



uhealth

COMMUNITY BENEFITS REPORT 2018: HEALING BEYOND THE HOSPITAL

# INSIDE + OUT

# From the chairman and the president and CEO.

Improving lives has been our mission since 2012, and we're more passionate about it now than ever. For our patients, we improve lives by providing world-class health care with innovative treatments. For our communities, we improve lives through an unwavering commitment to programs that address the most pressing needs.

Together with our community partners, we have identified behavioral health, cardiovascular care and access to care as key issues in our communities for 2018.

This report will show how our community programs provide help and resources for patients, partners, staff and community members. The following examples of our extended outreach efforts show our commitment goes far beyond monetary contributions.

We believe that giving back is a key part of operating UCHHealth responsibly and successfully. On behalf of the UCHHealth board of directors and executive team, we are extremely proud to show the impact we continue to have on our patients and the communities we serve.



**RICHARD L. MONFORT**  
Chairman, UCHHealth Board of Directors



**ELIZABETH B. CONCORDIA**  
President and CEO, UCHHealth









UCHealth

## About Us

UCHealth is a Colorado-owned and operated, nonprofit 501(c)(3), integrated health system. Created in 2012 with the joint operating agreement of University of Colorado Hospital and Poudre Valley Health System, UCHealth now includes 10 hospitals and more than 150 UCHealth-owned and affiliated clinics serving patients in Colorado, Wyoming and Nebraska.





## Committed to the Community

In 2016, UCHealth worked with communities across the state to identify top health care concerns. The survey revealed three key areas of importance:

**Behavioral Health**—greater awareness of mental health issues including suicide and addiction.

**Access to Care**—opening up new avenues of access for communities through technology and financial options.

**Cardiovascular Care**—educating communities on the importance of heart health and empowering people to take charge of their health.

This report contains a sampling of the programs, technology and teamwork being put into action across the state. No matter the region, the hospital or the program, it's part of our promise to improve lives throughout Colorado and beyond.





# UCHealth by the Numbers.

Based on independently audited UCHealth data.





**\$8.9 billion\***

direct and induced  
economic impact.

\*Eric W. Christensen, PhD.  
Adjunct Professor, Health Services  
Management, University of Minnesota  
Health Economist and Economic Consultant

**\$359 million**

in uncompensated care  
(up from \$259 million in 2017).

**\$2.7 million\***

invested in subsidized  
health services.

\*Cash and in-kind contributions to local  
community organizations

**\$854 million\***

in total community benefit  
(up from \$647 million in 2017).

\*\$854 million is cost-based, not charge-based

**\$321 million**

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

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

Cared for

**285k** Medicaid  
patients

With a

**108%** increase in Medicaid  
patients since 2013

**669k** Medicaid  
outpatient visits

Partnership with University of Colorado

# UCHealth by the Numbers.

Based on independently audited UCHealth data.

**\$220** million

in support for University  
of Colorado School of  
Medicine in FY2018.

**\$35** million

invested in  
resident-physician and  
provider training.

**\$3** million

invested in the branch  
medical school in  
Colorado Springs.

**\$516** million\*

in research funding  
attracted to the Anschutz  
Medical Campus in 2017.

\*CU Office of Grants and Contracts







**10**

hospitals



**>22,100**

employees



**>150**

UCHealth and  
affiliate clinics

**1,820** available beds

562 Northern Colorado  
700 Metro Denver  
558 Colorado Springs

**1.6** million

patients  
served

**132k**

inpatient  
admissions and  
observation visits

**3.9**

million  
outpatient and  
emergency  
room visits

**27.3%** higher  
survival rate

**324 lives** saved annually  
compared to other  
U.S. hospitals

**UCHealth has been widely recognized for high-quality care.**

**U.S. News Best in Colorado**

University of Colorado Hospital:  
#1 in Colorado and 11 specialties ranked  
among the top in the U.S.

Medical Center of the Rockies:  
#5 in Colorado

Poudre Valley Hospital:  
#10 in Colorado

## Community Health Need: Behavioral Health



Emotional and mental health problems were once misunderstood and poorly treated. Now, highly trained doctors, nurses and specialists can help individuals overcome a variety of issues, including depression and addiction.



# Community Programs

## Community Paramedics

In Fort Collins, the Community Paramedics Program is a collaboration among paramedics and the Medicaid Accountable Care Collaborative (MACC) team to help patients with behavioral and mental health problems. While they may still need medical support, these patients exhibit an inappropriate understanding of their situation and/or behavioral problems like excessive and inappropriate visits to fire departments and emergency rooms. To teach them coping skills and proper use of resources, the Community Paramedics Program enlists emergency medical services staff to give patients the medical and emotional support and resources they need during non-urgent social home visits.

## Imagine Zero

Imagine Zero is a coalition of health care professionals, agencies and community members who meet to improve inter-agency communication and coordination of behavioral health services in northern Colorado. UCHHealth actively participates in this coalition and, with support from the Colorado Health Foundation, has implemented evidence-based suicide-prevention-awareness training to employees in our northern Colorado region. The training is being expanded to leaders throughout all UCHHealth regions.

## ED-SAFE

The Emergency Department Safety Assessment and Follow-up Evaluation (ED-SAFE) program is part of a national effort to examine the effect of universal screening and intervention on individuals at risk for suicide in an emergency department setting.

This resource includes provider tools, a Patient Safety Screener to be administered by ED nursing staff and a Patient Safety Secondary Screener to assess if referral to mental health treatment is warranted. It also includes patient handouts in English and Spanish for self care, how to stay safe and a personal safety plan.

## Let's Talk Colorado

Let's Talk Colorado is a campaign that encourages an open conversation about mental illness. It was developed in collaboration with local health care and community partners so people will be more willing to seek the care they need.

# Community Programs

## Prescription Drug Monitoring Program

Created in conjunction with the University of Colorado 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 database into the provider's EMR workflow, providers can easily see previous prescribed narcotics and opioid prescriptions for those patients who may be at risk for abuse or addiction.

## 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 UCHealth Memorial Hospital in Colorado Springs without negatively impacting patient pain management in any way.

## Integrated Transgender Program

A team of professionals helps transgender and gender-diverse adults in their journeys to achieve their personal health goals. From initial evaluation through hormonal therapy, surgical procedures and routine health maintenance, the program offers a range of services including gender-affirming hormone therapy, primary medical care, mental health care, sexual health, STI screening, fertility preservation and surgical and dermatological care.











# Postpartum Nurse Home Visit and Lactation Support Program

## Amanda's and Teddy's story of regaining hope.

Amanda Mertz was worried. Her newborn son, Teddy, was not eating normally. After learning he was diagnosed with Hirschsprung's disease, the mother of five relied on the **Postpartum Nurse Home Visit and Lactation Support Program** for help—and most important—hope.


The Postpartum Nurse Home Visit and Lactation Support Program serves Medicaid infants and families who are not already involved with other in-home support or programs. This program gives a thorough health assessment and care coordination for the newborn, plus home-based, behavioral-health counseling for new moms who are at high risk for depression.

During a program home visit, a community health registered nurse assesses mothers for normal postpartum recovery and

mental health. The nurse looks for signs of complications, discusses family planning and helps with transitions in returning to work or school. If needed, referrals to appropriate community resources are provided. The nurse also will provide lactation support and will help with formula-fed infants. While in the home, the nurse also assesses the newborn for jaundice, weight loss/gain and how he or she is adjusting to a new environment.

Most families have a one-time home visit, but the family will receive multiple visits if there are ongoing needs. That's what happened with Amanda and her family over the years, as each of her children stayed in the NICU after their births and needed extra help at home. With help, Teddy healed and today shows no signs of his condition. He's healthy, happy and loves tagging along with his brothers and sisters exploring all that Fort Collins has to offer.

## Community Health Need: **Access to Care**

A photograph of a woman with blonde hair sitting on a couch in a living room. She is looking at a laptop screen and holding a light green mug with both hands. She is wearing a grey and white striped sweater. The background shows a bookshelf filled with books and a window with a radiator below it. The image is partially obscured by a large magenta circle on the left and a dark blue circle on the right.

UHealth opens up new channels of access for communities by adding on-demand services such as virtual visits with health experts and real-time access to information.



# Community Programs

## Cancer Treatment at Memorial Hospital

The population in northern El Paso County and southern Douglas County has grown significantly since Memorial Hospital North opened in 2007, and the demand for expert cancer care has grown more than expected. To help meet the needs of our community and provide much-needed access to cancer care, UCHealth has expanded the services offered at the north campus.

A new tower will open in early 2019 that will feature additional space for medical oncology, hematology, chemotherapy and research. These clinics will be outfitted with brand-new, state-of-the-art equipment to ensure we are providing the latest treatment advances to our patients. In addition, a multipurpose conference room will be available for support groups, yoga, exercise and cooking classes. This expansion will offer patients on the north side of town access to the same nationally recognized comprehensive cancer care and clinical trials as other locations.

## Mobile Stroke Treatment Unit (MSTU)

Now available across the Front Range on a rotating schedule, the UCHealth MSTU is a specialized ambulance with emergency stroke care that can respond on-scene along with the local EMS crew to help a possible stroke patient. The MSTU has everything on board necessary to evaluate and begin treating a stroke patient in as soon as 15 minutes. This includes a CAT scanner, a UCHealth TeleHealth connection back to a dedicated stroke team at one of our comprehensive stroke centers and a clot buster called IVTPA that allows us to begin treatment at the spot of the clot.

## Community Case Management

The Community Case Management program serves at-risk families and individuals who lack resources and are ineligible for typical in-home service programs. The free program involves Poudre Valley Hospital case managers, advanced practice nurses and licensed social workers engaging with patients in their homes to manage a variety of health problems.

Accessible Care

# Community Programs

## HealthLink

HealthLink was launched more than 20 years ago as a way for Memorial Hospital to engage with its community and offer a way to talk live with a health expert about specific problems. UCHealth invests more than \$700,000 a year to keep it live. The program has proven to be of community value, not only in identifying emergency cases quickly, but also in helping patients avoid unneeded emergency room visits through home health care suggestions and referrals to primary care doctors and other resources.

HealthLink nurses follow up with emergency triage callers the next day or sooner depending on the situation. They also reach out to patients discharged from Memorial Hospital who have a high risk of readmission, making sure they're getting their prescriptions filled, that they're following discharge instructions and that they've set up their follow-up appointments.





## The Medicaid Accountable Care Collaborative

The Medicaid Accountable Care Collaborative (MACC) program provides community-based care coordination services to Medicaid patients with complex health care needs in northern Colorado. The MACC team is based out of UCHealth’s Community Health Improvement department in Fort Collins.

The program focuses on serving patients who have poorly managed chronic conditions such as diabetes, chronic obstructive pulmonary disease, heart disease, hypertension, asthma and/or complex behavioral health care needs. The MACC team is also able to connect with patients who exhibit high or inappropriate use of health care system resources, such as the emergency department, to offer support and ensure the patient is well-established with a primary care medical home.

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









## Accessible Care Program in Action: **DAWN Clinic**

### **A home for healing and learning in the community.**

In health care, as in all professions, there are many ways to learn. Students in medicine, nursing, pharmacy, physical therapy and other areas spend plenty of time burying their heads in books, scribbling lecture notes and asking questions of their instructors well before they put their acquired skills to the test with a patient encounter or a clinical test.

Rarer is the opportunity to take on the challenges of delivering health care in a bustling clinic while juggling schedules, triaging patients and collaborating with colleagues in different professions. Rarer still is the chance to serve patients with the greatest need for medical care and assistance in overcoming barriers to meeting that need: the uninsured.

But that's exactly what happens weekly at the **DAWN (Dedicated to Aurora's Wellness and Needs) Clinic**, where dozens of students from the University of Colorado health sciences schools volunteer their time. Students provide basic services that help prevent unnecessary

emergency department visits and hospitalizations, and the clinic serves as a referral source for the hospital for patients who lack insurance coverage. The space includes six exam rooms, a waiting room and tables where students handle triage and take patients' vital signs.


Opened three years ago with support from the health sciences schools and UCHealth University of Colorado Hospital, the DAWN Clinic has expanded its capacity while continuing to see patients with diabetes, hypertension, acid reflux, chronic pain and a wide variety of other issues.

Both the university and UCHealth remain committed to supporting and contributing to the clinic's fundraising efforts. Preceptors from the university—licensed health professionals with faculty or clinical appointments—offer guidance to the students with patient care, and the hospital provides additional clinical support. Jeff Thompson, vice president of government and corporate affairs for UCHealth, serves on the clinic's executive steering committee.

"The clinic's work helps the hospital to build stronger ties to the community. It gives people an option." Keith Peterson, director of Community Benefit for UCHealth.

Community Health Need:

# Cardiovascular Care



There has been substantial progress in cardiovascular prevention and treatment over the past 30 years, yet improving the fight against the disease remains a top priority nationwide.



# Community Programs

## Healthy Hearts

Since 1992, the Healthy Hearts program has educated school-aged youth and their families about heart health, heart disease and promoting heart-healthy lifestyles. This program also conducts no-cost screenings to identify cardiovascular risks among youth within northern Colorado school districts. Participants receive 10-15 minutes of one-on-one coaching on their heart health, body-mass index, blood pressure and non-fasting cholesterol values. The program is dedicated to teaching people how diet, tobacco use, exercise choices and stress management affect heart health.

## Speakers Bureau

This speaker series sends expert hosts to local community centers to educate the public on how to eat healthier, how to identify a heart attack and why primary care doctors are a critical part of maintaining a healthy lifestyle.

## Aurora Health Access

Aurora Health Access (AHA) offers an inclusive convening table where health and community leaders can come together to discuss and develop solutions to health-access issues in their community. AHA discussions include inadequate primary care capacity, limited access to specialty care, inequitable distribution of health resources and fragmented approaches to solutions. AHA provides a practical, innovative and open approach to collaboration. This organization not only reacts to, but also tries to anticipate, the needs in the community.







# Heart Failure Clinic Program

## Musician Marty Gordon's heart and beat go on.

If you've ever seen the West Side Rhythm Kings play around Colorado Springs, you've seen Marty Gordon on guitar. Awhile back, Marty suffered a stroke and was brought into UCHealth Memorial Hospital. Turns out, he wasn't just a stroke patient.

A CAT scan showed Marty had a clot in a large vessel in his brain—the clot had formed in his heart and then traveled to his brain. As part of his treatment, a cardiology team stepped in and discovered Marty has atrial fibrillation (AFib), which was long-standing and otherwise undetected prior to his stroke. It caused not only the blood clot that resulted in his stroke, it caused his heart muscle to weaken and put him in heart failure.

The doctors put him on appropriate heart medications to control his AFib, and he was enrolled in the **Heart Failure Clinic Program** at UCHealth Memorial Hospital. The program provides high-quality care for patients in all

stages of heart failure. Physicians, advanced-practice providers, nurses, dietitians and others collaborate to optimize the quality of life for each patient by creating individual treatment plans. This includes lifestyle changes, prevention education and therapeutic options like cardiac rehabilitation to strengthen the body.

Marty went home from Memorial Hospital after seven days, started his cardiac rehab and has made a full recovery. If you ever see him and the Kings, request "Mustang Sally"—it's one of his favorites because it gets everybody on the dance floor.

# Additional 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 aged 50 and older in northern Colorado.

## **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 the skills necessary to set realistic goals and solve problems related to chronic disease.

## **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.

## **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 parents' care.



## Healthy Kids Club

A community health program that promotes health and wellness in elementary-age children through physical activity, quality health education and healthy eating.

## 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.

## P.A.R.T.Y.

Prevent Alcohol and Risk-Related Trauma in Youth (PARTY) is an interactive awareness and prevention experience for youths aged 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.

## UCHealth Executive Leadership Team.

# About Us

**Elizabeth Concordia**

President and CEO  
UCHealth

**Michael Cancro**

Chief Strategy Officer  
UCHealth

**Will Cook**

President and CEO  
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**Jean Haynes**

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**Kevin Unger**

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

**Joel Yuhas**

President and CEO  
UCHealth Memorial Hospital

**Richard Zane, M.D.**

Chief Innovation Officer  
UCHealth











# Providing care throughout Colorado and beyond.

## Our locations:



UCHealth Hospitals



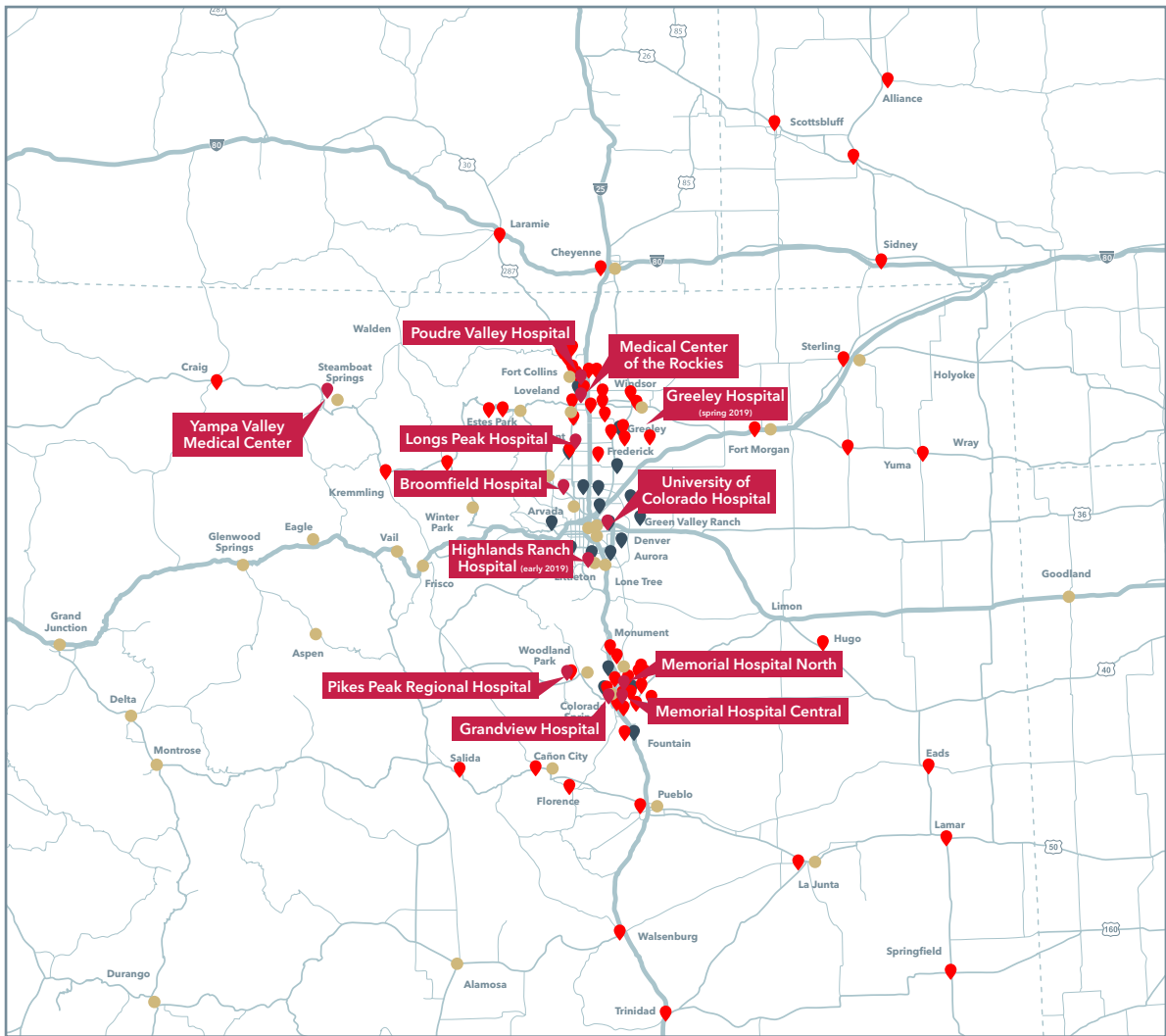
UCHealth Emergency Rooms



UCHealth Locations



CU Medicine Locations





[uchhealth.org](http://uchhealth.org)