



Fran Schreiber-Custer, left, Physician Assistant at Archuleta Integrated Healthcare

Annual Report 2017



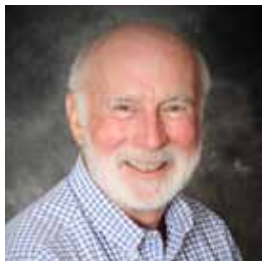
Governance & Leadership

BOARD OF DIRECTORS



A MESSAGE FROM THE BOARD PRESIDENT
“We continue to look for ways to provide whole person care to each individual, weaving our way through existing structures of care and breaking down what we see as barriers to greater health outcomes for all.”

John Albright, PRESIDENT, La Plata County



Bill Warren
VICE PRESIDENT
La Plata County



Karen Sheek
SECRETARY
Montezuma County



Chuck Forth
TREASURER
Montezuma County



Bob Juskevich, MD
La Plata County



Matt Dodson
Archuleta County



William Fisher, DDS
La Plata County



Bob Yearout
La Plata County



Berenice Lozano
La Plata County



Paul Nazaryk
La Plata County



Bobbi Lock
Montezuma County

EXECUTIVE LEADERSHIP



Bernard H. Heath Jr., Ph.D.
CHIEF EXECUTIVE OFFICER



Shelly Burke
CHIEF OPERATING OFFICER



Pam Wise Romero, Ph.D.
CHIEF CLINICAL OFFICER

OUR MISSION

Axis Health System will make a meaningful difference in the health of Southwest Colorado residents by integrating all aspects of healthcare and treating the whole person.

Reflections on the Past Year



A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

I am proud to say that Axis Health System, now in its 57th year, has become an increasingly important resource for all of us in southwest Colorado. One in every ten residents is a patient/consumer of the care provided by Axis.

We have made substantial progress in our transformation to a fully integrated, whole-person, primary healthcare system. Leading that progress was the completion of the new Archuleta Integrated Healthcare facility in Pagosa Springs. Today, more than 97% of residents in our 5 county region have access in their own county to an integrated, primary, healthcare option. More than 75% of our enrolled patients are receiving Level 5 or 6 integrated care (the highest levels of integration).

Axis also opened a new and expanded Oral Health Clinic in Durango and we added oral hygiene care as part of our integrated continuum at La Plata Integrated Healthcare. In July we were audited by Health Resources and Services Administration. We received a rare, perfect score meeting all 19 program requirements. This September we also received the National Committee for Quality Assurance certification for La Plata Integrated Healthcare as a Patient-Centered Medical Home.

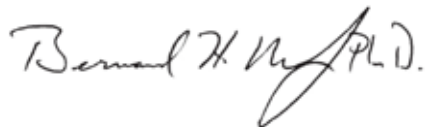
We have long understood that good business and good care are not competing priorities but two sides of the same coin. We take our commitment to the stewardship of the resources we receive very seriously. Our independent auditor, a large regional accounting and consulting firm that has a particular expertise in healthcare, praised Axis as being at the top of their healthcare providers in terms of fiscal operation and fiscal health.

In addition to delivering the best care and doing so in a fiscally responsible manner there is another characteristic that is an essential part of an outstanding organization; the ability to face challenges and to work through them constructively. In October of 2016, the Adobe Building burned to the ground taking with it our Pagosa Office. Within 2 days we were able to continue the support of our most fragile patients and in just over 2 weeks we had re-established a fully functioning office at a new location.

Of greatest challenge to Axis currently is the chaotic national healthcare landscape and major changes occurring at the State level. The changing structure of funding and the potential increase in the number of uninsured could profoundly affect our operation and the accessibility of our care.

These are challenging times and our ability to withstand these challenges and better serve our communities is due in no small part to our Board of Directors. This past year, Liane Jollon stepped off the Board and we added two great Board members: Bob Yearout and Paul Nazaryk.

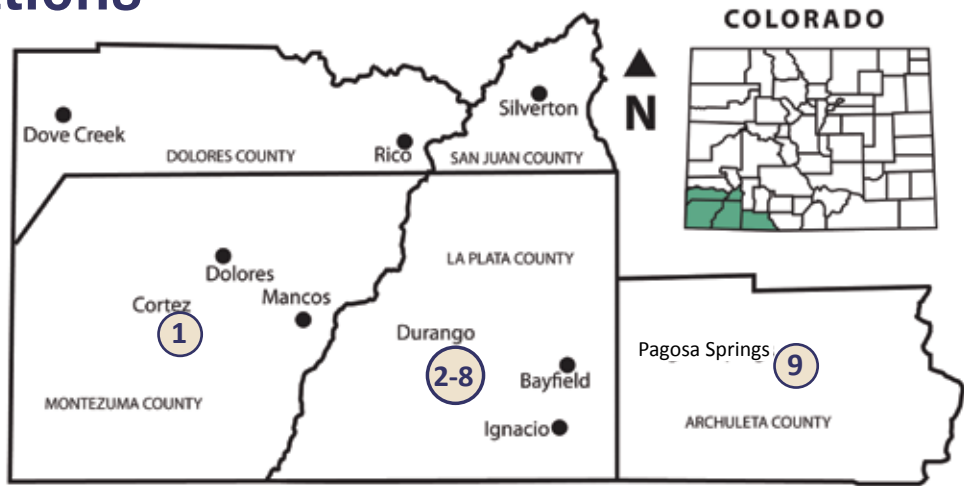
Yet again, I have to express my deepest gratitude to our Board of Directors, our management team and our incredible staff for all their hard work and their commitment.

 — Bernard Heath Jr., Ph.D.
Chief Executive Officer

OUR VALUES

- Making a meaningful difference
- Supporting family, job and intimate relationships
- Engaging all consumers and family members to the best of our ability
- Patient and consumer partnership
- Culture of change and intrapreneurship
- Commitment to excellence

Our Locations



CORTEZ INTEGRATED HEALTHCARE
691 East Empire Street
Cortez, CO 81321 970.565.7946



LA PLATA INTEGRATED HEALTHCARE
1970 East Third Avenue
Durango, CO 81301 970.335.2288



**AXIS HEALTH SYSTEM
ORAL HEALTH CLINIC**
2530 Colorado Avenue, Suite A
Durango, CO 81301 970.335.2442



**SCHOOL-BASED INTEGRATED HEALTHCARE
AT DURANGO HIGH SCHOOL**
2390 Main Avenue
Durango, CO 81301 970.375.3832



CORPORATE OFFICE
185 Suttle Street
Durango, CO 81303 970.335.2444



COLUMBINE BEHAVIORAL HEALTHCARE
281 Sawyer Drive, Suite 100
Durango, CO 81303 970.259.2162



CROSSROADS AT GRANDVIEW
1125 Three Springs Boulevard
Durango, CO 81301 970.403.0180
24-Hour Crisis Care: 970.247.5245



**SCHOOL-BASED INTEGRATED HEALTHCARE
AT FLORIDA MESA ELEMENTARY SCHOOL**
216 Highway 172
Durango, CO 81303 970.385.1168



ARCHULETA INTEGRATED HEALTHCARE
52 Village Drive
Pagosa Springs, CO 81147 970.264.2104

Patient Experience

At Axis Health System we actively review patient satisfaction feedback and value it greatly. We use this information to improve the overall patient experience and quality of care. When patients have a great experience, they tend to engage more effectively with their own care – which in turn leads to better health outcomes. As a measure of patient experience, we conduct patient satisfaction surveys twice a year. In May 2017, we collected 534 surveys across seven locations, which was 30% more surveys than the prior year. The survey results are shown at right. Our current patient satisfaction remains very high with most questions scoring at 90% or higher.

HIGHEST PATIENT SATISFACTION WAS REFLECTED IN THE FOLLOWING MEASURES:

- 93% felt their AHS provider encouraged them to ask questions and provided opportunities to participate in the development of their care plan
- 94% felt their AHS provider listened to the reasons for their visit
- 95% felt they were treated with dignity and respect by AHS staff
- 96% felt their wait time to see their AHS provider was reasonable
- 96% scored their AHS provider on a 10-point scale (with 10 as the best score) between 7 and 10
- 98% felt they were given easy to understand information regarding next steps

“During a difficult time, Axis Health gave me affordable counseling that saved my life. They were professional and also have a crisis line. ... I had a very positive experience with every aspect of their organization.”

— Public review on social media



*Celia Lowry, Behavioral
Health Professional
at Archuleta
Integrated
Healthcare*



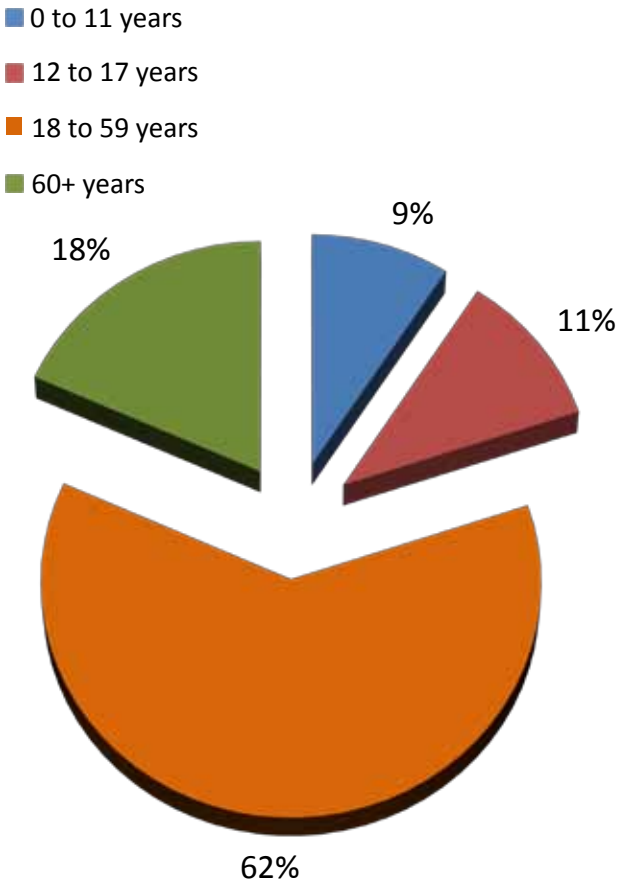
In September 2017, La Plata Integrated Healthcare received recognition status as a Patient-Centered Medical Home (PCMH) through the National Committee for Quality Assurance (NCQA).

PCMH emphasizes concepts of care coordination, team-based care and population health management. This recognition designates that our clinic is well managed, provides high quality care and services, and is working to improve the patients’ and providers’ experience of care – all while working to decrease the costs of healthcare.

Patient Data

TOTAL PATIENTS SERVED IN FY 2017: 9,442

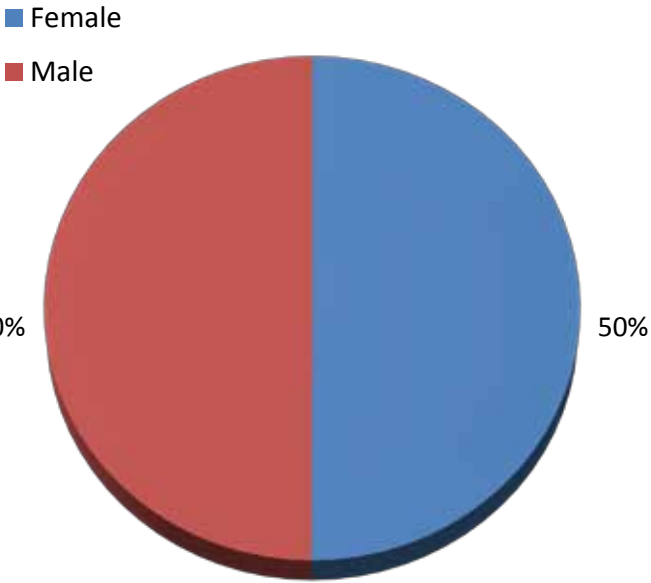
PATIENT AGES



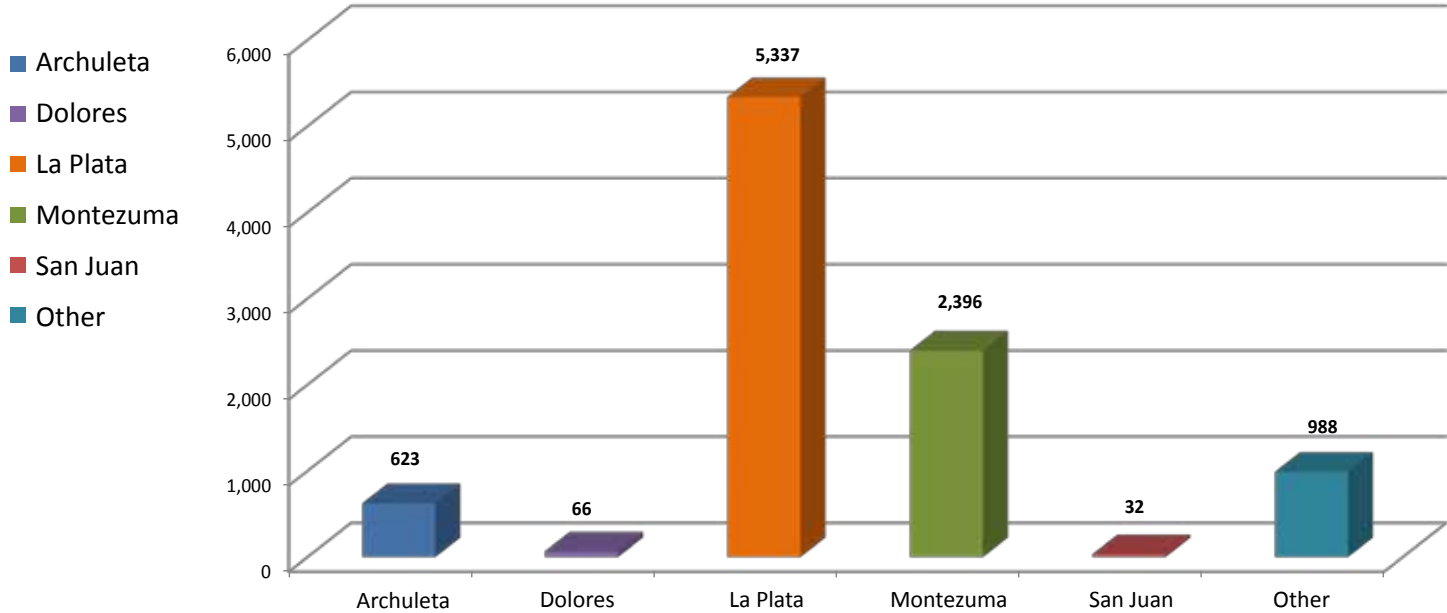
Kristi Talamante, Medical Assistant at Archuleta Integrated Healthcare, describes the function of the Health Tracker (at left).



PATIENT GENDER



PATIENTS SERVED BY COUNTY



Integration Data

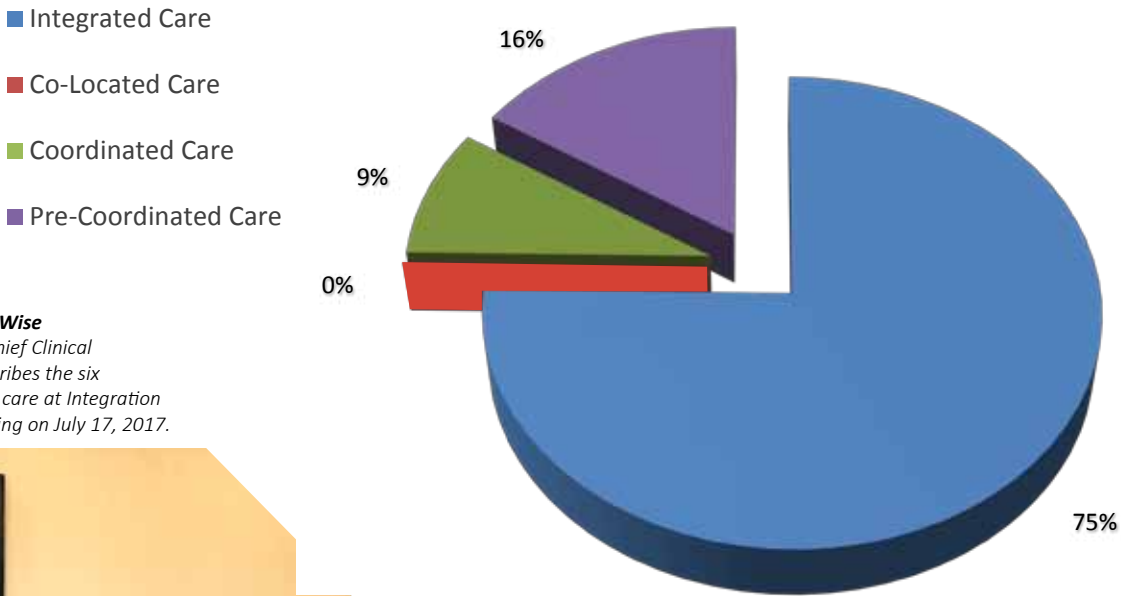
Axis Health System continues to make substantial progress in transforming to an integrated care system. Graphics on this page show the levels of integrated care we have achieved by site and percentage.

LEVELS OF CARE INTEGRATION DEFINED

The Integrated Practice Assessment Tool and details about Levels of Integration are available at www.AXIShealthsystem.org.

PRE-COORDINATED		COORDINATED Key element: Communication		CO-LOCATED Key element: Proximity		INTEGRATED Key element: Practice Change	
LEVEL 0 Exchange of Information Without Communication		LEVEL 1 Minimal Collaboration	LEVEL 2 Basic Collaboration at a Distance	LEVEL 3 Basic Collaboration Onsite	LEVEL 4 Close Collaboration Onsite with Some Systems Integration	LEVEL 5 Close Collaboration Approaching an Integrated Practice	LEVEL 6 Full Collaboration in a Transformed/Merged Integrated Practice
Columbine Behavioral Healthcare		Pagosa Springs Behavioral Healthcare	Axis Health System Oral Health Clinic	N/A	N/A	School-Based Integrated Healthcare at Durango High School	Cortez Integrated Healthcare
Crossroads at Grandview						School-Based Integrated Healthcare at Florida Mesa Elementary School	La Plata Integrated Healthcare

LEVELS OF CARE INTEGRATION BY PERCENT OF PATIENTS



Pam Wise Romero, Chief Clinical Officer, describes the six levels of integrated care at Integration College, a staff training on July 17, 2017.

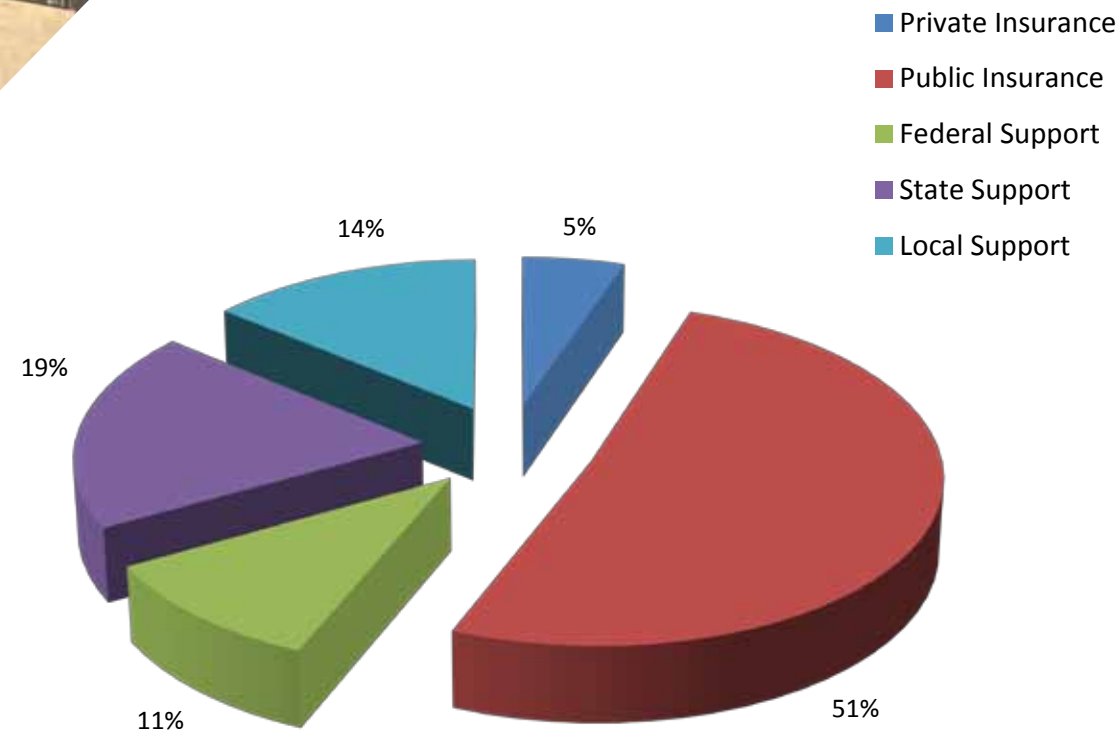




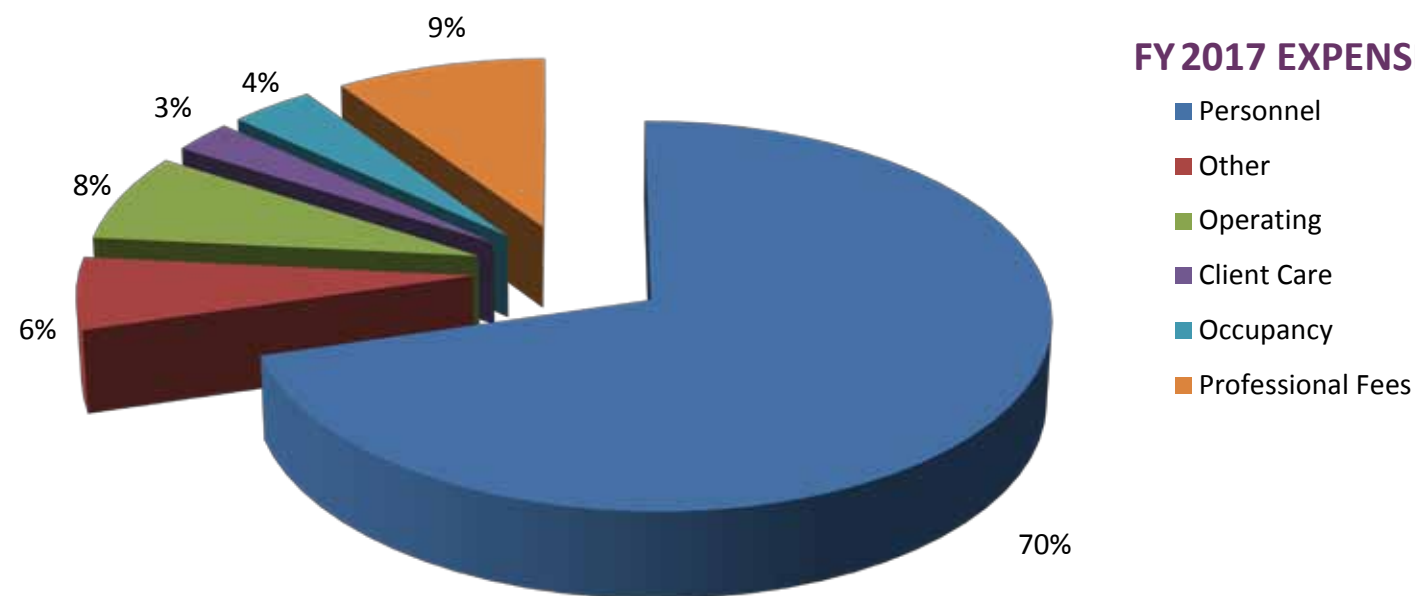
Financial Overview

AHS' Fiscal Year 2017 audit indicates a consistent and strong financial standing.

FY 2017 REVENUE



FY 2017 EXPENSES



Grants & Contributions

Axis Health System is grateful for the funding it receives in support of essential community programs.

INTEGRATED CARE
Colorado Department of Public Health and Environment for operational support of the School-Based Integrated Healthcare clinics at Durango High School and Florida Mesa Elementary School and for support of quality initiatives at Cortez Integrated Healthcare and La Plata Integrated Healthcare

Durango School District 9R for operational support of the School-Based Integrated Healthcare clinics

CARE COORDINATION
Rocky Mountain Health Plans for development of a Community Health Worker Program in La Plata and Montezuma counties

OTHER
El Pomar Foundation for capital support of the new Archuleta Integrated Healthcare clinic (opened June 2017)

COMMUNITY FUNDING
 Various specific program and access support provided by:

Towns/Cities: Bayfield, Cortez, Dove Creek, Durango, Ignacio, Mancos, Pagosa Springs, Silverton

Counties: Archuleta, Dolores, La Plata, Montezuma, San Juan

Other: Upper San Juan Health Services District

United Way: Archuleta, La Plata and Montezuma counties



Members of the AHS Regional Crisis Team are pictured at Crossroads at Grandview in Durango, from left: **Laura Agurkis**, Clinical Provider; **Katharine Sargent**, EMT Coordination Specialist; **Taylor Messina**, Behavioral Health Provider; and **Kim Cutright**, Engagement Specialist.

A Year in Review

A look back at AHS across our locations over the past Fiscal Year 2017 – July 1, 2016, to June 30, 2017.

July 16, 2016
HR Software
AHS implemented Bamboo HR to support recruitment and streamline our personnel management system.

Aug. 26, 2016
IT Security
The IT team improved security and access by completing the Access Control System across all locations.

Dec. 1, 2016
Senior Reach
This program was launched in La Plata County to connect seniors to care and services.

Dec. 6, 2016
Same-Day Access
Same-Day Access scheduling was rolled out at La Plata Integrated Healthcare.

Jan. 9, 2017
Patient Portal
A pilot for patients to have access to elements of their healthcare records was launched at La Plata Integrated Healthcare.

Jan. 12, 2017
Zero Suicide
AHS engaged in this initiative, curriculum and training as an organizational commitment to suicide prevention for patients in our healthcare system.

May 1, 2017
Oral Health
The Axis Health System Oral Health Clinic relocated to a larger location to support expanded service capacity.

May 12, 2017
Pediatrician
Pediatrician Dr. John Pearsall was hired full time to provide pediatric care at Cortez Integrated Healthcare.

June 5, 2017
Integration
Archuleta Integrated Healthcare opened in Pagosa Springs. AHS Board, staff and construction teams broke ground on the year-long construction project on Aug. 24, 2016.

June 30, 2017
Document Management
Tier 2 of Compliance 360 was implemented. This electronic document management system provides convenient access to policies, procedures and contracts.

June 30, 2017
PCMH
AHS prepared the application for recognition as a Patient-Centered Medical Home (PCMH) through the National Council for Quality Assurance. Recognition was awarded Sept. 11, 2017.



ABOVE: The AHS Oral Health Clinic staff moved from 701 Camino Del Rio to 2530 Colorado Avenue on May 1, 2017.

RIGHT: An oral health operatory in the new clinic.

FAR RIGHT: The exterior of the AHS Oral Health Clinic, off of Florida Road in Durango.



ABOVE: The Archuleta Integrated Healthcare architect's rendering (top) and the finished building (bottom).

RIGHT: Elijah Foss gets down to earth at the ground-breaking event.



ABOVE: AHS Board members, executive leaders and local elected officials break ground on Archuleta Integrated Healthcare on Aug. 24, 2016, in Pagosa Springs.

LEFT: Pagosa Springs Mayor Don Volger consults with Chloe Alford on ground-breaking technique.



Kristine Hynes, DDS, Oral Health Director, is ready for her next patient.

THANKS TO OUR STAFF

This past year has been filled with extraordinary opportunities and challenges as we partnered to deliver on our mission. Each step of the way, our staff has been committed, focused, creative and compassionate in the delivery of exceptional healthcare. Building a culture of resiliency and excellence is the foundation that will carry us forward in the year to come. Our teamwork improves the health of our patients and the health of our communities. Thank you to all of our team members throughout the organization for making the mission real each and every day.

