



# Peak Vista

Community Health Centers

2013 Annual Report

# We are Peak Vista Strong.

Dear Friends,

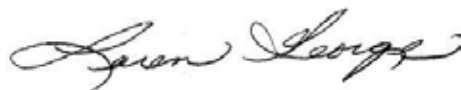
Thank you for your ongoing support of Peak Vista Community Health Centers. Your support made an impact in the delivery of quality care in the lives of over 70,000 patients in 2013. Change is endemic to the healthcare industry, and with ever fluctuating political climates, medical advances and safety regulations, the delivery of care creates an intricate, evolving challenge. Yet, one constant in healthcare remains: the need for people to access quality care.

Throughout the year, we remained focused on patient-centered care, while simultaneously adapting to changes in policy and healthcare practices. 2013 stood out as a particularly exciting year for Peak Vista with the opening of the Academy Campus, breaking ground on a new Health Center at Fountain, and the implementation of the Affordable Care Act. Because of forward-thinking initiatives like these, Peak Vista achieved a strategic goal by systematically reducing the patient waitlist in December 2013.

As we embark on a new year, we are steadfast in our commitment to our patients and continue to strive for strategic innovation in the delivery of integrated care. Again, we thank you for your support in our efforts. We, along with you, look forward to improving the health and well-being of the Pikes Peak Region – one patient, one family, one community at a time.



Jen Knellinger  
Chairman of the Board of Directors,  
Peak Vista Community Health Centers



Loren George  
Chairman of the Board of Directors, Peak  
Vista Community Health Centers Foundation



Pam McManus  
President & CEO, Peak Vista Community  
Health Centers



BJ Scott  
Executive Director, Peak Vista  
Community Health Centers Foundation



# What Makes Peak Vista Strong?

- The healthcare home for 1 in 10 residents of the Pikes Peak region: In 2013, Peak Vista provided care for over 70,000 patients.
- A high-impact healthcare organization that ensures 83% of revenues support direct services.
- Over 600 dedicated staff, each committed to our mission of providing exceptional medical, dental and behavioral healthcare for those facing access barriers.
- 100 doctors, dentists, and mid-level providers who work tirelessly to care for an average of 1,150 patients every day.
- A committed group of donors, grantors, and partners who generously provide support to ensure that Peak Vista continues to have an impact.
- 21 health centers spread across 15 service locations.
- OB/GYN providers delivered 13% of the babies born in El Paso County in 2013.
- Dedicated to fiscal accountability and responsibility: In 2013, we were able to leverage every dollar granted by the Federal government into \$10 of healthcare.

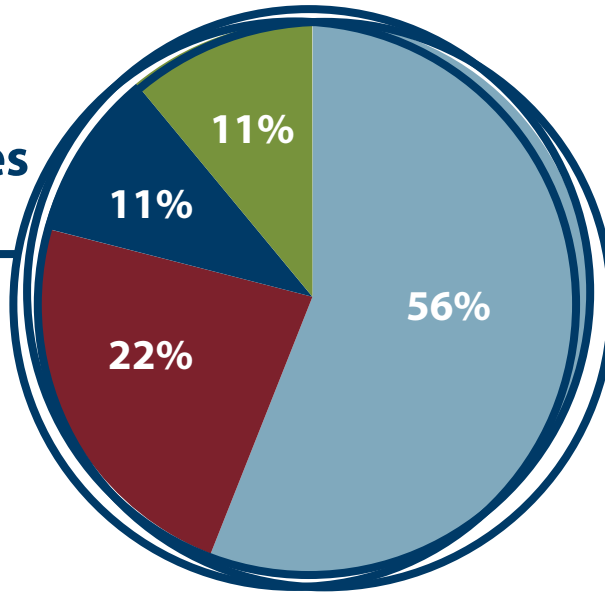
Peak Vista  
providers care for  
**1,150**  
patients  
every day.



# Key Facts

## Annual Funding Sources 56% Patient Visits

- Patient Visits  
(Medicaid, Medicare, CHP+, patient co-pays and commercial insurance)
- Contributions, Donations and Other
- State Support
- Federal Funding



## Charity Care Provided \$15,828,898

- 👉 \$15,828,898 in charity care provided for medical, dental, behavioral and health-education services
- 👉 Volunteer doctors provided **2,862** hours of service
- 👉 Leveraged every dollar granted by the Federal government into **\$10** of healthcare
- 👉 Peak Vista Providers delivered **1,277** babies
- 👉 Filled **225,110** prescriptions
- 👉 Provided students with **12,936** internship hours
- 👉 **83%** of expenses supported direct patient care
- 👉 Provided **1,280** homeless patients with **6,313** patient visits
- 👉 Less than **1%** of charges were bad debt and not included in Charity Care



## Personnel

**100** Doctors and Mid-level Providers  
(Physicians, Dentists, PAs, NPs, CNMs, and Dental Hygienists)

**174** Clinical Support  
(RNs, MAs, Dental Assistants, Lab and Pharmacy Staff, etc.)

**239** Clinical Administrative Support Staff

**113** Administrative Staff



**5,708**

**Volunteer Hours**

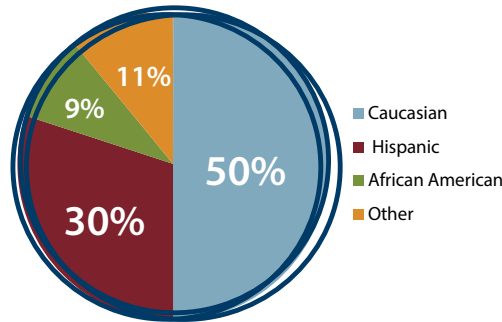
## Patient Demographics

### Patient Income Level

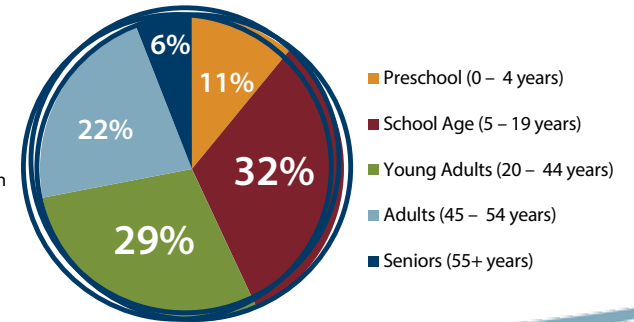
86% were at or below 200% of the Federal Poverty Level (FPL)  
2013 Federal poverty guidelines at 200% FPL

- 👉 \$22,980 for a single person
- 👉 \$47,100 for a family of four

### Ethnicity of Patients



### Age of Patients



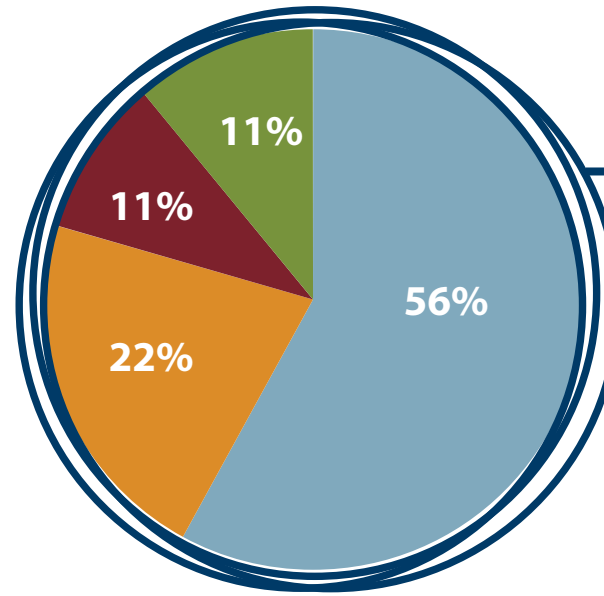
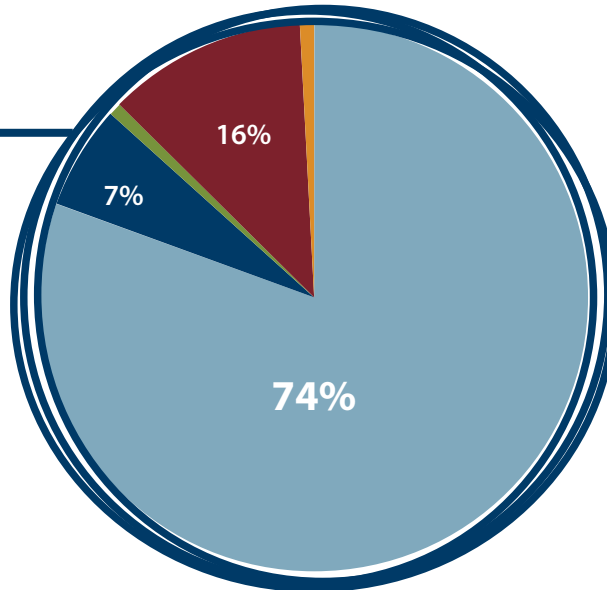
# Financials

Payor Source	Visits
Medicaid	50%
No Insurance	35%
Medicare	9%
CHP+	3%
Commercial Insurance	3%

Primary Care Services By Type	Visits
Medical	232,783
Care Coordination	38,479
Dental	29,119
Behavioral Health	16,683
Support Services	1,995

## Expenses \$54,797,791

- Primary Medical Care  
**\$40,698,741**
- Dental Care  
**\$3,817,973**
- Homeless Healthcare  
**\$774,256** 2.2%
- General & Administrative  
**\$9,024,751**
- Fundraising  
**\$482,070** .8%



## Support & Revenues \$56,712,429

- Net Patient Revenues  
**\$31,874,814**
- Contributions & Other Revenue  
**\$12,688,364**
- Federal Grants  
**\$6,167,050**
- Colorado State Programs  
**\$5,982,201**

**Total reinvested in our mission and capital projects is \$1,914,633**



*"Peak Vista was there when I needed them most. Now, I choose Peak Vista even though I have money and am insured, because I know that I can rely on them for quality care."*

- Paul H.  
Small Business Owner  
Peak Vista Patient by Choice



# Peak Vista Highlights



## Fountain Ground Breaking

On August 29, Peak Vista broke ground for construction of the new Health Center at Fountain. The ceremony included brief remarks from Pam McManus, Peak Vista President and CEO; Cheryl Serrano, Superintendent of Schools, Fountain-Fort Carson School District 8; Dennis Hisey, El Paso County Commissioner, District 4; Jeri Howells, Mayor, City of Fountain and Jess Adams, DDS, Peak Vista's Dentist in Fountain.

Upon completion, the 14,000-square-foot building will replace the existing location that Peak Vista has occupied since 2005 and will significantly increase capacity for medical and dental patients. Fountain-Fort Carson School District 8 donated the land, and a portion of the capital campaign funds for the new facility were contributed by private donors and a variety of foundations.

## Affordable Care Act

2013 brought an intensive focus on the preparation for and implementation of the Affordable Care Act (ACA). Peak Vista applied for funding and was awarded grants from Health Resources and Services Administration (HRSA) and Connect for Health Colorado. This funding supported the hiring and on-going training of employees to assist patients in navigating the various nuances of healthcare changes. In addition, Peak Vista cross-trained 40 existing staff members to provide valuable information to residents of the Pikes Peak Region through community outreach and education efforts.

The impact of Medicaid expansion on Peak Vista was substantial as many currently uninsured Peak Vista patients were identified as being newly eligible for Medicaid with coverage effective as early as January 2014. An outreach campaign was created to inform patients of the new eligibility guidelines and explain changes in healthcare coverage.

As of December 31, over 5,600 families were educated by Peak Vista staff on the Affordable Care Act, Connect For Health Colorado and Medicaid expansion.

In 2014, Peak Vista will continue to guide patients and community members through the enrollment process as the demand for information remains strong.



## Academy Phase I Completion

In January, the move into Peak Vista's largest facility to date began when the Convenient Care Center (CCC) moved to the North Academy site. The campus is comprised of two separate buildings: a Medical Office Building (MOB) and a space formerly used as a hospital and birthing center.

Peak Vista renovated a small portion of the hospital building for the CCC and remodeled the third floor of the MOB and a portion of the first floor. Health Center and departmental moves were completed in March. The MOB building now houses two health centers and the Developmental Disabilities Health Center, while a new pharmacy, enrollment services area and a laboratory are located on the first floor.



*"Not only did I get great care, I was treated exceptionally by Peak Vista's kind staff. From doctors to receptionists, the staff is professional, welcoming and committed to serving patients like me."*

**-Charles C.  
Community Advocate**  
*Considers Peak Vista his Medical Home*

## Waitlist Reduction

After the economic downturn of 2008, demand for Peak Vista surged far past our capacity to serve. This caused a waitlist for services to grow to a peak of 9,000 people looking for access to primary care in the Pikes Peak region.

By 2013, a concerted effort to address this demand was well underway. Through an increase in our ability to see patients, whether by opening new clinics, hiring additional providers, adjusting appointment times or extending health-center hours, the effort successfully eliminated the waitlist.



# Get Involved with Peak Vista



## *Legacy of Care Circle Members:*

Dr. and Mrs. Tom Bates  
Dr. and Mrs. Elliot Cohn  
Mr. Bill Edmondson  
Dr. and Mrs. Robert Foerster  
Ms. Peggy K. Gardner  
Mr. and Mrs. Steve Ingham  
Mr. David Lord  
Mr. and Mrs. Ray Rhodes  
Mr. and Mrs. Randy Scott  
Dr. Amilu Stewart  
Anonymous (3)

*Members of the Legacy of Care Circle have answered the question “How do I want to be remembered?” by making a conscious choice to include Peak Vista in their Planned Giving.*



## Ways to Donate

Peak Vista is grateful to our donors for their support in helping us sustain exceptional healthcare to those who face access barriers. There are many ways that you can support Peak Vista:

- Consider joining the Health is Wealth Club by designating an automatic, recurring monthly donation on a credit card. Rest assured that you are providing a stable and sustainable source of income to support Peak Vista healthcare programs.
- Purchase a ticket, a table or become a sponsor of the Breakfast of Champions featuring an exciting Olympic Gold Medalist as Keynote Speaker.
- Peak Vista is designated as a project of the El Paso County Enterprise Zone; donors who make a gift of \$500 or more to Peak Vista through the Enterprise Zone are eligible to receive a Colorado state tax credit equal to 25% of their donation amount, in addition to regular federal and state tax benefits.
- Online by credit card at [www.peakvistafoundation.org](http://www.peakvistafoundation.org).
- Mail a check payable to Peak Vista Foundation to 722 S. Wahsatch Ave., Colorado Springs, CO 80903

For more information about the services your Planned Giving will help to sustain, please visit [www.peakvistafoundation.org](http://www.peakvistafoundation.org) or call (719) 344-6605.





"Having volunteered at the Peak Vista clinic for over 20 years, I fully recognize the needs of those in our community who face barriers to accessing healthcare. And though the generosity of regular donors helps Peak Vista to realize their mission to provide this care, it is clear that the need will persist no matter what the political or economic climate. This and other reasons contributed to the decision my wife, Cyd, and I made to include Peak Vista Foundation in our estate planning.

We are proud to have been a part of this community for 25 years and feel fortunate to live in such a wonderful place. Cyd and I also believe it is important to instill the value of philanthropy and a tradition of supporting our community in our sons.

This gift to the Peak Vista Foundation will serve as a permanent example of a way to help those in need. I have seen first-hand that Peak Vista provides the stewardship necessary to ensure that donated funds go directly to the fulfillment of their mission, and am confident that our gift will be utilized to its best value. There are numerous options for planned giving and we urge you to join us in ensuring that the Peak Vista mission can be fulfilled for future generations.

I encourage you to add your name to the member list of Peak Vista Foundation's Legacy of Care Circle."



Dr. Elliot and Cyd Cohn  
Elliot J. Cohn, M.D.  
Urological Associates, PC



## *Looking for other ways to get involved?*

Volunteer for  
Peak Vista's  
First Visitor  
Program!

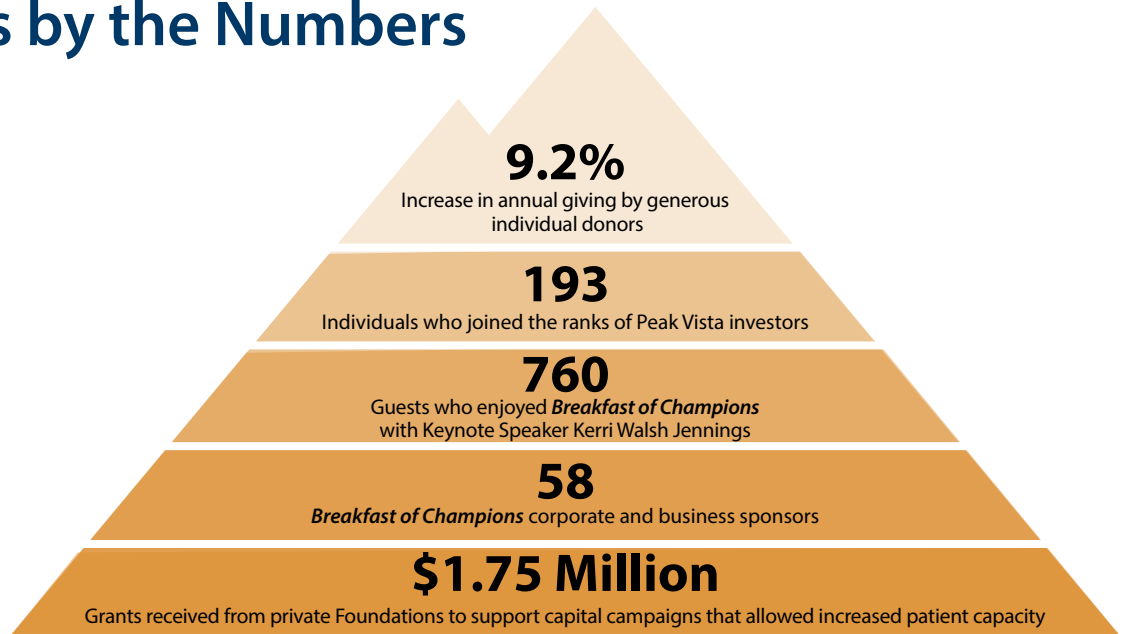
First Visitor is a  
home support  
program for  
new parents.

Call  
**(719) 344-6639**  
for more  
information  
on Volunteer  
opportunities.





# Foundation Highlights by the Numbers



## Breakfast of Champions

Over \$200,000 was raised from more than 760 guests who attended the 9th Annual Breakfast of Champions featuring keynote speaker Kerri Walsh Jennings, three-time Olympic Gold Medalist in Beach Volleyball. The evening prior, Ms. Jennings, alongside USA Volleyball representatives, coached Peak Vista pediatric patients and other children from the community in a volleyball clinic. The children were delighted to not only receive tips on bumping and serving, but thankful for the opportunity to hold one of Ms. Jennings' Olympic gold medals.

The investment from you, our donors, will support Peak Vista's mission to provide access to quality healthcare services. Our sincere appreciation to El Pomar Foundation, which has been the Presenting Sponsor of Breakfast of Champions for nine years and a true partner to Peak Vista since 1976. All of our guests and sponsors are truly Champions to Peak Vista. Thank you!



## Peak Vista Leadership

**Pam McManus, MBA, CPA**  
President & CEO

**Kandi Buckland, RN, MPA**  
Vice President of Operations

**Brady Fitzwater, MSA, CPA**  
Vice President of Finance

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Vice President of Medical and Dental Services

**BJ Scott**  
Executive Director, Foundation

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**Scott Robinson, DO**  
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**Amir Salek, MD**  
Assistant Vice President of Medical Services

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**Santiago "Bob" Duran**

**Steve Scott**

**Victoria Stone**

**Pam Taylor, M.D.**

**Vincent Yorke**

**54%** of the Health  
Center's Board of  
Directors are active  
patients.

## Peak Vista Foundation Board of Directors

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**Steve Ingham**, Vice Chairperson

**Jason Doyle, MBA**, Treasurer

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**Robert Willson, JD**

**100%** of the Health Centers and Foundation board members contribute financially.



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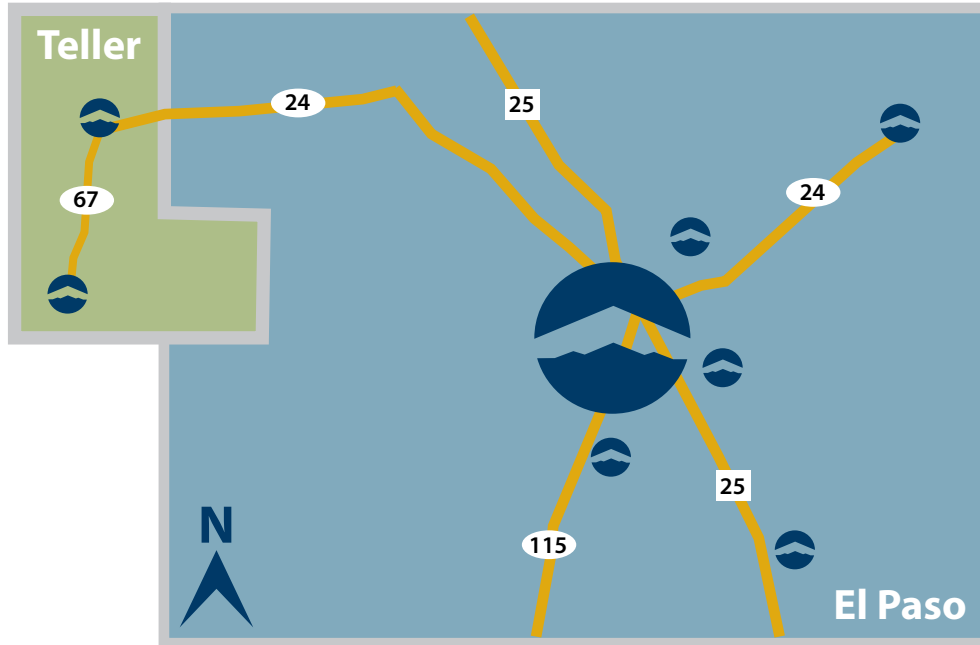
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*-Amairani A.  
Colorado College, Pre-Med Student  
Peak Vista Patient since age 5*



# Peak Vista Locations

*Celebrating 43 years of service to El Paso and Teller Counties.*



**Peak Vista covers 2,700 square miles**

## 21 Health Centers at 15 Locations

### Health Centers

- **Health Center at Academy**  
3207 N. Academy Blvd., Suite 3100
- **Health Center at Academy**  
3207 N. Academy Blvd., Suite 3500
- **Health Center at Divide**  
34 Hybrook Road S.
- **Health Center at Fountain**  
301 E. Iowa Ave.
- **Health Center at Myron Stratton**  
410 Gold Pass Heights Rd.
- **Health Center at Logan Center**  
430 Gold Pass Heights, 2nd Floor
- **Health Center at Union**  
225 S. Union Blvd., 1st Floor
- **Colorado Springs Senior Health Center**  
722 S. Wahsatch
- **Convenient Care Center**  
3205 N. Academy Blvd.
- **Dental Health Center**  
2828 International Circle, Suite 100
- **Developmental Disabilities Health Center**  
3207 N. Academy Blvd, Suite 3300
- **Homeless Health Center and Mobile Van**  
117 W. Rio Grande St.
- **Lane Family Senior Health Center**  
4863 N. Nevada Ave., 2nd Floor
- **Health Center at Moreno**  
875 W. Moreno Ave.
- **Pediatric Health Center**  
2828 International Circle, Suite 140
- **Ronald McDonald Care Mobile**
- **School Based Health Centers**
  - **Cripple Creek- Victor Mountain Health Center**  
Cresson Elementary School, 410 N. C St.
  - **Entrada**  
Carmel Middle School, 1740 Pepperwood Dr.
  - **Falcon Peak Health Center**  
Falcon Elementary School, 12050 Falcon Hwy
- **Women's Health Center**  
225 S. Union Blvd., 2nd Floor



**Peak Vista  
Community Health Centers**

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