

IMPROVING LIVES TOGETHER.

Community Benefits Report 2017



uchealth

“The greatness of a community is most accurately measured by the compassionate actions of its members.”

-Coretta Scott King



At UCHealth, our mission is to improve lives. Since 2012, we have done this by providing world-class health care, a patient experience second to none and innovative new treatments only a system anchored by an academic medical center can offer. Our mission extends far beyond our facilities and into the communities we serve.

Together with our community partners, we identified top health care concerns, with cardiovascular disease, access to care, behavioral health and substance abuse rising to the top as key issues affecting our communities.

As you'll see in the following pages, UCHealth is making a concerted, system-wide effort to provide resources and programs for patients, staff and community members alike. These efforts are diverse, including launching one of the nation's largest opioid alternative programs alongside the Colorado Hospital Association, as well as working with outreach organizations across the state to reduce suicide rates. These are a small sampling of the widespread efforts we're making to address these needs.

We believe that when we are running the organization responsibly and successfully, we should give back considerably. This community benefits report brings together data and examples of our extended community outreach efforts that include and also transcend monetary contributions.

On behalf of the UCHealth Board of Directors and executive team, we are extremely proud of this organization and the impact we continue to have on patients and the communities we serve. Together with community members, we will always strive to help everyone live an extraordinary life.



Elizabeth B. Concordia

ELIZABETH B. CONCORDIA
President and CEO, UCHealth



Richard L. Monfort

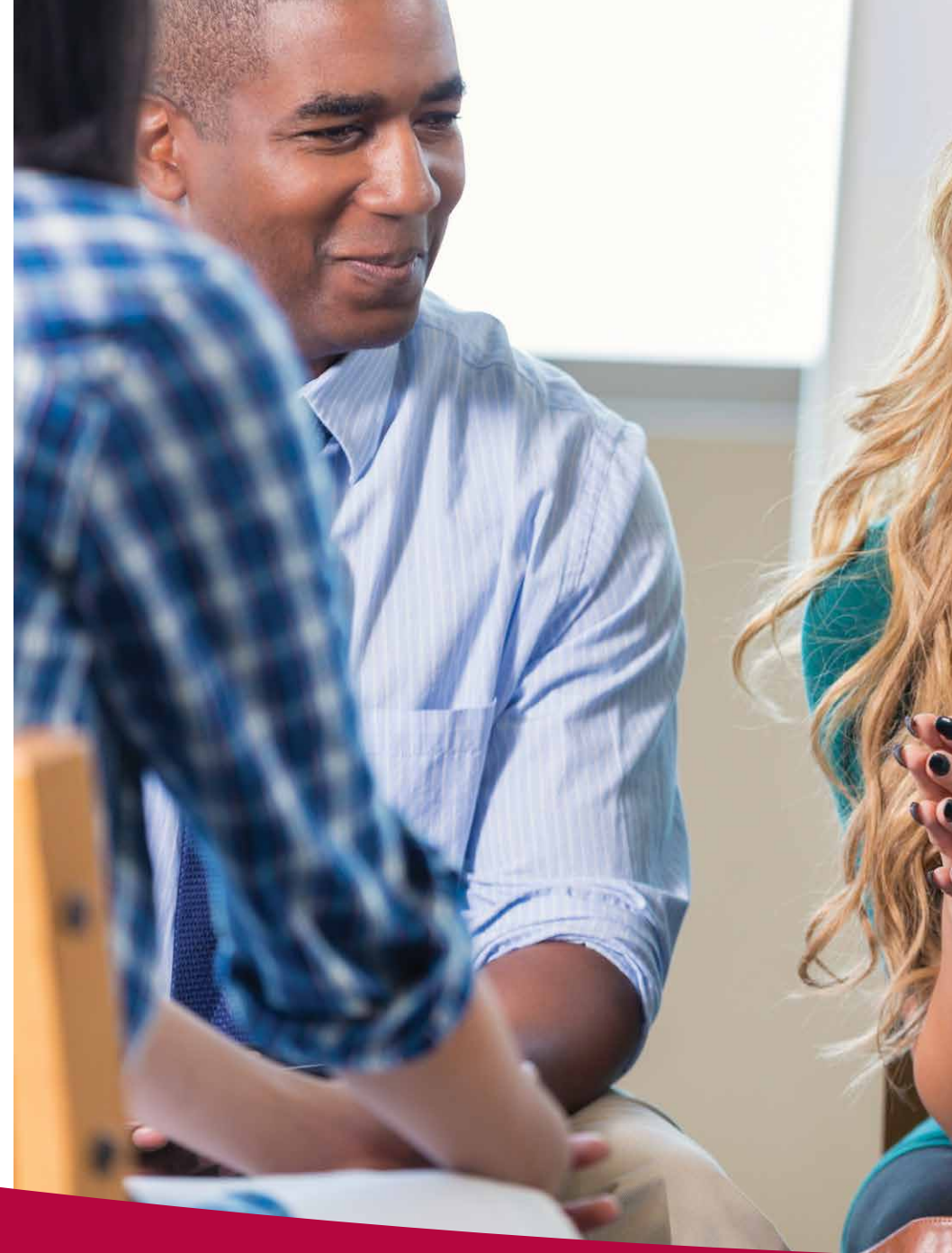
RICHARD L. MONFORT
Chairman, UCHealth Board of Directors

ALL TOGETHER NOW.

At UCHealth, we believe real human connection is an integral part of health care and that care should extend far beyond the four walls of a hospital.

We bring the region's best academic and community health care to a local level to focus on the specific needs of the communities we serve.

Learning, healing and connecting with communities. When it all comes together, people can live extraordinary lives.





In 2016, UCHealth and the communities it serves identified the top health care needs across the state. Four key issues rose to the top, system-wide:

- Suicide prevention
- Opioid abuse
- Cardiovascular education
- Access to care

This report contains a sampling of the programs, technology and teamwork being put into action across all regions to tackle each of these pressing issues. Also included is an extraordinary true story of how community outreach doesn't just improve lives—it saves them, as well.

No matter the region, the hospital or the program, it's part of our promise to improve lives throughout Colorado and beyond.



COMMUNITY HEALTH NEED: Suicide Prevention

Currently, suicide is the eleventh leading cause of death in the United States and the leading cause of death among Colorado youth ages 10-17.

*Office of Suicide Prevention Annual Report 2015-2016, Colorado Department of Public Health & Environment



PROGRAMS AT A GLANCE:

Imagine Zero

Imagine a group in which professionals and community members come together to end suicide. That's the purpose behind Imagine Zero.

Imagine Zero is a coalition that unites prevention and outreach organizations in an effort to bring suicide rates to zero by eliminating fragmented and redundant messages in the community. Currently focused on the northern Colorado region, Imagine Zero aims to extend its mission systemwide.

ED-SAFE

UCHealth University of Colorado Hospital is a pilot site for the Emergency Department Safety Assessment and Follow-up Evaluation (ED-SAFE) program. This national effort is designed to examine the effect of universal screening and an intervention on individuals at risk for suicide in the ED setting.

Let's Talk Colorado

Let's Talk Colorado was developed in collaboration with local health care and community partners to encourage individuals to talk more openly about mental illnesses. By breaking the silence, the Let's Talk Colorado campaign hopes to destigmatize mental illnesses so people will be more willing to seek out the care they need.

EXTRAORDINARY STORY

"I realized I didn't have the tools to deal with what depression and anxiety were throwing my way. It wasn't until I sought treatment that I understood how to manage."

-Kat Papa



Kat Papa is far from your ordinary teenager.

She excels in school, does well in social groups, is confident and well-spoken. But Kat also grapples with something all too common for the average teenager. Kat has anxiety and clinical depression.

Throughout middle school, the pressures of growing up left Kat feeling exhausted more days than not. And when the stressors of high school turned exhaustion into despondency, Kat began self-medicating with marijuana and alcohol. The seemingly happy, healthy student was hospitalized for suicidal thoughts more than once in her freshman and sophomore years.

On November 2, 2016, Kat drove to school after a family disagreement. She attended all of her classes and ate lunch with friends, just like any other day. On her way home, Kat drove up Gold Camp Road and pressed her foot to the gas pedal. She unbuckled her seatbelt and steered the car toward the edge of a cliff in an attempt to end her life.

After miraculously walking away from the crash, Kat was rushed to UCHealth Memorial Hospital where her family gathered by her side. A few days later, Kat was admitted into a behavioral health rehabilitation program at Children's Hospital Colorado where she began the treatment that would ultimately save her life.

Today, Kat wants to use her experience to eliminate the stigma surrounding mental health. She recently met with the Behavioral Health Team at UCHealth Memorial Hospital and, along with her mother Julie, provided insights that will shape tools for patients and families experiencing psychiatric emergencies.

Now a senior at Cheyenne Mountain High School, she keeps up a stellar GPA and hikes with her emotional support dog, Vinnie. And, while depression claims so many her age, it's Kat's refusal to be defined by it that makes her truly extraordinary.



COMMUNITY HEALTH NEED: Opioid Alternatives

Colorado has the twelfth highest rate of opioid misuse and abuse of prescription opioids across all 50 states, according to the Colorado Hospital Association.



PROGRAMS AT A GLANCE:

Prescription Drug Monitoring Program (PDMP)

Created in conjunction with the CU School of Medicine, Colorado Hospital Association and the state of Colorado, the single click PDMP link gives physicians a quick and direct line-of-sight into a patient's narcotic prescription history. Using a custom-created app that pulls relevant data from a state data base into the provider's EMR workflow so the provider can easily see and assess previous prescribed narcotic use, this app has dramatically reduced opioid prescriptions and alerted providers to patients who might be at risk for abuse or addiction. Thus far, the program has successfully given doctors a new tool to help them make even safer and more accurate assessments for patients in the emergency department.

Opioid Alternative Program

UCHealth initiated a program to standardize the protocol for all physicians when opioid prescriptions are medically advisable. This standardization is based on research that guides providers on the medical necessity of opioid use for pain management. Just this standardization alone reduced by one metric ton the amount of opioids prescribed at Memorial Hospital in Colorado Springs without negatively impacting patient pain management in any way.

COMMUNITY HEALTH NEED: Accessible Care

By adding on-demand services such as virtual visits with health experts and real-time access to information, we seek to open up new channels of access for our communities.

Kim Hess
UCHealth patient



PROGRAMS AT A GLANCE:

HealthLink

UCHealth Memorial Hospital's HealthLink is a free community hub for a variety of services including health, wellness and parenting classes. HealthLink provides a free Nurse Advisor Call Center for advice on treating injuries and illnesses and that also offers provider and service referrals and care coordination through phone consultation and documentation.

Medicaid Accountable Care Collaborative

UCHealth is part of the Medicaid Accountable Care Collaborative, an interdisciplinary team that provides community-based care services to individuals who have difficulty managing medical conditions.

Each team member serves approximately 45–50 Medicaid-enrolled individuals on a monthly basis, creating care plans, setting individualized health goals and helping with things such as access to transportation, safe housing, adequate food and physical activity opportunities.

COMMUNITY HEALTH NEED: Cardiovascular Education

Cardiovascular disease remains the leading cause of mortality and hospitalizations, despite the substantial, ongoing progress being made in prevention and treatment through the past 30 years.



PROGRAMS AT A GLANCE:

Healthy Hearts

The UCHealth Healthy Hearts team teaches children and adults alike how diet, tobacco use, exercise choices and stress management affect heart health. Each Healthy Hearts screening participant receives 10-15 minutes of one-on-one heart health coaching, in addition to body mass index, blood pressure and non-fasting cholesterol values.

Speakers Bureau

UCHealth is extending a speaker series in which experts host talks at local community centers that educate the public on how to eat healthier, how to identify a heart attack and why primary care doctors are vital to maintaining a healthy lifestyle.

HEALTH CARE BY THE NUMBERS.

Based on independently-audited UCHealth data

\$6.6 Billion*

direct and induced
economic impact

*October 2016. George F. Rhodes, Ph.D.,
Professor of Economics, Emeritus, Colorado
State University and Consulting Economist

\$259 Million

in uncompensated care
(up from \$223 million in 2016)

\$647 Million*

in total community benefit
(up from \$584 million in 2016)

*\$647 million is cost-based, not charge-based

\$11 Million*

invested in subsidized
health services

*Cash and in-kind contributions to local
community organizations

\$234 Million

spent to help patients receive
care beyond what Federal
payers would cover

Partnership with University of Colorado.

>\$105 Million

in support for University of Colorado
School of Medicine in 2016

\$3 Million

invested in branch medical
school in Colorado Springs

\$32 Million

invested in resident physician
and provider training

\$494 Million*

research funding attracted to the Anschutz
Medical Campus in 2016

*CU Office of Grants and Contracts



HEALTH CARE BY THE NUMBERS.

Based on UCHealth data



>19,500

employees



9

hospitals



>100

UCHealth and
affiliate clinics



1,734 Available beds

513 Northern Colorado
700 Metro Denver
521 Colorado Springs

1.3

million
patients
served

122k

inpatient
admissions and
observation visits

3.4

million
outpatient and
emergency
room visits

UCHealth is the largest provider of Medicaid services in the state.

Cared for
242k Medicaid patients

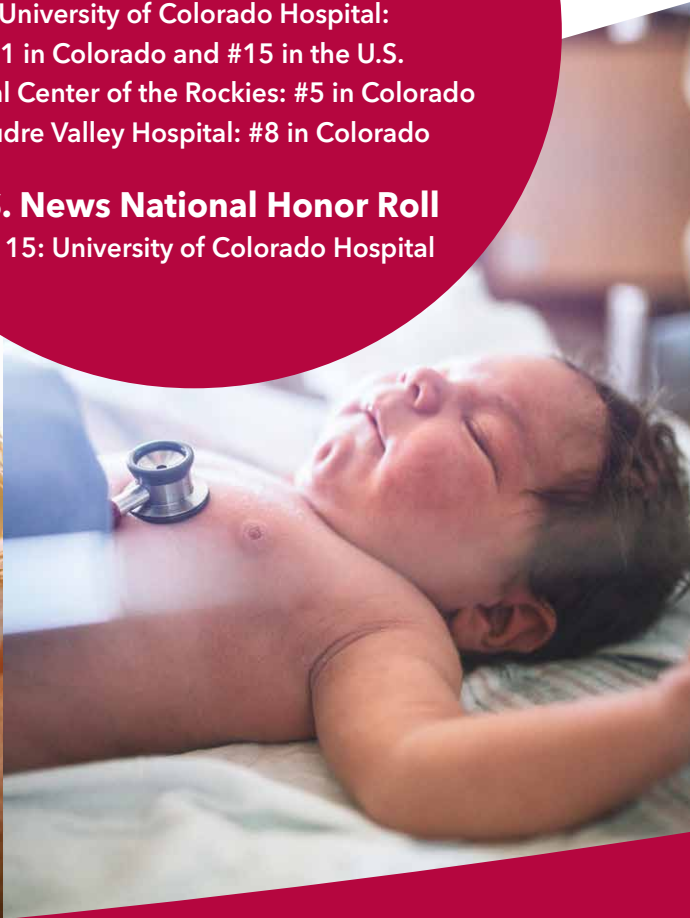
With an
86% increase in Medicaid patients since 2013

430k Medicaid outpatient visits

UCHealth has been widely recognized for high-quality care.

U.S. News Best in Colorado
University of Colorado Hospital: #1 in Colorado and #15 in the U.S.
Medical Center of the Rockies: #5 in Colorado
Poudre Valley Hospital: #8 in Colorado

U.S. News National Honor Roll
Top 15: University of Colorado Hospital



COMMUNITY PROGRAM HIGHLIGHTS.

Abusive Head Trauma Prevention Program

Providing one-on-one education for new parents on how to calm frustration and avoid shaken baby syndrome.

Aspen Club

Health education, low-cost health screenings and social opportunities to those age 50 and older in northern Colorado.

Aurora Health Access

Providing access to health insurance coverage, specialty care and health care for seniors in Aurora.

Bridges to Care

Connecting patients with community clinical care coordinators and primary care physicians.

Centers for Diabetes

Helping children and adults alike learn the skills to manage diabetes and prevent related complications.

Chronic Disease Self-Management Program

Providing participants with skills needed to set realistic goals and solve problems related to chronic disease.

Community Case Management

A free program serving at-risk families who lack resources and are ineligible for typical in-home service programs.

The Conversation Project

A series of classes and coaching dedicated to helping people talk about their wishes for end-of-life care.

Create Your Weight

This program helps adults manage their weight with the help of registered dietitians and evidence-based research.

Enhance Wellness Program

An evidence-based program that provides classes and consultations to promote wellness through nutrition and symptom management.

HealthLink

Memorial Hospital's service center is a free community hub for a variety of wellness resources and provides the free Nurse Advisor Call Center.

Healthy Harbors

Improving medical, dental and mental health services for children with special health care needs who live in foster care, kinship care or are at risk of being removed from their biological parent's care.

Healthy Hearts

Educating school-aged youth and their families about heart health, heart disease and promoting a healthy lifestyle.

Healthy Planet

Devoted to population health from the perspective of readmissions, tracking high-risk patients and ensuring they have primary care physicians.

HealthyU

In-person and virtual education on wellness, fitness, nutrition and prevention, and a free video series for ongoing public education.

Let's Talk Colorado

A collaboration with local health care and community partners to encourage individuals to talk more openly about mental illnesses.

The Medicaid Accountable Care Collaborative

Providing community-based care coordination services to Medicaid patients with complex health care needs in northern Colorado.

P.A.R.T.Y

Prevent Alcohol and Risk-Related Trauma in Youth (PARTY) is an interactive awareness and prevention experience for youth ages 16 and up that shows the direct consequences of poor choices.

Project C.U.R.E.

UCHealth sends unused medical supplies and equipment to Project C.U.R.E. which distributes them to more than 130 countries across the world.

Safe Kids

A nationwide coalition implementing programs such as car seat checkups, safety workshops and sports clinics with the goal of preventing childhood injuries.

Seminars in Lone Tree

UCHealth Lone Tree Health Center offers free regular health events for the community, focusing on heart health, cancer, dermatology and orthopedics.

Trauma Nurses Talk Tough

Based at Memorial Hospital, this program focuses on seat belt and helmet education among high school students.

Vida Sana

Improving health access and healthier habits among Hispanic/Latino and low-income community members in northern Colorado.

ABOUT US.

UCHealth executive leadership team.

Elizabeth Concordia

President and CEO
UCHealth

Michael Cancro

Chief Strategy Officer
Strategic Planning
UCHealth

Will Cook

President and CEO
University of Colorado Hospital

Jean Haynes

Chief Population Health Officer
UCHealth

Steve Hess

Chief Information Officer
UCHealth

Dallis Howard-Crow

Chief Human Resources Officer
UCHealth

Jean Kutner, M.D.

Chief Medical Officer
University of Colorado Hospital

Bill Neff, M.D.

Chief Medical Officer
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Michael Randle, M.D.

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Dan Rieber

Interim Chief Financial Officer,
UCHealth and Community
Division Chief Financial Officer

Dan Robinson

President and CEO
Longs Peak Hospital

Manny Rodriguez

Chief Marketing and
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Allen Staver

General Counsel
UCHealth

Jeff Thompson

Vice President Government
and Corporate Relations
UCHealth

Kevin Unger

President and CEO
Poudre Valley Hospital and
Medical Center of the Rockies

Joel Yuhas





President and CEO
Memorial Hospital

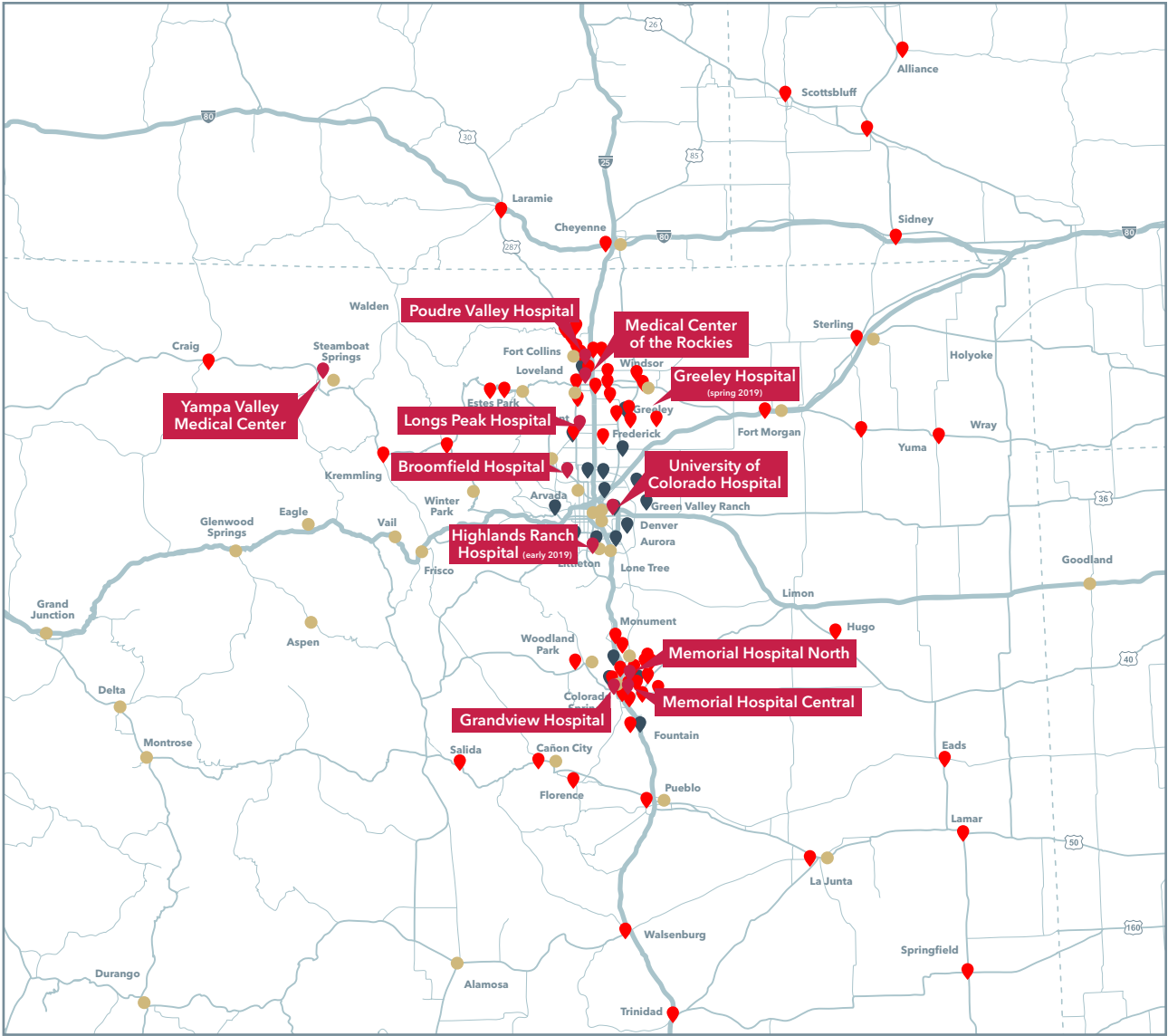
Richard Zane, M.D.

Chief Innovation Officer
UCHealth

PROVIDING CARE THROUGHOUT COLORADO AND BEYOND.

Our locations:

-  UCHealth Hospitals
-  UCHealth Locations
-  UCHealth Emergency Rooms
-  CU Medicine Locations





uchhealth.org