



Opal Lake near Pagosa Springs

2020 ANNUAL REPORT



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OFFICER



“So in the middle of the swirl and chaos all around us, thanks to everyone for all you do, and for supporting each other through these times.”

In the midst of all the challenges of the day, my practice lately has been to focus on whatever positive insights or clarity I can glean from the situation at hand.

There is, no doubt, a great amount of pressure coming to bear in all of our worlds, both internal and external. I believe circumstances of greatest pressure can bring breakthrough and growth on the one hand, but without the right ingredients can sometimes just bring breakdown and destructiveness. We’re seeing both sides of this playing out today.

This is also a time of practicing great patience. As quickly as it seems that everything is moving, there is a need to exhibit patience at the same time. Is it possible to be patient in such frenetic times? I believe when you give your all to something, it transforms the situation. It brings life to whatever you touch, especially when done in a conscious manner. Pretty challenging. It is also what is required at this time.

At Axis Health System, we have been challenged this year with a multitude of circumstances. We successfully merged with Frontier Community Health Center, met the COVID-19 virus head-on and continue to do so, overcame financial pressures with certainly more to come, and I would guess no one has been spared the personal pressures. I know I speak for the entire board of directors in a most heartfelt way in my praise for the staff at Axis and the way everyone has stepped up at this time.

Our mission is to make a meaningful difference in the lives of those in our community. It extends beyond healthcare to the extra mile we go to make a difference, and this is indeed a critical time for many people. So in the middle of the swirl and chaos all around us, thanks to everyone for all you do, and for supporting each other through these times. True leadership shines in times of crisis. I have deep gratitude for the staff, board and community members who all contribute to making this meaningful difference.

— **John Albright**
Axis Health System Board President

**Engaging
our patients
as partners**

**Culture of
change and
intrapreneurship**

**Compassion
for all**

Our Mission

Axis Health System will make a meaningful difference in the health of Southwest Colorado communities, working to integrate all aspects of healthcare and treat the whole person.

**Exceptional
healthcare**

**Commitment
to excellence**

Axis Health System

BY THE NUMBERS

17 PROVIDERS

73 ADMINISTRATIVE STAFF MEMBERS

192 CLINICAL STAFF MEMBERS

282 total
DEDICATED & CARING INDIVIDUALS



“As you look through this 2020 Annual Report, I believe you will see the impact we have made in our communities and the passionate team that makes our mission come alive.”

Axis Health System has had a mission of making a meaningful difference in the healthcare of the residents of Archuleta, Dolores, La Plata and San Juan counties for over 60 years. This is an incredible mission, and in a “normal” year would have been a cause for celebration and gathering together to reflect on our past and look forward to our future. However, as we all know... 2020 was not normal.

As I look back on my first year as CEO, I see a year with significant disruption, distraction and discord that was counterbalanced by incredible heroism, humility and honor. When looked at on the whole, 2020 was a year of stark contrasts and challenges that has, and will continue to, create new and different opportunities. I am incredibly proud to say that simply surviving this year did not become our sole focus. Survival was certainly a large part of the equation over the last year, but I am proud that we did not let it strictly define us. We balanced the immediacy of our crisis planning and response against our goals and strategic view of the future.

We came to understand our role as an essential community healthcare provider during COVID-19 differently, in order to ensure access to our services and support our communities and patients during a sustained public health crisis. At the same time, we successfully completed a merger with Frontier Community Health Center to improve the long-term sustainability of community healthcare, enhance care integration and improve access to behavioral healthcare across the five counties of Southwest Colorado.

It is important for me to note that we were able to stand steady in service to our mission, values and strategy during COVID-19 due in no small part to: the commitment of our staff to preserve access to care for our patients; the clear and direct strategic support of our Board of Directors; and the tireless work of the management and leadership staff who created the safe, stable environment for our teams to carry on their work amidst a global pandemic.

As you look through this 2020 Annual Report, I believe you will see the impact we have made in our communities and the passionate team that makes our mission come alive. I am proud of this organization and all who are part of it.

While the future isn’t clear and a new normal is not yet visible on the horizon, Axis Health System is committed to courageously facing the future and working together for the health of our communities. We will continue the tradition of making a meaningful difference... even if it is one day at a time.

– Shelly Burke

Axis Health System Chief Executive Officer

To improve the quality, efficiency and value of the healthcare services provided by the nation's health centers and to celebrate their recent achievements in providing care to more than 28 million patients nationwide, Health Resources and Services Administration (HRSA) provides Quality Improvement Awards. In 2020, Axis Health System received the following awards for its Community Health Centers.



Access Enhancer

Recognizes the increase in the total number of patients served and number of patients with access to comprehensive services.



Health Disparities Reducer

Recognizes meeting or exceeding Healthy People 2020 goals or making at least a 10% improvement across different racial or ethnic groups.



Value Enhancer

Recognizes improved cost of care delivery as compared with the national average, while also increasing quality of care and improving patient access.



Advancing HIT for Quality

Recognizes the optimization of Health Information Technology (HIT) services, advancing telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access and advance quality of care.

Clinical Quality Improver

Axis Health System was also a Clinical Quality Improver. HRSA recognizes health centers that improved quality of care and demonstrated at least 15% improvement for each clinical quality of care measure from 2018 to 2019.



Patient-Centered Medical Home (PCMH)

Three Axis Health System clinics are recognized as Patient-Centered Medical Homes (PCMH) through the National Committee for Quality Assurance (NCQA): *La Plata Integrated Healthcare*, *Cortez Integrated Healthcare* and *Dove Creek Integrated Healthcare*. PCMH emphasizes concepts of care coordination, team-based care and population health management. This recognition demonstrates that our clinics are well managed, provide high quality care and services, and are working to improve the patients' and providers' experience of care.



**We believe
in engaging
patients as
our partners.**

A patient meets with a dental hygienist at La Plata Integrated Healthcare. On-site screenings and cleanings are part of the integrated care at the clinic.

Axis Health System provides quality healthcare across the lifespan in Montezuma, Dolores, La Plata, Archuleta and San Juan counties.

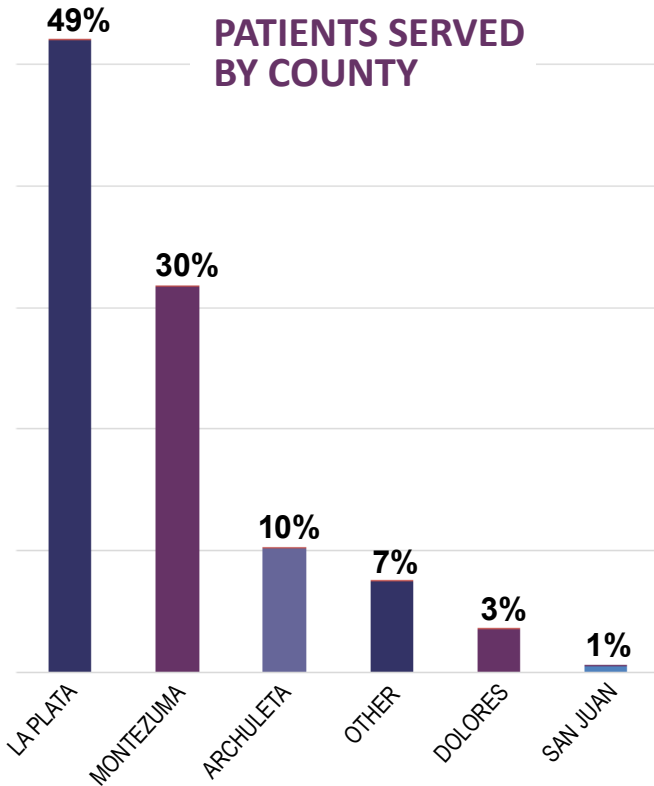
- Primary medical care for all ages
- Women's healthcare
- Telehealth options
- Family planning
- Chronic condition management
- Behavioral health crisis care
- Dental services
- Pharmacy
- Counseling
- Psychiatric services
- Substance use treatment
- Care coordination
- Psychiatric stabilization (Acute Treatment Unit)
- Withdrawal management (Detox Unit)
- Drug and alcohol monitoring
- Insurance and Medicaid enrollment

WHO WE SERVE

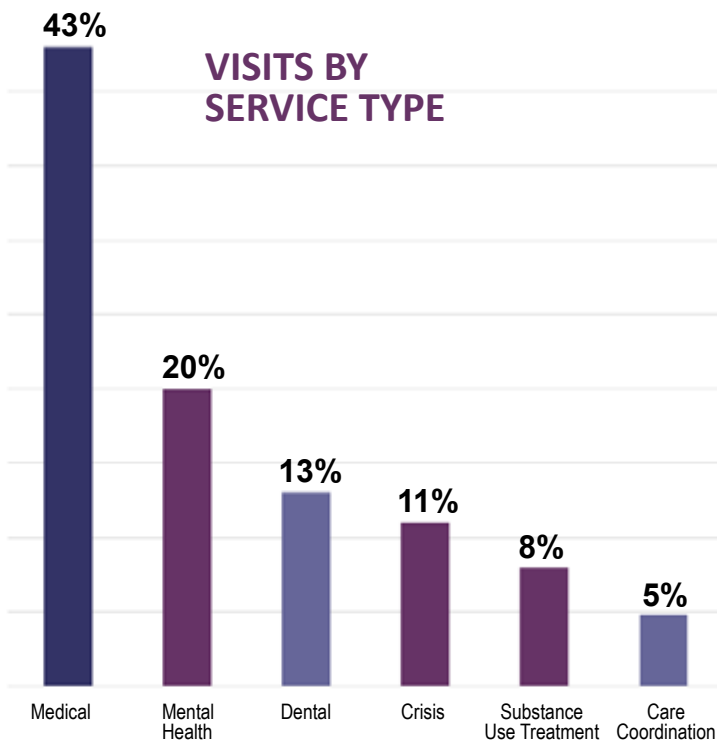
TOTAL PATIENTS
SERVED IN FY 2020:

10,569

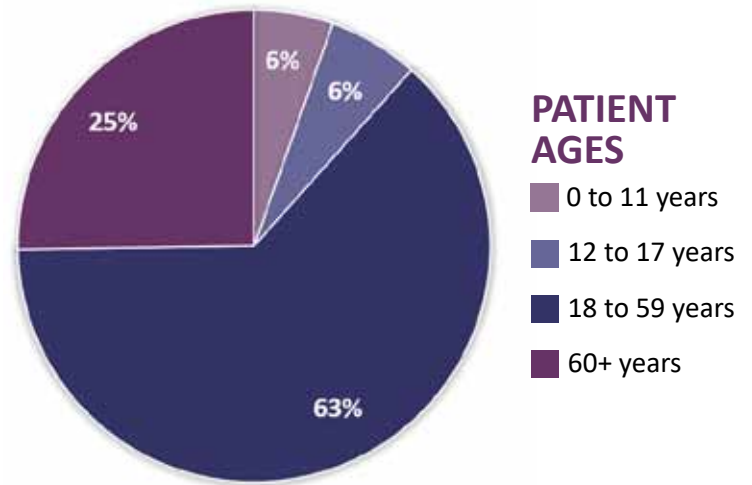
PATIENTS SERVED BY COUNTY



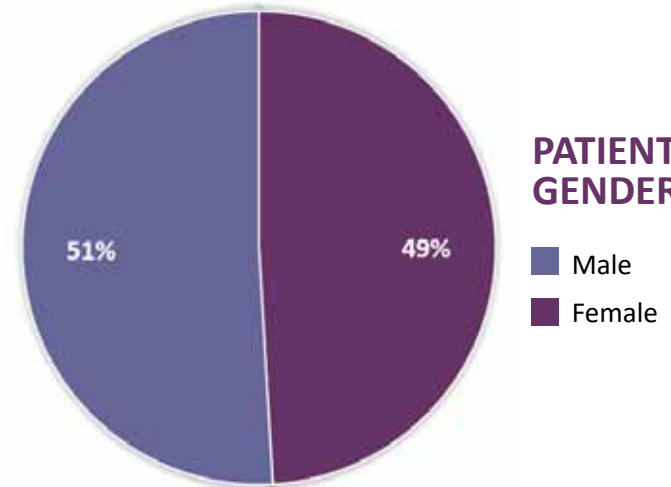
VISITS BY SERVICE TYPE



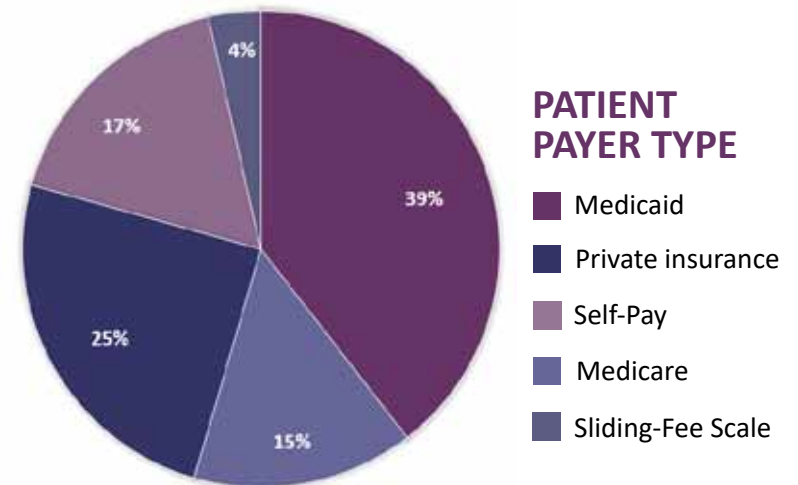
PATIENT AGES



PATIENT GENDER



PATIENT PAYER TYPE



BY THE NUMBERS

154 VETERAN PATIENTS

141 PATIENTS EXPERIENCING
HOMELESSNESS



We ensure everyone we care for feels welcomed.

Axis Health System staff (from left) Gary Meisner, Melanee Hodge and Dr. Luke Casias met with students and parents at Fort Lewis College's 2019 freshman orientation event. Dr. Casias spends one day of his week serving as Medical Director of the FLC Student Health Center.

Patient Satisfaction Survey May 2020: 520 responses across all our locations

BY THE NUMBERS

98% of patients felt satisfied with the care provided

95% of patients would recommend their provider to a friend or family member

97% of patients felt they were treated with dignity and respect

99% of patients felt their provider explained things in a way that was easy to understand

96% of patients felt their healthcare provider listened to the reasons for their visit

98% of patients felt their wait time to see their provider was reasonable



On May 1, 2020, Frontier Community Health Center merged with Axis Health System to increase healthcare access for residents of Dolores and Montezuma County.

The Merger

BY THE NUMBERS

26 FRONTIER EMPLOYEES
Welcomed to Axis

2 LOCATIONS
Now known as Dove Creek Integrated Healthcare & Cortez Oral Health Clinic

1,532 PATIENTS
Welcomed to Axis



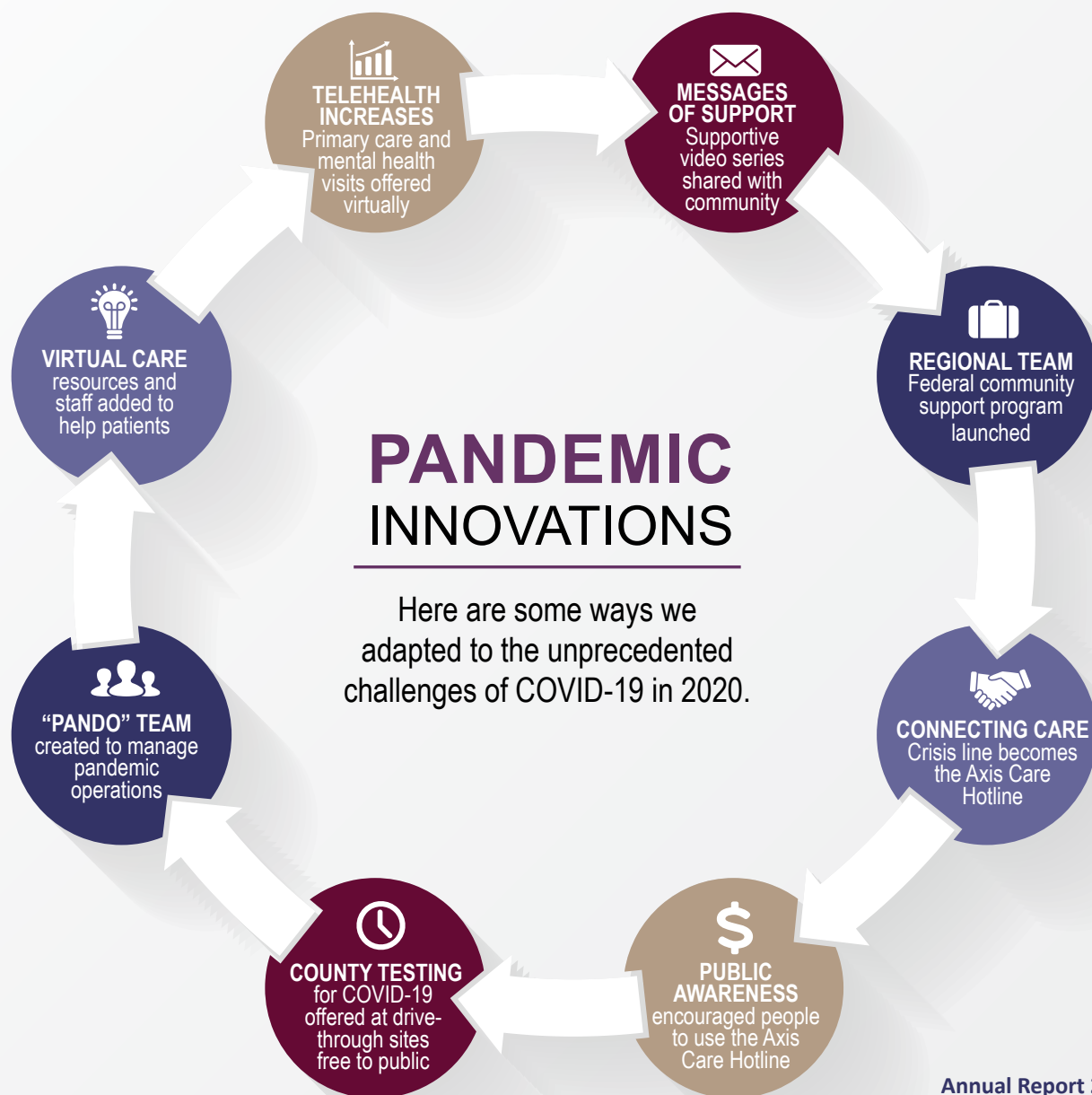
“We complement each other in so many ways. This merger allows us to leverage our staff much more effectively for the good of our communities.”

– Lincoln (“Linc”) Pehrson,
previous CEO of Frontier
Community Health Center,
now the Chief Integration
Officer of Axis Health System



We support our communities with responsive healthcare.

Staff began COVID-19 testing on June 17, 2020 (from left): Shaina Nawrocki, Adonna Cole, Tanya Blackwater and Karra Ratliff.



10 WAYS WE SUPPORT COMMUNITY

Healthcare for the Homeless

Services connect patients experiencing homelessness to sustainable housing, case management and wraparound healthcare

Outreach Specialists

Help for underserved patients with social determinants of health, such as transportation, food insecurity and housing

Jail-Based Behavioral Health Services

Building relationships to help inmates engage in care while incarcerated and with support after their release

SMART Recovery

An evidence-based program – offered virtually during the pandemic – to help people manage recovery from addictive behaviors

Insurance and Medicaid Enrollment

Assistance with completion of Medicaid applications or enrollment in a Qualified Health Plan through Connect for Health Colorado

1

2

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10

Community Counseling Assistance Program (CCP)

Assistance offered to people during the COVID-19 pandemic, including emotional support, connection to helpful resources, coping strategies and referrals

Senior Reach

Support for the well-being, independence and dignity of older adults in La Plata County, including short-term counseling, referral to resources and depression screenings

Medication Assisted Treatment (MAT)

Comprehensive care that includes the use of medications and therapy for recovery and to help protect against overdose

Mental Health First Aid (MHFA)

A skills-based training course available to the community that teaches participants about mental health and substance-use issues

Crisis Intervention Training (CIT)

Training for law enforcement (since 2003), including tools for identifying, preventing and de-escalating crisis situations



**We encourage
innovation
and creativity.**

Staff at the Axis Health System Acute Treatment Unit (ATU) hold Caring Contacts notecards (from top left): Addie Bryant, Mia Frank, Joseph Prekup; from bottom left, Greg Hill, Annie Holmes and Molly Rodriguez. The notecards were funded by the Heart of Axis program and are used to stay connected with patients after they receive crisis care.

Our staff decides on community awards and patient projects through our annual Heart of Axis giving campaign. Awards in 2020 were presented to:

COMMUNITY AWARDS

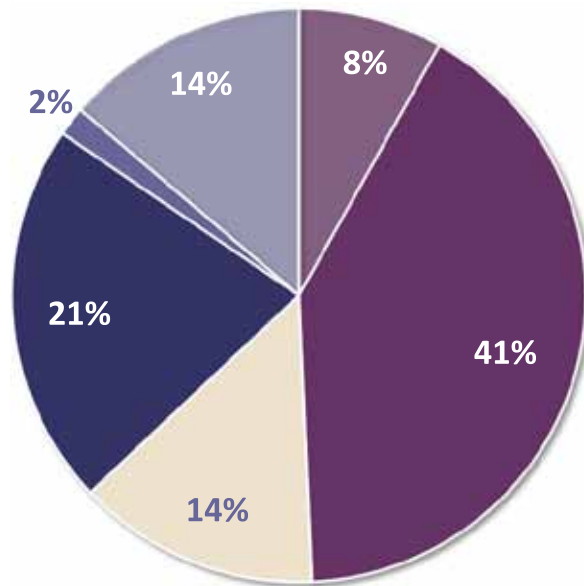
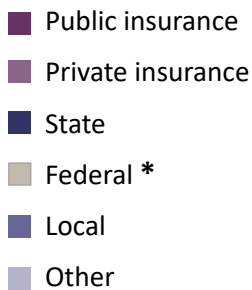
- Grief Center of Southwest Colorado
- La Plata Family Centers Coalition
- La Plata Youth Services
- Medicine Horse Center
- School Community Youth Collaborative

PATIENT PROJECTS

- Home Blood Pressure Monitoring
- Shower Punch Cards
- Acute Treatment Unit Wellness
- Thrift Store Gift Cards
- Bus Passes

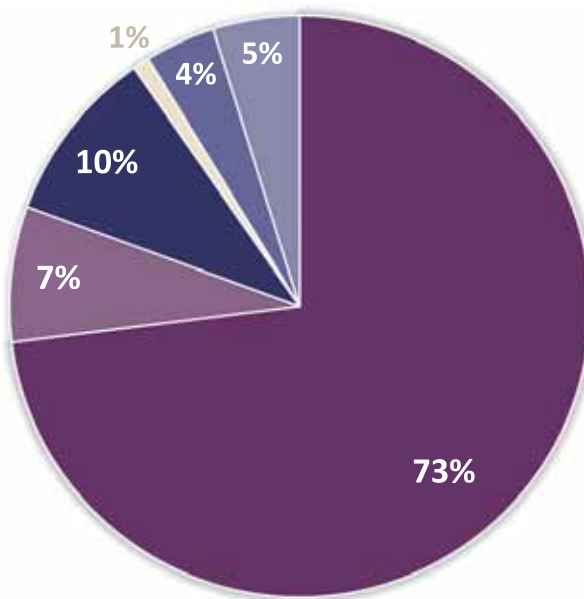


FY 2020 REVENUE



* Axis Health System proudly partners with the federal Health Resources and Services Administration of the U.S. Department of Health and Human Services, which provided approximately 14% of the organization's annual operating budget.

FY 2020 EXPENSES



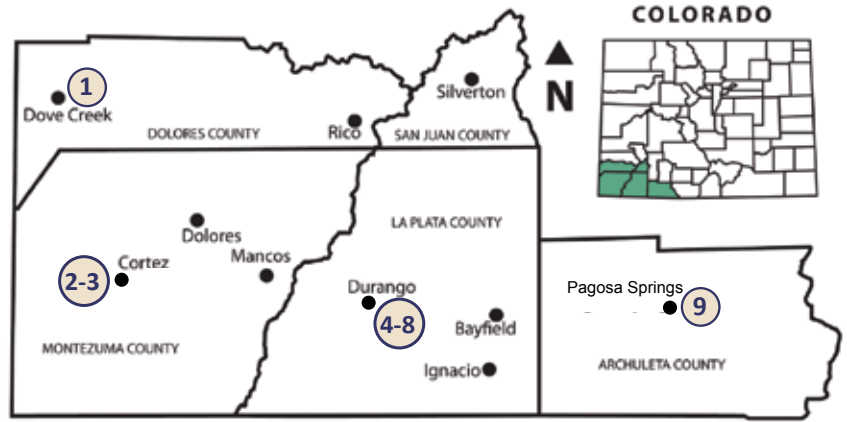
THANK YOU FUNDERS

Axis Health System funding was provided by:

- Rocky Mountain Health Plans
- The Colorado Health Foundation
- Delta Dental of Colorado Foundation
- The Denver Foundation
- Caring for Colorado Foundation
- Colorado Cancer Screening Program
- Colorado Office of eHealth Innovation
- The United Health Foundation
- Federal Emergency Management Agency (FEMA)
- La Plata County
- Dolores County
- Montezuma County
- City of Cortez
- City of Durango
- Town of Bayfield
- Town of Dove Creek
- Town of Ignacio
- Town of Mancos
- Town of Pagosa Springs
- Town of Silverton

LOCATIONS

We have served Southwest Colorado for 60 years. Our nine locations serve a five-county region, which includes Dolores, Montezuma, La Plata, San Juan and Archuleta counties.



DOVE CREEK INTEGRATED HEALTHCARE

495 West Fourth Street, Dove Creek, CO 81324
Main: 970.677.2291 • Dental: 970.677.3644



CORTEZ ORAL HEALTH CLINIC

101 South Maple Street, Suite B, Cortez, CO 81321
970.565.1800



CORTEZ INTEGRATED HEALTHCARE

691 East Empire Street, Cortez, CO 81321
970.565.7946



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 Blvd.; Durango, CO 81301
970.403.0180



LA PLATA INTEGRATED HEALTHCARE

1970 East Third Avenue, Durango, CO 81301
970.335.2288



DURANGO ORAL HEALTH CLINIC

2530 Colorado Avenue, Suite A, Durango, CO 81301
970.335.2442



ARCHULETA INTEGRATED HEALTHCARE

52 Village Drive; Pagosa Springs, CO 81147
970.264.2104



AXIShealthsystem.org • **24/7 Axis Care Hotline:** 970.247.5245

Corporate Office: 185 Suttle Street; Durango, Colorado, 81303

Your health...We're in this together.