

Mercy Regional  
Medical Center

 Centura Health.

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# health+care

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## Mercy and Former CEO Receive Outstanding Contribution Awards

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INSIDE: HOW HEALTHY ARE YOUR BONES? + A CLOSER LOOK INTO VESSEL BLOCKAGE

## Mercy Earns Top Patient Safety Grade

When choosing medical care for your family, you want to know that your choice is top-notch. Mercy Regional Medical Center recently received an “A” grade from the Leapfrog Group’s Hospital Safety Score program, which grades hospitals on how well they keep patients safe from preventable harm and medical errors. Leapfrog evaluates hospitals on such criteria as hand hygiene, mortality rates, and staffing levels.

A hospital’s safety scorecard is important information to consider for planned hospital stays as well as emergency care. You can be confident that at MRMC, you will receive exceptional medical care and customer service during your stay.

“This grade is a testament to Mercy’s focus on exceptional care and excellent patient outcomes,” says Will McConnell, Mercy’s chief quality officer. “We’re proud that an external agency has validated the high level of care we provide. Those who need care should know they will be in good hands at Mercy.”

✚ To learn more about patient safety at MRMC, visit [www.mercydurango.org](http://www.mercydurango.org).



Kirk Dignum, former CEO of Mercy, accepted an individual award for Outstanding Contribution to the Community. Beth Drum, Mercy Health Foundation Board chair, accepted the Hospital’s Outstanding Contribution award.



## Mercy and Former CEO Receive Outstanding Contribution Awards

Earlier this year, Mercy was recognized by the Durango Chamber of Commerce as one of three 2012 finalists for the prestigious Business of the Year Award. Being named as one of the top three businesses in Durango was certainly an honor all Mercy associates can be proud of, but even more special was receiving the Outstanding Contribution to the Community Award at the 2012 Durango Chamber of Commerce Annual Awards Celebration on Thursday, January 24.

“To be recognized and honored for

our contribution to the Durango community is confirmation that we’re living out our mission and serving those who call this area home,” Gessel said. “Mercy wouldn’t be the high-quality organization it is without each one of our employees and providers. They deserve the credit for this award.”

Former Mercy CEO Kirk Dignum was also recognized that night with the Outstanding Contribution to the Community - Individual Award in recognition of his 14 years leading and expanding the hospital. He retired from the CEO position in October of last year.



**On the cover:** Mercy Regional Medical Center is a proud recipient of the prestigious Outstanding Contribution to the Community Award from the Durango Chamber of Commerce.

# How Healthy Are Your Bones?

Osteoporosis, or porous bone, is often referred to as a silent disease because it develops over time, with no visible symptoms. Although more prevalent in women, it also affects men. Too often, people become aware they

have the disease only after a fall or other impact that causes a broken pelvis, vertebrae, or other bone.

From around age 30 until menopause, women slowly lose bone mass, but after menopause, bone loss is rapid, placing women at increased risk of developing osteoporosis. The loss of bone mass in men occurs more slowly until they reach the age of 65 or so, when they begin to lose bone mass at the same rate as women.

According to the National Institutes of Health, low bone mass

affects more than 40 million women and men in the U.S. The good news is that, once diagnosed, it can be treated through proper nutrition, exercise, lifestyle, and medication.

One of the keys to avoiding osteoporosis—or treating it before a bone fracture—is diagnosis. The most common diagnostic and monitoring tool for bone loss is dual energy X-ray absorptiometry, or DEXA, which uses a type of low-radiation X-ray to measure bone mineral density at the hip and spine. The test is painless and takes less than 30 minutes.



*The \$14,000 DEXA machine was purchased for Mercy Regional Medical Center with funds donated to Mercy Health Foundation.*

✚ DEXA scans are now available at Mercy Regional Medical Center. Talk to your health care provider about when to begin bone density testing. For more information, visit [www.mercydurango.org/diagnostic-imaging](http://www.mercydurango.org/diagnostic-imaging).

## Flight for life

Flight For Life Colorado was established in 1972 as the nation's first civilian-operated, hospital-based air ambulance service. Flight For Life is part of Centura Health and operates four Colorado bases from which air crews can respond to medical transport needs across the state and in eight other Rocky Mountain states. The newest base opened in Durango in 2011 and since then, the Durango crews have transported nearly 450 patients in the region, performing an average of 30 missions per month via helicopter and fixed-wing airplane.

Flight For Life's Stacy Meredith, flight nurse and clinical coordinator, recounted one mission on which she and her crew responded to a request from Silverton to pick up a young man who was having a life-threatening heart attack. "Our helicopter met the Silverton

ambulance near Durango Mountain Resort and in only a few minutes, he was on board and we were headed to Mercy." Eighteen minutes later, the patient was off the helicopter and in Mercy's catheterization lab where he received a stent that reopened his blocked artery, likely saving his life. "In less than an hour from the time we picked him up on the mountain, the procedure was done, and he was in his room recovering from catheterization," she explained.

Navigating and landing in the mountains is difficult enough, Meredith said, but what made the mission even more challenging was that it took place in the middle of the night. "Our number-one priority is safety, and thanks to Mercy Health Foundation, our Durango crews have night vision goggles that make nighttime operations possible."



**Let your license plate show you support Flight For Life Colorado!** With the purchase of Flight For Life Colorado license plates, you can help support the ongoing work of our non-profit air ambulance service. For more information, visit [www.flightforlifecolorado.org](http://www.flightforlifecolorado.org).

*In addition to night vision goggles, Mercy Health Foundation purchased other essential items to help equip Flight For Life, Colorado's Durango aircraft. These items included patient vital sign monitors with defibrillators, in-flight blood chemistry testing equipment, glidescopes, and intra-aortic balloon pumps.*

# Health Information Exchange Allows Providers to Share Information Statewide

Having the right information in the right place at the right time is essential for quality health care. Mercy Regional Medical Center and local providers have joined a statewide health information exchange (HIE) that allows them to securely share patient health information with other HIE network provider participants in different communities.

A \$693,000 federal grant to Mercy Health Foundation is helping hospitals and providers from Durango, Cortez, and Pagosa Springs pay for connection of their electronic medical records to the HIE. "The grant helped defray the capital costs for many providers in our region to connect to the HIE," says Bill Willson, consultant for strategy for the hospital.

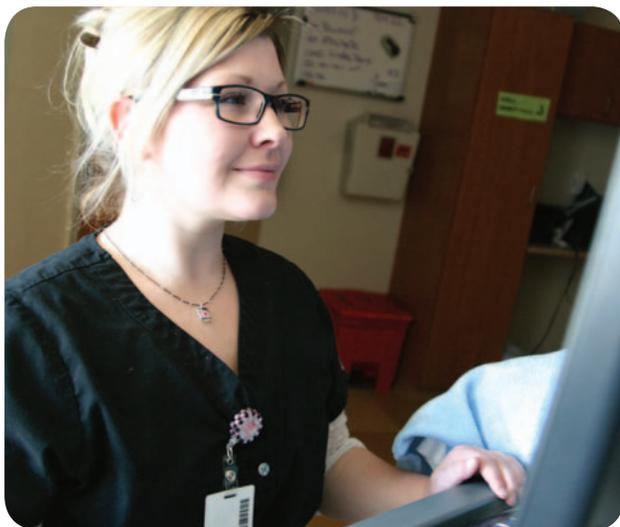
Mercy participates in the Colorado Regional Health Information Organization (CORHIO), one of two statewide HIEs.

## HOW DOES A HEALTH INFORMATION EXCHANGE WORK?

An HIE connects providers—physicians, hospitals, nurse practitioners, physician assistants, long-term care facilities, labs, radiology centers—with one another in the same region, as well as in different markets with different software systems. This is especially helpful if you seek care in more than one location.

For example, you may arrive at an emergency room unconscious or unable to communicate. In this case, staff can access your health record immediately and be alerted to any allergies or other issues.

Or say you've had a recent chest X-ray in Cortez and you see a doctor in Durango. With HIE, your doctor in Durango will be able to access previous diagnostic radiology reports from Cortez.



## SAFER, MORE EFFICIENT CARE

When providers have immediate access to medical information from other providers' health records, patient care improves.

Here's how:

- Reduced duplication of tests and procedures
- Improved accuracy of prescriptions and medical orders
- More timely decisions
- Reduced costs

And providers benefit, too. Here's how:

- Automated data entry, leading to improved practice efficiencies
- Immediate access to lab results, radiology reports, and patient histories
- Reduced administrative and overhead costs

"The greatest benefit is that providers have the right information when they need it," says Willson. "This facilitates the dissemination of health information to folks who need to know."

✚ To learn more about the HIE, contact CORHIO at **720-285-3271**.

## Electronic Medical Records Enhance Patient Care

Mercy Regional Medical Center's electronic medical records (EMRs) are now connected to the Centura Health network, an integrated system of electronic health records. This means that if you seek care at MRMC, doctors from any one of 13 other network locations can immediately access your medical information—including imaging results.

The use of EMR versus a traditional paper-based records system results in less paperwork, fewer transcription errors, increased efficiency, and improved patient safety. The electronic record can be viewed by all providers at the same time, resulting in coordinated care and better decision making.

MRMC began its transition to electronic records in 2003, and it continues to evolve. Mercy, along with other Centura hospitals, now utilize computerized provider order entry, which allows providers to electronically write care and medication orders that are legible, dated, timed, and signed for accuracy.

Medication orders go directly to the pharmacy, saving time and reducing errors.

The Centura Health network is growing and plans to add new facilities are under way.

✚ To learn more about EMR or to make an appointment, visit [www.mercydurango.org](http://www.mercydurango.org).

# New Technology Gives Closer Look into Vessel Blockage



**M**ercy Regional Medical Center recently introduced new technology to enhance the diagnosis of atherosclerosis (narrowing and hardening of the arteries) and heart disease. The equipment combines specialized ultrasound imaging (IVUS) and blood flow analysis (FFR) software for the diagnosis of vessel blockage.

Over time, plaque accumulations can result in narrowing of an artery. This reduces blood flow to the heart and eventually can cause chest pain or a heart attack. IVUS and FFR are catheter-based systems that enable doctors to view images and study blood flow from within a patient's artery.

Because IVUS is deployed inside an artery, it provides real-time, detailed views and accurate measurements to help determine vessel size and extent of plaque accumulation in the artery. FFR measures pressure gradients across artery blockages and calculates whether blood flow restrictions are causing chest pain or breathing difficulty.

Like a coronary catheter, the IVUS-FFR system is inserted through an incision in the groin or wrist artery and carefully guided through the blood vessels to the heart and coronary arteries, which are then viewed and measured from within.

This procedure differs from coronary angiography, in which the artery is injected with dye and then viewed from the side, using X-ray images, to determine the location and extent of arterial blockage.

According to Alexander Fraley, M.D., interventional cardiologist and medical director of Mercy's Cardiac Catheterization Laboratory, the new system gives the physician more information for use in deciding how to provide optimal care: The real-time data from FFR helps doctors determine which patients are most likely to benefit from an interventional procedure and which will benefit more from noninterventional medical therapy. If intervention is the course of action, IVUS provides additional visual details about the location and extent of a blockage, helping providers select the ideal stent size and optimal stent placement.

"IVUS and FFR technologies help us to be more selective when it comes to intervention versus medical treatment," says Dr. Fraley. "Studies have shown that angiograms have limits when it comes to the data we interpret. The new system is an evolutionary tool that we can now use in addition to angiography. With higher fidelity imaging and increased physiological data, we can better tailor treatments to the unique needs of each patient."

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*The \$122,500 machine was purchased using funds donated to Mercy Health Foundation.*

✚ With Mercy-owned Four Corners Regional Heart Institute and Mercy Cardiology Associates, Mercy Regional Medical Center offers a broad spectrum of cardiac care, including general outpatient care; diagnostics including imaging, lab testing, and procedures; emergency care; inpatient care; interventional procedures; and medically supervised cardiac rehabilitation. Find out more at [www.mercydurango.org/cardiac-care](http://www.mercydurango.org/cardiac-care).



# Mercy Health Foundation



Caring for the region has been an integral part of Mercy Regional Medical Center's mission since it was founded in 1882.

Mercy Health Foundation provides the ability to build permanent funds for health care needs in our community far into the future. Our community and surrounding area have stepped forward through generous donations that have profoundly touched lives. Vibrant and momentous partnerships have evolved with people who are keenly aware that health is our greatest resource in mind, body, and spirit.

Philanthropic support helps sustain our ability to serve, promotes healthy lives, and perpetuates excellence through cutting-edge technology that is afforded only by private, charitable giving. Mercy Health Foundation's past development efforts have provided funding for equipment, programs, and services, including hospice and charity care, through private donations, grants, and events.

## YOUR DONATIONS AT WORK

### PAST DEVELOPMENT EFFORTS

#### June 2006

Mercy Regional Medical Center opened its doors seven years ago. Mercy Health Foundation completed the largest and most successful campaign in Durango history raising **\$11.5 million** for the new facility. The donated dollars provided funding for equipment and special features throughout the hospital. A few highlights include:

- The Healing Garden
- Wall of History
- Water feature
- Chapel upgrades
- Art and sculpture
- Birthing equipment
- 64-slice CT scanner



#### November 2009

Constructed a new 3,600-square-foot **\$3.4 million Breast Care Center** and equipped it with the latest technology, which was 100% community funded.

### ADDITIONAL RECENT PROGRAM FUNDING

**Journey of Hope Fund**—Provides free mammograms for women who cannot afford the expense related to breast care. 101 patients served \$38,000

**Gray Matters Helmet Program**—MRMC's and Mercy Health Foundation's Gray Matters program is dedicated to promoting health and wellness through injury prevention efforts. The vision of the Gray Matters program is to prevent traumatic brain injury (TBI) by increasing helmet usage and educating the community about TBI. \$17,589

**Hospice of Mercy**—A program that helps hundreds of people through their end-of-life journey allowing them to live their final days with dignity and respect. Hospice services are individualized and provided on the basis of need rather than the ability to pay. \$246,496

**Mercy Project**—A program that assists uninsured, low-income patients with applying for assistance with medical expenses and prescription drugs upon discharge from the hospital. \$100,267

**Mercy Employee Giving (MEG)**  
Loans for employees for emergency needs such as fuel, food, rent, housing needs, and car repairs. MEG is entirely funded through contributions by MRMC employees.

### MERCY HEALTH FOUNDATION RAISES MONEY THROUGH:

**Individual Investors, Grants and Applications, Corporate Sponsorships, Events, Endowments and Planned and Online Giving.**

**Halos for Heroes Program:** Through a contribution to Mercy Health Foundation, patients, family, or friends can recognize a Mercy employee who made a difference in a patient's stay.

**Cares Program:** City Market donates to Hospice of Mercy a percentage of proceeds from purchases made using City Market Value Cards. To participate, fill out a City Market Cares application designating Hospice of Mercy as the organization you would like to benefit.

**Annual Community end-of-year mailing:** At the end of the year, Mercy Health Foundation mails to past donors Mercy update letters that include an opportunity to make a yearly donation. Proceeds from the fundraiser benefit the hospital's greatest current needs. In 2014, the Foundation will implement two new programs to engage donors: The 1882 Legacy Society (membership through an annual donation of \$1,882) and the President's Circle (membership through an annual donation of \$5,000 or more).

**For more information, please call 970-764-2800 or visit our website at [www.mhffnd.org](http://www.mhffnd.org).**

# THANK YOU TO OUR DONORS!

At Mercy Health Foundation, we are privileged to have so many friends who understand the value of a great medical center and who are willing to contribute to ensure the community's continued access to a broad array of high-quality hospital services and technology. Donations we receive are earmarked for specific programs, services, or equipment designated by the donor, and 100% of funds we receive remain in our community and are used to benefit those served by the hospital. In the 18 months ending December 2012, gifts were used in the following way:

## Equipment or New Services for Patients at Mercy Regional Medical Center

<b>Health Service Clinic</b> —Equipment, electronic medical record implementation, remodel, and operations: \$467,386	<b>Patient handicap doors:</b> \$5,000
<b>AccuVein</b> devices for lab and patient floors: \$50,199	<b>Staff education:</b> \$5,450
<b>TV</b> for cardiac rehab patients/education: \$2,564	<b>Trauma conference support:</b> \$3,326
<b>Rapid Infuser Blood Warmer:</b> \$8,605	<b>64-slice CT scanner upgrade:</b> \$200,000
<b>AutoMed Fastpak TableTop</b> system for pharmacy and patient safety: \$42,620	<b>TPN software for pharmacy:</b> \$4,690
<b>Medrad CT Injector</b> —Nuclear medicine: \$15,799	<b>Lodging</b> for needy patients' families: \$1,420
<b>Ultrasound:</b> \$182,294	<b>Mercy Child Care Center:</b> \$10,254
<b>Transducer Probe for the ER:</b> \$4,950	<b>Nephrology Program:</b> \$575,000
<b>DEXA Machine for Breast Care Center:</b> \$14,000	<b>Emergency Preparedness Equipment and Training:</b> \$4,668
<b>Breast Care Center Upgrades:</b> \$81,600	<b>Nursing Certification Training:</b> \$5,397
<b>Aztec Clinic</b> —Building upgrades: \$21,900	<b>Electronic Medical Record Implementation:</b> \$141,570
<b>Build out</b> for surgery center education: \$10,331	<b>IVUS machine for cardiac care:</b> \$122,500
<b>Labyrinth garden</b> completions: \$58,739	<b>Cardiac Diagnostic Equipment:</b> \$43,903
	<b>Flight for Life</b> start-up equipment: \$198,440

**Total distribution July 1, 2011 through December 2012: \$2,557,338**



**SOUP FOR THE SOUL**

A HEART-WARMING BENEFIT TO SUPPORT HOSPICE OF MERCY

March 21, 2013, LaPlata County Fairgrounds

### THANK YOU SPONSORS:

CHEVRON • BANK OF COLORADO • FIRST NATIONAL BANK • ALPINE BANK • SUBARU  
 MOREHART MURPHY • DURANGO ORTHOPEDICS • SPINE COLORADO • HOOD  
 MORTUARY • SUNSHINE GARDENS • CITIZENS BANK •  
 VALLEY INN NURSING HOME • VISTA GRANDE INN NURSING HOME • VISITING ANGELS

### THANK YOU RESTAURANTS AND BEVERAGE SPONSORS

BREAD • CARVER'S • CHIMAYO • CJ'S DINER • COSMO • CYPRUS CAFE • DIGS • EAST BY SOUTHWEST • MERCY'S GARDEN  
 TERRACE CAFE • GLACIER CLUB • HOT TOMATOES • LOST DOG • MAHOGANY GRILLE • NORTON'S • ORE HOUSE • RED SNAPPER •  
 SEASONS • STAR LIQUORS • STEAMWORKS

**THANK YOU TO ALL SOUP SPONSORS AT ALL LEVELS: CHICKEN GUMBO, NOODLE, AND BOULLION • PAGOSA PHOTOGRAPHY AND ALL VOLUNTEERS.**

### THANK YOU TO OUR CORPORATE SPONSORS!



Julie Levy, director of BP, presents a \$25,000 check for the Gray Matters program to Dr. Stern and Linda Young to purchase helmets and produce the new education video on helmet usage.

Tom Bell of Krogers and Lynn Hackler of City Market present to Mercy Health Foundation a \$10,000 check for the Journey of Hope Fund.



### UPCOMING EVENTS

**Durango Motor Expo Old Car Club —June 15, 2013**  
 Proceeds to benefit Hospice Residence  
 Free to the public with unique silent auction, free drawings, and lots of fun activities throughout the day!



**Columbine Classic Women's Golf Tournament**  
 Proceeds to benefit Flight for Life  
 June 19, 2013, Glacier Club  
 June 20, 2013, Dalton Ranch

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*If you have an address change or would like to be removed from our mailing list, please call 970-764-3910.*

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[www.mercydurango.org](http://www.mercydurango.org)

## GENERAL SURGEON JOINS MERCY SURGICAL ASSOCIATES

General surgeon Charles Black, M.D., recently joined Mercy Surgical Associates. “Dr. Black is a welcome addition to the talented team at Mercy Surgical Associates,” says Tom Gessel, CEO of Mercy Regional Medical Center. Other physicians at Mercy Surgical Associates include general surgeons David Deaver III, Mark Stern, and Frank ‘Jay’ Quayle.

Dr. Black attended medical school at the University of Iowa College of Medicine and focuses on upper endoscopy, colonoscopy, pediatrics, and laparoscopy.

Dr. Black relocated to Durango from Sheboygan, Wis., where he practiced general surgery at the Aurora Sheboygan Clinic. He is married and has three children. In his free time he enjoys photography, sailing, reading, travel, and spending time outdoors.



**Charles Black, M.D., general surgeon at Mercy Surgical Associates**

 **Mercy Surgical Associates is located in the Mercy Medical Plaza in Durango, at 1010 Three Springs Blvd., Suite 220. Appointments may be scheduled by calling 970-247-4448.**

## Let's Get Connected

Keep up with the latest health news and updates from Mercy Regional Medical Center.

Like us on Facebook and say hello to Colorado's leading heart network.  
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Follow Centura Health on Twitter for the latest health news, FREE giveaways, and information about local health events.  
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See how the Centura Health Network is connecting you to the resources, technology, and expertise you need, all in your very own community.  
[www.youtube.com/centurahealth](http://www.youtube.com/centurahealth)

