



# FY2023 ANNUAL REPORT



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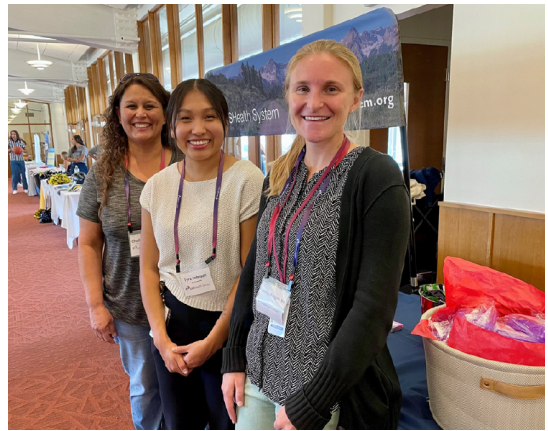
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# CONNECTING OUR COMMUNITIES



*“Axis Health System’s mental health and addiction treatment services, as well as round-the-clock crisis intervention, don’t just save lives - they strengthen the entire community.”*

*- Senator John Hickenlooper*

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# LETTER FROM THE PRESIDENT

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*“Change is the law of life. And those who look only to the past or present are certain to miss the future.”*

*- John F. Kennedy*

In the early 2000s, Axis Health System made the decision to integrate primary and behavioral healthcare to care for the whole person. Today, that decision seems to have been prescient and obvious.

At the beginning of the COVID-19 pandemic, Shelly Burke, our CEO, advised our Board that we would have two health crises to address. The first was obvious, but the second was less so. What I did not understand was that the physical health protection measures associated with COVID-19 would contribute to increased social isolation and anxiety, triggering a secondary behavioral health crisis. As a result, the integration of care is more important than ever. During this same time, we experienced the “Great Resignation,” political and international turmoil, and an uncertain economy. All of which continue to impact the health and well-being of our patients, our communities, and our world. The challenge for Axis has been how to prioritize and adapt as a community healthcare provider.

In response, Axis expanded our co-responder programs and capacity and increased our community training for suicide prevention and de-escalation across our entire 11-county region. We recently completed the planned expansion of the Cortez Integrated Healthcare clinic, adding a pharmacy, consolidating dental services, and increasing capacity for primary care and behavioral health. This year, Axis also acquired the former Mercury building in Durango to create a similar healthcare campus with expanded oral health, primary care, and behavioral health while adding space to increase community pharmacy access, which has been a long-term strategic goal for the Board.

So, what is next? Nobody knows for sure. But whatever challenges we face, I am confident our staff will continue our work to improve health outcomes and quality of life for our patients.

A handwritten signature in black ink that reads "Paul Nazaryk". The signature is written in a cursive, flowing style.

**PAUL NAZARYK**  
**AXIS BOARD PRESIDENT**



## A WORD FROM THE CEO

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Reflecting on the past year, I feel a profound sense of continued purpose and gratitude for the entire Axis Health System team. Despite the unprecedented whirlwinds impacting healthcare over the last several years, we continue to find opportunities for improvement that align with our mission, vision, and values. We remain committed to strengthening our continuum of care and evolving how we contribute to the health and well-being of our communities here in rural Colorado.



Recently our staff shared a story with me about a young person we served in one of our oral health clinics. This young patient had multiple dental issues that had not been addressed due to a series of prolonged financial challenges experienced by the family. Through a phased care approach, we addressed her dental needs over the course of a year while we also worked with the family to help them secure stable housing. Shortly after completing treatment, the patient's mother shared with us that the dental services had alleviated her child's chronic pain and the child's confidence was rebounding. The mother expressed relief and appreciation that her child was now doing much better physically, socially, and academically.

I share this story because a healthcare home that sees and treats its patients as individuals holds the potential to change lives. For me, the heart of community-based healthcare is continuing to find better ways to respond to the healthcare needs of the whole person. No single system or provider can effectively address the entire continuum of care alone so we must work thoughtfully to close gaps where we can as well as collaborate with other key community partners and resources where we are able.

In this report, I believe you will see the depth and breadth of the impact we had this past year as we continue to focus on providing exceptional care that reduces health disparities, improves quality of life for our patients and positively impacts our communities. Together, our staff and our Board know that the work we do matters both in our clinics and in our communities.

  
**SHELLY BURKE, CEO**



OUR MISSION IS TO  
MAKE A MEANINGFUL  
DIFFERENCE THROUGH  
HEALTHCARE  
INNOVATION AND  
CARING FOR THE  
WHOLE PERSON.



Axis Health System Board of Directors

# ABOUT **AXIS**

Axis is a 501(c)(3) tax-exempt nonprofit. Since 1960, Axis has been committed to residents across our region as a Community Mental Health Center (CMHC), a licensed Substance-Use Treatment Provider, and a Health Resources and Services Administration (HRSA) designated Community Health Center (CHC). Axis was the first organization in Colorado with all three designations.



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# EXECUTIVE LEADERSHIP

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**Shelly Burke**  
Chief Executive  
Officer



**Shelly J. Spalding**  
Chief Operating  
Officer



**Alex Conrad, CPA,  
MBA**  
Chief Administrative  
Officer



**Shay Denning, JD**  
Chief Legal Officer  
and General Counsel



**Pam Sharratt, PhD**  
Chief Strategy  
Officer



**Tina Squires**  
VP of People  
Strategy



**Chuck Southcotte**  
VP of Business  
Technology



**Ryan Pierce**  
VP of Finance



**Sarada Leavenworth**  
VP of  
Administration



**Lincoln Pehrson**  
VP of Operations



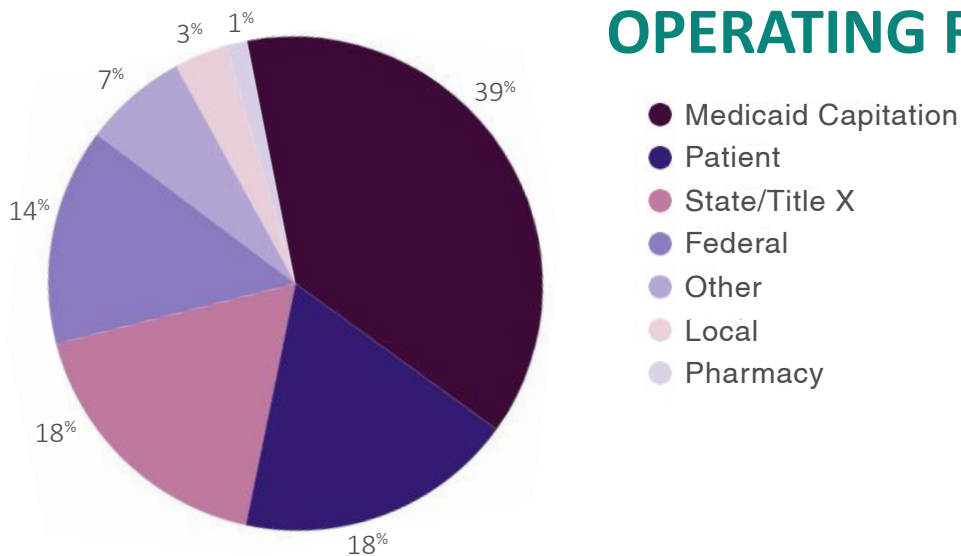
**Stephanie Allred,  
PhD**  
VP of Integrated  
Health



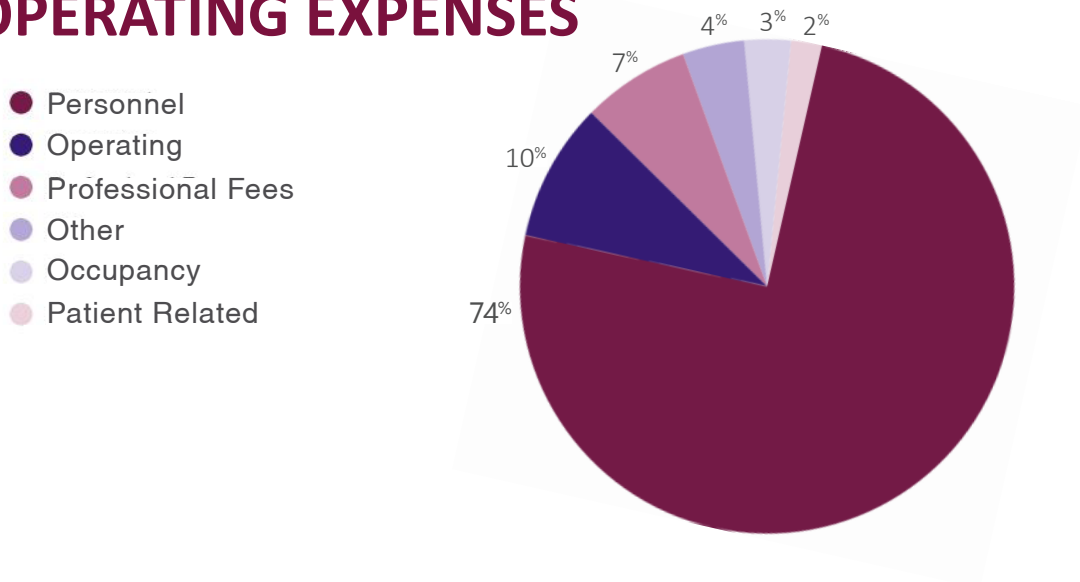
**Brian Ensign,  
LCSW, LAC**  
VP of Behavioral  
Health

# FINANCIALS AT-A-GLANCE

## OPERATING REVENUE



## OPERATING EXPENSES



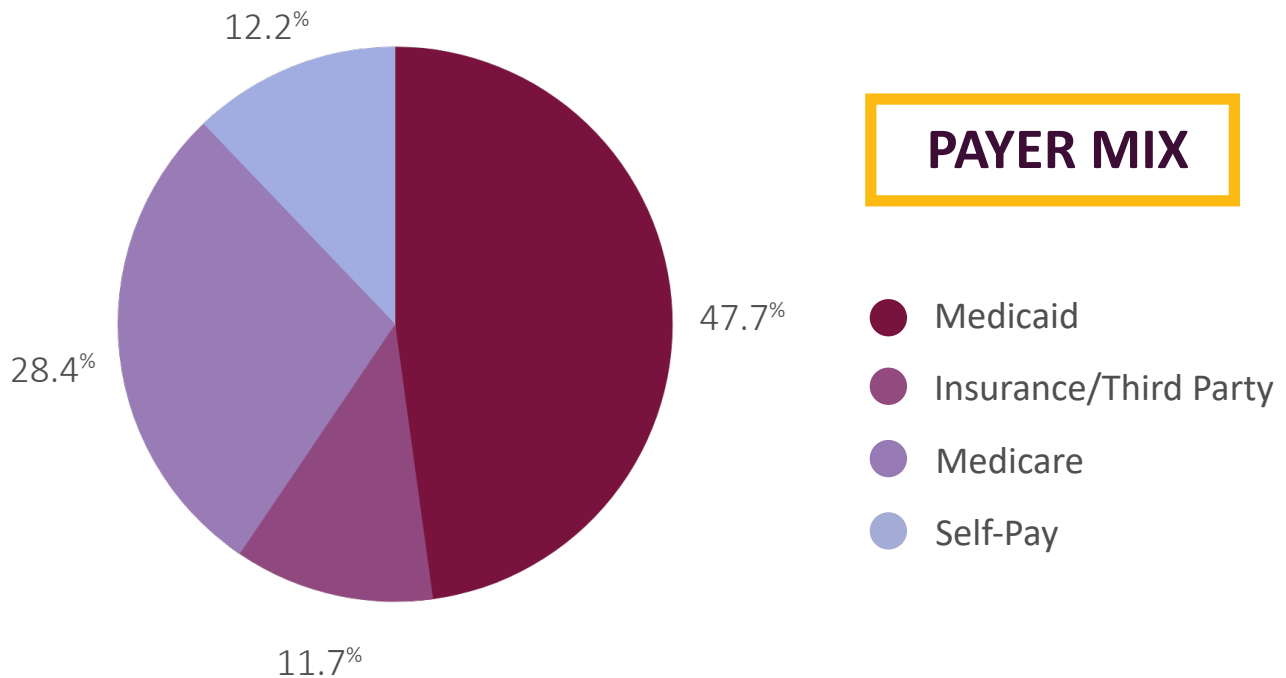
The Axis Health System Community Health Center is supported by federal funding provided by the Health Resources and Services Administration (HRSA) of the US Department of Health and Human Services (HHS).



# PATIENT DASHBOARD

PATIENTS SERVED: 17,040

SERVICES PROVIDED: 167,798



# COMMUNITY IMPACT

**498**

PEOPLE ON STAFF

**1,200**

COMMUNITY MEMBERS TRAINED

**11**

COUNTIES

**\$62.9<sup>m</sup>**

ECONOMIC IMPACT OF CURRENT OPERATIONS\*



## COMMUNITY TRAINING PROGRAMS

- Question Persuade Refer (QPR)
- Mental Health First Aid (MHFA)
- Community Intervention Team (CIT)
- Changing Our Mental and Emotional Trajectory (COMET)
- Disaster Behavioral Health (DBH)
- Mental Health Hold Training
- Crisis De-escalation 101

\*Bureau of Labor Statistics 2023

# PATIENT EXPERIENCE



*“Absolutely amazing team, love coming in for an appointment, treated like family.”  
-Axis patient*



The Health Resources and Services Administration (HRSA) Health Center Program awarded Axis two Community Health Quality Recognition (CHQR) Badges in 2023. Axis is also a recognized Patient-Centered Medical Home.



# 1,071

PATIENT SATISFACTION  
SURVEYS COMPLETED

# 96%

WOULD RECOMMEND AXIS  
TO AN ACQUAINTANCE,  
FRIEND, OR  
FAMILY MEMBER

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# INNOVATION IN THE FIELD

## COMMUNITY RESPONSE PROGRAMS

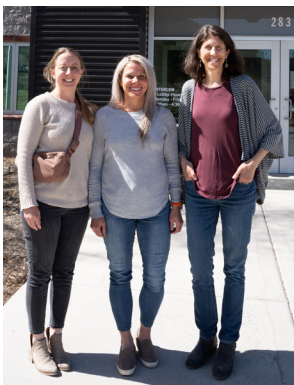
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Our response programs have exceeded expectations in terms of the broader community reach and strengthening of our relationships within our communities.

While each of these programs is slightly different, they are examples of committed, collaborative problem solving and upstream interventions that are proving to be very effective.

- » **Delta County, Co-Responder**
- » **City of Durango, Co-Responder**
- » **La Plata County, Co-Responder**
- » **Montrose County, Co-Responder**
- » **Montezuma County, Community Intervention Program**

**4,417**  
PROGRAM CONTACTS IN  
FY2023



# IMPROVEMENTS & EXPANSION

## CORTEZ INTEGRATED HEALTHCARE & REGIONAL CRISIS CENTER-MONTROSE



*“We’ve worked for a long time to find the best way to truly integrate care, and this construction project makes that possible by bringing pharmacy and dental to the CIH campus on Empire Street in Cortez.”*

*- Pam Sharratt, PhD  
Chief Strategy Officer*



The Cortez Integrated Healthcare expansion project was completed. The clinic now has a drive through pharmacy for patients and the community and integrates oral health services which are identified needs in the community and improve our healthcare home model.

Facility improvements to support our crisis response capacity were also completed. The Regional Crisis Center – Montrose was renovated to improve the patient experience and capacity for our walk-in crisis services. Renovations were also completed at the Regional Crisis Center – Durango to accommodate the growth in crisis services and to improve our on-call respite program.

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# PROGRAM EXPANSION HIGHLIGHTS

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**INTENSIVE OUTPATIENT PROGRAM (IOP)**, a substance use treatment program, expanded to Gunnison County. Using the Matrix Model, this program includes evidence-based practices and structured social support.



**MEDICATION-ASSISTED TREATMENT (MAT)** is now available throughout our 11-county region including streamlined access through our integrated primary care clinics.



**AXIS' SUICIDE PREVENTION PROGRAM FOR YOUTH AND YOUNG ADULTS** expanded to include Montrose, San Miguel, Delta, Gunnison, and La Plata counties.



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# THANK YOU TO OUR FUNDERS

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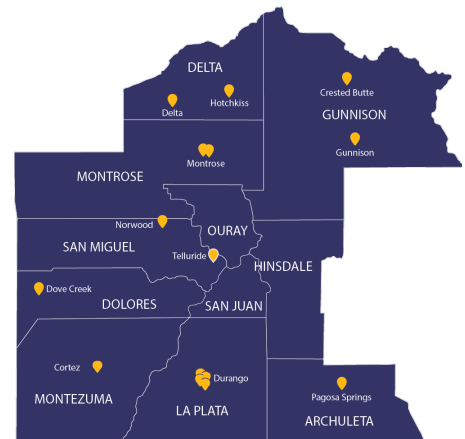
- CITY OF DURANGO
- COLORADO BEHAVIORAL HEALTH ADMINISTRATION
- COLORADO DEPARTMENT OF HEALTH AND ENVIRONMENT
- COLORADO DEPARTMENT OF HEALTHCARE POLICY AND FINANCING
- COLORADO DEPARTMENT OF LABOR
- COLORADO DEPARTMENT OF LOCAL AFFAIRS
- COLORADO DIVISION OF CRIMINAL JUSTICE
- COMMUNITY HEALTH PROVIDER ALLIANCE
- DEPARTMENT OF LOCAL AFFAIRS
- DOLORES COUNTY
- FEDERAL COMMUNICATION COMMISSION
- GATES FAMILY FOUNDATION
- HEALTH RESOURCES & SERVICES ADMINISTRATION
- LA PLATA COUNTY
- ROCKY MOUNTAIN HEALTH PLANS
- THE COLORADO HEALTH FOUNDATION
- TOWN OF BAYFIELD
- TOWN OF DOLORES
- TOWN OF IGNACIO
- TOWN OF MANCOS
- TOWN OF PAGOSA SPRINGS





# AXIS Health System

## LOCATIONS & SERVICES



*Visit us online to learn more.*

[axishealthsystem.org](http://axishealthsystem.org)

24/7 AXIS Care Line: 970.247.5245

- Acute Treatment Unit
- Assertive Community Treatment (ACT)
- Cancer Screening
- Case Management
- Chronic Disease Management
- Co-responder Programs
- Crisis Care
- Crisis Stabilization Unit
- Dual-diagnosis Treatment
- DUI Services
- Engagement and Outreach Services
- First Episode of Psychosis Program
- Healthcare for the Homeless
- Jail-based Behavioral Health
- Jail-transitions
- Medication Management and Evaluation for Psychiatric Medications
- Medication-assisted Treatment for Opioid Use Disorder
- Mental Health and Substance Use Assessments
- Naloxone Education & Distribution
- Nutrition & Diabetes Education
- Oral Health *\*Preventative, restorative, and emergency dental care*
- Peer Support Services
- Pharmacy
- Primary Care
- Psychiatric Evaluation
- School-based Behavioral Health
- Sexual Health & Family Planning
- Substance Use Treatment & Counseling
- Supported Employment & Educating Services
- Therapy - Individual, Group, and Family (all ages)
- Title X Family Planning Services
- Vaccinations (all ages)
- Vaccinations for Children Program
- Vivitrol Treatment
- Withdrawal Management Services

