

FY 2019

Community Benefit Report



uhealth

Improving the lives of those we serve.

UCHealth is a Colorado-owned and operated, nonprofit 501(c)(3) integrated health system that offers the most advanced care throughout the Rocky Mountain region. Created in 2012 with the joint operating agreement between University of Colorado Hospital and Poudre Valley Health System, UCHealth now includes 12 hospitals and more than 150 UCHealth-owned and affiliated clinics serving patients in Colorado, Wyoming and Nebraska.

As Colorado's only integrated community and academic health system, we are dedicated to improving lives and providing the highest quality medical care with an exceptional patient experience.

Our mission.

We improve lives.

In big ways through learning, healing and discovery.

In small, personal ways through human connection.

But in all ways, we improve lives.

Our vision.

From health care to health.

Our values.

Patients first.

Integrity.

Excellence.

12

hospitals

1,987

available
hospital beds

More
than

150

UCHealth and
affiliated clinics

175

more lives saved this year from
improvements in our quality

1.7

million
patients served

136k

inpatient
admissions and
observation visits

4.4

million
outpatient, urgent
care and emergency
room visits



>24,000

employees

We are a teaching and research partner to the
University of Colorado School of Medicine:

>\$245 million

in support for the University of
Colorado School of Medicine

\$553 million

in research funding attracted to the
Anschutz Medical Campus in 2018*

1,200

residents trained per
year

Committed to our communities.

\$8.9 BILLION

in direct and induced
economic impact**

\$933 MILLION

in total community benefit
(up from \$854 million in FY 2018)

\$367 MILLION

in uncompensated care
(up from \$359 million in FY 2018)

UCHealth invests through uncompensated care, research, education and programs to support our patients and the communities we serve. It's part of our commitment to help as many people as possible live extraordinary lives.

Staying connected to our communities allows us to understand needs, to proactively prevent and treat medical concerns and to improve overall health.

Our three areas of focus are:



Access to care

Expanding opportunities for people to access our services through financial assistance, technology and a commitment to Medicaid services.



Behavioral health

Greater awareness of and investments in behavioral health issues including depression, opioid addiction and suicide.



Innovations in treatment and prevention

Pushing the boundaries of medicine and bringing advanced care to patients throughout the Rocky Mountain region while focusing on wellness.



**in quality
performance[†]**

Expanding opportunities for people in the communities we serve to access our services throughout the Rocky Mountain region.

99.9%

of Colorado ZIP codes
have UCHealth patients

11,760

patients transferred to UCHealth hospitals
from other providers from nearly all
communities across the region

- The only American Burn Association verified burn center in the region.
- The only comprehensive transplant center in the region.
- Two of five Level I Trauma Centers in Colorado.
- Two of five Comprehensive Stroke Centers in Colorado.

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

[†]Vizient



Access to Care

As Colorado's largest provider of Medicaid services, we are committed to caring for the state's most vulnerable population.

691k

Medicaid outpatient visits and admissions

239%

increase in Medicaid outpatient visits and admissions since 2013

Increase in Medicaid inpatient discharges since 2013:

88%

UCHealth hospitals

52%

Non-UCHealth hospitals

Medicaid inpatients as a percent of total inpatients:

28%

Memorial Hospital

27%

University Hospital

25%

UCHealth hospitals overall

We are bringing health care closer to home by creating additional ways for patients to access our services.

19

new locations

(including twelve primary care and urgent care sites)

40

new primary care providers

>30,000

travel miles saved

by patients as a result of our virtual health services

A continually expanding integrated network of virtual and physical health services allows us to support population health, prevention and reductions of cost of care for more and more Coloradans.

>3,500
providers

across more than 100 locations and 12 hospitals

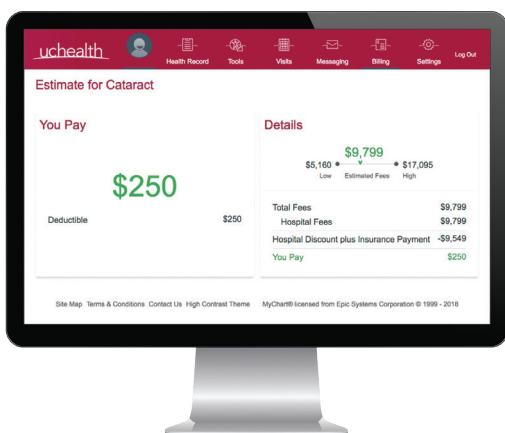
>100,000
attributed lives

under management

We are committed to price transparency and creating lower-cost care options for our patients and their families.

In 2018, we launched the billing-estimates tool—a nationally recognized program that enables patients to receive real-time estimates for certain procedures and services.

Significant price discounts, now available through new partnerships with insurance plans, are helping provide more affordable premiums for patients and businesses.





Behavioral Health

In one of our region's largest and most comprehensive investments into behavioral health detection, treatment and access, UCHealth is dedicating at least an additional \$100 million over the next five years to help care for patients with substance use disorders, depression and anxiety and other mental health conditions across Colorado. Philanthropic donations of an additional \$25 million, matched by UCHealth, could bring the total investment to \$150 million.

Our areas of focus:

Integrating behavioral health with primary care.

Teams of licensed clinical social workers, counselors and psychologists will work hand in hand with primary care physicians to provide immediate resources to the largest number of patients in need.

Tele-behavioral health consultation services.

When patients and providers in emergency departments, primary care clinics or inpatient hospitals need consultations with a psychiatrist, UCHealth's Virtual Health Center will provide the video connection.

A new inpatient behavioral health unit.

The new inpatient tower at University of Colorado Hospital will enable the creation of a new inpatient behavioral health unit beginning in 2023 to expand upon services already available at other UCHealth locations.

Addressing the opioid epidemic.

New prescribing guidelines and the use of alternatives to opioids for treatment of pain have **reduced** the number of opioids prescribed by **up to 40%** in some of our locations. In addition, UCHealth launched a campaign in 2019 to help increase awareness of the dangers of opioid dependency and addiction.



Advancing behavioral health care continues to be one of UCHealth's and Colorado's top areas of concern.

1 in 4

Coloradans will experience a behavioral health issue this year.

10th

highest rate of suicide deaths in the U.S.

39 counties

do not have a practicing psychiatrist.

558

opioid overdose deaths in Colorado in 2017 from both prescription and illegal opioids.

250,000

Coloradans misuse prescription drugs.



Innovations in Treatment and Prevention

One of the many ways we're advancing health care is by focusing on innovations in our specialty care services, which have rapidly gained a reputation for excellence nationwide. Our unique combination of academic-based and community-focused medicine brings Coloradans an unparalleled level of expertise in specialty care treatment and prevention.

Recent multi-year investments
in our partnership with
University of Colorado
School of Medicine

\$45 million Center for Personalized Medicine
\$47 million CU Cancer Center
\$40 million additional research support

Oncology:

- The University of Colorado Cancer Center is Colorado's only National Cancer Institute-Designated Comprehensive Cancer Center.
- Advances in medicine come from new ideas developed through clinical research.

Cardiovascular:

- The largest and most comprehensive provider of cardiovascular services in the state.
- A leader in the most advanced care and treatments (e.g., TAVR).
- Offering a number of community programs focused on heart care (Healthy Hearts, Healthy Kids Club).

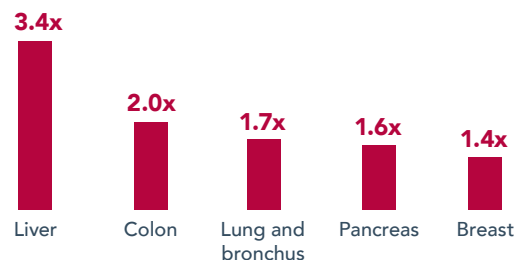
Neurosciences and stroke care:

- Our telestroke program brings advanced stroke care to communities throughout Colorado.

20 telestroke locations
across Colorado

- Our Mobile Stroke Treatment Unit saves lives through early intervention for patients.

Our five-year survival rates for advanced cancer are better than the national average across many cancer types.



9TH

largest transplant
center in the nation

6TH

largest living donor
program in the nation

720
clinical
trials.

584
active research projects
in the community setting.



Our community partners.

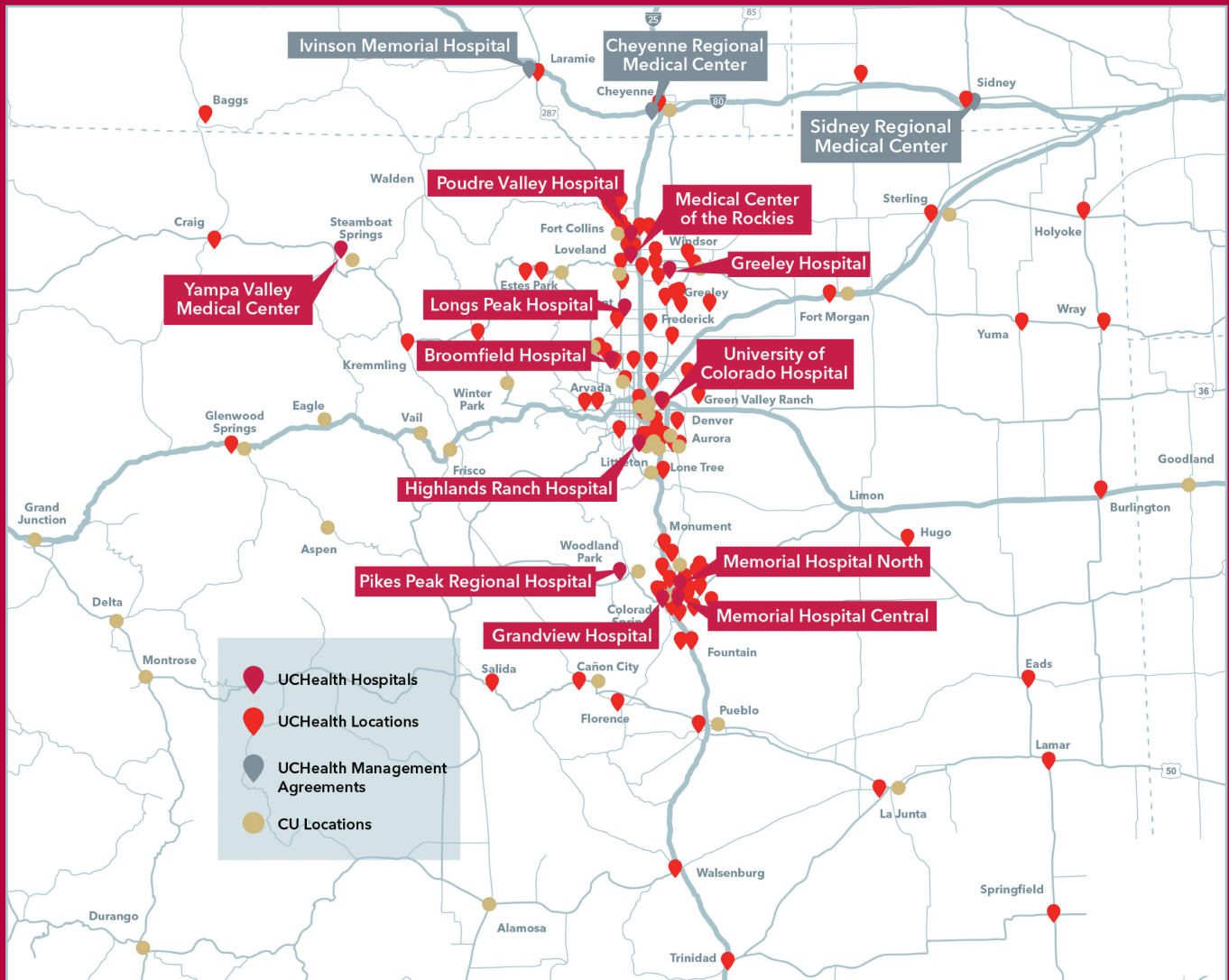
8th Judicial District Attorney's Office
 AccessNurse
 Aetna
 Alliance for Suicide Prevention of
 Larimer County
 Almost Home Online
 Alternatives to Violence
 Alzheimer's Association
 Apoyo Con Cariño
 AspenPoint Behavioral Health Centers
 Aurora Chamber of Commerce
 Aurora Health Alliance, including:
 - Adams County Human Services
 - Advanced Healthcare
 - Alzheimer's Association Colorado
 Chapter
 - Arapahoe-Douglas-Elbert
 Medical society
 - Arapahoe-Douglas Mental Health
 Network
 - Asian Pacific Development Center
 - Aurora-Adams County Medical
 Society
 - Aurora Commission for seniors
 - Aurora Denver Cardiology
 - Aurora Fire Department
 - Aurora's Commission on Aging
 - Boulder County Health
 Improvement Coalition
 - Colorado Academy of Family
 Physicians
 - Colorado Access
 - Colorado Consumer Health
 Initiative
 - Colorado Department of
 Public Health
 - Colorado Department of Health
 Care Policy and Financing
 - Colorado Language Connection
 - Colorado Medical Society
 - Colorado Primary Care Clinic
 - Colorado Refugee Wellness
 Center
 - CORHIO
 - DentaQuest
 - Doctors Care
 - AF Williams Family Medicine
 - Futurity First
 - HealthOne
 - InnovAge
 - Kaiser Permanente
 - Level Chiropractic
 - Mercy Housing
 - Mile High Health Alliance
 - New Horizons Primary Care Clinic
 - NextCare Urgent Care
 - Parker Adventist Hospital
 - PASCO
 - Peoples House
 - Porter Adventist Hospital
 Behavioral Health
 - Primary Care Programs,
 Fields Foundation
 - Rubicon MD
 - SCL Home Health
 - The Colorado Health Foundation
 - The Medical Center of Aurora
 Aurora Mental Health
 Bank of Colorado
 Bethesda Lutheran Communities
 Bohemian Foundation
 Boys & Girls Clubs of Larimer County
 Boys & Girls Clubs of Weld County
 Catholic Charities
 Centennial AHEC
 Center for Family Outreach
 Center for Work Education and
 Employment
 Children's Speech and Reading Center
 City of Aurora
 City of Fort Collins
 City of Greeley
 City of Loveland
 Clear View Behavioral Health
 Colorado Access
 Colorado Chapter of the American
 College of Emergency Physicians
 Colorado Consortium for Prescription
 Drug Abuse
 Colorado Department of Human
 Services
 Colorado Emergency Nurses
 Association
 Colorado Health Institute
 Colorado Hospital Association
 Colorado School of Public Health
 Colorado Springs Fire Department

Colorado Springs Health Foundation
 Colorado State University
 Colorado State University Extension
 Colorado State University Police
 Department
 Colorado Youth Detention Continuum
 Community Campus Partnership
 Community College of Aurora
 Community Grief Center
 Create Your Health
 DAWN Clinic
 Denver County Health
 Denver Public Health
 Division of Youth Services
 Early Childhood Council of
 Larimer County
 Easterseals Colorado
 ECHO Colorado
 El Paso County Public Health
 El Paso County Public Health
 Healthy Community
 Collaborative, including:
 - Academy School District 20
 - Alliance for Kids
 - American Diabetes Association
 - AspenPointe
 - Beacon Health Options
 - Care and Share Food Bank for
 Southern Colorado
 - Catamount Institute
 - Children's Hospital Colorado
 - Cigna
 - Citizens Project
 - City of Colorado Springs
 - City of Colorado Springs Parks,
 Recreation & Cultural Services
 - City of Manitou Springs
 - Colorado College
 - Colorado Department of Education
 - Colorado Parks and Wildlife
 - Colorado Springs Fire Department
 - Colorado Springs Food Rescue
 - Colorado Springs Health
 Foundation
 - Colorado Springs Chamber & EDC
 - Colorado Springs School District 11
 - Colorado State University
 (CSU) Extension
 - Community Health Partnership
 - Community Partnership for Child
 Development-Giving Kids a
 Headstart
 - The Colorado Trust
 - Council of Neighbors and
 Organizations
 - DaVita Medical Group
 - DentaQuest
 - Early Connections Learning Center
 - El Paso County Community Services
 - El Paso County Public Health
 - El Paso County Recreation &
 Cultural Services
 - Energy Resource Center
 - Falcon School District 49
 - Fort Carson Preventive Medicine/
 Public Health
 - Fort Carson Wellness Services
 - Greccio Housing
 - Harrison School District Two
 - Inside/Out Youth Services
 - Joint Initiatives
 - Kaiser Permanente
 - Kids on Bikes
 - King Soopers/City Market
 - Local Food Colorado Springs
 - Manitou Springs School District 14
 - NAACP
 - National Alliance on Mental Illness
 (NAMI)
 - OMNI Institute
 - Open Bible Medical Clinic
 - Partners for Healthy Choices
 - Peak Military Care Network
 - Peak Vista Community Health
 Centers
 - Penrose-St. Francis Health Services
 - Penrose-St. Francis Mission
 Outreach
 - Phil Long Dealerships
 - Pikes Peak Library District
 - Pikes Peak Suicide Prevention
 Partnership
 - Pikes Peak United Way
 - Project Angel Heart
 - The Resource Exchange
 - RMFI
 - SET Family Medical Clinic
 - Silver Key Senior Services
 - Springs Recovery Connection
 - Teach for America
 - Terra Essentials
 - TESSA
 - Trails and Open Space Coalition
 - UCCS Helen and Arthur E. Johnson
 Beth-El College of Nursing &
 Health Sciences
 - YMCA of the Pikes Peak Region
 Elderhaus Adult Day Program, Inc.
 Estes Park Medical Center
 Estes Park Police Department
 Estes Park School District
 Estes Valley Library
 Foothills Gateway
 Fort Collins Police Services
 Garcia Consulting
 Greeley-Evans School District 6
 GreenPath Financial Wellness
 Grief Support of the Rockies
 Harmony Foundation, Inc.
 Hayden school district
 Health District of Northern
 Larimer County
 Health Links
 Heart Centered Counseling
 High Plains Library District
 Imagine Zero Coalition
 InnovAge PACE of Northern Colorado
 Institute for the Built Environment
 Integrated Nutrition Education Program
 Junior Achievement
 Juvenile Legal Defense Representative
 Kaiser Permanente
 Kids at Heart
 KidsPak-Loveland Rotary Club
 Larimer County Attorney's Office
 Larimer County Board of Health
 Larimer County Department of Health &
 Environment
 Larimer County Department of
 Human Services
 Larimer County Office on Aging
 Larimer County Planning Commission
 Larimer County Probation Department
 Larimer County Sheriff's Office
 Leap Coalition of Larimer County
 Loveland Housing Authority
 Loveland Public Library
 LPR Construction
 Major Medical Supply
 McKee Medical Center
 MCPN/STRIDE
 Memorial Regional Health
 Metro Denver Partnership for Health
 Mind Springs Health
 Moffat County Law Enforcement
 Moffat County United Way, including
 - Moffat County Human Resource
 Council
 - Bear River Young Life
 - Boys and Girls Club of NW Colorado
 - Craig Senior Citizens
 - Freedom Hooves
 - Interfaith Food Bank
 - LoveINC
 - Moffat County Cancer Society
 - Northwest Colorado Dental Coalition
 - Northwest Colorado Legal Services
 - Open Heart Advocates
 Mountain View Presbyterian Church
 Neighbor to Neighbor
 North Colorado Health Alliance
 North Colorado Youth for Christ
 North Range Behavioral Health
 Old Town Hot Springs
 Partnership for Age-Friendly Communities
 Peak Vista Community Health Centers
 Peake Wellness Center
 PFLAG
 Pikes Peak Community Health Partnership
 Pioneers Medical Center
 Plymouth Congregational Church
 Poudre River Public Library District
 Poudre School District
 Project 31:25
 Rangley District Hospital
 Reaching Everyone Preventing Suicide
 Resilient Inspired Strong Engaged
 (RISE Coalition)
 RMSI Group
 Road2Recovery
 Rocky Mountain Health Plans
 Rocky Mountain Youth Clinics
 Routt County Human Resource Coalition,
 including:

- Advocates of Routt County
 - Boys & Girls Club of Steamboat
 Springs
 - City of Steamboat Springs- Parks
 and Recreation Department -Teen
 Programs
 - Colorado Workforce Center
 - Craig-Scheckman Family Foundation
 - Discovery Learning Center - Family
 Development Center
 - Division of Vocational Rehabilitation
 - First Impressions of Routt County
 - Girl Scouts of Colorado
 - Grand Futures
 - GrandKids Child Care Center
 - Heritage Park Preschool
 - Holy Name Preschool
 - Horizons
 - Integrated Community
 - LiftUp of Routt County
 - Northwest Colorado Health
 - Northwest Rocky Mountain CASA
 - NW CO Center for Independence
 - Partners in Routt County
 - Planned Parenthood of the
 Rocky Mountains
 - Routt County Council on Aging
 - Rocky Mountain Youth Corps
 - Routt County Department
 Human Services
 - Routt County United Way
 - South Routt Community Center
 - Steamboat Springs School District RE2
 - Totally Kids
 - Yampa Valley Autism
 - Yampa Valley Community Foundation
 - Young Tracks
 Routt County Law Enforcement
 Salud Family Health Centers
 Salud Family Health Centers
 Sexual Assault Victim Advocate
 (SAVA) Center
 Simple Strategies for Family Living
 Soccer Without Borders
 South Routt School District
 Specialized Alternatives for Family and Youth
 Steamboat Rotary
 Steamboat Springs Police Department
 Steamboat Springs Winter Sports Club
 Steamboat Springs Youth Hockey
 Association
 Sunrise Loveland Community Health Center
 Teaching Tree Early Childhood Learning
 Center
 Team Tom Gym
 TEAM Wellness & Prevention
 The Arc of Larimer County
 The Arc of Weld County
 The Children's Health Place
 The Family Center/La Familia
 The Health and Wellness Center at
 Centennial High School
 The Matthews House
 The Northwest Colorado Community
 Health Partnership, including:
 - Casey's Pond - Steamboat senior
 living community
 - Grand County Rural Health Network
 Memorial Regional Health
 - Mind Springs Health
 - Northwest Colorado Health
 - Rocky Mountain Health Plans
 - Routt County Department of
 Human Services
 The Wellness Champions
 Thompson Rivers Parks and
 Recreation District
 Thompson School District
 Thompson Valley Emergency
 Medical Services
 Timberline Church
 Timnath Police Department
 Town of Kersey
 Tri-County Health
 United Way of Larimer County
 United Way of Weld County
 University of Colorado School
 of Medicine
 University of Colorado, Colorado Springs
 School of Medicine
 University of Northern Colorado
 Volunteers of America
 Weld County Area Agency on Aging
 Weld County Department of Health &
 Environment
 Weld County School Districts
 Windsor Police Department

For a list of our community programs, please visit our website at
uchealth.org/community-benefit-report

Providing care throughout Colorado and beyond.



2018 Awards and Recognitions:

Becker's Hospital Review: 100 Great Hospitals in America
 ANCC Magnet Recognition Program®
 HIMSS Stage 7 Hospital Certification
 CHIME® HealthCare's Most Wired Award
 The Best and Brightest Companies to Work For®
 Great Place to Work® certified
 Becker's Hospital Review: 150 Great Places to Work in Healthcare
 Denver Post Colorado Top Workplaces

U.S. News & World Report

Best Hospitals - Colorado
 #1 University of Colorado Hospital
 Seven specialties ranked among the top in the U.S.
 #7 Medical Center of the Rockies
 #7 Memorial Hospital
 #11 Poudre Valley Hospital

uchealth