



Southwest Health System

2025 Annual Report

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About Southwest Health System (SHS)

Southwest Health System (SHS) is dedicated to delivering exceptional, community-focused healthcare across Montezuma County and the surrounding region. Our mission is rooted in providing accessible, high-quality medical services that allow our friends, families, and neighbors to live healthier, fuller lives.

Our Commitment to Community Health

In recent years, SHS has strengthened its focus on meeting the evolving health needs of our community. Key priorities include:

- Expanding access to primary care and specialty services, ensuring patients can receive high-value care close to home.
- Advancing maternal and newborn care, highlighted by national recognition such as the CMS Birthing-Friendly Hospital designation.
- Investing in mental health support through school-based clinics, community partnerships, and expanded behavioral health resources.
- Promoting preventive health through community education, health fairs, wellness programs, and chronic care management initiatives.



Our Mission

Our mission is to provide the highest quality health care to our community by bringing excellence, value, and service together to promote, improve, and restore health.

Our Vision

We envision a health system in which all providers work together to make excellent, patient-centered health services available in our community.

Introduction from Chief Executive Officer

At Southwest Health System, 2025 marked more than a year of growth—it marked a reaffirmation of our purpose: to ensure we are improving the health of people who live in the communities we serve, and we are here to care for those who live, work, or travel through SW Colorado and need urgent or emergency care. Our high-quality, compassionate healthcare remains strong, local, and sustainable for the communities we serve. Every investment we made was intentional, grounded in the belief that rural communities deserve access to exceptional care, close to home.

Together with the SHS Board, Montezuma County Hospital District, and the Southwest Memorial Hospital Foundation, we expanded what is possible in our region. We welcomed new primary care physicians, expanded outpatient cardiology, and brought obstetric services to Mancos. Through grants and philanthropy, we strengthened our clinical capabilities with advanced equipment supporting cardiology, surgery, emergency services, and patient safety. Equally important, we invested in our people—developing leaders, advancing clinical expertise, and building a shared language around communication and continuous improvement. We are preparing the next generation of caregivers by welcoming students at all stages of learning to experience rural healthcare delivery at SHS.

The impact of this work is tangible. More than 9,500 patients entrusted us with their care through over 40,000 primary care visits. Our emergency department responded to more than 14,000 urgent and emergency needs. National recognitions—including 5-star ratings for nurse communication and cleanliness and a Birth-Friendly Hospital designation—affirm the quality of care delivered every day.

Looking forward, rural healthcare faces mounting financial and workforce challenges. Yet uncertainty does not define our future—commitment does. By choosing local care, our community helps secure access for tomorrow’s families, neighbors, and visitors. With shared resolve, we will continue building a resilient healthcare system—one that advances health, responds in crisis, and stands ready for the future.

Wishing you a healthy 2026.



“Our purpose is to ensure we are improving the health of people who live in the communities we serve.”
Joe Theine, Southwest Health System Chief Executive Officer

Southwest Health System Board of Directors

2025 was a year of development for the Board of Southwest Health System (SHS). In 2024, the board saw long-standing board members rotate off the board due to term limits. In 2025, Shirley Jones completed her seven years of dedicated service and leadership to the board, finalizing her term as the Board Chairperson. With the addition of four new directors, the board is now complete. We have seven new, diverse, and fresh members poised to meet the challenge of shaping the changing health care environment in our community.

This past year, several of our board members participated in educational opportunities. Firstly, the Community Hospital Consulting Leadership Conference in Frisco, TX, which was a three day event that two board members attended, learning first-hand from industry leaders the state of health care in the United States and the changing health care environment we all face. The keynote event was a presentation and discussion with members from The Advisory Board, a nonpartisan health care Policy think tank in Washington DC. We learned that one thing is certain in health care policy: change is inevitable. From this experience, the Advisory Board graciously offered to evaluate the market and patient mix in our service area. They then came to Cortez to spend a day with the board, senior leadership team, and providers to lay out the projected funding cuts ahead and to challenge the organization, while encouraging us to get in ahead of the changes to come in a proactive manner. In addition, we had two other board members obtain the National Rural Health Board of Directors certification of training in 2025. We're excited to continue to grow in our roles as board members pursuing the mission of SHS in providing high quality healthcare to our community.

The SHS Board of directors look forward to working together with the Senior Leadership team and the Medical Executive Committee in 2026 to not just survive the coming changes but to thrive in our uncertain environment.

“With the addition of four new directors, the board is now complete. We have seven new, diverse, and fresh members poised to meet the challenge of shaping the changing health care environment in our community.” Eric Croke, SHS Board of Directors Chairperson



Care Close to Home



Services

- Southwest Memorial Hospital (SWMH)
 - Cardiopulmonary & Respiratory Therapy
 - Diagnostic Imaging
 - Emergency Management Services
 - Family Birthing Center
 - Infusion
 - Inpatient Intensive Care
 - Inpatient Medical & Surgical
 - Laboratory
 - Patient Education – Diabetic Education & Nutrition
 - Rehabilitation Services
 - Sleep Center
 - Same Day & Surgical Services

- Southwest Medical Group (SMG)
 - General Surgery
 - Orthopedics & Orthopedic Surgery
 - Podiatry & Podiatric Surgery
 - Primary Care – Family Medicine, Internal Medicine, Pediatrics, Pain Management
 - School-Based Health Center
 - Sleep Center
 - Visiting Physicians – Interventional Spine Care and Cardiology
 - Women's Health
 - Wound Care

Call 970-516-1616 for an appointment



Contracted Insurances

Medicare Advantage plans

SHS has contracts with:

- UnitedHealthcare Group Medicare Advantage
- Rocky Mountain Health Plan – Medicare Advantage
- AARP/Medicare Complete
- Cigna True Choice Medicare PPO
- BCBS/Medicare Advantage CO Pera
- Anthem Medicare Preferred
- Aetna Medicare PPO

Traditional Medicare

Colorado Medicaid

Commercial Insurance plans

SHS is Contracted with:

- Anthem BCBS
- Cigna
- Aetna
- United Healthcare
- Rocky Mountain Health Plan
- PEHP
- Summit SRT Administrators
- Meritain
- Friday Health



Locations

Southwest Memorial Hospital

- Emergency Department - 24/7

Southwest Medical Group

- Medical Office Building
- Mancos Valley Clinic
- Walk-In Care Clinic
 - Monday - Friday 8:00 AM - 7:00 PM
 - Saturday & Sunday 9:00 AM - 4:00 PM
- School-Based Health Clinic - Montezuma-Cortez High School



Quality Healthcare



1

5-star ratings for Nurse
Communication

2

5-star ratings for Cleanliness

3

Family Birthing Center Earns National
"Birthing-Friendly" Hospital Designation

5-star ratings for Nurse Communication

In 2025, Southwest Memorial Hospital was proudly recognized as one of the top hospitals in the nation for nurse communication, earning a prestigious 5-star rating from the Centers for Medicare & Medicaid Services (CMS). This distinction—highlighted in Becker’s Hospital Review—reflects outstanding performance in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, which evaluates patient experience across ten key measures. The nurse communication rating specifically measures how clearly nurses explain information, how attentively they listen, and the courtesy and respect shown to patients, based on data collected from October 2023 through September 2024 and officially released on August 6, 2025.

“This recognition is a testament to the dedication and compassion of our nursing staff,” said Lisa Gates, Chief Nursing Officer at Southwest Health System. “Our nurses consistently go above and beyond to ensure patients feel heard, respected, and cared for. We are proud to see their efforts acknowledged at the national level.”

Earning a 5-star rating places Southwest Memorial Hospital among an elite group of hospitals nationwide and underscores the organization’s continued commitment to exceptional, patient-centered care. This honor also aligns with the positive patient feedback highlighted in internal reports, where patients repeatedly praised the professionalism, attentiveness, and kindness of the SHS nursing team.

5-star ratings for Cleanliness

Southwest Memorial Hospital was honored to be named one of the nation’s “386 Cleanest Hospitals” by Becker’s Hospital Review, attaining an impressive 5-star cleanliness rating from the Centers for Medicare & Medicaid Services (CMS). This accolade was based on HCAHPS patient survey feedback collected between October 1, 2023, and September 30, 2024, highlighting their commitment to creating a safe, clean, and healing environment for every patient.

“We were delighted to be recognized among the cleanest hospitals in the country,” expressed CEO Joe Theine. “This 5-star rating showcased the diligent efforts of our Environmental Services team and the entire staff, who consistently prioritized patient safety and comfort.”

This prestigious recognition positioned Southwest Memorial Hospital among a select group of facilities nationwide that demonstrated excellence in cleanliness—an essential component of patient satisfaction, safety, and infection prevention.

Family Birthing Center Earns National “Birthing-Friendly” Hospital Designation



Southwest Health System is proud to celebrate a major milestone: the Family Birthing Center at Southwest Memorial Hospital has been officially designated as a Birthing-Friendly Hospital, the highest maternity-care recognition awarded by the Centers for Medicare & Medicaid Services (CMS). This first-of-its-kind national quality marker recognizes hospitals that demonstrate exceptional commitment to maternal safety, evidence-based practices, and continuous improvement in maternity care.

To achieve this honor, SHS met CMS’s rigorous standards through the Maternal Morbidity Structural Measure, reporting its active participation in perinatal quality-improvement collaboratives and implementation of proven interventions to reduce maternal risks. This designation confirms that SHS not only meets national benchmarks—but delivers care that exceeds them.

Chief Nursing Officer Lisa Gates emphasized the significance of the achievement, noting that it reflects “the staff’s commitment to excellence and teamwork” across every department engaged in maternal care—from nursing to pharmacy, case management, leadership, and more. She shared that the designation represents the community’s trust in SHS, strong maternal health outcomes, and SHS’s position as a regional leader in maternity care.

The recognition also highlights the strengths of SHS’s Family Birthing Center, including its home-like birthing suites, individualized nursing care, flexible birthing options, and specialized training in fetal monitoring, lactation support, and childbirth education. These features underscore SHS’s commitment to ensuring families receive safe, compassionate, high-quality care close to home.

Quality Coordinator Nikki Young noted that the Birthing-Friendly designation places SHS among a select group of hospitals nationwide, leading the way in reducing preventable maternal complications—an accomplishment that reinforces the importance of accessible, rural maternity care.

As SHS continues participation in perinatal collaboratives and expands evidence-based practices, the organization remains steadfast in its mission to support healthy pregnancies, safe deliveries, and strong families throughout Montezuma County and the surrounding region.

FINANCIALS

Revenue

What We Billed Insurance or Patients (Gross Revenue)

Inpatient	\$24,061,000
Outpatient	\$148,996,000
Total Gross Revenue	\$173,057,000



Net Revenue
(Total Net Patient Revenue + Total Additional revenue) **\$86,292,000**

Expenses

Operational Spend

Employee Pay and Benefits	\$44,843,000
Medical Supplies, Drugs and Other Supplies	\$15,581,000
Building and Equipment Costs: utilities, R&M, maintenance contracts, etc.	\$2,258,000
Purchase Services	\$4,677,000
Other Expense	\$13,182,000
Total Operating Expense	\$80,541,000

Net Income **\$5,751,000**

What was billed but did not receive payment For (Contractuals and Discounts)

Government Programs Discounts	\$62,622,000
Managed Medicare Discounts	\$21,518,000
Commercial Insurance Discounts	\$10,148,000
Charity & Indigent Discounts	\$4,351,000
Other Discounts	\$13,868,000
Chase	(\$12,355,000)
Total Discounts	\$100,152,000

Total Net Patient Revenue
(Gross Revenue - Discounts) **\$72,905,000**

Additional Sources of Non Operating Income

Other Revenue	\$9,094,000
Non Operating Income	\$848,000
Sales Tax MCHD	\$3,445,000
Total Additional Revenue	\$13,387,000

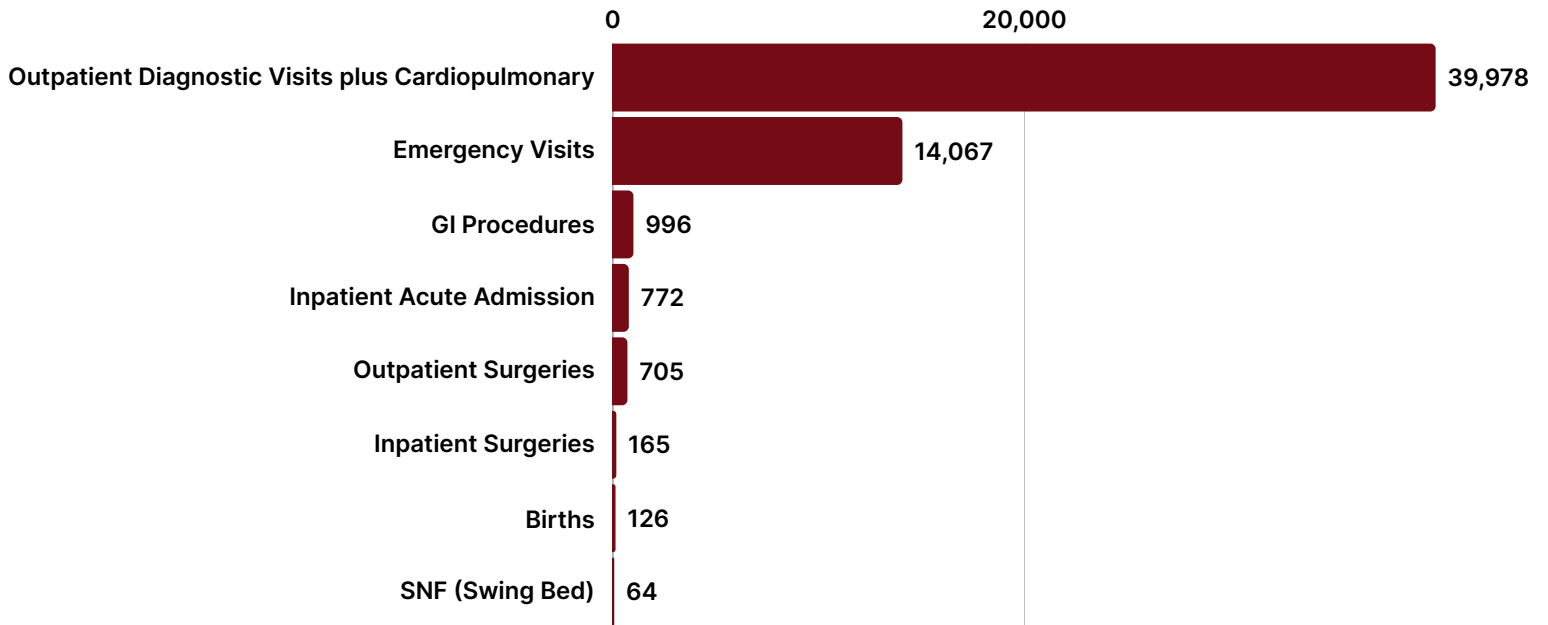
Reinvestment in Facility and Equipment

Bond Debt Repay (P&I)	\$1,964,000
Line of Credit Equipment (P&I)	\$633,000
Capital Equipment Purchases	\$829,000
Added Capital Improvement Fund	\$2,297,000
Total Reinvestment Expense	\$5,723,000

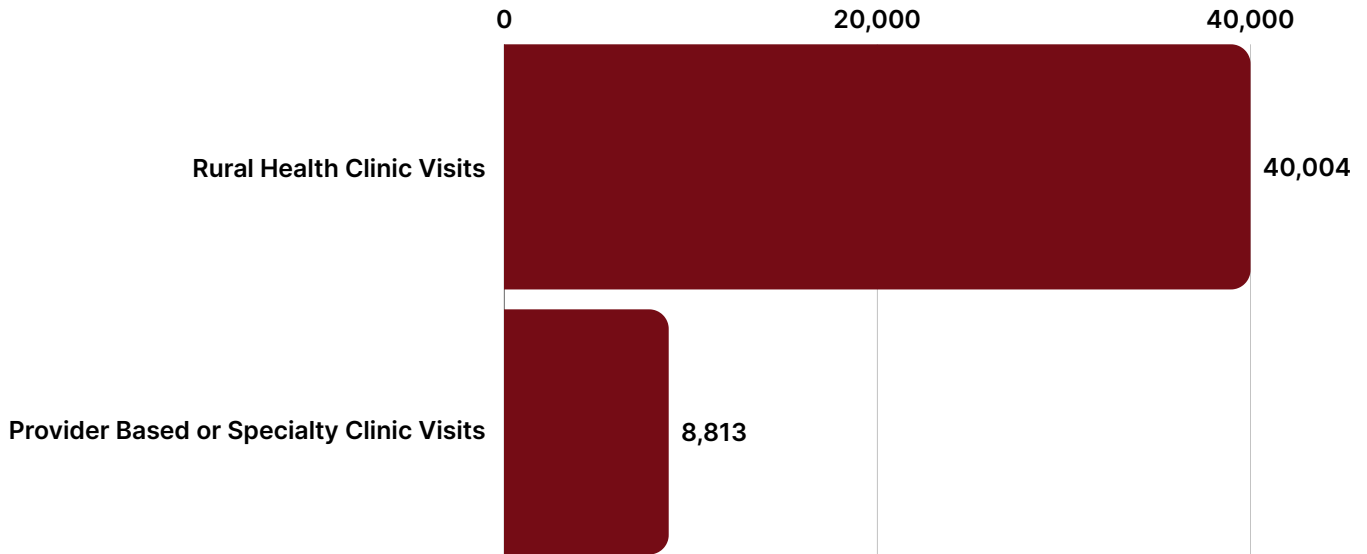
Total Operating Expense + Reinvestment in Facility & Equipment **\$82,838,000**

VISIT VOLUMES

Southwest Memorial Hospital



Southwest Medical Group



New Physicians and Recruitment Success

In 2025, Southwest Health System (SHS) continued strengthening its clinical teams by recruiting high-quality physicians to expand access to primary and specialty care across the region. Provider recruitment remained a strategic priority throughout the year, with SHS maintaining ongoing conversations with prospective clinicians and welcoming several new providers to meet growing community needs.

A major highlight of 2025 was the successful onboarding of three physicians across essential service lines:

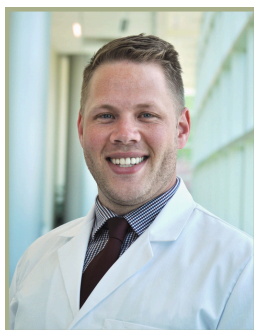
- Kameo Smith, DO – Primary Care
 - Dr. Smith rejoined the Southwest Medical Group, further bolstering SHS’s capacity for comprehensive family and primary care services. Her return supports SHS’s long-term goal of increasing the number of community members with an established primary care provider.
- Nathan Clyde, DPM – Podiatry
 - Dr. Clyde expanded SHS’s specialty footprint by enhancing access to foot and ankle care. His addition strengthens continuity for patients requiring ongoing podiatric support.
- Shahir Melhem, MD – Internal Medicine / Primary Care
 - Dr. Melhem joined SHS in the summer, adding depth to internal medicine and primary care services. His recruitment aligns with the board-approved provider recruitment plan and the organization’s commitment to meeting rising demand for adult primary care.

These hires came during a year in which SHS continued to refine its medical staff development plan and ensure appropriate coverage across primary and specialty care. Internal reports note that SHS is “currently meeting community needs” with additional family practice physicians scheduled to begin by late 2026.

Overall, physician recruitment in 2025 supported SHS’s mission to provide high-quality, accessible care for the Four Corners region. The addition of Drs. Smith, Clyde, and Melhem not only expands clinical expertise but also reinforces SHS’s commitment to serving the health needs of its community with excellence and compassion.



Kameo Smith, DO



Nathan Clyde, DPM



Shahir Melhem, MD

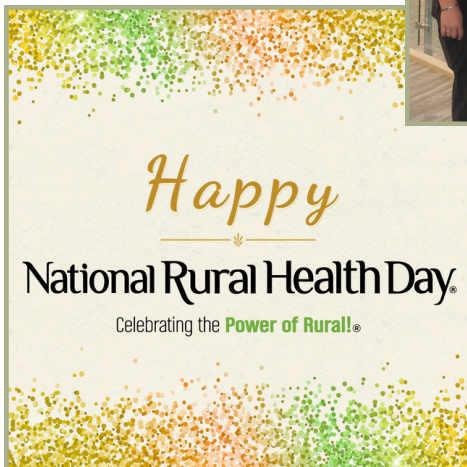
National Rural Health Day

On November 20, 2025, Southwest Health System was honored to celebrate National Rural Health Day alongside the Colorado Rural Health Center (CRHC), the State Office of Rural Health, and the State Rural Health Association. Since 2011, this annual recognition—held on the third Thursday of November—has honored the strength, resilience, and vital contributions of rural communities across Colorado and the nation.

CRHC CEO Michelle Mills captured the spirit of the day, reminding us that National Rural Health Day is a time to “celebrate the Power of Rural” and acknowledge the essential role rural healthcare facilities play throughout Colorado. This year’s celebration included a locally catered meal, remarks from CRHC and SHS leadership, and the reading of a Governor’s Proclamation honoring providers who deliver exceptional care in rural communities.

SHS CEO Joe Theine expressed gratitude for CRHC’s recognition, emphasizing the dedication of SHS staff, caregivers, and community partners who work together every day to provide high-quality, compassionate care. Chief Nursing Officer Lisa Gates echoed this message, noting that rural healthcare providers are truly the backbone of medical care—ensuring patients receive essential services even in the face of unique challenges.

As a vital safety-net hospital serving geographically isolated Montezuma County, SHS is proud to offer urgent, emergent, primary, and specialty care close to home. National Rural Health Day highlighted not only the importance of this mission but also the extraordinary people who bring it to life.



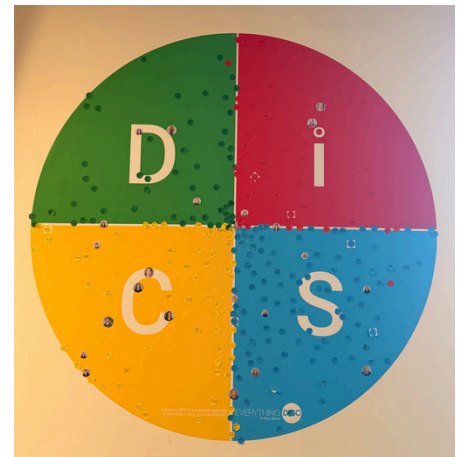
Leadership Development Through DiSC



Southwest Health System (SHS) continues to invest in leadership development as a cornerstone of organizational strength and culture. A key component of this investment is the integration of the DiSC behavioral framework, which provides leaders and teams with a shared language for understanding behavioral styles, strengthening communication, and enhancing collaboration.

DiSC supports more effective leadership by helping individuals recognize their natural strengths, adapt their approach to different working styles, and build trust across teams. By embedding DiSC into leadership development and onboarding, SHS is creating consistency in how leaders communicate, coach, and support high-performing teams across the organization.

In 2025, SHS reached a significant milestone with 220 employees completing the DiSC assessment, reflecting strong engagement and a collective commitment to personal growth, teamwork, and leadership excellence. This continued focus reinforces SHS's belief that investing in people directly supports a strong culture, operational reliability, and the delivery of high-quality care to our community.



Building a High Reliability Organization Through Lean Improvement

As Southwest Health System continues its journey toward becoming a High Reliability Organization, 2025 marked an important year of cultural and operational transformation. One of our key initiatives focused on empowering employees to improve the work they do every day through the use of Lean principles.

Lean, a quality and safety system with roots in manufacturing, has been widely adopted across healthcare over the past several decades. While the transition from manufacturing to healthcare is not a one-to-one translation, many leading organizations have embraced the fundamental idea that frontline caregivers understand their work best and are therefore best positioned to identify opportunities for improvement.

By utilizing Lean tools and idea boards, we created a structured vehicle for caregivers to elevate problems, collaborate on solutions, and become active problem solvers. This approach strengthens engagement, promotes continuous learning, and supports safer, more reliable care delivery across the organization.

Building a High Reliability Organization Through Lean Improvement

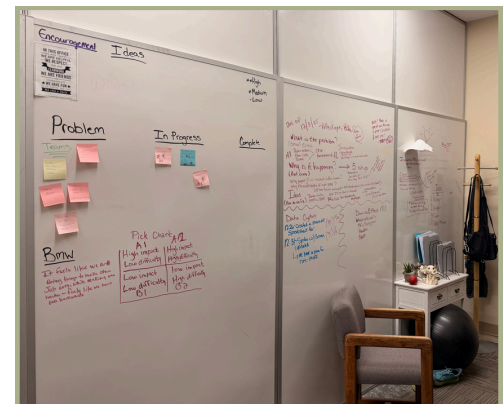
In 2025, Southwest Health System trained more than 70 caregivers to help lead this journey. These individuals represent departments across the organization and serve as champions of continuous improvement, helping teams identify waste, streamline processes, and improve both caregiver experience and patient outcomes.

2025 Lean Improvement Participants

Joe Theine	Kelsey Jarmon	Ondrea Whited	Cody Rogers	Dakota May
Lisa Gates	Kelsey Gilbert	Austan Koller	Zoe Nutt	Rusty Hamilton
Adam Conley	Leeann Owens	Neal Hurst	Neoma Muller	Christina Howard
Kierra Fury	Ashley Berry	Kayla Pribble	Kyle Truax	Butch Graves
Jenny Gero	Wendy Lindsay	Laura Pultorak	Karen Hubley	Aleece Brown
Maddie Wright	Matt Lindsay	Nichole Lee	Jaycee Hart	Melissa Didion Gray
Heaven Spohn	Heather Welch	Miranda Ludington	Shelley Jordan	Amy McCourt
Ethan Schwartz	Ariel Ruiz	Justin Lindsay	Amber Schwartz	Bridgett Jabour
Rob Owens	Genna Wilkerson	Andrea Fox	Lacey Ray	
Deeanna Wilson	Nikki Young	Edward Martinez	Cassandra Tallent	
Jacob Dance	Phil Conner	Dennis Delaney	Heather Lewis	
Heather Frazier	Robin Allmon	Kaitlin Kennedy	Leah Wright	
Brenton Wright	Joel Rouse	Kristalin Antonio	Joey Sadtler	
Lindsay Gaasch	Amie Reynolds	Aleisha Wheeler	Mike Kopp	
Meghan Higman	Jullianne McCracken	Brad Kaiser	Kelly Proctor	

Idea Boards

Idea boards serve as a valuable Lean tool, making improvement suggestions visible and enabling teams to capture, monitor, and act on opportunities for continuous enhancement. You can find idea boards in nearly every department at SHS. Each board is tailored to its specific department, contributing to the goal of enhancing both caregiver experiences and patient outcomes.



Through this initiative, we continue to reinforce the belief that quality and safety are created by the people doing the work every day. Empowering caregivers to solve problems at the source is a critical step in our long-term commitment to reliability, service excellence, and continuous improvement.

Cardiology Services

In 2025, Southwest Health System (SHS) partnered with Montrose Regional Health (MRH) to expand access to cardiology care for patients across Southwest Colorado. Through this collaboration, MRH began providing on-site cardiology services at the Montrose Regional Health Specialty Clinic – Cortez, with cardiologists holding regular in-person clinic days beginning in February 2025. This partnership significantly increased access to outpatient cardiology services and reduced the need for patients to travel outside the region for specialized heart care. Throughout the year, SHS Leadership emphasized that this Collaboration supported the organization's broader commitment to expanding specialty care and reducing patient outmigration.



As part of this broader effort, SHS successfully implemented new advanced echocardiogram and stress testing technologies, further enhancing its cardiology service line for the Four Corners region. The upgrade, aligned with the partnership with Montrose Regional Health, strengthened local access to high-quality cardiac diagnostics and allowed patients to benefit from the combined expertise and resources of both organizations.

“Our mission has always been to deliver exceptional care to our community, and this investment in cardiology services reflected that commitment,” said SHS CEO Joe Theine. “By bringing these advanced tools to our facility and working closely with Montrose Regional Health, we ensured that patients in the Four Corners area had access to the same caliber of cardiac diagnostics found in larger metropolitan centers—without the need to travel.”

The upgraded cardiology program included state-of-the-art echocardiography, treadmill stress testing, and Nuclear Medicine Lexiscan studies. Over the past year, SHS completed:

- 670 Echocardiograms
- 135 Stress Tests
- 69 Nuclear Medicine Lexiscans

These technologies provided real-time cardiac imaging, evaluated cardiovascular performance under physical exertion, and offered advanced nuclear diagnostic capabilities—critical tools for identifying and managing conditions such as arrhythmias, valve disorders, and coronary artery disease. While SHS had long provided echocardiogram and stress testing services, the introduction of this next-generation equipment significantly elevated diagnostic accuracy, efficiency, and overall patient care.

Cardiology services continued into 2026, with Montrose Cardiology providers—including specialists such as Dr. Zirafi—remaining available for scheduled patient consultations at the Southwest Memorial Hospital campus, ensuring the continuation of high-quality heart care for the community.

OB Services in Mancos

In 2025, Southwest Health System (SHS) expanded access to primary care in the Mancos community by reopening the Southwest Medical Group Mancos Clinic on Fridays for the first time since April 2023. The clinic once again operates Monday through Friday from 8 a.m. to 5 p.m., increasing convenience for patients and reducing the need to travel to Cortez or Durango for routine care. This expansion aligned with SHS's broader strategic objective to increase the availability of primary care services across the region.



Friday coverage is provided by Dr. Megan Viquez, a family medicine and obstetrics physician who offers a full spectrum of care, including prenatal services and C-sections. Her presence enabled the clinic to support both acute needs and the establishment of ongoing primary care relationships for patients seeking local access to consistent healthcare.

The Town of Mancos partnered closely with SHS to ensure the success of the expanded hours, contributing funding to connect previously unused backup generators at the clinic. This upgrade was essential for protecting temperature-sensitive vaccines stored on-site, preventing potential loss during power outages, and supporting uninterrupted delivery of primary care services.

Town leadership emphasized the importance of the clinic as a cornerstone of community health and expressed appreciation for SHS's ongoing efforts to strengthen local access to care. SHS and the Town of Mancos reaffirmed their shared commitment to continued collaboration to support the health and well-being of residents.

Sleep Lab Achieved Full Re-Accreditation

In 2025, Southwest Health System proudly announced that the Sleep Lab had officially received its final re-accreditation approval, marking an important milestone for this essential service line. This accomplishment was made possible through the exceptional dedication and expertise of the Sleep Team — Brandon Sanchez, PA-C, Stacey Burton, Jeff Roggenback, and Kelley Hall (clinic). Their hard work ensured that patients across the region continued to receive high-quality, evidence-based sleep care in a professional and supportive environment.

The re-accreditation reaffirmed SHS's commitment to maintaining rigorous clinical standards and expanding access to specialized care for the communities we serve. SHS extends sincere appreciation to the entire Sleep Lab team for their outstanding contributions and dedication throughout this process.



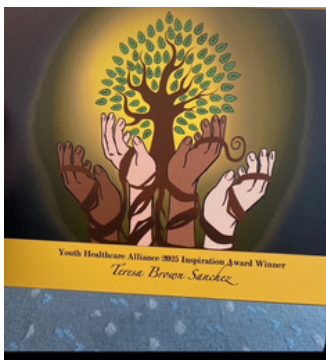
Lisa Gates Appointed to Statewide Nursing Leadership Board

Southwest Health System's Chief Nursing Officer, Lisa Gates, was appointed to the Board of Directors of the Colorado Organization of Nurse Leaders, a statewide coalition dedicated to advancing nursing practice and strengthening health care through collaboration. In this role, Gates represents Southwest Colorado, giving rural communities a strong voice in statewide conversations.

Her appointment followed a nomination by a fellow chief nursing officer, a formal application process, and approval by the current board. As a board member, Gates works alongside nursing leaders from across Colorado to shape policies, advocate for the profession at the legislative level, and promote initiatives that elevate the quality of patient care and support the growth and development of nurses statewide.

This recognition reflects Gates' exceptional leadership, extensive experience, and deep commitment to advancing nursing excellence at SHS and beyond. Her participation on the board not only highlights her personal dedication to the profession but also strengthens SHS's ability to bring best practices, innovation, and a stronger nursing voice to the region. Her leadership will contribute to shaping the future of nursing in Colorado and reinforce SHS's commitment to high-quality, patient-centered care.

Teresa Brown Sanchez, NP, received the 2025 Youth Healthcare Alliance Inspiration Award.



In 2025, Teresa Brown Sanchez, NP, was selected as one of only three recipients statewide for the Youth Healthcare Alliance (YHA) Inspiration Award—a recognition reserved for individuals who exemplify YHA's mission, vision, and values while championing school-based health care across Colorado.

Teresa's work reflects a deep commitment to ensuring that students have access to high-quality, convenient, and compassionate care where they need it most—at school. She has built strong, collaborative partnerships with the school district and consistently advocates for the critical role school-based

Health centers play a crucial role in supporting student health, well-being, and academic success.

Her dedication goes far beyond clinical care. Teresa's leadership, relationship-building, and unwavering support of local youth demonstrate the powerful impact that school-based clinics can have within a community. Her service embodies the values of both Youth Healthcare Alliance and Southwest Health System, and her recognition underscores the meaningful difference she makes every day in the lives of students and families.

Brenton Wright Completes Boettcher Foundation Doers & Difference Makers Fellowship



In 2025, Brenton Wright, Director of the Rehabilitation Department, completed the highly regarded Doers & Difference Makers Fellowship through the Boettcher Foundation—a transformative nine-month leadership program designed to strengthen community-driven leaders across Colorado. The fellowship centered on a multidimensional leadership model and included more than 60 hours of in-person and virtual learning facilitated by educators from diverse professional backgrounds. Brenton was one of only 12 fellows selected statewide, representing rural Colorado in a cohort dedicated to collaborative problem-solving and personal growth.

Reflecting on the experience, Brenton shared: “I am overwhelmed with happiness and blessed to have spent time and made memories with this cohort over the past nine months. I am thankful for the opportunity to be present and work to better myself personally and professionally with these fantastic leaders. It is a privilege to continue this new journey as a Boettcher Fellow and alumnus to give back to the State of Colorado and its community members.”

Chief Nursing Officer Lisa Gates praised his achievement, noting, “Brenton has taken this opportunity to grow as a leader and expand his strengths for future positive impact. I am extremely proud to work with Brenton as he continues to contribute to SHS and our community.”

Brenton’s completion of this fellowship reflects SHS’s commitment to cultivating strong, community-minded leaders and advancing excellence in patient care and organizational development.



Leah Wright Earns National CPCS Certification

Southwest Health System proudly recognizes Leah Wright, Senior Executive Assistant and Medical Staff Coordinator, for earning the Certified Provider Credentialing Specialist (CPCS) credential from the National Association of Medical Staff Services. This respected certification validates her advanced expertise in provider credentialing and the rigorous processes that ensure SHS employs qualified, competent clinicians.

Leah’s accomplishment demonstrates her strong commitment to quality, safety, and regulatory excellence—strengthening SHS’s ability to maintain the highest standards in medical staff services. Her CPCS credential, valid through December 31, 2028, marks an important milestone in her professional growth.

Advancing Safety & Quality: Maddie Wright Earns CIC Credential



Maddie Wright, Quality/Risk Manager and Infection Preventionist, has earned the Certified in Infection Control (CIC) credential from the Certification Board of Infection Control and Epidemiology, Inc. (CBIC)—a nationally recognized certification for infection prevention professionals. This achievement reflects Maddie’s advanced expertise in preventing and controlling infections within healthcare environments. By meeting rigorous experience and educational standards and passing a comprehensive exam, Maddie has demonstrated her commitment to safeguarding patient health and promoting best practices in infection control.

“This certification is a testament to Maddie’s knowledge and commitment to infection control to support our staff and patients. Great work, Maddie!”
Lisa Gates, CNO

Advancing Compliance Excellence: CHC Credential Awarded to Caitlin DeCrow

Caitlin DeCrow, Compliance Manager and Quality Project Navigator, received the Certified in Healthcare Compliance (CHC) credential from the Health Care Compliance Association (HCCA).

The Certified in Healthcare Compliance (CHC) credential, offered by the Health Care Compliance Association (HCCA), is a nationally recognized certification that signifies a professional's expertise and commitment to upholding the highest standards in healthcare compliance.

Earning the CHC demonstrates that a compliance professional possesses in-depth knowledge of healthcare regulations, compliance program governance, risk assessment, education and training, and investigative procedures. It validates the ability to help organizations navigate complex legal obligations and promote ethical practices through effective compliance programs for healthcare organizations.



Southwest Health completes Community Health Needs Assessment

In 2025, Southwest Health System completed its most recent Community Health Needs Assessment (CHNA)—a comprehensive, data-driven review designed to better understand the health needs, priorities, and challenges within Montezuma County and the surrounding region. Conducted every three years in accordance with federal requirements for not-for-profit hospitals, the CHNA provides a strategic foundation for improving community health and guides SHS's implementation planning for the years ahead.

Working in partnership with Community Hospital Consulting of Plano, Texas, SHS analyzed the latest health data, demographic trends, healthcare utilization patterns, and extensive community input to form a clear picture of the region's evolving healthcare landscape. The process—thorough, structured, and grounded in IRS-defined methodology—resulted in a blueprint to address the area's most pressing needs over the next three years.

Through this assessment, SHS identified four priority focus areas that will drive future planning and investments:

- Recruitment and retention of healthcare professionals
- Improved access to mental and behavioral health services
- Education, prevention, and resources that reduce preventable conditions and unhealthy lifestyles
- Efforts to reduce disparities by strengthening "vital conditions" for specific populations

These findings reaffirm ongoing priorities highlighted in previous assessments and reflect SHS's longstanding commitment to mental health access, prevention programs, and collaboration with regional partners. Initiatives such as the School-Based Health Clinic, local QPR suicide-prevention training, coordinated follow-up care in emergencies, and partnerships with Axis Health System are examples of this continued investment in community well-being.

Survey results indicated that 72% of community respondents identified mental health access as a top concern, underscoring the importance of SHS's goal to build a connected, coordinated network of mental and behavioral health resources. SHS leaders—including Lisa M. Gates, CNO, Jennifer Gero, MD, CMO, and Nikole Young, Quality Coordinator—emphasized a vision of accessible, responsive, and community-centered mental healthcare.

Looking ahead to 2026, SHS will continue expanding outreach, education, and preventive health programs, including diabetes support, community health fairs, blood drives, immunizations, sports physicals, and annual wellness services. Through its relationship with the Western Health Alliance's Community Care Alliance, SHS will also support chronic care management to expand prevention-focused care for Medicare patients.

Community members are encouraged to review the CHNA and provide input on SHS's Implementation Plan, ensuring that community voices remain central in shaping future health initiatives.

Inspiring the Next Generation of Healthcare Professionals

This summer, Southwest Health System welcomed high school students from across Montezuma County and Durango for a month-long, immersive internship designed to ignite interest in healthcare careers. Through hands-on rotations and meaningful mentorship, students gained a rare behind-the-scenes look at hospital operations—an experience many described as transformational.

Discovering New Passions

Students explored radiology, the operating room, physical therapy, and other clinical departments, often uncovering interests they hadn't anticipated. One intern noted that while they initially planned to pursue imaging, exposure to other fast-paced specialties opened their eyes to new possibilities within healthcare.

Real-World Skill Building

Weekly skills labs offered training in IV starts, wound care, CPR, the LUCAS device, and more—giving students confidence and practical experience far beyond the classroom.

Expanding Access for Local Youth

For students from Durango, where hospitals do not accept interns under 18, the SHS program provided a unique opportunity to explore medical careers early. Interns shared that seeing “a day in the life” of healthcare professionals helped them better understand the dedication, teamwork, and compassion required in the field.

A Launchpad for Future Careers

From patient support to surgical observation, each rotation empowered students to discover strengths, clarify career goals, and envision their future in healthcare. Interns encouraged their peers to apply, calling the program “eye-opening” and “once-in-a-lifetime.”

Southwest Health System is proud to support these emerging leaders and remains committed to inspiring the next generation of healthcare professionals in our region.



Southwest Health System's kitchen staff serves up community support

For nearly 11 years, certified dietary manager Karen Hubley has played a vital role at Southwest Health System, leading the Food and Nutrition department with a deep commitment to service that extends far beyond the hospital kitchen. Guided by her belief that “the hospital is more than patient care,” Hubley made it her mission to ensure that SHS’s resources supported not only patients but the entire community.

Under her leadership, the SHS kitchen operated with an impressive near-zero-waste model, ensuring that high-quality, safely prepared food never went unused. Through the hospital’s established three-day donation rule, surplus meals were regularly delivered to partners such as Renew Inc. and the Bridge Emergency Shelter, providing consistent, nutritious support to community members facing housing insecurity. This long-standing partnership strengthened the region’s safety net and ensured that vulnerable populations had ongoing access to reliable meals. SHS also contributed \$5,000 annually to the Bridge to cover essential staples such as milk, eggs, and butter, and previously helped the shelter purchase a milk machine—support that directly reduced the shelter’s operational burden.

Food that could not be donated was shared with employees who raised livestock, and staff collected daily kitchen scraps—scrambled eggs, fruit, even maple syrup—to create a steady stream of feed for local animals. This creative approach allowed SHS to divert nearly all food waste, reducing environmental impact while supporting local families.

Hubley’s leadership extended beyond the walls of the hospital. She served as an active member of the Montezuma County Food Security Action Team, a collaborative group dedicated to improving food access and nutritional stability across the region. Through her involvement, she supported initiatives such as:

- The summer meal program, which provided tens of thousands of free meals to local children.
- Grow a Row, which encouraged residents to plant an extra row of produce for donation to Good Sam’s Pantry.
- Harvest-gleaning partnerships with the Good Food Collective, ensuring fresh fruits reached families who need them most.
- Logistical support for Good Sam’s Pantry, including SHS’s contribution toward the purchase of a dedicated food-delivery vehicle.

Her own team followed her example. Members of the Food and Nutrition department volunteered throughout the community—judging youth baking competitions, offering videography expertise, supporting local sports programs, and sharing their skills wherever needed.



Collectively, these efforts strengthened local food access, reduced waste, supported children and families, and deepened SHS’s role as a community partner. Reflecting on the progress she has witnessed, Hubley noted the positive shift both within SHS and throughout Montezuma County.

“Thanks to everyone’s hard work and dedication to improving our home,” she said, “I am proud to work at Southwest Health System.”

Congressman Jeff Hurd Visited Southwest Memorial Hospital

Congressman Jeff Hurd visited Southwest Memorial Hospital on January 26, 2026. As the congressional representative for our region, Congressman Hurd expressed his appreciation for the opportunity to tour our facility and learn more about the care we provide to our community and surrounding service areas.

During the visit, Joe Theine, CEO; Lisa Gates, Chief Nursing Officer; and Dr. Kameo Smith, Primary Care, highlighted the hospital's service lines, the value of our Critical Access Hospital designation, and the essential role Southwest Memorial Hospital plays in supporting rural healthcare. Congressman Hurd was highly engaged, asking thoughtful questions on a wide range of topics—including Medicare and Medicaid, nursing and physician staffing, and the operations of our inpatient units (Med/Surg, ICU, and Family Birthing Center), as well as our Emergency Department and EMS services.

He and Joe also discussed the potential impacts of current and upcoming federal legislation on rural hospitals. Congressman Hurd showed a strong interest in how federal grants and funding opportunities could support Southwest Memorial Hospital, particularly in areas such as acquiring updated medical equipment like a new CT scanner for the Digital Imaging Department.

Overall, the visit was productive and positive, offering a valuable opportunity to highlight the needs, challenges, and successes of Southwest Memorial Hospital. We greatly appreciated Congressman Hurd and his team taking the time to learn more about our mission and the critical services we provide.

In attendance:

Congressman Jeff Hurd

Betsy Bair, District Director

Amy Huff, Southwest Regional Staff

Jerry Whited, MCHD Board Member and Montezuma County Commissioner Candidate

Joe Theine, Chief Executive Officer

Lisa Gates, Chief Nursing Officer

Kameo Smith, Primary Care



New Equipment to Enhance Patient Care

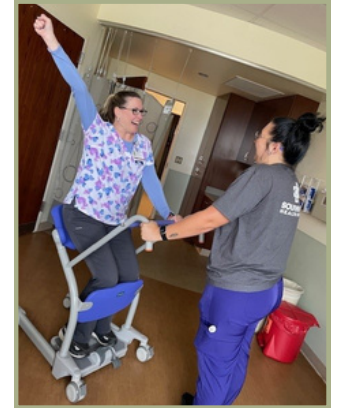
Sara Stedy

This year, Southwest Health System invested in a new Sara Stedy transfer device, replacing an older unit to further strengthen our safe-patient-handling program. The Sara Stedy is a manual, non-powered mobility aid designed to help individuals with limited mobility transition from sitting to standing, supporting smoother transfers to beds, chairs, and commodes.

The upgraded device encourages patients to remain active participants in their own mobility while significantly reducing physical strain on caregivers—making it a win for both patients and staff.

Key Features of the New Sara Stedy

- 400 lb. weight capacity to support a wide range of patients
- Adjustable legs for navigating around chairs, beds, and commodes
- Pivoting seat and knee rest for stability and comfort during transfers
- Low-profile legs for improved maneuverability in tight spaces



By replacing aging equipment with modern, reliable tools like the Sara Stedy, SHS continues to advance patient safety, enhance mobility outcomes, and improve the working environment for our caregivers.

Hoyer Lift



Southwest Health System proudly announced the addition of its new Hoyer lift in 2025, replacing a nearly 20-year-old device and enhancing safe patient mobility throughout the hospital. The upgraded equipment marked an important step in supporting staff and improving the quality of care for patients.

Anesthesia Machines

In 2025, Southwest Health System advanced the safety and reliability of its surgical services with the purchase of three new Mindray anesthesia machines. These upgrades replaced end-of-life equipment that had experienced operational failures, ensuring SHS could continue to support both outpatient and emergent procedures with dependable, modern technology. The investment, approved by the Board, was made possible through strategic budget adjustments and savings from other capital projects, allowing SHS to enhance surgical care without exceeding the year's authorized capital expenditures.



New Equipment to Enhance Patient Care

Jaundice Meter

In 2025, Southwest Health System enhanced newborn care with the addition of a new, non-invasive jaundice meter in the outpatient clinic. This portable device enabled swift, painless evaluation of bilirubin levels without requiring a blood sample. Previously, newborns diagnosed with jaundice were required to return to the Labor and Delivery unit for follow-up testing until their bilirubin levels normalized. By integrating this technology into well-baby visits, SHS improved access to timely assessment while reducing the need for hospital returns—supporting a more seamless, comforting experience for families.



Pulmonary Function Testing Machine



In 2025, Southwest Health System strengthened its respiratory care services with the addition of a new pulmonary function testing (PFT) machine. This technology plays a critical role in diagnosing and managing chronic respiratory conditions—an essential need in Montezuma and Dolores Counties, where an estimated 2,900 residents live with asthma and 1,740 with COPD, according to CDC data. The new PFT machine will support SHS patients for years to come, enhancing early detection, treatment planning, and long-term disease management for our community.

Emergency Department Ultrasound

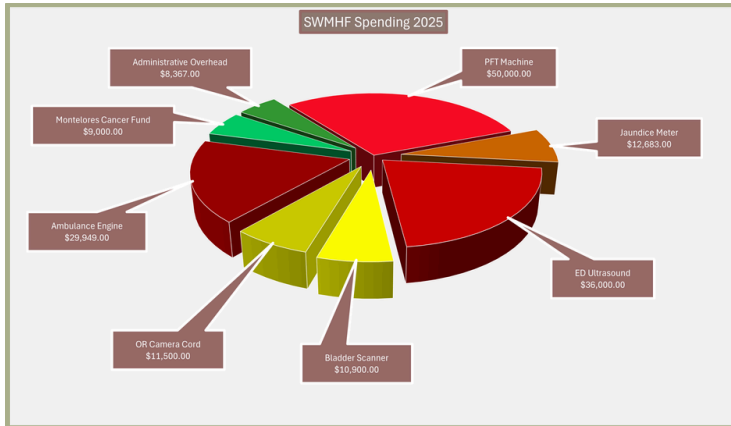
In 2025, Southwest Health System strengthened its emergency medicine capabilities with the acquisition of a dedicated point-of-care ultrasound system for the Emergency Department. Point-of-care ultrasound has become an essential tool in modern emergency care, allowing clinicians to make rapid, informed decisions across a wide range of critical scenarios. Previously, the Emergency Department shared an ultrasound machine with Radiology, which often led to delays when the equipment was in use elsewhere. By securing a system exclusively for ED use, SHS eliminated these bottlenecks, ensuring timely imaging and elevating the quality and responsiveness of patient care.



Southwest Memorial Hospital Foundation

The Southwest Memorial Hospital (SWMH) Foundation aims to support Southwest Health System, Inc. in delivering top-notch, easily accessible healthcare to Montezuma County residents and neighboring regions. Additionally, it strives to aid in the recruitment and retention of medical professionals, acquire new equipment and furnishings, maintain effective and efficient emergency care, and offer other services in collaboration with the hospital.

Southwest Memorial
Hospital
Foundation



In 2025, the Southwest Memorial Hospital Foundation achieved a remarkable year of growth and generosity, raising \$280,000 to support vital equipment needs across Southwest Health System. Community giving directly funded three major advancements in patient care: a new jaundice meter, a pulmonary function testing machine, and a dedicated emergency department ultrasound—equipment highlighted throughout SHS updates as essential to improving access, diagnostic accuracy, and timely care.

Beyond financial success, the Foundation strengthened its presence and relationships within the community. It expanded its donor list, hosted a well-received Donor Appreciation Gala, and increased visibility by participating in Cortez's Third Thursday events during the summer months—efforts that contributed to higher engagement and broadened awareness of SHS's mission.

Together, these achievements reflect a growing culture of philanthropy and partnership, ensuring SHS can continue investing in equipment and services that elevate the quality of care for the region.



Community Support

Every year, SHS aims to give back to the community by sponsoring events, donating to charities, supporting our schools, and organizing toy drives. In 2025, SHS contributed \$19,160 to the community through sponsorships and donations. Beyond financial support, our team members volunteered at local events, partnered with organizations to address community needs, and strengthened relationships with schools and nonprofits. These efforts reflect SHS's ongoing commitment to making a positive, lasting impact on the communities we serve.

Battlerock Charter School	Dove Creek School District	Montezuma County Fair	Southwest Colorado Concerts
Community Emergency Response Team	Escalante Days	Montezuma County Search & Rescue	Southwest Open School
Cortez Chamber of Commerce	Family Nights - Trinity Lutheran Preschool	Montezuma Leadership Network Community Engagement and Leadership Development	TAILS of Transformation
Cortez Classic Softball Tournament	Four Corners Child Advocacy Gala	Montezuma School to Farm Project fundraiser	UMMV Birding Festival Sponsorship Request
Cortez Public Library's Summer Reading Program	Four Corners Indigenous Art Market	Mother's Day Softball Tourney	Ute Mountain Rodeo
Cortez School District	Hospice of Montezuma Golf Tourney	Operation Graduation	Youth Sports
Denim & Diamonds Youth Livestock Expo	Mancos Chamber of Commerce	Pretty in Pink Fashion Show + Table	
Dolores Chamber of Commerce	Mancos Days	RISE Southwest Suicide Awareness Walk	
Dolores County Fair and Jr. Rodeo	Mancos School District	Search and Rescue Fundraiser	
Dolores School District	MCHS Band Program	Softball Team Sponsorship - High Maintenance	

SHS Employee Recognition Program

Southwest Health System appreciates the dedication of every SHS Employee, recognizing those who go above and beyond to fulfill the mission of providing exceptional healthcare to the community. All SHS Employees, including Staff, Physicians, and Contract Employees, are eligible for acknowledgment. Each month, the Employee Recognition Committee reviews "Caught in the Act" nominations to select an Employee of the Month, while a Leader of the Quarter is chosen quarterly. Honorees are celebrated each month and quarter. At the end of the year, a Leader of the Year and an Employee of the Year are selected from the pool of Employees of the Month and Leaders of the Quarter. Each recognized employee through "Caught in the Act" receives a \$10 reward, and SHS staff will receive an email detailing the nominations.

2025 Leader of the Year



2025 Employee of the Year



SHS Employee Recognition Program

Leaders of the Quarter in 2025

<p>Leader of the Quarter 1st Quarter - 2025</p> <p>Thank you for your hard work. You are an Inspiration.</p>  <p>Madlie Wright, Southwest Health System's Quality/Risk Manager/Infection Prevention</p>	<p>Leader of the Quarter 2nd Quarter - 2025</p> <p>Thank you for your hard work. You are an Inspiration.</p>  <p>Shelley Jordan, Southwest Health System's Senior System Analyst/IT Controller</p>
<p>Leader of the Quarter 3rd Quarter - 2025</p> <p>Thank you for your hard work. You are an Inspiration.</p>  <p>Stacey Burton, Southwest Health System's Sleep Center Coordinator</p>	<p>Leader of the Quarter 4th Quarter - 2025</p> <p>Thank you for your hard work. You are an Inspiration.</p>  <p>Alan Laird, Southwest Health System's Laboratory Director</p>

Employees of the Month in 2025

<p>Employee of the Month January 2025</p>  <p>Ashli Wheeler, Respiratory Therapist Southwest Health System's Cardiorespiratory Department</p>	<p>Employee of the Month February 2025</p>  <p>Neal Hank, Pharmacist in Outpatient Pharmacy and Sephana Hackler, Pharmacist in SW Retail Pharmacy</p>	<p>Employee of the Month March 2025</p>  <p>Shenna Lewis, Program Analyst Southwest Health System's InSite Pharmacy Department</p>	<p>Employee of the Month April 2025</p>  <p>Erin Thomas, EYE Tech Southwest Health System's SMC Clinic</p>
<p>Employee of the Month May 2025</p>  <p>Dennis Wilson, CSS Tech Southwest Health System's Surgery Department</p>	<p>Employee of the Month June 2025</p>  <p>Raychel Stogelmann, RN Southwest Health System's ICU department</p>	<p>Employee of the Month July 2025</p>  <p>Megan Nibbans, Physical Therapist Southwest Health System's Rehab department</p>	<p>Employee of the Month August 2025</p>  <p>Bert Collins, Plant Operation Technician in the Southwest Health System's Plant Operations Department</p>
<p>Employee of the Month September 2025</p>  <p>Kara Spencer, Radiology Tech in the Southwest Health System's Specialty Care Department at Southwest Medical Group</p>	<p>Employee of the Month October 2025</p>  <p>Dr. Thomas, Clinic Physician at the Southwest Health System's Walk-In Care Clinic</p>	<p>Employee of the Month November 2025</p>  <p>Jeffrey Roggenbuck, Sleep Technologist in the Southwest Health System's Sleep Lab department</p>	<p>Employee of the Month December 2025</p>  <p>Bill Alexander, IR Access System Analyst in the Information Services department</p>

2025 Years of Service Recipients

Five years

Iain Berdzar
Pamela Clark
Niel Cook
Rachel Garrison
Erick Ireland
Braden Jones
Dion Jordan
Nichole Lee
Keven Lichner
Christopher
Ludington
Devon McComb
Caitlin Mooney
Kimberly Moseley
Claudia Navarro
Taryn Olson
Nick Preston
Eric Reeser
Joel Rouse
Brandice Spore
Moriah Tarpey
Leah Wright

Ten years

Lauri Berger
Nancy Blackmore
Caroline Bogott
Brenna Hall
Kealey Harris
Ruth Holgate
Ashley Martin
Aubrey McKenzie
Yanet Murillo
Timothy Olson
Cody Rogers
Brandon Sanchez
Matthew Shuster
Heaven Spohn

Fifteen years

Meghan Higman
Kimberly Hurst
Justin Lindsay
Amy McCourt

Twenty years

Linda Dorenkamp
Chris Kingery

Twenty-five years

Amanda Baker
Micheal Francisco
Laverna Page
Darren Russell

Thirty years

Thirty years
Hope Stroud

Thirty-five years

Marc Meyer

Forty years

Talonda Sprague

Fifty Years

Lillian Bostrom

Patient Testimonials

Southwest Memorial Hospital

My mother was visiting from out of town. She unexpectedly became ill, and we rushed to the ER. Every step of her evaluation was explained to her by ER staff and she was kept comfortable. The doctor spoke to my mother in terms she understood, answered all her questions and gave her the option to transfer her to Durango. She decided to stay. The procedure he proposed was explained in detail with risks. I strongly believe any other surgeon on call would have sent her elsewhere. This surgery did not go as planned, was prolonged and thankfully, the doctor had the skills to change course and get creative. After 3.5 hours of anesthesia, Mom came through just fine. Her post op care and recovery are going very well. I could not be prouder of the doctors, nurses and staff at SHS. I have no criticisms of the care my family received. Thank you to all

Emergency Department

The people in the emergency care were just wonderful, kind, very patient, and very thoughtful. I just had a good experience there. And I have to tell you, when I got admitted to the hospital over there, those women in that unit were wonderful. They're beyond awesome. They're brilliant. They were so kind and so helpful. I've never been in a hospital before, ever. I'm 79 years old. And it was a good experience. I mean, it wasn't good because I was sick, but the experience was wonderful. And I want to thank them so much. I will always remember them with much gratitude and affection. So thank you very much. Thank you.

I just wanted to sincerely thank everyone who was involved in my care. I know it was more than a dozen individuals that night in the ER who took care of multiple trauma issues that were occurring. They took care of my pain, they attended to my concerns, basically saved my life, and got me into ICU care as soon as possible, all while keeping me here in Cortez. And I really appreciate that. So thanks a lot for everything that everyone did.

Same Day Surgery

I felt that the care that I received from the moment that I walked in the door at the hospital until I was discharged was the best that I have had at this facility. From the discharge nurses to the anesthesiologist, the nurses in the procedure room, the nurses checking me in, everyone was absolutely fantastic. Yes, I would definitely recommend our hospital again.

The same-day surgery care center is excellent and the staff is very informative.

SMG Primary Care

I drive 150 miles one-way over a mountain pass to my appointments to see Pam Clark. I would not do this if I wasn't happy with the service, caring, or competence of all involved.

Everyone we spoke to from the reception desk, nurse, and provider was very friendly, helpful, and knowledgeable. It was our first time meeting our primary care physician, and it couldn't have gone better.

SMG Sleep Medicine

Brandon Sanchez is great at what he does. I felt he is not only very competent, intelligent, and efficient, but he also cares about us patients, and asked me a couple of times if I had any questions to make sure I felt informed about the next steps. Thank you, Brandon Sanchez.

Brandon was a very thorough, compassionate PA who listened to my story and gave me direction on what to do. I couldn't have been more pleased with my first visit. He is exceptional and caring.

Patient Testimonials

SMG Specialty Care

Front desk or reception area personnel were kind and very helpful. I am not sure if the young woman I saw prior to Dr Bruneau was an MA, but she was very kind, helpful, knowledgeable, and had a very positive attitude. She also went over some of the post op information with me. Answered all of my questions thoroughly. Dr Bruneau was highly recommended by a family member. And I understand why. I haven't had my surgery yet, but the doctor was very thorough in explaining how the operation would go, why she would do the things she would do, and explained that if the arthroscopic procedure did not work, she would need to perform a traditional hernia surgery. We discussed and I agreed that she could use whichever procedure she thought would be best. She is confident but not arrogant. And I would say humble in a very positive way.

Dr. Jones is amazing!! I was totally convinced I would need knee replacement immediately, but after his exam and X-ray, he completely alleviated my fears. A simple injection would fix it. I expressed my fears of having a painful injection, but once again, he calmed my fears about the injection and convinced me it was the right thing to do. The injection was easy, there was no pain, and my knee is much better. This man is more than a 10!!!!

Mancos Valley Health Clinic

Dr. Jason Eversole is an amazing human! He is very thoughtful, intelligent and thorough. He truly cares about his patients and it shows with each visit. We are lucky to have him in our community!

I would just like to say how much I appreciate my FNP, Heidi, and my nurse, Andy, at the Mankin Clinic, because not only am I dealing with my respiratory problems and being on oxygen and going in and out of the hospital, but I love how they take things slow with me and they're calm with me because I have anxiety as well. I just really appreciate that they make me feel heard and they educate me on all this madness that I'm going through. It's not fun to have COPD and emphysema. It's not fun to have anxiety and neck injuries. I just, I really, really, really appreciate them.

Karen is a compassionate and understanding provider. I trust her and am confident in her recommendations; she truly listens and is responsive to my needs.

Walk-in Care Clinic

Every time I visit the Urgent Care center, I am treated with concern and attention. I have never had a negative experience with any of the staff. From the moment I arrive to the moment I leave... I am cared for.

The receptionist went out of her way to be helpful and had a wonderful, compassionate demeanor. Her follow-up with my information was timely and accurate. The provider was also very supportive and knowledgeable.

SMG Women's Health

I felt comfortable in her (Dr. Barnard) presence and could talk openly. She took the time to explain some questions that I asked of her, which I really appreciated.

Dr. Viquez delivered my son and gave him the most passionate care during birth and at our first visit with her at his 4-month visit. She answered my questions and took the time to explain everything thoroughly.

SMG Pediatrics

Dr. Tarpey is a miracle worker! It seems every time we see her any problems we have with our kiddos disappear. We recommend her as a pediatrician all the time.

Thank you!

As 2025 came to a close, Southwest Health System stood stronger, more connected, and more resilient than ever. The accomplishments highlighted throughout this report reflected the dedication of our caregivers, the trust of our patients, and the steadfast support of our community. From investing in new technology and expanding access to care to strengthening philanthropic partnerships and deepening community engagement, every achievement represented a shared commitment to advancing health and healing in Montezuma and Dolores Counties.

Looking back, SHS remained grounded in innovation, accessibility, and compassion. Together—employees, providers, partners, donors, and neighbors—we upheld a united mission to deliver exceptional, patient-centered care. The progress made in 2025 laid a strong foundation for continued growth and excellence in the years ahead.

Thank you for being an essential part of our story, our momentum, and our vision for a healthier future.



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