

PEOPLE. PLACE. PURPOSE. A STORY WORTH TELLING



ASPEN VALLEY HOSPITAL

# annual impact report



Aspen Valley  
Hospital's  
mission is  
to deliver  
extraordinary  
healthcare in  
an environment  
of excellence,  
compassion  
and trust.

**Patient-centered care.**

**Accountability.**

**Respect.**

**Teamwork.**

**Integrity.**

**Aspen Valley Hospital is  
your community hospital.**



## Founded in 1891,

Aspen Valley Hospital (AVH) is one of the most sophisticated critical access hospitals in the country. The numerous accolades and awards earned are a tribute to the tradition of high-tech and high-touch care. AVH houses 25 total inpatient beds, which include five maternity beds, four ICU beds and 16 private medical/surgical beds. The Hospital also provides round-the-clock, state-of-the-art emergency care, with a Level III trauma designation. A diverse medical staff and skilled clinical teams who manage care across a multitude of service lines meet both the routine and complex needs of area residents and visitors from around the globe. AVH manages over 80,000 patient encounters each and every year. Care is offered not only at the main campus in Aspen but also via its network of care that offers convenient locations in downtown Aspen, Snowmass Village and Basalt. AVH also has immediate connectivity with higher-level hospitals throughout Colorado and manages seasonal residents' care by interfacing with their "home" physicians to continue treatments, provide diagnostic testing and monitor conditions. AVH's recent clinical affiliation with Hospital for Special Surgery — the #1 orthopedic hospital in the country for nine years in a row — recognizes the incredible tradition of exceptional orthopedic services offered that date back to the 1890s when injured silver miners sought care at our hospital.

**AVH is so much more than a hospital. It is a network of care, serving the needs of our community today and tomorrow.**

## people.

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# A LETTER FROM AVH LEADERSHIP

Dear Community Members,

Aspen Valley Hospital has been serving our community since 1891, when our forebears recognized the important role that healthcare plays in assuring a vibrant community and a desired quality of life. The tradition of service continues to this day, and it is our privilege to work with our fellow leaders to assure that AVH has a meaningful impact in the lives of those whom we serve.

In 2018, our community experienced one of the driest snow years in a century, and yet AVH remained extremely busy. This is a testimony to our diverse service offerings. AVH meets the various needs of our community throughout the mid and upper Roaring Fork Valley with a range of services from diagnostics to surgeries to a broad array of specialty care, including orthopedics. Our strategic collaboration with Hospital for Special Surgery, ranked #1 in the U.S. for orthopedics for the past nine years by *U.S. News & World Report*, will only continue to improve the musculoskeletal health of our community. In Basalt, we provide lower-cost alternatives at our Midvalley Imaging Center and Midvalley Surgery Center.

Starting in July, we will add a primary care practice in Aspen and Basalt, and later in November, we will move into our new Snowmass Medical Care clinic with year-round availability to serve the growing needs of Snowmass Village.

AVH will continue to innovate and adapt to our changing healthcare environment and the needs of our community and patients. We exist only for that purpose — to serve when and where we are needed. And, our talented and committed team of staff and physicians will be there when duty calls.

You can count on us to be there for you, just as we have been for over a century.



**Melinda Nagle, MD**

Board Chair



**Dave Ressler**

Chief Executive Officer





#### AWARD-WINNING CARE

### Becker's Hospital Review's "66 Critical Access Hospitals to Know"

Aspen Valley Hospital is one of 66 critical access hospitals across the country recognized by Becker's Hospital Review. This distinction is derived from the Hospital's clinical quality measures, excellence in care delivery and its role in providing access to healthcare for a broad population. The nonprofit community hospital was also recognized last year as one of the nation's best by the Centers for Medicare and Medicaid Services, achieving a five-star rating for overall patient experience.

# 2018 FINANCIAL HIGHLIGHTS

## Revenues

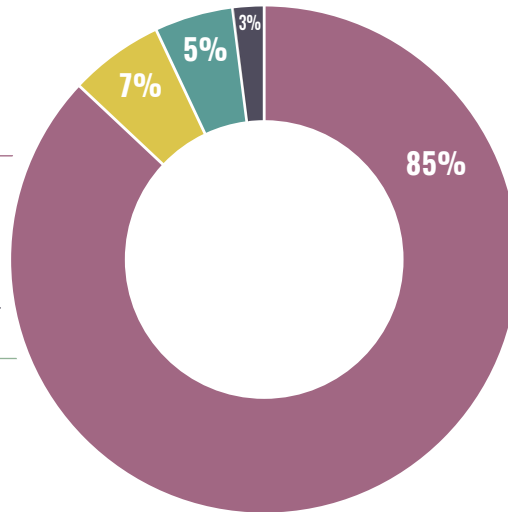
Net Patient Service Revenue

Property Taxes

Contributions

Other

TOTAL



\$ 90,274,673

\$ 7,844,446

\$ 5,020,855

\$ 3,473,010

\$ 106,612,984

Total Increase in Fund Balance \$6,343,498

## Expenses

Salaries + Wages

Depreciation + Amortization

Supplies

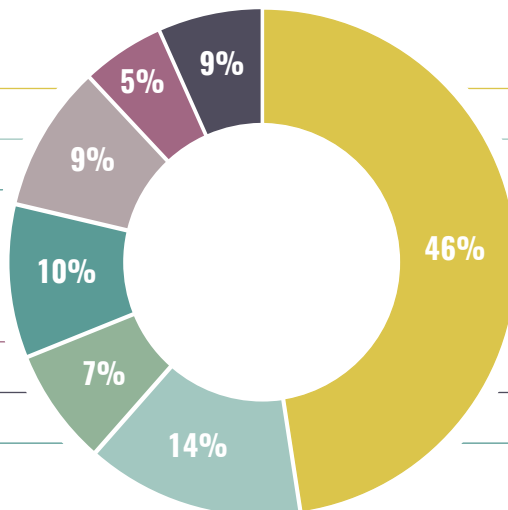
Employee Benefits

Maintenance, Utilities + Equipment

Contracted Services

Other

TOTAL



\$ 46,479,431

\$ 13,594,596

\$ 9,557,885

\$ 9,141,173

\$ 7,240,139

\$ 5,172,178

\$ 9,084,084

\$ 100,269,486

# AVH LEADERSHIP LIST

## AVH Board of Directors

Melinda Nagle, MD  
**CHAIR**

Lee Schumacher  
**VICE CHAIR**

Chuck Frias  
**TREASURER**

Greg Balko, MD  
David Eisenstat

## AVH Foundation Board of Directors

### EXECUTIVE COMMITTEE

John Sarpa  
**CHAIR**

Ernie Fyrwald  
**VICE CHAIR**

Joan Currentz  
**SECRETARY**

Ginette Sebenaler  
**TREASURER**

Chuck Frias  
Melinda Nagle, MD  
Dave Ressler

### MEMBERS

Pam Alexander  
Alinio Azevedo  
Coley Cassidy  
Pete Louras  
Douglas Rovira, MD

## AVH Executive Team

Dave Ressler  
**CHIEF EXECUTIVE OFFICER**

Deborah Breen  
**PRESIDENT AND CEO,  
AVH FOUNDATION**

Elaine Gerson  
**GENERAL COUNSEL / CHIEF  
TRANSFORMATION OFFICER /  
ADMINISTRATOR OF AVH  
AMBULATORY CLINICS**

Lori Maloy  
**CHIEF CLINICAL OFFICER**

Alicia Miller  
**CHIEF HUMAN  
RESOURCES OFFICER**

Ginette Sebenaler  
**CHIEF FINANCIAL OFFICER**

Jennifer Slaughter  
**CHIEF MARKETING OFFICER**

Eric Stahl, MD  
**CHIEF MEDICAL OFFICER**

### AWARD-WINNING CARE

## Guardian of Excellence Award

Aspen Valley Hospital is a 2018 Press Ganey Guardian of Excellence Award<sup>SM</sup> winner. AVH achieved this distinction by reaching the 95th percentile for each reporting period for the award year for Patient Experience in the Emergency Department. AVH takes great pride in this achievement. The Guardian of Excellence Award is given to organizations who have achieved the 95th percentile or higher for any of a set of designated survey measures, including Likelihood to Recommend, Overall Rating and/or Teamwork.



# THE OPTIMIST

GRATEFUL PATIENT

**david**

HOUGGY  
**the optimist**



“  
I will always  
remember  
the genuine  
concern and  
care for my  
well-being  
by everyone  
at Aspen  
Valley  
Hospital.”

## A Life Saved. Not Once, But Twice.

**DAVID HOUGGY** is a pretty easy-going and optimistic guy. You would never know he was formerly a high-powered business executive who thrived on stress. Today, David enjoys his life-long passion and curiosity for learning – particularly the complexities of engineering and physics. He uses his chemistry skills in the kitchen, creating gourmet dishes and mouthwatering homemade ice creams for those lucky enough to be invited to one of his legendary dinner parties.

**An avid skier and mountain biker, he moved to Aspen in 2012 to enjoy all the outdoor experiences he could absorb. He has always pushed himself personally, professionally and physically. So, when he was tossed off his bike on a sunny summer day back in 2014, he brushed it off as a minor injury.**

As he was descending down Smuggler Mountain, thoroughly enjoying the excitement of winding through the Aspen trees, he was thrown from his bike and a branch stabbed him in the shin, leaving a sizable gash. He had a slight moment of panic, but, as one would expect from David, he hopped back up on his bike and rode home. He cleaned and bandaged the wound and thought that it was “good enough.”

It wasn't until a few days later, after a whitewater rafting excursion with friends, that he surrendered to the gaping wound's radiating pain and headed to Aspen Valley Hospital for emergency care. Forever the optimist, he still didn't think

>>>>



“

Dr. Pevny and Dr. Murphy knew exactly what they were doing, and I wasn't worried putting my life in their hands.”

things were “that serious,” and thought a round of antibiotics and a new bandage would do the trick. David wasn't anticipating the emergency physician's assessment: he needed serious medical treatment! He did not realize that wounds of that

nature almost always created a breeding ground for infections, which could lead to life-threatening conditions such as gangrene. David was immediately scheduled for surgery with OrthoAspen surgeon, Dr. Tomas Pevny, to clean and drain the wound, remove the severely damaged tissue, and infuse him with powerful antibiotics to mitigate the impact of the infection.

**Following the surgery, David remained hospitalized for a few days and was then sent home with an outpatient prescription for wound care treatments through the Hospital's physical therapy department. "I didn't think things were that serious, but I knew I needed medical attention as the pain worsened. I am very grateful that AVH was there."**


It would be two long months before he would be able to get back on his bike again. It would be four years before he would need to receive critical emergency care once more.

In 2018, an abscessed tooth had gone very quickly from being "mildly annoying to life threatening," according to David. He had called his dentist late Friday afternoon and was prescribed antibiotics. He thought he could "ride things out" until he could

be seen on Monday to have the tooth extracted. The dentist warned, "If the swelling and pain get worse over the weekend, head to the ER immediately."

By Saturday evening, the pain became unbearable and his face swelled to double its normal size. Emergency physicians took one look at him and his vitals and he was immediately admitted to the Patient Care Unit. His condition continued to rapidly deteriorate over the next few hours. A spike in fever, the detection of irregular heart rhythms, and difficulty breathing were quickly turning the situation from bad to worse.

Dr. Heather Murphy, AVH's otolaryngologist (ear, nose and throat specialist), was on call and responded immediately. She quickly assessed David and determined the infection was traveling to his heart, and the swelling from the infection was rapidly closing his airway. The situation was dire, and time was of the essence. David was immediately rushed into emergency surgery. Dr. Murphy drained the abscess, cleared his airway, and administered heavy doses of antibiotics to stabilize him.

With the life-saving care provided by AVH not once, but twice, David has made a complete recovery. When asked about his experience, David simply states, "Dr. Pevny and Dr. Murphy knew exactly what they were doing, and I wasn't worried putting my life in their hands." 



# OUR VOLUNTEER SPIRIT



# 5,378

total hours

generously donated

by our volunteers

in 2018



## A very special thank you to our volunteers

**Time is a gift.** And in this fast-moving world, it is our most precious resource. Volunteers at Aspen Valley Hospital choose to generously devote thousands of hours annually to make a real and direct impact for our patients, for our staff and for our community. Volunteers welcome visitors and help them navigate unfamiliar hallways; assist family and friends to find the perfect gift at Sally's Gift Shop; deliver important correspondence; comfort family members with information, coffee and hugs; comfort patients by delivering flowers, meals and encouragement; serve on committees that provide important guidance for our shared future; and cheer up all of us with their furry Pet Enrichment Therapy (PET) companions in the hallways and at bedsides.

**It is a wonderful time to be a part of the AVH volunteer family.**

**Learn more about volunteering at [aspenhospital.org](http://aspenhospital.org).**

# EMPLOYEE ANNIVERSARY MILESTONES

**Congratulations and thank you to these dedicated employees for making AVH the special place that it is.**

(as of January 1, 2019)

## 30 Years

Lauri Cross, RN  
Maryellen Secrist  
Laura Stewart

## 25 Years

Deborah Hutchinson, NRP  
Paula Phillips

## 20 Years

Cara Peterson Borchers, BSN

## 15 Years

Kem Carroll  
Nancee Dodge, FNP-C  
Joleen Incze, RN, IBCLC  
Krista Fox, OTR/L  
Peter Hershberger, BSN  
Kelli Higdon, BSN, RN  
Sandy Holmes, RDN  
Jason Smith, NRP  
Marcella Steward-Knable, BSN  
Vonda Williams, EMT-B

## 10 Years

Amy Behrhorst, PA-C, MHP  
Javier Carrasco  
Adriana Castro  
Jeff Edelson, NRP, FPC, MBA  
Alyssa Franklin, PHarmD,  
MBA, BCPS  
Kelly Hansen  
Leona Lacasse  
Lori Maloy, MSN  
Meredith Nelson-Daniel  
Lisa Poole, NRP  
James Richardson, NRP  
Steve Romanello, PBT  
Lilia Tellez  
Miles Wagner, BSN, MBA  
Veronica Zacarias Villanueva

## 5 Years

Abel Banuelos  
Louie Carder, PT, MSPT  
Shelley Evans, MA, CPS II, CAC II  
Lesley Flynn, BSN  
Julie Glen, OTR/L, CHT  
Becky Headden, RN  
Yasmin Hermosillo  
Priscilla Janas, LPN  
Rebecca Leibinger  
Amanda Matthew, RN, BSN  
Stefanie Medina, BSN  
Jennifer Murillo, CNA  
Christina Nye, MSN  
Erica Purcell, BSN  
Nancy Smith, RN  
Eric Stahl, MD  
Kay Suthithanin, BS, MLS, CLS  
Kim Teaford  
Jennifer Tighe, RN  
Diego Villalta  
Silvia Zelaya



## AWARD-WINNING CARE

### American Heart Association Gold Award

In 2018, Aspen Valley Hospital received the American Heart Association's Gold Level Recognition award for exceeding their criteria for implementing high-quality health policies, programs and environmental supports to benefit its employees.

GRATEFUL PATIENT

**nancy**

WALL

**the educator**

THE EDUCATOR



“  
**Volunteering  
seemed  
like such a  
good way  
to connect  
with the  
community.”**

## Returning the Sparkle to Her Eyes.

**A RETIRED PHYSICAL EDUCATION TEACHER** who taught inner-city students in Denver, Nancy has seen a lot. But that has not tainted her views on life. Currently retired, Nancy spends most of her days hiking with her two Doberman Pinschers, staying fit, healthy and happy.

A visitor to Aspen since the mid-70s, Nancy retired and decided to relocate permanently from Denver in 2000 and one of the first things she did when she arrived was to volunteer at AVH. “Volunteering seemed like such a good way to connect with the community and learn a little bit about what goes on in Aspen.”

Although she was getting to know the Hospital from an inside perspective, she wasn’t in a hurry to transfer her healthcare from Denver to Aspen at first. However, as she learned more about the caliber of providers who made up the medical staff and witnessed their extraordinary care, she now wonders what took her so long.

**Over the years, Nancy watched the hospital and medical staff grow. With each new specialist onboarded came a groundswell of pride knowing that expanded services enhanced the Hospital’s overall capabilities and allowed AVH to better serve our community.**

>>>>



Just about all of Nancy's care was managed locally – except ophthalmology. "Growing up," she says, "we always received eye care and exams from an ophthalmologist. So, I was still traveling out of town for that care."


In July of 2017, that would all change. Nancy met AVH's newly recruited ophthalmologist, Dr. Michael Murphy, at a Foundation event where he was a featured speaker. Shortly after, she became one of his patients and discussed her vision concerns. **"Even my ability to keep an eye on my dogs past a certain yardage was beginning to feel compromised," offers Nancy.**

After numerous long discussions, Nancy made the decision to have cataract surgery at Aspen Valley Hospital with Dr. Murphy.

"It's a daunting event," she admits. "When you're dealing with your eyes, there's no going back." However, her confidence in Dr. Murphy's abilities never wavered. His impressive experience coupled with his exceptional and caring team, who were all there every step of the way, made the entire process seamless from start to finish.

"Cataract surgeries are typically done one eye at a time so that each eye can be monitored individually. My surgeries were scheduled two weeks apart. Just before the second surgery, I received a call from Dr. Murphy. He had a death in the family and wanted to be sure I was okay with postponing my procedure.

**The fact that Dr. Murphy called me personally was extraordinary! But, that's the kind of doctor he is. The patient always comes first. It was just one of many personal touches that were all part of my incredible patient experience."**

When Nancy returned to her volunteer post after her surgery, Dave Ressler, AVH's CEO, told Nancy she had an obvious twinkle in her eyes and that they seemed to shine even brighter. Nancy chuckles, "I'm not sure if cataract surgery makes your eyes twinkle and shine brighter, but what I do know is that my vision is vastly improved, and I can keep a sharp eye on my dogs from a distance and that has completely enhanced my quality of life." 



“

When you're  
dealing with  
your eyes,  
there's no  
going back.”



# THE MIRACLE

GRATEFUL PATIENT

**roger**

NICHOLSON

**the miracle**

## Survival of the Fittest.

**EARLY IN JULY 2018**, after the Lake Christine fire broke out in Basalt, Roger Nicholson found himself coughing incessantly, day and night. But after several weeks, when the smoke had abated, his coughing did not. He went to the doctor. "Sure enough," he recalls, "I had Stage 4 Non-Hodgkin lymphoma."

In early October, Roger underwent his first-ever chemotherapy treatment. Shortly after, he developed a serious infection of the heart, and was put on an intense five-day infusion regimen at Valley View Hospital. **Roger learned that Aspen Valley Hospital and Valley View Hospital have clinical connectivity with oncology services, sharing an oncologist and radiation oncology services.**

“  
It meant  
everything  
to me to be  
here, close to  
home, where  
my wife could  
visit every  
day. She was  
able to meet  
everyone who  
was caring  
for me!”

> > > >



"Five days later, I was feeling pretty darn good and the doctors were trying to figure out how to manage me from there," adds Roger. The next phase would entail an intense routine of 42 days of antibiotic infusions and a full six months of chemotherapy.

Roger was a candidate for AVH's "Swing Bed" program, which allows patients who need skilled nursing care an opportunity to receive care in the Hospital rather than with rotating home healthcare aides or therapists. "I didn't want to burden my family with this kind of round-the-clock care that I felt would be very disruptive in our home. I wanted this exhaustive treatment on my terms, but I also wanted to be close to home, where my wife could visit every day. Aspen Valley Hospital offered me the best of both worlds."

The first few days of treatment were emotionally and physically exhausting for Roger. He was missing his daily workout and his stamina and spirits were waning. His care team arranged for him to use AVH's physical therapy gym with the caveat that he limit his exposure to the general public as his immune system was compromised. Even the slightest cold could set him back. **"The staff arranged for me to work with physical therapy technician, James Aldridge, at times when it was very quiet in the gym. James made sure that equipment was carefully wiped down with disinfectant before I touched it. Keeping up my level of activity was a tremendous boost to my morale,"** adds Roger.

Roger commends Aspen Valley Hospital for its collaboration with Valley View Hospital. "Sharing resources, technology and physicians means a seamless transition of care from one facility to another and that is great for our community."

**Roger is quick to tell you that he owes his life to the stalwart technicians, attentive patient care team, and expertly trained physicians he met during his journey. "I attribute a lot of good things to a lot of good people," he says. "AVH is a real community hospital."** 





“

**I didn't want to burden my family with this kind of round-the-clock care that I felt would be very disruptive in our home. I wanted this exhaustive treatment on my terms, but I also wanted to be close to home, where my wife could visit every day. Aspen Valley Hospital offered me the best of both worlds.”**

# A LETTER FROM THE FOUNDATION

Dear Friends,

Generosity is what transforms the care experience at Aspen Valley Hospital. Building healing environments, expanding our reach through our network of care, equipping caregivers with the best technology, personalizing the treatment process, and redefining quality standards that reach beyond top industry benchmarks are just some of the areas philanthropy supports.

Gifts to Aspen Valley Hospital Foundation are immediately invested in the projects and programs that have the biggest impact. Our donors play a very important role in the healing process by accelerating our pace of progress. Whether investing in bricks and mortar, education, technology, community programs, or capital projects, Aspen Valley Hospital Foundation donors change lives, and inspire others to follow in their footsteps.

We hope that you will celebrate with us the powerful impact that giving to Aspen Valley Hospital Foundation has had on the lives of thousands of patients and their families. The collective support from the donors listed on the following pages amount to nearly \$50 million.



John Sarpa  
Board Chair



Deborah S. Breen  
President & CEO

**Aspen  
Valley  
Hospital  
Foundation.**

**Supporting  
people, place  
and purpose.**

**Many thanks to our generous  
annual and event donors  
from January 2018 to  
June 15, 2019, as well as  
all of our capital campaign  
donors, and our donors  
whose cumulative lifetime  
giving is greater  
than \$100,000.**

# OUR GENEROUS DONORS

Anonymous (9)  
 BJ and Michael Adams  
 Megan Adams  
 Paul and Nancy Adams  
 Scarlett and William Adams  
 Tina Adams  
 Nancy and Andrew Adelson  
 Rita and Jeffrey Adler  
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 Stephen Adler, MD  
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 Nancy B. and Howard K. Cohen  
 Charitable Fund  
 John Robert Cohn Philanthropic  
 Fund of the Dallas Jewish  
 Community Foundation  
 Lee Coleman

>>>>

\* fondly remembered



Guests enjoy the 2018 Summer Polo Benefit at Aspen Valley Polo Club.



Wynee and Dan Coleman  
 Betty and Terry Collins  
 Pamela and Kevin Collins  
 Lesley and William Collins,  
 William and Lesley Family  
 Foundation

The Colorado Health  
 Foundation

Melissa Condie  
 Pamela and Donald Conover  
 William Contole  
 Anne Cooke  
 Cain Cooklin  
 Lourdes and James Coombs  
 Mary Dominick-Coomer and  
 Sven Coomer

Katy and Adam Cooper  
 Pat Cooper  
 David Corbin  
 Cathy and Steve Cournoyer  
 Julie Covrkamp and  
 Andy Godfrey  
 Brenda and Lester Crain  
 Diana and Robert Cramer,  
 Robert W. Cramer Giving  
 Fund

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 Nancy\* and Robert Cross,  
 The Cross Foundation  
 Brynn and Charles Crowe,  
 The Kirby-Jones Foundation  
 The Crown Family, Aspen Skiing  
 Company Family Fund II  
 at Aspen Community  
 Foundation

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 Allen Cutler  
 Allison and Art Daily  
 Alexandra Daitch  
 May and John Dasburg,  
 Meredyth Anne Dasburg  
 Foundation

Eleanore and Domenico De Sole  
 Regina de Wetter  
 Annie and Syler DeBoer,  
 DeBoer Foundation

Elsa Del Billar  
 Michael Deleon\*  
 Brooke DelGrasso  
 Debra DeMeulenaere  
 Jaclynn Derosier  
 Linda Desoto  
 Norman Dewitt



Dr. Stanley Gertzbein, Dr. Tomas Pevny, Deborah Breen, Dr. LeeLee von Stade,  
 Dr. Mark Purnell, Dave Ressler and John Sarpa at the *Summer Soirée*.

Muffy and Andrew DiSabatino,  
 DiSabatino Family  
 Foundation

Sara Dodd and Will Denton  
 Nancee Dodge  
 John Donovan  
 Carol and Buzz Dopkin  
 Jeanne and Andrew Doremus  
 Cynthia and Kevin Doss  
 Danielle Doucet and  
 James Harris

Marsha and David Dowler  
 Susan and James Dubin  
 Wayne and Diane Ducote  
 Patrick Andrew Dunigan  
 Joseph Dunn  
 Pamela and Kenneth Dunn,  
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 Terry and Wally Durham,  
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Melody and Robert Durham  
 Marisela Duval  
 Theresa Dwyer  
 Ginny and Bob Dyche  
 Ann and Osborne Dykes  
 Joyce and Paul Eckel  
 Gael Neeson and Stefan Edlis,  
 Edlis Neeson Foundation  
 Randall Eis  
 Melissa Eisenstat and  
 Jonathan Blau

Nina and David Eisenstat,  
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 Kiki and Steven Esrick

Deborah Essex Willocks  
 Diane Estrada and  
 Simone Grogan  
 Bruce Etkin, Etkin Family  
 Advised Fund at Aspen  
 Community Foundation  
 Stuart Eynon  
 Falcon Plumbing and Heating  
 Samia and A. Huda Farouki  
 Chris Farrell  
 Belinda and Eric Faulhaber  
 Lois Fedderson  
 Anchor Point Gift Fund of  
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Hundreds turned out for the *Fresh & Healthy Community Picnic* in September.

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Dr. Heather Murphy, Dana Werner and Dr. Michael Murphy at the *Summer Soirée*.

## Bequest Society

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**justin**

VASSAR

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THE RENAISSANCE MAN

## Going the Extra Mile for His Patients.

**JUSTIN VASSAR IS THE KIND OF EXCEPTIONAL PERSON** you want to receive care from. An experienced climber and skier, he's summited all of Colorado's 14'ers — some more than once. He's a freestyle skiing coach. He's completed the Audi Power of Four Ski Mountaineering race. He even plays the piano. **His coolness is contagious. You're in good hands when he's in the room.**

“  
It's nice  
to have a  
relationship  
with the  
people who  
you are  
helping.  
Nursing  
is very  
rewarding  
work.”

Still, his path to this point has been anything but easy. Thinking he'd only be in Aspen for one winter, Justin applied for a job as a lab assistant at Aspen Valley Hospital. With no formal training, AVH was willing to teach him. “The learning curve was enormous,” he says. “When I had my first lab draw on an actual

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patient, I missed the vein. I realized I still had a lot to learn and my patients were extremely understanding and supportive.”

**Never one to give up, he persevered and quickly earned the respect and confidence of his patients and coworkers alike.**

In fact, Justin was nominated by his peers to be a Service Excellence Advisor, a position he takes very seriously. “AVH’s core values encompass a focus on our patients, integrity, teamwork, accountability and respect. All of these values apply not only to my professional life, but also to my personal life. It’s so important to be true to yourself and to be the best person you can be – and Aspen Valley Hospital allows me to do just that,” says Justin.

“

**AVH’s core values encompass a focus on our patients, integrity, teamwork, accountability and respect. All of these values apply not only to my professional life, but also to my personal life.”**

Justin truly found his calling helping patients and he was inspired to expand his clinical role. He set his sights on obtaining a nursing degree, which was made possible with help from Aspen Valley Hospital’s employee tuition assistance program.

So many of his patients have become friends and fans – cheering him along on his journey. “It’s nice to have a relationship with the people who you are helping,” he says. “Nursing is very rewarding work.”

In May 2019, 11 years after he first set foot in the Hospital, Justin graduated from Colorado Mountain College (CMC) with an Associate of Applied Science Degree in Nursing. He also accepted a new position as a patient care technician, and was humbled by the opportunity to experience this new professional path. **He’s learned from some of the best in the business and has found many mentors along his journey. “I am grateful to everyone who has made this career path possible.”**



Justin's reach also extends well beyond AVH through music. He volunteers as a pianist (just another one of Justin's talents) in the Cancer Center at Valley View Hospital. Following his graduation ceremony at CMC, he was approached by a woman in attendance. While a patient in the Cancer Center, she had heard Justin playing Debussy's *Clair de Lune* on the piano, and she shared with him how much she appreciated the beautiful music. "That really hit me because normally, I just play for myself. **It feels special to know that I was touching someone else's life in such a powerful way.**" 🏡



# THE EXPLORER

COMPASSIONATE TEAM

**dr.  
steve**

**AYERS  
the explorer**



We see anything and everything, and occasionally we treat some things you've never seen before – and hope you will never see again. Aspen Valley Hospital's ER is where people come if something is hurting, or if they are scared, or if they are not sure if something is wrong, or if they fear something could be wrong. We are here for them – all day and all night."

## Care and Compassion Guide His Journey.

**IF YOU VISIT WITH DR. STEVE AYERS** in Aspen Valley Hospital's Emergency Department, you'll have a hard time leaving without hearing a story — and he has plenty. He will talk about his family, his greatest source of pride. He will talk about his time in China, his time cruising the tropics, and his travels on humanitarian mission trips. He's an explorer. Whether he's exploring symptoms and coming up with best courses of treatment for his patients, or charting his course through a jungle to help those in need, he'll tell you, "I know I have a lot of things I still need to do."

**In early 1986 Dr. Ayers came to Aspen for a visit and met hospital ER physician, Bud Glismann. That was the launch of his career in Aspen.**

Dr. Ayers' first day on the job began with a ski patroller who was caught in an avalanche.

"I have to admit I was a little panicked. This was completely new to me, and I had to ask the nurse, 'What happens when you get caught in an avalanche – what exactly am I treating?' She told



>>>>

me there were two major conditions: trauma and suffocation. Coming from a major trauma center, I knew exactly what to do. That was my introduction to emergency medicine in Aspen."

Over the years, Dr. Ayers has treated thousands of patients. "We see anything and everything, and occasionally we treat some things you've never seen before – and hope you will never see again. Aspen Valley Hospital's ER is where people come if something is hurting, or if they are scared, or if they are not sure if something is wrong, or if they fear something could be wrong," emphasizes Dr. Ayers. "We are here for them – all day and all night."

**With an incredible arsenal of diagnostics equipment,**

**a stellar team of doctors, nurses, technologists and other staff members, Aspen Valley Hospital's ER treats almost 8,600 patients annually. Further, with strong connectivity to higher-level hospitals across the state, the ER is quickly able to assess, stabilize and transport the small percentage of patients who are not able to be managed locally.**

While Dr. Ayers dedicates a great deal of time to his patients in Aspen Valley Hospital's ER, he also has played important roles as the physician for Mountain Rescue and for Pitkin County Jail, has been a medical advisor for ski patrol, and has even worked patrol as a reserve sheriff's deputy. On and off since 1988, he has served as the Pitkin County Coroner and Chief Medical Examiner. In fact, in this role, Dr. Ayers recently spearheaded a movement to bring cutting-edge "virtual autopsy," or Virtopsy, capabilities to the community, which uses MRI and CT imaging instead of traditional autopsy methods, which is new territory in the medical world.

As an explorer, Dr. Ayers realized that the standard of medical care was not the same in all parts of the world. This was very eye-opening and compelled him and his wife, Jenny, to reevaluate how they could help more. Their mission trips have taken them to Bolivia, Haiti and the Amazon River Basin. "I am treating people who have never seen a doctor in their lives," says Dr. Ayers.

He recalls one particular story. "A girl, maybe 13, handed me her newborn baby. The baby had an incredibly high fever, was lethargic, her eyes were glassed over, and she was dehydrated. The baby was dying of sepsis. I turned to the other physician and asked if we could save this baby with the primitive clinic resources we had. He asked, 'What would you do if you were in Aspen?' I replied that I would put the baby on the most powerful antibiotic I had. However, the only injectable antibiotic we had available was penicillin." Dr. Ayers didn't hold out much hope for that tiny baby. He injected the penicillin, wrapped her in the surgical towels donated by Aspen Valley Hospital, then handed her back to her mother.

"The next morning, my wife, Jenny, went and found that baby's mother," explains Dr.



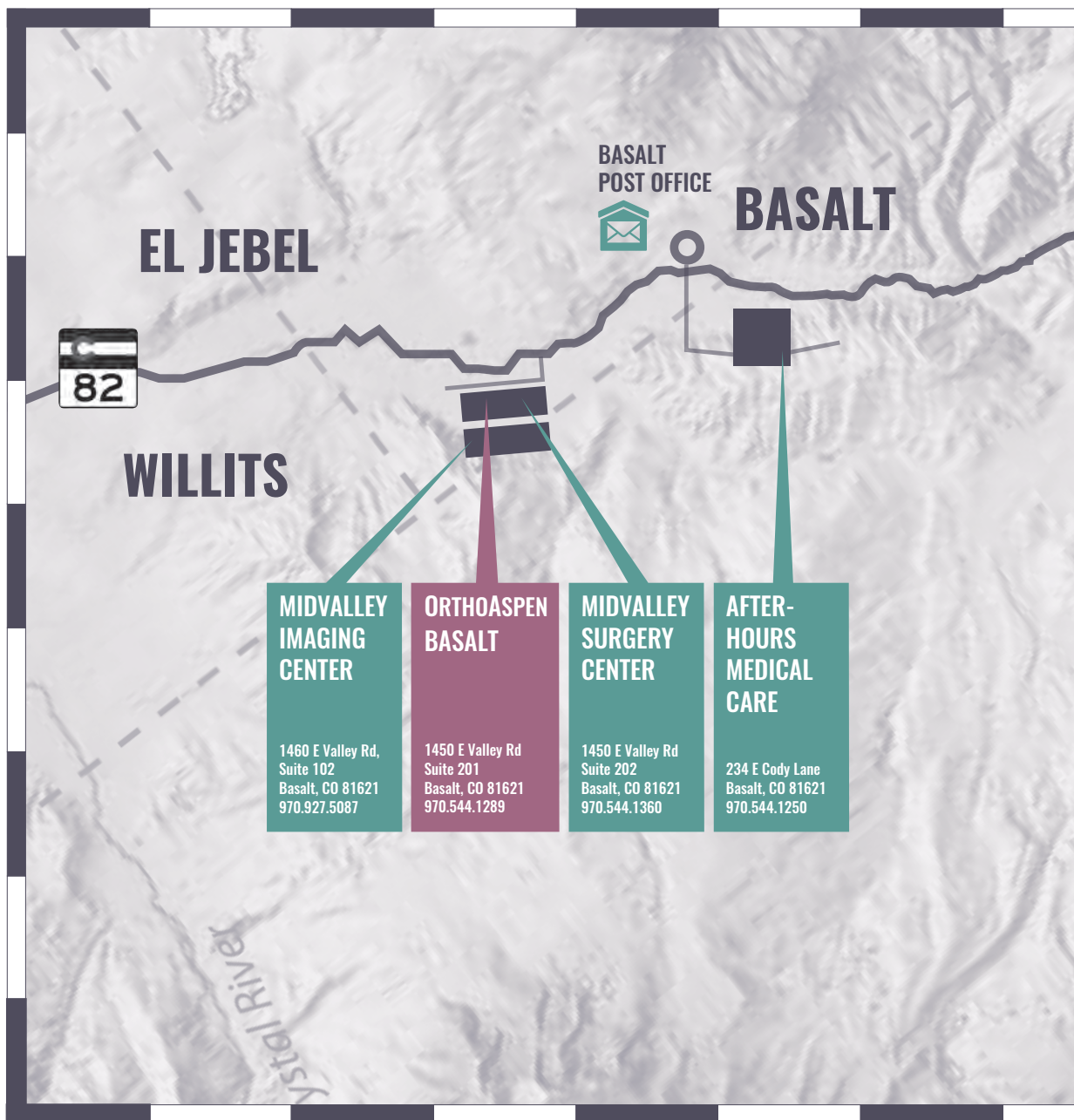
“

**I am treating people who have never seen a doctor in their lives.”**

Ayers. "The mother told Jenny that her baby was doing so well that she had to find other lactating mothers in the village to help nurse the baby during the night because she was so hungry. Those are the moments that remind me why I am here."



# AVH NETWORK OF CARE



Our award-winning team brings you the warmth and friendliness of a community hospital and the technical expertise of a major medical center — at convenient locations in **Aspen, Snowmass Village** and **Basalt**.





(l to r) Louis Shapiro, President and CEO of Hospital for Special Surgery and Dave Ressler, CEO of Aspen Valley Hospital in Aspen on August 17, 2018.

## Clinical Partnerships

### Hospital for Special Surgery (HSS)

In August of 2018, AVH and OrthoAspen entered into a co-management affiliation with HSS, the #1 orthopedic hospital in the nation for the past nine consecutive years. AVH has begun to adopt HSS standards and protocols, and apply HSS' vast research and expertise to improving the musculoskeletal health of our community.

### University of Colorado School of Medicine Visiting Specialists

Each month, physicians specializing in endocrinology and rheumatology visit AVH. Recently, AVH began offering telemedicine to rheumatology patients and soon will be introducing the service to patients needing care from an endocrinologist.

### National Jewish Medical and Research Center

Pulmonologist, Dr. Gary Cott, provides services at AVH in conjunction with the cardiopulmonary diagnostics department. He holds regular clinics and has a large following of grateful patients who value local care.

### Tele-Stroke Services through Swedish Hospital

Patients with neurological conditions gain immediate access, via an interactive video stream, to a neurologist for immediate assessment. This interactive meeting successfully connects the neurologist, patient and family with AVH clinical staff and is a critical step to immediately diagnose patients suffering from a stroke or other life-threatening neurological condition.

### Mayo Clinic Laboratories

The AVH lab is affiliated with Mayo Clinic Laboratories, the national reference laboratory for Mayo Clinic. This collaboration consolidates reference testing, improves turnaround time, and strengthens AVH's ability to provide exceptional laboratory services and patient care.

### Valley View Hospital (VVH)

AVH partners with VVH to provide efficient and necessary specialty care. Through their collaborative partnership, AVH and VVH share physicians who see patients in both locations. These include: urologists, a spine surgeon, a breast reconstruction surgeon, gastroenterologists, an oncologist and an electrophysiology cardiologist.

### Surgical Specialists of Colorado (General Surgery)

AVH partners with Surgical Specialists of Colorado (SSOC) to provide general and trauma surgical needs with two full-time dedicated surgeons and rotating specialists at AVH and in Basalt. SSOC provides a full spectrum of surgical, trauma and specialty care coverage.



# Tertiary Relationships

## Behavioral Health

West Springs Hospital

## Burns and Frostbite

University Hospital

## Gastroenterology / Urology

Valley View Hospital

## High Risk Pregnancy / Neonatal Intensive Care

Children's Hospital

Presbyterian/Saint Luke's

St. Mary's Hospital

University Hospital

## Interventional Cardiology

Cleveland Clinic

St. Mary's Hospital

University Hospital

Valley View Hospital

## Major Spinal Injuries / Neurology and Neurosurgery / Tele-Stroke Services

Craig Hospital

Swedish Medical Center

## Major Traumatic Injuries

Children's Hospital

St. Anthony's Hospital

St. Mary's Hospital

Swedish Medical Center

## Orthopedics

Hospital for Special Surgery (HSS)

## Pediatric

Children's Hospital

St. Mary's Hospital

## Pulmonary

National Jewish Medical and Research Center

## Specialized Laboratory Testing

Mayo Clinic Laboratories

While less than 2% of patients presenting for emergency care need to be transferred to a tertiary partner for advanced care, if the need arises — by land or by air — Aspen Valley Hospital has you covered.





# 2018 BY THE NUMBERS



1,712

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community members who  
took advantage of  
low-cost health fairs

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\$446,108

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invested in community assistance programs, such as  
Mountain Family Health Center in Basalt, Mind Springs Health,  
West Springs Hospital, Aspen Detox Center and  
Aspen Homeless Shelter

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520

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people employed by  
AVH, making it one of  
the largest employers  
in our community

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80,879

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overall patient  
encounters in the  
AVH network of care

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11,457

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patients seen at  
OrthoAspen in  
Aspen and Basalt offices

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8,527

patients seen in the  
AVH Emergency Room



\$1.9

million in charity care  
provided to patients in need



2,856

mammograms  
performed at AVH



2,372

patients treated at  
Snowmass Medical Care



2,547

patients treated at  
Basalt After-Hours  
Medical Care



24,688

radiology procedures  
performed (including 1,671  
MRIs and 4,039 CT scans)



1,915

inpatient and outpatient  
surgeries at AVH and our  
Midvalley Surgery Center



2,730

visits to the physical,  
occupational and speech  
therapy departments



195

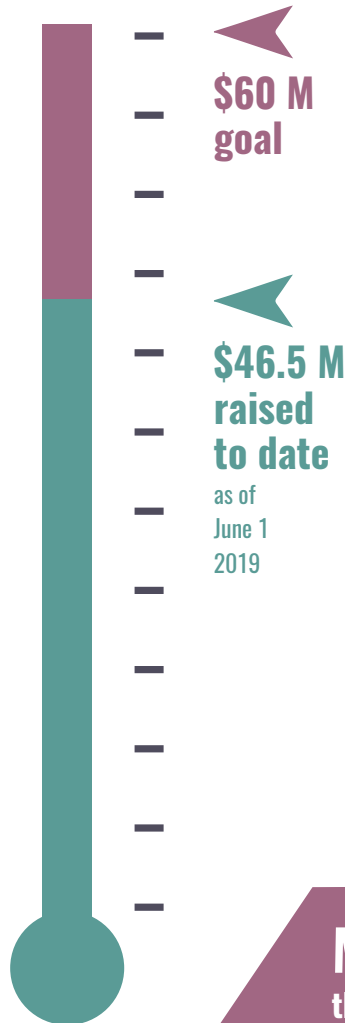
high-altitude  
babies delivered

# THE CAMPAIGN FOR AS

As a 25-bed, critical access healthcare facility, Aspen Valley Hospital is saving and changing lives every day. The Hospital is on the verge of completing an extraordinary \$180 million, decade-long building and modernization project that meets the growing clinical needs of patients today — and tomorrow.

The final phase of this project rests in the hands of our philanthropic community. To date, \$46.5 million has been raised towards our unprecedented \$60 million fundraising goal. Once complete, nearly every clinical and non-clinical area will be located in new or newly renovated space. Facilities will all be housed in appropriately sized areas that meet contemporary standards to accommodate the latest technology and the compassionate patient-centered care for which AVH is known.

Fundraising Goal to Complete Project



## Capital Campaign Executive Committee

Steven Ayers, DO  
Greg Balko, MD  
Archer Bishop, MD  
Coley Cassidy  
Dennis Cirillo, MD  
Ernie Fyrwald  
Elaine Gerson  
Gordon Gerson, MD  
Bud Glismann, MD  
Jeff Gorsuch  
Michael Kaplan  
Mary Ralph Lowe  
Barry Mink, MD  
Melinda Nagle, MD  
Cavanaugh O'Leary  
Lynda Resnick  
Stewart Resnick  
John Sarpa  
David Stein

## MAKE A GIFT

that will truly  
make a difference.

[supportaspennyhospital.org](http://supportaspennyhospital.org)

# ASPEN VALLEY HOSPITAL

## TAKING PRIDE IN OUR PROGRESS

### Aspen Valley Hospital's Extraordinary Master Facilities Plan

Three of the four phases of the project are complete and include:

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#### phase 1

- The Aspen Birth Center

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#### phase 2

- The Evelyn H. Lauder Patient Care Pavilion
- The Aresty Family Reflective Garden
- The Brenda and Lester Crain Welcome Garden
- OrthoAspen Offices
- The Center for Cardio/Pulmonary Rehabilitation
- The Judy and Joe Zanin Healthy Cooking Demo Kitchen
- Physical/Occupational Therapy Treatment Center
- On-campus Medical Office Space
- Castle Creek Café and Kitchen
- The Dana and Michael Werner Outdoor Patio
- Enclosed Parking Structure
- Employee Housing Units (18)
- Cardio/Pulmonary/Nuclear Medicine Testing Suite

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#### phase 3

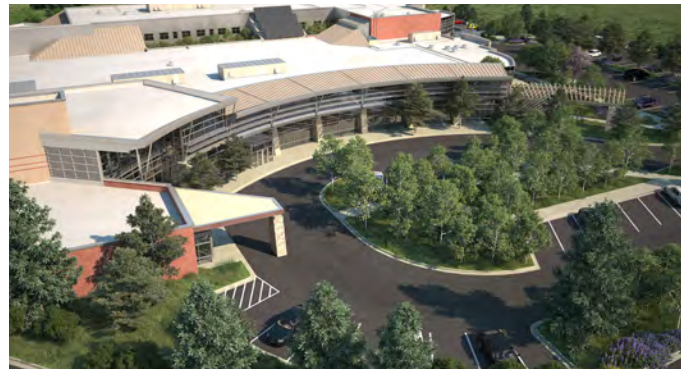
- The Resnick Family Emergency Department
- Trauma Treatment Suite
- The Marian and Ralph Melville Oncology and Infusion Center
- Roof Top Heated Helicopter Landing Pad
- Center for Diagnostic Imaging
- Same Day Surgery Center
- State-of-the-art Operating Suites (3)
- Ophthalmology and Otolaryngology Clinic
- Laboratory/Pathology

## THE NEED REMAINS

The fourth and final phase of this community-based project will commence once Aspen Valley Hospital Foundation is able to complete its \$60 million Capital Campaign. This phase will connect the east and west wings and will allow for the completion of the following components:

- **The Renée and Lester Crown Center for Specialty Care**

This new Center will allow the Hospital to house many of the medical specialists currently located around the facility into one comprehensive center. This will improve access for patients, offer efficiencies in terms of staffing, and will offer patients more convenient access to their physicians, tests and treatments.



- **Patient Registration/Admissions Area**

This area will be easily accessible via the Hospital's new front main entrance and will offer a bright and comfortable atrium, centralized registration stations with added privacy and improved patient flow, and direct access to clinics, treatment areas, diagnostic imaging, same day surgery and the laboratory.



# COMMUNITY CALENDAR AND EVENTS

## 2019 Events

<b>June 6, 8, 9</b>	June Health Fair
<b>August 11</b>	Summer Polo Benefit
<b>September 3</b>	Blood Drive with St. Mary's Hospital
<b>September 8</b>	Midvalley Community Picnic
<b>October 12</b>	Midvalley Health Fair
<b>October 29</b>	Blood Drive with St. Mary's Hospital
<b>November 1</b>	Senior Health Fair
<b>December 5</b>	Snowmass Medical Care Clinic Open House
<b>December 31</b>	Blood Drive with St. Mary's Hospital

## Monthly Events

<b>AVH Board of Directors' Meeting</b>	5:30 pm	Second Monday of the month
<b>Plant-Based Recipe Swap</b>	12:00 pm	First Thursday of the month
<b>Walk With a Doc</b>	10:00 am	First Saturday of the month

## Community Education

<b>Aspen Birth Center: Childbirth and Lactation Education</b>
<b>Avalanche/Ski Patrol Education</b>
<b>Cardiac Rehabilitation: Pulmonary Exercise &amp; Rehabilitation</b>
<b>Community Lecture Series and Talks</b>
<b>CPR Classes</b>
<b>Diabetes Education</b>
<b>Fall Prevention Classes</b>
<b>Helmet Safety Program</b>
<b>OrthoAspen Lecture Series</b>
<b>Teen Motor Safety Program</b>
<b>Traumatic Brain Injury Program Outreach</b>



For the latest news and updates from Aspen Valley Hospital, to sign up for our newsletter, or to join our mailing list, please visit [aspenhospital.org](https://www.aspenhospital.org).

people.  
place.  
purpose.

A STORY WORTH TELLING.

## Strong MEDICAL TEAM



Mark Purnell, MD



Eleanor von Stade, MD



Stanley Gertzbein, MD



Thea Wojtkowski, MD



Tomas Pevny, MD



Namdar Kazemi, MD



Waqqar Khan-Farooqi, MD

### MAKING YOU STRONGER

OrthoAspen's team of experts is dedicated to improving and restoring the health of patients who want to live life in motion. Our affiliation with Hospital for Special Surgery (HSS), ranked No. 1 in orthopedics for the past nine years by *U.S. News & World Report*, means we are building a medical bridge between New York and Aspen to ensure the highest-quality orthopedic care that gets you back on your feet faster. To learn more or request an appointment, visit [orthoaspen.org](http://orthoaspen.org).



**ORTHOASPEN**

In affiliation with **HSS**

Visit two convenient locations:

**ASPEN** 0401 Castle Creek Road | **BASALT** 1450 East Valley Road  
970.544.1289 | [ORTHOASPEN.ORG](http://ORTHOASPEN.ORG)

# ANNUAL IMPACT REPORT



ASPEN VALLEY HOSPITAL

0401 CASTLE CREEK ROAD

ASPEN, COLORADO 81611



PEOPLE. PLACE. PURPOSE.

**a story  
worth  
telling.**