



# FY2024

# ANNUAL REPORT





# CRAFTING YOUR CARE WITH YOU

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**AXIS**  
Health System



“

Always grateful! I am treated with care and concern. They aren't just a clinic, they are a community.

*-Axis Patient*



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Opposite page photo, left to right: Challis Gottman, Reproductive Health Supervisor; Tyra Johnson, Community Health Worker; Monica Rodgers, MD, Primary Care Physician.

Cover photo, left to right: Veronica Williamson, Medical Assistant; Reese Leonard-Saunders.



# LETTER FROM THE BOARD PRESIDENT



This past year has been a time of growth and resilience for Axis Health System. Together, our shared values have allowed us to navigate these challenges and embrace opportunities to better serve our Southwest Colorado communities.

Early in 2024, we opened the Durango Integrated Healthcare Clinic in La Plata County, combining primary care, behavioral health, pharmacy and dental services under one roof. It is my hope that this approach will become the model for providing integrated healthcare throughout Southwest Colorado. This has also been a year of expanding collaboration. We have forged partnerships with other healthcare providers, local hospitals, government agencies, schools, and community-based organizations. These alliances have been critical in our efforts to address the broader social determinants of health, such as housing, food security, and employment. We have seen firsthand the powerful outcomes that come from coordinated care and community engagement, particularly for our most vulnerable populations.

At Axis Health System, we are deeply committed to health equity. Our mission is to ensure that everyone in our community has access to high-quality, affordable care, regardless of socioeconomic status, race, ethnicity, or location. One noteworthy initiative this year has been our work with local law enforcement and emergency services to expand our co-responder programs. By creating teams that include mental health professionals and local law enforcement to respond to emergency calls together, we have assisted individuals experiencing mental health crises in accessing needed care in a supportive and appropriate setting.

Despite the financial pressures facing the healthcare sector, our leadership team is working to ensure that Axis Health System remains on sustainable financial footing. They have worked diligently to secure funding from diverse sources, including federal and state grants, private donations, and strategic partnerships. Our financial stability will allow us to continue investing in our people, facilities, and programs, ensuring that we can meet the evolving needs of our community for years to come.

None of this progress would have been possible without the support of our dedicated staff and leadership team, community partners, donors, and our board of directors. Your commitment to our mission inspires me daily. I am grateful for your hard work, passion, and dedication to improving the lives of those we serve.

As we move forward into 2025, I am confident that Axis Health System will continue to thrive, innovate, and create a lasting impact in Southwest Colorado. Our shared values and our vision to provide for healthier, stronger communities remain the driving force behind everything we do.

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

Paul Nazaryk, Board President

“Our shared values define us more than our differences. And acknowledging those shared values can see us through our challenges today if we have the wisdom to trust in them again.

- John McCain



# BOARD MEMBERS



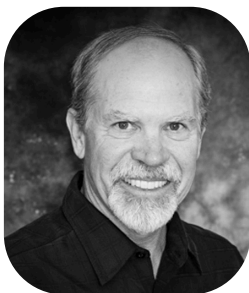
**Paul Nazaryk**  
President  
La Plata County



**Chuck Forth**  
VP / Treasurer  
Montezuma County



**Karen Sheek**  
Secretary  
Montezuma County



**John Albright**  
Member  
La Plata County



**Fran Perrin**  
Member  
Dolores County



**Bob Yearout**  
Member  
La Plata County



**Alex Van Sickle**  
Member  
Ouray County



**Bob Juskevich, MD**  
Member  
La Plata County



**Mandy Miller**  
Member  
San Miguel County



**Marissa Marquez**  
Member  
Archuleta County



**Ron Borrego**  
Member  
La Plata County



**Kent Curtis**  
Member  
La Plata County



**Gus Westerman**  
Member  
Dolores County



# A MESSAGE FROM OUR CEO



In 2012 our Board of Directors and staff began preparing for the opportunity to consolidate our outpatient and administrative locations in Durango (four sites) into a single, integrated healthcare home. In February of this year, this long-term strategic goal became a reality with our move to our new Durango Integrated Healthcare Clinic at 150 Mercury Drive. This consolidation allows us to better support comprehensive care for our patients, with sufficient facility capacity to scale up services and access into the future. This was a major undertaking made possible with the help of key community partners and a variety of generous grants and private donations.

And we did not stop there...inspired by the improved patient and community access we were able to provide with on-site pharmacy at two of our Community Health Center clinic locations last year (Dove Creek and Cortez); we opened on-site pharmacies this year at the new facility in Durango and at our clinic in Pagosa Springs. And we did not stop there...we collaborated with key community stakeholders in the Montrose (and surrounding) region to design a pilot program to improve access to psychiatric care and consultation services. And we did not stop there...we secured federal funding as a pilot site for an emerging federal model known as a Certified Community Behavioral Health Clinic (CCBHC), supporting us in expanding our substance use disorder Intensive Outpatient Program while also adding outreach resources to improve health equity and access.

I share these examples to demonstrate that Axis continues to be committed to increasing access to quality, comprehensive care based on the needs of the communities we serve. Simultaneously, there are countless examples, just in the past year, of partner organizations and fellow healthcare providers in our region stepping forward to work creatively with us to improve the health of our communities. These partnerships extend beyond solely delivering a particular project here or there; these relationships are the foundation for solutions that help improve the current and future health of our communities.

Of course, this last year was not without its challenges. The re-determination of Medicaid eligibility for all publicly insured patients over this past year has impacted the entire healthcare system and resulted in a significant increase in uninsured patients, particularly here in southwest Colorado. When coupled with major reform of Colorado's behavioral health structure, we are faced with another period of significant change as a community healthcare provider.

As we look ahead to a future full of change and adaptation, we remain steadfast in our commitment to making a meaningful difference. What makes this possible? Our patients; our staff; our Board; our community partners; and you.

With deep appreciation,  
Shelly

Shelly Burke, CEO





# EXECUTIVE TEAM



**Shelly Burke**  
Chief Executive Officer



**Shelly J. Spalding**  
Chief Operating Officer



**Alex Conrad**  
Chief Administrative  
Officer



**Shay Denning**  
Chief Legal Officer  
& General Counsel



**Lincoln Pehrson**  
VP of Operations



**Tina Squires**  
VP of People Strategy



**Chuck Southcotte**  
VP of Business Technology



**Ryan Pierce**  
VP of Finance



**Sarada Leavenworth**  
VP of Strategic Initiatives



**Stephanie Allred**  
VP of Integrated Health



**Brian Ensign**  
VP of Behavioral Health





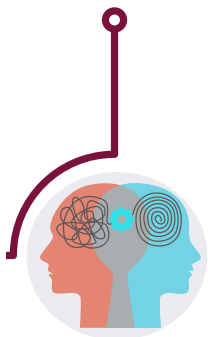
## WHO WE ARE

### PATIENT-CENTERED INTEGRATED HEALTHCARE FOR EVERYONE

Axis Health System (Axis) has been serving the region since the early 1960s, growing and changing to meet the evolving needs of those we serve. Today, Axis is now a Community Mental Health Center, a HRSA-supported Community Health Center, a licensed substance use provider, and the recipient of a Certified Community Behavioral Health Clinic (CCBHC) Planning, Development, and Implementation grant from the Substance Abuse and Mental Health Services Administration.

Community Mental Health Center (CMHC)  
**Est. 1960**

Community Health Center (CHC)  
**Est. 2014**



**Est. 1972**

Licensed Substance Use Treatment Provider (SUD)



**Est. 2023 (4 yr pilot)**

Certified Community Behavioral Health Clinic (CCBHC)



## *Our Mission*

To make a meaningful difference through healthcare innovation and caring for the whole person.

# EXPANSION & IMPROVEMENTS

*Special Thank You*

DURANGO INTEGRATED HEALTHCARE  
CAPITAL CAMPAIGN DONORS

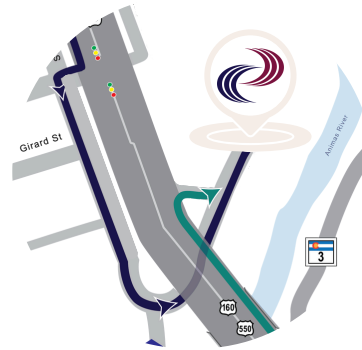
*Now Open!*

In March 2024, Axis Health System consolidated four Durango locations under one roof.

The new Durango Integrated Healthcare Clinic provides expanded access to primary, oral, and behavioral healthcare services. This new location also offers pharmacy services to both Axis patients and the general public.



## DURANGO INTEGRATED HEALTHCARE



### Providing:

- Behavioral Health
- Dental
- Primary Care
- Pharmacy
- Substance Use Treatment

“

I love that Axis has medical, dental, and mental health services in the same company.

It makes it so easy for my family to have all-inclusive healthcare. It's amazing!

*- Axis Patient*





# EXPANSION & IMPROVEMENTS

**OPEN TO  
THE PUBLIC**

## Pharmacy

Axis now has pharmacies in Dove Creek, Cortez and Durango. Utilizing an innovative hub and spoke model, Axis' Director of Pharmacy, Josh Shumway, PharmD, has developed the first telepharmacy capability in the State of Colorado.

Designed to enhance access to high-quality healthcare services in underserved communities, our pharmacies focus on personalized care and community health initiatives. This expansion underscores Axis' commitment to reducing healthcare disparities and ensuring that medication is accessible to all.

*What's Next...*

### **Pagosa Springs Integrated Healthcare Pharmacy**

Axis is opening a new pharmacy at our Pagosa Springs Integrated Healthcare location. This pharmacy will also be open to our patients and the general public, providing improved access to residents and patients in Archuleta County.



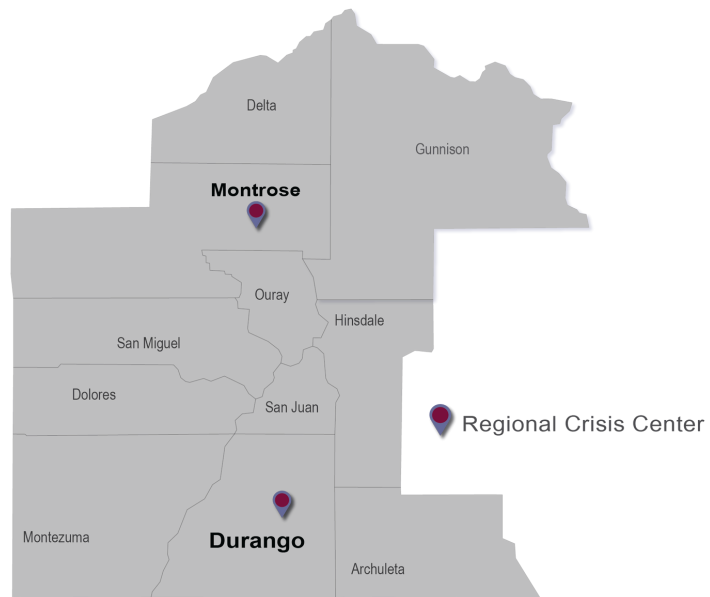
Above photos, clockwise from top: Jenna Wright, Pharm D, Pharmacy Manager; Josh Shumway, PharmD, Director of Pharmacy; Nichole Belland, PharmD, Pharmacy Manager; Tiffany Parisi, Certified Pharmacy Technician.

# Locations

# EXPANSION & UPDATES

## Regional Crisis Centers

The Regional Crisis Centers in Durango and Montrose (formerly “Crossroads” and “Crisis Walk-In Center”, respectively) have realigned to better support patient care and public access. Community members can now reach the facilities and staff by calling a single 24/7 care line phone number, ensuring immediate assistance and support through our crisis services.



### 24/7 Axis Care Line

We're here for you.

**970.247.5245**

Estamos a su disposición.



## Crested Butte & Norwood

Axis renovated our clinic suite on Main Street in Norwood to enhance access to behavioral healthcare for residents. Additionally, we relocated to a new, larger facility in Crested Butte, which has allowed us to broaden our range of services.







# PATIENT SATISFACTION SURVEY

**979**

surveys collected

**97%**

of responses were positive

Axis conducts a 12-question Patient Satisfaction Survey (PSS) twice annually at clinic locations throughout our service area. Here are the responses from the January 2024 PSS.



**94%**

of respondents felt they could get an appointment as soon as needed.



**99%**

of respondents felt their provider listened to them during their visit.



**99%**

of respondents felt their provider explained things in a way that was easy to understand.



**96%**

of respondents would recommend an acquaintance, friend or family member to their provider for healthcare.



**96%**

of respondents felt that over the past 6 months everyone involved in their care worked well together.

# OUR FUNDERS

The contributions of financial support are instrumental in expanding our capabilities and reaching more individuals in need, fostering a healthier future for our community.

City of Cortez

City of Durango

Colorado Department of Public Health & Environment

Colorado Department of Health Care Policy & Financing

Colorado Behavioral Health Administration

Community Health Provider Alliance

Colorado Community Health Network

Colorado Division of Criminal Justice

Colorado Department of Early Childhood

Colorado Department of Labor & Employment

Colorado Department of Local Affairs

Colorado Office of Economic Development & International Trade

Durango Integrated Healthcare Clinic Capital Campaign Donors

El Pomar Foundation

Federal Communications Commission

Gates Family Foundation

Health Resources & Services Administration

Health Resources & Services Administration  
Congressionally Directed Spending

La Plata County

Lone Cone Legacy Trust

Montezuma County

Town of Dolores

Town of Mancos

Rocky Mountain Health Foundation

San Miguel Behavioral Health Solutions

Substance Abuse & Mental Health Services Administration

Telluride Foundation

The Colorado Health Foundation

*Thank You!*

We couldn't have done it without your generous support.



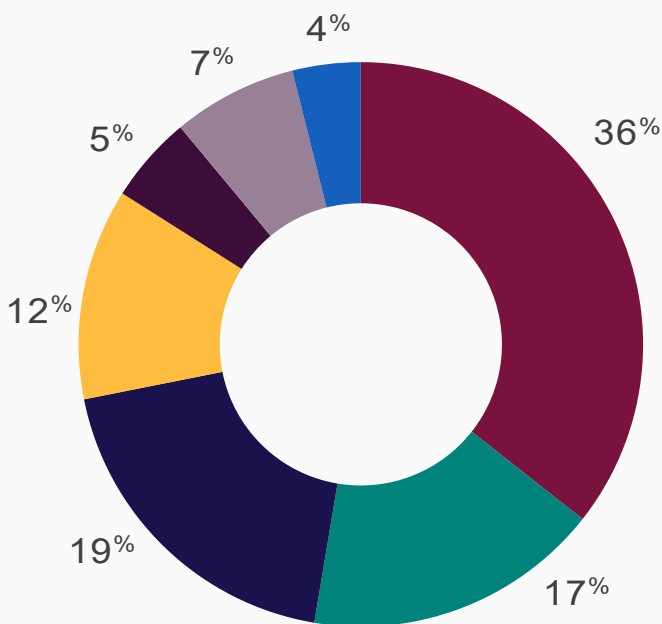
# FY2024 OVERVIEW

# FINANCIALS

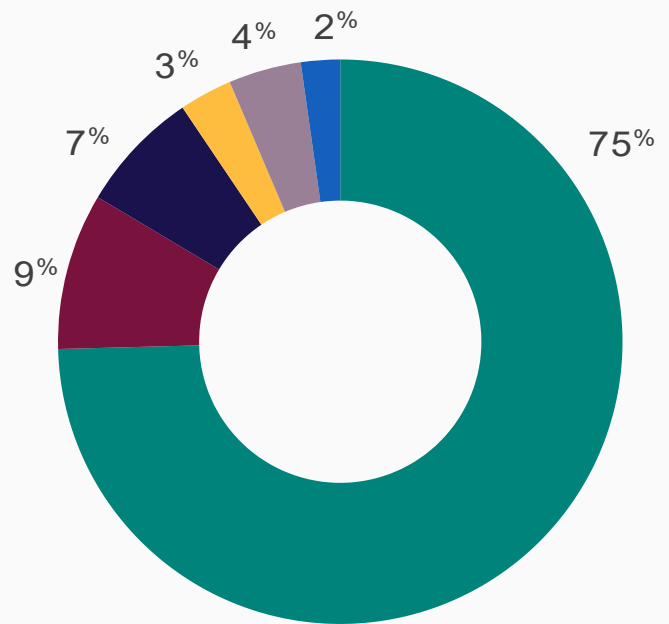
“I feel respected and treated with care at every appointment. I recommend this clinic to many colleagues and family.”

*- Axis Patient*

## INCOME



## EXPENSES



- Medicaid
- Patient Generated
- State/Title X
- Federal
- Local
- Other
- Pharmacy

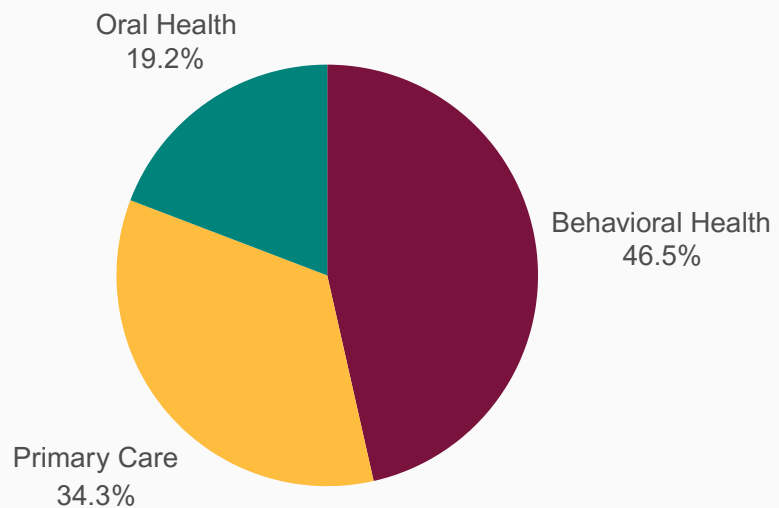
- Personnel
- Operating
- Professional Fees
- Occupancy
- Other
- Patient Related

\*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). Financial information is provided from the draft FY2024 Financial Audit.

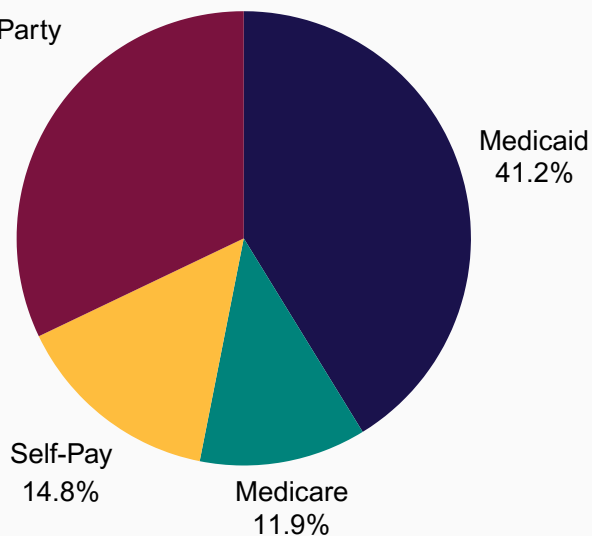
# PATIENT DASHBOARD

Services Provided	169,824
Patients Served	16,704

## SERVICE MIX



Insurance/3rd Party  
32.1%



## PAYER MIX



# AWARDS & RECOGNITION

## *Award-Winning Teams*



**2023 NAVEX Excellence in Ethics and Compliance Award**

**2023 Advancing Health Information Technology (HIT) for Quality Badge**

**2023 Addressing Social Risk Factors Badge**

**American Diabetes Association Recognition Quality Diabetes Education & Support**

**2023 American Heart Association Quality Achievement Award Target - BP Silver Recognition**

**Durango Police Department Community Service Award**

**La Plata County Sheriff's Office Co-responder Team of the Year**

**2023 Best of Durango**

- Best Mental Health Services 2nd Place
- Best Pediatric Provider, 3rd Place (tie)

**CBHC Board Award, Fran Perrin**

**Nightingale Award, Heather Thompson, RN**



Photo, left to right: Fran Perrin, Board Member; Shelly Burke, Axis CEO

# Award-Winning Teams

## ELEVATING COMPREHENSIVE DIABETES EDUCATION

In a significant milestone, Axis Health System has been awarded Continued Recognition by the American Diabetes Association. This recognition underscores our team's expertise and our adherence to the rigorous National Standards for Diabetes Self-Management Education Programs.

This program, available in our Durango, Cortez, Dove Creek, and Pagosa Springs clinics, exemplifies our commitment to providing effective diabetes management.

Our diabetes education program includes personalized nutrition advice and specialized physical activity recommendations. We emphasize developing critical problem-solving skills and psychological resilience to prevent complications, fostering a supportive environment that nurtures both physical and emotional well-being.



Photo: Axis' Durango Integrated Healthcare staff members, left to right: Lisa Messerli, RD, Diabetes Educator; Natosha Adams, Medical Assistant; Rachel Wentling, Nurse Manager; Anita Lopez, Patient Experience Specialist; Nichole Riffle, Medical Assistant; Melissa Briggs, FNP-C, Nurse Practitioner.

“

At Axis, we know that partnering to manage your health conditions can make a huge difference in combating diabetes. Such education, paired with steadfast support, is a critical part of today's diabetes care. We're excited to include these vital elements in the complete care we offer.

*- Jill Rimmey, M.D.*  
Axis Medical Director



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# CONNECTING IN OUR COMMUNITIES



## Community Intervention Team Training

The Community Intervention Team training marked its 23rd year of enhancing skills for compassionate, effective law enforcement and crisis intervention. Thirty officers from agencies around the region participated.

## Naloxone Education

Axis offers free Naloxone and education at all clinic locations. Naloxone is safe to carry as a safety measure to support individuals with opioid use disorder. Anyone can administer it.



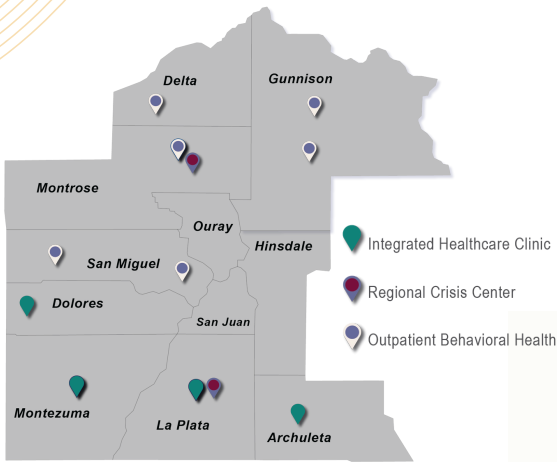
## Southwest Opioid Response District (SWORD)

Axis is a part of the community-led response to the opioid epidemic. The new recovery housing project led by SWORD is an inspirational example of working together to creatively address our key challenges.





# LOCATIONS & SERVICES



Axis proudly serves Southwest Colorado, with locations throughout the region to meet the diverse needs of our communities.

Our comprehensive services include primary care, behavioral healthcare, dental care, pharmacy services, and substance use treatment, ensuring that every individual has access to the care they need.

**VISIT US ONLINE TO LEARN MORE**

[axishealthsystem.org/locations/](https://axishealthsystem.org/locations/)

- 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
- Healthcare for the Homeless
- Jail-based Behavioral Health
- Jail-transitions
- Psychiatric Medication Management
- 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 & Title X
- Substance Use Treatment
- Supported Employment Services
- Therapy & Counseling - Individual, Group, and Family (all ages)
- Vaccinations (all ages)
- Vaccinations for Children Program
- Vivitrol Treatment
- Withdrawal Management Services



**24/7 Axis Care Line**

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Estamos a su disposición.







 **AXIS Health System**