



# Choose Better:

Choose San Juan Regional Medical Center

2024 Annual Report to our Community

# Our Mission

Better is our mission, improving lives through personalized health and care.

# Our Vision

Our vision is to deliver world-class care, making life better for the communities we are privileged to serve.

# Our Core Values

Sacred Trust

Personal Reverence

Thoughtful Anticipation

Team Accountability

Creative Vitality



# 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 4
The Benefit of a Community Hospital.....	page 6
Awards and Accolades.....	page 8
Advancing Care.....	page 10
The Benefits of a Trauma Center.....	page 12
Specialized Services.....	page 14
Patient Focused.....	page 16
Forging the Future.....	page 18
A Message from Board Chair Shaña Reeves.....	page 20

## San Juan Regional Medical Center, Inc. and Affiliates

Consolidated Statement of Operations.....	page 21
Community Benefit Summary.....	page 22





# Stories of Care:

## A Welcome to our Community From CEO Jason Rounds

Greetings,

We're excited to share our 2024 Annual Report, highlighting key accomplishments as we work to improve the health and wellbeing of our Four Corners communities. At San Juan Regional Medical Center, we believe life is better here. Whether it's the patients we serve, the strong sense of family and community we cherish, or the beauty and wonder of this area of the world we call our home, there's something special that inspires us to celebrate life.

As your community hospital, we are committed to serving the Four Corners region with a remarkable range of specialized services. Our Metabolic and Bariatric Institute now offers medical and surgical weight loss options, and we recently invested in a new MRI machine for enhanced patient comfort and care. Because we are truly community owned, we make decisions right here locally to bring you and your families the services you need.

When you choose San Juan Regional Medical Center, you gain access to the region's largest network of healthcare providers, giving you more convenience of care, more choices of specialists and more healthy programs to live better here. We offer services across two states in three cities and invest in the health of our community through our many sponsorships and community reinvestment funds. We are honored to be a part of this community and look forward to continuing our legacy of quality healthcare for generations to come. Enjoy this report.

A handwritten signature in black ink that reads "Jason Rounds". The signature is fluid and cursive, with the first name "Jason" being more prominent than the last name "Rounds".

**Jason Rounds** | President/CEO  
San Juan Regional Medical Center



# THE BENEFIT OF A COMMUNITY HOSPITAL:

As your community hospital, San Juan Regional Medical Center is committed to making a difference. From the thousands of patients we care for each year to the local community organizations we support, we are all about creating life better here.

## Patient Impact

ER Visits:	61,501
Acute Hospital Admissions:	7,621
Rehabilitation Hospital Admissions:	337
Clinic Visits:	160,335
Surgical Cases:	6,865

## Financial Impact

Payroll (1,852 employees):	\$193,737,900
Charity and Uncompensated Care:	\$34,911,000
Local/GRT Taxes:	\$7,769,843
Charitable donations to community:	\$184,174.00
Dollars spent with local Merchants:	\$10,100,302
Capital Investments in 2024:	\$4,934,226
Total Community Investment:	\$251,637,445



*Farmington Area Single Track teaches youth the joy of outdoor cycling*

## Enriching Partnerships that Support Our Community

SJRMC is a longtime sponsor and supporter of many local community organizations whose purpose aligns with our mission, vision and values.

### Two examples of the many organizations we partner with include:

#### Farmington Area Single Track (F.A.S.T.)

San Juan Regional Medical Center is a proud partner and supporter of F.A.S.T., which offers youth cycling programs and develops local single-track trails to create a lifelong passion for mountain biking and inspire greater health and wellness.

#### Inspire heART

San Juan Regional Medical Center is proud to help Inspire heART make a difference, encouraging our youth to express their emotions in a safe and creative way. Through our partnership, Inspire heART has introduced art therapy to our patients with an Inspiration Station art cart on our Pediatrics Unit.





## AWARDS AND ACCOLADES:

### The Gold Standard of Heart Attack and Stroke Care:

We are once again a proud recipient of the American Heart Association's Mission: Lifeline® EMS Gold achievement award for our commitment to a higher standard of rapid, research-based care to patients experiencing the most severe forms of heart attacks and strokes. Our caregivers are dedicated to following Mission: Lifeline's evidence-based guidelines to reduce barriers to treatment, starting when 911 is called, to EMS transport, continuing through hospital treatment and discharge.







CEO Jason Rounds presents the Commitment to Community Award

## Commitment to Community: A Longstanding Partnership

San Juan Regional Medical Center and San Juan College's rich history of collaboration is something to be proud of. Our work together to strengthen the health and wellbeing of our community was recognized by the New Mexico Hospital Association with the Commitment to Community Healthcare award. Our 50+ year partnership with San Juan College's nursing program fosters invaluable opportunities for students to gain real-world experience in diverse clinical settings.

## Awarded for Nursing Excellence

Two of our outstanding nurses were recognized at the state level for the contributions they make to their organizations, communities and our state. Dilan Jones received the New Mexico Nursing Excellence Award for Excellence in Practice for Maternal/Women's Health. Raychel Stiegelmeier received the Excellence in Practice award in Behavioral Health.



Dilan Jones

Nurse Practitioner Rebekah French earned the New Mexico Hospital Association's Distinguished Service in Healthcare recognition for demonstrating incredible commitment to serving the Four Corners during the pandemic. She initiated the COVID to Home program, which kept many COVID patients safely out of the hospital by coordinating their care and providing close monitoring through telehealth services.



Raychel Stiegelmeier



Rebekah French



## ADVANCING CARE:

### State-of-the-Art MRI Services

San Juan Regional Medical Center invested in our magnetic resonance imaging (MRI) services with the addition of GE HealthCare's SIGNA™ Artist. This advanced MRI system enhances patient comfort and experience with better image quality, reduced scan times and a patient-friendly design.

### Point-of-Care Testing for Rapid Results

As an accredited Chest Pain Center, SJRMC is committed to providing quality heart care to our community. When patients come to us with chest pain, they can rest assured that they will receive earlier interventions leading to better care thanks to point-of-care Troponin testing. This test delivers rapid results, allowing us to treat chest pain patients swiftly, improving clinical quality and patient care.



*SJRM Caregivers expand the Thermal Imaging Program*

## Thermal Imaging Improves Patient Outcomes

We have expanded our thermal imaging initiative for improved patient outcomes, utilizing WoundVision's technology to detect temperature changes on the skin. This helps determine if a patient has any skin issues such as, leading to early interventions.

*"SJRM is a wonderful facility with a great collaborative culture. We are proud to partner with you all for successful outcomes with patient safety." – WoundVision*

## Childbirth Center Remodel

San Juan Regional Medical Center's Childbirth Center is undergoing a remodel to better serve our patients and their families. We were fortunate to receive government funding for this 9-month project, which will result in:

- Updated private patient rooms with a modern look
- Welcoming, secure entrance
- More compliant-friendly nurses' stations
- Birthing gym for moms who are low risk





## BENEFITS OF A TRAUMA CENTER:

Having a trauma center like San Juan Regional Medical Center in Farmington, New Mexico offers significant benefits to the community by providing immediate and specialized care for traumatic injuries.

### **Timely and Specialized Care:**

As a Level III Trauma Center, we provide immediate and comprehensive care for patients who suffer traumatic injuries.



## Community Preparedness:

We collaborate with local Emergency Management agencies to ensure we can provide care to patients within our community in the event of a large-scale emergency.

## Economic Stimulus:

From our very presence we attract skilled professionals, support services, and generate revenue, contributing to the economic growth and development of our community.

## A Trauma Center in Action: A Surgeon Shares His Perspective

*"Our team was called to respond to a serious incident involving multiple trauma patients. Our EMS crews, Emergency Department staff, surgical teams, and AirCare worked in unison to provide critical, life-saving care. EMTs, Paramedics, Physicians, nurses, respiratory therapists, anesthesia providers, and OR crews acted with extraordinary speed and coordination, ensuring each patient received the highest level of care.*

*Our teams, including on-call staff who responded promptly, managed the complex needs of several patients, stabilizing them for immediate surgery and preparing them for specialized care. This reflects the exceptional commitment, expertise, and compassion of our team, whose tireless dedication made a powerful difference."*

# General Surgery Metabolic and Bariatric Institute



## SPECIALIZED SERVICES:

The Metabolic and Bariatric Institute at San Juan Regional Medical Center offers personalized medical and surgical weight loss programs to help patients achieve their weight loss goals and improve their overall health and wellness. General Surgeons Dr. Philip Ernest and Dr. James Boyd performed the center's first ever bariatric surgeries in November 2023, which made history as the first ever fluorescent guided bariatric surgery in the state of New Mexico using an innovative new surgical tool designed specifically to improve safety and performance. We are proud to provide the highest standard of care to our patients as we work to improve their health and wellness.



Dr. James Boyd, Meghan Ritz, PA-C, and Dr. Philip Ernest



Steve Bulloch

## Patient Spotlight

Steve Bulloch was ready to make a change. He contacted the Metabolic and Bariatric Institute at San Juan Regional Medical Center and made the decision to undergo bariatric surgery.

*"It's rejuvenated my life. Instead of sitting in that depression, it's given me a new outlook on life. I got things I want to do—goals. I can see them happening now. I've heard people say it before, 'why didn't I do this sooner?' It's definitely worth it."*

*"I never really cared one way or another about how my weight was, but just to feel healthier and be able to do things and keep up with my kids is one of the greatest things. It just gives you your freedom back."*



## PATIENT FOCUSED:

When Richard Neely woke up one morning not feeling right, he had no idea that he would soon end up receiving lifesaving care at San Juan Regional Medical Center that defied all odds.

*"You've got excellent people, excellent technicians, excellent nurses, excellent doctors. They're here and they care about the patient. The feeling of comfort that you get from the doctors is fantastic. They want to help you. They want to watch you heal with your family. Not only were they taking care of me in the Cath Lab, they were taking care of my wife. That's the care you get at San Juan Regional Medical Center."*





*Dr. James Boyd*

## Community Owned

"I emphasize that we are a community owned hospital. It's just not as difficult to make changes that help patients and benefit the community as it would be in a big, corporate environment."

– *Dr. James Boyd, General Surgeon*



*Dr. Robert M. Underwood*

## Better Care

"There is such a great working relationship between all of the various specialties that it just completely aids in better care of the patient."

– *Dr. Robert M. Underwood, Chief Medical Officer*



*Jennifer Cowan, PA-C*

## Serving the Underserved

"One of the nice things about this hospital is we help out with underserved populations. We get to really aid in their care and help them establish a team so they can get the best healthcare possible."

– *Jennifer Cowan, Physician Assistant*





## FORGING THE FUTURE:

As we continue to advance our nearly 115-year mission, San Juan Regional Medical Center is focusing on key strategic initiatives that will guide the future of our community hospital.

### **Patient Safety and Quality:**

Safety is our number one priority and quality and safety go hand in hand. We are committed to improving and implementing processes that ensure a high reliability organization.

### **Service Excellence:**

Our commitment to excellence is reflected in everything we do. From our staff to our facilities, every detail is focused on delivering quality care that meets the highest standards for our patients.

### **Workforce Development:**

We aspire to become the healthcare employer of choice, offering competitive salaries and benefits, cultivating an inclusive culture and developing career and leadership pathways.

### **Access to Care:**

To bridge the gaps in healthcare access, we are committed to collaborating with stakeholders, advocating for policy changes, and implementing initiatives that ensure everyone in our community can receive the care they need.



# Spot a Stroke

Every minute counts, so be

- B**alance off
- E**yes – vision changes
- F**ace drooping
- A**rm weakness
- S**peech difficulty
- T**ime to call 911

911  
**STROKE.  
REACT.  
DON'T  
REGRET.**



## Stories of Care:

### Message from the Board Chair Shaña Reeves

Welcome,

As Board Chair, I have been privileged to witness the extraordinary dedication and compassion of our caregivers over the past year. Our physicians, nurses, healthcare providers and caregivers embody the very best of what it means to serve others. Their commitment is the foundation of all we have accomplished in 2024, and the reason San Juan Regional Medical Center remains strong and ready to meet the needs of our community.

Our financial stability ensures we can continue supporting our mission to provide exceptional care by investing in the people, programs and resources needed to serve you and your family.

Our organization is deeply committed to supporting the community by partnering with other local non-profits to make life better for everyone. We hope you've noticed these efforts and the positive impact they have on our shared community. On behalf of the Board of Directors, thank you for trusting San Juan Regional Medical Center and for joining us in building a stronger, healthier future.

A handwritten signature in black ink that reads "Shaña Reeves". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Shaña Reeves | 2024 Board Chair  
San Juan Regional Medical Center

# Community Benefit Summary

Community Program:	Persons served	Community Benefit \$
Community Health Improvement		
<b>Community Health Education:</b>		
Diabetes Education	1,071	101,869
Other	26,420	89,370
<b>Community Based Clinical Services</b>		
Community Flu Vaccines	854	12,665
<b>Health Care Support Services</b>		
Community Van	565	22,103
Testing from Lab	147	116,471
<b>Total Community Health Improvement</b>	<b>28,345</b>	<b>342,478</b>
<b>Health Professionals Education:</b>		
Physicians, Nurses, Nursing Students	□ 196	□ 4,877,440
<b>Financial and In-Kind Contributions:</b>		□ 457,117
<b>Community Benefit Operations:</b>		
Other	□	□ 1,430
<b>San Juan United Way - Corporate Match:</b>		
SANE contributions	30	32,464
<b>Total All Community Benefit:</b>	<b>29,253</b>	<b>5,781,906</b>

\* The numbers presented in the table above are unaudited and are subject to change. They reflect preliminary data and may be updated as further reviews and audits are conducted.

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

# Consolidated Statement of Operations

	FYE 2023	FYE 2024
Net Patient Service Revenue	346,915	358,728
Other Revenue	14,137	14,202
Total Revenue	361,052	372,930
Wages, Salaries, and Benefits	177,007	193,738
Supplies and Services	117,660	112,471
Depreciation and Interest	14,127	14,570
Rent and Leases	3,771	3,291
Purchased Services	50,445	53,245
Total Expenses	363,010	377,315
Excess Revenue Over Expense	(1,958)	(4,385)

Consolidated Statements of Operations (in thousands)



"I would recommend San Juan Regional Medical Center because it's a place where I felt very safe and very well cared for. I could see that they care about our community. It's great all the support that they give local programs and how they try to better our community. San Juan Regional is making life better for people here in the Four Corners." – *Walter Dorman, patient*



I enjoy working in the field of Radiology because I believe my work makes a significant difference in the quality of care to patients.”  
Dallas Sanders, Radiologic Technologist