



House Call

Since 1980, Mount Evans Home Health Care & Hospice has delivered professional, compassionate in-home care to mountain-area residents who are recuperating from an injury, living with a chronic illness, or facing end-of-life issues. A highly trained, caring staff also helps patients and family members by providing counseling services, support, and education. Mount Evans serves the Colorado mountain communities of Jefferson, Clear Creek, Gilpin, and Park counties.

2016

Mount Evans ranked in Top 100 third time in four years!

Mount Evans Home Health Care & Hospice is honored to be ranked among the nation's Top 100 home health-care providers in 2016. **Only two Colorado agencies received this prestigious ranking this year—the other is in Alamosa.**

Each year the National Research Corporation (NRC) partners with Decision-Health to evaluate nearly 10,000 home health organizations from coast to coast on a host of fundamental criteria including patient improvement, financial performance, patient experience, and, above all else, quality of care. The assessment is as rigorous as it is objective – savvy public relations won't improve an organization's standing any more than deep pockets or powerful friends.

"It's a very scientific analysis by way of quantifiable metrics," says Mount Evans' president and CEO Charley Shiman-ski. **"The Top 100 ranking is a measure of the quality of our program."**

That the small, mountain-area David has risen above thousands of major home-health Goliaths to secure a place in the top one percent in its field is remarkable all by itself. That it did so by providing top-tier care across the vast and challenging terrain of Jefferson, Clear Creek, Park, and Gilpin counties is more remarkable still. In fact, Mount Evans has earned HomeCare Elite status every year since the rankings were instituted in 2006 and has earned the Top 100 award three times in the last four years.

"It's said that achieving excellence is easier than maintaining it," Shiman-ski says. "If Mount Evans is able to provide consistently excellent care, it's because we have a lot of support."

Much-deserved gratitude goes to the dedicated staff of home health and hospice nurses, tireless professionals who devote long hours across even longer distances serving their neighbors in need. Sincerest thanks are also due to the organization's outstanding social workers and therapists, highly trained specialists who sustain essential programs from caregiver support to occupational therapy to grief counseling, and the scrupulously vigilant quality assurance team that makes sure no one

levels well above industry expectations regardless of their ability to pay.

"We set the bar very high," he says. "We couldn't do this if not for the generosity of this community."

Strong public support has helped the nonprofit weather many a storm, but the tempest looming on the near horizon will require more of Mount Evans and its neighbors than any before. The term "Silver Tsunami" is used to describe the expected doubling of the nation's senior population as the Baby Boom generation retires during the next 15 years. The rate of increase will be even more pronounced over large parts of Mount Evans' service area, and the coming crush of new clients will seriously threaten the already stretched nonprofit's ability to maintain the "Top 100" level of excellence it's worked so hard to achieve.

Mount Evans relies on donor support to provide quality care to so many in the area. Recognizing that the patient load is growing more quickly than the donor base, Mount Evans is hoping that locals will again be generous on Colorado Gives Day, which is on Dec. 6 this year. Colorado Gives Day provides a convenient way for people of generous spirit to invest in the health and happiness of the place they call home. Mount Evans – and the whole mountain community – will be grateful for the support; go to www.MountEvans.org for information on how to take advantage of Colorado Gives Day's \$1 million incentive fund.

"Of course we're very proud to be ranked in the country's Top 100," says Shiman-ski, "but we didn't do it on our own."

TOP 
2016 **100**
AGENCY HomeCare Elite

ever receives less than Mount Evans' absolute best. No amount of thanks can adequately convey Mount Evans' deep appreciation of its busy band of volunteers, good-hearted folks who disperse daily across four counties providing critical help in areas from respite, to transportation, to sweet and simple companionship.

Shimanski would also like to offer heartfelt thanks to the very neighbors his organization serves, the men and women whose kind donations allow Mount Evans to continue helping the sick, comforting the dying, and consoling the bereaved at

Mount Evans at leading edge of home care with telehealth

78-year-old Evergreen resident Mary H. has lived with congestive heart failure (CHF) for five years and has had many complications during that time. On her last discharge from hospital to home, her doctor approved home telehealth service and monitoring.

It's 6:30 a.m. in the isolated cabin Mary has lived in for 42 years. Mary is awakened by her alarm going off reminding her to measure her weight, blood pressure, and oxygen saturation level and send those readings through her telephone to her care team at Mount Evans Home Health Care & Hospice. Her nurse will contact Mary if there is a change of health status or if help appears to be needed.

Mary sends her first report at 7:00 a.m., but she doesn't do it with a regular phone call. She does it by using three telemonitoring devices—a blood-pressure cuff, scale, and pulse oximeter with telecommunications plug-ins—that are attached to a telehealth computer station. The station is connected to Mary's phone line and linked through the line to computers at Mount Evans, where each member of Mary's care team receives the pertinent data. Mary can repeat this process as many times as she wishes during the course of the day.

In addition to weight, blood pressure,



and pulse-ox testing, Mary responds to a customized list of questions including “How is your breathing today?” and “How swollen are your feet or ankles?” Based on Mary's responses and vital signs, her nurse may give her a call and ask more detailed questions to determine her health status. If significant changes have occurred since Mary's last telehealth communication, the nurse may alert Mary's physician to determine a course of action.

According to Mount Evans President & CEO Charley Shimanski, “Telehealth is important in the future of home health care insofar as it provides more frequent monitoring and enables us to recognize worsening health situations before they become an emergency.

“Telehealth strengthens our home-care

program by providing our staff with up-to-the-minute information on the condition of our patients,” Shimanski adds. “Patients in even the remotest communities receive comprehensive, high-quality care in a more timely manner as compared to depending solely on staff visits to the patient's home.” Patients who benefit most from telehealth are individuals living with chronic diseases like CHF and COPD (chronic obstructive pulmonary disease).

“Changes in vital signs and other symptoms noticed by patients are often the first indication that something is wrong,” says Mount Evans Director of Patient Administration Sandy Moorehead. “Perhaps the patient isn't taking a medication as directed; or maybe a health problem is surfacing. With the daily monitoring telehealth allows, we can act quickly if necessary to keep the patient out of the hospital or emergency room.”

Currently, there is no charge to patients for telehealth monitoring. The price of the equipment is covered by grants. In the long run, telehealth can result in major cost savings to both the patient and the health-care provider. And best of all, it gives patients a sense of security and comfort that their health is being closely monitored in between actual visits from their health care team.

Telehealth at Mount Evans

Telehealth is an excellent way for our nurses to join with our patients in monitoring their daily health care concerns. Our dedicated staff members are trained to analyze the patient's data from the office.

- ◆ Telehealth is for home health, palliative, and private-duty patients.
- ◆ Telehealth monitors blood pressure, heart rate, weight, and oxygen saturation.
- ◆ Telehealth is a no-cost program to patients.
- ◆ Telehealth can reduce hospital readmission rates.
- ◆ Telehealth is a great alternative for patients who do not drive anymore or who live in rural areas.

Please don't hesitate to call Mount Evans with any questions about telehealth: 303-674-6400.



Intake Coordinator Evelyn Newton: 'We're such a team here'

It can be argued that Evelyn Newton's decision to become a nurse was, at least in part, a fashion choice.

"My friend's mom was a nurse, with the white hat, and the gown, and the cape," smiles Evelyn, one of three intake coordinators at Mount Evans. "I loved that uniform."

Evelyn grew up in wet and woody Scotia, California. Hills and trees were in her blood, and Evelyn attained her RN degree at College of Marin in Kentfield, another California town with plenty of both.

"When I graduated, my friend's mom gave me her cape. I still have it."

Evelyn gained valuable hands-on experience working in a nursing home before accepting a post in the oncology unit of a small community hospital nestled amid the rolling green hills and lush groves of Petaluma. It was there that Evelyn began her true life's work.

"They had a volunteer hospice program that ran out of the oncology department, and it interested me right from the start," she says. **"I was the liaison between oncology and hospice. I felt hospice was really important and, at the time, kind of overlooked. I felt like it was where I needed to be."**

After learning the ropes as a hospice case manager, Evelyn moved to Grass Valley, at the foot of the mighty Sierras, working as a hospice supervisor. With each new attainment, her understanding of hospice, her belief in its importance, and her expertise in the field increased. In 2000 she earned hospice administrator certification, and she was certified as a hospice and palliative care nurse four years later. As fate would have it, her next move was south, to live and work beneath the scant shade of the palo verde and acacia that cling to the rugged mountainsides surrounding Phoenix.

"We wanted to see what the desert was

"I love the culture, the support and the people who work here. I love the philosophy and purpose of this place."



Evelyn Newton, Intake Coordinator

like," Evelyn laughs. "I was clinical director for a hospice in Phoenix for ten years."

When the craving for cooler climes became impossible to ignore, Evelyn and her husband, Greg, began charting an ambitious northward course. They planned to move their small family to the heart of Alaska as the owners and operators of a bed and breakfast in tiny Talkeetna, the favored launching point for mountaineers challenging Mount McKinley. Evelyn and Greg were disappointed when those plans fell through, but not for long.

"We figured that Colorado was the next best thing," Evelyn says. "We moved to Idaho Springs."

Three years ago, there in the mountain-girt canyon of Clear Creek, the Newtons moved into the 1895 Victorian house that was long home to the prominent Buck family. And just over the piney ridge to the south, she found a home for her skills at Mount Evans, among people who share her commitment to hospice.

As an intake coordinator, Evelyn finds good purpose for all of her hard-won skills. She accepts referrals from physicians and hospitals, compiles information about new patients, and schedules staff to admit and

care for them. She also provides an essential connection between our nursing staff and the people they serve.

"I act as a liaison between the field nurses, the patients and their families, and the doctors and hospitals that refer them. It's my job to make sure everybody has the information they need."

Serving the citizens of four counties in an area stretching from Rollinsville to Kenosha Pass, Mount Evans helps thousands of residents each year, many of them uninsured or under-insured and in desperate need of the community donations that make up about 25 percent of our annual revenue. Evelyn's function is critical, and with the area's senior population expected to double in the next 15 years, her knowledge, talents, and devotion to hospice will only become more valuable to her mountain-area neighbors, especially those living in Clear Creek and Gilpin counties, which share a single doctor between them and rely heavily on help from Mount Evans.

"Sometimes I miss being in the field," Evelyn admits. "But we're such a team here that I still feel like I'm contributing something even if I'm not out there."

Nobody who works with her would argue with that. And Evelyn contributes in other ways, too, volunteering her time to unofficial Mount Evans activities, such as applying her deft needle and scissors to the Mount Evans Memory Quilters.

"Last August we moved to Gilpin County," she says. "We love Idaho Springs, but we found a log cabin in Black Hawk, and that's always been a dream of ours."

On her own time, when she isn't doting on their three children, seven grandchildren, and two cats, Evelyn and her husband are often camping among the hills and trees of their beloved mountain home.

"There's a different lifestyle up here that we just love. There's an independent spirit you don't see in other places. People who live in isolated areas do it on purpose. You meet a lot more characters," she laughs.

And, like Evelyn, people who work at Mount Evans do it on purpose.

"I couldn't ask for a better place to work," she says. "I love the culture, the support and the people who work here. I love the philosophy and purpose of this place."

Mount Evans Grief Support Groups

Adult Grief Support Group

We offer an eight-week support group several times each year for adults who have lost a loved one. Reservations are required.

Next 8-week session starts January 12; meetings will be held on Thursdays, 11am-12:30pm.

Grieving the Death of a Spouse

Daytime: Every fourth Wednesday, 1-2:30pm

Evening: Every second Thursday, 6-7:30pm

These groups explore issues unique to those who have lost a life partner.

Grieving the Death of a Parent

A monthly drop-in group for adults who are grieving the death of a parent. It meets **the third Tuesday of each month from 12:30-2pm.**

The Mindful Path Through Grief

A free bimonthly group exploring the process of tapping your inner resources to work through grief, including practice of mindfulness techniques. It meets **the first and third Monday of each month from 9:30-10:30am.**

Other support groups—such as early bereavement and teen grief—are offered throughout the year. Please call for more information.

303.674.6400

Ropes course gives bereaved kids a day of adventure and healing

Last September, Mount Evans invited a dozen mountain-area tweens and teens to spend the sunniest hours of a picture-perfect Saturday hanging around in the woods.

The woods were part of the Genesee Experiential Outdoor Center, a couple thousand piney acres of physical challenge and spiritual peace. The youngsters were energetic and interested, and each had recently lost a parent. The occasion was Mount Evans' two-year-old Empowering Teens program for bereaved youth.

"I came to climb trees and do ballistic things," said Josh, a Conifer middle school student who, bravado notwithstanding, exhibits the natural caution common to children who've lost a guardian. "But I like to think it through, though. If I can't think it through, I don't do it."

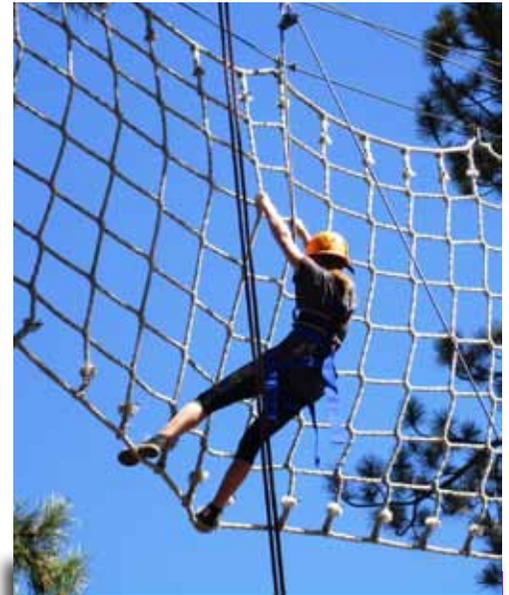
As it happened, the day's ballistics had already been thoroughly thought through by Mount Evans bereavement counselor Heather Aberg and longtime Camp Comfort director Barb Lamperski, and by Denver Mountain Parks facilitators Justin Smith and Alex Howard. The DMP tuition had been donated through a private family grant, and the menu included a program of team-building games and heart-healing discussions culminating in a thrilling swing through the treetops.

"This integrates fun and outdoors," Aberg said. "It's a validating atmosphere where they can build camaraderie with other kids who know what it is to lose a parent."

At heart, Empowering Teens is an extension of Mount Evans' ground-breaking Camp Comfort, a bereavement camp for children, and it's such a great idea that Aberg wishes she'd thought of it. In fact, the concept was suggested by surviving parents of Camp Comfort campers.

"We were getting feedback that it would be nice if there were other options available throughout the year." Aberg and fellow bereavement counselor Peggy Dahlen have hosted everything from autumn hikes to winter snowshoing to all-weather cupcake carnivals. "We try to do something every three months."

The kids sat in a circle on the ground and talked about living with death. There were tears, and understanding, and perfect respect. They were boon companions traveling through a frightening wilderness of



"Learning the ropes" helps young people gain confidence during a dark and bewildering time in their lives.

sorrow, and they gave light and guidance to each other. And then it was lunch time and, in a single instant, laughter returned and conversation turned to TV and school and Katy Perry.

Within minutes, the group was strapping themselves into harnesses and looking straight up at the web of adventure far above their heads. One after another the kids climbed skyward. Some clambered across a net of rope stretched between two tall Ponderosas. Others dared a long reach of empty mountain air on a trail composed only of swinging hoops. And then they traded challenges. With a little help from Smith and Howard and a lot of encouragement from their friends, they all conquered the ropes course, and in doing so conquered some part of the fear and uncertainty that have gripped them ever since their young worlds were so deeply and cruelly shaken.

"I was like 'Yeah, I got this,' and then I looked down and I was like 'Uh...'" grinned 14-year-old Alexa, flushed with exertion and accomplishment. Alexa and her little brother, Ian, lost their father to cancer, and Empowering Teens helped them regain some of their lost self-confidence. "It was pretty fun. It feels nice to do things with people who've been through the same thing I have."

'I can give people their voice and honor what they're saying'

To perform its countless essential services, Mount Evans relies on the selfless efforts of hundreds of volunteers. During the last seven years, Walter Blake has been among those most relied upon.

Two decades ago, Walter was in the middle of a very successful business career when Fate stepped in with an unscheduled priority adjustment.

"I got sick," says the longtime Upper Bear Creek resident, matter-of-factly. "I recovered, but I decided I needed to spend more time on other things."

One of those things was appreciating every day, hour, and moment he was able to spend beside his wife, Susan, with whom he recently celebrated 51 years of happy union. Another was applying his energies to work that paid dividends in something more satisfying than dollars and cents.

"I'd followed Mount Evans, and I knew what they did," says Walter. "I didn't want to be on any boards or committees. I wanted to be directly involved in what they do."

Walter's personal introduction to what Mount Evans does began seven years ago at Camp Comfort. He signed up to be a "Buddy," tasked with providing quiet, constant, attentive support and companionship to a bereaved child, and he's been a rock-solid Buddy every summer since, often for both weekend sessions.

"The whole experience is amazing."

Walter had gotten his feet wet, and he'd begun to see more clearly just how deep the waters Mount Evans navigates really are. Five years ago he saw a notice for a Mount Evans volunteer training course, and he took a leap of faith.

"I went," he says. "I learned a lot about the different opportunities Mount Evans has for volunteers. I really liked the idea of caring, but without a lot of fanfare. This business of dealing with folks at the end of life is incredible. The training does a lot to prepare you, but I really didn't understand it."

He understands it a lot better now. Walter clocks roughly two full work-days a week in service to Mount Evans, much of that time spent performing companion visits, sometimes at Elk Run Assisted Living, sometimes at Life Care Center of Evergreen, and most often at the home of a neighbor who can use a friend and a friendly ear.



Mount Evans volunteer Walter Blake spends about two full days a week providing transportation, support, and companionship. He is pictured here with Mount Evans patient Orley Burgess.

"I feel like that's where I can best use my listening skills. Frustration at the end of life is a bad thing. Patients have something to say. **The great thing about volunteering for Mount Evans is that I can give people their voice and honor what they're saying.** I've come to realize that life really is a journey, and honoring someone's voice makes that part of their journey really important."

When Blake isn't listening for Mount Evans, he's often driving for it. He routinely racks up more than 100 miles in a single day giving home-bound clients a lift to necessary appointments all over the Front Range. And more than once he's been asked to share his experiences and insights with new volunteers just starting out on their own Mount Evans journey. He tells them that, whatever they do to contribute, from licking stamps to folding chairs to writing grant proposals, their efforts are equally necessary to the organization's compassionate mission.

"Mount Evans needs folks with all kinds of skills," he says, simply. "I just do what I do because it's something I know how to do."

He explains to them that, far from burdensome, the ongoing education asked of

Mount Evans volunteers is, in fact, usually fascinating and always enriching. Blake recently began training to become more conversant in grief counseling.

"I'm not a professional. Mount Evans has professional grief counselors. But I spend a lot of time with clients and develop a relationship with their families. That's just a skill I should learn."

Blake assures prospective volunteers that every hour they donate to the mountain area's only nonprofit home health organization is time both valued and valuable.

"The fact that Mount Evans is in the top one percent of home health providers in the country speaks volumes. It's worth something to know you're not only doing something meaningful, but that you're doing it for a very well-run organization."

And, finally, Blake tells new volunteers that everything they give away in time, labor, and patient understanding will be returned with interest.

"I just want to do whatever I can to make that part of a person's life good," he says. "What I found is that when you really work to honor others, you feel pretty good about yourself."

'The heart of Mount Evans' augurs a promising future

One warm evening last September, more than 70 Mount Evans supporters gathered at Hiwan Golf Club for hors d'oeuvres, cocktails, and an agency update at our biannual Stakeholders Event.

"The world of health care is changing quickly, and our world at Mount Evans is changing just as quickly," explained President and CEO Charley Shimanski. "We want our stakeholders kept abreast of what those changes are, and what they mean to Mount Evans and the community we serve."

"The purpose of this meeting is to inform," said Board of Directors Chairman Dale Lovin. "We want you to know our accomplishments, our challenges, and our opportunities."

Lovin reminded his listeners that Mount Evans Home Health Care & Hospice, founded 35 years ago in an Evergreen basement, has had a powerful and positive impact on untold thousands of individuals and families in crisis.

"It would be wrong not to talk about the heart of Mount Evans, and the caring culture that exists here" he said. "Why do these amazing people get up for work at all hours? Why do our volunteers give so much of their time? We do it for the heart of Mount Evans."

On any given day, said Shimanski, the organization's 70 employees and hundreds of devoted volunteers are providing help, healing, and comfort to at least 250 of their neighbors—about a third of them hospice patients—over a vast service area covering Clear Creek, Gilpin, Park, and southwestern Jefferson counties.

"Most people don't know that Mount Evans is the *only* health-care provider in Clear Creek and Gilpin counties," Shimanski added. "We provide care to men and women, young and old, wealthy and poor, insured and uninsured. We couldn't do it without your support. More than 20 percent of our annual budget, about one million dollars, comes from charitable giving."

It would also be wrong to consider Mount Evans' impressive list of accomplishments without appreciating the challenges facing a small nonprofit in an increasingly difficult health-care environment. From growing nursing shortages, to declining Medicare and Medicaid reimbursements, to

growing for-profit competition, Mount Evans has always faced challenges, and what may prove to be its most significant challenge is gaining steam.

"'Silver Tsunami' is a popular term for a real crisis," Shimanski said. "Right now there are about 57,000 people over the age of 70 living in our four counties. By 2030, that number will more than double to 120,000."

As baby boomers continue to retire at a rate of 10,000 per day, demand for Mount Evans' services steadily rises. The event's keynote speaker, Board Chair Elect Allyson Gottsman, sees potential opportunities on the horizon.

"The current system is unsustainable," said Gottsman, an Evergreen resident with more than 40 years in health care. "I've spent the last 15 years helping to redesign the health-care system to achieve a better result. The aims are a healthier population, smarter spending, and a better experience for both patients and health-care workers."

Gottsman is encouraged by several developments, not the least of which is recent Colorado legislation changing the way Medicare does business in the state. "Payments are no longer activity-driven, they're value-driven," she explained.

To understand why that's good news for Mount Evans and its mountain-area clients, know that the average cost for two days in a Colorado hospital bed is \$5,000, medical services not included. Mount Evans, by contrast, can provide 13 professional home visits for about \$2,800. The difference is not lost on either private or public insurers, who are beginning to recognize home health care



Mount Evans' new Board of Directors Chair, Allyson Gottsman, is a health-care system veteran who has spent the last 15 years working for "a healthier population, smarter spending, and a better experience for health-care workers."

as a way to rein in runaway costs. As medical expenditures spiral further out of control, cash-strapped health-care payers will become increasingly interested in forming partnerships with fiscally responsible, organizationally sound and proven-effective home health-care providers like Mount Evans.

"I've never seen an organization where everybody, from staff to volunteers, has such a strong commitment to do the right thing," said Hank Kaanta, a Mount Evans supporter and volunteer who attended the event. "That's the heart of Mount Evans."

Please consider becoming a **Mount Evans Partner** by dividing your gift into manageable monthly deductions from your credit card, debit card, or bank account.



Mount
Evans
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Program

Visit our website at **MountEvans.org** and press the "Donate" button, then choose the "Donation Frequency" option.

Or call our office at **303.674.6400** and we will set up your deduction for you.

YOU'RE MY ...



SUPER HERO!

**SATURDAY
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5:30PM
MOUNT VERNON
COUNTRY CLUB**

A BENEFIT FOR



**MOUNT EVANS
HOME HEALTH CARE & HOSPICE**

24 hours to give where you live!

Support Mount Evans on Colorado Gives Day! On **Tuesday, December 6, 2016**, Coloradans will come together again to raise millions of dollars for nonprofits like ours. Last year, a remarkable \$38.5 million was distributed to nonprofits—more than \$72,000 to Mount Evans. This year, we're hoping to raise \$75,000!

Presented by Community First Foundation and FirstBank, Colorado Gives Day asks you to give to your favorite charity through the donation website



ColoradoGives.org, an online giving resource featuring every nonprofit participating in Colorado Gives Day:

Donate at

ColoradoGives.org/MtEvans any time during the 24-hour period of December 6 to “give where you live.” Or, go online to schedule your donation today!

- ◆ 100% of your donation will come to Mount Evans.
- ◆ When you give online, the value of your donation will be increased by the \$1 Million Incentive Fund.
- ◆ You can pre-schedule your December 6 donation now!

Donate to Mount Evans at ColoradoGives.org/MtEvans



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The Board of Directors congratulates Mount Evans Home Health Care & Hospice for once again being ranked in the top 1% of home health agencies nationwide, and extends heartfelt gratitude to our mountain community for making this honor possible.



We ask that you keep Mount Evans in mind on December 6, Colorado Gives Day.



Donate to Mount Evans at ColoradoGives.org/MtEvans

House Call is published by Mount Evans Home Health Care & Hospice for patients and friends of the agency
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