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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 Congratulations to Piñon Family Practice 2018 Visionary Site of the Year

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Dear Friends of SJRMC:

rom all of us at San Juan
Regional Medical Center, we
wish you a Happy New Year. We
hope that the start of 2019 finds you
and your family well. A new year

brings with it exciting opportunities and time for introspective reflection. It's a great time to take a look at what you hope to achieve in the year ahead and make a plan that will get you there.

What are your hopes and goals for 2019? Many people choose to focus on health and wellness. That may include a plan to eat healthier or exercise more, or finally have that procedure to fix a problem you've been ignoring. As your community owned and operated hospital, San Juan Regional Medical Center is here to support you and help you achieve those goals.

Here at San Juan Regional Medical Center, we are striving to create excellence as part of our journey to world class healthcare. That means becoming the BEST organization we possibly can because YOU – our patients and community members – deserve it. It means providing care equal to other world class healthcare organizations out there so our patients can get the services they need right here in our community. We have been working hard to implement improvement projects that elevate the quality of our services and we have celebrated many successes in this arena.

- We were one of just three New Mexico hospitals to earn the Quest for Excellence Award for our dedicated efforts preventing surgical site infections. You can read more about that on page 12 of this Quarterly publication.
- We received the 2018 Hospital Innovation Improvement Award (HIIN). This extensive, multi-year program, supported by the federal Centers for Medicare and Medicaid Services, has a goal to improve patient outcomes and reduce readmissions by 2019.
- We were recognized by the American Heart Association as the only hospital in the Four Corners to implement Heartcode Resuscitation Quality Improvement as part of our commitment to saving lives through high quality CPR training.

These are all examples of how we're striving to meet our goal to create excellence for our patients and our community. We look forward to many more improvements and achievements in 2019.

To creating excellence,

Jeff Bourgeois | President/CEO jbourgeois@sjrmc.net

EDITORIAL | A Letter from Board Chair Ronald Rosen

We're honored to have you read our Winter issue of Quarterly

To our community:

s we look ahead to the future of San Juan Regional Medical Center, one of our strategic objectives is to strengthen SJRMC's position as the best place to work, practice, and volunteer. One of the ways we do that is by offering our employees a variety of benefits personalized to meet their needs. For working parents, one of those benefits is the Children's Discovery Place, or CDP.

An on-campus daycare center located just east of the main hospital, the CDP gives our employees peace of mind that their children are safe and being well cared for so they can fulfill their purpose of caring for our patients. The quality of care the children receive is top notch. In fact, the CDP is one of only two childcare facilities in San Juan County to receive accreditation by the National Association for the Education of Young Children, which is the highest achievement in childcare. When parents drop their children off and head to work, they can rest assured that their children are learning and growing in a safe and supportive environment.

The CDP is a friendly, warm and inviting space where families immediately feel welcomed. For our employees' children, it's their second home; a place where they spend much of their early childhood (from six weeks to five years) playing, learning and growing every day. The teachers and support staff work together, using Team Accountability and Personal Reverence,

to build partnerships with the families they serve. At the end of each day, our employees know their children are safe and well cared for. It's a great benefit and just one of many perks we offer our employees as your community owned and operated hospital.

Sincerely,

Ronald Rosen | Board Chair

Hon Form





From left: Dr. Ronald Bliss, William Young, PA-C, Dr. Holly Abernethy, Dr. Joseph Pope, Dr. Sean Faherty

Congratulations to Piñon Family Practice 2018 Visionary Site of the Year

Piñon Family Practice was selected by the University of New Mexico School of Medicine as "The Visionary Site of the Year." Piñon Family Practice was one of two honorees for the 2018 award, which recognizes New Mexico health systems that embody the mission of the UNM School of Medicine in their dedication to education, creating a diverse network of health care professionals and providing compassionate care to all New Mexicans.

Piñon Family Practice was founded in 1998 on the foundation of helping the community, supporting one

another, and with the thought that family comes first. The providers strive to make a difference with patients, community organizations, and student learning. They have provided care to the children of Childhaven. Dr. Pope, Dr. Bliss and Dr. Abernethy have served as Chief of Staff at San Juan Regional Medical Center, and other boards and organizations within the community. They have been a teaching clinic since their opening, providing students with the best learning opportunities available at a busy, rural, family practice facility, with a belief of growing others to fulfill their dreams.



Nurse honored with Nightingale Award

"I feel incredibly grateful"

Medical Floor nurse Allison Schurman is early in her nursing career, but she's already making a big impact. She was recognized by the New Mexico Center for Nursing Excellence with its Nightingale Award. The award exemplifies outstanding and caring leadership and professionalism as a beginning practitioner in the first 18 months as a Registered Nurse.

"There is no end to the compliments I receive from patients about Allison," Assistant Medical Floor Nurse Manager Karen Huxley said. "She is attentive, thorough, and makes each patient feel as if they are the only patient she has that day. Her compassion and commitment to excellence shows through every patient care task she completes."

Schurman graduated with her Associates Degree in Nursing from San Juan College in December 2016. She began working as a nurse on the Medical Floor less than a month later. She thrives in the always-changing environment of healthcare, and enjoys all the learning opportunities nursing affords her. In fact, she has taken coaching classes to help guide new nurses to their full potential, obtained her Trauma Nurse Certification, and has set a goal to become a charge nurse. She says she is just getting started and has big plans for her future.

"I feel incredibly grateful to be one of the honorees, recognized next to some of the best nurses in the state," Schurman said. "As I go forward in my career, I hope to make as much of an impact as those amazing nurses."

Additional nominees from San Juan Regional Medical Center included:

Michael Archuleta, ED Manager – Excellence in Practice Julie Branch, DSU/PACU Manager – Leadership Megan McCravey, RN - Excellence in Practice Maranda Herrera, RN – Education/Research/Academia Darran Gowing, RN - Excellence in Practice





From left: Michael Archuleta, Suzanne Smith, Alison Schurman, Julie Branch, Megan McCravey, Maranda Herrera. Not pictured: Darran Gowing.

TRAINING

the Next Generation of LIFESAVERS

San Juan Regional Medical Center is proud to partner with the American Heart Association (AHA) to create the Next Generation of Lifesavers™.

In November, San Juan Regional Heart Center and the AHA presented Aztec High School with a CPR in Schools Training Kit[™]. It enables students to learn the lifesaving skills of CPR in just one class period and also teaches AED use and choking relief. These kits will teach students critical CPR skills, putting more qualified lifesavers

in our communities.

At San Juan Regional Medical Center, hearts matter.

Join us for the 11th Annual
A Fair of the Heart Health Fair
and Goosebump Race



Saturday, February 23, 2019 9:00 a.m. to 12:00 p.m. 407 South Schwartz Avenue



Goosebump Race proceeds will benefit the Charles E. Wilkins' Scholarship Fund for Cardiovascular Excellence.

5K includes a t-shirt

\$5 for children 12 and under \$10 for adults 13 and over

- One mile fun run is free and does not include a t-shirt
- Race begins at 11:00 a.m.
- · Register at sanjuanregional.com

Charles E. Wilkins' Scholarship Fund for Cardiovascular Excellence



The San Juan Medical Foundation is opening its heart in support of San Juan Regional Medical Center and our community. The Foundation has established *The Charles E. Wilkins' Scholarship Fund for Cardiovascular Excellence*. The fund will provide continuing education, certification, and ongoing training opportunities to SJRMC providers for a continuation of excellence in cardiac care offered in the Four Corners region.

"Contribution to prioritized healthcare needs, services, programs, facilities, technology and education is a top priority for the Foundation," said Rhonda Ledford, President of the SJMF Board.

Dr. Charles Wilkins, who the fund is named after, is a graduate of Tulane University School of Medicine. He completed his internship at Parkland Hospital and an internal medicine residency at Presbyterian Hospital in Dallas. After serving four years in the U.S. Air Force, Dr. Wilkins completed his cardiology training at the Texas Heart Institute in Houston. He was a founding member of the Texas Heart Institute Cardiac Society and President of the Texas Club of Cardiology. He came to San Juan Regional Medical Center in 2008 and served as the Cardiology Section Chief and Medical Director for eight years. Dr. Wilkins retired from practice in May 2018.

When asked about the hospital's decision to name the scholarship program in his honor, Dr. Wilkins said, "Perhaps I am getting credit that I do not deserve. San Juan Regional's team was and remains exceptional. I have never worked in an organization where the culture of the team was never ordinary; it was always motivated for excellence."

This isn't the first campaign SJMF has conducted to benefit heart care in the Four Corners. In 2003, SJMF conducted a capital campaign to build the Cardiac Catheterization Lab at SJRMC. The campaign was rapidly and generously funded and the lab was designed and equipped, bringing a variety of life-sustaining cardiac procedures to our patients.



The San Juan Medical Foundation is hosting **A Heartfelt Evening** recognizing the San Juan Regional Cardiology Program at Artifacts Gallery on February 8, 2019. This intimate evening benefits the Charles E. Wilkins' Scholarship Fund and will include cocktails and fine dining, expressions of gratitude and stories from the heart. For more information, please contact Ginger Palmer, Development Director at the San Juan Medical Foundation office at 505.609.6805 or gpalmer@sjrmc.net.



ALEGACY of LEADERSHIP 2018 Hall of Fame Inducts Five New Honorees



From left: Jeff Bourgeois, Margaret Armstrong, Dr. Robert Stemsrud, Dr. Robert Grossheim, Dr. Robert Lehmer, Ron Rosen

Every two years, San Juan Regional Medical Center's Hall of Fame Committee comes together to nominate and select new inductees to the hospital's Hall of Fame. They choose notable members of our community who have

contributed to the growth and excellence of San Juan Regional Medical Center, and to improving healthcare in the Four Corners. This fall, four new members were inducted into the Hall of Fame for their Legacy of Leadership.



Developing Category: I.J. Coury

I.J. Coury was a well-known businessman and civic leader in New Mexico. He was known as "Mr. Water of New Mexico" for all of his tireless work and leadership on water matters. He spearheaded organization of the San Juan Reclamation Association and served under 11 governors on the Interstate Stream Commission. In March of 1972, I.J. unexpectedly suffered a heart attack and was taken to San Juan Hospital. He passed away a few days later. A trust fund was established in his memory to equip an intensive care unit – the I.J. Coury Coronary Care Unit – for heart patients.



Developing Category: Dr. Robert Lehmer

Dr. Robert Lehmer was a founding member of Orthopedic Associates and a member of the hospital's medical staff for 40 years. He became one of the first surgeons in New Mexico to practice arthroscopic meniscal surgery and was part of an elite group charged with investigating the efficacy of the Ligament Augmentation Device. He served as the Chief of Staff in 1990; Chair of the Health and Rehabilitation Committee from 2001 to 2009; and was a member of the Credentials Committee for a number of years. He created San Juan Regional Medical Center's Institutional Review Board and still sits on it today. Dr. Lehmer also helped found the River Reach Foundation, which puts on River Fest every year.



Current Category: Dr. Robert Grossheim

Dr. Robert Grossheim served on the Medical Executive Committee; was the Chairman of Surgery; and served on the Board of Directors as the Vice Chief of Staff and the Chief of Staff. As the Chairman of the operating room and Day Surgery Advisory Committee, he participated in the development of both the hospital's surgical center and the 30th Street surgical center. He was a founding member of San Juan IPA, partnering with insurance companies to improve the quality of care and decrease costs to patients. He represents Bethany Christian Church as a member of the Hospital Corporation and has served on the medical executive board for San Juan Regional Rehabilitation Hospital for 20 years.



Current Category: Dr. Robert Stemsrud

Dr. Robert Stemsrud worked with San Juan Regional Medical Center staff to develop the Total Joint program and create a pathway to educate patients about their hospital stay, expectations, physical therapy and rehabilitation. Because of this process, the average length of stay went from around 18 days to just two or three. Dr. Stemsrud served as chairman of the Infection Control and Tissue and Transfusion committees and participated, with his associates, on San Juan Regional Medical Center's Trauma Team. He has also been a member of the Presbyterian Church choir and has sung with the Caliente Community Chorus for several years.

All of our Hall of Fame inductees are amazing examples of living San Juan Regional Medical Center's Core Values. Their commitment to bettering our community through their dedicated efforts at our community-owned and operated hospital are great examples of what we should all strive to do.

QUEST for Excellence AVARD



San Juan Regional Medical Center is one of three New Mexico hospitals to earn the Quest for Excellence Award, the New Mexico Hospital Association's premier honor in hospital quality and performance improvement. The award recognized the collaborative and comprehensive approach our professionals from multiple teams within the hospital used to prevent surgical site infections.

"Our Colon Surgery Protocol involves the patient, their families, and the professionals who care for them before, during, and after surgery. Individual surgeons have worked for years to decrease infections after colon surgery; this project made it clear that a team approach and organizational commitment is needed for measurable and sustainable improvement," said surgeon Melania Yeats, MD, MBA, FACS, physician champion for the project.

This improvement project has reduced surgical site infections and improved outcomes for our patients.

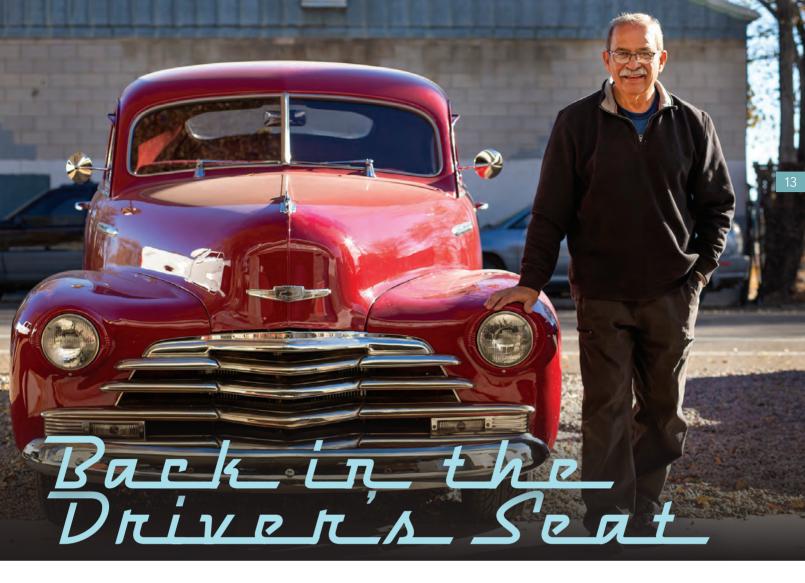
"We are very pleased the collaborative work performed on this process has resulted in such improved outcomes for our patients," said Starla Barela, Perioperative Services Program Director.



From left: Jeff Bourgeois, Suzanne Smith and Starla Barela accept the Quest for Excellence Award from Jeff Dye, NMHA President & CEO and Andrew Shin, COO, Center for Health Innovation, American Hospital Association



Surgeon Melania Yeats discusses the steps taken to make the surgical site infection improvements



Gene Valencia is feeling great these days. The owner of Valencia Insulation is still working and enjoying his passion for classic cars. But it wasn't too long ago that Gene was in debilitating pain.

"A bone in my back was growing into my spinal column and causing so much pain I couldn't walk. I was suffering for about five months," Gene said.

He went to physical therapy, saw several different doctors, and was finally referred to Neurosurgeon Dr. Dominic Cannella at San Juan Regional Spine Center.

"He looked at my MRI and said 'this is exactly what we need to do," Gene said.

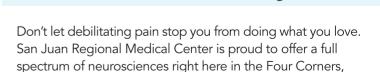
Dr. Cannella performed a laminectomy.

"The surgery was exactly what he said. As a contractor I'm used to things going wrong, but nothing went wrong. Everything was exactly the way that it was supposed to be and I like that and I appreciate it. I don't know how you could have a better experience at the hospital," Gene said.

Gene is now walking without any pain and he's getting back into driving his classic cars, something he wasn't able to do for months.

"I feel great. It's wonderful to be able to walk again," Gene said. "I think we're blessed to have world class doctors and a great hospital. I don't know why anybody would go anyplace else."

Watch Gene's full story online: www.sanjuanregional.com/neurosciences



helping you get back to doing the things you love most.





505.609.6595

505.609.6790

San Juan Regional Medical Center is ready to handle a full range of stroke-related medical problems. We received our third re-certification from DNV GL - Healthcare as a Primary Stroke Center. The certification affirms that San Juan Regional Medical Center addresses the full spectrum of stroke care – diagnosis, treatment, rehabilitation and education – and establishes clear metrics to evaluate outcomes.

"Achieving certification validates all the effort we have put into this program and to ensuring the health and safety of our patients," said Jeff Bourgeois, President and CEO of San Juan Regional Medical Center.

According to the National Stroke Association, stroke is a leading cause of death, taking nearly 130,000 lives each year, and is a leading cause of serious, long-term, preventable adult disability. That's why it is essential for everyone in the community to recognize the warning signs of stroke. Early detection leads to rapid intervention, which increases the chances of a full recovery.

Spot a Stroke

Every minute counts, so be fast

B alance off

yes – vision changes

ace drooping

A rm weakness

S peech difficulty

ime to call 911



The General Surgeons at San Juan Regional Medical Center choose to work in a community that allows us to perform the full range of our specialty. The group has changed the way we practice in order to provide truly patient centered care. Traditionally, surgeons work as individuals with each physician tending to their own patients, seeing the sickest cases first. Often, this leads to the same surgeon performing emergency operations at night and elective care the next day. This model leaves the patients in the hospital waiting to be seen by their surgeon after the day's other work is done.

Eighteen months ago we pioneered a team approach where each patient is cared for by the whole group of surgeons and physician assistants. When someone presents to the hospital with a surgical problem, they are rapidly evaluated by the on-call surgeon or the physician assistant working with them. Those who must have emergency surgery are moved to the Operating Room, while others are admitted for further care. When our hospitalized patients need a less urgent operation they are scheduled with the earliest available surgeon so they can get their problem fixed and begin healing as soon as possible.

During the day the surgeons and physician assistants work together to see our patients, evaluate their progress, treat problems, and keep them on the path toward recovery. **Our goal is to provide comprehensive care that helps our patients move safely and efficiently back home to their families.**

At night we use a dedicated surgeon who manages

emergencies and covers the needs of the patients in the hospital. This allows the other doctors to have uninterrupted sleep and arrive at the hospital each morning, well rested and ready for their busy days.

At San Juan Health Partners General Surgery, we not only provide care to seriously ill and injured persons in the hospital, we also offer a broad range of elective services. We evaluate the stomach with upper endoscopy and the large intestine with colonoscopy. We offer laparoscopic (small incision) surgery to remove gallbladders and treat reflux disease. Hernias can be repaired with both traditional open operations and modern laparoscopic techniques. We treat benign and cancerous conditions of the breast, and remove lipomas and other soft tissue tumors. Our surgeons are skilled at minimally invasive colon surgery. We operate on the lungs and chest wall. We place chemotherapy ports and create vascular access for dialysis. We remove lymph nodes and provide surgical treatment of thyroid and parathyroid disease.

We have chosen to live in Farmington and as proud members of the community; we strive to give our neighbors the best possible care here at home.



630 West Maple Street | Farmington, New Mexico Call **505.609.6300** to schedule an appointment

Please Join Us in Welcoming:



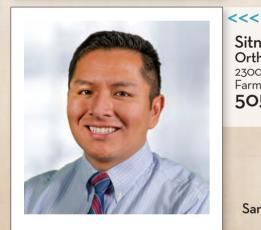
Family Medicine

Anthony Aspesi, MD San Juan Health Partners Family Medicine 120 Llano Street Aztec. New Mexico 505.334.3404

> Christi Burge, **Certified Nurse Practitioner** San Juan Health Partners Urgent Care 4820 East Main Street Farmington, New Mexico 505.609.6495



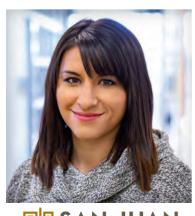
Urgent Care



Sitney Chogas, Physician Assistant Orthopedic Associates P.A. 2300 East 30th Street, Suite D-101 Farmington, New Mexico 505.327.1400

Joseph Edelson, MD San Juan Health Partners Gastroenterology 940 West Piñon Street Farmington, New Mexico 505.609.6349

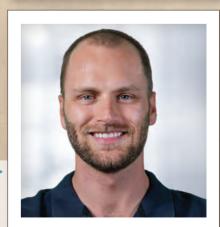




HEALTH PARTNERS **Family Medicine**

<<< Rebekah French, Certified Nurse Practitioner San Juan Health Partners Family Medicine 120 Llano Street Aztec. New Mexico 505.334.3404

>>> Daniel Herring, Certified Registered Nurse Anesthetist San Juan Regional Medical Center 801 West Maple Street Farmington, New Mexico 505.609.2000







SAN JUAN HEALTH PARTNERS Family Medicine

<<<

Christen Janney, Certified Nurse Practitioner San Juan Health Partners Family Medicine 120 Llano Street Aztec. New Mexico

505.334.3404



Tom Janney, Certified Nurse Practitioner San Juan Regional Heart Center 407 South Schwartz Avenue, Suite 202 Farmington, New Mexico

505.609.6770



San Juan Regional Meart Center



<u>₽</u>□SAN JUAN I I HEALTH PARTNERS **Urgent Care**

<<<

Rob Klein, MD San Juan Health Partners Urgent Care 4820 East Main Street Farmington, New Mexico 505.609.6495



Franklin Lam, MD Four Corners Nephrology Associates 812 West Maple Street Farmington, New Mexico 505.326.6521





San Juan Regional Heart Center

<<< Molly Riggs, Certified Nurse Practitioner San Juan Regional Heart Center 407 South Schwartz Avenue, Suite 202 Farmington, New Mexico

505.609.6770



San Juan Regional Medical Center 801 West Maple Street Farmington, New Mexico 505.609.2000



Lynndi Wilson, Certified Registered Nurse Anesthetist



New Patient Portal Now Available

Keeping Our Patients Connected to Healthcare

San Juan Regional Medical Center's Information Technology Transformation is now complete. It includes a new patient portal to empower patients and families to stay engaged and informed about their care. Benefits include:

- Interactive patient system
- Proactive health management tools
- Customizable content
- Comprehensive education

Sign up online today: sanjuanregional.com/patientportal

Your Community Health and Wellness Resources

Free Childbirth Education Classes

Call 505.609.2134 or visit us online at sanjuanregional.com for dates, times, and locations or for more information.

Healthy Pregnancy Class (by appointment only)
Childbirth Preparation Series
Childbirth Preparation for Teens (by appointment only)
Cesarean Childbirth Preparation (by appointment only)
Accelerated/Refresher Childbirth Class

Baby Care 101 Breastfeeding I: The Basics Car Seat Safety Sibling Class



Other health classes, tours, and wellness screenings

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 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.

Yoga for Cancer Survivors: Anyone who has or has had cancer is invited to join this group yoga class to help maintain mental, physical, and emotional balance as well as strength and stamina. The class meets every Tuesday at 2:00 p.m. with Cynthia Billings, PT at the San Juan Regional Cancer Center [731 West Animas Street]. For more information or to register, call 505.609.2889.

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 beginning January 8. 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.

New Parent Support Group: Meets the last Monday of each month at 6:00 p.m. at the Children's Discovery Place [620 West Piñon Street]. Call 505.609.6484 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.

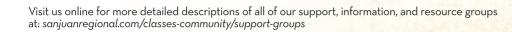
Ostomy Support Group: Meets the second Thursday of the month from 5:30 p.m. to 7:00 p.m. in the San Juan Health Partners Conference Room [407 South Schwartz]. For more information call 505.609.2060.

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.





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