



A Year of New Beginnings

**ANNUAL
REPORT
2019**



A LETTER FROM DR. KLEIN



Looking back on 2019, I'm not sure I ever caught my breath! Between the excitement of opening our new Medical Office Building at Colorado Canyons Hospital, adding Western Valley Family Practice, expanding our specialty services, and the honor of becoming the fourth President and CEO of Family Health West, I'm truly in awe of all that has transpired this year. As I reflect on how far we've come as an organization in such a short time, I can only imagine all that we have to look forward to as an organization, and better yet, a community.

Growth continues on the horizon, and I couldn't be more excited to lead such an amazing organization. I look forward to the opportunity to continue creating a health care system built by you, for you. As we wrap up the latter half of our seventh decade, I want to thank our Family Health West family – our donors, volunteers, board of trustees, foundation board, employees and our community for your unwavering support. You truly put the word “family” in Family Health West.

Tomorrow brings more change, more opportunity and more new beginnings – our organization is moving at a full sprint. We look forward to continuing to serve you!

In good health,

Dr. Korrey Klein
President / CEO, MD

2019 A YEAR OF New Beginnings



GO BABY GO! FAMILY HEALTH WEST & CMU ENGINEERING STUDENTS GIVE KIDS THE GIFT OF MOBILITY

Go Baby Go is a program that provides modified, electric cars to young children with disabilities so that they can move more independently. This year six children received cars!

WESTERN VALLEY FAMILY PRACTICE JOINS OUR HEALTH CARE NETWORK

Are you looking for a primary care physician? Look no more! This newly acquired family practice is accepting new patients. Choose from our primary clinic in Fruita or Redlands clinic which also provides after-hours physician care. WVFP is expanding services summer 2020.



DR. KORREY KLEIN, NEW PRESIDENT & CEO

Dr. Klein accepts the position as the organization's 4th CEO since 1946. Dr. Klein succeeds Mark J. Francis, who retired mid-September after an extraordinary 40-year career in the Grand Valley.



GRAND CELEBRATION, GRAND OPENING!

Family Health West celebrated the expansion of Colorado Canyons Hospital and Medical Center, making it easier for patients to receive care and manage pain. This expansion is nearly double the space previously occupied by specialty and rehabilitation programs. The new center includes one of the largest adult rehabilitation programs in western Colorado and an outpatient procedure center with new treatment rooms. 6,700 square feet on the second floor will be used for future growth of the one-stop pain management center. As part of the expansion Family Health West was able to remodel more space for the pediatric rehabilitation program and expand our neurology services.

FAMILY HEALTH WEST ADOPTS PROGRAM FOR CHILDREN FROM STRiVE

Family Health West adopts a former STRiVE program designed for children with Autism Spectrum Disorders and other neurodevelopmental disorders. The new program, now known as The Autism Group, or TAG, has a new name and an inspired vision. TAG underscores the importance of providing comprehensive evaluations, appropriate therapies for children, and support for the whole family.



Take It From Her

FAMILY HEALTH WEST, A TIDE OF CHANGE

From skeptic to heartfelt advocate, Sherry White's Colorado Canyons Hospital encounters moved her so deeply she felt inspired to share her story. Sherry is no stranger to Colorado Canyons Hospital and other hospitals in the valley as she is oftentimes the first person family and friends call during an emergency.

This past January the tables turned, and it was Sherry receiving emergency care during two successive ER visits in the middle of the night. The high-level, comprehensive, and nurturing care she was provided prompted her to write what she calls a "Sunshine Letter" that was delivered to Colorado Canyons Hospital leadership with the request that it be shared with front-line staff who worked with her.

What Sherry experienced while receiving care at 2 a.m. was a high level of bright, energetic, and nurturing staff who even made her laugh when she was feeling ill. She particularly remembers the quality of the attending physicians who didn't hesitate to order necessary testing and the two knowledgeable respiratory therapists who immediately made her feel genuinely comforted and cared for. Then there was Jim, an RN, whose gentle touch, thoughtfulness, and empathetic care truly struck a chord in Sherry. She believes she witnessed "excellence in action" as her condition was diagnosed and treated.

"It seems like a short time ago that I would not have felt comfortable receiving care at Family Health West facilities, but fortunately, through excellent management, the tides have changed," said Sherry. "I see a hugely exciting future with regard to the services provided by our 'small town' medical center!"

Sherry admitted, she first took people to Colorado Canyons Hospital ER simply because of the convenience of location, but during each visit she was pleasantly surprised. Knowledgeable staff, curiosity about the case at hand, attentiveness, genuine care, and actual interest in what's happening to the patient – everything she thought a hospital should be. Colorado Canyons Hospital checked every box!

"I'm passionate about what is right and good in the world," said Sherry. "And I see the passion in the people I've met at Colorado Canyons Hospital in not only medical expertise, but also in demonstrating sensitivity to the patients' needs."

Now confident in the care provided by this facility, Sherry has made Colorado Canyons Hospital her hospital of choice.

"What a blessing these staff members have chosen to be in the medical profession because they are as good as they get!" said Sherry. "This hospital is the valley's best-kept secret. The landscape of health care is changing in the Grand Valley and this hospital is focused on patient-centric care with eyes set on the future."



A NOTE FROM THE FAMILY HEALTH WEST FOUNDATION



Reflecting back to our photos with the Grinch fundraiser held in December, my heart has grown three sizes since starting as the new Foundation Director at Family Health West! I'm amazed by the support we receive from our donors, boards, sponsors, and volunteers. They've shown me the importance the Foundation serves, not only for the stability and growth of our organization but also the value of quality health care in the Grand Valley.

In conversations with Dr. Klein, Family Health West's President & CEO, we've discussed our many opportunities for growth. But Dr. Klein doesn't dream about our potential without our friends and community at the center of that model. This got me thinking – how do I put our donors and volunteers at the center of my vision for the renewed Foundation? Well, that starts with creating opportunities for you to get involved.

Our partnership with the Museum of Western Colorado keeps The Old Fossil Golf Tournament growing with more players, sponsors, and fun every year. Our annual gala, the Red Baron Ball puts a casual spin on an uptown experience complete with silent and live auctions. Last year, kids from our Pediatric Rehabilitation program created artwork for our auction bringing in the highest bids! Go Baby Go, an event to create modified cars for pediatric patients was made possible with the support of Colorado Mesa University. These events are just the start! A special thank you goes out to all the sponsors and donors who generously support our endeavors.

We all want the best care for our loved ones; but, what if we dream of ways to take it even further? Together, with your support, involvement, and partnership we can achieve that. 2020 has already demonstrated how coming together can benefit each other and I'm looking forward to seeing what more we can do.

With much respect and admiration,

A handwritten signature in black ink that reads "John Kelley".

John Kelley
Foundation Director

Donate Today!



FHWFoundation.org

Giving Never Felt So Good!

HOW GIVING OF YOUR HEART & TIME MAKES A DIFFERENCE

Donations Every dollar donated buys 100cc of smiles! Your donations go a long way, sustaining our organization and more importantly, developing our facilities to better serve you.

Volun-"healing" Our volunteers bring humanity back to care, by championing patients, and equipping our staff to do what they do best.

Events What happens when Family Health West throws a party? We raise money to support our nonprofit health care services, creating the kind of care we all want for our loved ones.

Caring Simply voicing your support for Family Health West to your friends and family will help us more than you know.

Get involved!

Call John at (970) 858-2132 or
email JKelley@fhw.org.



A Family Affair

TWO GENERATIONS OF NURSES AT FAMILY HEALTH WEST

When Kayren Goss was just twelve years old she remembers watching her mother Nelle get ready for work pressing her white, uniform dress and placing a folded nurses hat on her head. Kayren admired her mother, and cherishes the lessons she learned from her.

Nelle Evers was one of the first nurses to work at Family Health West, known then as Lower Valley Hospital. She first worked at the hospital as a housekeeper, eventually working her way up as an RN. In 1955, the full-service hospital performed everything from surgeries to delivering babies.

Even at a young age, Kayren knew her mother was an exceptional nurse. Nelle modeled a great work ethic, but most importantly she taught her children to really listen to others. Learning this caused Kayren to gravitate towards caring for elderly patients during her own career as a registered nurse.

Following in her mother's footsteps, Kayren worked as a nurse's aide, received her nursing degree, and then applied for a position at the Lower Valley Hospital in 1975. She found her calling working in the nursing home with patients who had Alzheimer's and dementia.

As a new nurse she remembers feeling in awe of all the stories she heard and history she learned. Kayren deeply cared for her patients.

"I know there is a reason for everything," said Kayren. "There was a reason I was caring for those patients. It's something I'll carry with me forever."

This year Kayren celebrates her 45th anniversary at Family Health

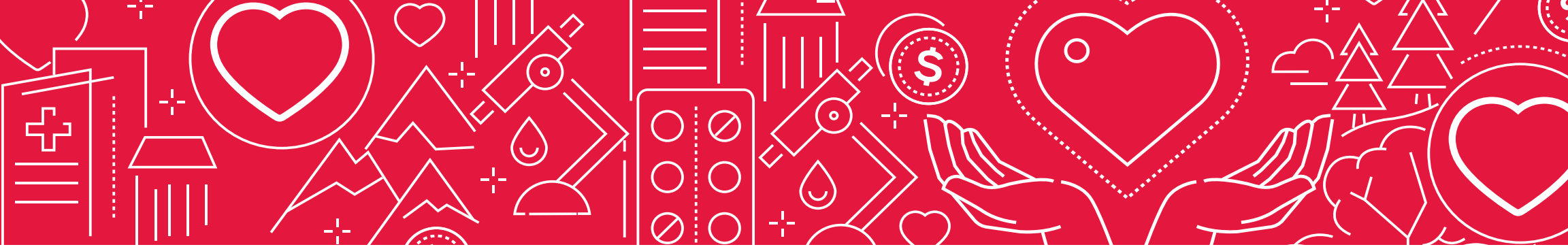
West. She currently works as a Nurse Manager at The Willows Secured Assisted Living facility. Reflecting on the years spent at Family Health West, Kayren appreciates the time she's able to spend with patients the most.

"How lucky am I to have a career that allows me to enjoy my patients and actually get to know them," said Kayren. "I may not be saving lives, but I'm able to develop a meaningful human connection."

Kayren says that nursing is a rewarding career that truly makes a difference for people who just need a little help. She hopes that as a mentor to new nurses, she can instill the important lesson her mother shared with her.

"Don't forget the person you're treating," said Kayren. "It's easy to get so focused on fixing the problem that you forget the person you're caring for. If you simply put the patient first and listen to their needs you'll make a lasting impression on your patients."





BEYOND THE NUMBERS



96% Patient Satisfaction

Our Adult Rehabilitation program earned two thumbs up from patients reaching their recovery goals.



4,354 Emergency Room Visits

From run-ins with cactus to broken bones, we've seen the gamut! Stitches, spills from mountain bikes, kids playing too hard – we'll put you back together and get you home fast.



\$180,847 Raised for Expansion of Services

Thank you to our donors and employees who made the expansion of our medical center, pediatric rehabilitation, and adult rehabilitation facilities possible. Your generosity makes a difference in the lives of our patients.



7,988 Patients Seen by Our Primary Care Physicians

Between Western Valley Family Practice's two locations, patients made 29,305 total visits! That's a lot of routine physical exams, questions answered, and symptoms managed – all to keep you in good health.

OUR ECONOMIC IMPACT



572 Employees

Family Health West is the largest employer in Fruita! 50% of our workforce lives in Grand Junction and 41% live in Fruita, Loma, or Mack.



\$35 million Annual Payroll

The average salary of our employees is \$62,000.



\$83.1 million Economic Activity in Mesa County *

What's included in this number? \$55 million employment impact, \$12 million construction impact, and \$15 million operations impact.



591 Outside Jobs Supported *

This means 591 jobs in Mesa County are supported by our operations.

*2019 GJEP Study

Our Continuum of Care

These numbers represent our commitment to providing care through every stage of life as we champion for health, prosperity, and growth!

5,955 Patient Days

This is how many days patients received care at our 25-bed hospital, the only facility in the Grand Valley that allows patients to receive skilled care once acute hospital care is no longer needed.

4,154 Outpatient Procedures

Our specialists provide advanced, interventional pain procedures.

15,058 Inpatient Procedures

These procedures nearly doubled from 2018 due to increased respiratory therapy treatments, home sleep studies, wound care and infusions.

17,299 Imaging Exams

Needing a mammogram, X-ray, CT Scan, MRI, bone density scan, or ultrasound? We do just about everything!

68,616 Lab Tests

Our full-service lab makes it easy for you to receive results quickly.

103,304 Physical, Occupational, and Speech Therapy Sessions

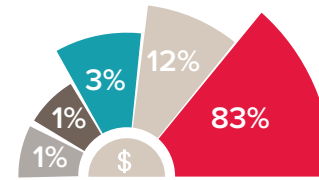
We have the largest rehabilitation center on the Western Slope!

91 Residential Beds

91 residential rooms were filled at The Oaks Assisted Living and The Willows Secured Assisted Living. Rooms are currently available!

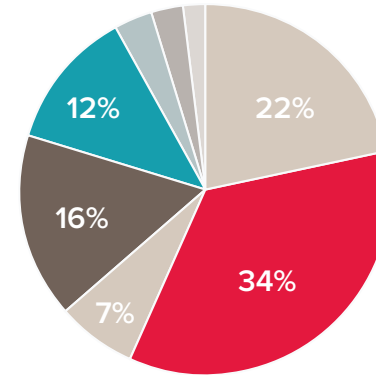
3% Gross Margin

This margin allows us to reinvest in our community, adding new programs to our organization to meet the needs of our changing demographics.



2019 ANNUAL GROSS REVENUES

- Billed for Patient Services \$102,156,269
- Billed for Residential Services \$3,437,795
- Billed for Physician Services \$14,945,252
- Government Supplemental Payments... \$1,617,909
- Received from Other Sources..... \$763,976
- TOTAL GROSS REVENUES..... \$122,921,201**



2019 SOURCES OF REVENUE

- Hospital Inpatient Care \$26,746,780
- Surgeries and Procedures ... \$43,002,952
- Emergency Department \$8,285,474
- Lab/X Ray/Therapies \$20,018,118
- Physician Services \$14,945,252
- Other Patient Services \$4,102,945
- Elder Care \$3,437,795
- Non Patient Revenue \$2,381,885
- TOTAL SOURCES..... \$122,921,201**

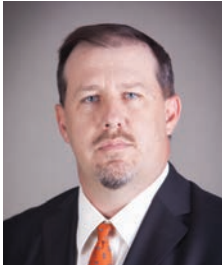
3 YEAR TREND GROSS REVENUE

2017	2018	2019
\$97,589,752	\$103,545,791	\$122,921,201

The nearly \$20 million increase in gross revenue from 2018 to 2019 reflects the additional nine beds added to our hospital and the expanded Medical Center. This, in addition to the many new practices and physicians that joined our network of care, demonstrates the exciting growth and expansion of services we value, making quality care more accessible in your community!



2019 BOARD OF TRUSTEES



M. Blaine Buck
Chair
Bighorn Consulting
Engineers, LLC



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Vice Chair
Arbonne



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Michael Neste, MD
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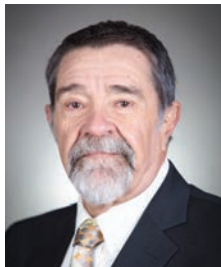
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**Vanessa
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2019 EXECUTIVE STAFF



Korrey Klein, MD
VP Medical
Services/CMO



Stacey Mascarenas
Community
Development
Administrator



Diane Miller
VP Finance/CFO



Lori Randall
Executive
VP/COO, CNO,
NHA, HA

Ken Stubler
Consulting Compliance Officer

Thank you!

Our board members understand that healing and happiness are inseparable. Thank you for funding smiles, supporting innovative programs, and inspiring our staff.



HOSPITAL SERVICES

EMERGENCY DEPARTMENT | (970) 858-2119

From run-ins with cactus to broken bones, we've seen the gamut. Our team will keep a close eye on you ensuring you're put back together quickly.

IMAGING & RADIOLOGY | (970) 858-2149

Needing a mammogram, X-ray, CT Scan, MRI, bone density scan, or ultrasound? We've got you covered.

PAIN SPECIALISTS OF THE ROCKIES | (970) 858-2578

We help you go from pain and suffering to happy and healthy. Let us work with you to pinpoint the cause of your pain and find the best solution for managing it.

REDROCK INTEGRATIVE REHABILITATION MEDICINE | (970) 858-2585

We heal humans which means we treat you like one! Our therapeutic approach to care looks at the whole patient, including the full range of physical, emotional, mental, and spiritual influences helping you regain optimum health.

OUTPATIENT PROCEDURE CENTER | (970) 858-2578

Specializing in chronic spinal and neuropathic related pain, our specialists provide advanced, interventional pain procedures.

ADULT REHABILITATION | (970) 858-2147

The only rehabilitation facility of its kind in western Colorado! Pool therapy, physical therapy, speech therapy, occupational therapy – you name it. Our multidisciplinary team will help you reach your recovery goals.

PEDIATRIC REHABILITATION | (970) 858-2572

Unbeknown to our pediatric rehabilitation patients who think they are simply playing and having fun, they are actually working hard receiving physical, speech, and occupational therapy services. This program is designed for children who are experiencing difficulty meeting the demands of development.

TRANSITIONAL CARE PROGRAM | (970) 858-2792

Whatever "home" means to you, we'll help you get there. Our transitional care program helps you regain the skills and strength you need after an illness or injury to get back to the life you love.

SURGICAL SERVICES | (970) 200-1510

Colorado Canyons Hospital & Medical Center offers numerous surgical services ranging from general to orthopedic, vascular, neurosurgical, gynecological, and gastrointestinal.

LABORATORY SERVICES | (970) 858-2158

Our full-service lab provides routine and pre/post-operative lab work in a friendly environment with a short wait time.

RESPIRATORY | (970) 858-2718

Our respiratory care therapists are available around-the-clock to help you breathe easier. From sleep studies to pulmonary exercises, you'll find all the respiratory services you need with our on-site team.

CANYON RIM PSYCHOLOGY ASSOCIATES | (970) 858-2527

Neuropsychology – have you ever heard of it? Simply put, neuropsychology observes how the brain and the rest of the nervous system influences your cognition and behaviors. Biofeedback and neurocognitive assessments are beneficial for patients with brain injuries, neurodegenerative disorders, and other neurodevelopmental disorders.

CLINIC SERVICES

WESTERN VALLEY FAMILY PRACTICE | (970) 858-9894

Looking for a primary care physician? Look no more! We are accepting new patients as we welcome more physicians in 2020.

REDLANDS AFTER HOURS CLINIC | (970) 243-1707

From coughs and colds to skinned knees, our expert team and 24/7 on-call doctors keep your family going. Our Redlands After Hours Clinic provides same-day care for acute needs after regular business hours and on weekends, even for patients from other clinics or out of town.

MONUMENT ORTHOPEDICS & SPORTS TRAUMA | (970) 858-2705

Whether you are an injured professional athlete or just want to be able to walk again without pain, our physicians will do their best to help you achieve your goal.

BALANCED ROCK FOOT & ANKLE | (970) 858-2530

Each foot has 28 bones, 33 joints, and 107 ligaments. With a proper treatment plan, we can maximize your body's foundation to improve your quality of life.

ARTHRITIS CENTER OF WESTERN COLORADO | (970) 858-2590

Our rheumatologists evaluate and treat an entire spectrum of more than 100 types of arthritis and related illnesses.

WESTERN COLORADO NEUROLOGY | (970) 243-9180

Headaches, chronic pain, multiple sclerosis, ALS, and even sleep problems are just some of the reasons you may want to see our neurologist. We'll find the right solutions to treat your symptoms properly.

ATLAS ARCH NEUROSURGERY | (970) 858-2580

When it comes to neck, spine, and nerve problems, you can rest easy knowing that you are in good hands with Atlas Arch Neurosurgery.

THE AUTISM GROUP (TAG) | (970) 858-2572

TAG is a unique program designed for children with Autism Spectrum Disorders and other neurodevelopmental disorders. Through education and support for the whole family, you'll witness your child's independence and excitement for life bloom.

PEDIATRIC BEHAVIORAL SERVICES (PBS) | (970) 858-2788

Our team helps children replace bad behaviors with good behaviors. We support the whole family, making meaningful changes that improve your child's behavior and independence.

INFUSION CENTER | (970) 858-2589

If an infusible or injectable treatment is determined to be necessary by your primary care physician or a specialist, our Infusion Center offers the critical components of patient safety, comfort, and care.

WOUND HEALING CENTER | (970) 858-2586

Don't let unhealed wounds hold you back! We specialize in treating stubborn wounds and diabetic foot wounds so you can continue doing the activities you enjoy.

WELLNESS CENTER AT FAMILY HEALTH WEST | (970) 858-2502

We keep you moving – like, really moving! Choose from boxing, personal or group training, kids yoga, and more. We also offer massage, a cancer survivor program, and diabetes prevention programs which are all open to the public.



**ACCEPTING
NEW PATIENTS**

LONG-TERM CARE

Laughing, having fun, making friends, and cherishing family – all part of what makes life good. Although your loved one may need a little help, we still keep the fun going while delivering support to help residents remain as independent as possible.

THE OAKS ASSISTED LIVING | (970) 858-2178

Our home-like atmosphere and friendly staff make residents feel like they're part of the family. Our assisted living facility offers private rooms/bathrooms and care plans based on individual needs. Short-term respite care is also available.

THE WILLOWS SECURED ASSISTED LIVING | (970) 858-2184

When it comes to keeping your loved one safe, The Willows Secured Assisted Living is just the place. Our 24 private, studio apartments are for residents with Alzheimer's, dementia, or confusion. When things often feel unfamiliar, our staff is specially trained to help residents find comfort and security.

Resident Favorites

Most Popular Activity

Oaks: Fall Carnival complete with cotton candy, games & more!

Willows: Bingo! Winners take home prizes of treats and other goodies.

Best Meal

Oaks: Chicken fried steak served with creamy mashed potatoes and seasonal veggies.

Willows: The ultimate comfort food – roast beef with potatoes!

Making Friends

Our residents make for great company! Artists teach each other techniques, buddies watch movies together, groups play cards, and others enjoy getting their hands dirty in the community gardens.

Convenient Location

Visits to the library, picnics on the grass, walks through neighborhoods, and medical care across the street – these assisted outings are just some of the excursions our residents love.



**NEW RESIDENTS
WELCOME**



RECEIVE CARE WITH CONFIDENCE



Putting some health care needs on hold during COVID - 19 can do more harm than good. Ask your provider how Family Health West is making it safe for you to resume care.