

FY 2020

Community Benefits Report

Improving the lives of those we serve

UCHealth is a Colorado-owned, nonprofit 501(c)(3) integrated health system with 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 by providing the region's most advanced, highest-quality medical care with an exceptional patient experience.

Committed to our communities

\$1.1 BILLION

in total community benefit
(up from \$933 million in FY 2019).

\$427 MILLION

in uncompensated care
(up from \$367 million in FY 2019).

12
hospitals

1,953

available
hospital beds

More
than

150

UCHealth and
affiliated clinics

1.9

million patients served

137k

inpatient admissions
and observation visits

4.5

million outpatient,
urgent care and emergency
room visits



25,000
employees

**Distinct 501(c)(3)
from University of Colorado**

UCHealth gives back through uncompensated care, research, education and programs to support our patients and the communities we serve. It is 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 lives.

Our areas of focus are:



Access to Care

Increasing access to care through virtual health, a commitment to Medicaid and lower-cost care options.



Behavioral Health

Expanding and investing in behavioral health services.



Innovations in Treatment and Prevention

Designing the future of medicine and bringing advanced care to patients throughout the Rocky Mountain region with innovations in treatment and prevention.

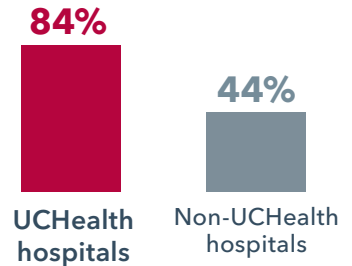


Access to Care

As the largest provider of Medicaid services in Colorado, UCHealth is committed to caring for the state's most vulnerable populations.

661k Medicaid outpatient visits and admissions
224% increase in Medicaid outpatient visits and admissions since 2013

Increase in Medicaid inpatient discharges since 2013:



Our expansion of virtual health services continues to provide solutions when patients need them most, including the introduction of programs across the continuum of care that decrease cost, increase access and improve quality.

700
virtual clinics

187,300
virtual primary care and specialty care visits

15,200
virtual urgent care visits

Other virtual health programs available throughout UCHealth include:

- Virtual Behavioral Health
- Telestroke
- Virtual ICU
- Virtual Acute Care Surveillance Including Virtual Sepsis
- Virtual Home Surveillance
- Virtual Safety View (fall sitters)
- Virtual Emergency Care
- Virtual Diabetes Center

UCHealth is committed to increasing access to affordable, high-quality care and reducing the cost of care for Coloradans by:

- Providing lower-cost care options like ambulatory surgery centers, which perform surgeries at a lower cost.
- Expanding access to primary care and urgent care locations.
- Partnering with employers and insurers to offer significant discounts through high-performing provider networks.
- Supporting price transparency and offering an online price-estimate tool, which gives patients an accurate estimate of their potential out-of-pocket bills.
- Investing in population health and value-based care initiatives.
- Encouraging preventive care and addressing social determinants of health, like food insecurity.



Behavioral Health

UCHealth has committed to behavioral health services with the region's largest and most comprehensive investment of more than \$150 million over the next five years. Those funds, including \$25 million in philanthropic donations matched by UCHealth, will be dedicated to the detection and treatment of substance-use disorders, depression and anxiety and other mental health conditions.

Integrated Behavioral Health and Primary Care Locations

(active and planned)



Our areas of focus:



Integrated Behavioral Health and Primary Care

- Comprehensive care in one location with teams of primary care physicians, therapists and licensed clinical social workers.
- Dedicated psychiatry support.



Virtual Behavioral Health

- Telehealth psychiatry access for ED, inpatient and ambulatory locations.
- 24/7 virtual social work and care coordination.



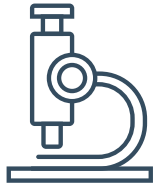
Center for Dependency, Addiction and Rehabilitation (CeDAR)

- Residential treatment including a medically supervised detox program.
- Outpatient services, extended care and community resources.



Inpatient Behavioral Health Care

- Expansion of services at Mountain Crest and a new inpatient unit at University of Colorado Hospital.
- Dedicated treatment of mood disorder, medical detox and high-acuity mental health.



Innovations in Treatment and Prevention

Dedicated to innovation, we have established a presence across Colorado, offering patients access to leading-edge treatment and prevention options with the most comprehensive and advanced services in the state.

99.8%

of Colorado ZIP codes
have residents who received
care at UCHealth

10,020

patient transfers received
from nearly all communities
throughout the region

- CU Cancer Center is Colorado's only NCI-Designated Comprehensive Cancer Center.
- We are the largest and most comprehensive provider of cardiovascular services in the state.
- We are the only comprehensive transplant center in the region.

16TH largest transplant
center in the nation

7TH largest living-donor
program in the nation

- We comprise two of five Level I Trauma Centers and two of five Comprehensive Stroke Centers in Colorado. Our telestroke program brings advanced stroke care to communities throughout Colorado.

20 telestroke locations
across Colorado

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

>\$250 million

in support for the University of
Colorado School of Medicine

\$599 million

in research funding attracted to the
CU Anschutz Medical Campus

1,200

residents trained
per year

658

clinical trials

877

active research projects
in the community setting



COVID-19 Response

UCHealth is a leader in the COVID-19 response and serves as a critical resource for other providers and the entire Rocky Mountain region in establishing protocols and best practices. To date, we have cared for more patients with COVID-19 infections than any other Colorado health care provider.

2,460

COVID-19 positive hospitalizations across UCHealth

2,150

patients with COVID-19 recovered and discharged

30%

of Colorado's COVID-19 hospitalizations occurred at a UCHealth hospital

>40

testing locations throughout Colorado

301,000

COVID-19 and antibody tests completed by UCHealth and our partners

39

past or present COVID-19 clinical trials
(most in collaboration with University of Colorado School of Medicine)

We are leading the way in Colorado.

- We received 650 COVID-19-related transfers from 260 non-UCHealth facilities.
- With our partners at University of Colorado School of Medicine, we began offering an in-house COVID-19 test early in the pandemic.
- We were the first in Colorado to treat a patient with convalescent serum, a potentially life-saving treatment using the plasma from someone who has recovered from COVID-19.
- We are the only health system in Colorado, and one of just a few in the nation, to have multiple COVID-19 vaccine trials open at the same time.
- We prioritize the safety of our employees and the protection of their jobs in our response.
- We launched new services for employers to help Colorado businesses return to work.

COVID-19 statistics through October 15, 2020.

Thank you to our communities for their tremendous, ongoing support as we face challenges we have never seen before.

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 | Aspen Mine Center | AspenPointe 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 | Boulder County Area Agency on Aging | Boulder County Commissioner - District 2 | Boulder County Department of Public Health | Boulder County Healthy Kids and Adults | Boys & Girls Clubs of Larimer County | Boys & Girls Clubs of Weld County | Carbon Valley Chamber of Commerce | Carbon Valley Help Center | Carbon Valley Parks and Recreation District | 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 | Community Health Partnership Create Your Health | DAWN Clinic | Denver County Health | Denver Public Health Division of Youth Services | Divide Health Center | Early Childhood Council of Larimer County | Easterseals Colorado | ECHO Colorado | El Comité de Longmont | 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, 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 | Forest Ridge Senior Living and Rehabilitation | 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 | Hopelight Clinic | 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 | Longmont Chamber of Commerce | Longmont Community Foundation | Longmont Community Services | Longmont Economic Development Partnership | Longmont Meals on Wheels | Longmont Senior Citizens Advisory Board | Longmont Supporting Action for Mental Health | 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, LovelINC, 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, which includes the following member organizations: Banner Health, Banner North Colorado Medical Center Paramedic Services, Centennial Mental Health Center, Colorado Access, Kaiser Permanente, North Range Behavioral Health, Northeast Behavioral Health Partnership, Sunrise Community Health, Summitstone Health Partners, Weld County Department of Human Services, Weld County Department of Public Health and Environment, Northern Colorado Medical Society, United Way of Weld County, University of Northern Colorado | North Colorado Youth for Christ | North Range Behavioral Health | North Range Behavioral Health - Counseling Center at Carbon Valley | 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 of 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 Health Clinic - Frederick | 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 | SWTC Emergency Medical Services | Teaching Tree Early Childhood Learning Center | Team Tom Gym | Teller County Board of County Commissioners | Teller County Public Health and Environment | 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 | UCCS Lane Center | United Way of Larimer County | United Way of Weld County | University of Colorado School of Medicine | University of Colorado, Colorado Springs | University of Northern Colorado | Ute Pass Regional Health Service District | Volunteers of America | Weld County Area Agency on Aging | Weld County Department of Health & Environment | Weld County School Districts | Windsor Police Department | Woodland Park School District

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

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.

We can all do our part to help improve lives by:



Staying up to date
on vaccinations.



Getting an annual
flu shot.



Seeking behavioral
health support
as needed.

2019 Awards and Recognition:

Becker's Hospital Review: 100 Great Hospitals in America
ANCC Magnet Recognition Program®
HIMSS Stage 7 Hospital Certification
CHIME® HealthCare's Most Wired Award
IBM Watson Health Top Health System
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:

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

U.S. News National Specialty Rankings:

University of Colorado Hospital: Nine specialties nationally ranked

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