



HEALTH MATTERS

BUILDING A HEALTHIER COMMUNITY

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**Exceptional
MRI Value**

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**Breast Program
at AVH**

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**The Year
in Review**

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Save the Dates

Walk With a Doc

**First Saturday of each month
10 a.m.**

Aspen Valley Hospital
Meet in the Castle Creek Cafe

Plant-Based Recipe Swap

**First Thursday of each month
12 noon**

Aspen Valley Hospital
Oden Conference Center

Aspen Valley Hospital "Fresh & Healthy"

Community Picnic

**Saturday, September 8
12 noon – 3 p.m.**

Aspen Valley Hospital Campus

Midvalley Health Fair

**Saturday, October 13
8 – 11 a.m.**

El Jebel Community Center
Blood draw plus FREE screening stations

Senior Health Fair

**Friday, November 2
8 – 11 a.m.**

Seniors age 60 and older
Aspen Valley Hospital
Blood draw plus FREE screening stations



ASPEN VALLEY
HOSPITAL

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OUR MISSION:

To deliver extraordinary healthcare in an environment of excellence, compassion and trust.

OUR VALUES:

Patient-Centered Care, Accountability, Respect for Others, Integrity and Teamwork

Aspen Valley Hospital non-discrimination statement

With regards to employment, access to, or provision of care, Aspen Valley Hospital District (AVHD) shall provide all individuals with the full and equal enjoyment of the services, privileges, facilities, advantages and

accommodations without discrimination, as required by Section 1557 of the Affordable Care Act of 2010. AVHD shall not discriminate on the basis of race, color, national origin, sex (which includes gender-based discrimination),

disability, religion, age or veteran status. Gender-based discrimination includes discrimination based on gender identity, gender expression and nonconformity with sex stereotypes.

Message from Dave Ressler

Chief Executive Officer

Keeping us on the path established by our Board of Directors, our 2018 Strategic Plan (see graphic) continues to guide the highest **quality care**, provided by a **talented and engaged team** of healthcare professionals, while increasing our **operating efficiency** and maintaining **financial stability**. These core elements are the cornerstone of our mission to provide extraordinary healthcare in an environment of excellence, compassion and trust. Achieving our Board's vision requires a transformation effort that we call "**Population Health Innovation**," which is how we describe our various efforts to assure that our community is well cared for across the continuum of physical and mental health care services.

Principal among these innovations is the new **AVH Center for Medical Care**, which we discuss in this issue and will be launching in the early fall of 2018. This new subsidiary organization will house our existing and new physician practices, including orthopedics; cardiology; ear, nose and throat; ophthalmology; and primary care.

We are excited to launch this essential component of our AVH integrated delivery system. It will be enabled by a robust electronic health record that will enhance all aspects of our patient care and experience. This, along with a campus that we are developing in the midvalley to consolidate our numerous medical services into one easily accessible and visible location, are also discussed in this issue by Elaine Gerson, our Chief Transformation Officer.

It is clear: AVH is not just a community hospital anymore. We are becoming a community-owned **healthcare delivery system**. As such, we are working hard to assure that our community members have the ability to make healthcare choices based on all of the information you need, including cost and quality. By providing full transparency for all of our services, including our lower cost



alternatives for imaging and surgical services in the midvalley, and maintaining competitive pricing with our neighbors, our intent is to support our community members' choices to receive care close to home, where it is convenient and accessible.

AVH can't solve the national healthcare crisis by ourselves, but by partnering with other community stakeholders, local mental health and other agencies, and our neighboring healthcare providers, we can respond as a locally-owned system that is striving to be a part of the solution for our community.



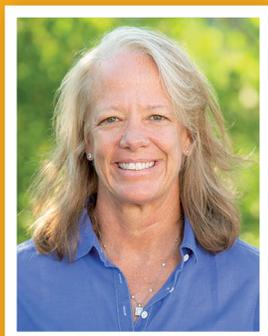
Dave Ressler,
Chief Executive Officer

AVH Executive Team

Dave Ressler, Chief Executive Officer
Deborah Breen, Foundation President & CEO
Elaine Gerson, Chief Transformation Officer
Lori Maloy, RN, Chief Clinical Officer
Alicia Miller, Director of Human Resources
Ginette Sebenaler, Chief Financial Officer
Jennifer Slaughter, Director of Community Relations
Eric Stahl, MD, Chief Medical Officer

Message from Mindy Nagle, MD

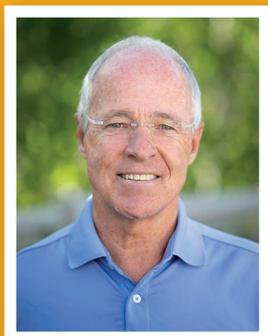
Chair of the AVH Board of Directors and member of the AVH Foundation Board of Directors



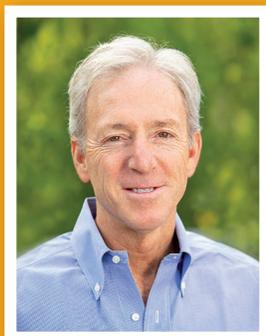
Mindy Nagle, MD, Chair



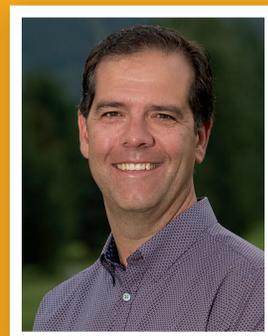
Lee Schumacher, Vice Chair



Chuck Frias, Treasurer



David Eisenstat



Greg Balko, MD

Our country's healthcare system needs to change. In its present state, the system presents a variety of challenges — around issues of cost, access, quality and more — that are difficult to address. While the primary focus should be the well-being of patients and communities, the complexity of the system's structure creates competing interests among other key players, including providers, payers, regulators, advocacy groups, and pharmaceutical and medical device companies.

Our work starts with defining a clear vision to improve the health and lives of every person in our community through access to the best, most comprehensive local healthcare services possible.

At the same time, the system holds enormous opportunities that can drive much-needed transformation. These forces range from advances in technology and treatment options that make care more effective to the individuals and organizations across the spectrum who are passionate about making the system healthier for all stakeholders.

These challenges and opportunities are evident to those of us who serve on the Aspen Valley Hospital (AVH) Board of Directors. Understanding the dynamics affecting healthcare is part of our duty to help ensure the availability of high-quality healthcare in our community — just as it is the duty of thousands of other people who serve in similar roles in every corner of our country.

So, where can we begin our search for the best solutions for AVH's patients, for our staff and employees, for local taxpayers and businesses, and for our community at large? Even as the national conversation around healthcare becomes mired in controversy, what can we do locally to stay focused on the issues and keep moving forward?

We believe our work starts with defining a clear vision to improve the health and lives of every person in our community through access to the best, most comprehensive local healthcare services possible. To that end, AVH is taking the lead to:

- Increase the scope and integration of our medical programs
- Improve our patients' ability to access care across Pitkin County
- Ensure that our people, processes, equipment and facilities meet the community's changing needs
- Become more transparent with our pricing structure
- Explain our vision for maintaining and improving the hospital's quality of care

We continue as a Board to educate ourselves and keep abreast of technology disruptions in our industry. Like so many other industries that have successfully evolved, so must healthcare. Mirroring some of their trials and successes, the adoption of technology may very well be what drives not only cost containment but also better outcomes and improved quality of life.

My fellow AVH Board members — Lee Schumacher, Vice Chair; Chuck Frias, Treasurer; David Eisenstat; and Greg Balko, MD — join me in welcoming your feedback, ideas and support as we all work together to make our community the healthiest in the nation.

Outstanding quality and cost savings

Midvalley Imaging Center provides great MRI value

Shopping around for an MRI in the Roaring Fork Valley? If so, the Midvalley Imaging Center is rewriting the rules of healthcare with a mission to provide MRI services at a lower cost without compromising quality.

The center has all the benefits you deserve and many you don't expect:

- High-quality images
- Low costs that include professional reading of the images
- Convenient location
- No waiting
- Personalized attention
- Ample parking
- Friendly service

"A lot of our business is driven from large, self-funded employer groups, which are always looking for lower-cost alternatives that provide quality services, and we serve as that crucial link in our region," said Tim Burns, Executive Director of the center.

"At the same time, a lot of individuals with high-deductible health plans are comparison shopping for the best diagnostic images at the lowest cost. The Midvalley Imaging Center provides that option for elective MRIs, especially since our pricing is all-inclusive."

Apples to apples

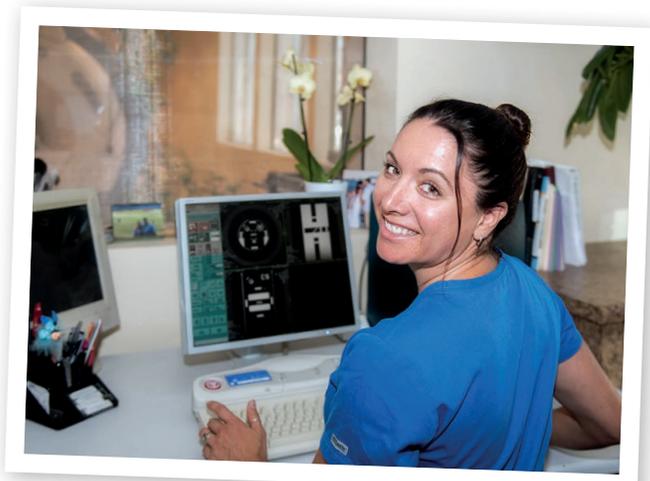
Value is one of the major benefits provided by the Midvalley Imaging Center, because prices include both taking the images and having them read by physicians at Denver-based Radiology Imaging Associates. Other imaging services in the region have pricing structures that do not include having the images read.

"When you're exploring your options, be sure you're comparing apples to apples," Burns said. "It's important to know what is included in the cost and what is not included."

As a bonus, Midvalley Imaging Center self-pay patients who pay in full at the time of service may be eligible for an additional discount.

Benefit from our balance

The Midvalley Imaging Center is able to offer cost savings thanks to a business model that balances low overhead expenses with high-quality services. And it's important to note that the center boasts highly experienced, tenured staff. For example, Natalie Johnson, RT, MR, has been the face of the imaging center for a decade.



"Everybody loves a familiar face," Johnson said. "We have a small and very tight, cohesive team. That improves our efficiency, performance, patient outcomes and safety. All of those result in cost savings we pass along to our patients."

Particularly convenient for residents of Basalt, Carbondale and surrounding areas, the center has only appointment-based visits, with Johnson scheduling one patient per hour so no one has to wait. "I'm the primary provider there, and patients like having one person help them every step of the way. They know they're not going to get lost in the shuffle," Johnson said. "It works very smoothly, and our patients love it."

Midvalley Imaging Center

*Conveniently located at the
Midvalley Health Institute
1460 E. Valley Road, Basalt
9 a.m. to 3 p.m. weekdays
(by appointment)
970.927.5087*



The Breast Program at Aspen Valley Hospital

Expert breast health services close to home



Part of the Breast Program, the new Women's Imaging Center waiting room provides a comfortable, spa-like place for patients to relax before testing and treatment. The fully-appointed waiting area features a comfort station with herbal tea, soothing music and calming and inspirational artwork.

Call it the “backyard advantage.” For women in the midvalley, the need for many breast health services used to mean a long drive to and from Denver. But now, the Breast Program at Aspen Valley Hospital (AVH) offers comprehensive breast cancer screening, diagnoses and treatment options close to home.

“The need for breast care services in our area is increasing every year,” said Heather Milne, RN, Nurse Navigator of the Breast Program. “The population here is changing and growing. Twenty-five years ago, the population was much younger overall; now we have a broader spectrum of ages of women who can benefit from having these services available locally.”

A major commitment to our community

The Breast Program represents a significant commitment for AVH. Plans for its development began to take shape about four years ago and have included adding dedicated staff and upgrading and expanding the technology to diagnose and treat cancer. The goal is to have as complete a suite of services as possible.

“We’d like to take care of women from the time of diagnosis through treatment and to do so in our patients’ home community,”

said Betsy Brew, MD, FACS, Breast Care Surgeon with AVH and the Denver-based group, Surgical Specialists of Colorado. “Staying in the comfort of your home and not making those long drives when you don’t feel well are important advantages for our patients.”

“The program offers other crucial benefits, too,” added Lesley Fraser, MD, FACS, Breast Care Surgeon at AVH and also a member of Surgical Specialists of Colorado. “Our patients don’t have to choose between convenience and quality,” he said. “You get the same services here that you would get in Denver while knowing that our team really knows you as an individual.”

Big-city quality, small-town comforts

Many of the program’s professionals, including radiologists from Radiology Imaging Associates (RIA), are based in Denver and visit Aspen regularly to provide care. And Dr. Brew was quick to note the AVH Breast Program’s equipment is also comparable — and even superior — to that found in many major medical centers. For example, she said that whole-breast ultrasounds, an important screening tool for women with

dense breast tissue, are available at AVH but not at some of the state’s largest hospitals.

AVH’s program also offers state-of-the-art 3D mammograms for every patient, as well as breast MRIs, stereotactic biopsies and a comprehensive array of other diagnostic and treatment radiology services. Plans to add 3D sonograms are underway.

One hallmark of AVH’s program is its multidisciplinary approach, from the close involvement of a patient’s primary care physician to the presence of the nurse navigator to act as the patient’s champion along the patient’s unique care path. Other established AVH medical services — such as the infusion center, medical oncology, oncology rehabilitation and breast reconstruction — complement the newer additions. Other services such as nutrition counseling, lymphedema care, genetic counseling and psychosocial support help our patients regain strength to move forward and live well.

So far, the response from patients has been completely positive. “They love it,” Dr. Fraser said. “Truly, they are glad to have top-quality breast care close to home and to know that we are here to help them through their journey of healing.”

For more information about the Breast Program at Aspen Valley Hospital, please call **970.544.1420**.



Betsy Brew, MD, FACS
Breast Care Surgeon



Lesley Fraser, MD, FACS
Breast Care Surgeon

Three questions for Heather Milne, Nurse Navigator of the Breast Program

One unique aspect of the Breast Program at Aspen Valley Hospital is the role of our nurse navigator, Heather Milne. Heather contacts all of our breast cancer patients and is available to help them with any aspect of the treatment process: meetings with physicians, preparations for surgery, follow-up afterward and beyond.

Q: What are your day-to-day responsibilities?

A: After a patient receives a breast cancer diagnosis, I contact her and see how she is coping. Sometimes patients are so overwhelmed they don't know what to think — it's scary. I try to steer

patients through the process of treatment and recovery. Compassion is so important, and we want to help every patient through the tough times.

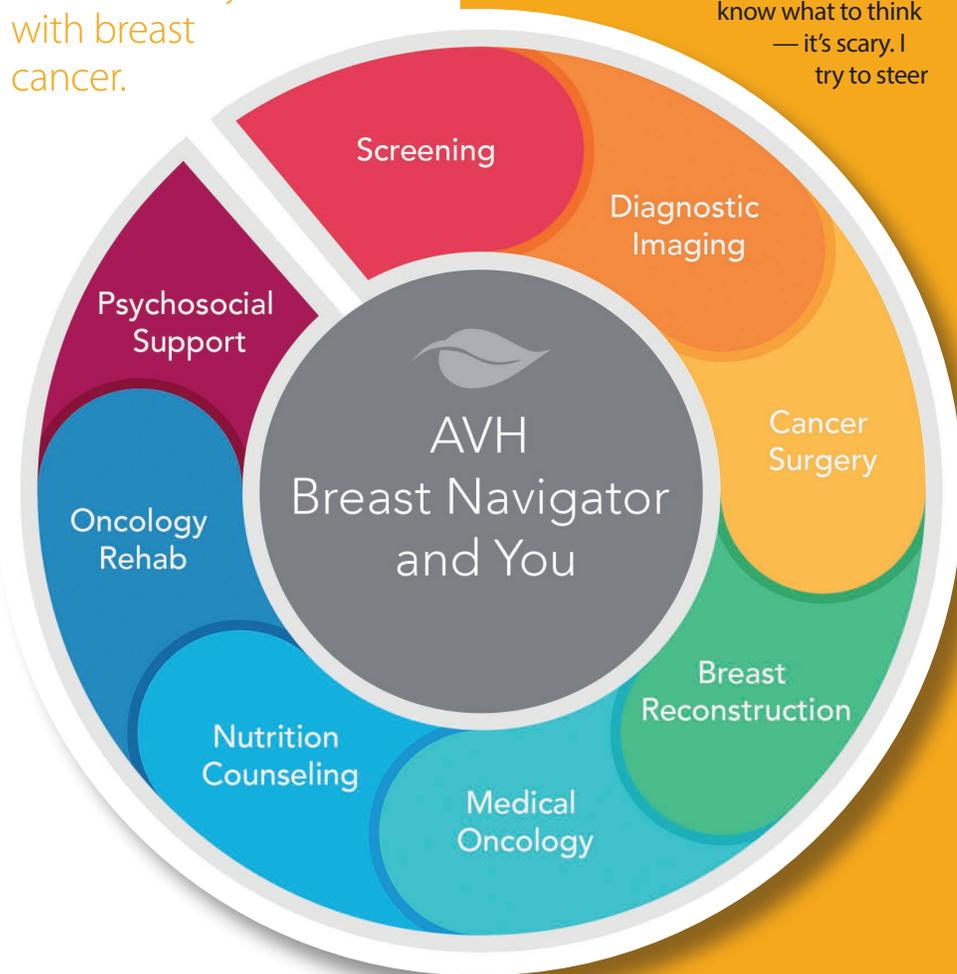
Q: What is different about patients in Aspen, where many women are active and engaged in their health?

A: Women in this community are strong, and people who are active and strong tend to be aggressive in how they deal with cancer. But that doesn't mean the journey is easy; they still may have to go through the disbelief, grief and anger. But then they are able to get their boxing gloves on and say, "OK, I'm ready now." We also have patients who are not as fit. So no matter what the woman's situation, we can provide a lot of information and support.

Q: What are some of the most common questions patients ask?

A: "What should I do?" "What's the next step?" "Am I going to lose my hair?" "Why me?" Some of these women are fighting for their lives, so we encourage them to ask any questions they have.

FACT: AVH providers diagnose up to 30 women a year with breast cancer.



Heather Milne, RN
Nurse Navigator

Population health

How and why AVH is helping to make Aspen a healthier place for all

Every day seems to bring news of a major medical breakthrough in the diagnosis or treatment of disease. In the marble halls of Washington, D.C., and in statehouses across the nation, healthcare policy is hotly debated. Hospital systems, health insurance companies, physicians and nonprofit groups are constantly exploring ways to improve quality, cut costs, increase access to services, encourage healthy lifestyles and raise awareness of the benefits of preventive care.

These and other dynamics demonstrate how rapidly the U.S. healthcare industry in general and its delivery systems in particular are evolving. Aspen Valley

Hospital (AVH) is not immune to the effects of the evolution — and in fact, AVH is an active player in acknowledging its value, embracing its tenets, moving its conversations forward and advocating for the best interests of the hospital’s patients, community, providers and employees.

The Quadruple Aim and population health

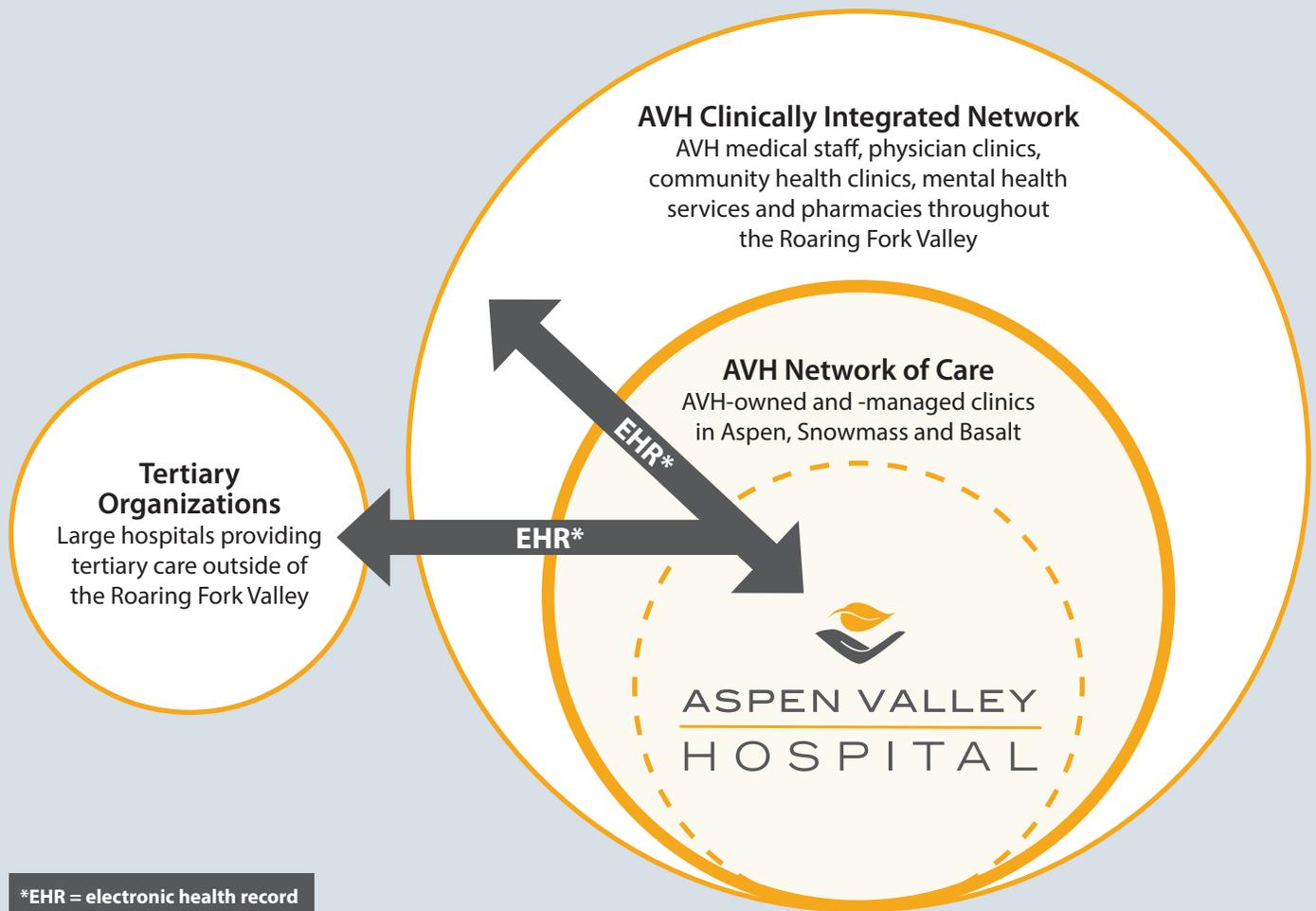
In recent years, you may have heard discussions or seen information about the Institute for Healthcare Improvement’s Quadruple Aim:

- Improve quality of care and patient experience
- Enhance physician engagement

- Elevate population health status and wellness
- Reduce cost

These are the objectives AVH has identified as key to transforming the health status for everyone in the community. “The Quadruple Aim is also central to our mission to make AVH ‘more than just a hospital,’” said Elaine Gerson, General Counsel, Chief Transformation Officer and Administrator of AVH Ambulatory Clinics. “The Quadruple Aim provides areas of focus that inform our decisions about the specific steps we can take to move our organization and community forward.”

AVH Community Information Network



*EHR = electronic health record

Some of the steps AVH has identified can be categorized as promoting population health — that is, creating a healthier community for everyone. Among the strategies AVH is using to promote population health are:

1 Creating an integrated care network

Nationally, stakeholders in healthcare have sharpened their focus on the role of primary care providers (PCPs) as the backbone of population health management. PCPs serve as coordinators of all the care their patients receive, which means they are responsible for overseeing the quality and appropriateness of their patients' care. For example, PCPs can ensure that a patient's medical services are not duplicated by multiple specialists, (which can drive up costs), and the patient's various medications do not interact, (which can cause harmful side effects).

Because of the key role they play in patient health, AVH is actively recruiting more PCPs to the Aspen area. Some of them will be directly connected to AVH, while others will be indirectly connected to the hospital through group or individual practices as part of a clinically integrated network. To improve cost efficiency and maintain quality, network providers will follow standards of care, such as evidence-based protocols for high-cost diagnoses.

2 Launching an electronic health record and establishing the AVH Center for Medical Care

Integration will also involve a new system of electronic communications — an electronic health record — scheduled to launch this fall for AVH's subspecialty clinics in orthopedics, cardiology, otolaryngology and ophthalmology. These clinics are now part of the AVH Center for Medical Care, a new entity created to make care more convenient and cost-effective for patients.

Eventually, the electronic health record (and the Center) will expand to include PCPs. And through the electronic health



(Left to right): Mike Kimbel, Director of OrthoAspen; Elaine Gerson, General Counsel, Chief Transformation Officer and Administrator of AVH Ambulatory Clinics; and Anthony Peregretti, Director of Specialty Clinics, are working closely together and with AVH's Information Technology team to launch an electronic health record for their respective clinics this fall.

record interface, both patients and providers will benefit from easier access to medical records. For patients, it offers a new standard for managing healthcare appointments and records: through the online patient portal and integrated Healow app.

3 Strengthening our presence in the midvalley

AVH has long provided healthcare services in the Basalt area. So far, however, AVH's presence in the midvalley has not been centralized in a way that maximizes convenience for patients and cost efficiencies. For example, AVH has three facilities — After-Hours Medical Care, the Midvalley Surgery Center and the Midvalley Imaging Center — in Basalt.

As part of AVH's population health strategy, the hospital plans to expand and centralize its presence in the midvalley with creation of a campus that will house multiple services. Currently, it is working to identify an appropriate location and determine which services will be part of the campus.

4 Managing health risk in the community

Imagine a person who is overweight, has high blood pressure, is prediabetic and does not see a PCP for regular checkups. Back in the day, hospitals usually did not play an active role in the life of a person with these types of health risks until he or she arrived via ambulance in the emergency room with symptoms of a heart attack or other life-threatening conditions.

AVH recognizes that it is uniquely positioned to improve the information, tools and access people need to stay healthy — and that doing so is an integral part of the hospital's mission and responsibility. Through outreach efforts such as health fairs, childbirth and diabetes education classes, the monthly "Walk With a Doc" series and other events, AVH is already making resources available to help everyone do their part to build a healthier community.



Creating a **better future** is easier than you think...

AND CAN HELP ENSURE THE FUTURE OF ASPEN VALLEY HOSPITAL.

Giving through an estate plan may help you minimize taxes, leave more to loved ones, and support organizations that are meaningful to you. At Aspen Valley Hospital Foundation, we are committed to educating and empowering our foundation friends by removing the barriers to exploring estate planning options.

We work with Bill Gustoff, President of the Legal Division for Thompson and Associates, an independent estate planning company, to help evaluate your estate planning options. This partnership brings **completely confidential and no cost** estate planning services to you and your family.

This service is designed to allow you to ask questions, explore options and then work with your trusted legal and tax professionals to implement any of the estate planning tactics that will provide you the greatest benefit.



ASPEN VALLEY HOSPITAL FOUNDATION

Call 970.544.1302 today to schedule a no cost, no obligation consultation.
You can also learn more at: aspensvalleyhospital.org/planned-giving.
avhf@aspenshospital.org | supportaspensvalleyhospital.org

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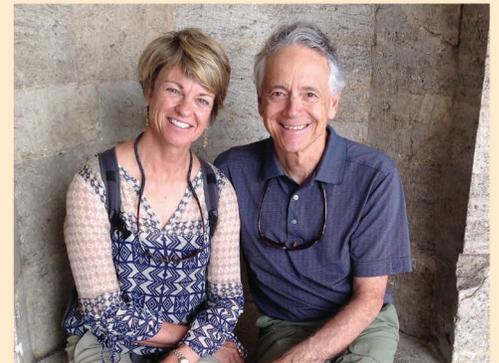
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“ There are always new reasons to sit down and think about your personal financial picture.....getting older, children, grandchildren, loss of life, philanthropy, etc. We were very happy with the results of Bill's efforts and the recommendations he made to make our plans as effective as possible. We also very much appreciated having his full attention without any cost to us, sales pitches, pressure, or worry of this not being an absolutely confidential process, with no strings attached and with our best interests in mind.

The process was deliberate and thoughtful and met our needs. Bill is very knowledgeable, yet he is very personable, and has a low-key approach that we really appreciated. The process involved one meeting a month and allowed us plenty of time to consider our priorities, financial needs and philanthropic goals. We have nothing but positive things to say.”

– SAM AND PETE LOURAS

AVH receives recognition for excellence, innovation and service

If it's true that everybody loves a winner, Aspen Valley Hospital (AVH) must have a lot of fans. In recent months, the hospital has received a number of important awards and distinctions in recognition of our patient experience, quality of care, environmental stewardship, financial standing and more. Here are some highlights:

Becker's Hospital Review

- **60 of the Greenest Hospitals in America** — Hospitals across the nation are taking steps to become more environmentally friendly as part of population health initiatives and cost-saving measures. AVH received this recognition because it has made community stewardship at the environmental level a top priority, incorporating green building efforts into the Master Facilities Plan, and embarked on projects to lower energy consumption and reduce medical and food waste.

Centers for Medicare & Medicaid Services (CMS)

- **Five-Star Rating** — CMS recognized AVH with a Five-Star Rating, which puts the hospital at the very top for hospitals nationally — just 337 of more than 4,000 hospitals across the country have earned this perfect score. One of seven hospitals in Colorado to carry this designation, AVH is the **only critical access hospital in Colorado** to earn the Five-Star Rating. This honor from CMS recognizes AVH for its high overall quality scores, based on 57 data measures according to CMS' Hospital Compare website. AVH rated highest for patient experience.

Custom Learning Systems (CLS)

- **Summit Award** — At the 18th Annual Healthcare Service Excellence Conference hosted by CLS, AVH received the highest recognition — the Summit Award — for its Speak UP OASIS Team. This honor acknowledges the organization's outstanding progress towards improving patient experience and staff engagement.

- **Pinnacle Awards** — AVH received additional CLS awards for individuals and teams dedicated to safety, quality and patient experience:
 - Mark Bauer, Service Excellence Mentor
 - Speak UP OASIS Team
 - Green Up, Clean Up DO IT Improvement of the Year

Moody's Investor Services

- **Baa2 Bond Rating** — This stellar bond rating is the highest rating attainable for a critical access hospital. It is an important indicator of AVH's financial strength and creditworthiness.

All of these awards and recognitions validate AVH's efforts to make our patients' and visitors' experiences here as convenient, positive, productive and safe as possible. AVH thanks its employees and staff who made these important achievements possible.

AVH is the only critical access hospital in Colorado to earn the Five-Star Rating from the Centers for Medicare & Medicaid Services. This honor recognizes AVH for its high overall quality scores.



Aspen Valley Hospital medical staff

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Regan Pyle, MD

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Eric Willsky, MD
Vincent Franze, DO
Adriana Divo, CRNA
Amy Engelmann, CRNA
Kathleen Mitchell, CRNA
Cameron Meyer, CRNA
Phyllis Whitman, CRNA

Anesthesiology/ Pain Management

Giora Hahn, MD

Cardiology

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Gordon Gerson, MD, FACC

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Pauline Rehr, MD

Ear, Nose and Throat (Otolaryngology)

Heather Murphy, MD

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Brent Fowler, MD
Scott A. Gallagher, MD, FACEP
John Glismann, MD, FACEP
Kimberly Levin, MD, MPH
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Christina Miller, MD
Clarice Sage, MD
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Amy Behrhorst, PA-C

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Sara Shainholtz, PA-C

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Virginia Sarapura, MD
Irene Shchauer, MD

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Anne Goyette, MD
Glenn Kotz, MD
Kelly T. Locke, MD
Kim Scheuer, MD

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Robert Dy, DO

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Jennifer Bocker, MD
Elizabeth (Betsy) Brew, MD
Lesley Fraser, MD, FACS
Joe Livengood, MD, FACS
Charles Mains, MD
Franco Rea, MD
Christopher Zaw-Mon, MD

Gynecology

Gail King, MD

Hospitalist

Mike Goralka, MD

Infectious Disease

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Bryan Gieszl, MD
Paula Kadison, MD
Ann Mass, MD
Gail Mizner, MD
Susan Zimet, MD

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Brooke Allen, MD

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Melinda Nagle, MD
Nancy Bacheldor, CNM

Oncology/Infusion

Douglas Rovira, MD
Nancee Dodge, RN, FNP-C

Ophthalmology

Mike Murphy, MD, FACS

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Namdar Kazemi, MD
Waqar Khan-Farooqi, MD
Ferdinand Liotta, MD
Tomas Pevny, MD
Mark Purnell, MD
Eleanor F. von Stade, MD
Thea Wojtkowski, MD
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Kelly Johnson, PA-C
Rachael Wymer, PA-C

Pathology

George Frank Holmes, III, MD
Robert Macaulay, MD

Pediatrics

Harvey Fahy, MD
Charlene Guggenheim, MD
Mary Harris, MD
Carey Levin, MD
William Mitchell, MD
Claudia Nelson, MD
Rebecca Percy, MD

Plastic Surgery

Jennifer Butterfield, MD
Peter Fodor, MD
W. Jason Martin, MD

Podiatry

Noel Armstrong, DPM

Pulmonology

Gary Cott, MD

Radiology (Radiology Imaging Associates)

Andy Fisher, MD, MBA

Rheumatology

Duane Pearson, MD

Sleep Study

Thomas Minor, MD

Teleneurology (Blue Sky Neurology)

Maysun Ali, MD
Russell Bartt, MD
Michael Bogitch, MD
Christian Burrell, MD
Ira Chang, MD
Chris Fanale, MD
Adam Graham, MD
Emily Lampe, MD
Jonathan Scott, MD
Byron Spencer, Jr., MD
Jeffrey Wagner, MD
Alicia Bennett, DO

Urology

Jeffrey E. Fegan, MD
Jamie Lowe, MD

After-Hours Medical Care

Bruce Bowen, MD
William Duke, MD
Kelly T. Locke, MD
Joshua Seymour, MD
Elizabeth Tai, MD

Snowmass Clinic

Jon Gibans, MD
Kimberly Levin, MD, MPH

Directory of services

Need help? Want to schedule an appointment? Wish to check on a patient? Have a billing question? For all of your healthcare and hospital-related questions and requests, below is a listing of Aspen Valley Hospital phone numbers to call.

HOSPITAL DEPARTMENTS	
General Information	970.925.1120
Administration	970.544.1261
Admissions	970.544.7350
Aspen Valley Hospital Foundation	970.544.1302
Ambulance Office	970.544.1583
Aspen Birth Center	970.544.1130
After-Hours Medical Care in Basalt	970.544.1250
Billing Help Line	970.544.7694
Business Office/Billing	970.544.7377 800.262.3067
Cardiac Rehabilitation	970.544.1383
Cardiopulmonary/Respiratory Clinic	970.544.1264
Community Relations	970.544.1296
Diabetes Education	970.544.7394
Diagnostic Imaging	970.544.1192
Diagnostic Scheduling	970.544.1392
Emergency Department	970.544.1228
Gift Shop	970.544.1304
Human Resources	970.544.1367
Medical Records	970.544.1290
Midvalley Surgery Center	970.544.1360
Midvalley Imaging Center	970.927.5087
Nuclear Medicine	970.544.1127
Nutrition Services	970.544.1157
Oncology & Infusion	970.544.1507
Outpatient Scheduling	970.544.1392
Pain Center of the Roaring Fork Valley	970.544.1146
Patient Care Unit	970.544.1135
Pharmacy	970.544.1778
Physical Therapy/ Rehab Services	970.544.1177
Same Day Surgery/Outpatient	970.544.1327
Spanish Resources	970.544.1543
Surgery Scheduling	970.544.7391
Whitcomb Terrace Assisted Living	970.544.1530

AVH MEDICAL PRACTICES	
Cardiology Clinic	970.544.7385
Ear, Nose & Throat Clinic	970.544.1460
Endocrinology Clinic	970.544.1395
Ophthalmology Clinic	970.544.1460
OrthoAspen	970.544.1289
Pulmonology Clinic	877.225.5654
Rheumatology Clinic	970.544.1395

Or, visit us online at
aspenhospital.org.

 @AspenValleyHospital



575 years of service!

Congratulations to our long-time employees as they celebrate their anniversaries!

35 years

Kathy Nilsen, RN Midvalley Surgery Center

30 years

Lauri Cross, RN Patient Care Unit

Maryellen Secrist Admissions

Laura Stewart Patient Financial Services

25 years

Paula Phillips Whitcomb Terrace

Deborah Hutchinson, EMT-P Aspen Ambulance

20 years

Cara Borchers Peterson, BSN David Borchers

15 years

Joleen Incze, RN Obstetrics

Marcella Steward-Knable, BSN Case Management

Krista Fox, OTR/L Rehabilitation Services

Jason Smith, EMT-P Aspen Ambulance

Sandra Holmes, RD Nutrition Services

Nancee L. Dodge, FNP-C Oncology

Peter Hershberger, RN Surgery

Kelli Higdon, BSN IMA

Kimberly Carroll Medical Records

Vonda Williams, EMT-B David Borchers

10 years

Steve Romanello, PBT Laboratory

Miles Wagner, BSN Emergency Department

Lisa Poole, EMT-P Aspen Ambulance

Jeffrey Edelson, EMT-P Aspen Ambulance

Lilia Tellez Environmental Services

Javier Carrasco Environmental Services

Leona Lacasse Cardiology Clinic

Lori Maloy, MSN Nursing Administration

Kellene Hansen Snowmass Clinic

Ashley McBride Diagnostic Imaging

James Richardson, EMT-P Aspen Ambulance

Amy Behrhorst, PA-C, MHP Employee Health

Adriana Castro Whitcomb Terrace

Alyssa Franklin, PharmD, MBA, BCPS Pharmacy

Meredith Nelson-Daniel Whitcomb Terrace

Veronica Zacarias Villanueva Environmental Services

5 years

Michele Evans, MA, CPS II, CAC II Valley Health Alliance

Becky Headden, RN Emergency Department

Rebecca Leibinger Patient Care Unit

Amanda Matthew, RN Same Day Surgery

Jennifer Murillo Patient Care Unit

Christina Nye, RN Same Day Surgery

Julie Glen, OTR, CHT Rehabilitation Services

Priscilla Janas, LPN Snowmass Clinic

Erica Purcell, BSN Patient Care Unit

Kimberly Teaford Medical Records

Silvia Zelaya Environmental Services

Louie Carder, PT Rehabilitation Services

Eric Stahl, MD Administration

Kay Suthithanin, BS, MLS, CLS Laboratory

Jennifer Tighe, RN Obstetrics

Gena Hatcher, BSN Quality/Risk Management

Abel Banuelos Engineering

Nicole Randall Health Information Management

Nancy L. Smith, RN Obstetrics

Diego Villalta Laboratory

Lesley Flynn, RN Patient Care Unit

Stefanie Medina, RN Nursing Administration

Yasmin Hermosillo Environmental Services

Abraham Monterroso, CRCST Central Sterilizing

A very special thank you to our volunteers

AVH volunteers generously devote thousands of hours annually to improving the lives of our patients and staff. Volunteers deliver flowers, meals and an encouraging words to patients; comfort family members with information, coffee and hugs; help visitors navigate unfamiliar hallways; serve on committees that provide important guidance for our shared future; work in the gift shop, mail room and offices; and even bring in their canine companions to cheer up patients with some bedside pet therapy.

You, too, can make a difference for patients and staff. Become a part of the AVH family and learn more about volunteering at aspenhospital.org/volunteer.

AVH volunteers donated nearly 4,000 hours of their time in 2017!

2017 Financial Information

Aspen Valley Hospital (AVH) remains in strong financial condition, thanks to a combination of steady growth in patient care services and the generosity of the community, both in the form of property taxes and contributions to our AVH Foundation, which supports our facilities expansion — see graphs at right.

At the same time, management continues to seek operational efficiencies in both our hospital and physician clinics, as we expand the scope of services we provide. The majority of our expenses are related to recruiting and retaining our highly qualified staff and physicians through which our hospital directly contributed over \$45 million to the local economy last year, and employed nearly 500 people in our community.

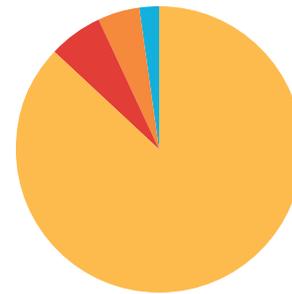
In 2017, AVH provided uncompensated healthcare services worth an estimated \$1.5 million, and an additional \$3 million in subsidies for the Medicaid population. We also provided \$440,000 in direct financial support to outside agencies for programs that serve the needs of our most vulnerable community members. We partnered with Pitkin County's Healthy Community Fund to support agencies such as Mindsprings Health for mental health services, the Aspen Detox Center, the Aspen Homeless Shelter and Mountain Family Health Center's Basalt location.

In addition, we completed three of the four phases of our facilities expansion plan. Our AVH Foundation capital campaign has now passed \$43 million in pursuit of our \$60 million goal, after which we will be able to complete the final phase. As a community hospital, all proceeds from our funding sources and operations are invested in advancing our facilities, technologies and programs.

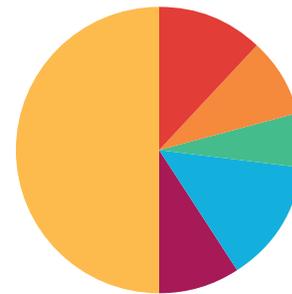
As our industry enters the next phase of transformation toward a new model of care delivery with the intent of reducing healthcare costs, AVH is focused on demonstrating value and improving the health of our community. This journey is one that will require financial discipline and careful utilization of our healthcare resources to accomplish our strategic goals and drive innovation.



*Ginette Sebenaler,
Chief Financial Officer*



2017 REVENUES		Amount	%
Net Patient Services		\$90,073,222	87%
Property Taxes		\$8,004,351	6%
Contributions		\$6,586,893	5%
Other		\$3,018,374	2%
Total Revenues		\$107,682,840	100%



2017 EXPENSES		Amount	%
Salaries & Benefits		\$49,656,852	51%
Contracted Services		\$11,498,186	12%
Supplies		\$9,065,618	9%
Maintenance, Utilities & Licensing		\$6,099,898	7%
Depreciation & Amortization		\$13,164,548	14%
Other		\$9,373,869	7%
Total Expenses		\$98,858,971	100%

Total Increase in Fund Balance	\$8,823,869
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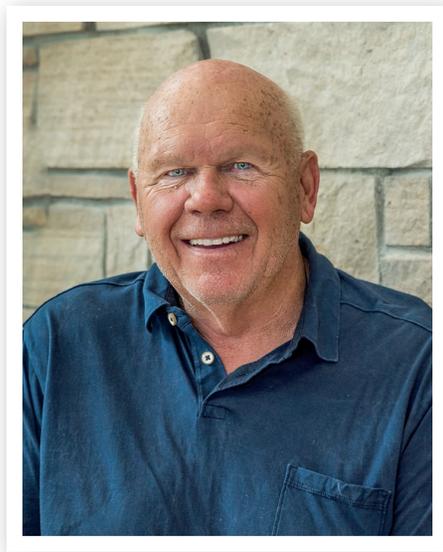


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This publication in no way seeks to diagnose or treat illness or serve as a substitute for professional medical advice. Please see your physician if you have a health problem. Aspen Valley Hospital respects your privacy. If you prefer not to receive communications from us, please email AVHF@aspenhospital.org or call **970.544.1302**.

'I came to the right place'

After a big-hospital experience, patient recognizes the AVH difference



Carbondale resident John Runne felt like "a million bucks" after his hernia surgery and recovery at Aspen Valley Hospital.

AVH has a post-surgery infection rate far below state and national averages.

Few patients have a greater appreciation for Aspen Valley Hospital (AVH) than John Runne. That's because several years ago, he had total hip replacement surgery performed at a large hospital in Denver. The surgery seemed to go well. In the weeks afterward, however, John was diagnosed with a dangerous post-operative staph infection that left him unable to walk and required three additional surgeries, including a second replacement of the affected hip.

"I had a great deal of experience being at a big hospital," John said. "It's very trying to lose almost three years of your business career and activity with your family. It was a very depressing series of events."

Eventually, John healed and was able to go on with his life. And then soon after he and his wife moved to Carbondale in April 2017, he was diagnosed with a hernia. His primary physician referred him to Lesley Fraser, MD, General Surgeon at AVH, and friends seconded the recommendation.

Given the painful journey after his hip replacement in Denver, John admitted to

having some trepidation about having surgery again. However, he scheduled a consultation. "All of my apprehensions went away as soon as I walked through the door and met Dr. Fraser," John said. "From that point, I had no doubts, fears or concerns. It was pretty amazing. That was my first surprise!"

Other happy surprises were in store. For example, John was comforted to learn that AVH has a post-surgery infection rate far below state and national averages. On the day of his hernia surgery, he was "amazed at the care and kindness from every person on the staff, from the registration desk to the recovery room," John said. "Having been in a large hospital where I had to hit a buzzer every time I needed help, I was really impressed to see the dedication and attention of the AVH staff."

The surgery itself was a resounding success, with John reporting that he suffered no post-operative pain and "felt like a million bucks" just one week later. "All in all, my experience at AVH was phenomenal," he said. "I came to the right place."