#### San Luis Valley Health **2012-Present**



### 2012: SLVRMC and CCH signed a letter of intent to become SLV Health

The name change solidified our partnership together in forming one organization. November, 2012.

### 2013: Konnie Martin becomes CEO of SLV Health

Before becoming CEO, Konnie served as SLV Health's Chief Operating Officer for three years. Prior to coming to San Luis Valley Health, Konnie worked at Valley-Wide Health Systems for over 20 years. Konnie is seen as an innovative leader and is skilled in leveraging community stakeholders in health care conversations. In 2015, Konnie was asked to present on bringing communities together to talk about the future of healthcare by the American Hospital Association. She graduated from the University of Arkansas-Monticello.

2013: Under the umbrella of San Luis Valley Health, the SLVRMC, CCH and the clinics become one official organization governed by one Board of Trustees

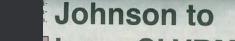
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Center • Creede • Crestone • Del No	rte • Fort Garland • Hooper • La Jara	• Manassa • Mosca • Moffat	• Monte Vista • Romeo • Saguache •	Sanford • San Luis • South Fork
ALAMOSA — Jan Gay, chairman of the SLV Region- al Medical Center (SLVRMC) Boardof Trustees, announced Monday that Konnie Martin, Vice-President and Chief Op- erating Officer of SLVRMC, will replace Russ Johnson as Chief Executive Officer, effective June 16. Johnson recently an- nounced his resignation to accept a position with Centura Health Systems in Denver. "Our Trustees were unani- mously in favor of offering Konnie the position. She	years at SLVRMC and was well-respected as a leader in healthcare in the San Luis Valley for 20-plus years prior to joining our team," stated Gay. "We saw no reason to look any further. We know she will continue to help SLVRMC evolve and succeed with the changes in health- care before us." Martin, hired in August 2010, has provided essential leadership for many signifi- cant projects including the recent integration of the Electronic Health Records System to the hospital and	Regional	Medical Ce community is dependent on our services, and our intent is to provide the care needed with the upmost competency and compassion. I believe strongly in the team that services our organization. Tommenting about the feadership team, Gay said, a very strong and capable team. It should be a seam excited to embark on this ourney with her. Mer more than 12 years noted that he has thoroughly	"Leaving this organization and community is tough. But having Konnie as the leader for SLVRMC for the future makes it easier," he said. "She is an executive and person of the highest caliber. I think the board has demonstrated great wisdom with her selection." Konnie and husband Da- mon, director of Cross Coun- try and Track and Field for Adams State University, have two children, Lauren, who attends Adams State University, and Tanner, a sophomore at Alamosa High
has demonstrated strong leadership and management capabilities in her three	medical clinics. In her letter of interest to the Board of Trustees, Martin noted, "Our	Konnie Martin	enjoyed his tenure and is pleased with the accomplish- ments of his team.	School. Among many other See CEO page 3

SLVRMC passes baton

ago the See SLVRMC

WEDNESDAY

Know the new names of our San Luis Valley Health hospitals & clinics



**leave SLVRMC** Regional Medical of Trustees Jan Gay state lev. SLVRMC was a a Health as Se- services that go alon esident for Net- that. In the 12 year ospital, leadership and will miss h iates of incredible strategic visio and energy." In a letter to SLVRMC sta significant ex- dous experience." He a his wife Isabel raised th refor SLVRMC, two children in Alamost RMC integrated have both become an a he hospital "hospital staff and the ca ista Medi-they provide to mit the ca sta Medi they provide to patients and services in hundreds of ways every y. With day." ise prac He relays, "It has been d these praches the relays, "It has been ital went from an honor to serve the Board ER physicians of Trustees, medical staff ing more than and employees of this orgs tycare nization. I leave with The workforce at urrently stands at employees. I know they will continue of its growing ser-

> delivery network that See SLVRMC page :



After months of preparation, the integration of Conejos combining of our organization will be a natural progression County Hospital and San Luis Valley Regional Medical We see this as a logical next step and believe we can serve the

Center will occur on July 1st of this year. The two will Valley best by coming together in this way." become San Luis Valley Health, one organization with over The new structure will offer several advantages to both 575 employees and 60+ providers serving two hospitals and hospitals. According to Shane Mortensen, CFO, this begins five clinic locations in the Valley. All staff will be employed with better reimbursement under Medicare, which accounts by San Luis Valley Health with the same benefit programs for 60% of CCH's business. "We simply have to position our and one payroll system. For current SLVRMC employees organizations in the best model possible so we can continu this will be very consistent with our existing programs in HR to provide the depth and breadth of service we have," he said. and benefits. Conejos County Hospital employees will have "This will enable us to access the best terms and conditions a number of changes. Mandy Crockett, HR Director, said, for the Critical Access Hospital program under which CCH "We are hosting new enrollment and human resource support operates."

to make the transition smooth. While there will be some In addition, the single organization will have more changes, the majority of them will be positive and a gain for coordinated services, many of which are already well underway, such as EHR. Konnie Martin, COO (who becomes our employees."

According to Henry Garvin, CEO for Conejos County CEO on June 16th), said, "Having the two hospitals under one Hospital, "We have limited resources not only as an organization will provide so many advantages. We are already organization but also in the Valley as a whole," he said. "The coming together as one organization with our information integration makes sense, especially when we consider the systems, human resources and many other areas." The changes that are coming because of healthcare reform. This designation of provider clinics will also have some advantages will create a stronger organization that can better provide under the new arrangement in the future. The integration into seamless healthcare for our residents." one organization will make many of these steps simpler.

The organization will be governed by a Board of Trustees Employees will see evidence of these changes in the composed of members from the existing Boards. The new coming weeks with new signage going into place the end Board will be 15 members including five providers. The of June. In addition, we will be having some information Board will continue to be responsible for patient quality, sessions, especially for those employees with benefit changes. clinical safety, service, strategy and finances for the combined The plans include a celebration "birthday party" for the new organization. Board Chairman Jan Gay said that the two organization sometime in July; more to come on those plans Boards have been working together for years and "the in the near future.

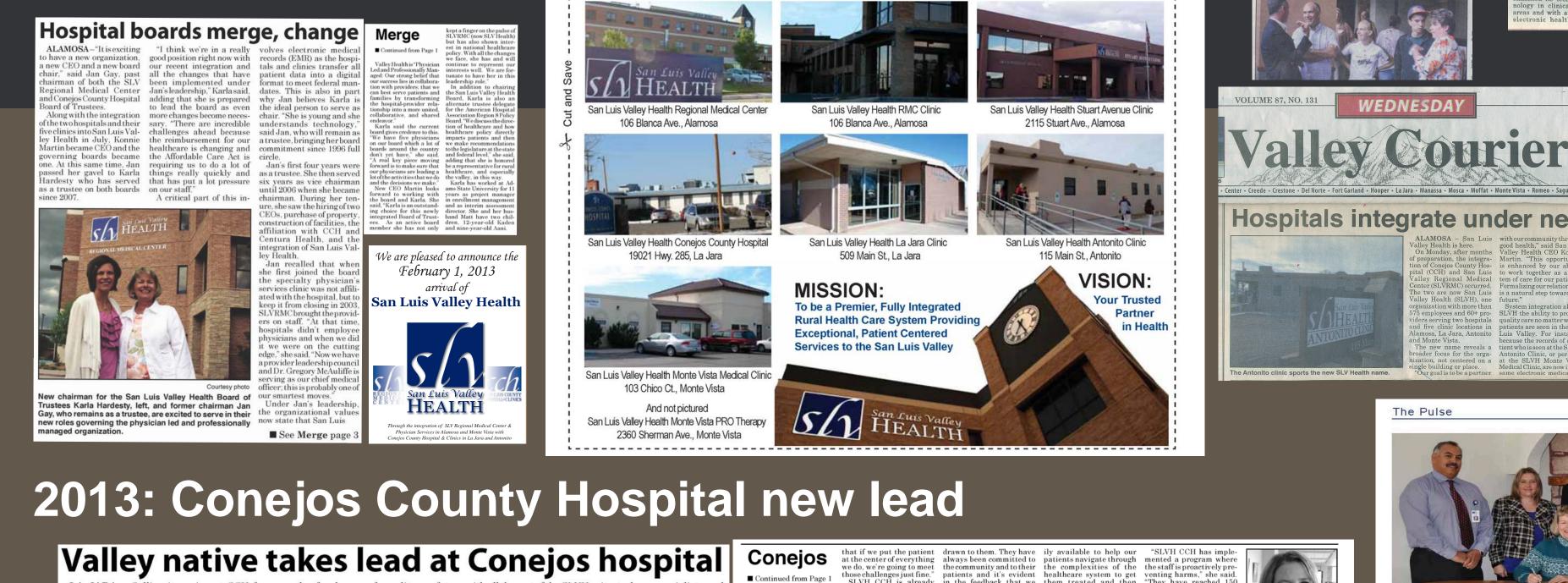
#### Konnie Martin to begin as new CEO on June 16 Jan Gay, Chairman of the SLVRMC changes in healthcare before us."

Board of Trustees, announced May 20 that Martin, hired in August 2010, has provided essential onnie Martin, Vice-President and Chief leadership for many significant projects including the recent perating Officer of SLVRMC, will integration of the Electronic Health Records System to the place Russ Johnson as Chief Executive hospital and medical clinics. In her letter of interest to the Officer, effective June 16, 2013, Johnson Board of Trustees, Ms. Martin noted, "Our community is

recently announced his resignation to accept a position with dependent on our services, and our intent is to provide the care Centura Health Systems in Denver. needed with the upmost competency and compassion. I believe

"Our Trustees were unanimously in favor of offering strongly in the team that serves our organization." Konnie the position. She has demonstrated strong leadership Commenting about the leadership team, Gay said, "Konnie and management capabilities in her three years at SLVRMC will step in to lead a very strong and capable team. It should and was well-respected as a leader in healthcare in the San be a seamless transition, and we are excited to embark on this Luis Valley for 20-plus years prior to joining our team," stated journey with her."

Gay. "We saw no reason to look any further. We know she After more than 12 years at SLVRMC, Russ Johnson notes (Continued on page 2 will continue to help SLVRMC evolve and succeed with the





back row, left to right; Antonio Gurule, CCH clinic operations administrator; Kelly Gallegos, CCH director of nursing and clinical excellence director; Karla Hardesty, CCH board trustee; Cheri Crowder, CCH board secretary, treasurer; Kathy Lorenz, CCH board trustee; Ceci Lopez, CCH quality, safety and ervice director; Richard Martin, CCH board trustee

CCH now part of Colorado Health Neighborhood



ndred SLV Health employees, representing 800 total, gathered this week in front of SLV Health

THURSDAY

#### SLV Health wins excellence awards

ALAMOSA – November 21 is National Rural Health Day and today SLV Health Regional Medical Center is celebrating its recent recog- nition by iVantage Health Analytics as a HealthStrong Award winner in three cat- egories, reflecting top quar- tile performance among all acute care hospitals in the nation. The Alamosa hospital won in Overall Excellence, Excellence in Efficiency and Excellence in Outcomes, making it	in Colorado to earn three or more awards. "Tm really proud of our team who make it possible to give quality healthcare every day," said Konnie Martin, SLV Health CEO. "For our hospital to be acknowledged in the top quartile among 4,400 acute care hospitals across the nation is something for the San Luis Valley to be proud of too. While we can't do everything in our rural community because certain	here, what we do, we do well." The awards were an- nounced at the recent an- nual meeting of the Na- tional Organization of State Offices of Rural Health. The Colorado Rural Health Center (CRHC) and the National Organization of State Office of Rural Health recognize the difficulties faced by smaller commu- nities, including a lack of healthcare providers, an aging population suffering	chronic conditions, and larger percentages of un- and underinsured citizens. "SLV Health Regional Medical Center receiving these awards validates the quality of care that rural providers in Colorado pro- vide to patients and is also a testament to the commit- ment and dedication of their medical and nursing staff that impact patients every day," said Michelle Mills, CEO of the CRHC.
one of only five hospitals	specialties are unavailable	from a greater number of	■ See Wins page 3



legos, RN, will begin her new always felt like I am part of "This has helped me main-July integration that brought Valley, will help us meet our ole as administrator for San that team." uis Valley Health (SLVH) In addition to her former she said. "Now I will be over ical Center and their clinics partner in health." she said. job, Gallegos' current posi- operations and serving in a into one system of care. Conejos County Hospital tion as Clinical Excellence senior leadership position CCH) on Nov. 1. "I was the Director of Nurs- Director has put her in representing CCH along offers us, including the abil-

to work together as a team ecognizing healthcare Gallegos talked about the to provide healthcare to the tain that connection to CCH," CCH and SLV Regional Med- goal of being 'your trusted quoting the organization's "The resources our system

we do, we're going to meet those challenges just fine." the community and to their SLVH CCH is already in the feedback that we moving in that direction. receive and in the longevity back home. days without a fall which is For the past several best in practice in Colorad we are very proud of that "The clinics are work-ing toward the medical The affiliation w we are very proud of that. hanges occurring nation-home designation and that tura Health, Colorado's with the CCH team on a As she transitions to her lly, Gallegos said her means they'll be treating largest healthcare net-program that is part of a newrole, Gallegos welcome locus remains on what is the whole patient and re-work, has also allowed national collaborative fo-visitors. "If people haven lized which are among the top really like to invite th to come visit us. We hav because people are often a lot to offer and g

#### ocus remains on what is mportant."What appeals ally understanding their nportant."What appeals to me about the role is that healthcare needs and guid cess to more specialized which are among the top there are a lot of questions ing them," she said. "Their care with Front Range reasons for patient harm about healthcare reform service has always been providers. and what's around the next a big strength and that's She expl Sheevelained "We have ■ See Coneios page



#### 2014: Oncology becomes full time Neurology also added

The Oncology Clinic became full time, on-site care. Previously, patients received care from visiting Oncologists. Neurology was also added at the Monte Vista Community Clinic.

### **2014: SLV Health implements service excellence program**

San Luis Valley Health Senior Team especially Chief Clinical Officer, Patti Thompson spearhead this project as a service excellence initiative, later referred to as a "SLV Health" Culture", since implementation, SLV Health has been recognized for their patient experience (HCAHPS) scores and how they have noticeably increased over the course of time, quarter to quarter and year after year.

### 2015: SLV Health as Level III Trauma certified and CCH recertifies as Level IV

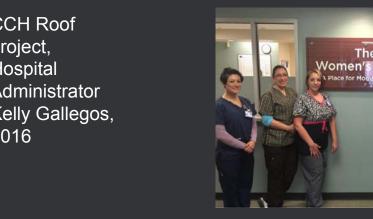
The addition of 24/7 Orthopedic care added to general surgery to provide another level of care to Valley residents, reducing the need to be transferred. In 1998, SLVRMC was a Level III center for ten years and then returned to the Level IV status until 2015.



#### **2016:** Major infrastructure and capital projects

**Improved CCH & RMC** Conejos County Hospital's 50 year old roof was replaced and a new CT was inserted. At RMC, the OB department and Emergency Room were updated.





Remodeled front of **OBGYN** / Nurserv "Women's Center" 2016







Article of RMC Level III recertifica



2016: Specialties expanded with the addition of Podiatry and Wound **Care Services to the General Surgery Clinic.** 



## 2016: SLV Health is First in Colorado to Implement RQI Program

SLV Health is the first in the state of Colorado and second in the Western United States to implement the Resuscitation Quality Improvement Program (RQI). This cutting-edge technology is a new approach to maintaining high-quality CPR and is directly tied to improvement in patient outcomes. This program helps caregivers maintain required life-saving skills, like Basic Life Support and Advanced Life Support. The RQI program combines short skill sessions with online eSimulation cases.

# **2016: The first SLV Medical Wall of Fame**

The first SLV Medical Wall of Fame inductees were: Dr. Sidney Anderson, Peggy Barr, Dr. Robert Bradshaw, Dr. Littleton Bunch, Mabel Cotton, R.N., Dr. Charles Davlin, Dr. James Hurley, Norma Stamps, Dr. Elliot Stong and Arvilla Weldon, R.N.

2017: Inductees are: Inez Stevens, R.N., Betty Eavenson, R.N., Ann Edstrom, R.N., Dr. Vetalis Vernon Anderson, Dr. George Davis, Dr. Sugfied Ernst Wittenberg, and Dr. Roy J. Day

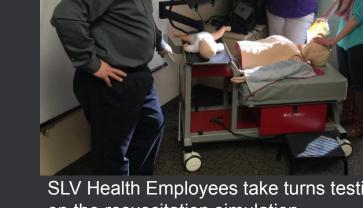
## 2017: Hospital Provider Fee dictates future hospital reimbursement

SLV Health CEO, Konnie Martin testified on behalf of rural hospitals in Colorado to protect future funding around the Hospital Provider Fee. A journalist re-tweeted Konnie's comment, "Where we live in this state should not determine if we live."











SLV Health Employees take turns testing their skills

on the resuscitation simulation

#### **Providers receive top scores** n patient satisfaction survey



#### Konnie Martin testifying on behalf of rural hospitals in Colorado, April 11, 2017

