



Our Family,  
Caring For Yours





## Welcome

In the coming year, Mountain Family goes “over the hill,” celebrating 40 years of service to Colorado’s mountain communities from 1978-2018. We’re launching two health center expansion projects in Basalt and Edwards, which will increase affordable, integrated, medical, dental, and behavioral health services for thousands of Coloradans.

We are committed to improving the health of our communities, controlling exorbitant health care costs, providing an exceptional patient experience, and being an employer of choice. We are driven by the simple principle that access to affordable health care is a human right, not a privilege.

To our friends, family, neighbors, and community: thank you for your partnership, support, and for allowing us to serve you over the past 40 years. It’s an honor to have our family serving yours.

*Ross A. Brooks*  
*CEO, Patient*  
*Mountain Family Health Centers*

RAB



# Meet Diana

"I came to Mountain Family with swelling in my feet and my whole body. I was diagnosed with lupus, a chronic inflammatory disease in which the immune system attacks one's own tissues. Physician Assistant Corrinne Johnson and her team found that my kidneys were failing, so they put me on dialysis for ten months, and then they referred me to the specialty care I needed: a kidney transplant.

"Through Mountain Family's efforts, a donor was found and the transplant was successful. I'm very grateful to Mountain Family. You saved my life."

- Diana Guzman  
Patient



# Who We Are



## OUR MISSION:

To provide high quality, integrated primary medical, behavioral, and dental health care in the communities we serve, with special consideration for the medically underserved, regardless of ability to pay.





# What We Do

Mountain Family Health Centers is pleased to be the primary health care provider for Colorado's Western Slope rural mountain communities. In 2017, we provided affordable, integrated medical, dental, and behavioral health services to more than 19,000 residents in Garfield, Eagle, Pitkin, and Rio Blanco counties.

With eight service delivery sites, Mountain Family had made significant strides in improving medical health outcomes such as hypertension control, diabetes control, childhood immunization rates, and tobacco cessation; mental health outcomes such as depression screening and counseling; and oral health outcomes such as reduction of dental tooth decay.

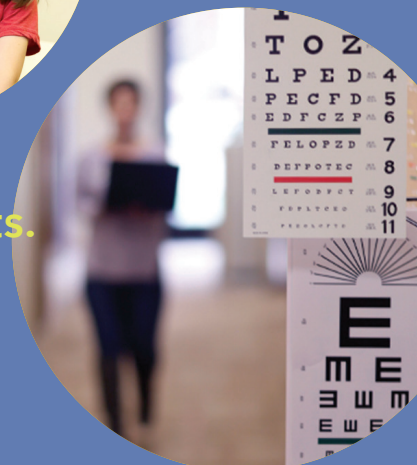
# Why We Do It

In accord with industry best practices, we *always* focus on this quadruple aim:

**1) Improve the health of the population we serve.**



**2) Control the cost of health care for our patients.**



**3) Provide a world-class patient experience.**

**4) Promote an empowered and engaged workforce.**





## Community Impact

### PATIENTS SERVED



### PATIENT PROFILE

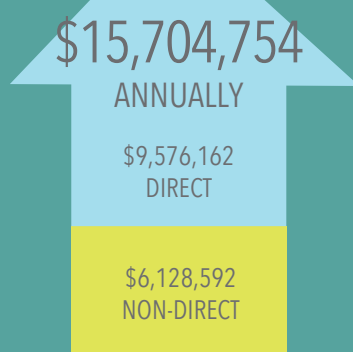


### COST SAVINGS



## Economic Impact

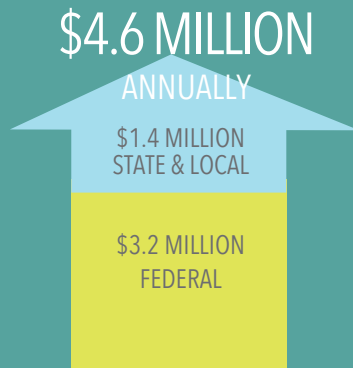
### TOTAL ECONOMIC IMPACT



### EMPLOYMENT



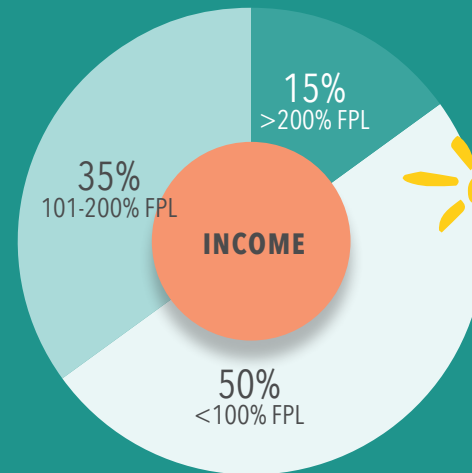
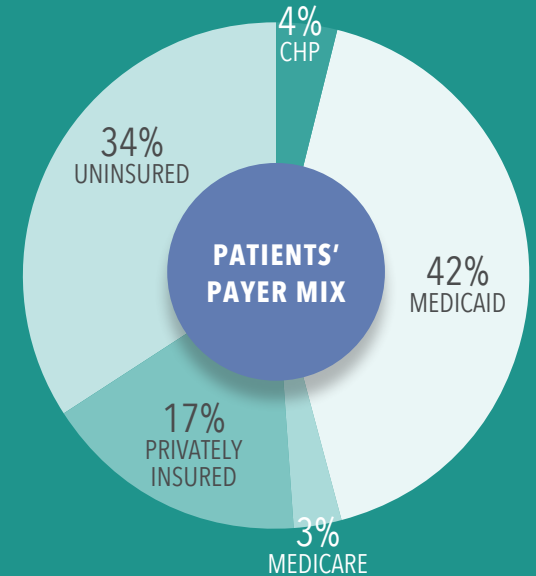
### TOTAL TAX REVENUE



# Who We Serve



Most Patients  
Are Either On  
Medicaid Or  
Uninsured

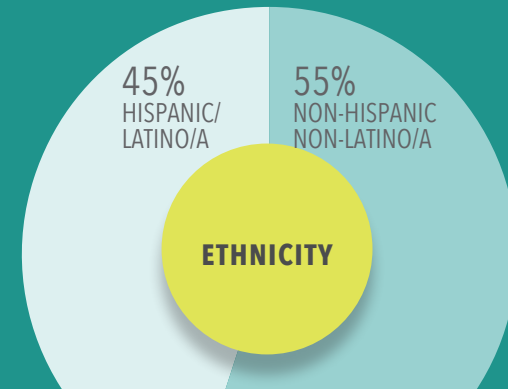


85% Of Patients  
Live Beneath  
200% Of The  
Federal Poverty  
Level (FPL)

(\$24,120 for an individual or  
\$49,200 for a family of four)



Almost Half  
Of Patients  
Are Hispanic







## Mountain Family Is Efficient

MEDICAID COST PER MEMBER, PER MONTH

MOUNTAIN FAMILY HEALTH CENTERS



\$224

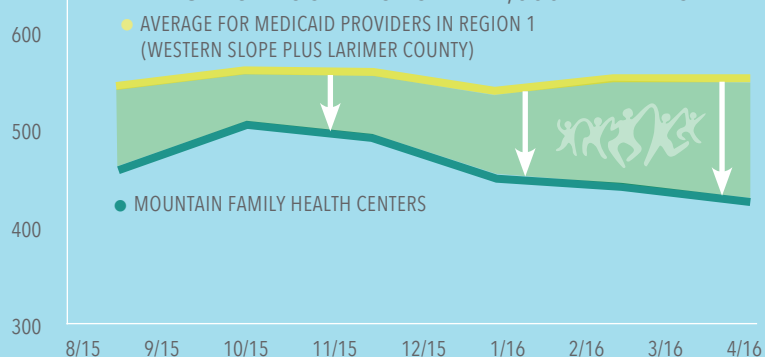
AVERAGE FOR MEDICAID PROVIDERS IN COLORADO'S REGION 1  
(WESTERN SLOPE PLUS LARIMER COUNTY)

\$306



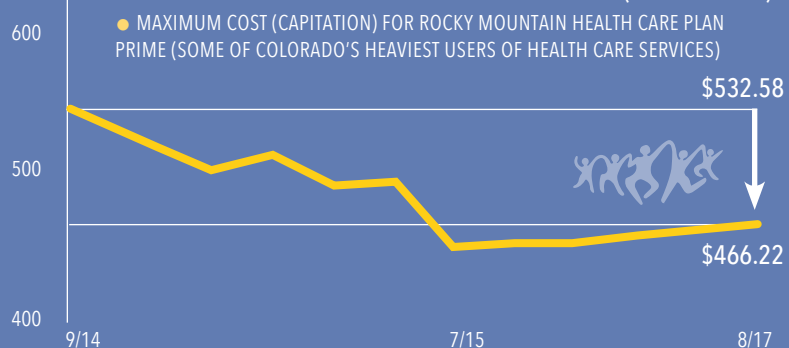
## Mountain Family Is Effective

### EMERGENCY ROOM VISITS PER 1,000 MEMBERS



## Mountain Family Is More Efficient Where It Counts Most

### RMHP PRIME MAXIMUM COST PER-MEMBER (CAPITATION)



# Meet Rachel

"When I became seriously ill with rheumatoid arthritis, I needed ten major joints replaced, but I couldn't get that done until my poor teeth were fixed, making me healthy enough to withstand the surgeries. So I was rushed into Mountain Family's Rifle Health Center, where Dr. Millard's wonderful dental work saved me. Now I have a new partial denture, and my new knees, shoulders, elbows and wrist have given me my life back. I can walk, and I'm not only surviving but actually thriving.

"It's all because of these generous, talented people who could work anywhere, but who choose to work here at Mountain Family.

"Without Mountain Family, dental care for lower income people simply wouldn't exist around here. I am so, so grateful for this incredibly important community asset and for the people who help support it."

- Rachel Smith  
Patient







# Providers & Caregivers

## AVON

Melvin Betancourt, Behavioral Health Provider  
Cinia Kiesel, Dental Assistant 1  
John Lawrence, Physician's Assistant  
Cathy Lettice, Dental Hygienist  
Anya Martinez Romo, Medical Assistant 1  
Kim Petermann, Registered Nurse  
Michelle Rios, Medical Assistant 1

## BASALT

Anneliese Heckert, Doctor of Osteopathy,  
Site Medical Director  
Areli Carbajal, Dental Assistant 1  
Claire Chappell, Physician's Assistant  
Angela Frale, Medical Assistant 1  
Sara Jacobs, Behavioral Health Provider  
Jacqueline Lamb, Registered Nurse  
Tracie McKinley, Physician's Assistant  
Gracie Melendez, Medical Assistant 1  
Nataly Meraz, Clinic Operations Manager 1  
Gail Mizner, Medical Doctor  
Connor Rivers, Doctor of Medical Dentistry  
Alma Santana, Medical Assistant 1  
Ricardo Zavala, Dental Assistant Lead

## EDWARDS

Adolfo Arroyo, Clinic Nurse Facilitator  
Debra Burns, Family Nurse Practitioner  
Tania Carrasco, Medical Assistant 1  
Kathleen Chiocca, Registered Nurse Pediatrics  
Carol Conger, Certified Nurse Midwife  
Brett Deutscher, Family Nurse Practitioner  
Pamela Herrera, Medical Assistant  
Laura Martinez, Medical Assistant 1  
Rebecca McCaulley, Complex Care Nurse  
Kent Petrie, Medical Doctor  
Diane Purse, Pediatric Nurse Practitioner  
Stephanie Ramos, Medical Assistant 1  
Joshua Rusk, Medical Doctor  
Karen Shupe, Medical Assistant  
Diana Solis, Medical Assistant  
Whitney Young, Behavioral Health Provider

## GLENWOOD SPRINGS

Casey Aguirre, Doctor of Osteopathy  
Amy Archer, Doctor of Osteopathy, Chief Medical Officer  
Emily Borkovec, Physician's Assistant  
Carrie Brand, Complex Care Nurse  
Ayana Brown, Registered Nurse  
Miriam Cano Arroyo, Medical Assistant 1  
Barbra Corcoran, Behavioral Health Provider

Sandra Deveny, Medical Doctor  
Storie Marchant Evans, Lead Medical Assistant  
Fabiola Grajales, Social Health Advocate  
Jennifer Jackson, Medical Assistant  
Jennifer Lang Burns, Family Nurse Practitioner,  
Site Medical Director  
Bibiana Medina, Medical Assistant  
Maria Mireles, Community Health Navigator  
Patricia Mojarro Gomez, Medical Asisstant  
Veronica Morales Palomera, Social Health Advocate  
Supervisor  
Susan Orcutt, Family Nurse Practitioner  
Mary Patterson, Family Nurse Practitioner  
Stephanie Previc, Clinic Nurse Facilitator  
Astrid Recinos, Behavioral Health Advocate  
Sarah Rieves, Medical Doctor  
Raquel Romero, Complex Care Nurse  
Jennehii Ruiz, Medical Assistant 1  
Jolene Singer, Director of Integrated Care  
Nancy Soltero, Complex Care Nurse Supervisor  
Christopher Tonozi, Medical Doctor,  
Director of Data Quality  
Nadia Vargas-Aguilar, Medical Assistant 1  
Susan Vega-Cervantes, Medical Assistant 1  
Sandra Viera, Social Health Advocate  
Miriam Vigil, Medical Assistant 1  
Anne Wilburn, Registered Nurse

## RIFLE

Gladys Andrade, Medical Assistant  
Alondra Bustillos, Dental Assistant 1  
Molli Deines, Registered Nurse  
Natasha Ellwood, Physician's Assistant  
Consuelo Gaytan, Medical Assistant 3  
Stephen Glass, Doctor of Dental Surgery  
Hilda Gutierrez, Dental Assistant 1  
Alejandro Hernandez, Dental Assistant 1  
Oyen Hoffman, Behavioral Health Provider  
Corrinne Johnson, Physician's Assistant  
Siouxanne Mease, Clinic Operations Manager 3  
Crystal Mecham, Dental Hygienist  
Garry Millard, Doctor of Dental Surgery, Dental Director  
Raquel Olivas, Dental Assistant  
Matthew Percy, Medical Doctor, Site Medical Director  
Anai Quezada-Bencomo, Dental Hygienist  
Elizabeth Quinn, Clinic Nurse Facilitator  
Hilda Rangel Valle, Lead Medical Assistant  
Concepcion Ruiz, Dental Assistant Lead  
Helvia Salgado, Dental Assistant 1  
Gary Schreiner, PhD, Behavioral Health Manager  
Aracely Solis, Dental Assistant 1  
Karen Torres, Registered Nurse  
Maria Tovar, Medical Assistant  
Valeria Tovar-Guzman, Medical Assistant 2





## Board of Directors

### **Jon Fox-Rubin**

#### **Chair**

Joined board in 2014. Mountain Family patient.  
Occupation: Executive Director, Valley Settlement

### **Rob Stein, PhD**

#### **Vice Chair**

Joined board in 2013. Mountain Family patient.  
Occupation: Superintendent, Roaring Fork School District

### **Monica Perez Rhodes**

#### **Treasurer**

Joined board in 2013.  
Occupation: Controller, Colorado Rocky Mountain School

### **Richard Gonzales**

#### **Secretary**

Joined board in 2016. Mountain Family patient.  
Occupation: General Counsel, Colorado Mountain College

### **Sara Amberg**

Joined board in 2017.  
Occupation: Grants Director, Vail Valley Foundation

### **Karyn ReNae Anderson**

Joined board in 2014.  
Mountain Family patient.  
Occupation: Enrichment Leader, Vail Valley Foundation

### **Samuel Bernal**

Joined board in 2017.  
Occupation: Vice President Integrated Marketing Solutions, Entravision

### **Tom Boas**

Joined board in 2011. Mountain Family patient.  
Occupation: Entrepreneur

### **Jerry Evans, PhD**

Ex Officio Member  
Joined board in 2008. Mountain Family patient.  
Occupation: Clinical Psychology

### **Trish Kramer**

Joined board in 2017.  
Occupation: Nurse Home Visitor, Family Visitor Program

### **Haidith Ramirez**

Joined board in 2017.  
Occupation: Program Director, Roaring Fork School Centers

### **Namrata Shrestha**

Ex Officio Member  
Joined board in 2017.  
Occupation: Regional Health Connector, West Mountain Regional Health Alliance



# Partners

20/20 Eye Care

A New Path

A Woman's Place

Addictive Behaviors Counseling

Alpine Legal Services

Alpine Springs Counseling

Aspen Community Foundation

Aspen Home Health Care

Aspen Homeless Center

Aspen Hope Center

Aspen Skiing Company

Aspen to Parachute Dental Health Alliance

Aspen Valley Hospital

Bosom Buddies

Bureau of Primary Health Care

Callaway Cancer Center

Caregiver Support Program

Caring for Colorado Foundation

Catholic Charities

Center for Health Progress

City of Aspen

Colorado Association of School-Based Health Centers

Colorado Bright Beginnings

Colorado Colorectal Cancer Screening Program

Colorado Community Health Network

Colorado Community Managed Care Network

Colorado Department of Health Care Policy and Financing

Colorado Department of Public Health and Environment

Colorado Gives Day and Mountain West Gives

Colorado Health Institute

Colorado Health Services Corps

Colorado Mountain College

Colorado Program Eligibility

Application Kit

Colorado Rural Health Center

Columbine Home Health

Community Health Association

of Mountain/Plains States

Community Health Services, Inc.

Connect for Health Colorado

Cooking Matters

COPA Soccer / Vail Community Foundation

Defiance Thrift Store

Eagle Chamber of Commerce

Eagle County Board of County

Commissioners

Eagle County Human Services

Eagle County Paramedics

Eagle County Public Health

Eagle County Schools

Eagle River Youth Coalition

EL Busesito (The Little Bus)

Extended Table

Family Resource Center

Family Visitor Programs

Feed My Sheep

Garfield County Board of County

Commissioners

Garfield County Healthy

Communities Coalition

Garfield County Human Services

Garfield County Public Health

Garfield County School District 16

Garfield County School District No. RE-2

Glenwood Medical Associates

Glenwood Springs Chamber of Commerce

Grand River Health

GWS Workforce Center

Habitat for Humanity - Roaring Fork Valley

Harmony House

Health Services Resources

Administration

Healthteacher

HeartBeat of Glenwood Springs

Henry Schein, Inc.

Heritage Park

Hotel Glenwood Springs

iHeart Older People

Institute for Healthcare Improvement

Intensive Healthcare Solutions

Jennifer Smith, Esq.

Kaiser Permanente

La Leche League

Lift-Up

Manaus Valley Project

MarillacHealth

Mental Health Crisis Line

Mind Springs Health

National Association of Community Health Centers

National Health Services Corps

NextGen

Northwest Colorado Health

Northwest Regional Primary Care Association

Nurse-Family Partnership

One Colorado

Our Community Foundation

Pathfinder Angels

Pediatric Partners

Personal Rehabilitation Center

Pitkin County Board of County

Commissioners

Pitkin County Healthy Communities Fund

Pitkin County Human Services

Pitkin County Public Health

Planned Parenthood - Glenwood Springs Health Center

Quality Health Network

Red Ribbon Project (Eagle)

Roaring Fork Transportation Authority

Rifle Chamber of Commerce

Rio Blanco County

River Center

River Valley Family Health Center

Roaring Fork Counseling Center

Roaring Fork School District



Rocky Mountain Health Plans  
 Rocky Mountain Audiology  
 Shapedown  
 Smith Immigration  
 Sopris Therapy Services  
 Summit County Care Clinic  
 Sunshine Cab  
 Susan G. Komen Colorado  
 The Colorado Health Foundation  
 The Denver Foundation  
 The Salvation Army  
 The Traveler  
 Tom's Door  
 Town of Avon  
 Two Rivers Community Foundation  
 United Healthcare  
 United Way Battlement to the Bells

United Way of the Eagle River  
 Valley  
 University of Colorado  
 University of Colorado Cavity-Free  
 at Three  
 Vail Chamber of Commerce  
 Vail Health  
 Valley Health Alliance  
 Valley Resource Institute  
 Valley Settlement  
 Valley View Hospital  
 Valley View Hospital Family  
 Birthplace  
 Veteran's Center  
 Vital Healthcare Capital  
 West Mountain Regional Health  
 Alliance

West Spring Hospital  
 Western Colorado 2-1-1  
 Western Colorado Accountable  
 Health Community Model  
 Western Colorado Community  
 Foundation  
 Western Healthcare Alliance

# Supporters

## GOVERNMENT

### FEDERAL

US Health Resources Services  
 Administration (HRSA)  
 Bureau of Primary Health Care

### STATE

Colorado Department of Health  
 Care Policy and Financing  
 Colorado Department of Public  
 Health and Environment  
 Connect for Health Colorado

### LOCAL

Eagle County  
 Pitkin County  
 Garfield County  
 City of Aspen  
 Town of Avon  
 City of Glenwood Springs  
 Healthy Communities Coalition

## FOUNDATIONS

### STATE / LOCAL

Aspen Community Foundation  
 Aspen Thrift Shop  
 The Colorado Health Foundation  
 Caring for Colorado Foundation  
 Colorado Community Health  
 Network  
 Colorado Community Managed  
 Care Network  
 Henry Schein Cares Foundation  
 Denver Foundation  
 Colorado Association  
 School-Based Health Centers  
 Boettcher Foundation  
 Western Colorado Community  
 Foundation

## INDIVIDUALS

Michael & Mildred Alsdorf  
 Roger & Margo Behler  
 Michael Beltracchi  
 Tom Boas  
 Mark Bogertman  
 Ross & Lindsey Brooks  
 Sherry Bruney  
 Danyelle Carlson  
 Amanda Chabot  
 Bruse A. Collins  
 Corey Crocker  
 Gilbert Cuevas  
 Douglas Currey  
 Pedro Damasco  
 Patricia Davis  
 Cliff & Sandy Deveny  
 Jerome Evans  
 Wendy Flottmeyer  
 James Fondell  
 Jon & Julie Fox-Rubin  
 Annette Franta  
 Ken Friedman  
 Rosa Funez Mejia  
 Cristina Gair  
 Consuelo Gallegos  
 Richard Gonzales  
 Dan & Carolyn Hardin  
 Simon Perez  
 Michael Horning  
 Mikey & Gretchen Hovey  
 Sean Jeung  
 Shiela Kendall  
 Amanda Klahr  
 Charles & Chris Lanci  
 Jenny Lang & Tim Burns  
 Igor Laray  
 Erica Lee  
 Dave Leety  
 Dylan & Lindsey Lewis  
 Florice Lietzke  
 Jennifer Ludwig

Tracie McKinley  
 Gaston Metzger  
 Garry & Stacy Millard  
 Ray & Nancy Nunn  
 Bryan Owens  
 Scott & Kate Owens  
 Matt & Becca Percy  
 Monica Rhodes  
 Lawrence Pevec  
 Rachel Richards  
 Raquel Romero  
 Joshua & Brianne Rusk  
 Diana Saenz  
 Garry Schalla  
 Derek Sell  
 Barbra Corcoran  
 Kara Silbernagel  
 Jolene Singer  
 Joann Sorensen  
 Janes & Liz Stark  
 Rob Stein & Mariah Dickson  
 Bruce Strasinger  
 Alex Vincent  
 Evan Weatherbie



You too can become  
 a supporter. Visit  
[www.mountainfamily.org/give](http://www.mountainfamily.org/give)  
 or call  
 (970) 945-2840.





# Capital Campaigns

## REGIONAL INTEGRATED HEALTH COMPLEX - EDWARDS

We're bringing a state-of-the-art health complex to Eagle County in 2019, adding full dental and behavioral health care along with complete primary medical services, in a fully integrated care model.

Combining Mountain Family Health Centers with Eagle County Public Health, the new Edwards complex will be a one-stop location for health care needs, bringing affordable integrated health care to 7,600 Eagle County patients per year. It will be on Miller Road between Battlement High School and the Weckmer Center.

Please help us bring this vital vision to life by giving at

[www.mountainfamily.org/give](http://www.mountainfamily.org/give).



## BASALT HEALTH CENTER

Thanks to generous community support, an expanded Basalt Health Center is coming to the Roaring Fork Valley in 2018. Located just off Highway 82 in the former Bristlecone Mountain Sports building, this new state-of-the-art health center will provide integrated medical, dental and behavioral care in a single location.

The new health center will serve more than 3,500 patients each year.

We need your help to fully staff and equip this facility. Please support the Basalt capital campaign by donating at

[www.mountainfamily.org/give](http://www.mountainfamily.org/give).



# Locations



**Mountain Family**  
HEALTH CENTERS

## MAIN OFFICE

Phone: (970) 945-2840

Email: [contact@mountainfamily.org](mailto:contact@mountainfamily.org)

Web: [mountainfamily.org](http://mountainfamily.org)

2700 Gilstrap Court, Suite 230  
Glenwood Springs, CO 81601

AVON CLINIC  
850 West Beaver Creek Blvd.  
Avon, CO 81620

BASALT CLINIC  
234 Cody Lane  
Basalt, CO 81621

EDWARDS CLINIC  
320 Beard Creek Road  
Edwards, CO 81632

MOBILE DENTAL VAN  
0020 Eagle County Drive  
El Jebel, CO 81623

GLENWOOD SPRINGS CLINIC  
1905 Blake Ave., Suite 101  
Glenwood Springs, CO 81601

RIFLE CLINIC  
195 W. 14th Street, Bldg. C  
Rifle, CO 81650