

San Juan Regional Medical Center

SUMMER | 2019

# Quarterly

**WE ARE NOW  
Baby-Friendly®**

## **MY why:**

A Surgeon's Passion  
for Our Community

**IMPROVING  
Men's Quality of Life**

 **SAN JUAN REGIONAL  
MEDICAL CENTER**

[sanjuanregional.com](http://sanjuanregional.com)

# Quarterly

Summer | 2019

inside this issue



sanjuanregional.com

Ronald Rosen  
Board Chair

Jeff Bourgeois  
President/CEO

Suzanne Smith  
Chief Nursing Officer

Robert M. Underwood, MD  
Chief Medical Officer

Eddie Carraro  
Interim Human Resources Officer

Ruth Brooks  
VP Accreditation, Professional and  
Support Services

Anne Eley, J.D. Attorney  
VP Legal and Compliance

Tim Bevelacqua  
Executive Director,  
San Juan Health Partners

Quarterly is a publication of San Juan Regional Medical Center, and is produced by the Marketing and Communications Department.

801 West Maple Street  
Farmington, New Mexico 87401  
505.609.2000

## Our Mission

To personalize healthcare and create enthusiasm and vitality in healing.

## Our Vision

To be known as the most personalized quality healthcare provider.

## Our Core Values

Sacred Trust | Personal Reverence  
Thoughtful Anticipation | Team  
Accountability | Creative Vitality

# Please Join Us in Welcoming:



**SAN JUAN**  
HEALTH PARTNERS  
Internal Medicine and  
Specialty Services

<<<

**Chaojie Chen, MD**  
San Juan Health Partners Internal Medicine  
and Specialty Services  
407 South Schwartz Avenue, Suite 201  
Farmington, New Mexico  
**505.609.6730**

>>>

**Hannah Cronbaugh,**  
Certified Nurse-Midwife  
San Juan Health Partners Midwifery and Women's Health  
655 West Piñon Street | Farmington, New Mexico  
**505.609.2590**



**SAN JUAN**  
HEALTH PARTNERS  
Midwifery and Women's Health



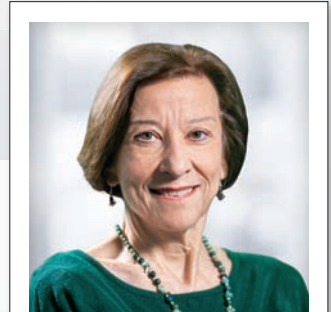
**SAN JUAN**  
HEALTH PARTNERS  
Gastroenterology

<<<

**Patrick Olise,**  
Physician Assistant  
San Juan Health Partners Gastroenterology  
940 West Piñon Street | Farmington, New Mexico  
**505.609.6349**

>>>

**Priscilla Roth-Wall Ph.D., MSCP**  
San Juan Health Partners Behavioral Health  
555 South Schwartz Avenue | Farmington, New Mexico  
**505.609.6680**



**SAN JUAN**  
HEALTH PARTNERS  
Behavioral Health

The information provided in this publication is general in nature and is for information and educational purposes only. You should not use this information in place of a visit, consultation, or the advice of your physician or other healthcare provider. It is not meant to replace the advice of any physician regarding the reader's own specific medical condition(s). Neither the authors nor San Juan Regional Medical Center are liable or responsible for the consequences of any actions taken or not taken on the basis of the information provided in this magazine.



Dear Friends of SJRMC:

Everyone who works at San Juan Regional Medical Center – regardless of our job title – has entered into a covenant with our patients, their families and each other. **Sacred Trust** is the most important rule we live by. It guides us to do the right thing for our patients no matter what.

We truly believe that what we do is a calling. Each one of us, whether we work in a clinical area or one of the many supportive non-clinical roles, has a purpose. In fact, at SJRMC, our job descriptions are called purpose descriptions. It is the purpose of each and every SJRMC employee to live our mission by creating enthusiasm and vitality in healing. We do this by incorporating our Core Values of **Sacred Trust, Personal Reverence, Thoughtful Anticipation, Team Accountability** and **Creative Vitality** into everything we do.

Throughout our hospital's more than 100 year history in our community, we have persevered when faced with times of challenge. We have survived as a community-owned, independent non-profit hospital by remaining true to our Core Values. They allow each of us to innovate and serve our patients and our community with passion and purpose.

As a values-driven organization, our mission, vision and values guide all the decisions we make, whether it's about the care of an individual patient, or how services are expanded to meet the needs of the community. Everything we do is purposeful and reflective of our values with the best interest of our patients in mind. While times may change, that never will.

A handwritten signature in black ink that reads "Jeff Bourgeois". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jeff Bourgeois | President/CEO  
jbourgeois@sjrmc.net

# MYwhy

Dr. Damon Kalcich

General Surgeon

San Juan Health Partners  
General Surgery



### Note from Board Chair Ron Rosen:

Healthcare is truly a calling and each person's reason, their WHY, for going into healthcare is different. We asked our employees to do some soul searching to get to the core of their WHY. You'll see their responses in videos, articles, posters and banners throughout the organization. In this issue of *Quarterly*, General Surgeon and Chief-of-Staff, Dr. Damon Kalcich, shares his WHY. Read about his passion to deliver the best care that he can to the patients he serves. Then, I encourage you to dig a little deeper and rediscover your WHY to reinvigorate you when you need it most. It's the compass that points you to true north in every aspect of your life.

**I moved to Farmington when I was 10 years old.** I am a former Northeast Viking and Hermosa Matador and I graduated from Farmington High School. My wife is from Farmington. We chose to come back to this community and raise our family and for me to practice in this environment.

There's no medical school in Farmington. Everyone who has come here as a physician is here because they chose to be. We want to be in this community. We have a great deal of diversity here and we are able to take care of a lot of different kinds of people. That is very satisfying to us. As a General Surgeon, I get to work in the hospital, but I also get to work in the office setting.

It's a great way to be a jack of all trades and take care of a lot of different kinds of people.

This is going to sound a little bit weird, but a good hernia surgery is a lot of fun. It's just very satisfying when you reduce that hernia, sew it up and put a nice mesh in there, you felt like you have really done something. That patient came in and 45 minutes later we fixed her problem. It's also really fun when we do reflux surgery and people who have complained about having heartburn for years tell you, "I feel great, I can eat again!" Then they come to the office and they say things like, "Thank you, I never knew how bad I felt until I felt better." Those types of things are just really gratifying.

Personally, this is a great area to live. If you like the outdoors at all this is fantastic. I'm involved in a lot of the youth sports - I coach youth basketball, football and baseball. My children are involved in a lot of sports so we spend a lot of time in the bleachers. Being out in the community, you'd be amazed at all the patients and prospective patients you meet. They come up to you and say, "Oh you're Dr. Kalcich!" and I say, "yes, hi." They say, "I'm scheduled to see you next week to talk about my gallbladder."

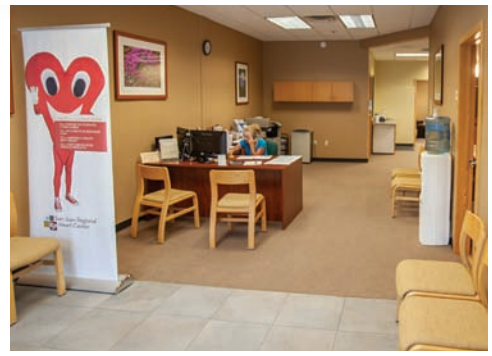
It's just great because you're involved in your community. You get a sense of the people and it makes you feel sort of part of the family. There's a connection there. That's really the satisfying part of what we do is taking care of people we have some feeling and some connection with.

**SAN JUAN**  
HEALTH PARTNERS  
Specialty Services



San Juan Health Partners Specialty Services

# NOW IN DURANGO



Cardiology  
Rachel Chaney, MD  
Urology  
Daniel Mannas, MD  
Christopher Taylor, MD

San Juan Health Partners Specialty Services, a division of San Juan Regional Medical Center, is now open at 1485 Florida Road, Suite A 103, offering comprehensive Cardiology and Urology services to patients in Southern Colorado. We anticipate providing additional specialty services in the near future.

“We promise to continue building on the outstanding healthcare services that patients across the Four Corners expect from us,” said San Juan Regional Medical Center president and CEO, Jeff Bourgeois. “This expansion of our services into Durango is an example of our commitment to the communities we serve as a locally owned and operated organization.”

Providers at the clinic include cardiologist Dr. Rachel Chaney, who is *accepting new patients*. She has a special interest in non-invasive cardiology and prevention and congenital heart disease. Services she provides include treatment and

management of heart disease and peripheral vascular disease; Graded Exercise Stress Testing; and Echocardiogram (ECHO). Dr. Chaney has over 20 years of experience as a cardiologist and has been serving patients in Southern Colorado since 2013. Urologists Dr. Daniel Mannas and Dr. Chris Taylor are also *accepting new patients*, and provide a full range of personalized urology services including treatment for urologic cancers, prostate diseases, kidney stones, and male and female incontinence. They also offer specialized procedures.

**SAN JUAN**  
HEALTH PARTNERS  
Specialty Services

Open Monday through Friday from 8:30 a.m. to 5:00 p.m.  
Call **970.444.0260**

# San Juan Regional Medical Center CELEBRATES ACCREDITATIONS





### AirCare

San Juan Regional Medical Center’s AirCare air ambulance service has been reaccredited through 2021 by the Commission on Accreditation of Medical Transport Systems (CAMTS). CAMTS accreditation helps ensure the highest safety and customer care standards through a rigorous audit process to continually raise the bar for the safe delivery of critical patient care by continuously improving processes to meet national standards.



### Chest Pain Center

The American College of Cardiology (ACC) has awarded San Juan Regional Medical Center Chest Pain Center Accreditation with Primary PCI V6, *the only Four Corners area hospital with this designation*. Hospitals receiving Chest Pain Center with Primary PCI Accreditation have demonstrated expertise and commitment in treating patients with chest pain and have organized a team of doctors, nurses, clinicians, and other administrative staff that support the efforts leading to better patient education, assistance in patient lifestyle changes and improved patient outcomes.



### Mammography

San Juan Regional Medical Center has been awarded a three-year accreditation in mammography by the American College of Radiology (ACR). The ACR gold seal of accreditation represents the *highest level of image quality and patient safety* with experts in the field of advanced diagnostic imaging assessing image quality, personnel qualifications, adequacy of facility equipment, quality control procedures and quality assurance programs to ensure that each facility meets nationally-accepted standards of care.

San Juan Regional Medical Center

8 **AWARDED**  
**Baby-Friendly®**  
**Designation**







San Juan Regional Medical Center has received prestigious international recognition as a Designated Baby-Friendly<sup>®</sup> birth facility by Baby-Friendly USA, Inc. The Baby-Friendly<sup>®</sup> Hospital Initiative is an evidence based program designed to support mother/baby bonding and optimal infant feeding practices. The three main tenants of Baby-Friendly USA's philosophy and approach are:

1. Human milk fed through direct breastfeeding is the optimal way for human infants to be nurtured and nourished.
2. The precious first days in the birth facility should be protected as a time of bonding and support, not influenced by commercial interests.
3. Every mother should be informed about the importance of breastfeeding and respected to make her own decision.

"San Juan Regional Medical Center is proud to be Baby-Friendly," said Suzanne Smith, Chief Nursing Officer. "By providing early support and information to parents and creating an environment that enhances parent-child attachment, we hope to improve new mothers' breastfeeding rates and help mothers and babies get off to a great start."

There are many advantages of choosing to deliver a baby in a Baby-Friendly facility. San Juan Regional Medical Center offers an optimal level of care for breastfeeding mothers and their babies. This includes implementing and upholding the Ten Steps to Successful Breastfeeding to establish a healthy breastfeeding relationship. Skin-to-skin contact immediately after birth and babies rooming-in with their mothers are two

important components. These best practices have many benefits for both mother and baby, including:

- Better quality sleep
- Less crying and distress
- Improved breastfeeding experience

"When you choose San Juan Regional Medical Center, our Baby-Friendly staff will carefully assess your baby's feeding so that any early problems can be taken care of quickly. Our staff is ready and willing to assist with breastfeeding so you feel more confident," said Cindy Baez, Clinical Director of Nursing.

The support continues after mothers leave San Juan Regional Medical Center, with comprehensive breastfeeding support services open to all new mothers in the community. Those services include individual appointments with experienced lactation consultants along with classes, which can be found at [sanjuanregional.com](http://sanjuanregional.com) or by calling 505.609.6484.

San Juan Regional Medical Center also offers convenient digital communications exclusively for parents, including a blog called *Oh Baby*. It focuses on important care topics to benefit moms, babies and growing families. Sign up to follow the blog and receive notifications of new posts by email at [sanjuanregional.com/blog](http://sanjuanregional.com/blog).

Designated as a Baby-Friendly Hospital by  
Baby Friendly-USA



Designated 2019–2024

# PBX

## THE HUB OF THE HOSPITAL

10



If you've ever called the hospital, you've probably heard Chris Crispin's voice on the other end of the telephone. She's been working in PBX for 24 years.

"PBX is the hub of the hospital. We take all the calls from outside, we handle calls from inside. We work with the public, the employees and the doctors. If anybody has any kind of a question, they call us," Crispin said.

PBX receives anywhere from 600 to 800 calls a day and runs 24/7 to accommodate the needs of employees and the community. When the phone rings, the operators never know who will be on the other end.

"We get random calls asking for the number to the city, the bank, local nursing homes... if we have the information, we'll help them," Crispin said. "I got a call from a young man wanting to speak to his grandmother. 'Can I have my grandma's room?' I said, 'sure can I get her name?' 'I don't know; I've always just called her grandma.'"

The job entails much more than answering phones. PBX monitors all the alarms for the hospital and helps to monitor the security cameras as well. Mayrene McKee has worked at the hospital for nearly 30 years, most of it on the overnight shift.



"I have been truly blessed to work for SJRMC for nearly 30 years," McKee said. "You never know what the night shift will bring. This job challenges me every day."

The PBX operator job involves a lot of prioritizing and multitasking. Through everything that's going on and all the interruptions, the operators calmly answer the phones, transfer calls and pick up right where they left off. The Core Value of Thoughtful Anticipation helps them to stay on top of all their responsibilities while maintaining a positive attitude and cheerful demeanor.

**"We always have to think and act ahead for the good of our patients, visitors and co-workers," McKee said.**

"We are the first voice you hear, and we want to be the pleasant voice you hear. If someone calls in and gets a happy voice with a smile in it, they are going to go on and be more pleasant to the next person you transfer them to," Crispin said. "If you're not happy in your environment, you're not going to do the public a good service."

That's where the Core Value of Team Accountability comes into play. The operators work together in close quarters for eight straight hours a day. They do not take lunch breaks or leave the room, except for the occasional break.

"We have good people here. Everybody works really well together," operator Trini Barela said. "We do the best we can to give people the customer service they need."

Overall, the operators in PBX love being "the hub of the hospital." Every phone call they answer is a chance for them to personalize care and give their customers a positive experience.

"I love it," Barela said. "I like the people and I like the energy of everything."

"What I like best about it is every day is something new," Crispin said. "Every day is a new learning experience."

# Improving Men's Quality of Life in Minutes

12

## San Juan Health Partners Urology Now Offering UroLift®

It's one of the most common problems men face as they age: Benign prostatic hyperplasia (BPH), or an enlarged prostate. Many men take medications or opt for surgery to relieve their symptoms, which can include obstructive symptoms such as weakening of the urine flow and difficulty urinating, as well as irritative symptoms such as frequent or urgent urination.

San Juan Health Partners Urology is now offering a minimally invasive alternative that provides rapid relief and recovery of BPH symptoms. The UroLift® is an eight to ten minute procedure that can be done under sedation or local anesthetic in the bladder.

"This is a much less invasive option to get off of medications. It doesn't require any cutting, it doesn't require heat therapy. It simply is permanent sutures that go in the prostate to hold it open which decreases the obstruction of the urethra," said Dr. Daniel Mannas, Urologist.

Dr. Mannas performs the short, outpatient procedure at San Juan Regional Medical Center. Benefits of the procedure include:

- Minimal downtime
- Does not cause sexual side effects
- Rapid symptom relief and recovery

"Patients typically do quite well after this," Dr. Mannas said. "The five year data that we have nationally is very encouraging."

Dr. Mannas encourages men who are experiencing symptoms of BPH to take the most important step of acknowledging that they have an issue, and scheduling an appointment.

"There are two reasons to come in and be checked out if you are experiencing the symptoms," Dr. Mannas said. "One is quality of life and two is medical. The bladder doesn't necessarily squeeze forever and can stop working, causing men to become catheter dependent."



Call San Juan Health Partners Urology  
at 505.609.6380

# Committed to a Higher Level of Care



The only Occupational Therapist Board Certified in Physical Rehabilitation in New Mexico works right here at San Juan Regional Medical Center. Kathleen "Kat" Horn's board certification from the American Occupational Therapy Association demonstrates a strong level of commitment to ongoing professional development. That development translates into improved outcomes for our patients.

"Overall less than one percent of occupational therapists in the country are certified in this specialty," Horn said. "It's pretty exciting."

Horn has been an occupational therapist for 17 years. She recently decided to push her training and knowledge to the next level by achieving her board certification. The process was a little different than what you'd normally envision. Instead of studying for and passing an exam, the Physical Rehabilitation Board Certification is a peer-reviewed process that includes:

- Demonstration of relevant experience
- A reflective portfolio
- Ongoing professional development

To obtain board certification, occupational therapists must be involved in recent projects to promote change, both within their organizations and their profession. In addition, they

make a five year commitment to achieving professional goals. Horn is focusing on helping our renal and diabetic patients.

"We have a whole floor dedicated to this population, yet there isn't much continuing education available to most occupational therapists. One of my goals was to go seek more education to see if I can find better ways for those folks to mobilize sooner, get stronger sooner and get back to their self-care tasks sooner," Horn said.

Horn is hoping that talking about her Board Certification will help create dialogue to give people a better understanding of what occupational therapy is.

"It can be very broad because we do cover such a big range of problems that we can help solve," Horn said. "It's a huge spectrum from little kids to older adults."

Occupational therapy rehabilitation helps a patient restore useful function of the body after a disabling accident or illness. Patients work with occupational therapists to improve muscle strength, range of motion, physical endurance, hand-eye coordination and concentration. Occupational therapy can also help patients improve attention span, thought organization, problem solving, memory, daily activities and vocational skills.



# SAN JUAN MEDICAL FOUNDATION

## Enhancing the Health and Well-being of Our Community

San Juan Medical Foundation has been enhancing the health and well-being of people in the Four Corners community for nearly 35 years. Founded in 1985 by a group of civic minded citizens who envisioned an organization through which every member of the community could be involved in changing the health of our region, the Foundation continues today to deliver on its mission for the health of future generations.

Through its longstanding partnership with San Juan Regional Medical Center, as well as the many programs administered by the Foundation itself, community members from young children to the elderly have benefitted from the Foundation's healing presence. In order to improve the health of our community, San Juan Medical Foundation is 100 percent dependent on charitable giving, with funds provided through the generosity of individuals, corporations, service organizations and foundations.

### MARK YOUR CALENDARS for these exciting SJMF events:

**Taco Throw Down & Bloody Mary Contest:** Support our community while enjoying food, music and fun as vendors from the Four Corners battle to see who creates the best taco and Bloody Mary on August 10 at 3:00 p.m. at Aztec Municipal Golf Course. The cost is \$30 per person.

**“Lift Each Other Up” Yoga on the Patio:** Soul Den Hot Yoga and Durango Joe’s are teaming up to support women

of San Juan County who are battling cancer. Sessions will be held August 30, September 27 and October 18 at 4:30 p.m., 6:00 p.m. and 7:30 p.m. Text 505.991.1964 to save your spot.

**Annual Cancer Walkathon:** The Walkathon is the Foundation’s premier annual fundraising event supporting the Connelly Hospitality House, which provides lodging for cancer patients and their caregivers. Join us on September 21 from 7:30 a.m. to 11:00 a.m. New this year is a Finish Line Celebration – Arts for Healing from 9:00 a.m. to 12:00 p.m. with live music, food trucks, yoga, meditation, Tai Chi, journaling and painting funded by the Connie Gotsch Foundation.

**Cathy Lincoln Memorial Cancer Luncheon and Style Show:** Come support our local cancer survivors as they model fashions provided by Dillard’s and bid on fabulous silent auction items. Proceeds benefit the Cathy Lincoln Memorial Cancer Fund to assist women in our community who are receiving treatment for cancer. Join us October 23 at 11:00 a.m. at Piñon Hills Community Church. Tickets cost \$35. Call 505.609.6813 to reserve yours.



**SJMF**

San Juan Medical Foundation

# Your Community Health and Wellness Resources

## Free Childbirth Education Classes

Call 505.609.2134 or visit us online at [sanjuanregional.com](http://sanjuanregional.com) for dates, times, and locations or for more information.

Healthy Pregnancy Class ( <i>by appointment only</i> )	Baby Care 101
Childbirth Preparation Series	Breastfeeding I: The Basics
Childbirth Preparation for Teens ( <i>by appointment only</i> )	Car Seat Safety
Cesarean Childbirth Preparation ( <i>by appointment only</i> )	Sibling Class
Accelerated/Refresher Childbirth Class	



15

## Other health classes, tours, and wellness screenings

**Arthritis and Joint Health Class:** Held quarterly on the third Wednesday from 5:30 p.m. to 6:30 p.m. at 407 South Schwartz in Farmington. Registration is required. Call 505.609.6846 or visit us online at [sanjuanregional.com](http://sanjuanregional.com).

**Childbirth Center Tour:** Call 505.609.6189 to check availability and to schedule a tour.

**Diabetes Education Classes:** Held at the Bonnie Dallas Senior Center. Call 505.609.2867 for more information.

**Full Engagement Training (F.E.T.):** Call 505.609.2171 or go to [fullengagementtraining.com](http://fullengagementtraining.com) for more information.

**MammaCare Breast Self-Exam Training:** Call 505.609.6089 to find out more about this research-based method of Breast Self-Exam.

## Support, Information, and Resource Groups

**Alzheimer's Support Group:** Meets the first and third Tuesday of each month from 12:00 p.m. to 1:30 p.m. Skills for Dementia Caregivers is held every six weeks. Call Waldon Lynch at 505.629.3781 for specific dates. All meetings are at the San Juan Center for Independence Conference Room [1204 San Juan Blvd].

**Aphasia Support Group:** Meets the second Wednesday of each month from noon to 1:30 p.m. at Applebee's [4601 East Main Street]. Call Joyce Lameire at 505.330.5256 for more information.

**Better Breathers Club:** Meets the first Monday of each month at 1:30 p.m. in the Cardiac Rehabilitation Gym at San Juan Regional Medical Center [801 West Maple Street]. Call 505.609.6148 for more information.

**Breast Cancer Support Group:** Meets the second Wednesday of every month at noon at the San Juan Regional Cancer Center [731 West Animas Street]. Call 505.609.6089 for more information.

**Four Corners Women's Cancer Support Group:** Meets the first Saturday of each month at 10:00 a.m. at the San Juan Regional Cancer Center [731 West Animas Street]. Call 505.609.6089 for more information.

**"Lean on Me" MS Support Group:** Meets the second Tuesday of each month at 1:00 p.m. at the Aztec Restaurant. Call Donna at 505.334.3316 for more information.

**Men's Cancer Support Group:** Meets the third Wednesday of the month from 10:00 a.m. to 11:00 a.m. at the San Juan Regional Cancer Center [731 West Animas Street]. For more information call 505.609.6089.

**Stroke Support Group:** Meets the third Saturday of the month from 10:00 a.m. to 11:00 a.m. at the San Juan Center for Independence [1204 San Juan Blvd.]. Call Don Sisson at 505.320.8452 for more information.

**Stuttering Support Group:** Meets the second Tuesday of the month at 5:00 p.m. at San Juan Regional Medical Center Adult Rehabilitation Outpatient Center [301 South Auburn]. Call John Cochran at 505.609.6575 for details.

**Tobacco Cessation Assistance:** Call Andrea at 505.609.2438 for dates and times of Freedom from Smoking® classes. The New Mexico Department of Health provides 24/7 assistance with its 1.800.QUITNOW hotline and online at [QuitNowNM.com](http://QuitNowNM.com).

Visit us online for more detailed descriptions of all of our support, information, and resource groups at: [sanjuanregional.com/classes-community/support-groups](http://sanjuanregional.com/classes-community/support-groups)





If you're  
**thirsty,**  
you drink  
**water.**

Better health often starts with making better choices like exercising, eating healthier, and drinking more water. The same thing is true when choosing your health provider. San Juan Regional Medical Center has been the local choice for over 100 years and, along with San Juan Health Partners, we're expanding into your community to provide your family with better health and care.

Visit [SanJuanRegional.com](http://SanJuanRegional.com) | 505.609.6595