A photograph of three medical professionals, two men and one woman, standing in a hospital hallway. They are all wearing white lab coats over business attire. The man on the left is older with glasses, the woman in the center is of Asian descent, and the man on the right is younger. They are all smiling at the camera. The background shows a typical hospital corridor with warm lighting and a door.

Mercy Cardiology: Our Team Taking Your Health to Heart

page 3



A Center of Excellence for Emergency Care

When it comes to a medical emergency, time is critical. It's essential that the facility you choose offers the care you need because not all hospitals are the same. As Durango's largest hospital, Mercy has the capacity to care for more patients and does so quickly. Patients with non-life-threatening conditions are seen by a Mercy provider within 20 minutes of their



Adam Haughey, M.D., is one of 13 ED physicians at Mercy Regional Medical Center.

arrival, on average. Those with more serious symptoms or injuries are treated immediately.

In addition to short wait times, Mercy's Emergency Department (ED) provides a more robust level of care because of its wide range of medical specialties, skilled staff, advanced technology, and seamless connection to a larger network of care.

"When someone suffers from chest pain or shortness of breath, the diagnosis is often benign; however, those same symptoms can indicate a major cardiac event," says Paul Gibson, director of the ED at Mercy. "When minutes matter, it's

best to choose a facility that is staffed and equipped to treat whatever the diagnosis may be so there are no delays in receiving potentially lifesaving care. What you don't want is a facility that operates with a 'triage and transfer [to a larger hospital]' model because it takes valuable time."

Mercy's ED staff includes four trauma surgeons, 13 board certified emergency physicians, and 30 critical care nurses (12 of whom are certified in emergency care), and the average nurse-to-patient ratio is one to three. The ED staff is backed by more than 200 providers representing more than 53 medical specialties and subspecialties. In the event a patient needs a level of care not available in Durango, a Flight For Life Colorado air ambulance is standing by at Mercy for rapid emergency transport.

"Our breadth of specialties and connection to the larger medical network set us apart," says Gibson.

A CONVENIENT OPTION FOR URGENT CARE NEEDS

In addition to emergency care, Mercy's Urgent Care at Durango Mountain Resort is available to treat patients with minor illnesses and injuries and those who need medical screenings, physicals, lab testing, X-rays, and more. The clinic offers walk-in access to area residents as well as those who recreate north of Durango. Patients rarely wait to be seen.

Five Things to Know Before You Go

- 1. Your symptoms:** Be prepared to tell the Emergency Department staff exactly what you or your loved one is experiencing. This will help them to assess the condition and quickly provide the level of care needed.
- 2. Your medical history:** current medications, allergies, history of hospitalizations, surgeries, and family history.
- 3. Be prepared to stay overnight:** If it is something serious, an overnight stay may be necessary. In most cases, a guest is allowed to stay overnight in a patient's room.
- 4. Follow discharge instructions:** Upon leaving, you will be given discharge instructions for at-home care and/or follow-up procedures. Follow these instructions carefully.
- 5. Contact your primary physician:** After leaving the hospital, it is recommended that you schedule an appointment with your primary physician for follow-up care.

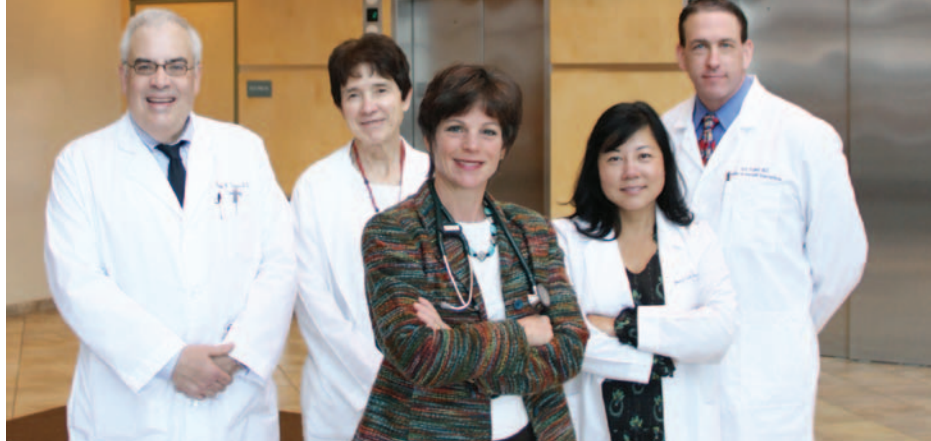


iTriage

+ **SAVE TIME**—check the current wait time from the convenience of your computer or mobile device. Log in before you arrive and let us know you are coming at www.mercydurango.org/emergency-care.



On the cover: Interventional Cardiologists Frank Torres, M.D., Susie Kim, M.D., and Alexander Fraley, M.D., take a team approach to providing patient care.



Mercy Cardiology Associates (left to right): Frank Torres, M.D., Eugenia Miller, M.D., Rachel Chaney, M.D., Susie Kim, M.D., and Alexander Fraley, M.D. [not pictured: Michael Demos, M.D., and Sheena Carswell, C.N.S., B.C.-A.D.M.]

Collaboration Is at the Heart of Great Care

Treating medical conditions of the heart and vascular system takes a group of individuals who offer expertise in specific areas. At Mercy Regional Medical Center, a team of experts collaborate with each other to ensure every patient receives the best care.

The cardiovascular team at Mercy brings together specialists who provide personalized treatment plans for patients. This multidisciplinary effort includes board certified and highly experienced heart specialists, including interventional cardiologists Alexander Fraley, M.D., Susie Kim, M.D., and Frank Torres, M.D.; cardiologists Rachel Chaney, M.D., Michael Demos, M.D., and Eugenia Miller, M.D.; radiologist Jonathan DeLacey, M.D.; and general and vascular surgeon Mark Stern, M.D., as well as nurses trained specifically to work with cardiovascular patients.

In addition to skilled surgeons and radiologists, Mercy's cardiovascular team also includes experts in medical fields you might not expect, such as endocrinologists, who diagnose and treat hormone-related diseases, and nephrologists, who diagnose and treat kidney conditions. According to Alex Fraley, M.D., medical director of Mercy's

cardiovascular catheterization laboratory, participation by these specialists is key to the program because there are so many conditions in the body that affect—or are affected by—the heart, circulatory system, and lungs.

"Ours is a very contemporary philosophy of care that you won't find at a lot of other hospitals, where medical specialties often exist in silos that do not commonly interact all the time," says Dr. Fraley. "At Mercy, we have multiple disciplines bringing their expertise to bear in close collaboration with their colleagues about each individual case. Our team of specialists works together to give patients the best care possible, and we place the needs of our patients above all else."

Along with its team-based approach to care, Mercy uses state-of-the-art technology. Sophisticated diagnostic procedures and noninvasive screening techniques help detect cardiovascular conditions in the earliest stages, while innovative, minimally invasive treatments allow patients to recover faster while minimizing their discomfort.

✚ **Know Your Heart Health Heart Panel-Lipid Test—\$20**

Direct access testing through Mercy's lab allows patients to directly order 40 common lab tests without a provider order. No appointment necessary. For more information, please call **970-764-2325**.

Save the Date!

February 1, 2014 is the Snowdown Safari Masquerade for Hearts at Sorrel Sky Gallery to support Mercy Health Foundation and Mercy Regional Medical Center's Cardiac Care Program.

Mercy Welcomes New Cardiac Specialists

Mercy is pleased to welcome three new physicians to **Mercy Cardiology Associates**. Interventional cardiologists **Frank Torres, M.D.**, and **Rachel Chaney, M.D.**, joined the Mercy-owned clinic in October, and interventional cardiologist **Susie Kim, M.D.**, joined in November.



Dr. Torres earned his medical degree and completed his residency at the University of California, San Francisco, and completed his fellowship in cardiology at Stanford University Hospital. He completed

additional fellowships at Massachusetts General Hospital and Harvard Medical School. He has practiced medicine since 1989, most recently in Albuquerque.



Dr. Chaney earned her medical degree from the University of New Mexico School of Medicine in Albuquerque and practiced in Reno, Nev., prior to joining Mercy. She is board certified in cardiovascular disease

and completed fellowships in cardiology and research echocardiography at the University of New Mexico Department of Cardiology.



Dr. Kim earned her medical degree from the University of Missouri-Kansas City Integrated Program and completed her fellowship in cardiology at Rush University in Chicago. She completed an additional fellowship in

interventional cardiology and peripheral vascular intervention at the University of Chicago-Illinois and has practiced medicine since 1999, most recently in Denver.

Dr. Torres, Dr. Chaney, and Dr. Kim join fellow Mercy Cardiology Associates providers **Sheena Carswell, C.N.S.**; **Michael Demos, M.D.**; **Alexander E. Fraley, M.D.**; and **Eugenia Miller, M.D.**

+To learn more about cardiovascular services at Mercy Regional Medical Center, visit **www.mercydurango.org** or call **970-375-1710**. If you experience chest pain or other heart attack symptoms, call **911**.

2013 Annual Report

A Message from Mercy Board Chair, Missy Crawford-Rodey

Fiscal year 2013 was a good year for Mercy Regional Medical Center. Full of change, the year challenged all of the Mercy Family—the board, senior leadership, providers, and staff. As the nation's health care system has begun to change, Mercy is redefining how health care is delivered in southwest Colorado. We know that this involves an increased focus on prevention, wellness, and better management of chronic conditions. The goal of these combined efforts is to help people avoid the need for hospitalization.

As we focus more on keeping people healthy, primary care will be the hub of the emerging value-based health care system. Mercy is developing a patient-centered, coordinated care delivery system that begins with access to primary care services. Access has long been recognized as one of the major challenges facing our community, and to help solve this issue, Mercy has been recruiting new primary care providers and will expand into the Horse Gulch Health Campus, a new downtown Durango location that is slated to open next spring.

In conjunction with increased access, Mercy has taken a leadership role in regional expansion of the Health Information Exchange (known as CORHIO) to electronically connect more than 90 percent of our region's health care providers. The result will be better, more coordinated care at lower cost. In addition, Mercy and Centura Health are working with Pagosa Springs Medical Center and Southwest Memorial Hospital in Cortez to help enable access to much-needed health care services in their respective communities.

During all of this change, Mercy has maintained its commitment to quality patient care within the hospital. Due to the commitment, skills, and caring of the exceptional staff, Mercy once again received the Patient Safety Excellence and Outstanding Patient Experience awards from Healthgrades. Hospital accreditation by The Joint Commission and other professional accreditations in areas such as oncology, sleep medicine, and various diagnostic areas indicate the wide range of quality care that continues to be provided by Mercy.

Albert Einstein said, "We cannot solve our problems with the same thinking we used when we created them." Mercy and the providers who work there are maintaining an excellent level of service while working effectively and creatively to meet the health care needs of the communities they serve as the world of health care delivery rapidly changes.



Missy Crawford-Rodey

Missy Crawford-Rodey
Board Chair

Mercy's Board of Directors

Missy Crawford-Rodey Chair

Retired Dietitian/Nutritionist
Retired Community Foundation Director

Mike Burns Vice-Chair

President, Alpine Bank

Susan Martinez Secretary

Teacher, Fort Lewis College

Jerry Baker

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Sharon Ford, R.S.M.

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Pediatrician, Pediatric Partners
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Orthopedic Surgeon, Durango
Orthopedic Associates

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Cardiac Device Specialist

Joanna Spina

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Senior Vice President, Operations, Centura

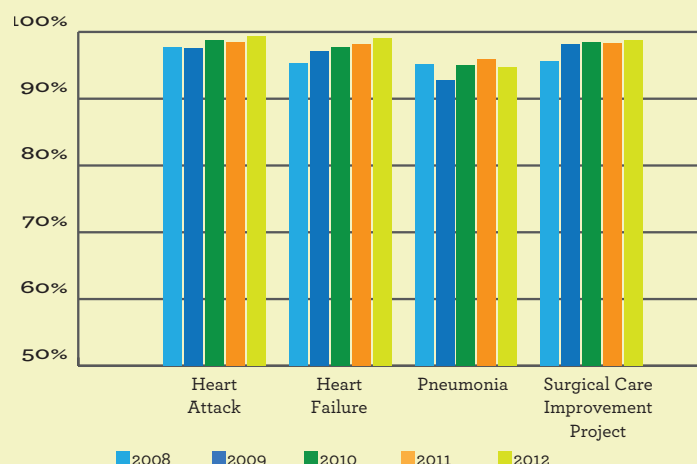
QUALITY AT MERCY

Patient safety and clinical quality are of the utmost importance at Mercy Regional Medical Center. Mercy participates in many initiatives that track the quality of care hospitals give. One of these initiatives tracks process-of-care measures. According to the U.S. Department of Health and Human Services, these measures show how often hospitals give recommended treatments known to get the best results for patients with certain medical conditions or surgical procedures. Information about these treatments is taken from patients' records and converted into a percentage. The hospital process-of-care measures include:

- Seven measures related to heart attack care
- Four measures related to heart failure care
- Nine measures related to pneumonia care
- Nine measures related to a surgical care improvement project

The measures are based on scientific evidence about treatments that are known to get the best results. Health care experts and researchers are constantly evaluating the evidence to make sure guidelines and measures are kept up-to-date. The graph to the right illustrates Mercy's process-of-care composite scores, which represent an average of the various measures related to each major category of care, such as heart attack, over the past four years.

Core Measures: Process-of-Care Composite Scores



By the Numbers

The following statistics show how many individuals turned to Mercy Regional Medical Center for care in 2013 and how many dedicated employees and health care professionals worked to provide that care.

2013

Outpatient diagnostic procedures	94,105
Emergency Department visits	18,052
Hospital admissions	4,206
Outpatient surgical cases	1,137
Inpatient surgical cases	1,446
Babies delivered	864
Total employees	962
Physicians on medical staff	205
Total providers on medical staff	235
Medical specialties	53

COMMUNITY INVOLVEMENT, COMMUNITY GIVING

For the 12-month period ending June 30, 2013

Caring for the Community has been an integral part of Mercy Regional Medical Center since it was founded in 1882. Much of the cost of care provided at Mercy is not reimbursed. In fiscal year 2013, Mercy Regional Medical Center provided community benefits at a total value of more than \$8 million. Much of this involved providing care to patients with no insurance or to patients with insurance that did not fully reimburse Mercy's costs.

Cost of charity care provided	\$5.30 million
Unreimbursed cost of providing care for indigent patients and patients with Medicaid	\$4.75 million
Nonbilled health services provided to the broader community	\$0.53 million
Total Quantifiable Community Benefit	\$10.58 million

Mercy also provided care for thousands of patients covered by Medicare. The total cost to Mercy of providing that care far exceeded the payment Mercy received from the Medicare system.

Unreimbursed cost of providing care for patients with Medicare	\$17.81 million
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For more information about process of care measures, please visit www.hospitalcompare.hhs.gov.



The 19th annual Journey of Hope 5K Family Run/Walk, a race to honor women and their families whose lives have been touched by breast cancer, was held on October 5. The funds raised help women in financial need in southwestern Colorado get free mammograms. This year, a 10K Trail Run called Colors for Cancer was added to support Mercy's Cancer Center for all cancers that affect our community. The event raised more than \$20,000.

THANK YOU TO OUR MAJOR SPONSORS

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Radiology Associates of Durango

Award Sponsor—

Mercury Gives

Thank you to all sponsors, participants, and volunteers who helped make this day possible. Photos and a video of the event can be viewed online at www.mhffnd.org. For more information about giving to the Journey of Hope Fund, please call **970-764-2802** or to donate online, visit www.mhffnd.org.

Mercy Health Foundation

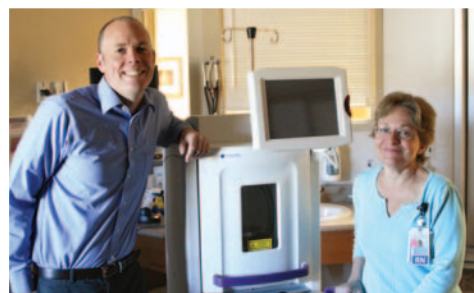


ICU Performs First Photopheresis Treatment

Mercy is thrilled to announce our brand-new photopheresis program. Mercy Health Foundation purchased the equipment to launch the program, making Mercy the only center in the region to offer this specialized treatment.

Photopheresis is sometimes prescribed after a patient receives a stem cell or bone marrow transplant and the newly transplanted donor cells are rejected by the recipient.

Photopheresis essentially changes the DNA of the cells that are causing the immune reaction, making them less likely to attack the recipient's body and decreasing the symptoms of rejection.



Mercy nephrologist, Darren Schmidt, M.D., with ICU Director, Linda Young.

Specialized services such as these are what help define Mercy as a truly regional hospital. We can help patients living throughout the Four Corners region receive the care they need, close to home.

—Dr. Darren Schmidt

The first patient to have photopheresis received excellent care and according to ICU Director Linda Young, the procedure went perfectly, until the patient went to leave. Because the medication used in the treatment causes extreme sensitivity to sunlight, the patient couldn't leave wearing the short-sleeve T-shirt he wore to the appointment. Just as the staff were preparing to help the patient into a long sleeved isolation gown, Darren Schmidt, M.D., stepped forward and literally gave the shirt off his back to the patient.

Thank you to the donors of Mercy Health Foundation whose contributions helped in the purchase of the equipment for this procedure, to Dr. Schmidt, DaVita staff, and the other Mercy associates and providers for their support in making this service available at Mercy.

Making a Difference

Angela Schultz, long-time volunteer for the Journey of Hope (JOH) 5K Family Run/Walk, was named the second recipient of the JOH Fund's Rob Freeman Award. Joanna Spina, cofounder of the JOH, and the JOH committee chose Schultz for the honor, which was established in memory of Spina's late husband, event cofounder Rob Freeman.

"This award is special because Rob believed deeply in the mission of the Journey of Hope Fund and poured his energy and dedication into this cause for 17 years," says Spina. "The award is a tribute to a volunteer who shares that commitment."

Spina explains that just as her husband passionately served the JOH Fund, so too does this year's winner.

"Angela lives and breathes the mission and has so much enthusiasm, care, and concern for breast cancer survivors," Spina says. "She's been in the

trenches and behind the scenes as a JOH volunteer for the last decade and she has been an indispensable part of its success.

Since 2001, the JOH Fund has provided over \$102,000 in free mammography services to area women who could otherwise not afford them.

"The JOH Fund is an extraordinary resource and community safety net for women who need this important screening," says Spina. "We celebrate volunteers like Angela who help make it happen."



Angela Schultz, recipient of this year's Rob Freeman Award, hugs JOH founder, Joanna Spina.

SOUP FOR THE SOUL

A HEART WARMING BENEFIT TO SUPPORT HOSPICE OF MERCY

Soup for the Soul is a Mercy Health Foundation event that provides nourishment for both the body and the soul. Guests at the event have an opportunity to taste soups, appetizers, and desserts from some of the area's finest restaurants, and participating restaurants enjoy the gratifying feeling of helping those in need.

Proceeds from the event go to Hospice of Mercy, which has helped hundreds of people through their end-of-life journey, empowering them to live their final days with dignity and respect.

Soup for the Soul in Durango was held on March 21, raising over \$133,000 from sponsorships, ticket sales,

and a Paddle Raiser for Hospice of Mercy. Donations from the Paddle Raiser went toward the \$4.3 million HOME Campaign to build a new hospice residence. Soup for the Soul in Pagosa Springs was held on October 10, raising approximately \$23,000.

FOR INFORMATION about Hospice of Mercy, call **970-382-2000**. For information about the Soup event or to make a donation to hospice or the hospice residence campaign, call **970-764-2802**. To view photos from both events, please visit www.mhffnd.org.

Soup for the Soul Award Honors Courage

During this year's the Soup for the Soul events, an Award of Courage was given out. The Soup for the Soul Award was established to recognize an individual or family that has shown courage and perseverance in the face of adversity. This award honors people who have handled themselves with grace and dignity and who have inspired others along the way.

In Durango, the award was given to Lenny and Andrew Papineau, who lost their wife and mother, Mary Ellen (Mel) Albright, to cancer. Mel was a longtime Mercy associate dedicated to being a healer of mind, body, and spirit.

In Pagosa, the award was given to Dr. Bob and Jennifer Brown and their five-year-old daughter, Karina, who lost their two-and-a-half-year-old daughter and sister, Carlie June Brown, to a genetic disease.



Mary Ellen Albright



Lenny Papineau and son, Andrew

Our notion of courage belongs to Mary Ellen Albright. Her bright smile, engaging laughter, and loving touch blessed our household in spite of her many years of illness. —Lenny Papineau

We will always remember Carlie's smile, her giggles, her freckles, her loving nature, and the joy she always brought to our lives. In the end, though she required more care than a typical child, she gave much more than she took.

—Dr. Bob Brown



Dr. Bob Brown and his daughter, Karina, with Dan Keuning, Palliative Care Nurse Practitioner, delivering the award.



Carlie June Brown

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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

Now Offering Gastroenterology Services at Mercy Regional Medical Center




Mercy Regional Medical Center is pleased to announce the opening of Centura Health Physician Group Southwest (CHPG) – Gastroenterology and to welcome gastroenterologist Orlando Lopez-Roman, M.D.

Dr. Lopez-Roman graduated from University of Texas Southwestern Medical School and completed fellowships in gastroenterology clinical nutrition at University of Chicago Hospitals and in gastroenterology at Veteran Affairs Caribbean HealthCare System in Puerto Rico. He is board certified in internal medicine and gastroenterology and has been practicing medicine since 2007.

CHPG Southwest – Gastroenterology is a full service clinic that provides screening, diagnosis, and treatment for a wide range of disorders of the esophagus, stomach, small and large intestine, biliary tract, liver, gallbladder, pancreas, and colon. Common procedure and treatment options include colonoscopy/colon cancer screening, upper endoscopy (EGD procedures, gastroscopy), small bowel capsule endoscopy, and esophageal dilation.

For more information, visit www.mercydurango.org/gastroenterology.

 For appointments, please call **970-764-3800**.

Mercy Regional Medical Center Welcomes Mercy Family Medicine Providers



Mercy Family Medicine is pleased to welcome Morgan Manulik, P.A.-C. Mr. Manulik earned a master of physician assistant studies degree from Texas Tech Health Science Center, School of Allied Health and has been providing primary care since 2008. **For appointments, please call 970-385-9850.**

Mercy Family Medicine welcomes pediatric specialist Lisa Isenberg, certified pediatric nurse practitioner (C.P.N.P.). Ms. Isenberg earned her doctor of nursing practice degree (D.N.P.) from The University of Missouri and has been caring for patients since 1994. **For appointments, please call 970-385-9850.**

