

Overview of UCHealth's Southern Colorado Region

Fiscal year 2023 (July 1, 2022 – June 30, 2023)

Lonnie Cramer, President and CEO
UCHealth Southern Colorado Region
October 9, 2023



UCHealth overview

Colorado-owned and operated, nonprofit health system and an independent and separate 501(c)(3) from University of Colorado.



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.

UCHealth commitment to the community

UCHealth invests in the community through uncompensated care, research, education, partnerships, and health programs.

\$1.1B

TOTAL COMMUNITY
BENEFIT.

\$378M

MORE PROVIDED IN COMMUNITY
BENEFIT BEYOND OUR TAX
EXEMPTION.

Largest provider of
Medicaid services in
Colorado

Region's largest
and most
comprehensive
investment in
behavioral
health

Committed to
lowering costs and
increasing access
to affordable,
high-quality care

UCHealth investment in Colorado Springs

FY2022 community benefit

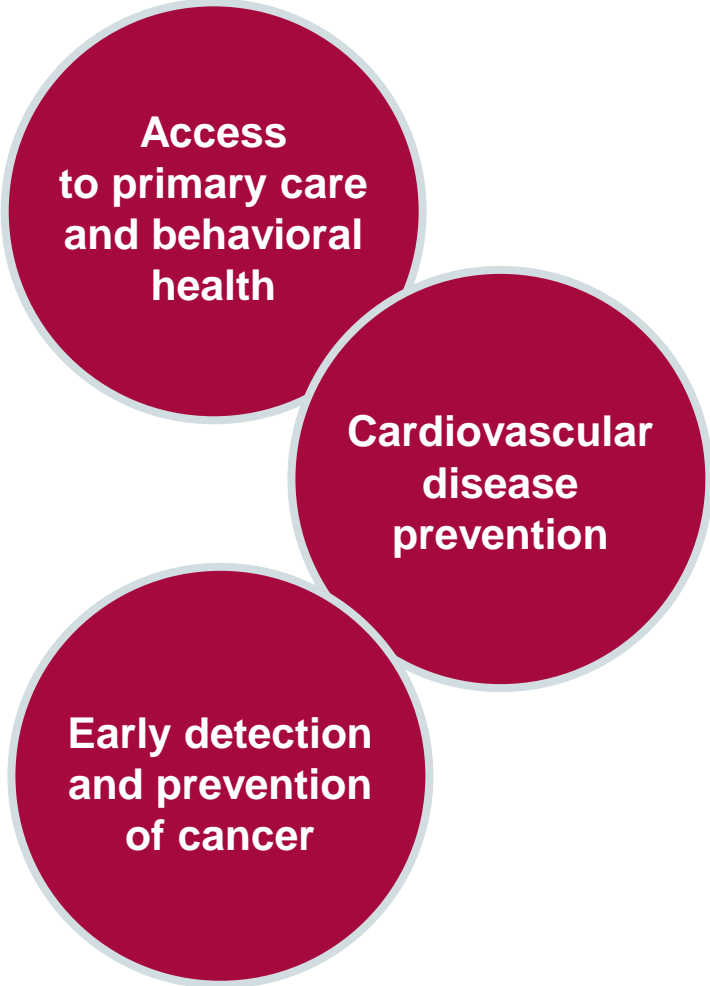
\$221M

TOTAL COMMUNITY
BENEFIT

\$84M

UNCOMPENSATED CARE FOR
UNINSURED AND
UNDERINSURED

COMMUNITY HEALTH BENEFIT
PRIORITY AREAS OF FOCUS



Overview of Colorado Springs hospitals

47,300
admissions and
observation visits¹

4,900
deliveries

25,400
surgeries

1,975,500
outpatient visits²

161,300
urgent care
visits

218,600
emergency
visits



*Memorial
Hospital
North*



*Grandview
Hospital*



*Memorial
Hospital
Central*

¹ Bedded patients

² Includes clinic, urgent care, ancillary, and procedural visits

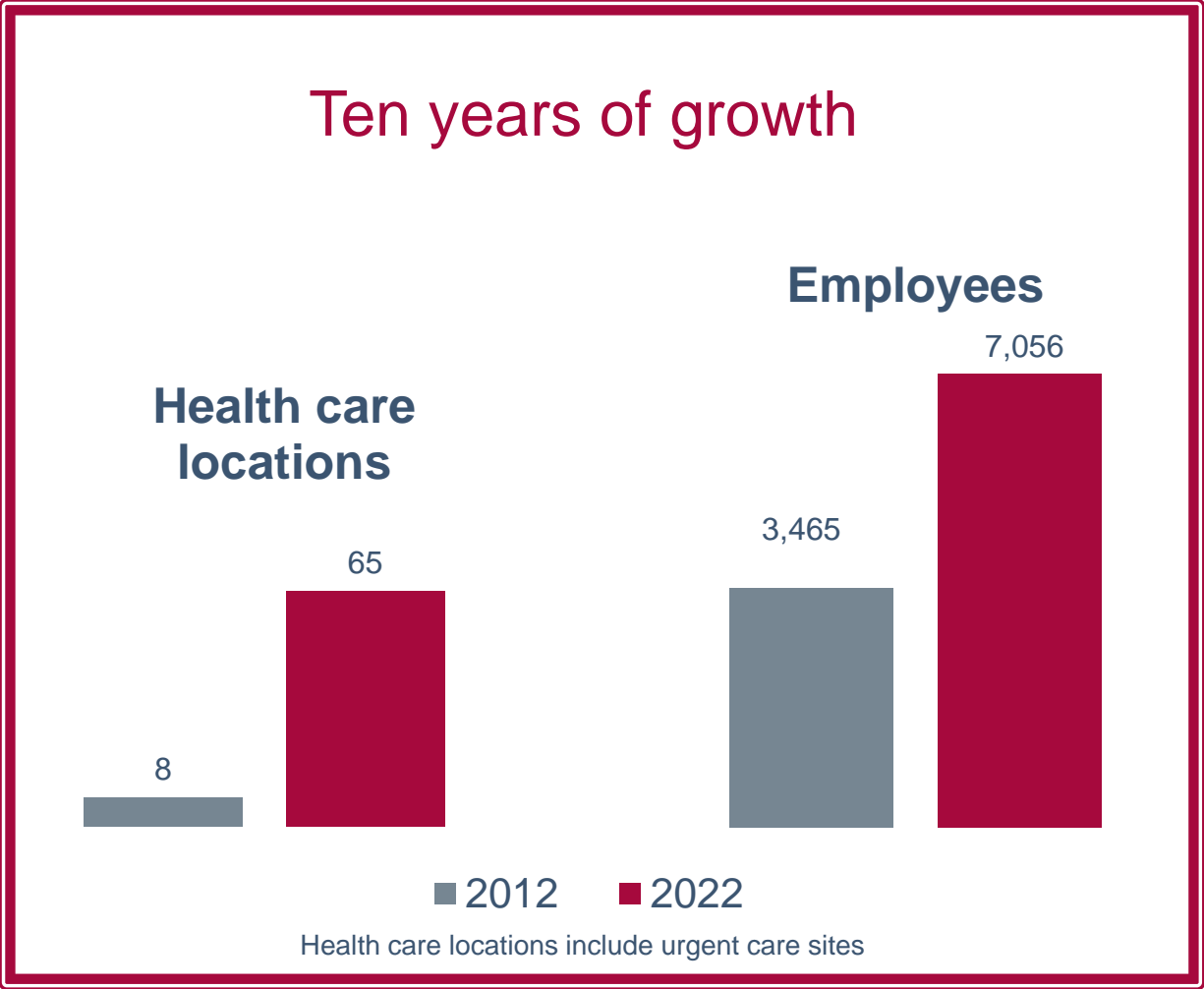


UCHealth Memorial Hospital ranked #1 in Colorado Springs, #4 in the state

Rated high performing in 10 procedures / conditions:

- Abdominal aortic aneurysm repair
- Aortic valve surgery
- Colon cancer surgery
- Heart attack
- Heart failure
- Hip replacement
- Leukemia, lymphoma, and myeloma
- Maternity care
- Pneumonia
- Stroke

Growth and achievement



- *Denver Post* Top Workplace (2021, 2022, 2023)
- *Forbes* rankings
 - Top Colorado Employer (2021, 2022, 2023)
 - Best Employer for Women (2023)
- Department of Defense awards:
 - Employer Support of the Guard (2021, 2022, 2023)
 - Military Friendly Employer (2022, 2023)



- Best and Brightest Companies to Work for in the Nation (2021, 2022)



- ADA Best Place to Work for Disability Inclusion (2023)



Workforce and well-being

- Initiatives to support staffing, recruitment, and retention
- UCCS partnership with nursing and social work departments
- Pikes Peak State College nursing program partnership

UCHealth Ascend Career Program

\$50M investment over five years.

Up to **100%** tuition-free education for select clinical certifications.

Up to **\$5,250** annually for all programs at accredited universities.

1,214 enrolled in fully and partially funded programs. *(Feb 2022-Aug 2023)*

Magnet Designation

- UCHealth Memorial Hospital Central and Memorial Hospital North jointly earned their first designation as an American Nurses Credentialing Center (ANCC) Magnet hospital as of April 20, 2023
- This recognition is the highest and most prestigious credential an organization can achieve for nursing excellence and quality patient care¹
- Received three ANCC exemplars²

¹Held by fewer than 10% of hospitals in the United States

²Outperformed national quality benchmarks for pressure injury prevention, low surgical errors, and percentage of nurses who have achieved a bachelor's degree or higher



Expanded access to care

Interquest Medical Center

- Opened May 2023
- Orthopedic and primary care clinics, along with lab, rehab, and comprehensive imaging services

Eastview Medical Center

- Opened October 3, 2023
- Offers outpatient imaging, outpatient rehab, lab and pre-admissions testing, breast imaging, an ambulatory surgery center and multi-specialty orthopedics, urology, women's care, breast surgery, primary care, and ENT clinics

Memorial Hospital North

- Added 16 beds



Interquest – corner of Interquest and Voyager (80921 zip code)



Eastview – located off of Powers between Barnes and N. Carefree (80917 zip code)

Expanding access through virtual care

We continue to focus on offering video appointments to provide timely and convenient access to care for all our patients



87

unique primary care and specialty care clinics offering video appointments



42k

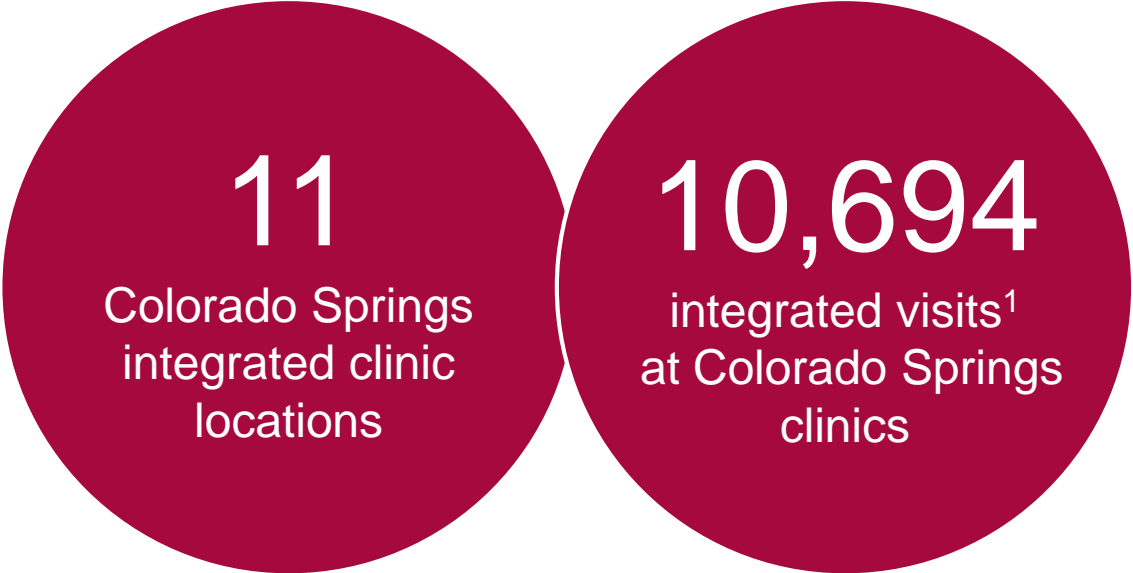
primary and specialty care video appointments



Our commitment to behavioral health

Integrated primary and behavioral health care

Comprehensive care in one location.



UCHealth is investing more than \$150M in behavioral health, the largest and most comprehensive investment in the region

Behavioral Health Connect (BHCON) co-responder program

- Partnership with local government agencies including El Paso County Sheriff's Office, Fountain Police Department, and Manitou Police Department
- Pairs a licensed behavioral health clinician with law enforcement for a coordinated response to behavioral health-related emergency calls
- Aims to prevent unnecessary hospitalization and/or incarceration of individuals with behavioral health needs
- Facilitates crisis intervention and other behavioral health-related trainings for local law enforcement agencies
- Provides follow-up communication to support access to resources and the continuum of care



Supporting our veterans and armed forces

- Lead agency in “Next Chapter” program providing services for **Veteran Suicide Prevention** pilot program¹
- Signed formal training agreement with the Defense Health Agency’s Colorado Military Health System to increase training opportunities for military health care personnel to develop or maintain vital high acuity clinical skills²
- **Expanded training agreements** with U.S. Air Force, Evans Army Community Hospital, and Army Special Forces
- Developing an outpatient program to support service members and veterans with high-risk behavioral health needs
- **Dedicated efforts to recruit military members and spouses**, including the development of a Military Spouse and Significant Other Committee³
- Established **Military Friendly Committee** focused on support for employed military members and families



Lonnie Cramer, President and CEO of Memorial Hospital, and Col. Edward Mandril, Evans Army Community Hospital Commander and Colorado Military Health System Director, sign a formal training agreement May 2, 2023.

¹ Community partners include Mt. Carmel Veterans Service Center, UCCS Veterans Health and Trauma Clinic, Family Care Center, and NAMI

² Personnel from Fort Carson, the U.S. Air Force Academy, Buckley Space Force Base, Peterson Space Force Base, and Schriever Space Force Base will participate in the training

³ Focused on employment at Peterson Space Force Base, Schriever Space Force Base, the U.S. Air Force Academy, and Fort Carson

Forensic Center of Excellence (FCOE)

- Opened first fully in-house Forensic Nurse Examiner program in Colorado April 2023
- Supports patients who have experienced sexual assault, intimate partner violence, and assaults like strangulation
- **Funded by a \$2.8M grant through the Office of Victims of Crime**
- The first and only hospital-based FCOE in the world
 - 5 complete exam rooms
 - State-of-the-art telehealth office
 - Fully-outfitted conference room for educational offerings



Vision for southern Colorado

Primary Care

- Opening three new primary care locations to address the primary care shortage
- Locations include Interquest Medical Center, Fountain, and Black Forest

Memorial Hospital Central

- Adding 40 beds to Memorial Hospital Central; expected to open in Winter 2023
- Continue to develop as a specialized, regional medical center by investing in sub-specialized services such as surgical oncology and cardiac surgery



Mobile Stroke Treatment Unit (MSTU)

- Unit was among only three in the nation when it went into service in Colorado Springs in 2016
 - MSTU study published in the *New England Journal of Medicine* (2021) showed patients treated in MSTUs are 2.5x more likely to have good outcomes
- Colorado Springs to have a dedicated UCHealth MSTU
 - January 2024
 - Over \$731,000 raised so far



Thank you to our providers
and employees for their
commitment to our patients.

They make extraordinary
possible, each and every day.



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