



Vail Valley Medical Center

Community Report 2010



Vision

Vail Valley Medical Center will continue its development as an independent, nonprofit medical center, providing superior health services aligned to the needs of Eagle County residents and visitors, world renowned orthopedic services, regional cancer services and emergency services. Vail Valley Medical Center will integrate and align service offerings with our physician partners to maximize:

- Flexibility and responsiveness to patient needs including preventive health services; and
- Continuous quality improvement through investment in technology, facilities and staff development.

Vail Valley Medical Center will provide these services in an environment that enables and supports trust and respect.

Mission

Vail Valley Medical Center will provide superior health services with compassion and exceptional outcomes.

President & CEO

Doris Kirchner

Vice President of Development & Marketing

Doug Smith

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Quilts symbolize the bond between women and kin, heritage, history, family, comfort, love and commitment. At VVMC, we strive to symbolize many of these same qualities. In a valley full of history, we, like the quilts, have been here for generations and look forward to being here to comfort the future generations of this amazing community.



Vail Valley Medical Center is an independent, nonprofit community hospital serving the community since 1965.



Dear Friends,

Vail Valley Medical Center is an independent, nonprofit community hospital that has served Eagle County and our visitors since 1965. We are pleased to provide exceptional health care services that are unheard of in typical mountain communities. Our diverse staff and world-class physicians allow the people in our valley to trust that they are receiving the best care possible.

In the past year, we streamlined our operations and created new opportunities for business resulting in dramatic profit increases for 2010. As a nonprofit hospital, we reinvested these dollars right back into serving our community. These investments came in the form of community outreach and education, upgrades in hospital technology and equipment and the creation of the Edwards Ambulatory Surgery Center, scheduled to open in June 2012.

Vail Valley Medical Center continues to be a world leader in orthopedics. The skilled doctors at The Steadman Clinic and Vail Summit Orthopedics, along with the cutting edge staff at Howard Head Sports Medicine, allow our community and people from all over the world to remain active. This year, the Steadman Philippon Research Institute created a state-of-the-art research facility in Vail, located on the VVMC campus, which will propel orthopedic study and enhance the knowledge of orthopedic physicians worldwide.

We are also very proud of our continued efforts to meet the needs of the community and the addition of the Gypsum Urgent-

Emergent Care is a great example. In May 2010, we opened Gypsum Urgent-Emergent Care, an ambulance receiving facility that has already treated thousands of patients and successfully saved lives of stroke and heart attack victims.

We are very excited about our accomplishments this year and look forward to growing Vail Valley Medical Center throughout the community. Our team of exceptional physicians, caring nurses, giving volunteers and committed staff are paving the road for a healthier Eagle County. On behalf of the Board of Directors and staff, thank you for your sustained belief in VVMC and your continued support.

Sincerely,

Doris Kirchner
President and CEO

Ron Davis
Chairman of the Board



Vail Valley Medical Center

www.vmmc.com



Vail Valley Medical Center Board of Directors

Top row, from the left: Reg Franciose, MD, Art Kelton, Andy Daly, Jeff Shroll.

Bottom row, from the left: Ron Davis, Doris Kirchner, Charlie L'Esperance, Chupa Nelson

Purpose: Operations



Vail Health Services Board of Directors

Top row, from the left: Mike Shannon, Lisa Dillon, Johannes Faessler, Andy Daly, Doris Kirchner, Mel Bergstein, Dick Woodrow, Pete Frechette, Reg Franciose, MD.

Bottom row, from the left: Randi Borgen-Jaerbyn, Ron Davis, Andy Arnold, Charlie L'Esperance, Sally Veitch, Jay Precourt

Purpose: Strategy and Fiduciary



From the Left: Bob Boyd, Dr. Peter Millett and Sandy Boyd come together to celebrate Bob's successful recuperation

After years of painful and decreased recreation activity, Bob noticed his bum knee began impacting his job, repairing complex sewing machines, which he has done for 35 years. "The challenge of getting the electronic parts to move the mechanical parts of the sewing machine so precise, to the tenth of a millimeter, is a science," he said. "That type of precision doesn't allow me to sit down and when people send machines from all over the country, I have to make sure the machines are repaired perfectly."

In early 2010, Bob and Sandy Boyd were referred to Dr. Peter Millett from a friend with a similar knee problem to Bob's. After much internet research, Bob saw Dr. Millett in Vail and on February 15, 2010, he underwent surgery including old hardware removal from his first knee surgery and a total knee joint replacement.

"Dr. Millett was wonderful. He clearly explained what to do and how to do it and even took consideration of my family members," said Bob. "I have never seen a doctor that listens as much as Dr. Millett does. He is the best."

After six weeks of physical therapy and some pain, Bob was walking and on the road back to activity. He has continued to increase his recreation, including hiking with his three grandsons, vacationing with his wife and exceeding his expectations of the surgery's outcome.

"Mr. Boyd was a very active man but his severe osteoarthritis had created such a bowed deformity in his leg that he could barely walk, let alone live without pain," said Dr. Millett. "I'm excited that the corrective surgery we did to straighten his leg and the total knee joint replacement to remove the arthritis allows him to resume an active lifestyle and live pain free. With the surgery and his dedication to rehabilitation, he has made an amazing transformation and we are delighted to see him happy, active, pain free and living life again."

Just months after the surgery, Bob and Sandy took a vacation to New Orleans. This vacation necessitated an abundance of walking, both in the historic French Quarter and on the beaches of nearby Gulfport and Gulf Shores. "The trip proved that we did the right thing by having surgery with Dr. Millett at Vail Valley Medical Center," said Sandy. "The surgery put things back in our life that were gone and having him better took pressure off of me."

Over a year since recovering from surgery, Bob is able to work a long day at his workbench in their sewing and quilting shop and is proud to be back hiking and even taking his grandsons fly fishing. Bob and Sandy are forever grateful for Dr. Peter Millett and fortunate to be back to enjoying the beautiful Colorado outdoors.

Millett gets local quilt shop owner back to work and play

Bob Boyd and his wife, Sandy, are natives of Colorado and, like most residents of the Western Slope, being outdoors is their passion. Bob's nagging knee caused him to stop competing in triathlons in 2005 and later forced him to quit skiing, hiking and even impacted his job. It wasn't until Bob saw Dr. Peter Millett, orthopedic surgeon at The Steadman Clinic, that he even had a glimmer of hope of being active with his three young grandchildren.

Bob and Sandy opened Glenwood Sewing Center in 1977 and a handful of years after opening the shop, Bob sustained his first knee injury. He tore his ACL while playing basketball with his son and underwent surgery to repair the injured knee. Throughout the 90s to the early 2000s, Bob was an active triathlete, completing seven triathlons in one year and ranking third within the region for his age group. But it was during those accomplishments that he realized his knee was beginning to bow out and become unstable. Hiking went from fun to unbearable and even fly fishing halted because he didn't have the confidence that the knee would hold up wading in the rivers.



Sandy Boyd at the Glenwood Sewing Center



The art of quilting



Bob Boyd, repairing complex sewing machines without pain since his recent surgery

Honoring Excellence

Each year, VVMC honors the top employees in several Peaks of Excellence categories. Nominated by peers or supervisors, winners are reviewed and selected by a special committee.



Quality

Dana Kluk, Discharge RN, PCU

Dana's leadership in creating a call-back program and adding holistic therapies have increased the quality of care at VVMC. These initiatives have impacted physicians, the staff and, most importantly, the patients.



Growth

Khanh Nguyen, RN, ICU

Khanh is largely responsible for the implementation of the new Peripheral Inserted Central Catheter program which allows patients to receive much needed IV therapies in the comfort of their home.



Finance

Krista Voytilla, Oncology Pharmacist

Krista is dedicated to working with pharmaceutical companies to provide chemotherapy drugs for free or at reduced costs. In 2010, she provided over \$200,000 in drugs to patients free of charge.



Service

Louis Iglesias, Care Tech, Northstar Urology

Louis' demeanor is always friendly, compassionate and reassuring. Lou calms anxious patients and puts his passion for care above all else to serve our patients and physicians.



People

Richelle Curran, Manager, Property

Richelle is honored for her leadership in driving the first ever 9HealthFair. She has continually stepped up and taken on responsibilities that promote teamwork, communication and a positive environment.

Honoring Excellence

Additionally, honors are bestowed upon the top Volunteers and the Physician of the Year for their excellence in service and care.



Safety

Peter Peil, RN ED

Pete has taken the initiative to be the expert on mental health and substance abuse patients in addition to instructing aggression management classes. Pete is preventing violence in the health care setting.



Lean

Jackie Negri, EMT, ED

Jackie is an outstanding employee. She helped lead the ED LEAN Taskforce making high traffic areas of the Emergency Department safer and functional. Jackie streamlined inventory at Beaver Creek helping costs and functionality.



Volunteer of the Year

Sandy Jacaruso

Sandy has been a volunteer since 1999 and has served over 2,000 hours. Her dedication is evident in her willingness to lead in many roles from chairing fundraising events to serving on the board.



Outstanding Service

Marti Waneka

Marti Waneka began volunteering in 2008 and already earned her 500-hour pin. Marti pushed to create a position to capture the fun events and help to promote the organization to the community.



Physician of the Year

Dr. Larry Brooks

Dr. Brooks has been a member of our community for 33 years and has built a career around excellence in patient care, community involvement and continuous learning and teaching.

Vail Valley Medical Center Accomplishments and Community Outreach

- Gave back to our community through subsidizing health services; \$3.4 million in 2010
- Partnered with TriState Care-Flight to offer helicopter service right from our county; the new partnership decreases response time by an average of 45 minutes
- Dedicated nearly \$100,000 to community health education
- Won the 2010 El Pomar Foundation award for excellence in health care
- Committed nearly \$300,000 to subsidizing behavioral health services
- Received the 2010 Corporate Citizen of the Year award from the Vail Valley Partnership
- Teamed up with local law enforcement to collect over one hundred pounds of unused medications as a part of the national "Drug Take Back Day"
- Hosted the 9Health Fair, which provided education and free or low-cost health services to the community
- VVMC diabetes program received top honor for excellence in education from the American Diabetes Association
- Dr. Reg Franciose was honored with a Distinguished Service Medal, along with 13 other members of the county, for their courageous efforts during the West Vail shooting
- VVMC's chapter of ThinkFirst, an injury prevention program, provided education, free car seat fittings and hundreds of free helmets to Eagle County youth

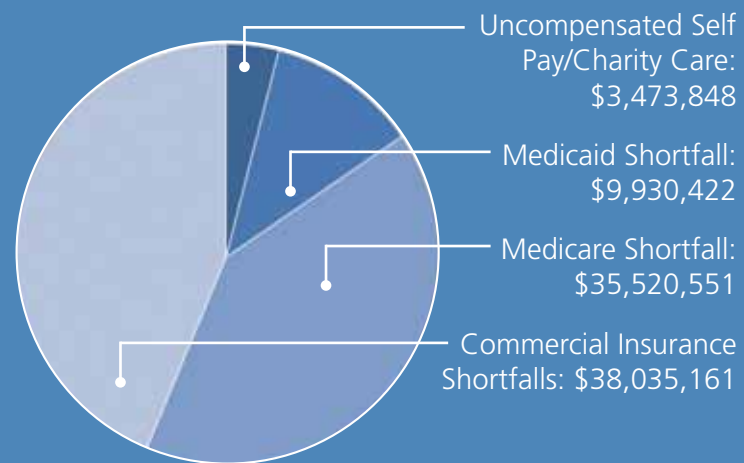
Fiscal Year 2010 at a glance

Net Patient Service Revenue:	\$203,452,079
Other Operating Revenue:	\$10,856,146
Net Asset Release from Restrictions:	\$893,885
Total Revenue:	\$215,202,110

Salaries, wages and benefits:	\$63,707,441
Supplies and materials:	\$50,999,912
Purchased Services:	\$31,900,439
Provisions for Bad Debt:	\$14,071,790
Depreciation and Amortization:	\$10,738,886
Interest:	\$2,513,054
Total Expense:	\$173,931,522

Approved Capital Projects:	\$26.6 Million
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Charity and Uncompensated Care



Total Charity Care:	\$86,959,982
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Number of Physicians on Medical Staff:	98
Number of Beds:	58
Numbers of ED Visits:	15,422
Number of Babies Delivered:	591
Number of Surgeries Performed:	4,070

The generous support of our donors, including businesses, foundation, families and individuals, has allowed Vail Valley Medical Center to continue providing quality medical care to the families, friends and neighbors of the Vail area, and all those who pass through our doors. From all of the VVMC family, our heartfelt gratitude and appreciation.

Sally Ann and Alan Aarons	Diane Botkin	Anne and Art Collins	Dean and Donna Drizin
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	Margaret Collett	Danielle Darpeau	

"Retirement didn't sit well with me. I always knew I wanted to give back and this is the place I chose to do that. The hospital's Volunteer Corps is the best volunteer experience in our community."
- Dick Woodrow, President of the Volunteer Corps

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Alida and George Gregory
Wendy Griffith

"We want to express our recognition and gratitude to you for your excellent hospital and congratulate you for having such a fine team available to us.

– Grateful Patient

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John and Pattie Roenicke
Ben Rosenblum
Margaret Rosenquist

"The cost of the (Gypsum Urgent-Emergent) care center- whatever it was- instantly became worth it when Ismael Hermosillo's life was saved there.

– Jeff Shroll, Gypsum Town Manager

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Vail Valley Motorcycle Foundation
Vail Vision
Vail-Summit Orthopaedics
VALIC Financial Advisors
Lois and John Van Deusen
Angela and Richard Van Dyke
Lynda Van Norman
Vanguard Charitable Endowment Program
June and Bob Vanourek
Tina and Stephen Vardaman
Sally Veitch
Rachel and David Viele

"I'm alive and survived a heart attack because of the close relationship between Vail Mountain Ski Patrol, Vail Valley Medical Center and TriState CareFlight."

– Grateful Patient

Robert Vogle
VVMC Volunteer Corps
Jackie and Norm Waite
Linda and Phil Waldbaum
Brooks Wallace
Wal-Mart Foundation
Bill Walsh
Judy and Phil Walters
Sharon Wanamaker
Dorothy and John Wanderer
Marti and Pat Waneka
Janis and Roger Ward
Anne Wardrop
Tonya Warmenhoven
Carol Warner
Jill and Robert Warner
Sarah and Darren Warner
Reuben & Tami Warszewsky
Susan and Tom Washing
Jan and Steve Watson
Katie and Bill Weaver
Deborah Webster and Steve Blanchard
Gunnel and Hal Weiser
Suzanne and Lawrence Weiss
Barbara and Richard Wenninger
Dee and Wayne Wenzel
The Wheless Foundation
Wade White
Mindy and Greg White
Kay Whitman
Wieggers Family Foundation
George and Betsy Wieggers
Judy and Rock Wilferth
Lindsey and Patrick Wilhelm
Janie and Axel Wilhelmsen
Nona Wilke
Charles Will and Pamela Andrews
Judy Williams
Kristin and Dave Williams
Suzan and Al Williams
The Williams Companies, Inc
Deborah & Michael Williamson
Carolyn and Tom Wittenbraker
Deborah Wittman
Valerie and Ron Wolfe
Barbara and Charles Wolff
Wolfpack Wrestling of Minturn Colorado
Marie and Bud Wonsiewicz
Betty Ann and Chip Woodland
Marcy and Dick Woodrow
Allison Wright
Xcel Energy Foundation
Anna and Bruce Yanke
Lindsey Young
Cindy and Larry Youse
Frances and Allan Zalesky
Dustin Zentz
Deborah and Mort Zwick



Bake Sale: From the left: Volunteers, Sandy Jacaruso, Laura Garbe and Kathryn Benysh don their American pride at a Fourth Of July Bake Sale.



Fashion Show: The beloved Volunteer Corps Fashion Show and Luncheon is the largest fundraising project put on each year.

Giving Your Time to Vail Valley Medical Center

Join Sandy Jacaruso and Marti Waneka, VVMC's top volunteers in 2010. Their time, and that of the entire Volunteer Corps, have brightened the day of many patients at VVMC. Volunteer Corps opportunities include:

- Welcome patrons of the hospital
- Support patients and families at VVMC, Shaw Regional Cancer Center, Beaver Creek Medical Center and Avon Urgent Care
- Manage and staff the VVMC gift shop
- Coordinate fundraising initiatives on behalf of the hospital
- Lend a listening ear and helping hand
- Create a warm and healing environment

For more information on becoming a member of the Volunteer Corps, please call 970-479-5086.

Aren't able to give your time? Support VVMC through a tax-deductible gift. For information on giving to VVMC call 970-477-5177.