



**CARSON TAHOE**  
— HEALTH —

2022 ANNUAL REPORT



## CARSON TAHOE — HEALTH —

Your local, not-for-profit healthcare system, serving community since 1949.

We deliver on our mission of healing with a hospital, two urgent cares, an emergent care center, outpatient services, and a provider network with locations across the region.

The award-winning Carson Tahoe Regional Medical Center has 240 licensed acute care beds, was the first “Baby-Friendly” designated hospital in Nevada, and is a certified primary stroke center amongst many other designations.

We are an affiliate of University of Utah Health and the Carson Tahoe Cancer Center, is an affiliate of their Huntsman Cancer Institute.

### 2022 BY THE NUMBERS

**128,995**

*Medical Group Visits*

**31,097**

*Urgent/Emergent Care Visits*

**7,128**

*Walk-In Clinic Visits*

**8,278**

*Surgeries Performed*

**4,300**

*COVID Vaccinations*

**1,070**

*Babies Born at Carson Tahoe*

**900**

*New Cancer Patients*

**2,257**

*Cost-Free Nights for 215 Patients in Our Merriner Cottages*

**\$440,694**

*Helped 748 Cancer Patients through our Cancer Resource Center*

Reno  
Clinic

RENO

Enhancing  
the Health  
of our  
Community  
with Services  
Nearby.

Dayton  
Medical  
Center

DAYTON

WASHOE

Carson Tahoe  
Regional  
Medical Center

Cancer  
Center

Medical  
Offices

Sierra Surgery

Urology

Eagle  
Medical  
Center

Specialty  
Medical  
Center

Curry St  
Clinic

Carson  
Mall  
Clinics

Pain  
Institute

CARSON  
CITY

GENOA

MINDEN

Minden  
Medical  
Center

Urology

GARDNERVILLE

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# CARSON TAHOE HEALTH'S COMMITMENT TO OUR COMMUNITY

As a non-profit healthcare organization, our focus is firmly rooted in providing accessible services to Northern Nevadans. Access in our communities remains a critical challenge, due to limited providers and, for some residents, long distances to travel to receive care. For this reason, we are dedicated to bridging gaps to ensure **WHOLE** health for all residents.

Our commitment also extends lifesaving care beyond the hospital walls, supporting community initiatives, health education programs, and partnerships for improving the health and well-being of the people we serve. Together, we foster a healthier, stronger future.

In your times of need and triumphs, rest assured that our dedicated caregivers, state-of-the-art facilities, and compassionate approach, are here for you.

## CARSON TAHOE HEALTH BOARD OF DIRECTORS

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# OUR PHILOSOPHY: KEEPING HEALTHCARE CLOSE TO HOME





In a world of ever-changing healthcare landscapes, our dedication to keeping healthcare services close to home remains steadfast. We understand the importance of convenience and ease when seeking care, especially in our rural area. That's why we have made it a priority to expand our services and make them more accessible, ensuring that you can find the care you need right here, in our own backyard.

We have worked tirelessly to overcome the unique challenges faced in rural Nevada, such as limited resources and geographical barriers. Through strategic partnerships, technological advancements, and a passionate team, we have bridged the gap and improved healthcare access for all.

We recognize that healthcare is not just about treating illnesses; it is about fostering wellness, promoting prevention, and empowering our community to lead healthier lives. This year, we have launched community health initiatives, educational programs, and outreach efforts to address your holistic well-being.

We extend our heartfelt gratitude to our dedicated healthcare professionals, volunteers, community partners, and each one of you who entrusts us with your care. Together, we are weaving a resilient healthcare fabric that ensures the well-being of our community.

Thank you for your continued support as we journey forward, hand in hand, toward a healthier and brighter future.

*Michelle Joy*  
President & CEO  
Carson Tahoe Health

# CARSON TAHOE

## — HEALTH —

### OUR MISSION

Enhancing the health and well-being  
of the communities we serve.

*Proactively promoting WHOLE health in our  
communities and reaching out to help our  
neighbors and loved ones...*

### OUR VALUES

Putting patients first and treating  
everyone with dignity and respect.

*Caring can't be taught, kindness isn't a subject  
learned in med school, and compassion doesn't  
come with a degree...Rather, this is who we are  
at our core, which you can see, hear, and feel  
throughout your care journey with us.*



# ADDRESSING COMMUNITY HEALTH NEEDS

The 2022 Community Health Needs Assessment for Carson City, Douglas, Lyon, and Storey counties identified critical areas of concern which are receiving our full attention.

Access to behavioral health services for youth and adults emerged as the top need, underscoring the importance of addressing these issues within our community.

Additionally, the assessment revealed gaps in access to primary and specialty care, highlighting the necessity of expanding healthcare resources to ensure comprehensive and timely care for all residents.

Lastly, the assessment underscored the significance of fostering social connection, recognizing that a strong support system and sense of belonging contributes to overall well-being.

At Carson Tahoe, we understand the challenges we face, yet know that no matter the obstacle, with your support we become better together.

## CARSON TAHOE'S ACTION PLAN

Carson Tahoe Health is committed to addressing the needs identified in the Community Health Needs Assessment, and is implementing plans to address the following areas:

### **MAKING MENTAL HEALTH SERVICES EASIER TO ACCESS**

*Including efforts to broaden access to outpatient behavioral health care and destigmatizing mental health challenges.*

### **HELPING PEOPLE GET THE HEALTHCARE THEY NEED**

*From coordinating primary and specialty care, to managing chronic conditions and making prescriptions easier to get.*

### **FOSTERING HEALTHY AND CARING COMMUNITIES**

*Lack of connection is epidemic in our communities, we strive to make connections and partnerships in our community to meet people's needs.*

*"Mental health services specifically for youth and adults is an urgent and dire need in every community that participated in the research process"*

*2022 Quad-County Regional Community Health Needs Assessment*

## **MAKING MENTAL HEALTH SERVICES EASIER TO ACCESS**

### **INCREASE NUMBER OF PROVIDERS**

*Recruiting mental health providers who can fill the urgent need for children and teens service is a top priority.*

### **BROADEN ACCESS TO OUTPATIENT SERVICES**

*Expand space for outpatient therapy and recruit, train and retain therapists and psychiatrists, especially those who specialize in children and teens.*

### **INCREASE ACCESS TO CRISIS CARE**

*Maintaining Mallory Crisis Center and expanding crisis care for youth, seeing they get the specialized care in their time of need.*

### **COMMUNITY EDUCATION FOR MENTAL HEALTH**

*Destigmatize mental health by increasing school based outreach programs so peers and community members can administer "emotional first aid".*



# IN 2022



**51**

**ASSESSMENTS PROVIDED FREE  
OF CHARGE TO LOCAL SCHOOLS**



**2,491**

**PATIENTS TREATED AT  
MALLORY CRISIS CENTER**

## **MORE PROVIDERS FOR OUTPATIENT SERVICES**

*Jessica Leman and Visnja Durdevic completed their intern hours and are now fully licensed therapists. Fernanda Reyes Medina and Erolinda Pacheco-Duarte graduated with their Master's degrees and are Therapists Interns.*

## **PROVIDING CRISIS CARE TO OUR COMMUNITY**

*Behavioral Health crisis counselors provided 51 assessments to Carson City School District. They respond to mental health crises in the schools free of charge to ensure the safety of local students who are struggling.*

*Mallory Crisis Center has provided crisis stabilization behavioral health care for people in mental distress. This center has been made possible through the generous support of the Mallory Foundation and donors.*



*"Throughout the Quad-County Region, community residents have identified challenges to accessing healthcare services, especially in more rural communities."*

*2022 Quad-County Regional Community Health Needs Assessment*

## HELPING PEOPLE GET THE HEALTHCARE THEY NEED

### COORDINATE CARE BETWEEN SERVICES

*Improving our referral communication and scheduling with Carson Tahoe and other local providers and grow our transitional care program.*

### PRIMARY AND SPECIALTY CARE ACCESS

*Increase rural access to primary and specialty care by recruiting and training our own providers.*

### REDUCE BARRIERS TO PRESCRIPTIONS AND CARE

*Help to increase insurance sign-up and utilization, track medicine supply and assist with transportation.*

### MANAGING CHRONIC CONDITIONS

*Implementing remote patient monitoring, increasing low cost screenings, and providing education for the community through our Health and Wellness offerings.*



# IN 2022



**702**

**TRANSITIONAL CARE VISITS  
ASSISTING PATIENTS MOVING  
BETWEEN LEVELS OF CARE**



**314**

**REDUCED COST SCREENINGS  
OFFERED THROUGH OUR HEALTH  
AND WELLNESS INSTITUTE**

## **COORDINATED TRANSITIONAL CARE**

*Implemented a transitional care program to ensure continuity of care and optimize patient outcomes when moving between levels of care.*

## **RECRUITING PROVIDERS**

*Carson Tahoe has recruited 15 new providers that started in 2022, with ongoing efforts to add primary and specialty providers in 2023.*

## **REDUCING BARRIERS TO CARE AND MEDICINE**

*The Patient Experience team responded to more than 1,837 follow-up calls to assist discharged patients with taking the next step in their care including scheduling appointments and obtaining prescriptions.*

## **INCREASED PREVENTATIVE CARE**

*Carson Tahoe Medical Group participated in a program that assisted Medicare patients in utilizing preventative care services covered by insurance.*



*"Across geographies, no fewer than one in five respondents reported that the various types of support were available to them 'none' or 'a little of the time'."*

*2022 Quad-County Regional Community Health Needs Assessment*

## FOSTERING HEALTHY AND CARING COMMUNITIES

### DEVELOP COMMUNITY PROGRAMS

*Working with local non-profits to provide support groups, especially grief support networks, and develop programs to promote social connectivity.*

### HELP SUPPORT THOSE IN NEED

*Partner with local non-profits to expand childcare, housing, and nutritional assistance.*

## IN 2022



**\$957,477**

**RAISED BY THE CARSON TAHOE  
HEALTH FOUNDATION WHICH  
PROVIDES ASSISTANCE TO  
PATIENTS**



**8+**

**HEALTH FAIRS AND  
COMMUNITY EVENTS WITH  
INCREASING INVOLVEMENT AND  
COMMUNITY SUPPORT**



**WINDOWS LOOKING OUT TOWARD CARSON CITY AT THE RMC**

# OUR NEIGHBORS NEED OUR HELP

*From the 2022 Quad-County Regional Community Health Needs Assessment*

## KIDS ARE STRUGGLING



*“On the pediatric side, we had kids in inpatient in the acute care hospital for months just waiting for a psych bed. It wasn't safe to send them home and there wasn't anywhere to send them locally. We had to send them all across the country just to find a psych bed.”*

*Carson City Community Member*

## PEOPLE ARE DELAYING CARE



*73% of respondents said that within the past two years there has been at least one occasion where they needed medical or mental healthcare, but chose not to get it.*

## PEOPLE NEED CONNECTION



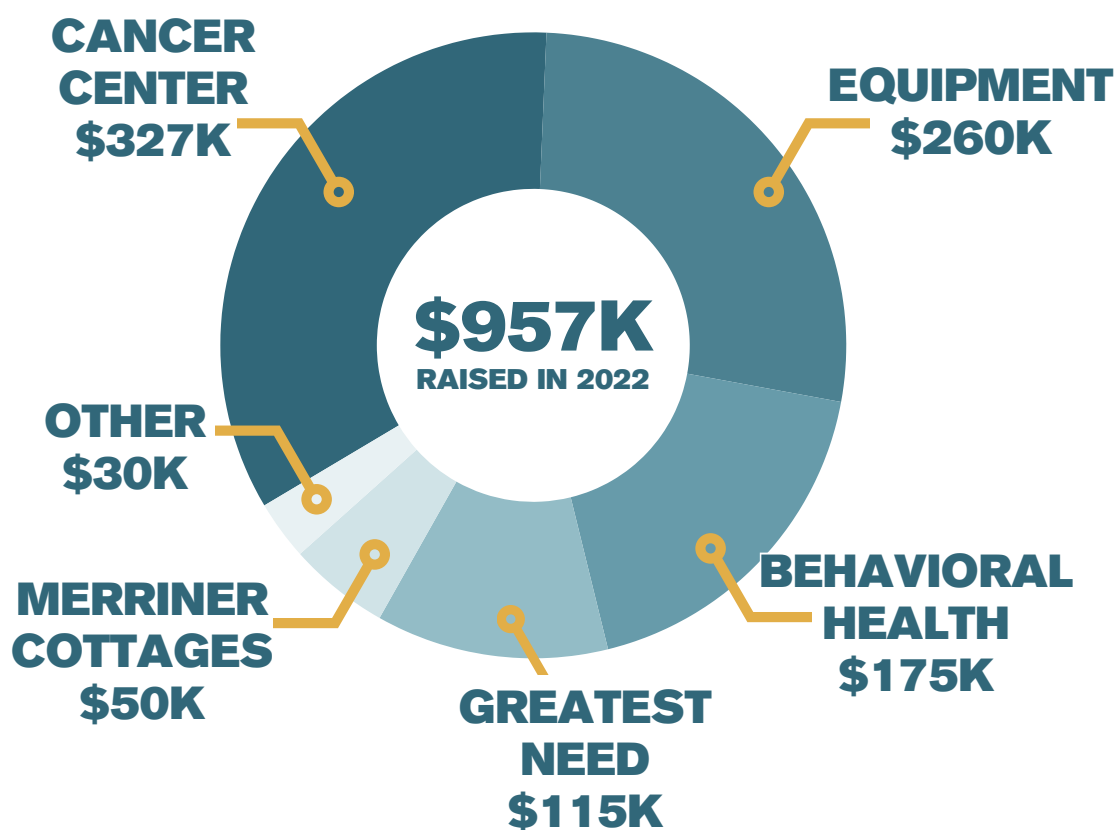
*1 in 3 community members lack assistance for transportation to medical appointments, especially if they are bedridden.*

*1 in 3 don't have someone who hugs them regularly.*

# TOGETHER, WE CAN BRING HOPE

*We Make a Difference With Our  
Many Generous Partners*

## DONATIONS



## VOLUNTEERS



Carson Tahoe Health's 100+ volunteers, ranging from 16 to 85 years old, are making a huge impact in the community with their selfless dedication and hard work. Their dedication, reflected in the over 15,000 hours of service provided in the past year alone, is truly inspiring. Let's give a standing ovation to these amazing volunteers for being a vital part of the Carson Tahoe Health community.

# *Thank You to our* **DONORS**

## **\$150,000+**

Mallory Foundation  
Nevada Division of Environmental Protection

## **\$25,000+**

American Cancer Society  
Community Foundation of Northern Nevada  
Carson Tahoe Health Auxiliary  
Lurlene Guthrie

## **\$10,000+**

Affordable Office Furniture  
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## **\$5,000+**

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## **\$1,000+**

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*Continued Next Page*

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Glen Southwick  
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Anthony Young  
Lorraine & Dennis Young  
James & Roxanne Young  
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Louise Yuhas  
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Antonio Zarate  
Shelley Zentner  
Rachel Zich  
Barbara & David Ziegler  
Heather Zink  
Michael Zola

## *George Allison, A Legacy of Care*



If you've been to the Surgery Check-in Desk at Carson Tahoe Hospital in the past year, you may have encountered George Allison. George, aged 84, volunteers at Carson Tahoe with a warm smile and willingness to lend a hand. In his role, he manages check-ins, seeks answers for patients and their loved ones, and assists patients in wheeling out to their car after surgery. He enjoys interacting with patients and hearing their stories. He especially likes talking to patients about where they are from, as many travel from distant places to receive care at Carson Tahoe.

For George, the Carson Tahoe family is very personal to him. His roots with Carson Tahoe trace back to 1949 when his parents, Helene and George Sr., were recruited to be the first nurse and lab technician. They came from the hospital in Kimberly, Nevada, which served a nearby copper mine that contributed to the war effort during World War II. They played a pivotal role in establishing Carson Tahoe Hospital as an integral part of the area's healthcare landscape.



Having been raised around the hospital, George developed a deep sense of comfort and familiarity within its walls. His early experiences included working various jobs, such as cleaning toilets and mopping floors, and even getting to watch a surgery when he was in high school. When he went away to college to the University of Nevada, Reno, in 1956, there were 3,600 people living in Carson City. He met his wife, Barbara, during his college years and went on to law school. In 1964, he joined the Army, where he served with the Judge Advocate General in the 4th Infantry Division in Vietnam.

*Continued Next Page*

## *George Allison, A Legacy of Care*



After being exposed to Agent Orange, he returned to Carson City in 1968, where he co-founded a law firm, now known as Allison MacKenzie, which continues to represent Carson Tahoe Health to this day. Throughout his life, George maintained a close relationship with the hospital, serving as counsel for the Board of Trustees during the 1970s. He witnessed the hospital grow from a small regional facility to the health system it is today, with clinics stretching from Douglas County to Dayton and Reno, and serving patients from across the region.

"The core of patient service will always be what sets Carson Tahoe apart," George emphasized as he remembered his mother's efforts to establish the hospital as a community-focused institution, where patients' needs come first. Even with the evolution and expansion of Carson Tahoe Health over the years, that patient-centric approach remains a constant guiding principle.

George is also a donor to Carson Tahoe, where he contributes to the Cardiac unit. He was one of the first patients to get a 4-way bypass in 2006 when the Cardiac Unit opened, and having personally experienced heart issues, he understands the critical role such units play in saving lives.

As George reflected on his journey with Carson Tahoe, he expressed pride in his family's part in contributing to the hospital's legacy. With four children of his own, including a son who is now a doctor in the Netherlands, George hopes to see his mother's vision of a community hospital that puts patients first carried on for generations to come. As both a donor and a volunteer, he continues to epitomize the spirit that has set Carson Tahoe apart and made it a beacon of healthcare excellence in Northern Nevada.

For all of us who care deeply about the communities Carson Tahoe serves, individuals like George remind us that the foundation of any longstanding institution lies in the hearts and hands of those who care deeply for their community and embrace a legacy of compassion.



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Health of the  
Communities  
We Serve by  
Bringing  
Healthcare  
Services to  
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