



April 14, 2026

Dear Staff,

As you know, Pagosa Springs Medical Center strives for excellence and quality care for our patients. To attain this level of care we must ensure that we're capturing the needs of our community, identifying gaps in access to care, and proactively working towards meeting those needs. We understand what a significant role we have in helping people achieve the highest potential for health and are committed to this goal.

We continue to be proactive in our approach and support interdisciplinary, team-based care. PSMC leadership supports our Health Equity and Patient Safety Team, who champions initiatives regarding race, ethnicity and language preference ("REaL"), data collection and stratification, cultural competency training and education, diversity and inclusion in governance and leadership, and community partnerships.

PSMC is also committed to making sure our staff have the skills and confidence to treat all patients in the most appropriate manner and ensure they have the resources to do so. We believe the outlined approach will improve the care and safety of our patients, thereby making our organization a safe and equitable place to receive care.

The Health Equity and Patient safety team is led by Seth Dalton, our Quality & Risk Manager. Look for more information about this initiative through email in the coming months. If you have any questions or would like to be involved with this subcommittee, please contact Seth.

I would like to thank each of you for the good work that you already do and for your openness to new ideas and progressive, equitable care of our patients and community.

Signed,

Rhonda Webb, MD

CEO/CMO

Pagosa Springs Medical Center