

STORIES OF CARE

Annual Report | 2023



SAN JUAN REGIONAL
MEDICAL CENTER

2023

ANNUAL REPORT

ON THE COVER

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Table of Contents

Stories of Care:

Annual Report to the Community from San Juan Regional Medical Center

Welcome from Jason Rounds, President and CEO.....	page 2
A Message from Board Chair Sam Gonzales.....	page 3
Improving Patient Outcomes.....	page 4
Expanding Access to Care.....	page 6
Empowering Nurses: Pioneering the Future of Healthcare.....	page 8
Investing in Technology.....	page 10
Addressing Local Needs.....	page 12
The Benefit of a Community Hospital.....	page 14

San Juan Regional Medical Center, Inc. and Affiliates

Consolidated Statement of Operations.....	page 16
Community Benefit Summary.....	page 17



Stories of Care:

A Welcome to our Community From CEO Jason Rounds

Greetings,

As your community owned and operated hospital, San Juan Regional Medical Center is committed to improving quality and advancing health and wellness for all we serve. Delivering high-quality care is at the foundation of everything we do. This can be seen through the innovative models of care we deliver and through our partnerships with local organizations and agencies. We are here to better the quality of life, health and care of our communities.

We recognize that providing exceptional healthcare requires a relentless commitment to delivering the highest standards of quality care. San Juan Regional Medical Center has thoughtfully and intentionally invested in new technology that provides us with opportunities to do more than we ever could before while maintaining excellent outcomes.

We are proud to now offer robotic-assisted surgery with the DaVinci® Xi™ Robotic Surgical System. Also in the OR, our new O-arm™ is the first and only Surgical Imaging System of its kind in the Four Corners, resulting in improved patient safety and surgical outcomes. Our cardiology services continue to be on the cutting edge, with patients now able to receive the world's smallest pacemaker and cardiac cryoablation right here in our Cath Lab.

To meet the growing needs of our patients and community, we have expanded services in many areas. San Juan Health Partners is the proud home of two Obstetrics and Gynecology clinics, providing a wide variety of women's health services. Our spine services have grown so much that we now have two clinics dedicated to serving our patients with neurosurgical care – San Juan Regional Brain and Spine, and interventional pain management – San Juan Regional Interventional Spine. The Metabolic and Bariatric Institute is now open, and we look forward to improving the health and wellness of patients going through that program.

Better is our mission. We are committed to better health, better care and better lives. Our goal is to provide the services our patients need right here at home so they can continue to live life better here. Here, where we live, work and play. Here, where we choose to be.

Thank you for trusting us with your care,

A handwritten signature in black ink that reads "Jason Rounds". The signature is fluid and cursive, written in a professional style.

Jason Rounds | President/CEO
San Juan Regional Medical Center



Stories of Care:

A Message from Sam Gonzales, Board of Directors Chair

Welcome,

As San Juan Regional Medical Center's Board Chair, it is my privilege and honor to be a part of our community owned and operated hospital. Community means a great deal to me personally, and it means a lot to our hospital and those who serve it.

Our history of community connections runs deep, starting back before New Mexico was a state. Two pioneering doctors—G. W. Sammons and A. M. Smith—founded a four-bedroom and eight-bed hospital in 1910. Over 100 years later, we have grown tremendously with the support of our community. We continue to deliver enormous value today, responding to the needs of those we serve with programs designed to promote health and wellness. This is our commitment to our community.

We are committed to improving the health and well-being of the Four Corners Region. That's why, once patients leave our facilities, our care continues. We invest in the health of our community, whether it's providing a wide variety of classes for expecting parents or offering free flu vaccines. We strive to lead our friends, family and neighbors to make positive changes that will create life better here and benefit families for generations to come.

At San Juan Regional Medical Center, we truly believe that life is better here. Whether it's the people we serve, the sense of community we're proud to be a part of, or the feeling of family among our caregivers, there's something special about our corner of the world and the people in it. This is a giving community where people come together and support one another. We have seen this time and time again, from our early days as a hospital getting much needed supplies and funding to the pandemic when the partnerships formed, and community assistance received truly saved lives. We are grateful for the privilege to serve you and your loved ones and take pride in being your community-owned and operated hospital.

With Gratitude,

A handwritten signature in black ink that reads "Sam Gonzales". The signature is fluid and cursive.

Sam Gonzales | Board Chair
San Juan Regional Medical Center



Improving Patient Outcomes

San Juan Regional Medical Center has embarked on an exciting journey, joining the international **What Matters to You?** movement to improve patient outcomes by focusing on patient-centered care.

This impactful program is simple yet effective and is comprised of just three steps. As caregivers, we:

- ASK** Ask our patients and their family members "What Matters to You?"
- LISTEN** Listen to their responses
- DO** Do what matters

When patients are invited to have a conversation about what matters to them, we are better able to understand their wants and needs and can align our care with our patients' preferences, which is at the HEART of patient centered care. Additional benefits include:

- Empowering patients
- Showing respect
- Building trust
- Strengthening relationships
- Improving outcomes

What Matters to You by the numbers:



✓ **86% of caregivers** said the training gave them knowledge and skills to improve their ability to deliver patient-centered, personalized care.



Expanding Access to Care

Expanding access to healthcare services is a top concern identified by our Community Health Needs Assessment. That's why strengthening and growing service lines to meet the needs of our community is so important to us. We continuously seek actionable feedback as we engage with our patients during hospital rounding and clinic visits, and our community via social media, focus groups and perception studies, to learn more about what you need. Here are some of the ways we expanded the specialty care we offer over the last year.



Metabolic and Bariatric Institute

We are thrilled to open our Metabolic and Bariatric Institute to help patients achieve their weight loss goals and improve their health, as we have a disproportionately large population suffering from obesity in Northwest New Mexico. Our robust program is personalized to each patient's desired goals, with medical and surgical options available. Patients who are referred to the program work with a team of experts, including a dietitian and mental health counselor, to come up with the best plan to achieve long lasting weight loss and improvement in associated diseases.



Expanded Spine Care

Patients can now receive specialized spine care at two locations. San Juan Regional Brain and Spine, located at 407 South Schwartz Ave, Suite 101, offers neurosurgical care by our highly skilled team of neurosurgeons, including surgical treatment and non-surgical management of cranial, intracranial and spinal disorders. San Juan Regional Interventional Spine, located at 2500 Farmington Avenue, offers interventional pain management of the shoulder, hip, knee and spine for patients with chronic pain.



Two Obstetrics and Gynecology Clinics

San Juan Regional Medical Center has expanded its women's health services, acquiring two Obstetrics and Gynecology clinics. The move brings five OB/GYN physicians with decades of combined experience together with one goal in mind: to provide the best care possible for women in the Four Corners.



Upgrades to Pediatrics Unit

The only designated pediatrics unit in the Four Corners, San Juan Regional Medical Center's Pediatrics Unit received major upgrades in the last year to better serve our community's youngest patients. The unit is a warm, comforting and inviting place where our families can receive state-of-the-art care with upgraded amenities including private patient rooms, negative pressure isolation rooms, enhanced entry security, and a community playroom. San Juan Medical Foundation led the fundraising efforts as part of its continued commitment to provide the Four Corners region with high-quality healthcare services, raising **\$779,235** to benefit our community's youngest patients.



WellRX

Our primary care providers are helping to expand access to care through a new program called WellRX, a questionnaire used to screen patients once a year to identify and address nonmedical social needs. We know that the clinical care patients receive isn't the only factor that influences their health outcomes. Social determinants of health such as unemployment, the ability to pay bills, and having enough food to eat are also important, but not always apparent. Utilizing the WellRx assessment tool at San Juan Health Partners Family Medicine clinics in Aztec and Farmington, as well as San Juan Health Partners Internal Medicine, our providers are able to gather a lot more information about our patients' needs. Community health workers then reach out and offer to connect patients with appropriate services and resources to address the identified needs, providing new avenues of care to patients that can help improve their health outcomes.





Empowering Nurses: Pioneering the Future of Healthcare

Nurses play a critical role in our organization, leading the charge for health and wellness and delivering compassionate, patient-centered care. We celebrate the many contributions our nurses make every day and invest in our nurses. San Juan Regional Medical Center is proud to offer a nurse residency program to ensure that our new nurse graduates are set up for success, and we honor our outstanding nurses through the international DAISY Awards recognition program.

Supporting New Nurse Graduates

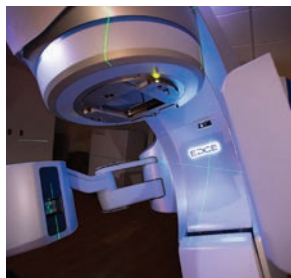
Knowing how important it is to recruit and retain a highly qualified and engaged nursing staff, San Juan Regional Medical Center is committed to a Nursing Residency program across all areas of nursing. Since our inception, the retention rate for our new graduate nurses is higher than the national average. The program is made up of new graduate nurses across all units with less than one year experience. Each resident is assigned a clinical coach and mentor and meet once a month to focus on advancing their nursing practice with engaging and interactive seminars, including simulation scenarios, case studies and hands-on skills labs. They also complete an evidence-based project. Several projects completed by nurse residents have been incorporated into practice across the organization, including our Thermal Scanner program. When a patient is admitted to the hospital, nurses conduct a skin assessment on the patient utilizing a thermal scanner to check for any preexisting skin issues. The program has helped us achieve a significant reduction in pressure injuries.

Honoring Extraordinary Nurses

San Juan Regional Medical Center has partnered with the DAISY Foundation, an international recognition program, to honor the skillful, compassionate care nurses provide every day. We invite our patients and their family members to share their story of how a nurse made a difference that they will never forget. While many nurses will say they were just “doing their job,” the patients and families whose lives they touch know how truly special they are. The DAISY Award nomination form is available on our website, sanjuanregional.com, and nominations can be submitted via email to daisyaward@sjrmc.net.

Investing in Technology

At San Juan Regional Medical Center, the decisions we make are driven by our values and align with our mission to improve lives and constantly strive for better. We invest in major technology to make sure our patients have access to the latest state-of-the-art equipment and can get the best care possible right here at home.



Advanced Technology to Treat Cancer

San Juan Regional Cancer Center is equipped with new advanced technology that's changing the way we deliver treatment. The \$5 million investment includes a CT scanner and linear accelerator that work in tandem. The CT scanner pinpoints the exact location of a tumor and then sends that information to the linear accelerator, a radiation therapy machine, for precise treatment. With this new technology, we are able to treat even the smallest of cancers here at home, while preserving more healthy tissue and cutting down on the time it takes to complete treatment.



Robotic-Assisted Surgery

There's a new team member in the operating room. "Vinnie," San Juan Regional Medical Center's da Vinci® Xi™ Robotic Surgery System, is being used across a spectrum of minimally invasive surgical procedures. This cutting-edge technology has many benefits, including a 3D high-definition camera providing a crystal-clear and highly magnified view of anatomy, access to anatomical locations beyond the limits of the human hand, and precise control by the surgeon operating the system. For patients, this can result in a shorter hospital stay, less post-operative pain, lower rates of complications and faster recoveries.

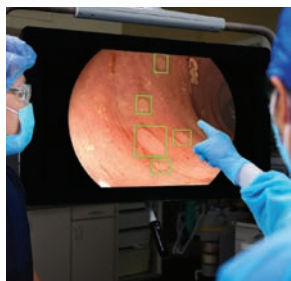


Real-Time Imaging in the OR

The O-arm™ Surgical Imaging System is another new addition to our operating room. The first and only one in the Four Corners, the O-arm™ is a mobile intraoperative imaging system that provides real-time images of a patient's anatomy in both two and three dimensions. This allows the surgeon to navigate their surgical instrumentation with enhanced precision and accuracy, resulting in improved patient safety and surgical outcomes.



Improving Colon Cancer Detection



San Juan Regional Medical Center now has improved capabilities to screen for colon cancer thanks to new artificial intelligence technology. We were awarded three GI Genius™ intelligent endoscopy modules through a Health Equity Assistance Grant aimed at increasing early colorectal cancer detection and diagnosis in underserved communities. The GI Genius provides enhanced visualization to identify polyps in real time during a colonoscopy, increasing detection rates by up to 14 percent.

Innovative Technology for Heart Patients



San Juan Regional Heart Center continues its legacy as a leader in heart care with several new treatment options for patients. Now offering the world's smallest pacemaker, Micra™ VR and Micra™ AV Transcatheter Pacing Systems are leadless pacemaker options for patients with no visible reminder of a medical device under the skin. Cardiac cryoablation is a minimally invasive treatment option for some atrial fibrillation patients that freezes damaged heart tissue that causes arrhythmias. The procedure, performed by an electrophysiologist using a catheter that delivers a refrigerant to the heart, significantly reduces the risk of AFib reoccurring and in some cases can cure arrhythmias.

Telehealth for Neonatal ICU Services



Our state-of-the-art Amwell Telemedicine Cart, generously donated by San Juan Medical Foundation, provides caregivers on our Childbirth Unit with video conferencing technology so we can offer care for higher acuity newborns in our Level II Special Care Nursery. The cart connects with Presbyterian Hospital's Neonatal Intensive Care Unit (NICU) team, allowing us to keep moms and newborns who require a higher level of care right here, instead of transferring them to another facility. This allows moms and families to stay here at home for delivery, reduces travel time, costs and stress, all while providing specialty care as needed through this telehealth partnership.



Addressing Local Needs

San Juan Regional Medical Center is proud to build strong and meaningful relationships with the communities we serve. Our long history of community connections has provided us with a solid foundation to work with citizens and community partners in a common goal to improve the health and wellness of the Four Corners. Our vast community outreach and support efforts include free vaccines and screenings, new and evolving classes to meet current needs and a variety of support groups.



Robust Childbirth Education

Our Childbirth Center is continuously expanding its complimentary class offerings for new and expecting parents to meet the specific needs of those we serve. New classes added in the last year include: postpartum care and concerns, newborn care, pregnant teen childbirth education and infant care, bump day, gestational diabetes, just for dads, type 1 diabetes and pregnancy, healthy pregnancy series, shaken baby syndrome prevention, pregnancy and nutrition, seeing double, childbirth education weekend intensive, labor and pain management, and gearing up. We look forward to continuously adding new topics to our lineup of classes based on your feedback.



Healthy Living with Diabetes

Diabetes continues to be one of the top healthcare priorities in our region, as selected by community stakeholders during our most recent Community Health Needs Assessment. To address this need, San Juan Regional Medical Center offers free diabetes education classes five times a year. Our comprehensive Healthy Living with Diabetes series is designed to give participants the tools they need to make the lifestyle changes necessary to not only live with diabetes but thrive and live a healthier life.



Free Vaccines

As part of our commitment to build a healthier community, San Juan Regional Medical Center partnered with San Juan County Public Health, offering free flu shots at the hospital and COVID vaccines at the public health office. With two drive-thru flu clinics offered every flu season, it's a quick, easy way to help our community protect themselves and their loved ones from illness without even getting out of the car.



Addressing Blood Shortages

With blood supply levels at critical lows, San Juan Regional Medical Center partnered with Farmington Rotary Club to host two blood drives. We invited our caregivers and community members to sign up to donate and provided space in our café for Vitalant to set up. Each donation we receive makes a big difference as we work together to increase local blood supplies, which are critically needed.



Main Entrance



The Benefit of a Community Hospital

As your community owned non-profit hospital, San Juan Regional Medical Center cares for thousands of Four Corners residents each year. While our patients benefit from the personalized care we provide, it's really our entire community that prospers from our presence. San Juan Regional Medical Center is more than a hospital. We are committed to making a difference in our community. From the patients we treat, the people we employ, the community events we are dedicated and proud to support, and the education we provide, we are here to make our community a better place where we can all work, play, thrive and celebrate life.

Patient Impact

ER Visits:	54,214
Acute Hospital Admissions:	8,499
Rehabilitation Hospital Admissions:	278
Clinic Visits:	141,689
Surgical Cases:	6,695

Financial Impact

Payroll (1,620 employees):	\$175,414,535
Charity and Uncompensated Care:	\$32,441,000
Local/GRT Taxes:	\$8,763,066
Charitable donations to community:	\$49,485
Dollars spent with local Merchants:	\$9,050,797
Capital Investments in 2023:	\$28,886,282
Total Community Investment:	\$254,605,165

Community Benefit Summary

Community Program:	Persons served	Community Benefit \$
Community Health Improvement		
Community Health Education:		
Diabetes Education	150	110,173
Other	465	44,932
Community Based Clinical Services		
Community Flu Vaccines	449	13,034
Health Care Support Services		
Community Van	600	21,072
Testing from Lab	729	164,250
Total Community Health Improvement	1,064	353,461
Health Professionals Education:		
Physicians, Nurses, Nursing Students	76	2,265,320
Financial and In-Kind Contributions:		646,919
Community Benefit Operations:		
Other		1,400
Subsidized Health Services:		
Freestanding Clinics–San Juan Health Partners	1,329	28,902,080
Renal Care		
Total Subsidized Health Services:	1,329	28,902,080
San Juan United Way - Corporate Match:		
SANE contributions		44,493
Total All Community Benefit:	2,469	50,488,461

** Services include Women and Children's, Emergency and Behavioral Health services.

Consolidated Statement of Operations

	FYE 2021	FYE 2022
Net Patient Service Revenue	312,843	339,698
Other Revenue	30,585	32,542
Total Revenue	343,428	372,240
Wages, Salaries, and Benefits	162,468	175,415
Supplies and Services	80,353	115,542
Depreciation and Interest	22,290	17,646
Rent and Leases	4,333	3,107
Purchased Services	49,303	52,045
Total Expenses	318,747	363,755
Excess Revenue Over Expense	24,681	8,485

Consolidated Statements of Operations (in thousands)



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