



UCHealth Memorial Hospital

Improving **lives** in our community

Annual Report to City Council | Dec. 7, 2015

George Hayes, Memorial Hospital, 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 2015

- 441,284 Outpatient Visits
- 501 Inpatient Beds
- 27,022 Inpatient Admissions & Observation Visits
- 136,422 Emergency Department Visits
- 19,788 Surgeries
- 103,808 Patient Days
- 4,309 Deliveries
- 3,556 Employees

Financial Commitments

FY 2015 at a glance:

- \$1.345 million revenue-sharing payment to the City of Colorado Springs
- \$15.4 million investment in state-of-the-art technology, equipment and new physicians

Since 2012:

- UCHealth has spent more than **\$108 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

- First in Colorado to offer MRI-safe implantable cardioverter defibrillator
- Radiation oncology building under construction at Memorial Hospital North
- New cardiac catheterization lab at Memorial Hospital North
- Only pediatric neurosurgeon in Southern Colorado
- Deep brain stimulation treatment options

More Convenience

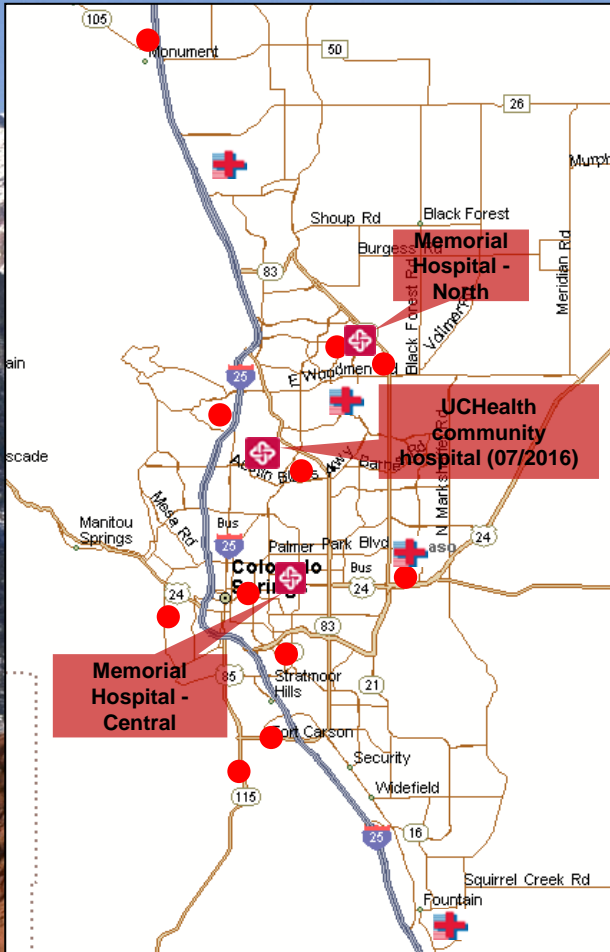
- My Health Connection allows for real-time, 24/7 access to medical records, visit summaries, lab results and more
- More than 136,000 patients are using My Health Connection across UCHealth




More Convenience

- Six new primary care locations in Colorado Springs and Monument
- Now offering cardiology and neurology services in Teller County
- Plans to open new community hospital near UCCS in 2016
- Level III trauma designation at Memorial Hospital North
- Oncology Infusion services available at Memorial Hospital North



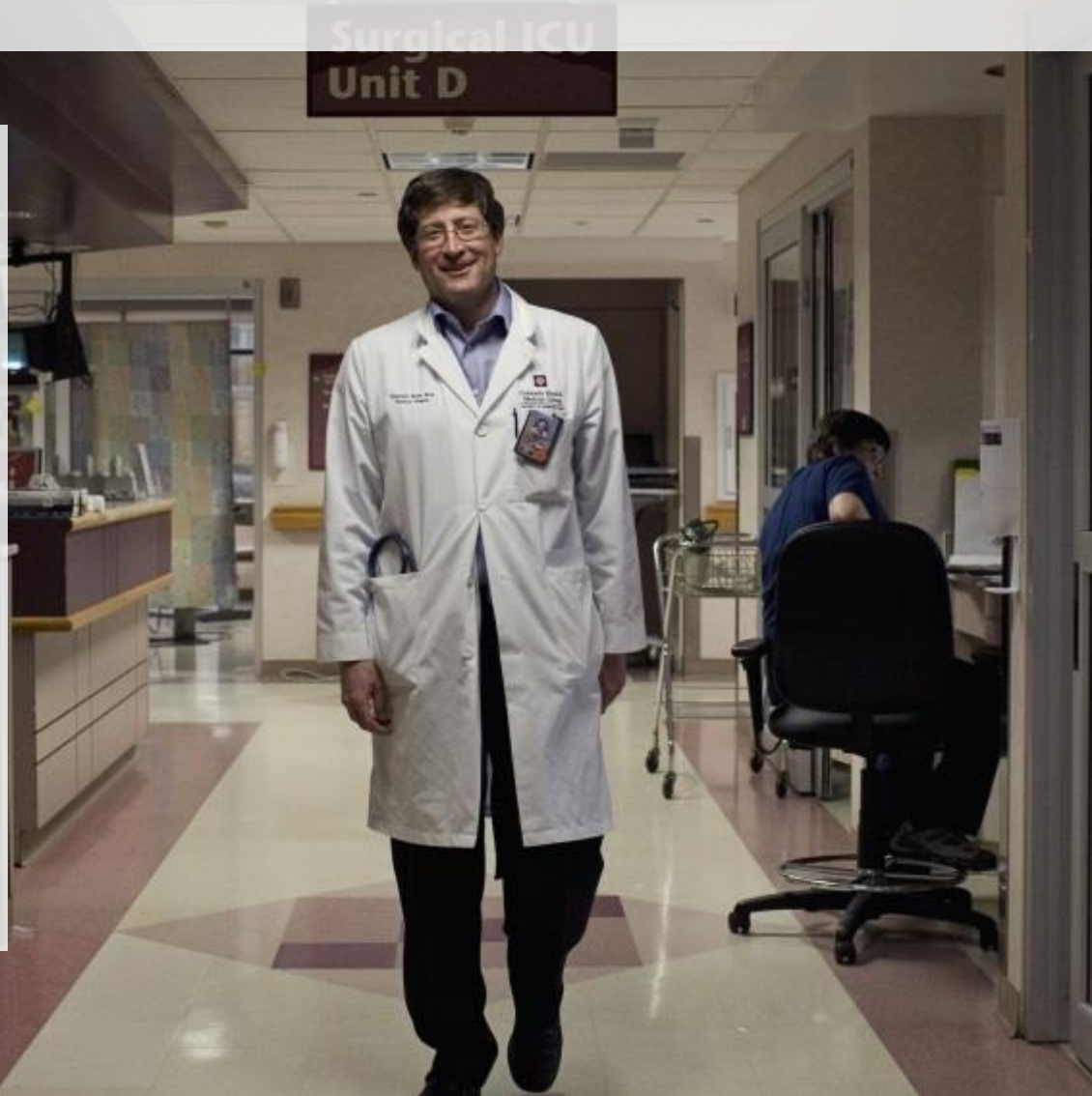
Care Closer to Home



-  Memorial Hospitals
-  UCHealth Clinics
-  UCHealth ER Locations

Care Closer to **Home**

- Developing a strong physician network in Colorado Springs:
- 84 physicians & six primary care locations
- Alignment with the CU School of Medicine to train tomorrow's physicians and bring more doctors to our community
- Partnerships with community practices
- Opportunities for patients to participate in clinical trials



Committed to **Community**

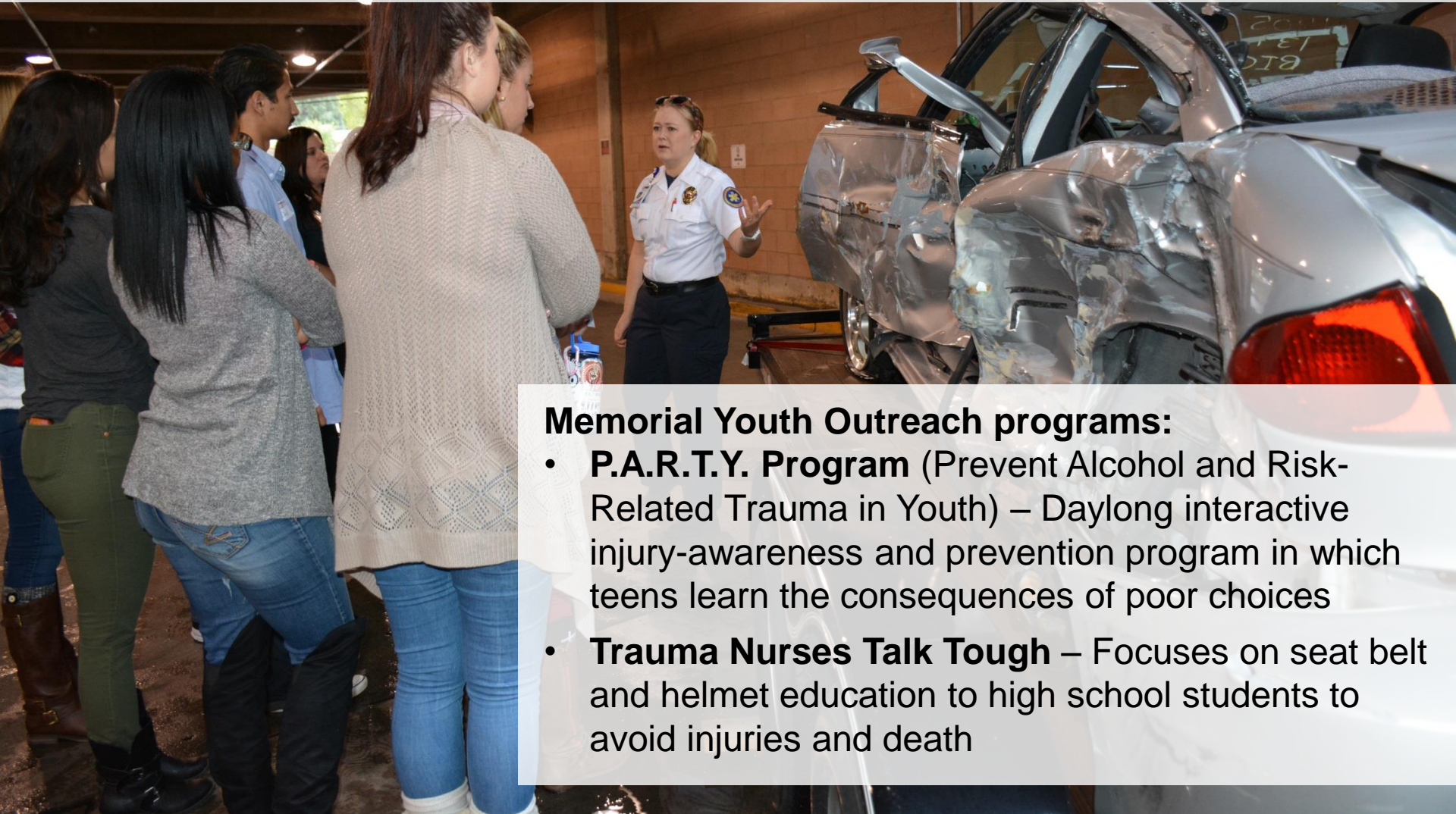
Memorial has been part of the Colorado Springs community since 1904. Contribution to the local economy in fiscal year 2015:

Community benefits contribution	\$106.7 million
Uncompensated/charity care cost	\$52 million

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 Youth 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
- **Trauma Nurses Talk Tough** – Focuses on seat belt and helmet education to high school students to avoid injuries and death

Committed to **Quality**

When compared to academic
and leading hospitals nationwide:

- Ranking: #81
- Previous Ranking: #117
- Gain: 36 spots

Committed to **Quality**



- Ranked #4 in Colorado by *U.S. News & World Report*.
- Honored with the Colorado Safety Coalition's Patient Safety Award.
- Awarded the American Association of Critical-Care Nurses' Beacon Award for critical-care excellence.
- Designated as a Primary Stroke Center by Joint Commission.
- 102 clinical trials are currently underway including 65 oncology trials, 13 cardiac trials and 24 others.

Committed to **Workforce**



THE DENVER POST

Rank	Company
1	USAA
2	Edward Jones
3	Alliance Data Retail Services
4	Rose Medical Center
5	Anadarko Petroleum Corp
6	Arapahoe Community College
7	Charles Schwab & Co
8	Jefferson Center for Mental Health
9	Oppenheimer Funds
10	UCHealth

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



- Patient satisfaction scores rose significantly from 2014 through October 2015
- 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

Community Impact



- Colorado College Athletics
- Sky Sox Baseball
- U.S. Olympic Training Center in Colorado Springs

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
- Magnet designation for nursing
- Children's Hospital Colorado building a new hospital on the Memorial Hospital North campus, expected to open in 2018
- New 22 bed community hospital opening 2016 near UCCS
- Annual \$3M contribution to the CU School of Medicine Branch Medical Campus; 24 medical students to begin clinical rotations in April

Questions?