

Your Life.
Your Regional Medical Center.



**Your Choice for Patient Centered Care
in a Healing Environment.**



1313 East 32nd Street, Silver City, New Mexico 88061
575-538-4000 • www.grmc.org

Serving Southwest New Mexico
with a broad scope of inpatient and outpatient services

Home of the
Gila Regional Cancer Center
Surgical Center of the Southwest

We believe... We are human beings caring for other human beings.

Your Life.
Your Regional Medical Center.
Your Choice for Patient-Centered Care.

Mission Providing exceptional quality, patient-centered care in healing environments

Vision To be the best place to:
Receive Care
Work
Practice Medicine

Planetree



www.planetree.org

Gila Regional Medical Center is a county-owned, 68-bed, not-for-profit, Joint Commission accredited hospital where more than 700 of your friends and neighbors work.

We're proudly developing a reputation for our Planetree patient-centered care, an approach which reflects the warm, diverse communities which we serve.

www.grmc.org

The delivery of excellent medical care is a meaningful, yet complex mission. Success depends on the integration of many diverse disciplines and perspectives. To be a good—even great—hospital, the physical plant, equipment, staff and services should be unified by a single, clear vision.

When Gila Regional became a Planetree affiliate in 2003, we began to move toward alignment with Planetree's compelling philosophy of patient-centered care.

We are deeply committed to our county-owned not-for-profit mission to provide health care services to the communities we serve, rather than generate profits. That means **every dollar we earn is reinvested** into new or expanding patient care services; new technologies, putting systems into place that humanize, personalize and demystify the hospital experience for patients and their families; maintaining existing equipment and facilities; and paying caregivers' salaries.

A great hospital depends ultimately on the excellence and skill of healthcare professionals, staff and volunteers; the implementation of quality standards; access to appropriate technology; and a bottom line of respect and compassion. The actual experience of a patient is distilled from all these factors and is the final word on the success or failure of our mission to "provide exceptional quality, patient-centered care in healing environments." ∞



Gila Regional's Senior Administrative Team (left to right) consists of Cathy Woodard - Chief Nursing Officer/Chief of Clinical Services, Brian Bentley - Chief Executive Officer, Jean Remillard M.D. - Chief Medical Officer/Quality Officer, and Craig Stewart - Chief Financial Officer.

Gila Regional is proud to be a Planetree Hospital

As a Planetree hospital, GRMC subscribes to the philosophy that we can best serve patients and the community by providing the latest in medical technology in a healing, nurturing environment which encourages their involvement and participation. We believe in peaceful, comfortable surroundings, warm and supportive caregivers and access to health information and education to help our patients get well faster and stay well longer.

What is Planetree?

- A philosophy of care whose objective is to **Personalize, Humanize** and **Demystify** each healthcare experience from the patient's perspective and, in so doing, create a healing partnership between the patient and his/her caregivers.
- A model of care delivery committed to enhancing healthcare from the patient's perspective.
- A model that creates a healing environment in which the patient can be an active participant.
- Caregivers who are empowered to do what is right for the patient.
- Planetree is designed to encourage healing on all levels—mind, body and spirit—placing great emphasis on the care environment. ☺

“Planetree at Gila Regional is about walking a mile in our patients' shoes, trying to see everything from their point of view and designing our systems and procedures accordingly,” says Gila Regional's Chief Executive Officer Brian Bentley.

Community Outreach

Following are a few examples of the way GRMC seeks to extend itself to serve the needs of our local community.

First Born Program

For over a decade, First Born has provided vital educational and social support for first time parents. This program is currently the model adopted state-wide for reducing risky behaviors such as drug & alcohol use within families.

Active and Alive

This program encourages diabetes patients and others to live an active lifestyle by participating in group physical activities. It also includes education, support and classes for diabetes patients referred by their physicians.

Medication Assistance Program

Overseen by the GRMC Auxiliary, this program provides a means for patients who cannot afford their medications to apply for free prescriptions from drug companies. ☺

Community Benefits

\$65.4 million of Charity Care, Other Unreimbursed Care and Community Benefit during FY 2008-2009, see figures below:

\$ 43 Million Government

Sponsored Care This is the amount of unreimbursed Medicaid and Medicare services. Gila Regional absorbs the cost of shortfalls in governmental reimbursements for healthcare services.

\$ 8 Million Charity Care

Gila Regional has long embraced the philosophy that no one should have to choose between healthcare and financial hardship. Patients benefit from our efforts to provide financial assistance through our Grant County Health Plan. This plan meets the needs of the growing numbers of uninsured as well as those who face significant hardship due to medical debt.

\$ 6.4 Million Bad Debt Expense

A part of Gila Regional's commitment to accessible healthcare includes covering the expense of payments that were expected but not received.

\$ 8 Million Commercial Contract

Adjustment This is the unreimbursed amount of commercial insurance services. Gila Regional absorbs the cost of unreimbursed commercial insurances.



GRMC Emergency Medical Services donates hours of time and skills to support community groups and events.

FY 2008-2009 Facts Economic Impact Statistics

Salaries/Wages/Benefits
\$32 Million

Capital Expenditures
\$ 3.5 Million

Medical Services Statistics

Babies Delivered
468

Admissions
3,540

Surgical Center of the Southwest
Outpatient Surgeries Performed
3,511

Inpatient Surgeries Performed
1,073

Imaging/Radiology
Procedures Performed
41,972

Laboratory Procedures Performed
238,431

Gila Regional Cancer Center
Cancer Treatments Administered
Medical Oncology
5,830

Radiation Oncology
2,508

Patient Visits to the
Emergency Department
18,977

Pharmacy Doses Administered
357,900

Auxiliary Volunteer Hours
20,271

Public Service Statistics

Diabetes Education:
Individual Sessions – 497
Class Series – 18
Class Hours – 180
Class participants – 381

Desert Sage Members
30

First Born Program Contacts
3,022

Good Health Newsletter
9,000 households

Support Groups Meetings
36

Health Fairs
6

Free Screenings
230

Services at Gila Regional Medical Center



Everything flows from our core values I.C.A.R.E. These timeless values of Integrity, Compassion, Accountability, Respect, and Excellence form the heart and soul of Gila Regional.



GRMC Foundation

Incorporated as a 501(c)(3) organization in 1988, the Foundation's mission is to support Gila Regional through the encouragement of charitable giving, solid stewardship of donor gifts, and recognizing specific needs of the facility, equipment, and caregivers.

Pictured above are Foundation members awarding a caregiver with monies to attend a continuing education conference.

Gila Regional received Quality New Mexico's 2008

Roadrunner Recognition. One of five New Mexico organizations and businesses to receive 2008 Roadrunner recognition, recipients have demonstrated, through commitment to and implementation of quality principles, significant progress in building sound quality processes. "It's a reflection on our high-quality staff that made us a QNM success story," said Jean Remillard, MD, Chief Medical Officer/Quality Officer.

Our strong commitment to investing in technology that improves care delivery, patient safety and efficiency has brought GRMC to the forefront of Health Information Technology achievement. The Health Information Management and Systems Society (HIMSS) Analytics division has recognized Gila Regional as the 50th of 5,170 hospitals in North America to achieve "**Stage 6**" designation of its **electronic medical record system** and the first in New Mexico to move this close to a paperless environment. ☺

Committed to a Full Spectrum of Services

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|---|---|---|
| Auxiliary Gift Shop & Flower Sales Medication Assistance Program | Home Care Services Skilled Home Nursing Medical Social Workers Home Physical, Speech, & Occupational Therapies | Critical Care Unit Speech Therapy Services Support Groups Urological Services GreenLight Laser Lithotripsy Wound Care |
| Behavioral Health Inpatient Unit | Hospice Respite Care Skilled Home Nursing Volunteer Classes Grief Counseling | Billy Casper Wellness Center Massage Therapy Group Classes Gym/Pool Membership Personal Trainers Wellness Education |
| Cardiopulmonary Testing | Infusion Services Outpatient | Gila Regional Cancer Center Chemotherapy Radiation Therapy Oncology Breast & Cervical Cancer Screening Program |
| Complementary Medicine Chaplaincy/Spiritual Care Inpatient Aromatherapy Inpatient Massage | Infection Control | Gila Regional Rehabilitation Center |
| Dining Services Courtyard Café | Laboratory | Grant County Community Health Council Cancer Resource Library Cancer Patient Navigators Nurse Navigator Program Healthy Kids, Healthy Communities – <i>Robert Wood Johnson Research & Policies for Child Obesity</i> |
| Discharge Planning/ Case Management | Lap Band Surgery | Health Fairs Resource Navigation |
| Education Department American Heart Association (AHA) Training Center CPR/ACLS/PALS Certification Programs Job Mandatory Training | Maternal Child Health Labor & Delivery Breastfeeding Consultation Nurse Navigation Parent Education | Surgery Center of the Southwest Outpatient Surgery Inpatient Surgery |
| Emergency Department | Neurodiagnostic Services | |
| Emergency Medical Services Ambulance Service EMT Training | Nutritional Counseling | |
| Endoscopy | Occupational Therapy | |
| Eye Surgery | Orthopedic Services | |
| First Born Program Home Visits In Home GED Program Nutrition Consultation | Patient Relations | |
| Foundation Special Events Donor Relations/Services | Pharmacy – Inpatient | |
| Grant County Health Plan Payment Assistance | Physical Therapy | |
| HealthReach Diabetes Education | Pulmonology Services Bronchoscopy | |
| | Radiology & Diagnostic Imaging MRI/CRT/Mammography Ultrasound/X-Ray Nuclear Medicine | |
| | Respiratory Services | |
| | Senior Services/ Desert Sages | |
| | Sleep Medicine | |

Physicians and Allied Health Professionals Medical Staff @ Gila Regional

March 2010

Go to www.grmc.org to learn more about our medical staff.

PHYSICIANS

ADMINISTRATION

Jean Remillard, M.D., MBA,
Chief Medical Officer 538-4154

ANESTHESIOLOGY

Mark Donnell, M.D.574-4904
Nathan Williams, M.D.574-4904

CARDIOLOGY

Kent Richards, M.D. 522-5353

DENTISTRY (PEDIATRIC)

Peter Hayes, D.M.D. 575/621-0800

DERMATOLOGY

Gilbert Arizaga, M.D.388-2743

EAR, NOSE, & THROAT (ENT)

Twana Sparks, M.D. 538-0486

EMERGENCY MEDICINE

Darryl Fisher, M.D. 538-4050
Brad Haire, D.O. 538-4050
Gregory Koury, M.D. 538-4050
William Neely, M.D. 538-4050
David Weber, M.D. 538-4050
Robert Wilcox, M.D. 538-4050

FAMILY PRACTICE

William Fowler, M.D. 388-3393
Forrest Henry, D.O. 388-1913
Gregory Koury, M.D. 534-4299
John Stanley, M.D. 388-1913

FAMILY PRACTICE WITH

OBSTETRICS/PEDIATRICS

Naomi Clancy, M.D.537-5068
Alison Gomez, M.D. 538-2981
Gregory Koury, M.D. 534-4299
Joyce Troxler, M.D.388-1511

GENERAL SURGERY

Adela Lente, M.D.388-3175
Roland Snure, M.D.388-3175
Fredrick Wendler, M.D.388-3175

GYNECOLOGY

Richard Steinzig, M.D. 538-2936

HOSPITALIST

Hospital Care Consultants (HCC),
Michael Sergeant, M.D.
Medical Director 538-4139

Michael Bell, M.D.

Syed Mahdi, M.D.

Tsering Sherpa, M.D.

INTERNAL MEDICINE

Jennifer Agosta, M.D. 538-2981
John Bell, M.D. 538-2981
Laura Davenport-Reed, M.D. 538-2981
Thomas Hickey, M.D. 388-4000
Muskula Kumar, M.D. 538-2981
Javier Marinez, M.D. 388-3393
Colicia Meyerowitz, M.D. 538-2981
James Skee, M.D. 538-2981
Donald Stinar, M.D. 388-0184

INFECTIOUS DISEASE

Javier Marinez, M.D. 388-3393

NEUROLOGY (TELE)

Robert Woody, M.D.575/521-7021

OBSTETRICS/GYNECOLOGY

Victor Nwachuku, M.D.388-1561
Michelle Diaz, M.D.388-1561
Donald Montoya, M.D.388-1561

OCULOPLASTY

Michael McCracken, M.D. .720/851-6600

ONCOLOGY/HEMATOLOGY

New Mexico Oncology Hematology
Consultants (NMOHC),
Barbara McAneny, M.D.,
Medical Director..... 538-4009

Amy Alidina, M.D.

Douglas Clark, M.D.

Clark Haskins, M.D.

ONCOLOGY/RADIATION

Barbara McAneny, M.D.,
Medical Director..... 538-4009

Joel Elconin, M.D.

Gregg Franklin, M.D.

Bryan Goss, M.D.

OPHTHALMOLOGY

Nicholas Mittica, M.D. 388-4464

ORTHOPEDICS

Roberto Carreon, M.D.534-1919
Brian Robinson, M.D.534-1919

PATHOLOGY

Karen Blisard, M.D. 538-4167
Pavel Capek, M.D. 538-4167

PEDIATRICS

Laura Davenport-Reed, M.D. 538-2981
Brian Etheridge, M.D. 538-2981
Donald Johnson, M.D.388-1511
Michelle Pahl, M.D.388-1511

PHYSIATRY

Sravanthi Reddy, M.D.534-1919

PODIATRY

Adam Gough, D.P.M. 538-2981

PSYCHIATRY

Maria Elena Arizaga, M.D.388-2743
Ana Teresa Arizaga-Morales, M.D.
.....388-2743

Jason Coe, M.D.388-1511

PULMONOLOGY

Donald Stinar, M.D. 388-0184

RADIOLOGY

Rural Radiology Associates (RRA),
Roberto Spencer, M.D., Medical Director
..... 538-4125

James Burke, M.D.

Philip Durand, D.O.

Gary LaMotte, M.D.

Samuel Moses, M.D.

Joseph Orzel, M.D.

David Raetz, M.D.

Robert Siegel, M.D.

John Whittaker, M.D.

UROLOGY

Amos Lash, M.D. 534-0556

ALLIED HEALTH PROFESSIONALS

ANESTHESIA

John Moore, C.R.N.A.574-4904
Don Rudd, C.R.N.A.574-4904
Daniel Zerger, C.R.N.A.574-4904

COUNSELING

Ken Hutchinson, Ph.D. 313-8222

EMERGENCY MEDICINE

Meredith Heidenfeld, P.A.-C... 538-4050
Michael Kulikowski, P.A.-C. ... 538-4050
Sharon Manchester, P.A.-C. ... 538-4050
Ronald Oglesby, P.A.-C. 538-4050
Jill Steidl, P.A.-C. 538-4050

FAMILY PRACTICE

Christine Brickley, C.F.N.P.388-1913
Karen deGenevieve, C.F.N.P... 388-3393

NURSE-MIDWIFERY

Shauna McCosh, C.N.M.388-1511
Gail Stamler, C.N.M.388-1561
Jennifer White, C.N.M.388-1511

ORTHOPEDIC

Randall Lemke, P.A.-C.534-1919

ONCOLOGY

Karen deGenevieve, C.F.N.P... 538-4009

PEDIATRICS

Amber Luikart, P.A.-C.538-2981

Gila Regional Medical Center
has an exceptional medical staff
consisting of a wide range
of specialties.

