



**Nor-Lea**  
Hospital District

**2017**  
**ANNUAL**  
**REPORT**



*Our Mission:* \_\_\_\_\_  
**Exceptional Experience**

*Our Vision:* \_\_\_\_\_  
**Enhance Lives**

*Our Values:* \_\_\_\_\_

**iCARE**



**INNOVATION**



**COMPASSION**



**ACCOUNTABILITY**



**RESPECT**



**EMPOWERMENT**



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# MESSAGE FROM THE CEO



The Board of Trustees, Medical Staff, employees and I, are pleased to present to our stakeholders the 2017 Nor-Lea Hospital District's Annual Report.

**DAVID SHAW**  
CEO/ADMINISTRATOR

**Nor-Lea Hospital District** continues to grow and prosper as it strives to meet the needs of its District and surrounding residents. I really feel like I should pause and thank those who have contributed tremendously to our success. First, we enjoy tremendous support from our community. Most everyone that I meet is curious about *their* hospital and excited about the direction we are headed. This past summer, residents of Nor-Lea Hospital District overwhelmingly supported the renewal of the District's mill levy. Secondly, in my 18 years with the District I have been fortunate to have been led by great board members. Third, the District has been blessed with great providers who are committed to excellent care. Finally, I am fortunate to be a part of a team of staff with servant hearts.

Nor-Lea made great strides in 2017 to overcome a difficult economic year in 2016. Our system of clinics grew 12.12% in 2017 and 41.79% the past 3 years. The increase in clinic visits and the addition of new services spurred a growth rate of 10.63% overall for the hospital in 2017 and 33.18% the past 3 years. While we continue to pursue growth strategies to meet community needs, the District also pursued cost reduction strategies to ensure responsible use of our tax dollars. You will see our financial statements which illustrate the increase in Fund Balance.

We are pleased to continue to bring premium primary care and specialty care services to Lea County. It is critical that we continually strive to maintain our high levels of customer service and quality of outcomes. Ultimately, I believe this is the reason that residents from all over Southeastern New Mexico and West Texas choose Nor-Lea Hospital District.

The District was proud to be the recipient of two National Rural Health Day awards this past year, and was recognized for both outstanding patient outcomes and outstanding patient experiences. Nor-Lea was the only hospital in New Mexico to be recognized for both customer service and quality outcomes. We were also recognized by the New Mexico Hospital Association for our efforts to immunize residents against influenza.

Nor-Lea is a locally owned, community based organization. Your board of trustee's have set a vision to **Enhance Lives**. The District is doing this in two critical ways, providing community health services and providing services/money for direct community benefit. This year we will launch **Nor-Lea Mobile Health** to enhance our Corporate Wellness program, Medicare Annual Wellness visits and the many school and community health fairs. These efforts are to empower you, the resident, to pursue better health. Health is much more than a health system or a pharmacy. Social determinates such as food, employment and housing can also impact an individual's health.

This past year, we also launched the **iGIVE** program. This program provides an avenue for our staff to volunteer time to help our most vulnerable: children and senior adults. The District has partnered with food pantries such as the Lovington Food Coalition to assist in serving and collecting food. We have also partnered with CASA (Court Appointed Special Advocate), Hope Totes, and Senior's Standing Strong to lend financial resources and a hand to serve these groups.

I see Nor-Lea Hospital District as more than a health system; but a partner with our communities to improve community health, wellness and quality of life. To that end, we are committed to help move the communities of Lea County forward in a positive and healthy direction. I hope you enjoy our annual report. **We look forward to your feedback.**

# NLHD SERVICES OVERVIEW



Nor-Lea Hospital District hosts a 25-bed, Medicare-certified Critical Access Hospital serving Southeastern New Mexico and West Texas. We also manage medical clinics in Lovington, Tatum, and Hobbs and offer a range of outpatient, specialty, imaging and infusion services. Our surgical and endoscopy suites are state-of-the-art and are instrumental in equipping our patients with the power of choice when it comes to close-to-home service.

NLHD also provides corporate wellness, asthma and American Diabetes Association-certified diabetes education programs, and a variety of other health services to the citizens of our hospital district, Southeastern New Mexico, West Texas, and beyond.



Inpatient  
Traveling Specialists  
Anesthesia



## PROFESSIONAL PHYSICIANS CTR

Cardiology  
Ear, Nose and Throat Clinic  
Gastroenterology  
General Surgery  
Gynecology / Women's Health  
Neurology / Sleep Lab  
Pain Management  
Rheumatology  
Surgical Services  
Wound Care



## OUTPATIENT SERVICES

Asthma Education  
Cardio-Pulmonary Rehab  
Diabetes Education  
Echo/Vascular Lab  
Laboratory Services  
Nuclear Medicine  
Occupational Therapy  
Physical Therapy  
Respiratory Therapy  
Speech Language Therapy



## MEDICAL CLINICS

Behavioral Health Clinic  
Family Health Center of Lea County  
Hobbs Medical Clinic  
Hobbs Pediatric Specialty Clinic  
Lovington Medical Clinic  
Lovington Student Health Center  
Tatum Medical Clinic  
Walk-In Clinic



## EMERGENCY

Emergency Room  
Trauma Center



## CANCER CENTER

Oncology



## IMAGING

Bone Density  
CT  
Mammography  
MRI  
3D Ultrasound



## HOME MEDICAL



## HERITAGE PROGRAM

# MEDICAL STAFF

## LOVINGTON MEDICAL CLINIC

Patrick Homer, D.O.  
Ronald Hopkins, D.O. | *Chief Medical Officer*  
Venkata Mangalagiri, M.D.  
Sonia Murillo, M.D. | *Pediatrics*  
Nicholas Stephanoff, M.D.  
Elise Cho, PA-C | *Pediatrics*  
Mary Saiz, WHCNP | *Women's Health*  
Rachelle Tiffany, PA-C  
Tessa Torres, PA-C

## WALK-IN CLINIC

Jimmy Crumbacher, M.D.  
Ariel Scott, M.D.  
Sharyn Bush, PA-C  
Katherine Strunk, PA-C  
Brandi Tedder, CNP

## BEHAVIORAL HEALTH

Terri Langford, M.D. | *Psychiatrist*  
Peter Carmany, PA-C  
Blair Kemp, LPCC  
Ira Valdez, LMHC

## EMERGENCY AND TRAUMA CENTER

Chad Carver, M.D. | *ER/Trauma Director*  
Ryan Esmay, M.D.  
Christian Killer, M.D.  
Michael Peña, M.D.

## HOSPITAL / INPATIENT

Bharath Karnati, M.D. | *Hospitalist, Medical Director*  
Bramara Godasi, M.D. | *Hospitalist*  
Donald Green, M.D. | *Anesthesiologist*  
Donnie Croely, CRNA  
Rosalie Gwaltney, CRNA  
Jose Ramirez, CRNA  
Amanda DeLaCruz, LCSW | *Counselor*

## TATUM MEDICAL CLINIC

Mary Kay Ragan, CNP

## CANCER CENTER

Donald Quick, M.D. | *Oncology*  
Jehanzeb Riaz, M.D. | *Oncology*  
Isaac Tafur, M.D. | *Oncology*

## PROFESSIONAL PHYSICIANS CENTER

Mrinal Sharma, M.D. | *Cardiology*  
Amrit Varma, FRCS (C) | *Ear, Nose & Throat*  
Archana Sharma, M.D. | *Gastroenterology*  
Chade Green, PA-C | *Gastroenterology*  
Jerry Batley, M.D., FACS | *General Surgery*  
Scott Beard, M.D., FACOG | *Gynecology/Surgery*  
Jeffrey Nelson, M.D. | *Neurology*  
Ake Evans, M.D. | *Pain Management*  
Ayyappa S. Duba, M.D. | *Rheumatology*  
Phyllis Chester, DNP | *Rheumatology*

## FAMILY HEALTH CENTER OF LEA COUNTY

Naveen Sarakanti, M.D.  
Feranie Conley, CNP

## LOVINGTON STUDENT HEALTH CENTER

Holly Willyard, CNP  
Nancy Boland, LPCC

## HOBBS MEDICAL CLINIC

Eugenio Castillo, M.D.  
Jesús Fonseca, M.D.  
Cyril Simon, D.O.  
Candida Coburn, CNP  
Karen Cummings, CNP  
Kelli McCall, CNP  
Stephanie Wilks, CNP

## HOBBS PEDIATRIC SPECIALTY CLINIC

Julia Vana, ARNP, CNP | *Pediatrics*

## HERITAGE PROGRAM FOR SENIORS

Cecilia Espinoza, LMHC  
Nindi F. Honeyman, LMHC  
Ashley Spencer, LPCC



# NLHD EXECUTIVE TEAM



**David Shaw**  
Chief Executive Officer  
18 Years of Service



**Dan Hamilton**  
Chief Operations Officer  
21 Years of Service



**Allyson Roberts**  
Chief Financial Officer  
22 Years of Service



**Ronald Hopkins, D.O.**  
Chief Medical Officer  
19 Years of Service



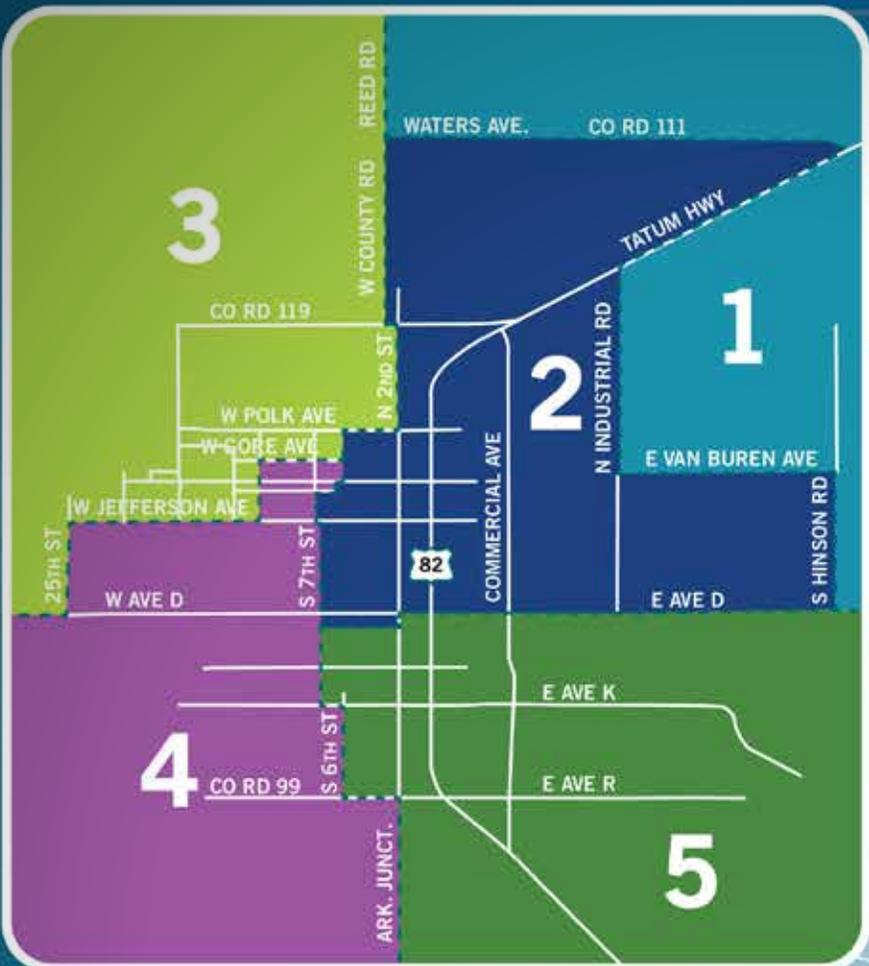
**BranDee Savell**  
Chief Quality Officer  
13 Years of Service



**Marcia Patterson**  
Chief Nursing Officer  
1 Year of Service



## HOSPITAL DISTRICT MAP



# BOARD OF TRUSTEES

Chairman



Augustin Dorado  
● District 1



Pat Wise  
● District 2



Rita Staton  
● District 3



Manuel Quiroz  
● District 4



Julia Myers  
● District 5



# EXPANDING PROVIDER SERVICES

Nor-Lea Hospital District has conducted focus group sessions with various segments of our clients in Lea County. One of the most consistent requests from residents was to eliminate contracted physicians. Nor-Lea's trustees heard their voice and directed the hospital district to embark on an all-out effort to eliminate contract physicians. We are happy to report that this task has been accomplished.

Nor-Lea Hospital District now has five physicians employed by our district to provide services in the Emergency Room and Trauma department. Dr. Ryan Esmay and Dr. Michael Peña were hired in 2017 to join Dr. Chad Carver, Dr. Chris Killer and Dr. Bharath Karnati, giving the ER a full complement of employed physicians. Dr. Bramara Godasi was also hired to replace a contracted hospitalist who covered inpatient care for patients admitted to the hospital.

Nor-Lea Hospital District also hired a full-time Rheumatologist, Dr. Ayyappa Duba, to replace the part-time Rheumatologist, Dr. Thomas Ramage, who retired this past year. This move has expanded access to patients with Rheumatology related diseases. The communities in Southeast New Mexico are fortunate to have Dr. Duba. He recently completed a Fellowship in Rheumatology and is now boarded in Internal Medicine.

Nor-Lea continues to add primary care providers to ensure access to care. The walk-in clinics in both Hobbs and Lovington have added providers. Hobbs has added Stephanie Wilks, CNP. Lovington has added Brandi Tedder, CNP as well as two new physicians Dr. Jimmy Crumbacher and Dr. Ariel Scott. Both Dr. Crumbacher and Dr. Scott have helped to strengthen our walk-in clinics. This move to place physicians in the walk-in clinics was a direct response to community focus group feedback.



# 2017 NEW PROVIDERS



Jimmy Crumbacher, M.D.  
Walk-In Clinic



Ayyappa S. Duba, M.D.  
Rheumatologist



Ryan Esmay, M.D.  
Emergency / Trauma



Bramara Godasi, M.D.  
Hospitalist



Michael Peña, M.D.  
Emergency / Trauma



Ariel Scott, M.D.  
Walk-In Clinic



Brandi Tedder, CNP  
Walk-In Clinic



Stephanie Wilks, CNP  
Hobbs Medical Clinic

# OPERATIONS IN HOBBS

Nor-Lea Hospital District expanded operations in Hobbs as a direct response to the Community Needs Assessments. Our Board of Trustees have been asked, *“why invest in operations in Hobbs?”* – the answer is quite simple...

First, it greatly benefits the residents of Northern Lea County. Our feedback from local residents indicates that they want easier access to our primary care physicians in Lovington. Due to the shortage of primary care physicians in Hobbs; many residents were traveling to Lovington to establish care with our primary care providers. The addition of 10 new providers in Hobbs took a lot of pressure off of our providers in Lovington, making it a little easier for local residents to access their providers in Lovington.

Next, it makes it possible for Nor-Lea to expand its new specialty care physicians in Lovington. Today, Nor-Lea offers general surgery; gynecology; ear, nose and throat; pain management; neurology; cardiology; gastroenterology; wound care; rheumatology and oncology services. These services would be impossible to offer without the referrals that Nor-Lea receives from our providers in Hobbs. Expanded operations in Hobbs greatly expands our service area for our specialists. In other words, Northern Lea County residents would not

have access to these specialists without the expansion of services in Hobbs, New Mexico.

Ultimately, the reason we invest in Hobbs operations is our commitment to our vision of enhancing lives. We see this as a partnership with all the communities of Lea County. When one community benefits, we all benefit from their success. Nor-Lea has partnered with Maddox Foundation, Lea County, City of Hobbs and Hobbs Municipal Schools in various health care studies. As a result, Nor-Lea has taken these collaborative partnerships seriously and has made significant commitments to grow primary/specialty care services to help Lea County communities address health and social issues.

Since the completion of the Lea County Community Health Assessment in 2013, Nor-Lea Hospital District has invested hundreds of thousands of dollars to recruit, equip and supply two new clinics in Hobbs; the **Hobbs Medical Clinic**, established in 2015, and the **Hobbs Pediatric Specialty Clinic** in 2015. In addition, Nor-Lea continues to operate the **Family Health Center of Lea County**. All three of these clinics offer a combined number of 10 primary care providers to the community of Hobbs. Later in 2018, Nor-Lea, in partnership with Hobbs Municipal Schools, will launch and begin services at the **Hobbs Eagles Student Health Center**.



# ACCOUNTABLE CARE | ACO

The healthcare landscape is changing rapidly with new technology and improved science; however, wrapped around all this change is a looming crisis in healthcare financing with the national debt issues. Federal and state governments are moving toward what is called value based initiatives for reimbursing health care services. Nor-Lea joined one of these initiatives in 2016 called a Rural Accountable Care Organization or ACO. We are one of 11 hospitals throughout New Mexico and Colorado partnered in this endeavor. Nor-Lea is a part of the **Mountain Prairie ACO** which was the 2nd most successful Rural ACO in 2016. I have been fortunate to have been the chairman of the Mountain Prairie ACO; which has afforded me the opportunity to speak at a state and national level on our success.

The two key words in an ACO are *accountable* and *care*. Nor-Lea has been challenged to reduce the cost of care by increasing access to wellness care and to better manage those patient with chronic illnesses. The reward is healthier communities and we are able to split the savings we realize with Medicare 50/50. Our results in 2016 were incredible—Nor-Lea reduced the cost of care, on average for Medicare patients, by 19%. 2017 is also looking like another significant year of savings to the Medicare program.

How did we do it? Our success was realized by focusing on three areas: Annual Wellness Visits, Chronic Care Management and Transition of Care Management.

Annual Wellness Visits are a free benefit from Medicare. Each recipient of Medicare is entitled to receive this benefit annually; however, less than 5% of our local residents actually take advantage of these free visits. Why is this so important? Early detection is one big key to lowering the cost of care and preventing bad outcomes. Our efforts within all of our primary care clinics are to reach out to Medicare beneficiaries to inform and

schedule their annual visits. We have a number of stories this past year of catching things early and preventing a worse outcome as well as the added benefit of saving significant health care dollars.

Chronic Care Management is a process whereby Nursing Case Managers work directly with Medicare recipients who have two or more chronic diseases to assist them with the management of their visits, medications and education. Over 50% of Medicare dollars are spent on patients with multiple chronic diseases and in most cases they are not being managed properly. The Chronic Care Management program will cost a Medicare patient about \$8 a month; however, this is a wise investment if it prevents the cost of one inpatient stay or an emergency room visit. Supplemental insurance may even cover the cost.

Transitional Care Management are visits made by a nurse or social worker to ensure that the patients are transitioning in their care appropriately, whether from the hospital to home, hospital to rehab, or hospital to nursing home. These individuals are ensuring that medications are obtained, providers are notified and social services are provided. Essentially, it's making sure that no one falls through the cracks in the healthcare system.

Other initiatives help fill out our responsibilities under the Accountable Care Organization. These include the Lovington Wellness Center, Mobile Health and iGIVE program that assist residents with issues around social determinants and physical wellness.

This is an overwhelming task and, ultimately, the success of the ACO will lie in our ability to partner with our communities to help improve health and quality of life. Nor-Lea feels that this is most effective way to transition healthcare in the future and to increase the value of healthcare tax dollars.



# STATEMENT OF NET POSITION

YEARS ENDED JUNE 30, 2017 & 2016

## ASSETS

### CURRENT ASSETS

	2017	2016
Cash and cash equivalents	\$12,235,343	\$10,557,384
Investments	\$12,461,226	\$12,433,098
Restricted Investments	\$243,428	\$210,828
Patient accounts receivable, net of estimated uncollectibles of \$8,227,000 in 2017 and \$7,420,000 in 2016	\$8,648,528	\$7,479,264
Other receivables	\$1,913,243	\$1,604,503
Estimated third-party payor settlements	\$1,206,807	
Inventories and prepaid expenses	\$1,761,108	\$1,991,226
Total current assets	<u>\$38,469,683</u>	<u>\$34,276,303</u>

### NONCURRENT ASSETS

Restricted cash and cash equivalents	\$10,002,535	
Capital assets, net	\$59,561,351	\$57,551,385
Total assets	<u>\$108,033,569</u>	<u>\$91,827,688</u>

## LIABILITIES AND NET POSITION

### CURRENT LIABILITIES

Accounts payable	\$3,838,882	\$3,323,917
Accrued compensation and related liabilities	\$3,611,542	\$4,259,911
Accrued interest payable	\$52,818	
Current portion of long term debt	\$61,817	\$41,496
Estimated third-party payor settlements		\$392,784
Total current liabilities	<u>\$7,565,059</u>	<u>\$8,018,108</u>

### NONCURRENT LIABILITIES

Long term debt	\$10,463,008	\$824,505
Total liabilities	<u>\$18,028,067</u>	<u>\$8,842,613</u>

### NET POSITION

Net investment in capital assets	\$58,790,200	\$55,582,877
Restricted expendable	\$243,428	\$210,828
Unrestricted	\$30,971,874	\$27,191,370
Total net position	<u>\$90,005,502</u>	<u>\$82,985,075</u>
Total liabilities and net position	<u>\$108,033,569</u>	<u>\$91,827,688</u>

# STATEMENT OF REVENUES, EXPENSES & CHANGES IN NET POSITION

YEARS ENDED JUNE 30, 2017 & 2016

## OPERATING REVENUE

Net patient service revenue, net of provision for bad debts  
of \$8,291,951 in 2017 and \$8,754,789 in 2016

Other revenue

Total operating revenue

2017

2016

\$75,147,005

\$67,889,941

\$2,236,318

\$2,317,695

\$77,383,323

\$70,207,636

## OPERATING EXPENSES

Salaries and wages

Supplies

Employee benefits

Purchased services

Depreciation and amortization

Other

Professional fees

Leases and rentals

Insurance

Utilities

Total operating expenses

Operating income

\$31,734,788

\$29,541,710

\$14,618,420

\$13,882,770

\$9,027,576

\$8,346,369

\$8,190,919

\$7,593,903

\$4,346,317

\$3,976,708

\$2,145,911

\$2,340,051

\$1,481,344

\$2,221,948

\$1,161,776

\$1,149,950

\$918,276

\$828,791

\$595,909

\$566,661

\$74,221,236

\$70,448,861

\$3,162,087

(\$241,225)

## NONOPERATING REVENUES (EXPENSES)

Mill levy

Investment income

Interest expense

Noncapital grants, contributions, and other

Total nonoperating revenues, net

Excess of revenues over expenses before capital  
grants and contributions

Capital grants and contributions

Increase in net position

Net position, beginning of year

Net position, end of year

\$2,876,410

\$3,008,366

\$74,225

\$117,059

(\$11,253)

(\$10,989)

\$711,173

\$711,051

\$3,650,555

\$3,825,487

\$6,812,642

\$3,584,262

\$207,785

\$7,020,427

\$3,584,262

\$82,985,075

\$79,400,813

\$90,005,502

\$82,985,075

# STATEMENTS OF CASH FLOWS

YEARS ENDED JUNE 30, 2017 & 2016

## CASH FLOWS FROM OPERATING ACTIVITIES

	2017	2016
Receipts from and on behalf of patients	\$72,378,150	\$68,491,521
Payments to suppliers and contractors	(\$27,461,008)	(\$28,879,800)
Payments to and on behalf of employees	(\$41,410,733)	(\$36,586,655)
Receipts from safety net care pool	\$2,029,409	\$2,241,084
Other operating receipts	\$172,845	\$1,681
Net cash provided by operating activities	<u>\$5,708,663</u>	<u>\$5,267,831</u>

## CASH FLOWS FROM NONCAPITAL FINANCING ACTIVITIES

Mill levy support	\$2,817,695	\$3,076,549
Noncapital grants and contributions	\$432,512	\$1,160,439
Net cash provided by noncapital financing activities	<u>\$3,250,207</u>	<u>\$4,236,988</u>

## CASH FLOWS FROM CAPITAL & RELATED FINANCING ACTIVITIES

Principal payments on long-term debt	(\$471,576)	(\$476,419)
Interest paid on long-term debt	(\$11,253)	(\$10,989)
Capital grant	\$207,785	
Purchase of capital assets	(\$7,079,529)	(\$11,913,603)
Proceeds from issuance of long-term debt	\$10,000,000	
Net cash provided by capital and related financing activities	<u>\$2,645,427</u>	<u>(\$12,401,011)</u>

## CASH FLOWS FROM INVESTING ACTIVITIES

Purchase of investments	(\$60,728)	(\$109,781)
Investment income	\$136,925	\$124,629
Net cash provided by investing activities	<u>\$76,197</u>	<u>\$14,848</u>
(DECREASE) INCREASE IN CASH EQUIVALENTS	\$11,680,494	(\$2,881,344)
CASH AND CASH EQUIVALENTS, beginning of year	<u>\$10,557,384</u>	<u>\$13,438,728</u>
CASH AND CASH EQUIVALENTS, end of year	<u>\$22,237,878</u>	<u>\$10,557,384</u>

# STATEMENTS OF CASH FLOWS

YEARS ENDED JUNE 30, 2017 & 2016

## RECONCILIATION OF CASH AND CASH EQUIVALENTS TO THE STATEMENT OF NET POSITION

	2017	2016
Cash and cash equivalents	\$12,235,343	10,557,384
Restricted cash and cash equivalents	\$10,002,535	
TOTAL CASH AND CASH EQUIVALENTS	<u>\$22,237,878</u>	<u>\$10,557,384</u>

## RECONCILIATION OF OPERATING INCOME TO NET CASH PROVIDED BY OPERATING ACTIVITIES

Operating income	\$3,162,087	(\$241,225)
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## ADJUSTMENTS TO RECONCILE OPERATING INCOME TO NET CASH PROVIDED BY OPERATING ACTIVITIES

Depreciation and amortization	\$4,346,317	\$3,976,708
Provision for bad debts	\$8,291,951	\$8,754,789

## CHANGES IN CURRENT ASSETS & LIABILITIES

Patient Accounts	(9,461,215)	(8,974,395)
Other receivables	(\$34,064)	(\$74,930)
Estimated third party payor settlements (receivables)	(\$1,206,907)	\$428,402
Inventories and prepaid expenses	\$230,118	(\$634,028)
Accounts payable	\$1,421,429	\$338,302
Accrued compensation and related liabilities	(\$648,369)	\$1,301,424
Estimated third party payor settlements (liabilities)	(\$392,784)	\$392,784
Net cash provided by operating activities	<u>\$5,708,663</u>	<u>\$5,267,831</u>

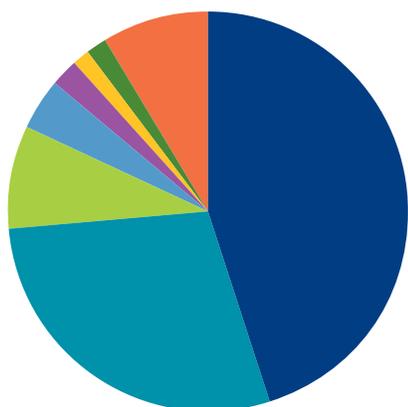
## NONCASH INVESTING, CAPITAL & FINANCING ACTIVITIES

Additions to equipment under capital leases	<u>\$130,400</u>	<u>\$26,874</u>
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# CANCER CENTER SERVICES

NLHD CANCER CENTER MANAGER | PIXIE HOPKINS, RN, OCN

## CANCER CENTER VISITS



HOBBS	45.27%
LOVINGTON	28.51%
CARLSBAD	8.44%
ARTESIA	4.02%
DENVER CITY	2.16%
PORTALES	1.59%
JAL	1.47%
OTHER	8.54%

The Nor-Lea Cancer Center (NLCC) continues to provide outpatient treatments of a wide variety. Our unit is continuing to grow and provide services for all of Lea County and surrounding areas. Patients range across nine towns' some even as far as Ruidoso and Las Lunas, NM and a growing population from the Texas border towns. About nine to ten times a month, oncologists and hematologists Dr. Donald Quick, M.D., Dr. Isaac Tafur, M.D., and Jehanzeb Riaz, M.D. travel from Lubbock, TX to serve NLCC patients. Recently, an oncology navigator has been added to our team. This position will offer our patients, families, and caregivers individualized assistance in overcoming healthcare system barriers and facilitating timely access to quality health care through all phases of the cancer continuum.

In order to increase effectiveness of our cancer program, each provider brings their nurse practitioner to assist with the increased number of patients. We continue to manage the patient care in the department with five chemotherapy certified registered nurses and an oncology certified nurse manager.

In the way of quality assurance activities, we monitor daily nurse to patient interactions to detect patient days with the heaviest loads. Also, using the check system to monitor current medication lists on all routine patients' charts, we are able to meet National Patient Safety Goal #8. We also use the Chemo Administration Software of Joe Arrington Cancer Center to improve data sharing between cancer centers.

We are also working on numerous projects to improve the patient experience in the cancer center. These projects include: welcome necessity bags, interactive wall boards in each of the exam rooms, individual education tablets in the treatment room, cable television with individual channel guides, updated sanitation signage; infusion room entertainment tablets, and a refreshment cart in the treatment room. Future improvement plans include: expansion of our waiting area, a reflection garden, an infection control privacy room, and aesthetic improvements to enhance patient privacy and treatment room ambiance. Finally, we will be adding the capabilities to do radiation treatments with a new, up-to-date Linear Accelerator (LINAC).





Capable of treatment across all parts and organs of the body, a linear accelerator (LINAC) is the device most commonly used for external beam radiation treatments for patients with cancer. It functions by delivering high-energy x-rays or electrons directly to the region of the patient's tumor and can be designed in such a way that it destroys the cancer cells while sparing the surrounding normal tissue. The LINAC can be used to treat all body sites, using conventional techniques such as: Intensity-Modulated Radiation Therapy (IMRT), Volumetric Modulated Arc Therapy (VMAT), Image Guided Radiation Therapy (IGRT), Stereotactic Radiosurgery (SRS) and Stereotactic Body Radio Therapy (SBRT).

# COMMUNITY EVENTS

## SHOTS FOR TOTS

Provides free immunizations for children 18 and under

INVOLVEMENT: **Host**

KEY PARTNERS/COLLABORATORS:  
NLHD Lovington Medical Clinic

## BUSINESS AFTER HOURS

Networking, communication and feedback opportunity

INVOLVEMENT: **HOST**

KEY PARTNERS/COLLABORATORS:  
Lovington Chamber of Commerce

## HOSPITAL WEEK

Community Wellness Testing and Education

INVOLVEMENT: **HOST**

KEY PARTNERS/COLLABORATORS:  
Community

## LOVINGTON BOYS AND GIRLS BASKETBALL

Local support

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
Lovington Schools

## SENIOR CITIZEN'S LUNCHEON

Luncheon

INVOLVEMENT: **HOST**

KEY PARTNERS/COLLABORATORS:  
Senior Citizen's Club

## LOVINGTON FOOTBALL BOOSTER CLUB BREAST CANCER AWARENESS GAME

Promotes early detection, community involvement and morale

INVOLVEMENT: **SPONSOR, PARTICIPANT**

KEY PARTNERS/COLLABORATORS:  
Lovington Football Booster Club

## LOVINGTON FARMERS' MARKET

Promotes community health and well-being

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
Lovington Main Street

## COMMUNITY FLU CLINICS

Provide free and low-cost flu immunizations without an appointment

INVOLVEMENT: **HOST**

KEY PARTNERS/COLLABORATORS:  
NLHD Medical Clinics

## HEALTHY CONVERSATIONS

Networking, communication and feedback opportunity

INVOLVEMENT: **PARTICIPANT**

KEY PARTNERS/COLLABORATORS:  
KLEA Radio Station

## OPERATION CHRISTMAS CHILD

Promotes staff community involvement and region-wide partnerships

INVOLVEMENT: **HOST**

KEY PARTNERS/COLLABORATORS:  
Samaritan's Purse, Local Churches

## LEA COUNTY SPECIAL RODEO

Supports educational scholarships for children with mental and/or physical disabilities

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
Lea County Special Rodeo

## LOVINGTON MAIN STREET

Local support

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
Lovington Main Street

## NEW MEXICO JUNIOR COLLEGE BOOSTER CLUB

Support partnership with NMJC who educates the majority of incoming nurses

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
New Mexico Junior College Booster Club

## 21ST CENTURY HOBBS

Promotes community health and well-being

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
Hobbs Municipal Schools, Lea County Commission for the Arts, Center for the Arts in Hobbs and other community organizations

## LEA COUNTY FAIR & RODEO

Public Relations/Breast Cancer Awareness

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
Lea County Fair & Rodeo & Tough Enough To Wear Pink

## NM-TX CHALLENGE MARATHON

Promotes staff community involvement, health and well-being

INVOLVEMENT: **PARTICIPANT**

KEY PARTNERS/COLLABORATORS:  
Lea County Museum

## RELAY FOR LIFE

Promotes staff community involvement, health, well-being and patient support

INVOLVEMENT: **SPONSOR, PARTICIPANT**

KEY PARTNERS/COLLABORATORS:  
American Cancer Society, local businesses

## LOVINGTON VOLLEYBALL BOOSTER CLUB

Support Partnership

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
Lovington Volleyball Booster Club

## AEROCARE GOLF TOURNAMENT

Support Partnership

INVOLVEMENT: **SPONSOR**

KEY PARTNERS/COLLABORATORS:  
AeroCare

## DOC ATCHLEY GOLF TOURNAMENT

Raise Donations for NLHD Foundation and Cancer Center

INVOLVEMENT: **CO-HOST**

KEY PARTNERS/COLLABORATORS:  
Lovington Rotary Club Chapter, Covenant, Joe Arrington Cancer Center and other primary vendors

## BICYCLE RODEO

Promote Trauma awareness to kids and parents

INVOLVEMENT: **HOST**

KEY PARTNERS/COLLABORATORS:  
Lovington Fire Department (LFD), Lovington Police Department (LPD), Lea County Sheriff Dept, and NM State PD, along with multiple donors for giveaways, food, and drinks

# THE iGIVE PROGRAM

Service is important to Nor-Lea Hospital District! To reinforce that concept, this fiscal year, NLHD launched a new program to encourage our staff to volunteer for service opportunities in our community. The iGIVE program works with a variety of community organizations offering Nor-Lea employees a variety of service options for giving back to our community.



iGIVE



# NLHD FOUNDATION GIVING SOCIETY

The Nor-Lea Foundation established the Giving Society, a philanthropic society to recognize a group of donors vital to the success of the Foundation.

We recognized members of the Giving Society with a donor wall display located inside the Lovington Medical Clinic. Over the next year, the Foundation will continue to connect with and recognize these supporters. Listed here are society member levels.

## Foundation Day

### DONORS

Employees, 12 hours of base rate of pay over 26 pay periods, Annually

### PARTNERS

Individuals \$500+ Annually

### LEADERS

Businesses/Organizations \$1,500+ Annually

### PILLARS

Individuals \$10,000+ Cumulative  
Businesses/ \$25,000+ Cumulative

### LEGACY PARTNERS

Planned Giving



## NLHD EMPLOYEE PHILANTHROPY

In 2017, Nor-Lea physicians and staff gave \$44,031.86 to the NLHD Foundation, bringing the total inception to date donations by physicians and staff to \$485,744.99.

# BOARD OF DIRECTORS

Sam Spencer, Chairman  
Melissa Belz

Pam Lackey, Vice Chair  
Connie Crow  
David Shaw

Allyson Roberts, Secretary/Treasurer  
Marcia Hilburn

## MISSION

To provide a healing touch, generous hand, caring services and community wellness to NLHD as well as its patients, supporters and community.

## VISION

The Nor-Lea Foundation will always exist to assist NLHD in the provision of quality, compassionate healthcare in order to raise the standard of care and wellness in Lea County and the surrounding communities.

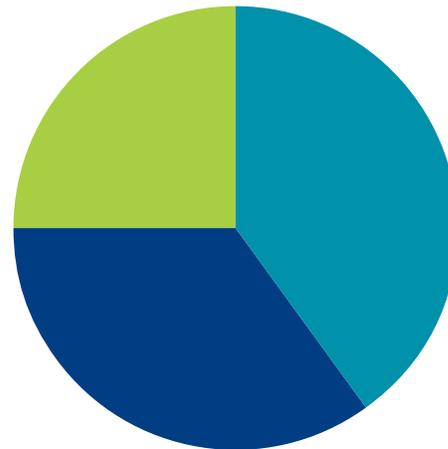
## VALUE GOALS

Increase cancer survival rates in Lea County and the surrounding communities. Improve patient safety by supporting NLHD capital improvements, support and enhance wellness programs that benefit the residents of Lea County.



## GIVING

Jan. 1, 2017 - Dec. 31, 2017



INDIVIDUALS & FAMILIES	41%	\$54,163.00
NLHD EMPLOYEES	33%	\$44,031.86
GOLF TOURNAMENT	26%	\$33,731.50

TOTAL: **\$131,926.36**

## CORPORATE WELLNESS

### HEALTH ASSESSMENT

NLHD Corporate Wellness uses wellness software to offer tips and advice tailored to your employees' needs and goals, based upon a short assessment which addresses:

- ' • Exercise
- ' • Alcohol drinking
- ' • Tobacco use
- ' • Nutrition
- ' • Safety
- ' • Stress

### HEALTH SCREENINGS

Each employee will have a series of screenings done for the most accurate look at his or her health. We require about 15 minutes per employee and can screen about 30 employees per day.

- ' • Complete Blood Count
- ' • Thyroid Screening
- ' • Blood Pressure
- ' • Comprehensive Metabolic Panel
- ' • Lipid Profile
- ' • Body Fat Percentage

### FOLLOW-UP & HISTORY

A follow-up consultation is scheduled with each employee to review his or her health profile and screening results with an NLHD physician assistant. Nor-Lea Wellness also keeps an annual history for each employee, so he or she can track progress to a healthier lifestyle.

NLHD Corporate Wellness had the privilege of helping these employers create more health driven workplaces for over 1,000 employees.

- Navajo Refinery
- Pettigrew & Associates
- Lovington Municipal Schools
- Pro-Kem Oil Field Services
- Lea County Electric Co-op
- Legendary Well Service
- ETUS
- Stone Oil Field Services
- Western Commerce Bank
- First American Bank
- LEACO

## NOR-LEA MOBILE HEALTH



Nor-Lea Wellness has added its Mobile Health Unit to its list of services. The mobile health unit is equipped with everything necessary to bring Nor-Lea Wellness services almost anywhere. The unit includes a lobby area as well as two, fully-equipped, private examination rooms. With Nor-Lea Mobile Health, we will be able to further increase the reach of our wellness services, as well as provide increased convenience to our clients and community for years to come.

The Lovington Wellness Center was one of our major initiatives this past year. The 42,000 square foot building will be completed in the late summer of 2018. This initiative was a great example of Nor-Lea's efforts to partner with other entities to foster wellness and improved quality of life. The partnership includes the Lovington Municipal Schools and the City of Lovington. Both of these entities will work with Nor-Lea to offset the operating cost in the first 5 years.

The Lovington Wellness Center consists of the following: a competition swimming pool with 11 lanes; a warm water therapy pool; an NBA regulation gymnasium striped for basketball, pickle ball, indoor field hockey, and volley ball; a rock climbing wall; conference rooms; weight room; fitness equipment room; multipurpose activity room for fitness classes; and an indoor jogging and walking track. Outdoor amenities will include a soccer pitch on the east side of the building and a park located north of the building.

The Lovington Wellness Center will not be your typical fitness and wellness center. We will be using an integrated approach. LWC plans to work with Nor-Lea Corporate Wellness, Nor-Lea Clinics and other Nor-Lea health educational programs to empower the public to improve their health and wellness. Members who are part of our corporate wellness programs or Medicare patients who participate in our annual wellness visit program will benefit from this integrated approach by receiving significant discounts on the membership



fees and they will be able to tap into medical / health educational offerings from Nor-Lea Hospital District.

Fitness fanatics will love our facility with all it offers; however, we are especially targeting residents who either don't currently have an exercise regimen or are intimidated by traditional fitness centers / equipment. Lovington Wellness Center's team of professionals will be there to provide skill and health level appropriate training and introduction to the equipment and amenities. The goal is to get everyone involved in setting realistic goals and to help them achieve their goals by deploying technology with a personal touch. Pre-enrollment will begin this summer with a grand opening to occur in August of 2018.



# COMMUNITY IMPACT



**86**  
Construction  
Jobs Created

**509**  
Total NLHD  
Employees

**30%**  
Increase in  
Number of  
Providers

**\$40,762,362**  
Paid in Wages and Benefits

**\$659,260**  
Gross Receipts from Construction Projects

## Community Partners:



- City of Lovington
- Lea County Special Rodeo
- Lovington Food Coalition
- Lovington Rotary Club
- Seniors Standing Strong
- Tatum Meals on Wheels
- Lovington Municipal Schools
- Lea County Hope Totes Ride for Bikes
- CASA



**\$8,084,757**  
Invested in New Construction

**\$672,360**  
Invested in Technology & Equipment

Lovington Wellness Center will feature a competition sized swimming pool, warm water therapy pool, gym, basketball courts and more!

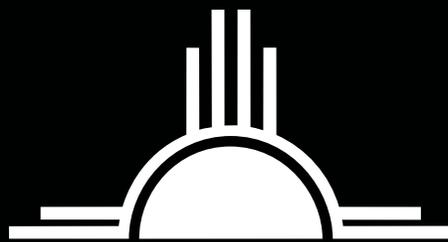


## UNITED IN SERVICE. TRUSTED FOR LIFE.

**United in Service** represents the pride that Nor-Lea physicians and staff exhibit in our work as well as the dedication to providing the best patient experience. It also speaks to the stability of the organization that we are all united in the same vision.

**Trusted for Life** shows that patients in our area recognize Nor-Lea as a leader in health care, from our service lines to the technology and facilities. It touches upon Trust, which research shows is the number one indicator of how patients choose their health care provider. And finally, it emphasizes that Nor-Lea is all about life, not only by restoring health, but also by forming a lifelong relationship with our patients and the community.





# Nor-Lea

## Hospital District

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**UNITED IN SERVICE. TRUSTED FOR LIFE.**

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