Quality care comes first.
Our PRIDE programs truly demonstrate the high caliber of Grand River Health personnel and their deep commitment to the community. These are creative, impactful programs that make a real difference in the lives of the individuals who live in our communities.

— JAMES C. COOMBS
Chief Executive Officer

A Matter of PRIDE

Grand River’s top-notch physicians and employees go above and beyond what is required. Aptly named, PRIDE is an employee-led initiative that launched in 2012. The goal of PRIDE is to make improvements to a particular area to advance the overall mission of Grand River Health.

Here’s how it works.

First, teams of employees brainstorm ideas, establish goals and make a formal presentation that is either accepted or denied based on its merits.

Each PRIDE project must have three components to be considered:

1. Offer a clinical service or enhancement
2. Improve patient care or customer service
3. Improve the financial health of either the patient or business operations

To date, Grand River Health employees have completed 15 PRIDE projects, many of which have become permanent assets for our patients, staff and communities. Read about some of these inspiring projects throughout this year’s community report.

Ladies Night Out mammography screening PRIDE Project
TABLE OF CONTENTS

ON THE COVER, MICHAEL DUEHRSSEN, MD - TRAUMA MEDICAL DIRECTOR

WRITING, KARIN GAMBA | PHOTOGRAPHY, DEBI BILLINGS, KENDA SPAULDING, ANDREA MADEMOLE AND BECCA REMBOLD

GRAND RIVER HEALTH SERVICES
GRAND RIVER HOSPITAL AND MEDICAL CENTER
970.625.1510 | 501 Airport Road, Rifle

E. DENE MOORE CARE CENTER
970.625.1514 | 701 East 5th Street, Rifle

GRAND RIVER FAMILY HEALTH, INTERNAL MEDICINE & WOMEN'S HEALTH
970.625.1100 | 501 Airport Road, Rifle

GRAND RIVER MEDICAL CLINIC AT BATTLEMENT MESA
970.285.7046 | 73 Sipprelle Drive, Suite K, Parachute

GRAND RIVER HEALTH & SAFETY CENTER
970.285.5731 | 71 Sipprelle Drive, Unit 1, Parachute

GRAND RIVER STUDENT HEALTH CENTER
970.285.5719 | 100 East 2nd Street, Parachute
970.665.7922 | 703 Railroad Avenue, Rifle

GRAND RIVER MEMORIAL TRUST
970.625.6552 | 501 Airport Road, Rifle

ADMINISTRATIVE DIRECTORS
James C. Coombs  Chief Executive Officer
Randal Glassman  Chief Financial Officer
Gary Meyer, DO  Chief Medical Officer
Erin Muck, RN  Chief Nursing Officer
Bill Noel  Chief Operating Officer
Joan Dearnin, RN, RHIA, CPHQ  Administrative Director, Quality Improvement
Dustin Dodson  Administrative Director, Extended Care Services
Dawn Marie Hodges  Administrative Director, Human Resources
Lois Kame  Administrative Director, Clinic Services
Annick Pruett  Administrative Director, Community Relations

MANAGEMENT
Linda Bessette, RN  Director, Perioperative Services
Debi Billings  Director, Marketing Communications
Lee Canterbury  Director, Patient Financial Services
Cherrell Cole  Director, Health Information Management
Angie Densley, RN  Director of Nursing, Extended Care Services
Scott Dooling, MLT/ASCP  Director, Laboratory
Leslie Gilbert, RRT  Director, Cardiopulmonary Services
Amy Hohon, RN  Interim Director, Medical Surgical Unit
Michael Kyler, RPh  Director, Pharmacy
Russ Kirkham  Director, Support Services
Lynne Miller  Director, Nutritional Services
Diana Murray-Vardaman  Director, Information Technology
Stacy Pemberton, RN  Director, Emergency Department
Kaaren Peck  Director, Volunteer Services
Paul Schultz, PT  Director, Rehabilitation Services
Kenda SpaULDing  Assistant Administrator, Extended Care Services
Natalie Stampfl, RN  Director, Person Centered Care
Scott Stermer, CNMT  Director, Systems
Connie Wilmot  Director, Radiology

Medical Staff Membership 70, Allied Health Membership 18
Current Employees: 426 | Geographical Area: 1,500 square miles
Residents living within GRHD: 28,750

GRAND RIVER CLINIC IN RIFLE
Visits 19,955 21,947

GRAND RIVER SPECIALTY CLINIC
Visits 2,337 2,839

AFTER HOURS CARE
Visits 1,692 1,654

GRAND RIVER CLINIC AT BATTLEMENT MESA
Primary Care visits 8,800 10,258
Rehab Visits 1,893 1,679

GRAND RIVER HEALTH AND SAFETY CENTER
Health and Wellness Visits 5,447 5,346

SCHOOL BASED HEALTH CENTER
Visits 1,860 2,944

GRAND RIVER HOSPITAL AND MEDICAL CENTER
Inpatient Discharges 447 483
Surgeries / Procedures 875 1,013
Emergency Visits 7,074 6,896
Rehabilitation Visits 5,236 6,784
Therapy Pool 1,030 886
Lab Tests 72,809 78,517
CT Scans 1,781 1,768
Xray Exams 6,621 7,434
MRI 825 881

WOMEN’S HEALTH
Well Woman Visits 876 991
Mammograms 1,464 1,720
Bone Density Tests 295 304

MEALS ON WHEELS
Delivered Meals 12,712 13,114
Grand River Hospital District is a non-profit, community-owned and locally governed hospital.

Our Board of Directors is a dedicated group of elected volunteers who use their expertise to guide the hospital’s development. Each of these seven individuals is committed to creating an environment that not only expertly and compassionately treats patients for routine, emergent and chronic conditions, but fosters health and healing far outside the hospital’s walls — in schools, community gathering places and at home. The Board of Directors is interested in hearing what you have to say about health-related issues; join us at our meetings.

Our Quest for Quality Continues

When it comes to caring for the well-being of our patients and communities, we at Grand River Health are always striving to improve as your lifelong partner in health. This year we continue to vigorously pursue the three-part goal of creating healthcare of unparalleled quality by:

- Improving patient care, satisfaction and overall experience
- Improving the overall health of the people who live, work and play in our communities through access to educational programs, community outreach and preventative services
- Reducing the cost of healthcare so it is affordable and manageable for all
Dear Community Members

Thank you for your continued support for Grand River Health. It is a privilege to serve you and we are proud to be a part of such an amazing community.

We are pleased to share our report of our annual progress.

Following are some of the changes we have made thanks to your input. You told us that we should have programs to help keep you well, so we added services to our lifestyle programs to help you achieve a healthier way of life. We even changed our name to Grand River Health to reflect our commitment to you as your partner in health!

Our goal is to provide quality patient care that exceeds national and state quality standards, as well as make your healthcare as transparent and easy to understand as possible. We started posting outcomes on our website and we encourage you to see the results for yourself.

Based on your input, we’ve also recruited several physicians this past year to expand existing services and add new ones. Grand River Health is pleased to welcome, Dr. Dan Smith and Dr. Alan Michael Vargas to Family Practice, Dr. Mary Glode to Women’s Health, Dr. Peter Zonakis to Otolaryngology (Ear, Nose and Throat), Dr. Robert Derkash to Orthopaedics and Dr. Garrett Caputo to Emergency Medicine.

But we’re not done! We are proud to announce that we will be adding another four physicians next year. In March, we will welcome Dr. Jill Kingston to our Women’s Health and GYN program and Pediatrician Dr. Anne Lorenson as Grand River begins its new Pediatric program. In June, we will add Dr. Sandra Feeney to Internal Medicine/Pediatrics and Dr. Colby Quintenz to Pediatrics.

We are excited about the construction of our new facility in Battlement Mesa which will be home to the Grand River Health Clinic West in Battlement Mesa. The new clinic will host a variety of services including family medicine, occupational health, physical therapy, lab and diagnostic imaging services. The 39,000 square foot facility is being built on land the hospital district purchased in 2008. This facility has been a long time desire of residents in Parachute and Battlement Mesa and is expected to open in early 2014.

We also opened our second student health center located in Rifle (the first one, in Parachute/Battlement Mesa opened in 2011). Operated in conjunction with the Garfield Re-2 School District, this facility serves the staff and students of Garfield Re-2 School District. The clinic offers healthcare access to students and their families; to date, the clinic has had over 2600 visits!

Our community outreach initiatives continue to grow and includes several local health fairs aimed at providing key services and reducing your overall healthcare costs. Our grant partnerships with the Susan G. Komen Foundation, Women’s Wellness Connection and the Brendan Mann Foundation also expanded and greatly assist us to provide quality healthcare to our uninsured and underinsured populations.

As economic challenges in our region continue, our commitment to responsible stewardship of your healthcare dollars remains steadfast. In planning for the future, we depend on your input and feedback. As a community, you’ve expressed a desire for obstetrics and intensive care capabilities; we look forward to having conversations and exploring options that would enable us to bring these important services to you.

We value your trust, support and resources, and are pleased to offer you the quality healthcare you need, when and where it matters!

Wishing you a happy and healthy year ahead.
3 Keys to Excellence:
Quality Guidelines for Every Decision We Make

1. Clinical Excellence
2. Patient Care & Community Satisfaction
3. Financial Health & Stewardship of Resources

Every decision we make pivots on these three pillars of excellence. With over 40 years of hospital administration experience, I have never seen a mission statement applied so comprehensively, vigorously and with more heart than here at Grand River Health.

— RANALD GLASSMAN, Chief Financial Officer

### 2012 Financials

#### REVENUE

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Services</td>
<td>$9,043,945</td>
</tr>
<tr>
<td>Outpatient Services</td>
<td>$41,675,791</td>
</tr>
<tr>
<td>Physician Services</td>
<td>$5,808,056</td>
</tr>
<tr>
<td>Long Term Care Services</td>
<td>$4,980,133</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$61,507,925</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governmental programs (Medicare, Medicaid)</td>
<td>$10,853,611</td>
</tr>
<tr>
<td>Negotiated discounts with insurance companies</td>
<td>$5,932,521</td>
</tr>
<tr>
<td>Uncollectable accounts</td>
<td>$5,439,936</td>
</tr>
<tr>
<td>Charity care</td>
<td>$3,372,759</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$25,598,827</strong></td>
</tr>
</tbody>
</table>

**Total net patient service revenue after subtracting payments billed, but not received**

<table>
<thead>
<tr>
<th>Amount</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$35,909,098</td>
<td></td>
</tr>
</tbody>
</table>

**IN ADDITION, WE RECEIVED**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal/state grants (restricted as to use)</td>
<td>$60,790</td>
</tr>
<tr>
<td>Interest income on investments</td>
<td>$18,392,120</td>
</tr>
<tr>
<td>Property taxes</td>
<td>$18,452,910</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>$55,462,088</strong></td>
</tr>
</tbody>
</table>

**TOTAL REVENUE**

$54,362,088

#### EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay our employees</td>
<td>$20,718,396</td>
</tr>
<tr>
<td>Provide employee benefits</td>
<td>$5,412,680</td>
</tr>
<tr>
<td>Purchase supplies, insurance, utilities, contracted services</td>
<td>$15,099,385</td>
</tr>
<tr>
<td>Pay interest on debt incurred to build Grand River Medical Center</td>
<td>$461,203</td>
</tr>
<tr>
<td>For depreciation of buildings and equipment</td>
<td>$4,091,862</td>
</tr>
</tbody>
</table>

**Total cost of caring for patients**

$45,783,526

**Funds available for new services, equipment and facilities**

$8,578,482

#### SIGNIFICANT ASSETS AND LIABILITIES

<table>
<thead>
<tr>
<th>Asset</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buildings, Land and Equipment</td>
<td>$48,217,397</td>
</tr>
<tr>
<td>Debt used in construction or purchase of assets</td>
<td>$7,773,427</td>
</tr>
</tbody>
</table>

Our Commitment to Privacy

Grand River Health takes very seriously its legal obligations to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you would like a copy of our Notice of Privacy or if you want more information about the privacy practices at Grand River Health, call 970.625.1510.
Providing the people of our communities with healthcare of unsurpassed quality is our passion and it drives every decision we make at Grand River Health. From our Board of Directors and hospital administrators to our medical staff and support personnel, our philosophy is one of continuous improvement in matters great and small that affect your health and your healthcare experience.

Quality in healthcare generally means complying with health and safety regulations, reducing hospital-acquired infections and patient re-admittance rates for example. Though these are fundamental quality indicators and markers, which Grand River Health exceeds, our definition of quality is deeper and broader than meeting minimum federal requirements. Our commitment to providing quality healthcare is ongoing. You may have noticed: we changed our name to Grand River Health to reflect our role as your partner in health, we listened to you and added many new providers and services based on your input, and we are in the process of building a state-of-the-art medical campus in Battlement Mesa.

Other ways we ensure you have a quality healthcare experience are not so obvious:

- We established a Quality Management department for the sole purpose of collecting and analyzing quality indicators and making improvements in care based on the data.
- We are nimble. Precisely because we are a small, cohesive organization, we can affect change quickly and see results almost immediately. We are able to accomplish in a week what takes larger healthcare conglomerates a year or more to implement.
- We take the PDSA approach - Plan, Do, Study, Act - a framework for developing, testing and implementing changes that lead to improvement. It’s a proven and effective strategy for creating inventive, clinically-led and tested ideas to build best practices and the capability for continuous improvement.
- We empower every employee to make a difference. The success of our PRIDE programs demonstrates the depth of talented, caring and dedicated individuals on our staff.

The phrase ‘there’s always room for improvement’ couldn’t be more true, especially for Joan Dearmin and her team. It’s the job of her department to collect and analyze a myriad of medical data looking for red flags or trends and places where we can improve. Our Quality Management Department tracks these important details to make sure nothing slips through the cracks and that patient care and safety is always the highest priority. “We have a philosophy of continuous improvement; we are constantly evaluating, updating and making adjustments based on evidenced-based best practice.”

Grand River Health has succeeded in creating an atmosphere where innovation is appreciated, recognized and rewarded. The result is a culture that values and provides quality service at every level.

— GARY MEYER, DO FACOOG
Chief Medical Officer

We don’t just collect data to comply with federal standards; we use it to improve patient outcomes and the level of care at Grand River Health.

— JOAN DEARMIN RN, RHIA, CPHQ, Administrative Director of Quality and Risk Management

Spotlight on Quality Management:

grandriverhealth.org
A Lifetime of Good Health Begins Here

Providing multiple services under one roof offers convenience and is just one of the ways we accomplish our mission of improving the health and well-being of our communities.

Primary Care is a complex discipline that involves caring for the health of individuals across a lifespan. From well-baby checks to providing care for elderly patients with chronic diseases, Grand River Health’s family physicians and internists address the comprehensive healthcare needs of patients of all ages.

Taking Care of the Whole Person: An Integrated Care Approach

We follow an integrated model of care which is why we moved our Mental Health Services to the same floor as our Primary Care Clinic. We understand that due to a variety of circumstances patients may require not only treatment for their physical ailments, but counseling for mental health issues as well. The new location allows patients to seamlessly connect with mental health practitioners, sooner and in an environment that supports the total well-being of the individual. Mental Health Services treats a spectrum of issues for patients ranging from three years of age and beyond.
# Our Medical Providers

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ANESTHESIOLOGY</strong></td>
<td>Ronald McCann, CRNA</td>
</tr>
<tr>
<td></td>
<td>William Trouskie, CRNA</td>
</tr>
<tr>
<td></td>
<td>Amanda Selby, CRNA</td>
</tr>
<tr>
<td><strong>DENTAL SURGERY</strong></td>
<td>Paul Allen, DDS</td>
</tr>
<tr>
<td></td>
<td>Matthew Burt, DDS</td>
</tr>
<tr>
<td><strong>CARDIOLOGY</strong></td>
<td>Frank Laws, MD</td>
</tr>
<tr>
<td></td>
<td>Marcus Howell, MD</td>
</tr>
<tr>
<td></td>
<td>Kimberly Johnson, CFNP</td>
</tr>
<tr>
<td></td>
<td>Michael Rubinstein, MD</td>
</tr>
<tr>
<td><strong>CLINICAL SOCIAL WORK</strong></td>
<td>Susan Ross, LCSW</td>
</tr>
<tr>
<td></td>
<td>LouAnn Stermer, LPC</td>
</tr>
<tr>
<td><strong>EAR, NOSE &amp; THROAT</strong></td>
<td>Peter Zonakis, MD, FACS</td>
</tr>
<tr>
<td></td>
<td>Mark C. Griffin, MD</td>
</tr>
<tr>
<td></td>
<td>James Merrell, MD</td>
</tr>
<tr>
<td><strong>EMERGENCY MEDICINE</strong></td>
<td>William Bevins, MD</td>
</tr>
<tr>
<td></td>
<td>Garrett Caputo, MD</td>
</tr>
<tr>
<td></td>
<td>Michael Duehrssen, MD</td>
</tr>
<tr>
<td></td>
<td>Kenneth J. Eckstein, MD</td>
</tr>
<tr>
<td></td>
<td>Jonathan Gibans, MD</td>
</tr>
<tr>
<td></td>
<td>Samuel Kevan, MD</td>
</tr>
<tr>
<td></td>
<td>Kimberly Levin, MD</td>
</tr>
<tr>
<td></td>
<td>FACEP</td>
</tr>
<tr>
<td></td>
<td>Stacie Ranniger, MD</td>
</tr>
<tr>
<td></td>
<td>FACEP</td>
</tr>
<tr>
<td></td>
<td>Matthew Skwiot, MD</td>
</tr>
<tr>
<td></td>
<td>MD, ED Medical Director</td>
</tr>
<tr>
<td><strong>ENDOCRINOLOGY</strong></td>
<td>Markus Wettstein, MD</td>
</tr>
<tr>
<td><strong>FAMILY MEDICINE</strong></td>
<td>Deborah B. Brown, MD, FAAFP</td>
</tr>
<tr>
<td></td>
<td>Kevin Coleman, DO, Chief of Medical Staff</td>
</tr>
<tr>
<td></td>
<td>Tammy Herbener-Kallal, CFNP</td>
</tr>
<tr>
<td></td>
<td>Tami Griffith, CFNP</td>
</tr>
<tr>
<td></td>
<td>Laurie Marbas, MD</td>
</tr>
<tr>
<td></td>
<td>Mark Quinn, PA-C</td>
</tr>
<tr>
<td></td>
<td>Andrew Sever, PA-C</td>
</tr>
<tr>
<td></td>
<td>Lawrence Schneider, MD</td>
</tr>
<tr>
<td></td>
<td>Dan Smith, DO</td>
</tr>
<tr>
<td></td>
<td>Alan Michael Vargas, MD</td>
</tr>
<tr>
<td></td>
<td>Bonnie Walsh, MD</td>
</tr>
<tr>
<td><strong>GENERAL SURGERY</strong></td>
<td>Paul Kanakaraj, MD</td>
</tr>
<tr>
<td></td>
<td>Brad Nichol, MD</td>
</tr>
<tr>
<td></td>
<td>Lauri Medina, MD</td>
</tr>
<tr>
<td></td>
<td>Randall Ross, MD</td>
</tr>
<tr>
<td></td>
<td>Stephanie Timothy, MD</td>
</tr>
<tr>
<td></td>
<td>R. Douglas Yajko, MD</td>
</tr>
<tr>
<td><strong>GYNECOLOGY</strong></td>
<td>Mary Glode, MD, FACOG</td>
</tr>
<tr>
<td></td>
<td>*Jill Kingston, MD</td>
</tr>
<tr>
<td></td>
<td>Jean Mages, WHNP-BC</td>
</tr>
<tr>
<td><strong>INTERNAL MEDICINE</strong></td>
<td>Peter H. Schaiberger, MD</td>
</tr>
<tr>
<td><strong>INTERNAL MEDICINE AND PEDIATRICS</strong></td>
<td>*Sandra Feeney, MD</td>
</tr>
<tr>
<td><strong>NEUROLOGY</strong></td>
<td>Mitchell Burnbaum, MD</td>
</tr>
<tr>
<td><strong>NEUROSURGERY</strong></td>
<td>Lee Krauth, MD</td>
</tr>
<tr>
<td><strong>OCcupational Health</strong></td>
<td>Jim Zimmerman, PA-C</td>
</tr>
<tr>
<td><strong>OPHTHALMOLOGY</strong></td>
<td>Matthew Ehrlich, MD</td>
</tr>
<tr>
<td></td>
<td>William Hines, MD</td>
</tr>
<tr>
<td><strong>ORTHOPAEDIC SURGERY</strong></td>
<td>Robert Adams, MD</td>
</tr>
<tr>
<td></td>
<td>Robert Derkash, MD, FAAOS</td>
</tr>
<tr>
<td></td>
<td>Ferdinand Liotta, MD</td>
</tr>
<tr>
<td></td>
<td>Frank Kopich, MD</td>
</tr>
<tr>
<td></td>
<td>Thomas Moore, MD, PhD</td>
</tr>
<tr>
<td></td>
<td>Eleanor vonStade, MD</td>
</tr>
<tr>
<td><strong>PATHOLOGY</strong></td>
<td>G. Frank Holmes, MD</td>
</tr>
<tr>
<td></td>
<td>Robert Macaulay, MD</td>
</tr>
<tr>
<td></td>
<td>Jerry Steinbrecher, MD</td>
</tr>
<tr>
<td><strong>PAIN MANAGEMENT</strong></td>
<td>Giora Hahn, MD</td>
</tr>
<tr>
<td><strong>PEDIATRICS</strong></td>
<td>David Brooks, MD</td>
</tr>
<tr>
<td></td>
<td>Ellen Brooks, MD</td>
</tr>
<tr>
<td></td>
<td>Ian Dresner, MD</td>
</tr>
<tr>
<td></td>
<td>*Anne Lorenson, MD</td>
</tr>
<tr>
<td></td>
<td>*Colby Quintenz, MD</td>
</tr>
<tr>
<td><strong>PLASTIC SURGERY</strong></td>
<td>W. Jason Martin, MD</td>
</tr>
<tr>
<td></td>
<td>Daniel Thimsen, MD</td>
</tr>
<tr>
<td><strong>PODIATRY</strong></td>
<td>Noel Armstrong, DPM</td>
</tr>
<tr>
<td></td>
<td>Douglas Goforth, DPM</td>
</tr>
<tr>
<td></td>
<td>Troy Griffiths, DPM</td>
</tr>
<tr>
<td><strong>PULMONARY/ SLEEP MEDICINE</strong></td>
<td>Kristin Bracht, MD</td>
</tr>
<tr>
<td></td>
<td>David S. Patz, MD</td>
</tr>
<tr>
<td></td>
<td>James Thompson, MD</td>
</tr>
<tr>
<td></td>
<td>William Wenokor, MD</td>
</tr>
<tr>
<td><strong>RADIOLOGY</strong></td>
<td>Jason DiCarlo, MD</td>
</tr>
<tr>
<td></td>
<td>Elizabeth Kulwiec, MD</td>
</tr>
<tr>
<td></td>
<td>John Nystrom, MD</td>
</tr>
<tr>
<td></td>
<td>Richard Udesky, MD</td>
</tr>
<tr>
<td></td>
<td>Harold D. Young, MD</td>
</tr>
<tr>
<td><strong>SCHOOL-BASED HEALTH</strong></td>
<td>Connie Berglund, CFNP</td>
</tr>
<tr>
<td></td>
<td>Ann Galloway, CFNP</td>
</tr>
<tr>
<td><strong>UROLOGY</strong></td>
<td>Jeffery Fegan, MD</td>
</tr>
<tr>
<td></td>
<td>Jamie Lowe, MD</td>
</tr>
</tbody>
</table>

**Mental Health Services**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Duration of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Ross, LCSW</td>
<td>4th year of Service</td>
</tr>
<tr>
<td>LouAnn Stermer, LPC</td>
<td>1st year of service</td>
</tr>
</tbody>
</table>

*Boldface denotes Employed physicians*

grandriverhealth.org

---

Grand River adheres to the same philosophy with me as it does with my patients... the only goal in healthcare is in the highest quality outcomes. Period.

— Dr. Peter Zonakis, Otolaryngology

*JOINING GRAND RIVER HEALTH THIS YEAR*

- Dr. Jill Kingston, Gynecology
- Dr. Anne Lorenson, Pediatrics
- Dr. Sandra Feeney, Internal Medicine and Pediatrics
- Dr. Colby Quintenz, Pediatrics

**SCHOOL-BASED HEALTH**

- Connie Berglund, CFNP
- Ann Galloway, CFNP

**UROLOGY**

- Jeffery Fegan, MD
- Jamie Lowe, MD
Women’s Health
Planning for the Future

We are pleased to report the women in our communities are taking better care of themselves and demanding more services. Grand River Health is happy to comply. In March, Dr. Mary Glode joined our team, a physician with a reputation for compassion, experience and dedication to women’s health. Together, Dr. Glode and nurse practitioner Jean Mages continue to offer comprehensive, quality women’s care, while at the same time giving women a choice of providers and serving a greater number of women.

With the Affordable Care Act (ACA) going into effect in 2014, the timing of hiring a new women’s health provider couldn’t be better. We expect to see an influx of patients and having the staff in place prior to January will make the transition seamless for patients and providers. The ACA mandates up to 22 services for women’s preventative care including:

• Well woman visits
• Screening for gestational diabetes
• Screening for HPV
• Screening for HIV

In addition to these services, Grand River Women’s Health also provides menopause counseling, hormone therapy, nutritional counseling and surgery.

Grand River Health also provides mammogram screening by appointment and also welcomes walk-ins, Monday – Friday, from 12 p.m. to 4 p.m.

**WOMEN’S WELLNESS CONNECTION AND SUSAN G. KOMEN**

Women’s Wellness Connection is a government-funded program for women ages 40-64 who are uninsured or underinsured. Eligible women can apply for help with payment for clinical breast and pelvic exams, PAP smears, mammograms, ultrasounds, biopsies and pathology. If a woman enrolled in WWC were to be diagnosed with cancer, she would qualify for the Colorado Breast and Cervical Cancer Prevention and Treatment Program (BCCP), which would cover her tests, chemotherapy, and radiation therapy.

Women who are ineligible for Women’s Wellness Connection are qualified for application into the Susan G. Komen program if they are uninsured, underinsured, under a specified gross annual household income, and live in Garfield, Eagle or Pitkin Counties. Grand River received grant money from Komen to offer a limited number of mammograms, ultrasounds, biopsies and surgical consults to those who need assistance.

**PRIDE Project: Ladies Night Out**

A very popular Pride Project, Ladies Night Out began as a way to encourage women to come in for mammography screenings, the most accurate means of detecting breast abnormalities early. While waiting for their exam, the atmosphere is festive and relaxing. Attendees enjoy manicures and appetizers, learn about skincare and other services. Participants are encouraged to bring their friends, mothers and daughters who may be overdue for their mammogram screening. This event is held after hours to accommodate working women. Visit grandriverhealth.org for upcoming dates.

**JEAN MAGES, WHNP-BC**

Women’s Health Certified by the National Certification Corporation: Women’s Health Care Nurse Practitioner and by The North American Menopause Society (NCMP). 2nd year of service

**MARY GLODE, MD, FACOG**

Women’s Health Certified by the American Board of Obstetrics and Gynecology 1st year of service

My passions are women’s wellness, bioidentical hormone replacement therapy and gynecological surgery. Grand River Health enables me to practice exceptional, high quality medicine in a personal, small town setting. I am impressed with the facilities, equipment and resources provided to me and my patients, as well as with the people at Grand River Health. Each and every staff member is committed to quality care in a friendly setting.

**We strive to offer our patients the highest standards of quality, in terms of imaging technology, customer service and patient care.**

— LINDSAY JACOX, ARTR, CTN
Mammography Coordinator

grandriverhealth.org
Specialty Clinic

Through Grand River Health Specialty Care, patients have access to expert knowledge for complicated courses of care. Our Specialty Care Providers consist of a team of highly skilled surgeons that focus on particular areas of care in which they have extensive training and education. Surgical services include inpatient, outpatient, same-day surgery and minimally invasive procedures. With the addition of three new physicians including Dr. Robert Derkash, Dr. Mary Glode, and Dr. Peter Zonakis, we are able to offer our patients greater access to specialty services. Our specialty staff currently includes a neurosurgeon, an otolaryngologist (ear, nose & throat), two orthopaedic surgeons, a gynecologist and three general surgeons.

Grand River Health is also supported by a team of providers whose expertise covers a broad range of specialties including:

- Pediatrics
- Dental/Oral Surgery
- Ear-Nose-Throat
- General Surgery
- Gynecology
- Neurosurgery
- Ophthalmology
- Orthopaedics
- Plastic Surgery
- Podiatry
- Urology

When we plan for the future, we ask our communities for input and do our best to provide the services most in demand. In this case, they told us loud and clear that they wanted more surgical services, especially gynecology, orthopaedic and ear, nose and throat specialties. We’re happy to report Grand River Health has either added or expanded services in all of those areas.

— LOIS KAME, Administrative Director, Clinic Services

After Hours Care: Don’t Wait Until Monday

It’s Friday and you have plans for the weekend. You find yourself with a sore throat or your child has an unexplained rash. While your symptoms don’t necessarily warrant a trip to the emergency room, seeing a medical professional before the start of the work or school week would put your mind at ease. That’s where Grand River Health’s After Hours Care comes into play.

Our After Hours Care is designed to treat life’s minor illnesses and injuries, and gives you access to top-quality care on weekends. Experienced physician assistants and family nurse practitioners are available to treat patients for a variety of common non-emergency ailments.

After Hours Care also helps keep your healthcare costs down by providing an affordable alternative to an emergency room visit.

After Hours Care is open:
- Friday, 5pm– 8pm
- Saturday, 10am – 5pm
- Sunday, Noon – 5pm
Grand River Health operates two school-based health centers in Garfield County serving Garfield Re-2 School District for Rifle, Silt and New Castle and Garfield County School District No. 16 serving Parachute and Battlement Mesa.

The centers play a critical role in keeping area students healthy, safe, and learning, from elementary through high school. Statistics show that students miss less school and parents miss less work when an easy, inexpensive option for student healthcare is offered. The centers also provide a safety net for children who are medically underserved in our communities.

Students and their families can rely on Grand River’s Student Health Centers to meet their needs for a full range of age-appropriate healthcare services including:

- Physical exams
- Immunizations
- Routine lab tests including throat cultures
- Prescriptions and medications
- Care for acute injuries and illnesses
- Care for chronic illnesses such as asthma and diabetes
- Case management
- Parent and student educational wellness programs
- Mental and behavioral healthcare
- Referrals to providers and agencies

Both health centers are staffed by compassionate professionals: licensed nurse practitioners and mental health therapists. Access to mental health services during the growing years is critical in helping patients and parents navigate a wide range of concerns including but not limited to depression, substance abuse, addictions and a variety of home life issues.

Grand River Student Health Centers offer affordable care that is available to students and staff of Garfield County School District 16 in Parachute and Re-2 in Rifle. No student will ever be denied services because of inability to pay and fees may be waived if necessary. If patients do not have insurance, only a $20 flat fee is collected.

Grand River Student Health Centers are made possible by a grant from the Colorado Health Foundation and community partnerships that include the Community Advisory Committees, Garfield County School District 16, Garfield County School District Re-2 and Colorado West Mental Health Services.

---

**CONNEE BERGLUND, CFNP**
Grand River Student Health Center in Rifle
Certified by the American Academy of Nurse Practitioners

**ANN GALLOWAY, CFNP**
Grand River Student Health Center in Parachute
Certified by the American Academy of Nurse Practitioners

---

**S**

**Student Health Centers**

**Healthy Kids Are Ready to Learn**

Grand River Health operates two school-based health centers in Garfield County serving Garfield Re-2 School District for Rifle, Silt and New Castle and Garfield County School District No. 16 serving Parachute and Battlement Mesa.

Both health centers are staffed by compassionate professionals: licensed nurse practitioners and mental health therapists. Access to mental health services during the growing years is critical in helping patients and parents navigate a wide range of concerns including but not limited to depression, substance abuse, addictions and a variety of home life issues.

Grand River Student Health Centers offer affordable care that is available to students and staff of Garfield County School District 16 in Parachute and Re-2 in Rifle. No student will ever be denied services because of inability to pay and fees may be waived if necessary. If patients do not have insurance, only a $20 flat fee is collected.

Grand River Student Health Centers are made possible by a grant from the Colorado Health Foundation and community partnerships that include the Community Advisory Committees, Garfield County School District 16, Garfield County School District Re-2 and Colorado West Mental Health Services.

---

**Grand River Student Health Centers**

**Number of patients served at the Parachute clinic:**
- 678 in 2012
- 644 in 2013 through June 30

**Number of patients served at the Rifle clinic:**
- 750 from May 21 (opening day) through December, 2012
- 891 in 2013 through June 30

---

**CONNEE BERGLUND, CFNP**
Grand River Student Health Center in Rifle
Certified by the American Academy of Nurse Practitioners

**ANN GALLOWAY, CFNP**
Grand River Student Health Center in Parachute
Certified by the American Academy of Nurse Practitioners

---

**grandriverhealth.org**
small changes
THAT MAKE
a Big
DIFFERENCE

Changing lives one small step at a time is what the team of skilled professionals in the Changing Lifestyles program do every day. Created to educate patients about the benefits of making healthy lifestyle choices, the program offers support for those living with diabetes, struggling to lose weight or considering bariatric surgery, the program acknowledges that changing habits is no easy task. In addition Changing Lifestyles offers nutrition education for chronic conditions including cardiovascular disease and gastrointestinal conditions, serving all stages of life, from pediatrics and adults to geriatrics.

Guidance and support are essential to success. That’s why an experienced team of physicians, dietitians, nurses, nutritionists and mental health professionals are here to help patients reach their goals. Mickie Hosack and her staff make sure patients connect with vital resources, whether that means directing them to financial assistance, locating a medical specialist or providing ongoing support services.

By actively promoting disease prevention and control in our community, Grand River Health is helping to reduce healthcare costs to the patient and the public by preventing long term complications to manageable diseases like diabetes.

Through multiple disciplines we create an environment that supports and empowers patients.

— MICKIE HOSACK, RD, CDE, Changing Lifestyles

PRIDE Project: SHAPEDOWN

SHAPEDOWN is a nationally recognized program for overweight teens designed to enhance their self esteem, improve peer relationships, promote healthier eating and lifestyle habits and normalize weight within an individual’s genetic potential. An interdepartmental team that includes physical therapy, Changing Lifestyles and mental health services brought the program to Grand River Health. It specifically addresses the needs of middle school children in the Garfield Re-2 School District who are at risk for weight-related health issues. The 10-week program follows the school semester and teaches kids they don’t have to join an organized sport to live a healthy lifestyle. Enrolled students participate in alternative activities like Zumba, hiking and climbing; they also learn how to cope with peer pressure and other relevant mental health topics. As a result, kids learn healthy strategies, parents feel better about their parenting skills and families become healthier and closer. The results of SHAPEDOWN go far beyond weight loss.
Building for the Future: Grand River Clinic West

Grand River Health broke ground on its new 39,000 square foot facility in March 2013. The two-story structure offers spectacular views of the Roan Plateau, Battlement Mesa and Mt. Callahan. Architecturally designed to blend with the high desert surroundings, the facility will utilize organic elements specific to its location including xeriscape landscaping that incorporates boulders unearthed during the initial phase of construction. A wall of window maximizes the natural light and breathtaking vistas. The interior is designed for maximum energy efficiency to conserve natural resources.

The expanded health campus, scheduled for completion in early 2014, will offer the communities of Battlement Mesa and Parachute increased services and greater convenience. Rather than travelling to Rifle for basic imaging services or lab work, patients have the comfort and ease of obtaining quality care and services closer to home. The new Grand River Health Clinic West in Battlement Mesa will house the Health and Safety Center, occupational and physical therapy, family health clinic, imaging and laboratory services.

I've been a hospital engineer for over 29 years in multiple healthcare systems, and nowhere have I seen a culture that treats its patients, employees and communities with the kindness, dignity and respect that Grand River Health does.

— RUSS KIRKHAM, Director, Support Services

The project is designed with energy efficient mechanical, electrical and plumbing systems. Highlights include:

- Variable frequency drives on HVAC system motors
- High efficiency condensing boilers
- High efficiency domestic water heaters
- High efficiency lighting that is 16 percent better than what building codes require
- No light pollution over the property line or directed up at the sky
- Occupancy sensors are used throughout the building to conserve resources when spaces are not in use
- More efficient continuous insulation instead of the traditional batt insulation
- Airlock vestibules at main entrances to reduce air escape during high traffic times
- Double pane windows with low-e coatings help to reduce heat transfer, lower heat loss, and prevent air leakage

 habla Espanol

KEVIN COLEMAN, DO
CHIEF OF STAFF
Family Medicine at Grand River Medical Clinic at Battlement Mesa
Certified by the American Board of Family Medicine
5th year of service

TAMI GRIFFITH, CFNP
Family Medicine at Grand River Medical Clinic at Battlement Mesa
Certified by the American Nurse Credentialing Center
Certification and the American Academy of Nurse Practitioners Certification
2nd year of service

ALAN MICHAEL VARGAS
Family Medicine at Grand River Medical Clinic at Battlement Mesa
Certified by the American Board of Family Medicine
1st year of service

I've been a hospital engineer for over 29 years in multiple healthcare systems, and nowhere have I seen a culture that treats its patients, employees and communities with the kindness, dignity and respect that Grand River Health does.

— RUSS KIRKHAM, Director, Support Services

The project is designed with energy efficient mechanical, electrical and plumbing systems. Highlights include:

- Variable frequency drives on HVAC system motors
- High efficiency condensing boilers
- High efficiency domestic water heaters
- High efficiency lighting that is 16 percent better than what building codes require
- No light pollution over the property line or directed up at the sky
- Occupancy sensors are used throughout the building to conserve resources when spaces are not in use
- More efficient continuous insulation instead of the traditional batt insulation
- Airlock vestibules at main entrances to reduce air escape during high traffic times
- Double pane windows with low-e coatings help to reduce heat transfer, lower heat loss, and prevent air leakage

 habla Espanol

KEVIN COLEMAN, DO
CHIEF OF STAFF
Family Medicine at Grand River Medical Clinic at Battlement Mesa
Certified by the American Board of Family Medicine
5th year of service

TAMI GRIFFITH, CFNP
Family Medicine at Grand River Medical Clinic at Battlement Mesa
Certified by the American Nurse Credentialing Center
Certification and the American Academy of Nurse Practitioners Certification
2nd year of service

ALAN MICHAEL VARGAS
Family Medicine at Grand River Medical Clinic at Battlement Mesa
Certified by the American Board of Family Medicine
1st year of service

I've been a hospital engineer for over 29 years in multiple healthcare systems, and nowhere have I seen a culture that treats its patients, employees and communities with the kindness, dignity and respect that Grand River Health does.

— RUSS KIRKHAM, Director, Support Services

The project is designed with energy efficient mechanical, electrical and plumbing systems. Highlights include:

- Variable frequency drives on HVAC system motors
- High efficiency condensing boilers
- High efficiency domestic water heaters
- High efficiency lighting that is 16 percent better than what building codes require
- No light pollution over the property line or directed up at the sky
- Occupancy sensors are used throughout the building to conserve resources when spaces are not in use
- More efficient continuous insulation instead of the traditional batt insulation
- Airlock vestibules at main entrances to reduce air escape during high traffic times
- Double pane windows with low-e coatings help to reduce heat transfer, lower heat loss, and prevent air leakage

 habla Espanol
On the Job for You:
Grand River Health & Safety Center

Grand River Health and Safety Center located at the Battlement Mesa Medical Campus works hard to keep you on the job. Living and working in Western Garfield County presents unique employment challenges and hazards. We are well acquainted with the specialized work of the gas and oil industry, construction, transportation and other physically demanding vocations. For instance, Grand River Health sees more hand and upper extremity trauma than other regional hospitals and as a result we have added new staff and services to evaluate, treat and rehabilitate these workplace injuries.

Whatever your work-related health needs, employers and employees can depend on Grand River Health and Safety Center for reliable and timely results. Our physicians, physician assistants, occupational and physical therapists make sure you’re ready for work, providing all the necessary tests and assessments, so you can be hired, stay safe on the job and continue to make a living.

Occupational Health Services
- Post-offer/pre-employment testing
- Work conditioning
- Fit for duty testing
- OSHA respirator fit, medical evaluation questionnaire and spirometry
- Drug and alcohol testing
- Pre-employment medical physical evaluation
- Educational occupational health classes
- Workstation ergonomic assessments
- Hearing screening
- WorkSteps

Preventative Services
- Pre-employment screening evaluations
- Drug screening
- Urine and hair follicle testing
- DOT physical exams
- Consultative services (OSHA, NIOSH compliance)

Work Injury Management
- Timely appointments, walk-ins and triage of injury
- Injury treatment
- Case management

Rehabilitation Services
- Physical therapy
- Occupational therapy

Recovery, Rehabilitation and Return-to-Work Services
- Return-to-work and Modified Duty Program
- Physical and Occupational therapy
- Functional Capacity Evaluations (FCE)
PATIENT CENTERED CARE
In an Emergency and Always

Being hospitalized is stressful, physically, mentally and emotionally. At Grand River Health we understand that. Our highly trained staff is dedicated to providing world-class patient-centered care for you and your family. We accomplish this by:

- Using the most advanced care and technology to ensure the best outcome
- Using interdisciplinary teams of medical professionals for prompt, efficient and comprehensive care
- Taking every possible safety precaution while you are in our hospital
- Responding swiftly to your needs, and going the extra mile
- Offering multi-lingual services to ensure dialogue between patients, physicians and families
- Always treating you, your family and guests with the utmost kindness and respect

Grand River Health partners with Mind Springs Health to address issues of addiction and substance abuse. Together they presented a new model for detox patient care that will improve and enhance care for individuals struggling with these issues.

Grand River Health is a Colorado Action Coalition partner, an organization dedicated to increasing the number of nurses with BSN degrees and ensuring that all Colorado residents, particularly those in rural areas have access to high quality health care and services.

Quality is Contagious

Grand River Health works in tandem with community partners to advance health and healthcare issues at local, regional and state levels.

Grand River Health has gained a reputation for clinical excellence and works collaboratively with educational institutions including Colorado Mountain College, Colorado Mesa University and others to place students for required clinicals and rotations including registered nurses, nurse practitioners and physical therapist assistants.
Therapy Services

ACHIEVE Your Goals

Physical and occupational therapies help patients move forward after an illness, injury or surgery. After being referred by a physician, patients meet with Grand River Health therapists for a comprehensive evaluation and to devise individualized plans to achieve specific goals. Our physical and occupational therapists utilize a variety of proven modalities to restore function to the body, reduce pain and help prevent future injury, in addition to improving basic motor skills, therapists assist individuals to develop, recover or maintain daily living and work skills. Throughout their healing journey, patients can rely on the support of an attentive, talented and highly skilled team of clinicians to help them reach their goals.

The quality of Grand River Health staff is the very best. Physicians, therapists, nurses and support staff, they come from all over the country to be here. They’re smart, yet humble. Our team keeps growing and getting better with each passing year.

— PAUL SCHULTZ, PT
Director, Rehabilitation Services

I am so fortunate to be part of an organization where quality is truly the foundation of what we do and where, personally, I am able to directly impact quality in a positive manner.

— BILL NOEL, Chief Operating Officer

ANESTHESIOLOGY

RONALD MCCANN, CRNA
Certified by the National Board of Certification and Recertification for Nurse Anesthetists
1st year of Service

WILLIAM TROUSKIE, CRNA
Certified by the National Board of Certification and Recertification for Nurse Anesthetists
1st year of Service

WILLIAM TROUSKIE, CRNA
Certified by the National Board of Certification and Recertification for Nurse Anesthetists
1st year of Service
Quality improvement was the focus of the Emergency Department in 2013. Emergency Department staff, Clinic Physicians and staff, ancillary departments, and registration were an integral part of the growth and forward motion in 2013.

Grand River Health’s Emergency Department went through many changes and initiated a department quality project known as the “learning board” which spurred equipment upgrades, procedural changes, and education for the staff. It continues to thrive and is recognized statewide as a successful quality initiative.

The ED also received a perfect re-designation Level IV survey from the State of Colorado at the end of August. The survey team was impressed with the trauma program and specifically the injury prevention Pride program, “Don’t Get Wrecked.”

Whether you are coming to us for a medical emergency, a diagnostic procedure or a scheduled surgery, we understand you may be anxious and frightened. In an emergency, or anytime you’re here, we will care for you. We can’t take away all the worry, but we can provide unparalleled medical care and compassionate service from individuals who truly care about you.

Grand River Health is a trauma level IV, critical access hospital. We provide patients with the care they need on site or stabilize them for transport to another hospital via ambulance or helicopter.

Your Community Safety Net
Dr. Skwiot and I collaborate on how to take care of the ED staff so they can take better care of the patients.

— STACY PEMBERTON, RN
Director, Emergency Services
E. Dene Moore Care Center
Exceeding Quality Expectations Every Single Day:

E. Dene Moore Care Center provides care and services supported with skilled therapy, 24-hour nursing care and post-acute recovery for short and long-term care needs.

E. Dene Moore Care Center is leading the way in changing the public perception of elder care by redefining what is possible. In a recent audit by the Colorado Department of Health and Environment, the state agency that oversees long-term care centers, E. Dene Moore received a perfect evaluation — a score of zero deficiencies. The rigorous audit rates 17 quality measures including the overall satisfaction of quality of care, quality of life and quality of service. Here are some statistics that help put E. Dene Moore’s zero deficiencies score in perspective:

- There are over 250 long-term care facilities in Colorado. Less than 1% of them are deficiency-free
- E. Dene Moore Care center is deficiency-free
- Average number of deficiencies is 16.25
- Average staff turnover rate — National: 55%, E.D. Moore: 8.5%

As it is throughout Grand River Health, superior clinical excellence is a given at E. Dene Moore Care Center. The in-demand Center’s popularity however, has much to do with its life-affirming, person-centered philosophy. A Planetree affiliate, E. Dene Moore Care Center follows a management model that focuses on healing and nurturing the whole person — body, mind and spirit — while at the same time integrating superior quality clinical care.

E. Dene Moore Care Center Statistics

<table>
<thead>
<tr>
<th>RESIDENT CENSUS DAYS</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>LICENSED BEDS:</td>
<td>57</td>
<td></td>
</tr>
<tr>
<td>MEDICAL CARE:</td>
<td>Physician led healthcare team, skilled nursing level of care 24 hours a day and a registered dietitian</td>
<td></td>
</tr>
<tr>
<td>TYPES OF CARE:</td>
<td>Long term care, rehabilitation stays, hospice care and respite care</td>
<td></td>
</tr>
<tr>
<td>REHABILITATION:</td>
<td>Physical, occupational &amp; speech therapy</td>
<td></td>
</tr>
<tr>
<td>AMENITIES:</td>
<td>Activities staff 7 days a week, beauty shop and an active volunteer program</td>
<td></td>
</tr>
</tbody>
</table>

We define quality one person at a time by listening and responding to the voice of each resident and their family members.
One of the ways E. Dene Moore achieves this is through action teams. Teams are comprised of stakeholder representatives and include residents, staff and administrators. Together the teams address an identified need and come forth with solutions. The process has proved empowering for all involved. Recent action teams have included:

- The Dining Experience
- The Move-In Experience
- Morale Action Team
- Caring for the Caregiver

We also take pride in giving value to every service we provide whether it’s getting in-house manicures, serving healthy and delicious meals, planning engaging social activities, or overseeing your health. Every employee from housekeeping and dining staff to nurses, physicians, therapists and administrators — takes the time to listen and respond to the voice of each resident, down to the smallest detail.

We want to know your favorite foods, what time you like to eat your meals, how you prefer to pass the time, when your family likes to visit and so much more. As a result, every department is treated as vital and valuable, an integral part of a team that recognizes and honors every resident as an individual with specific care needs and personal preferences.

E. Dene Moore Care Center hopes to expand to a new facility in the future to accommodate the ever-growing demand for services.

Receiving a zero deficiency score is an honor and validates our process, but we are about so much more than meeting minimum requirements; we succeed at exceeding expectations every single day.

— DUSTIN DODSON, Administrative Director, Extended Care Services
At Grand River Health
We Understand.

Whether your native tongue is Spanish or another language...

Grand River Health wants you to know when it comes to your health, we understand.

Translation services are available 24/7 and help to eliminate communication barriers quickly. When you have a health concern, whether it is for a routine well child checkup or a medical emergency, we are here for you.

Our clinical services include family and internal medicine, women’s health, mental health, and a broad spectrum of specialty care and surgical services. Grand River Health offers family health providers conveniently located where you live – in Rifle and Battlement Mesa – to address any ailments, aches, pains or health questions you may have. For more complex medical issues, turn to the expertise of our internal medicine and surgical staff. School-based healthcare adds further convenience for students and their parents. Two locations serve the needs of school-aged students in Rifle and Parachute. Services include physical exams, immunizations, routine lab tests including throat cultures, care for acute and chronic conditions, and much more. No student will ever be denied care because of inability to pay and fees may be waived if necessary. If patients do not have insurance, only a $20 flat fee is collected for the office visit.

Occasionally, families have to deal with a medical emergency. During these highly stressful situations, our Spanish-speaking community members can count on our multi-disciplinary emergency services team to deliver the right care at the right time. Grand River Health includes many departments and professionals all working together with the unified goal of providing clinical excellence and compassionate service.

An illness that affects many people, especially Latinos, in our communities is diabetes – a chronic, debilitating and life-threatening disease. Treating and caring for our diabetic population is a top priority with a designated quality initiative program at Grand River Health. One of the most effective ways to manage diabetes is through dietary changes. We understand breaking old habits and building new healthier ones isn’t easy. Our Changing Lifestyles program is comprised of a team of health and nutrition specialists to assist you on your journey to health. Bilingual educational classes and support groups create a safe and relaxed atmosphere in which to ask questions and learn.

Estoy entusiasmado de poder participar activamente en la comunidad y jugar un papel importante en el cuidado médico guiado por el paciente.

— ALAN MICHAEL VARGAS, MD

En el Grand River Health, nos gusta atender a sus necesidades médicas sin importar que idioma habla. Para encontrar una lista completa de nuestros servicios, por favor visite a www.grandriverhealth.org o llame al 970-625-1100 para hacer una cita.
Lending Hand and Heart:
Grand River Health Volunteers Make a Difference

Grand River Health has an enormous volunteer force. Nearly 200 individuals dedicate their time and talent to make a real difference in the lives of their fellow community members. Grand River Health’s volunteer force represents a diverse group. These dedicated individuals improve patient care and customer service; connect to seniors, the homebound and disabled members of our community. They also provide comfort, care and support services that would otherwise be impossible to deliver without significantly higher costs.

In 2012, Grand River Health Volunteer Services:

- Donated over 10,000 hours valued at $220,000.
- Delivered 12,712 meals; that’s approximately 1,000 meals per month, a 26 percent increase over the previous year.
- Delivered meals to our 500th customer.
- Delivered over 6,000 pet meals through our Portions for Pets program.
- Connected seniors with reading material through our Books-to-Go library initiative.
- Named Parachute’s Community Service Organization of the Year
- Won Garfield County’s Friend of Seniors award.
- Launched Meals on Heels which encourages business women and their workplaces to deliver meals quarterly through the Grand River Meals on Wheels program.
- Inaugurated the 500 Meal Award for Meals on Wheels drivers who have delivered 500 meals. In April, 20 drivers received this award: Sally Brands, Mary Cranor, Kris Coombs, Donna Fogel, Joni Hibdon, Victoria Kesler, Bobbie and Paul Light, Lisa Marsh, Mickey and John Neal, Bev and Ray Ostrom, Dusty Pizzelli, Jennifer Reyelts, Lois Scripter, Pam and Larry Sweeney, Robert Vaughn, and Peter Wahlman.
- Three drivers were recognized for having delivered 5,000 meals during their years of service. It takes approximately 10 years of volunteer service to deliver this many meals! They are BJ and Dana Barker and Mac Burnett. Congratulations and thank you for your dedicated service.

2012 Volunteer Association Officers:
The group meets regularly and donates their time and skills to organize and implement fundraising projects that support numerous Grand River programs.

- President: Larry Sweeney
- Vice President: John Neal
- Treasurer: Tiffany Fenton
- Secretary: Tiffany Klausing

At the annual Volunteer Gala in April, Grand River Health recognized three individuals for exceptional service and dedication.

- Elizabeth Navarro was named Young Adult Volunteer of the Year. Elizabeth attends Coal Ridge High School and logged a remarkable 100 volunteer hours. She helped pack meals for the Meals on Wheels program, along with carrying a full high school course load.
- Leticia Lozano received the Above and Beyond award for dedicating over 640 hours in the past eight years. Leticia is a trained nail services technician and offers her services as a manicurist to the residents of E. Dene Moore Care Center.
- Donna Fogel was recognized as Volunteer of the Year. Donna has served as the point person for Grand River’s Portions for Pets program for several years. This service provides pet food to Meals on Wheels recipients who have a pet in the home.

Congratulations to all of our outstanding volunteers who give freely of their time to help others.

— KAAREN PECK
Director, Volunteer Services and Meals on Wheels

Grand River’s engaged, enthusiastic and reliable volunteer force provides our staff the extra hands, and feet, that make it possible to touch the lives of the people we serve in a personal and deeply meaningful manner. Our volunteers make all the difference.
The past year has been one of tremendous growth for Grand River’s Nutritional Services where the emphasis continues to be on delivering delicious, locally grown healthy food choices. The newest, most visible addition is the greenhouse, where fresh herbs and tender lettuces are thriving and ready to use in chef-prepared meals for patients, staff and guests.

**Meatless Mondays**
An international campaign associated with the John Hopkins Bloomberg School of Public Health that encourages people to eliminate meat on Mondays to improve health. After the weekend, a time when people tend to indulge, Monday is an ideal day to resume or begin making choices that encourage optimal health. Grand River Health serves tasty vegetarian fare every Monday.

**Healthcare Without Harm & the Healthy Food Pledge**
Grand River Health participates in this global campaign to implement food purchasing policies that are environmentally sound and socially responsible. Our goal in signing the Healthy Food Pledge is to send an important signal to the marketplace about our interest in local, nutritious, sustainable food and model healthy food practices for patients, staff and visitors.

- We use only milk that is certified free of artificial growth hormones,
- Purchase fair trade certified coffee that supports sustainable farming practices and fair wages to workers,
- Grand River Health is a member of Colorado Proud, a statewide initiative to purchase locally grown food whenever possible,
- Use eco-friendly, corn-based biodegradable plastic products that includes tableware and utensils.

**Farmers’ Market**
Every Tuesday, during the summer months from 11:30 a.m. to 2 p.m., Grand River Nutritional Services hosts an indoor farmers’ market. The produce comes from the hospital’s locally-sourced food vendors and is available at significant savings to staff members and the public. In addition to the produce, the Market sells flavored butters, herbed cream cheeses and freshly blended salad dressings from the Café kitchen.

**Meals on Wheels**
Providing high quality nutritious meals to seniors, the disabled and those recovering from surgeries is another way we serve the residents in our communities. This year the Grand River Café prepared over 10,000 meals for our neighbors between New Castle and Battlement Mesa.

**PRIDE Project: Greenhouse**
Thanks to generous funding by the employee giving campaign Caring and Sharing and the Grand River Health Volunteer Association, Nutritional Services was able to purchase a greenhouse. The new addition to the hospital campus offers a place to grow herbs and vegetables nine months of the year. The greenhouse uses recycled coconut husks, a soilless growing medium that is eco-friendly and known for its anti-fungal and water retentive properties. The initial harvest yielded a bumper crop of herbs and tender greens, during the next growing season the team plans to add several varieties of tomatoes, cucumbers, radishes, Swiss chard and spinach. Chefs Bricker and Tomasko are already dreaming up recipes that highlight the homegrown flavors.

As more people adopt a healthier diet, we want and need to support them by modeling healthy food practices like growing at least some of your own food, going meatless occasionally and choosing food that supports our local economies.

— LYNNE MILLER
Director, Nutritional Services
INFORMATION IS A VITAL MEDICAL TOOL
It is one that saves lives, improves care and reduces costs. Grand River Health is part of the Quality Health Network (QHN), a Western Colorado Health Information Exchange (HIE) that connects Grand River Health with other providers from Eagle to Grand Junction, Aspen to Glenwood Springs and Meeker to Telluride. It includes family physicians, specialty physicians, surgeons, nurse practitioners and physical therapists.

If you break your arm mountain biking in Aspen on Saturday, then see your regular Grand River Health physician on Monday, from their office your provider can access your virtual health record (VHR) within moments and view the details of your emergency room visit, including x-rays, prescribed medications and lab tests. Because the record is electronic, vital health information is delivered instantly no matter where a patient received care. Unlike paper records of the past, the VHR is always legible. The VHR keeps confidential patient information more secure than ever and relieves patients of the burden of remembering the often complex details of their medical history.

The VHR allows providers on patient care by providing:

- A quicker diagnosis and treatment. When time is of the essence, your providers have instant access to vital information, such as your medication history, allergies, lab reports and prescriptions. This information can save time and help save lives.

- Immediate access to test results such as blood tests, x-rays, CT scans, MRI’s and other diagnostic testing. This avoids the hassle and expense of duplicate tests. By having a VHR your health information follows you when you see a specialist, change providers or need emergency care on the western slope of Colorado.

- Electronic health information exchange eliminates mistakes due to poor handwriting, hard-to-read faxes and out-of-date paperwork.

- Your health records are more secure than ever. Only authorized medical personnel can see a patient’s electronic information, and all access to your records are tracked.

Grand River Careers

It takes a multitude of talents and expertise to run a full service hospital and medical clinic. Grand River Health employs over 400 individuals and has consistently remained one of Western Garfield Counties Top Five employers for the past decade.

Grand River Health offers a wide variety of employment opportunities ranging from entry level positions such as those found in clerical, dietary and housekeeping departments to more professional and advanced careers in nursing, physical therapy and diagnostic imaging.

According the Bureau of Labor Statistics, healthcare careers are expected to grow by 29 percent in the next decade. Grand River believes in hiring and mentoring our local talent whenever possible! If you are interested in a career at Grand River Health, you can check the weekly job listings at grandriverhealth.org and apply online.

Really great people make you feel that you, too, can become great.

— MARK TWAIN
COMMUNITY INVOLVEMENT
Dedicated to Making a Difference

Grand River Health is proud to be an active partner in our local communities. We remain committed to making a difference within the communities we serve. You will see many of our employees engaged with and volunteering for various organizations and lending a helping hand to those who need it. We believe active involvement in the communities we serve makes it a better place to live, work and play.

The staff of Grand River Health is proud to partner with local non-profits, organizations and causes to provide meaningful services to the people of our community. Organizations and groups

- Advocate Safehouse Project
- American Cancer Society
- American Society for Metabolic and Bariatric Surgery Foundation Inc.
- Grand Valley Activity Center
- Battlement Mesa Golf Club
- Battlement Mesa/Parachute Chamber of Commerce
- Bountiful Baskets
- Bookcliff Chapter of the IAAP
- Crohn's and Colitis Foundation
- CMC Nursing Advisory Board
- CMC West Garfield Campus Advisory Board
- Coal Ridge High School
- Coal Ridge High School Booster Club
- Colorado Animal Rescue
- Colorado Mountain College
- Colorado River Fire Rescue
- Colorado River Valley Charity Race Series
- Mind Springs Health Board
- Common Grounds Destination
- Destination Imagination
- Ducks Unlimited
- Emily Johnson Play It Forward Tournament
- Friends of the Rifle Library
- FBLA
- FFA
- Garden School
- Garfield County Fair and Rodeo
- Garfield County 4-H
- Garfield County Policy Advisory Committee
- Garfield County Public Library District
- Garfield County Search and County
- Garfield County Sheriff's Auxiliary
- Garfield County Substance Abuse Task Force
- Girl Scouts
- Glenwood Springs Historical Museum and Society
- Grand Valley High School
- Grand Valley High School Booster Club
- Grand Valley Kiwanis Foundation
- Grand Valley Parks and Recreation
- Jack Sills Scholarship Fund
- Junior Achievement
- Justin Lee Steffen Scholarship Fund
- Leaders for Readers
- Lift Up
- Literacy Outreach
- Mash Camp-Colorado Mesa University Foundation
- Meals on Wheels
- Mountain to Valley Race
- National Little Britches Rodeo Association
- National Multiple Sclerosis Society
- PEO Chapter IW
- Prevention Policy Advisory Board
- PTA
- Rally the Valley
- Rifle Animal Shelter
- Rifle Area Chamber of Commerce
- Rifle Boy Scout Troop 223
- Rifle Regional Economic Development Corporation
- Rifle Elks Lodge #2195
- Riverside Fun Run
- 9Health
- Rifle High School Booster Club
- Rifle Lions Club
- Rifle Parks and Recreation
- Rifle Rotary Club
- RSVP
- Silt Area Chamber of Commerce
- Silt Hey Days
- Synergy Gymnastics
- Susan G. Komen for a Cure
- United Way
- Western Slope Nightingale Committee
- Western Slope Safety
- Western Healthcare Alliance
- Williams Syndrome Foundation
- Youthzone

Grand River Health is deeply committed to being a leader and an active partner in creating a healthy community.
On and off the job, Grand River Health’s employees are a generous group. Caring and Sharing is an employee giving campaign that raises funds to support projects that benefit both patients and employees. Employee giving opportunities include volunteering at community events such as silent auctions and wine and cheese tastings. One of the most popular fundraisers is a raffle for a close-in parking space. Employees also have an opportunity to donate a portion of their earnings to the Caring and Sharing program.

Caring and Sharing has been tremendously successful at Grand River Health since it began in 2008. Thanks to the funds raised and donated by employees, the program is able to pay for the ongoing pet food costs for the Portions for Pets program.

A major undertaking by the Caring and Sharing Committee was raising funds for the addition of a new spa area for the residents at E. Dene Moore Care Center. The spacious spa room significantly contributes to the comfort and well-being of residents and rehabilitation patients. Other projects have included the purchase of outdoor furniture for the Healing Garden. Current plans include purchasing lymphedema sleeves for patients who have had mastectomies and lymph node removal and scholarships for children to participate in Grand River Health’s Shapedown Program.

The generosity of Grand River Health’s Caring and Sharing and Medical Staff reaches far beyond our communities.

In late November 2013 Dr. Robert Derkash and Dr. Kevin Coleman spent nine days in the Philippines providing medical humanitarian aid to some who survived the Super Typhoon Haiyan that hit the island nation on November 8, 2013.

Caring and Sharing donated the money to buy medical supplies for Dr. Coleman and Dr. Derkash to take with them.

Once they were set up at one of many mobile medical communities, Dr. Coleman said people came for help by the hundreds each day.

We treated as many as 4,000 people a week, a lot of them had not had any help for weeks after the typhoon.

— KEVIN COLEMAN, DO

Paying It Forward: Grand River Education Endowments

Grand River Health believes in a bright healthcare future, one where today’s young people will give the best of themselves to the communities where they live and work. Perhaps some of them will return here to work at Grand River Health. Because we value education and understand that pursuing higher education in particular, is an expensive endeavor, we are committed to helping deserving young people attain their goals. These qualified winners will all be pursuing careers in healthcare. We wish them the best of luck in their studies and their future.

The 2013 winners of the Grand River Health Career Scholarship are:

- Misty Poole
- Jordan Quinn
- Jesus Garcia
- Luis Arballo
- Emily Hosack
- Elizabeth Navarro
- Emily VanDevender
OUR MISSION: To improve the health and well-being of our communities.

OUR VISION: To be our communities first choice for quality healthcare.

OUR VALUES: Clinical Excellence, Compassionate Service, Integrity and Accountability.