



UCHealth Memorial Hospital

Improving **lives** in our community

Annual Report to City Council | Dec. 13, 2016

Dr. Bill Neff, UCHealth Memorial Hospital,
Interim President & CEO

Greg Raymond, Children's Hospital Colorado,
Regional Vice President for Southern Colorado

Blending the **Best**

Blending the best in **academic** medicine
and the best in **community** medicine



Fiscal Year **2016**

- 494,826 Outpatient Visits
- 488 Inpatient Beds
- 33,994 Inpatient Admissions & Observation Visits
- 106,363 Patient Days
- 140,642 Emergency Department Visits
- 20,023 Surgeries
- 4,446 Deliveries
- 3,951 Employees

Financial Commitments

FY 2016 at a glance:

- \$1.217 million revenue-sharing payment to the City of Colorado Springs
- \$16.0 million investment in state-of-the-art technology, equipment and new physicians

Since 2012:

- UCHealth has spent more than **\$130 million** improving health care in Colorado Springs through new technology, facility upgrades, new services and investments in staff.

Comprehensive Care



- Birth Center
- Cancer/Oncology
- Cardiology / CV Surgery
- Emergency and Trauma
- GI/Endoscopy Lab
- NICU and PICU
- Intensive Care Unit
- Pediatric Inpatient Care
- Memorial Star Transport
- Orthopedics
- Inpatient / Outpatient Surgery
- Radiology
- Rehabilitation
- Respiratory
- Women's/Maternal Services

More **Options** For Patients

New in 2016:

- First in southern Colorado to perform Watchman cardiac procedure – August 2016
- First in southern Colorado to use dissolvable stent in heart procedure – October 2016
- Now providing advanced care for all stroke patients, 24/7, reducing the need for these patients in the Pikes Peak region to be airlifted to Denver
- Began performing TAVRs – minimally invasive cardiac procedures to repair heart valves, eliminating need for open heart surgeries in many patients
- Mobile Stroke Treatment Unit providing care



More Convenience

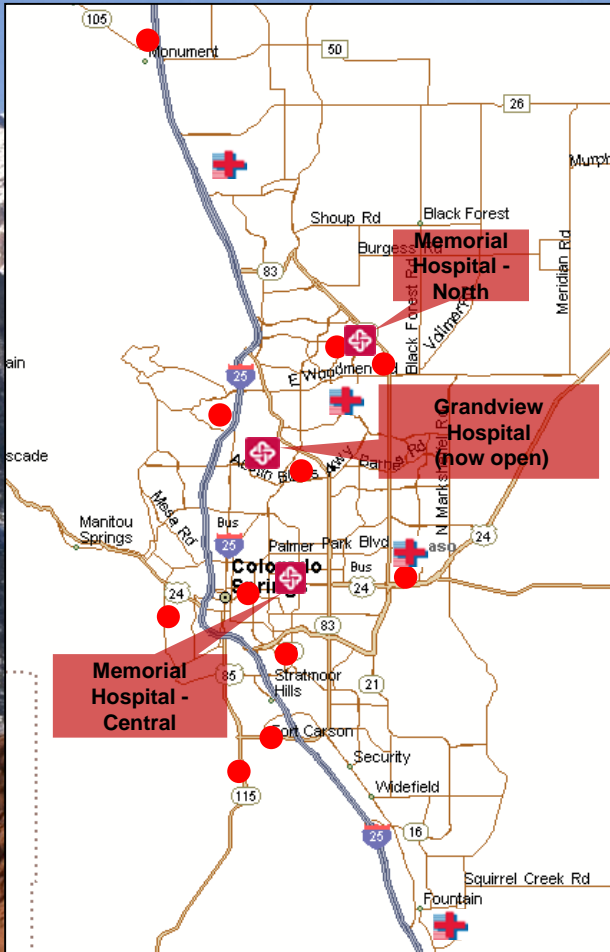
- My Health Connection allows for real-time, 24/7 access to medical records, visit summaries, lab results and more
- More than 220,000 patient accounts for My Health Connection across UCHealth




More Convenience



- Broke ground on 130,000-square-foot expansion at Memorial Hospital North
- New radiation oncology building opened at Memorial Hospital North
- UCHealth acquired three new urgent care locations in Colorado Springs
- New infusion therapy services offered at Memorial Hospital North
- Opened new community hospital near UCCS
- Remodeled, private patient rooms at Memorial Hospital Central

Care Closer to **Home**



-  **Memorial Hospitals**
-  **UCHealth Clinics**
-  **UCHealth ER Locations**

Care Closer to **Home**

- Six primary care locations
- Alignment with the CU School of Medicine to train tomorrow's physicians and bring more doctors to our community
- New procedures offered, reducing need for patients to travel to Denver for care
- Opportunities for patients to participate in clinical trials

Surgical ICU
Unit D



Care Closer to **Home**



- UCHealth Grandview Hospital
- 22 inpatient beds
- Emergency department
- Operating rooms
- Intensive care unit
- Full radiology suite
- 100 new health care jobs

Committed to **Community**

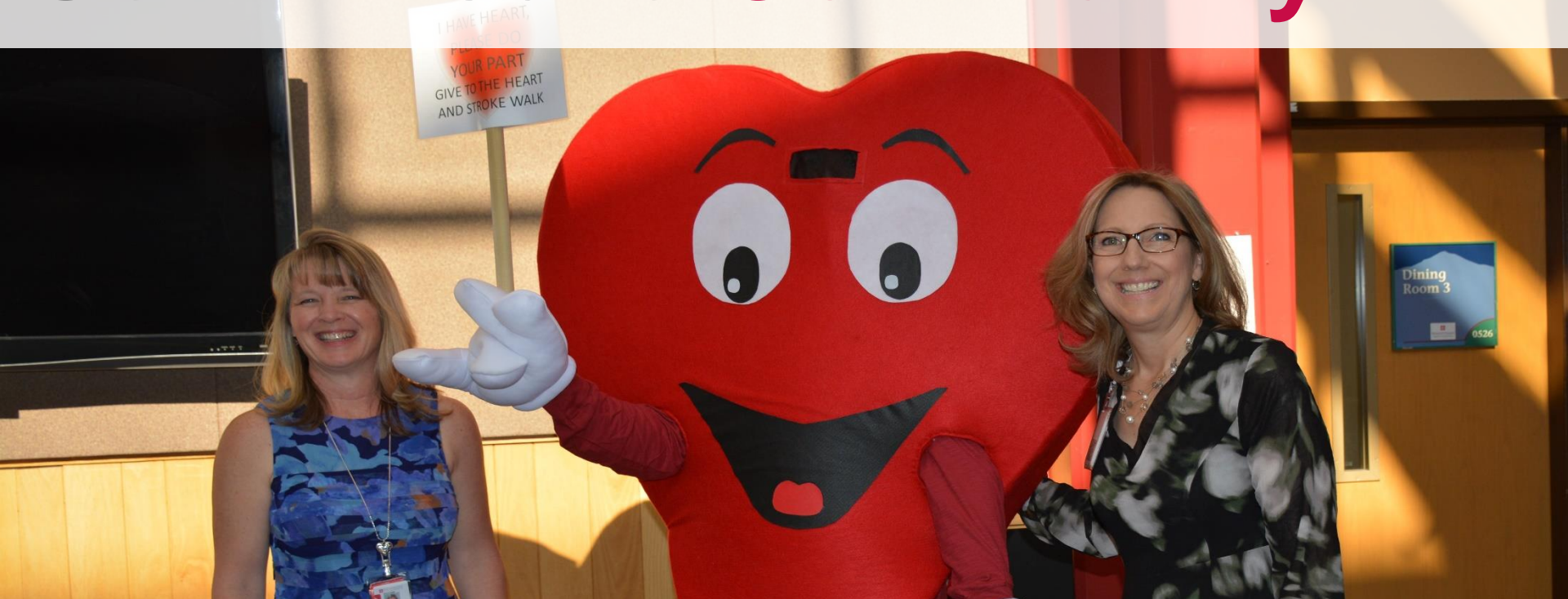
Memorial has been part of the Colorado Springs community since 1904. Contribution to the local economy in fiscal year 2016:

Community benefits contribution	\$137.1 million (28% increase from FY15)
Uncompensated/charity care cost	\$71.4 million (37% increase from FY15)

Our efforts focused on three key initiatives:

- **Making care accessible**, including subsidizing care and increasing care access points.
- **Building community connections** through support of nonprofit programs, community education and job creation.
- **Moving care forward** through world-class medical research, improving care quality and training the next generation.

Committed to **Community**



Memorial outreach programs:

- **P.A.R.T.Y. Program** (Prevent Alcohol and Risk-Related Trauma in Youth) – Daylong interactive injury-awareness and prevention program in which teens learn the consequences of poor choices
- **Heart Failure University** – Free weekly classes offering information on how to manage heart failure through medication, diet and exercise.

Committed to **Workforce**

**TOP
WORK
PLACES
2016**

THE DENVER POST

- For third straight year, UCHealth recognized as one of the best places to work in Colorado
- UCHealth ranked No. 19 among large employers in a survey of more than 45,600 employees statewide

Quotes from our employees...

- ✓ *“I am helping patients live a better life.”*
- ✓ *“I feel my job is meaningful.”*
- ✓ *“Every day is different and I am challenged.”*

Patient Experience



- A national hospital quality database has ranked Memorial in the top 10 percent among more than 250 academic and community hospitals nationwide.
- More patients choosing Memorial Hospital for their care:
 - Clinic visits up more than 9 percent
 - Deliveries up nearly 3 percent
 - Acute inpatient admissions up 28 percent


Patient Experience



- **Moments To Shine** program offers patients unique, special experiences as they navigate their health-care journey.



Community **Impact:** Partnerships

- 
- Colorado College Athletics/Denver Broncos
 - Sky Sox Baseball/Colorado Avalanche/Denver Nuggets
 - U.S. Olympic Training Center/Broadmoor World Arena

Community Health Needs

Completed a community needs assessment that identified the following health needs:

- Breastfeeding education
- Diabetes prevention
- Weight management

On the **Horizon**

- Trauma Center expansion for Memorial Hospital Central
- Expansion for Memorial Hospital North
- Children's Hospital Colorado building a new hospital on the Memorial Hospital North campus, expected to open in 2018
- Annual \$3M contribution to the CU School of Medicine Branch Medical Campus

Questions?