

# 2019 Valley View Report to the Community

*PeopleFirst, PeopleDriven, PeopleCare.*









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# A Letter

from Brian Murphy, MD  
Chief Executive Officer



## LIVING OUR MISSION

From where I sit in 2020, I reflect on the 65-year legacy of caring at Valley View from when the bricks-and-mortar hospital was first constructed in 1955, to now. This moment is also significant for me personally, as I consider my transition to the CEO of this extraordinary organization. It's a role you've entrusted to me, and one in which I'm honored to serve.

Before March 2020, my CEO message for this 2019 annual report would likely have been for me to cite and summarize the objective gains and accolades of the year. And there have been many of them, including awards, performance improvements, growth in clinics and providers, collaborations and many more. But this is not a typical report, nor is this a typical time in our local or global history.

As we navigate the unprecedented COVID-19 pandemic, I see our strengths shine: resilience, unity and innovation from both the Valley View team and

the community we serve. During this crisis and the months and weeks that preceded it, it has been our triumphs that quickly emerged and that continue to differentiate us as an organization.

We endured the loss of two beloved Valley View physicians, Dr. Marty Oppegard, longstanding internal medicine provider, and Dr. Christiaan Maurer, highly esteemed hospitalist. We pulled together to both mourn their loss and to celebrate lives well lived. We were inspired to continue to model their exceptional, compassionate care for all.

Our staff is empowered to act in times of need. Recently they displayed remarkable ingenuity turning a hospital conference room into a production facility to sew face masks for our providers, responding to the challenge of Personal Protective Equipment (PPE).

Our achievements in 2019, both objective and subjective, have positioned Valley View well to maintain a sound and resilient organization in this time of uncertainty for the world. I am resolute in my assertion that together, we will get through this and be stronger as a result. Valley View and the community we serve have a deep capacity to care. We will take care of each other.

With Gratitude,

A handwritten signature in black ink that reads "Brian Murphy". The signature is fluid and cursive, with a large, stylized "M".

Brian Murphy, MD, CEO







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## **CARE PHILOSOPHY**

We are dedicated to focusing on the health of our neighbors. That means we believe in respect, accountability, trust and teamwork, and those ideals together create excellence in a healthy, healing environment.

## **OUR MISSION**

To be the leader for excellence in personalized care and healing.

## **OUR VISION**

To be the destination of choice for all who aspire to heal and be healed.



# 2019 Noteworthy Achievements

## VALLEY VIEW NAMED GREAT COMMUNITY HOSPITAL

Based on clinical quality, operational excellence and economic influence in the area, Valley View was recognized as a “Great Community Hospital” by Becker’s Hospital Review in 2019.

“This recognition is an outstanding reflection of the expertise and effort our providers and staff dedicate themselves to,” said Dr. Brian Murphy, Valley View CEO.

“Our strong performance affirms our commitment to maintaining our independence so we can continue to meet the evolving health care needs of our community.” The nationwide list features facilities with no more than 550 beds; hospitals were selected based on several outside rating organizations.

## PULMONOLOGIST SURESH KHILNANI, MD, HONORED FOR RESPIRATORY CARE

Suresh Khilnani, MD, at The Lung Center at Valley View and medical director of Valley View’s Respiratory

Therapy department, was given the Jason Goodman Provider of the Year award by the Colorado Society for Respiratory Care in May. In his nomination, Dr. Khilnani is described as a compassionate physician who nurtures a team of health care professionals to improve the lives of his patients. The nomination goes on to say Dr. Khilnani is always interested in learning about new equipment and ideas from his team members. Dr. Khilnani has helped expand services to offer unique testing through high altitude simulation, cardiopulmonary exercise and diagnosis of gastroesophageal reflux disease. His dedication also helped create the 4-bed sleep center at Valley View, where sleep testing and altitude simulation takes place.

## THE BEST OF BREASTCARE

Valley View’s focus on comprehensive breast health care — from prevention and screening to treatment and recovery — continues to grow, bringing together a collaborative,



FULL TIME  
EMPLOYEES  
**1,176**

TELEHEALTH  
PHYSICIANS  
**96**



BABIES BORN  
**681**

EMERGENCY  
DEPARTMENT VISITS  
**13,348**





multidisciplinary approach under the title of “BreastCare.” Heather Prokaski, RN, is the Certified BreastCare Navigator who links patients with a team of radiologists, surgeons and oncologists working together to support patients through the journey. The approach inspired breast cancer survivor and advocate Marlane Miller, who donated \$400,000 to the Valley View Foundation last October in appreciation. “In all the years of fear, pain and side effects, I’ve never had the extraordinary treatment that I’ve received from the world class team of oncological professionals and angel nurses at the Calaway Young Cancer Center,” Miller said. BreastCare also now includes MRI-guided breast biopsy, a minimally invasive imaging technique that does not involve exposure to radiation.

### IMAGING ACCREDITATIONS

In 2019 Valley View received accreditation from the American

College of Radiology (ACR) for CT service and CT lung cancer screening, after completing a rigorous process of review of the hospital’s imaging services. Quality data was submitted to ACR for the machines and qualifications of the hospital’s physicians, radiologists and technologists, as well as images and quality assurance.

### HEALTH4LIFE NOW A DIABETES EDUCATION ACCREDITATION PROGRAM.

As part of Valley View’s commitment to primary prevention, Health4Life helps at-risk patients form lifelong healthy habits through education, exercise, nutrition and support. In 2019 the program became a Diabetes Education Accreditation Program through the American Association of Diabetes Educators, a distinction that ensures the program meets national standards for diabetes self-management education and support. Health4Life continues to assist patients as they take control over

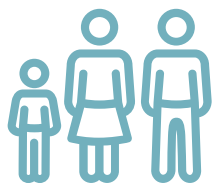
their health, whether that means preventing the onset of diabetes or recovering from a heart attack.

### LOCALS CHOOSE VALLEY VIEW

The “Best Hospital” is also the “Best Place to Work,” according to the 2019 Locals’ Choice awards presented by the Glenwood Springs Post Independent. Women’s Health at Valley View was voted one of the best clinics or medical groups, and The Valley Cafe was awarded one of the best cheap meals around.

### 2019 CHARITY CARE

Each year Valley View commits to providing care for patients who are uninsured, underinsured, ineligible for government assistance or otherwise unable to pay for medically necessary care in our community. In 2019, Valley View provided over \$12 million in charity services to patients that equated to \$5.7 million in uncompensated care.



HEALTH FAIR  
PARTICIPANTS  
**1,400**



PROVIDERS ON STAFF  
**250**

SURGERIES  
**3,919**



OUTPATIENT  
CLINIC VISITS  
**137,796**



KIDS AND TEENS  
SAFETY FAIR  
ATTENDEES  
**2,400**





Frank A. Laws, MD, FACC of Heart & Vascular Center at Valley View performing laser ablation.

## Valley View

Leading the Way

## VALLEY VIEW LEADS THE WAY

Since 1955 Valley View has worked to respond to the needs of the community. From comprehensive cancer care to world-class cardiovascular care and a network of primary care, Valley View leads the way in its patient care.

In 2019 Valley View was the first hospital in the state to perform a laser ablation procedure for atrial fibrillation (Afib). While Afib — the occurrence of rapid, disorganized electrical signals that cause the heart's two upper chambers to beat very fast and irregularly — affects more than 2.7 million people nationwide, there is a higher than average prevalence of Afib in western Colorado due to high altitude. If left untreated, Afib can lead to blood clots, stroke, heart failure and other complications.





Dr. Frank Laws, medical director of the Heart & Vascular Center at Valley View, first encountered laser ablation procedures in Europe, before its approval in the United States by the FDA in 2016. Laws suspects many US cardiac programs will adopt the new technology due to its success rate in treating AFib, which data suggests is 80 to 90 percent successful. “Laser ablation provides another tool in our toolbox,” he says. “Here at Valley View we now have the expertise and technology required to treat all patients with varied presentations of Afib.”

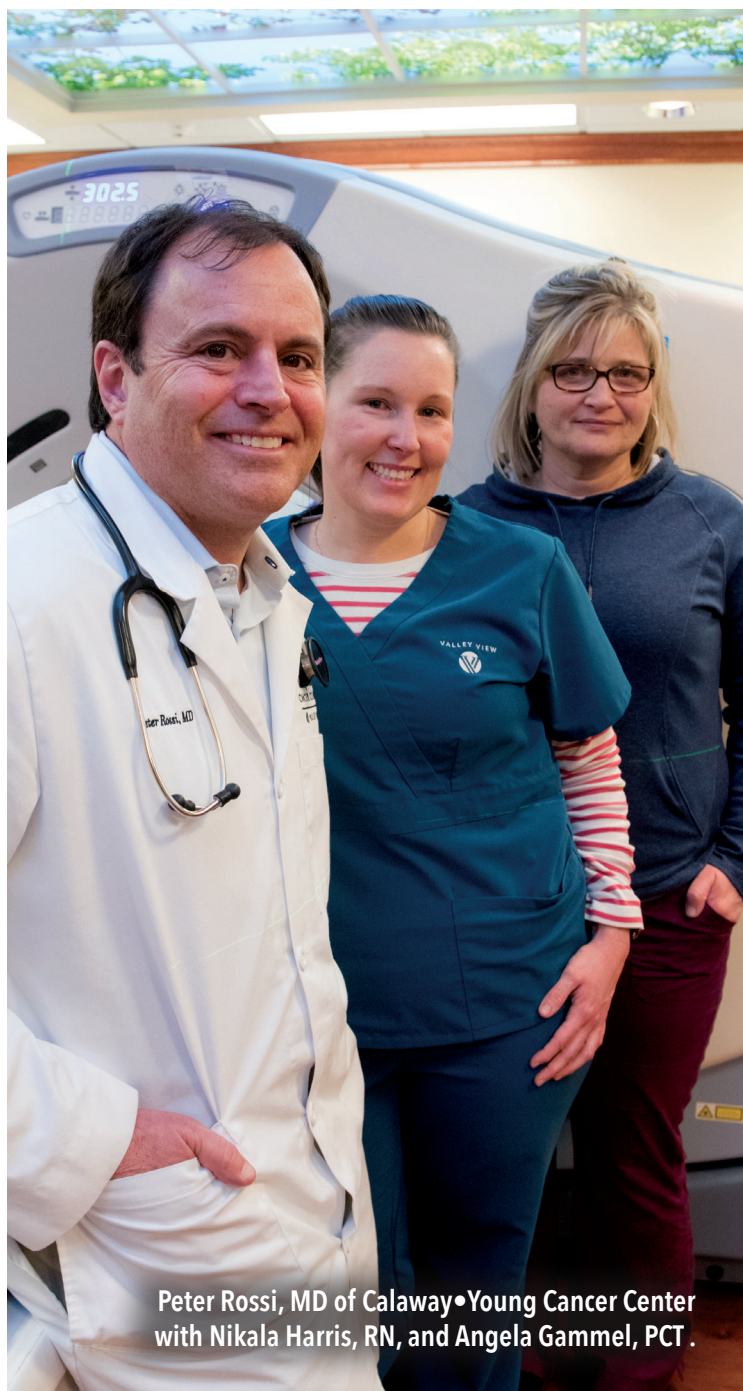
Valley View’s CEO Brian Murphy, MD says, “our providers and staff are driven by a steadfast commitment to each patient and our continued development to best care for our community.”

Within the past year the Calaway Young Cancer Center acquired an MRI-enabled instrument to more accurately locate prostate cancer for treatment, rather than use less precise CT scans. Dr. Peter Rossi, radiation oncologist, was the first to use the Orion device. For patients, this innovation enables a treatment plan that is more precisely tailored to their anatomy which, in turn, minimizes the possibility of side effects..

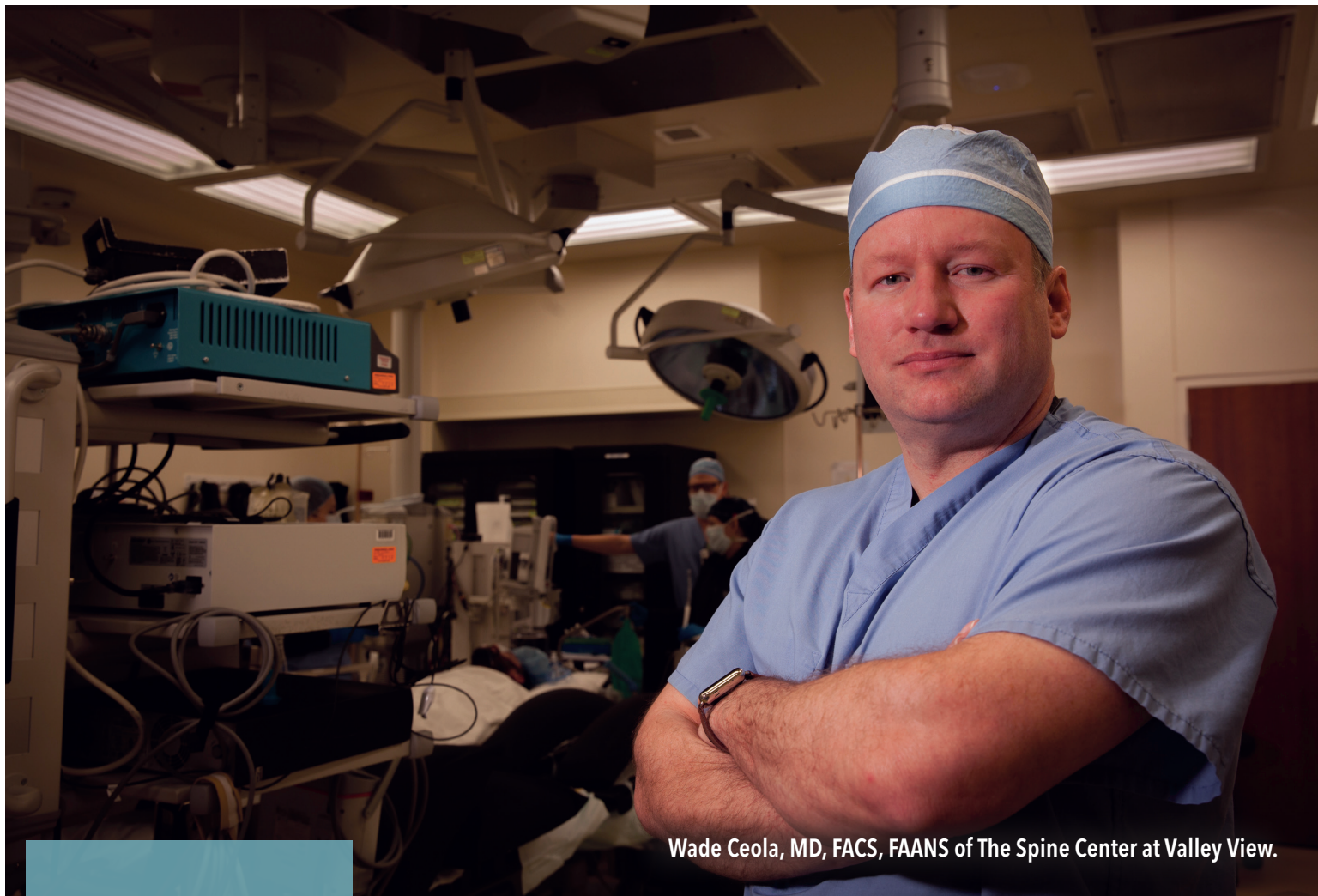
Advancing technology recently brought Fusion Guided Biopsy to the hospital to detect and examine prostate cancer. As a form of cancer that is difficult to detect, prostate cancer has previously been diagnosed based on traditional digital exams or blood tests, or ultrasound-guided biopsies, all of which may inaccurately report tumors and how aggressive they may be. The new Fusion Guided Biopsy procedure gives a doctor and radiologist a

detailed 3-D ultrasound/MRI view of a patient’s prostate gland, resulting in clear biopsy targets and fewer unnecessary biopsies.

“Valley View is leading the way in these technology investments, and at the end of the day, it’s about making sure patients are able to receive great care close to home,” Dr. Murphy says.



Peter Rossi, MD of Calaway Young Cancer Center with Nikala Harris, RN, and Angela Gammel, PCT.



Wade Ceola, MD, FACS, FAANS of The Spine Center at Valley View.

## Collaboration

to Ensure  
High-Quality,  
Cost-Effective  
Care for our  
Community.

## JOINING FORCES FOR ACCESSIBLE, AFFORDABLE, QUALITY HEALTHCARE

“Teamwork makes the dreamwork,” as the saying goes, but Valley View knows that collaboration between healthcare providers in the Roaring Fork Valley goes way beyond platitudes, and that’s why the hospital’s commitment to collaboration is strong.

### THE DOWN-VALLEY, UP-VALLEY CONNECTION

Valley View and Aspen Valley Hospital have a number of shared specialist physicians that travel between both facilities, and some of the relationships go back years. Physicians from Valley View’s Rocky Mountain Urology Center, for example, have been traveling to Aspen for decades.

Medical oncology is another specialty where being close to home is particularly important; especially when patients need check-ups and





infusions on a regular basis. Valley View has had a long-time collaboration with Aspen Valley Hospital to bring medical oncology to the Aspen community. In 2019 Valley View medical oncologist Dr. Stephen Mayer cared for patients in Aspen. Work also began with Grand River Health to explore a collaboration to bring medical oncology to the Rifle community.

Finally, expanded plastic and reconstructive surgery and neurosurgery services were added in Aspen. Plastic and Reconstructive Surgeon Dr. Jennifer Butterfield of Mount Sopris Plastic Surgery at Valley View expanded her collaboration with Aspen Valley Hospital to offer more comprehensive reconstructive options for breast cancer patients, and Neurosurgeon Dr. Wade Ceola of The Spine Center at Valley View also began making regular trips to Aspen for consults and treatment for spinal cord injuries and more.

Sharing specialists in this manner means that patients across our community can stay close to home for care. It also prevents duplicative services which fundamentally drive up the cost of care.

### **A VALLEY-WIDE ALLIANCE**

The Valley Health Alliance (VHA) is made up of the six largest self-insured employers in the Roaring Fork Valley — Aspen Skiing Co., Aspen Valley Hospital, the City of Aspen, Pitkin County, Mountain Family Health Centers and Valley View — and includes almost 4,000 workers with more than 2,000 dependents. VHA was created to improve the valley's access to care, reduce costs and promote health. Valley View represents both a large employer that is committed to having healthy employees and also a provider for all employees in the surrounding areas who depend on quality care.

### **PARTNERSHIP ON THE WESTERN SLOPE**

Valley View is also a member of the West Mountain

Regional Health Alliance (WMRHA), which consists of much more than physicians, but also entities that affect the social determinants of health — things like housing, food security, schools and community organizations. Together, WMRHA partners create integrated healthcare — including physical, behavioral, dental and social health — in Eagle, Garfield, Pitkin and Summit counties. In 2019 the organization had a total of 78 community partners made up of organizations, groups and community members, 40 clinical partners made up of medical and behavior health providers, and 20 systems partners like government agencies.



**Aashish Kabra, MD of Rocky Mountain  
Urology Center at Valley View.**

# A Letter

from David Brooks, MD  
Chief Medical Officer



Since 1955 Valley View has cared for the community. As healthcare providers this means not only caring for patients inside our clinics and hospital, but also at the grocery store, school soccer games and backyard barbeques. It's what makes working at Valley View and living in this community special; our patients are our neighbors and we care for them like family.

With this in mind, our provider team made it a goal in 2019 to improve the health care experience for this extraordinary community by focusing on communication.

Our orthopedic and emergency room providers created a dedicated phone line for other area providers to discuss patient

care. In turn, our orthopedic team was better prepared for patients walking in the door, and patients experienced a more seamless visit.

Our heart and vascular providers collaborated with care facilities in Fruita and Rangely to bring heart care to those communities. For the first time, patients didn't have to drive miles for care and visiting their doctor became a little bit easier.

Our pediatricians enhanced communication with expecting mothers at Women's Health and the Family Birthplace on available pediatric and post-partum care options. This helped these patients make a plan for their new baby's care before delivery.

While seemingly small changes, they can have a big impact as our friends, family and neighbors navigate a confusing health care system. It's our responsibility as providers to help patients access the care they need, when they need it and there's no better community to serve than here.

A handwritten signature in blue ink, appearing to read "David Brooks".

David Brooks, MD  
Chief Medical Officer



Glenwood Orthopedic Center physicians Ferdinand J. Liotta, MD;  
Christopher A. George, MD; Michael B. Grillot, MD





# - 2019 ACTIVE MEDICAL STAFF -

## **ALLERGY & IMMUNOLOGY**

Robert McDermott, MD  
Regan Pyle, DO

## **ANESTHESIOLOGY**

Allison Christie, MD  
Seth Kingston, MD  
Allison Long, MD  
Nicole McDermott, MD  
Hayes Schlundt, MD  
Ronald Stevens, MD  
Derick Beiswanger, CRNA  
Julie Delbalso, CRNA  
Ryan Nau, CRNA  
Katherine Tegtmeyer, CRNA

## **CARDIOLOGY**

Marcus Howell, MD  
Qaisar Khan, MD  
Frank Laws, MD, FACC  
Michael Rubinstein, MD  
Joseph Schuller, MD  
Julianne Doherty, PA-C  
Leslie Bean, ANP  
Katherine Glass, NP  
Kimberly Johnson, APN  
Christina Maenle, APRN

## **CERTIFIED NURSE MIDWIFE**

Erin Crawley, CNM  
Teresa Hall, CNM  
Brenda Hanson, CNM  
Sue Hanson, CNM  
Carole Inglis, CNM  
Kala Kluender, CNM  
Kerrie Kuhl, CNM  
Susan Mitchell, CNM  
Bonnie Sihler, CNM  
Alexandra Woolley, CNM

## **DERMATOLOGY**

Kelly Thomas, MD

## **EMERGENCY MEDICINE**

Charles Abramson, DO  
Sabrina Adams, MD  
Brandy Drake, MD  
Kelly Glenn, DO  
David Hile, MD  
Kimberly Levin, MD  
Travis Martin, MD  
Braden Meason, MD  
Gregg Minion, MD  
Benjamin Peery, MD  
Michael Stahl, MD  
Elizabeth Tai, MD

## **FAMILY PRACTICE**

Casey Aguirre, DO  
Angela Ammon, MD  
Maria Chansky, MD  
Corey Dobson, MD  
Dennis Eicher, DO  
Andrew Gisleson, DO  
Anneliese Heckert, DO  
Chad Knaus, MD  
Gary Knaus, MD  
David Lorah, MD  
Konrad Nau, MD  
Matthew Percy, MD  
Sarah Rieves, MD  
Crystal Roney, MD  
Paul Salmen, MD  
Daniel Smith, DO  
Lauren Sontag, MD  
Kimball Spence, DO  
Elizabeth Spidell, DO  
Chris Tonozzi, MD  
Ivy Hansen, PA-C  
Andrew Henrichs, PA-C  
Gregory Holley, PA-C  
Edlin Jara-Molinar, PA-C  
Gabriella Khilnani, NP  
Alyse Poll, NP  
Rebecca Urquhart, PA-C  
Jennifer Lang, FNP

## **GASTROENTEROLOGY**

Robert Dy, DO  
Ellen Dy, MD  
Gerard Tomasso, MD

## **GENERAL SURGERY**

Bradley Nichol, MD  
Randall Ross, MD

## **GYNECOLOGY**

James O'Donnell, MD

## **HOSPITALIST**

Geoffroy Fauchet, MD  
Brett Hesse, MD  
Susan Inscore, MD  
Roly Kanard, MD  
James Lisowski, MD  
Rhonda Whittie-Bradford, MD  
Christiaan Maurer, MD  
Jennifer York, DO  
Douglas Amis, PA-C  
Leah Burpee, NP  
Eleanor Haring, PA-C  
Catharine McLean, PA-C  
Shane Musgrove, PA-C  
Elizabeth Belanger-Shugart, APN  
Heather Fochesato, APN  
John Van Nostrand, APN  
Julie Williams, APN

## **INFECTIOUS DISEASE**

Melanie Enderwick, MD

## **INTERNAL MEDICINE**

Susan Inscore, MD  
Tess Jankovsky, MD  
Tom Morton III, MD  
Steven O'Brien, MD  
Martha Oppegard, MD  
Steven Zeiler, MD  
Robert Nelson, PA-C

## **ONCOLOGY**

David Marcus, MD  
Stephen Mayer, MD  
Peter Rossi, MD  
Douglas Rovira, MD  
Elizabeth Belanger-Shugart, NP  
Matthew Stinson, PA-C  
Kim Burns, APN

## **NEUROLOGY**

Jeffrey Siegel, MD  
Whitney Scurlock, PA-C

## **NEUROSURGERY**

Wade Ceola, MD  
David Miller, MD  
Natalie Arena, PA-C

## **OB/GYN**

Joel Dickens, MD  
Alan Dulit, MD  
Cynthia Hall, DO  
Brooke Halliwell, DO  
Katie Mang-Smith, MD  
Emily McCarty, MD  
Virginia Weathers, MD

## **OPHTHALMOLOGY**

Matthew Ehrlich, MD

## **ORAL MAXILLOFACIAL SURGEON**

George Haltom III, DDS

## **ORTHOPAEDICS**

Robert Adams, MD  
Christopher George, MD  
Michael Grillot, MD  
Ferdinand Liotta, MD  
Thomas Moore, MD, PhD  
Izaak Fitzgerald, PA-C  
Amanda Hunter, PA-C  
Joanne Kluender, NP  
Joshua Peters, PA-C

## **OTOLARYNGOLOGY**

Matthew Goodstein, MD

## **PATHOLOGY**

George Holmes III, MD  
Robert Macaulay, MD

## **PEDIATRICS**

David Brooks, MD  
Ellen Brooks, MD, FAAP  
Daniel Galka, MD  
Caitlin Hall, DO  
Eric Hall, DO  
Heather Gardner, MD  
Craig Martin, MD

## **PHYSICAL MEDICINE & REHABILITATION**

Michael Campian, DO  
Giora Hahn, MD

## **PLASTIC SURGERY**

Jennifer Butterfield, MD  
William Martin, MD

## **PODIATRY**

Noel Armstrong, DPM  
Sally Servold, DPM  
Mark Kane, PA-C

## **PSYCHIATRY**

Peter Wiley, MD

## **PULMONOLOGY**

Suresh Khilnani, MD  
Eleanor Haring, PA-C  
Jenny Queen, PA-C

## **RADIOLOGY**

Christopher Bartlett, MD  
Jason DiCarlo, MD  
Elena Motuzko, MD  
John Nystrom, MD  
William Weathers, MD  
Harold Young, MD

## **UROLOGY**

Jeffrey Fegan, MD  
Aashish Kabra, MD  
Jamie Lowe, MD  
Brian Murphy, MD  
Ashley Gilley, NP



**Dawn Sculco, RN, MS, CNS**  
Chief Nursing Officer at Valley View

## Nursing Excellence at Valley View

Dawn Sculco was a nurse at Valley View for seven years before becoming Chief Nursing Officer in 2019, and says, “there’s nothing better than being able to take care of your community.”

### A STORY TO REMEMBER

Several years ago a mid-valley resident having a heart attack was brought to Valley View and quickly treated in the cath lab. Sculco got to know him and his wife after caring for him for three nights. He recovered and went home a week later. Sculco still gets emotional remembering the following Christmas Eve when the patient called the department and asked to speak to her just to say, “thank you for giving me another Christmas.”

“We become nurses to make a positive impact on the lives of our patients and their families,” says Sculco. “At Valley View, we see those rewards every day.”

Valley View’s nurse residency program — accredited with distinction from the American Nurses Credential Center — has been one method of attracting nurses who have finished school and need experience.

The program pairs residents with experienced nurses for on-the-job training and supports them through additional classroom training, specifically managing stress on the job.

Nurses make up the biggest portion of the workforce at Valley View, recognizable around the hospital in their Caribbean blue scrubs. The experience a patient has with a nurse can make or break a positive experience at any hospital, Sculco says, which is why having a staff that feels taken care of is a priority at Valley View.

“We strive to be the best we can, not only taking care of patients, but taking care of each other,” she says. Sculco stays connected to the staff by donning scrubs and spending time on the nursing units, not only to help care for patients but to listen to the experiences of her fellow nurses and be responsive to their needs. Nursing shared governance council in the hospital also gives the staff an opportunity to affect change, and for the Chief Nursing Officer to listen in.

### EXCELLENCE THROUGH COMPASSION

Receiving the Pathway to Excellence





# - 2019 NURSING HIGHLIGHTS -

designation from the American Nurses Credentialing Center in 2019 was no small feat. This designation distinguishes Valley View as it recruits more staff to a hospital where specialty services are flourishing and nurses are prized members of a team that's passionate about caring for the community.

The Pathway to Excellence program evaluates a healthcare organization's commitment to creating a positive environment that empowers and engages nurses based on six standards: shared decision-making, leadership, safety, quality, well-being and professional practice. Valley View proved itself as an optimal workplace for nurses by demonstrating a culture of sustained excellence, resulting in the hiring of top nursing candidates and staff retention through high job satisfaction.

The lengthy application process took two years to assemble and included more than 1,200 pages and 50 writers, including direct care nurses, leadership and interdisciplinary partners from across Valley View. The final step in the process was a survey by the entire nursing staff to validate that Valley View exemplified the Pathway standards to earn the designation. Eighty-seven percent of Valley View nurses completed the survey, exceeding all benchmarks in the process.

"Pathway to Excellence recognizes the culture you have built," says Sculco. "And with nursing, that culture has tentacles that reach through the entire organization — it includes good collaboration with physicians, communication with administration and the opportunities given to nurses to have a voice in the care they provide."

**Presentations** **Megan Huether**, BSN, RN & **Shelly Tellio-Kolish** BSN, RN, CGRN: Nursing Bowel Prep Tool Kit to Enhance Bowel Preparation Process

**Kristen Dirksen**, RN: Preventing Unplanned Hypothermia in the Operating Room

**Dawn Sculco**, MS, CNS, RN and **Ellie Reichstein**, BSN: Improving Workflow for the Discharge Process on Acute Care

**Marianne Stallings**, BSN, RN, CNOR, **Nancy Billington**, MSN-L, RN & **Lena Walton**, BSN, RN, CNOR: Protecting the Health of Surgical Staff and Patients One Plume at a Time

**Karen Courtney**, BSN, RN-BC, **Laurie Cohen** BSN, RN-BC & **Anna Wiltse**, RN: LARC: Use in High Risk Youth: Breaking the Cycle of Negative Outcomes Associated with Unintended Pregnancy

**Stacy Beaumont**, BSN: Benefits of Enhanced Recovery after Surgery Protocol (ERAS)

## NURSING BY THE NUMBERS

**283** NURSES AT VALLEY VIEW



NURSES COMPLETED SPECIALIZED CERTIFICATION PROGRAM **79**

**28%** NATIONALLY CERTIFIED IN THEIR SPECIALTY



NURSES WITH A MASTERS **20**  
NURSES WITH A BACHELORS **164**  
NURSES WITH AN RN **95**

**65%** NURSES WHO HAVE A BACHELOR'S DEGREE OR HIGHTER



NURSES WITH ASSOCIATE DEGREES **33%**

**4** NURSES AWARDED A MASTER OF SCIENCE IN NURSING SCHOLARSHIPS\*



NURSES AWARDED A BACHELOR OF SCIENCE IN NURSING SCHOLARSHIPS\* **13**

\*SCHOLARSHIPS PROVIDED BY THE VALLEY VIEW FOUNDATION



**Rob Nelson, PA-C, BC-ADM**  
Executive Director of Patient Care and Quality at Valley View

## Performance Improvement 2019 Highlights

### **ROB NELSON, PA-C, BC-ADM**

As Valley View's executive director of quality and safety, Rob Nelson knows his job can appear to be bogged down with data — collecting it, analyzing it and using it to increase quality patient care. But that's where he says there's magic to the job: taking all that data and making it real at the point of care.

Asking for systematic change can be difficult, but Nelson says providers are always on the right side when shown what the data means for the patients at the center of the equation. Nelson has always been passionate about direct patient care; he comes to the job after being the director of quality for all of Valley View's ambulatory clinics in the Roaring Fork and Colorado River valleys. He has also worked as a physician assistant in Valley View's Internal Medicine practice and still appears there weekly as a diabetes specialist. He also finds time to help with intake at Valley View's Youth Recovery Center, a unique six-week in-patient substance abuse treatment program for adolescents.

His past roles give him a good insight into how to keep the hospital's commitment to quality and safety high, and how Valley View can become even better.





# PERFORMANCE IMPROVEMENT 2019 HIGHLIGHTS

“Now more than ever, Valley View wants to partner with the community,” he says. We want to be viewed as an integrated part of the community, where people trust us, want to be cared for here and enjoy being cared for here. We know that just doesn’t happen on its own.”

Valley View’s position as an independent, nonprofit healthcare organization is unique in that it can directly respond to community concerns and objectively approach safety reforms specific to the organization, becoming a highly reliable healthcare provider.



Diane Heald, RN, BSN, Infusion Team Nurse.

## QUALITY CARE

Patient quality surveys, sent out after a patient is discharged, are an important part of discerning patient satisfaction scores, and in 2019 data shows that Valley View scored consistently above national and state averages for patients giving hospitals top marks. Categories included communication with physicians or nurses, the hospital environment and information provided at discharge. Valley View also scored better than national averages for the average length of stay and readmissions.

## SAFETY SCORES

As in other industries with significant potential for harm — the airline industry or nuclear power, for example — healthcare must approach day-to-day work while proactively working to weed out safety risks. In 2019, safety tools — the techniques each employee uses to reduce errors — increased in measured comprehension from 79 percent to 86 percent.

As part of an ongoing effort to accurately report any safety occurrence when it happens and investigate it thoroughly, data shows over the past five years that as reporting of serious safety events occurred, the number of such safety events decreased overall. The data shows that Valley View’s proactive approach to safety continues to keep patients out of harm’s way.



- June Harrell,  
2019 Volunteer of the Year



Finnegan,  
2019 Healing Partner dog of the year

## Volunteers at Valley View

### A PASSION FOR SERVICE

Volunteers at Valley View are a compassionate and dedicated group of people that donate time, talents and energy to our hospital in many different ways. From their staffing at information desks and the gift shop to Meals on Wheels and dog therapy, our volunteers' passion for service is an inspiring and uplifting reminder of what PeopleCare is all about, and we're grateful for their key role in the healing process.



HOURS DONATED  
**10,000**

MEALS DELIVERED  
**1,022**



VOLUNTEERS  
**150**

JUNIOR  
VOLUNTEERS  
**19**







Viola Huber, Valley View volunteer since 1980



Cuddler program volunteers, offer newborn's experiencing opioid withdrawal comfort



Junior volunteers prepare to tour the Cath Lab



Threads of Love volunteers





KatieBeth Kozera, MBA, at the annual Tough Enough to Wear Pink Rodeo fundraiser for Calaway•Young Cancer Center patients

## Community Involvement

Valley View's doors first opened in 1955, but you don't have to walk inside to see the hospital's impact on the community. Each year Valley View partners with various agencies to keep residents healthy and safe during everyday life. These education and awareness initiatives in 2019 put informed decision-making back in the hands of the community.

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### 2019 SEATBELT SAFETY CHALLENGE

In May, Valley View partnered with Glenwood Springs High School, the Northwest Regional EMS & Trauma Advisory Council and Colorado State Patrol to host events educating teens on safe driving habits and seatbelt awareness. Fatalities for vehicle occupants who were not wearing a seatbelt at the time of an accident increased 133 percent between 2013 and 2017 in Garfield County. Glenwood Springs High School Principal Paul Freeman noted that five out of every 100 high school drivers gets into an accident, and 47 percent of teenage deaths in car accidents occur where no seat belt is worn. "Education is the best way to reduce fatalities," he said. The challenge resulted in a 15 percent increase in seat belt use during the six week campaign, demonstrating that local teenagers were receptive to the suggested behavioral changes in the name of safety.





**HANDS-ON LESSONS IN SAVING LIVES**

The national Stop the Bleed awareness campaign has trained more than 1 million people how to assist someone with severe bleeding until emergency help arrives. Last fall Valley View and Holy Cross Energy brought the program to Glenwood Springs High School and Roaring Fork High School in Carbondale.

Following the Sandy Hook Elementary School tragedy in 2012, a group of trauma surgeons developed professional recommendations to improve survival rates for individuals with severe bleeding. Victims can bleed to death in just five to eight minutes, so the program teaches participants how to identify life threatening bleeding and how to fix it, including packing a wound, applying pressure or a tourniquet.

**SLOWING DOWN IN TOWN**

“Take a Minute,” a citizen-led, grassroots campaign to encourage vehicles to slow down when driving through Glenwood Springs, took off in 2019 through yard signs, radio and print advertising. Valley View joined a number of local businesses and government entities to assist the effort.

The posted speed limit on the Highway 82/Grand Avenue core through town may be 25 mph, but the average car traveling at 33 mph only saves one minute of time, which is how the campaign got its name. According to the Colorado Department of Transportation, approximately 28,000 cars travel between the Grand Avenue Bridge and 23rd Street daily.

**COMMUNITY HEALTH FAIR**

2019 marked the 17th anniversary of Valley View’s Community Health Fairs, and 1,400 area residents participated. The fairs include a \$45 blood profile for an accurate picture of overall health, as well as free screenings for blood pressure, skin cancer, vision,

hearing and more. New to 2019 were additional blood screening tests for vitamin B12, C-reactive protein and testosterone.

**KIDS & TEEN SAFETY FAIR**

Valley View helps promote health among a younger demographic each fall at the Kids & Teen Safety Fair. The 2019 fair in September drew 2,400 participants. A bike rodeo taught traffic laws and bicycle safety, and 600 bike helmets were distributed for free, thanks to support from the Valley View Foundation and its generous donors.

Nine certified technicians at the fair checked 113 car seats, 60 of which were deemed unsafe and destroyed. Anyone who needed a new car seat was provided with one as a community gift from the Valley View Foundation — this year 72 new carseats were installed.

**SCHOOL DISTRICT ATHLETIC TRAINERS**

Valley View continues to provide athletic trainers at Basalt, Roaring Fork and Glenwood Springs high schools to ensure student athletes are participating in a safe and fun environment. Athletic trainers make sure teens are healthy to practice and compete at high levels.

**TOBACCO CESSATION**

The Tobacco Cessation Program at Valley View uses the personalized Quit Smart Program, consisting of three small group classes to assist patients in their smoking cessation goals. Additional resources such as pulmonary function testing, carbon monoxide monitoring, reference books from the Connie Delaney Medical Library and the services of Integrated Therapies at Valley View also support patients on their way to quitting.



## Valley View Foundation

### PAYING IT FORWARD

The spirit of giving continues to thrive through the Valley View Foundation, where the goal is accelerating excellence in healthcare at Valley View through philanthropy. In 2019, more than \$1.06 million was raised from 780 donors — a broad swath of community members who see the value of keeping quality healthcare accessible to their neighbors and loved ones.

Such generosity supports a number of initiatives through the hospital, including cutting-edge heart care, support for cancer patients, nursing scholarships and bike helmets for kids.

Community contributions demonstrate the confidence residents have in this not-for-profit, independent hospital, as do gifts from Valley View employees through the Foundation's Cornerstone

employee giving program. In 2019 nearly 30 percent of all hospital employees gave some of their earnings back to the Valley View Foundation, raising almost \$75,000 to show their dedication to the work being done.

One hundred percent of all donations received by the Foundation go directly to the area specified.

Your gift matters — when you give to Valley View, you support strong, local, independence healthcare today and into the future.





# Your gift matters.

THANK YOU TO ALL OF OUR DONORS AND PARTNERS  
WHO MAKE IT POSSIBLE TO ACHIEVE EXCELLENCE IN HEALTHCARE.

## Youth Recovery Center

Gifts from the Valley View Foundation helped support 80 teens enrolled at the Youth Recovery Center, Valley View's 42-day, in-patient substance abuse and mental health treatment program.

Donations expand therapeutic activities during the 42-day program, including outdoor recreation for helping young people build positive skills through self-growth, relapse-prevention skill building, and healing at a crucial point in their brain development. The program serves up to 10 young people ages 15-18 during one session.

## HeartCare

The Valley View Foundation was able to close the three-year, \$2.5 million campaign to bring a state-of-the-art Advanced Catheterization Lab to Valley View, a facility now operating and performing life-saving procedures for patients close to home.

Valley View was the first hospital in the state to perform a laser ablation procedure for atrial fibrillation offering a new opportunity to correct what can often times be a debilitating and life-threatening problem. Typically performed at large, academic medical centers, Dr. Frank Laws and his team continue to offer advanced procedures that translate to saved lives, quicker recovery times and a lower risk of infection.

## Rally the Valley

2019's fundraiser to provide supportive services and resources to cancer patients at the Calaway Young Cancer Center had a splashy new feature this year: rafting the Colorado River in honor of cancer survivors. Glenwood Adventure Company, Defiance Rafting, Blue Sky Adventures and Blazing Adventures all donated their support to the event that nearly 600 people attended. In all, \$150,000 was raised, and all cancer survivors attended the event for free, thanks to a generous sponsorship from Larry and Susan Marx.

Save the date:  
The 2020 Rally the Valley will be held on Saturday, Sept. 12.

To learn more about 2020 initiatives, please visit [VVH.ORG/Foundation](https://vvh.org/foundation) or contact us at 970.384.6620.

## - OUR LEGACY -

*Recognizing individuals who help provide for the future of Valley View through their estate plan.*

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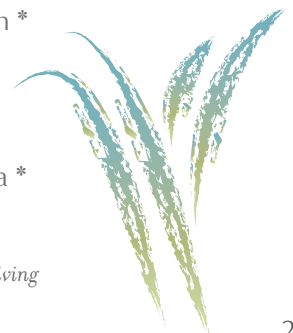
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## Financial Overview

**TOTAL NET OPERATING REVENUE**  
\$256,487,060

**SALARIES , WAGES, BENEFITS**  
\$126,033,787

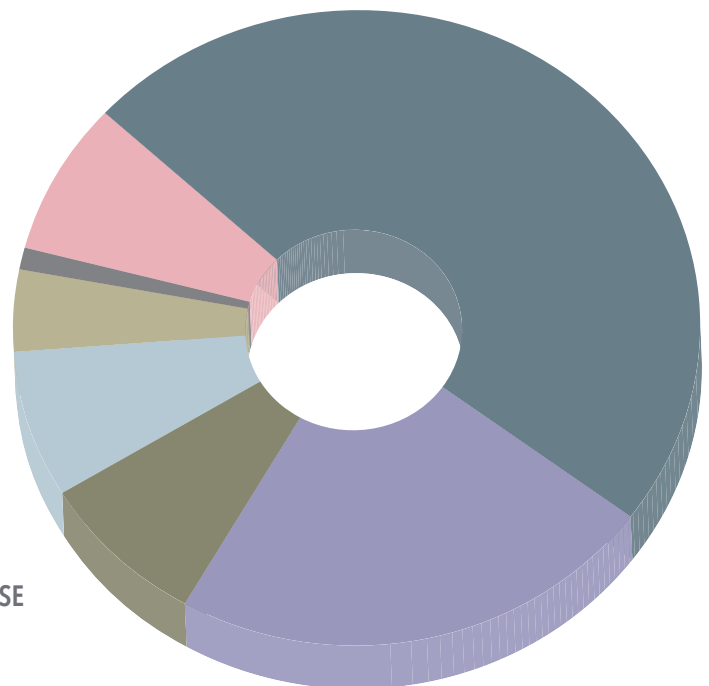
**SUPPLIES AND OTHER EXPENSES**  
\$47,158,595

**PURCHASED SERVICES**  
\$40,880,514

**DEPRECIATION, AMORTIZATION,  
INTEREST**  
\$22,917,927

**NON-OPERATING REVENUE/EXPENSE**  
\$6,736,284

**CHARITY, MEDICARE, MEDICAID  
UNCOMPENSATED CARE**  
\$52,931,973











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That's Valley View.*

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