news any easier.

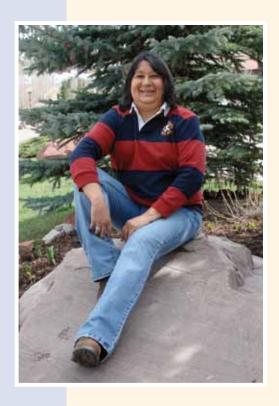
Following consultation with Doug Rovira, MD, Aspen Valley Hospital's (AVH) medical director of oncology, Elaine opted for a prophylactic bilateral mastectomy. Her surgery was performed at AVH by John Schultz, MD; Mindy Nagle, MD; and Jason Martin, MD.

Even though she was born and raised in the valley, Elaine kept her health problems private, sharing her diagnosis with only family and a few close friends and co-workers. She was registered at AVH as a "confidential" patient which meant no one, other than the people she told and the staff directly involved in her care, would know she had been admitted.

Today, Elaine is cancer free. She says all her tests have come back "clean," and she doesn't need chemotherapy or radiation. To look at her, you would never know she'd been diagnosed with a potentially terminal illness less than a year ago.

"But the real story," says Elaine, "is that the people at AVH are amazing. Extraordinary healthcare? Absolutely. Excellence, compassion, and trust? Most definitely. Now I share my story. Everyone needs to know what amazing healthcare we have right here in Aspen!"

Congratulations, Elaine, on a clean bill of health. We know we helped you along the way, but we think you are the "real story." You are a model patient for your proactive stance on early detection and prevention, and your positive outlook undoubtedly contributed to your recovery!



"Extraordinary healthcare? Absolutely. Excellence, compassion, and trust? Most definitely. Now I share my story. Everyone needs to know what amazing healthcare we have right here in Aspen!"

# "From the Ski Patrol, to the hospital care, to the rehab afterwards, it's been fabulous. We're lucky to have such great healthcare in this small community."

Klaus Obermeyer, AVH patient



## Klaus Obermeyer's story

In early March of this year, Klaus Obermeyer's ski season was cut short. A freak accident on the slopes resulted in a broken femur. A legend in the community and founder of Sport Obermeyer, Klaus is 91 years old and skis almost every day of the winter season.

Klaus was promptly attended by the Ski Patrol and brought to Aspen Valley Hospital (AVH) by ambulance. Here, he learned he would need surgery. A rod was placed in his femur, and shortly thereafter he began what some might have considered a long and painful physical rehabilitation. For the ever-optimistic Klaus, though, it's been fun.

"My therapist, Jan Alling, is fantastic. We are like a team, Jan and me, and we're having fun with it," he laughs. He is also quick to compliment his orthopaedic surgeon, Lindsay Harris, MD, stating that Dr. Harris did a "phenomenal" job.

"I guess if something like this has to happen, it's good to happen in this community," says Klaus. "From the Ski Patrol, to the hospital care, to the rehab afterwards, it's been fabulous. We're lucky to have such great healthcare in this small community." We couldn't agree more, Klaus.

But let's not forget that Klaus himself played a critical role in his ongoing recovery. Physical therapy is not all fun and games — it's hard work and requires determination and commitment. "He's one of the most positive people I've ever known," says Jan. "He's insightful, knows his strengths and limitations, always has a smile, and is always ready to give it his all."

For us at AVH, meeting this 91-year-old powerhouse has been a gift. And we're happy to hear that he plans to be out there on the slopes next ski season!



## Community connections...

Aspen Valley Hospital (AVH) has a long history in the Roaring Fork Valley, dating back to 1891. It has been a county hospital, a district hospital, and a hospital supported by the generous contributions of the community through taxes and philanthropy. Its board of directors is comprised of elected local residents. AVH is a **community** hospital; our commitment extends far beyond the boundaries of the hospital walls.

Following are some of the ways we help to improve the quality of life in our area. We hope you'll agree these efforts are worthy and have made a difference.

#### Colorado West Regional Mental Health

The mission of Colorado West is to create access to quality mental health and substance abuse services. With the Aspen Counseling Center in Aspen and a psychiatric hospital in Grand Junction (the only one on the western slope), the agency provides specialty services and a "safety net" for those in need. AVH counts on Colorado West for a growing number of patients and contributes funds for ongoing services on an annual basis.

#### **Mountain Family Health Center**

Residents may face a myriad of barriers when accessing healthcare services, from cost and insurance to cultural and transportation issues. This Glenwood Springs medical office serving Medicaid and other medically indigent residents of the valley has a long-standing relationship with AVH, with the hospital reimbursing Mountain Family for its mid- and upper-valley patients. We are pleased to announce that a partnership between AVH, Mountain Family, and Pitkin County has enabled the opening of a second office in the Basalt area.

#### **Prenatal Care for Indigent Moms**

When Eagle County withdrew its funds for prenatal care of indigent residents, the hospital and its obstetricians were faced with a dilemma. If women in the mid-valley were unable to afford and access prenatal care, their risk for a problem pregnancy, labor, and delivery would increase significantly. To prevent this risk and associated costs, AVH partnered with Eagle County, Pitkin County Community Health Services, and local obstetricians to enable pregnant women to receive prenatal care in Aspen.

#### **Pathfinders**

Cancer patients can count on quality medical care right here in Aspen, but recovery, as well as end-of-life transition, is also dependent upon social, emotional, and spiritual care. We are fortunate to have Pathfinders to augment AVH's medical care at a most stressful time in life. Our patients benefit from Pathfinders services both in and out of the hospital.

## Community benefits

#### The Right Door

AVH contributes financially to this valuable community organization which is a counseling and referral resource to those struggling with substance abuse. With services in case management and crisis response, The Right Door has made a significant impact on the lives of hundreds of people.

#### The Homeless Shelter

This non-profit agency provides shelter, resources, and case management to those in need. The hospital's contribution includes nutritious meals, linens, pillows, warm blankets, supplies for medical care at the shelter, and a "compassion fund" to help with prescription medications. These services often help shelter guests avoid a visit to the emergency room.

#### **Health Careers Club**

This program for high school juniors and seniors encourages volunteerism at a young age and also helps students evaluate their healthcare career options.

#### **Prevention and Early Detection**

Health fairs and community lectures are popular events sponsored by AVH several times a year. Staffed mostly by volunteers, approximately 2,000 area residents benefited from these informative programs in 2010.

#### Trauma Prevention and Safety

With AVH's designation as a level III trauma center comes an obligation to prevent accidents and injury. Our trauma prevention program has helped modify high risk behaviors and influence individuals to wear helmets for various sporting activities. Helmets are available at no cost for those with financial limitations, and patients seen in the ER with a cracked helmet can count on getting a new helmet.

#### **Aspen Valley Medical Foundation**

This philanthropic organization has been closely aligned with AVH for over 35 years, providing support for patients in a variety of ways. Their assistance has helped us with state-of-the-art technology, health professions' scholarships, the hospital's Master Facilities Plan, and vital community services such as the Aspen Hope Center and many of those listed above.

#### **Charity Care**

Over \$2.4 million in charity care was provided to AVH patients in 2010. Charity care is for patients who are financially or medically indigent and in need of emergent or non-elective services. AVH staff help patients access resources for payment of their care including Medicaid and other programs.



## Decades of service

Earlier this year, Aspen Valley Hospital's long-term employees were honored with dinner and awards. Special thanks are extended to the following employees for their dedicated service.



Victoria True



Nancy Birkholz, MT

#### 10 years

Ervin AverettEngineering
Mary Carter, MT Laboratory
${\sf Maria\ Hernandez}\ldots\ldots {\sf Environmental\ Services}$
Kelley Hill, RN Emergency
Karen Lemoine, RN Obstetrics
Heather Preusch Obstetrics
Steven Stefferud, EMT-I Ambulance
Erika Van Meter, CPHT Pharmacy
Kathy Welgos Internal Medicine Associates
Jeff Wold, RRT Cardiopulmonary

#### 15 years

15 years	
Maria Casas E	invironmental Services
Deborah Coombe, RN	Surgery
Ellyn Craven, CST	Central Sterilizing
Judith Evans, RN	Same-Day Surgery
Brent Ford, MT	Laboratory
Melinda Gorden	$\dots \dots Admissions$
Diana Keyser, RT	Diagnostic Imaging
Connie Leonard, RT	Diagnostic Imaging
Cynthia Sette, RT	Diagnostic Imaging

#### 20 years

Beth Barnes, RN	House Supervisor
James Garner, EMT-P	Ambulance
Ann Halliday, RN Inter	nal Medicine Associates
Anna Rae Holloway	. Information Technology
Lynn Lichtenwalter, RN Inte	rnal Medicine Associates
Hermila Sanchez	. Environmental Services
Keri Sivess, MT	Laboratory

#### 25 years

Victoria True......Information Technology

#### 30 years

Nancy Birkholz, MT	Laboratory
Mary Margaret O'Gara, RN	V Diabetes Education
PJ Wallace, RN	Same-Day Surgery

#### 40 years

Jean Cornish, RN . . . . . . . Patient Care Unit



Mary Margaret O'Gara, RN



PJ Wallace, RN



Jean Cornish, RN



### 2010 Nurse of the Year

For the second time in a long career at Aspen Valley Hospital (AVH), Jean Cornish, RN, was honored as Nurse of the Year. Jean joined the AVH team in 1970, and her first go-round as Nurse of the Year was in 1989. Since that time, she has been a mainstay on the Patient Care Unit, but her duties also include information technology relative to clinical functions.

Jean will retire later this year, and she and her husband will relocate to Montrose. Congratulations and our best wishes in retirement, Jean. It's been a wild ride!

## AVMF helps to enhance the health and wellness of our community

#### A message from Kris Marsh, President/CEO

The Aspen Valley Medical Foundation (AVMF), established in 1973, continues to be in the forefront of enhancing health and wellness for all of the residents of Pitkin County and beyond. The expression of AVMF's mission comes in many forms:

■ AVMF is mounting a comprehensive capital campaign to enable Aspen Valley Hospital to expand its facilities into a state-of-the-art medical center to meet the highest standards of patient-centered care. The campaign is in its earliest phase and will be completed by 2014.

- AVMF provides \$100,000 annually in scholarships to healthcare professionals in the areas of nursing, medical support professionals, and emergency responders.
- AVMF provided \$71,000 in 2010 in direct medical, dental, prescription, vision, and mental health services to over 500 individuals.
- AVMF established the Aspen Hope Center in June 2010 and has assisted over 550 clients in need of mental health referrals or crisis intervention and has trained over 1000 individuals in QPR, a well-established suicide prevention training program.
- AVMF is providing leadership to acquire land and build a Continuing Care Retirement Community (CCRC) in Basalt, which will provide independent living cottages and apartments, assisted living units, and a skilled nursing facility.

For further information about the foundation's activities, visit our website, www.avmfaspen.org, or call **544.1298**.



Pharmacy Director Susan High enjoys a visit from "Pet Therapist" Sugar Cheyenne. The Pet Therapy program at Aspen Valley Hospital is administered by volunteer Rita Cohen and includes 12 dogs and their owners.



## The Aspen Valley

Dr. Gehrke

#### Allergy/Immunology

Richard Weber, MD

#### Anesthesiology

Chris Beck, MD
Michael J. Gehrke, MD
Giora Hahn, MD
Eric Willsky, MD
Betsy Bridger, CRNA
Amy Goodman, CRNA
Katie Mithcell, CRNA
Phyllis Whitman, CRNA

#### **Anesthesia/Pain Management**

Giora Hahn, MD

#### Cardiology

Morris Cohen, MD Gordon Gerson, MD

#### Ear, Nose, and Throat

Matthew L. Goodstein, MD

#### **Emergency Medicine**

J. Stevens Ayers, DO
Gregory Balko, MD
Catherine Bernard, MD
Scott A. Gallagher, MD
John Glismann, MD
Kimberly Levin, MD
Chris Martinez, MD
Christina Ahmadian Miller, MD
Amy Covington, PA-C
Sean Nevin, PA-C
Lisa Olsen, FNP



Bruce Bowen, MD Michael Check, MD Anne Goyette, MD Glenn Kotz, MD Kelly T. Locke, MD Dewayne Niebur, MD Kim Scheuer, MD

#### Gastroenterology

Gerard Tomasso, MD

#### **General Surgery**

William Rodman, MD
John Schultz, MD

#### **Gynecology**

Gail King, MD

#### Hospitalist

Mike Goralka, MD

#### **Internal Medicine**

David J. Borchers, MD Paula Kadison, MD Ann Mass, MD Susan Zimet, MD

#### Neurology

Brooke Allen, MD

#### Neurology - Telemedicine

Blue Sky Neu<mark>rolog</mark>y

#### **Obstetrics/Gynecology**

Natasha Knight, MD Melinda Nagle, MD Nancy Bacheldor, CNM Elizabeth Weisenborn, APN-C



Dr. Rodman

## Hospital Medical Staff

#### Oncology

Ira Jaffrey, MD Douglas Rovira, MD Nancee Dodge, FNP

#### **Ophthalmology**

Dan Weitzenkorn, MD

#### Orthopaedic Surgery

N. Lindsay Harris, MD
Tomas Pevny, MD
Mark Purnell, MD
Thomas St. John, MD
Eleanor F. von Stade, MD
Natalie Arena, PA-C
Daniel Armstrong, PA-C
Lindsey S. Haynie, PA-C
Emily Schrobilgen, PA-C
Rachael Wymer, PA-C

#### **Pathology**

George Frank Holmes, III, MD Robert Macaulay, MD Jerry Steinbrecher, MD

#### **Pediatrics**

Harvey Fahy, MD
Charlene Guggenheim, MD
William Mitchell, MD
Claudia Nelson, MD

#### **Plastic Surgery**

Dennis Cirillo, MD Peter Bela Fodor, MD W. Jason Martin, MD Daniel A. Thimsen, MD

#### **Podiatry**

Noel Armstrong, DPM

#### **Psychology**

Martin Manosevitz, PhD

#### **Pulmonology**

Gary Cott, MD

#### Radiology

Radiology Imaging Associates

#### **Urology**

Jeffrey E. Fegan, MD Jamie Lowe, MD Brian Murphy, MD

#### **Affiliate Staff**

Jonathan Gibans, MD Eileen Daly, MD

#### Honorary Staff/ Internal Medicine

Barry Mink, MD Carl Schiller, MD

#### Honorary Staff/ Oral Maxillofacial

Daniel George, DMD

## Honorary Staff/ Orthopaedic Surgery

John Freeman, MD



Dr. Pevny



Dr. Knight

## 2010 Statement of Revenues and Expenses

#### **Revenues:**

 Services to patients
 \$59,585,939

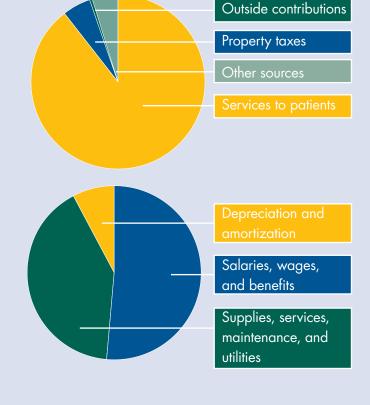
 Property taxes
 3,517,093

 Outside contributions
 140,510

 Other sources
 3,348,089

 Total
 \$66,591,631

#### **Expenses:**



Increase in fund balance . . . . . . . \$6,819,168

The auditing firm of BKD conducted the AVH 2010 audit in accordance with district law and auditing standards generally accepted in the United States.

## The U.S. economy has affected AVH . . .

Now known as the "Great Recession," economic conditions in the United States affected Aspen Valley Hospital in 2010 as still fewer visitors came to Aspen. Although the volume of business was down at the hospital, we diligently managed our expenses and kept our finances in good condition for the year.

## Healthcare reform is here . . .

Although the final regulations are yet to come, there are certainly major changes expected in how healthcare is delivered and paid for in the years ahead. The Aspen Valley Hospital board and administration are monitoring the changes carefully and making plans to adapt as necessary to maintain accessible quality healthcare in the Aspen community.











### Construction update

Phase II of the Master Facilities Plan for Aspen Valley Hospital (AVH) is in high gear. With the installation of an electric crane and warmer weather, progress is rapid. Although the project is still in its infancy, it is on schedule and within budget.

A detention pond was created on the lower part of the property, and the service loop road is underway. The parking structure is a major focus of attention, with soil removal and the shoring of walls occurring first. This summer, a concrete foundation, footers, and walls will be poured. Next, a steel frame — creating the outside dimensions of Phase II — will be erected. Mechanical work, an essential part of the hospital's infrastructure, will occur simultaneously.

A deceleration lane on Castle Creek Road (for entry into the Pitkin County Senior Center/Whitcomb Terrace) is being completed. Because of this work, the bike path will be relocated slightly. From the south side of the Whitcomb Terrace entrance to Meadowood Drive, the new path runs parallel to the old path.

Haselden Construction from Centennial, Co., is the general contractor for the project. A lead architect from Heery Architects is on-site to oversee the implementation of the architectural plans. AVH's Facilities Director John Schied, along with assistant Steve Selby, are also involved with the project on a daily basis. Frank Goldsmith is the community liaison. He can be reached with questions or concerns at **FGoldsmith@aspenhospital.org**.



The electric crane is used to lift and move a variety of objects from one location to another on the construction site.

Haselden supervisor Chance Warren conducts a site tour for Aspen Valley Hospital CEO Dave Ressler, CFO Terry Collins, and community liaison Frank Goldsmith.

Although the hospital construction project is still in its infancy, it is on schedule and within budget.





### 2010 Annual Report

## Ordinary people, extraordinary hearts

A volunteer is someone who enters into some service or undertaking of their own free will. No one makes them do it. There is no paycheck. There is only a desire to make a difference, to give back, to share a smile, to help out. And that's what 70 women and men in the Roaring Fork Valley do at Aspen Valley Hospital (AVH), day after day, week after week.

They're all busy people with families, friends, hobbies, churches, homes, jobs, school, and other responsibilities. Yet they find time to volunteer at AVH. Some work with caregivers and patients, some are behind the scenes, and some accept leadership roles, but they all make an invaluable contribution to AVH and our community. We couldn't do our jobs without them. Thank you, Volunteers!



## Calendar of Events

**Midvalley Health Day** 

Saturday, October 22 8:30 - 11:30 a.m. El Jebel Community Center

Call **544.1296** for more information.