



Peak Vista Community Health Centers

2016 Annual Report

PEAK VISTA COMMUNITY HEALTH CENTERS

Dear Friends of Peak Vista,

On behalf of our nearly 900 dedicated staff members, we would like to extend our sincere appreciation for your dedication and contributions toward improving the health and wellness of our beautiful communities. With your unwavering support, Peak Vista has been able to provide exceptional care to more than 90,000 of our friends and neighbors, as well as to create jobs in the Pikes Peak and East Central regions of Colorado. Thank you!

Each of us has been given the gift of life and this gift consists of a finite number of minutes over our lifetime and we get to decide how we will spend each one of those minutes. Each day, Peak Vista's dedicated staff makes the choice to use those minutes to exhibit relentless devotion and compassion to our patients through medical, dental and behavioral health care services. All of this, of course, would not be possible without the continuous support of our donors. Your generous donations and meaningful partnerships have allowed us to provide the quality medical, dental and behavioral health care visits our communities so desperately need. Peak Vista patients often face hard choices in their lives, some as basic as choosing between gas to get to work or asthma medication for their child. Because of you, our patients have hope.



Pamela J. McManus, President and CEO



Donna Johnson, PhD, Board of Directors Chair



Bob Book, Peak Vista Foundation Board of Directors Chair

**“To Provide
Exceptional Health
Care to People
Facing Access
Barriers Through
Clinical Programs
and Education.”**

2016 Annual Report

WHO WE ARE

Peak Vista Community Health Centers is a leading advocate and health care provider for individuals and families with limited access to quality care in the Pikes Peak and East Central regions of Colorado. Quality health care is often defined as providing the health care services a patient needs, when they need it and in the right way. Our nearly 900 dedicated health care providers, clinical support staff and administrative professionals are committed to providing quality patient-centered medical, dental and behavioral health care in the communities we serve. Peak Vista is fortunate to be supported by many volunteers, partner agencies, grantors and donors who help us sustain our mission.



WHAT WE DO

Peak Vista is dedicated to providing exceptional health care services in its 27 health centers spread across 20 service locations while maintaining fiscal accountability and responsibility. We leverage every dollar granted by the Federal government into \$9 of care. As the health care home for more than 90,000 patients, Peak Vista cares for an average of 1,300 patients daily, who live in nine counties in Colorado.

Last year, we

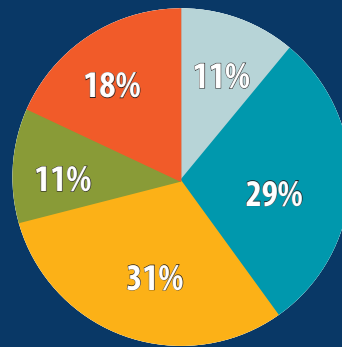
- Provided 405,346 visits for more than 90,000 patients
- Delivered 1,123 babies
- Filled 150,997 prescriptions in three Peak Vista pharmacies
- Provided more than 9,200 student hours and 2,496 intern hours
- Provided 1,387 homeless patients with 6,784 clinical visits
- Provided 1,465 patient visits by volunteer medical health care professionals
- Served 4,160 children with our Well-Child Waiting program
- Provided 2,000 visits with young families in the First Visitor program
- Provided 8,511 books to children during well-child appointments

Lives Touched

PATIENT DEMOGRAPHICS

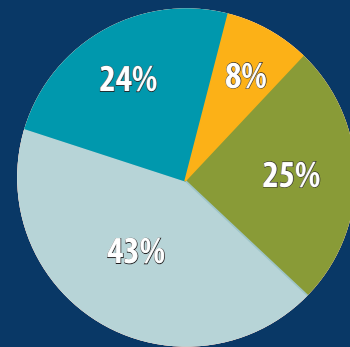
Age of Patients

- Preschool (0-4 years)
- School age (5-19 years)
- Young adults (20-44 years)
- Adults (45-54 years)
- Seniors (55+ years)



Ethnicity of Patients

- Caucasian
- Hispanic
- African American
- Undisclosed



PATIENT INCOME LEVEL

86% of our patients were at or below 200% of the Federal Poverty Level (FPL)

2016 Federal poverty guidelines at 200% FPL is:

- \$23,760 for a single person
- \$48,600 for a family of four

ADOPTION OF DR. CHARLES JOHNSON'S PRACTICE

In late 2016, Dr. Charles Johnson, a well-known and established physician in the Colorado Springs area announced his plans for retirement. Peak Vista was honored to adopt his medical practice. As Peak Vista's 27th health center, the organization assumed care for nearly 10,000 additional patients.

PEAK VISTA MISSION STATEMENT CHANGE

In 2016, Peak Vista enriched its mission statement to embrace an innovative culture of teaching and education. The upgraded mission statement, "To provide exceptional health care to people facing access barriers through clinical programs and education," highlights the inclusion of Peak Vista's Education Health Initiative (EHI) which includes the Family Medicine Residency and the Advanced Practice Registered Nurse programs. The new mission statement also reflects Peak Vista's commitment to our furthering education.

PEAK VISTA PHONE CALL FLOW IMPROVED

Peak Vista set a new goal in 2016: to answer all incoming calls to the customer service center within three minutes. In order to execute this substantial request, senior leadership and front line staff worked tirelessly to investigate and analyze how to best meet this goal. Peak Vista ensured patient issues were resolved by implementing several operational initiatives to include: Nurse Triage, third party call overflow, extended hours to make an appointment, altering the flow of interpretations, expanding a clinical on-call Registered Nurse and enhanced staff education. The total number of work calls increased from 1,261,779 in 2015 to 1,263,638 in 2016. These process improvements increased Peak Vista's call center's grade of service to an astounding 99% answer rate within three minutes.



Heather was referred to Peak Vista after an unexpected hospital visit. She had just moved to Colorado Springs and she didn't have a doctor. Peak Vista's Health Center at South Circle was a convenient location for her and she immediately felt at ease with Talia Schiavone, PA-C, and has been in her care for a year and a half. "Talia understands my complicated and long medical history. I never feel judged and she takes care of every need I have." Heather's chronic pain is monitored and treated closely by Talia. "I used to have such bad anxiety that I didn't leave my house for two years – not even to check the mail. Talia changed my life completely. She has treated my anxiety and I am now able to have a life. I owe it all to Peak Vista and Talia's team. I honestly don't know if I would be here if it wasn't for Peak Vista and Talia. I almost gave up."

-Heather
Patient at Health Center at South Circle

PATIENT SERVICES

Patient Services	Visits
Medical	278,772
Care Coordination and Support Services	64,882
Dental	34,795
Behavioral Health	26,987
Total Visits	405,346

SERVICES BY PAYOR

Payer Type	Mix
Medicaid	67%
No Insurance	13%
Medicare	11%
Commercial Insurance	7%
CHP+	2%

How We Do It

OUR EMPLOYEES

- 150 Providers (Physicians, Dentists, Psychologists, PA's, NP's, CNM's, RDH's, LCSW's and LPC's)
- 277 Clinical Support Staff (RN's, LPN's, MA's, DA's and CNA's)
- 286 Clinical Administrative Support Staff
- 138 Administrative Staff

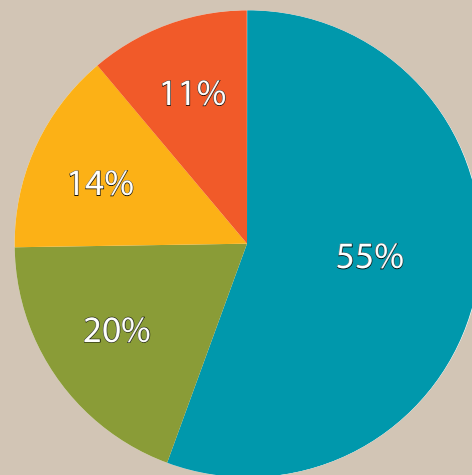
Volunteer clinicians in our community donated **3,287** hours to Peak Vista's mission.



Our Financials

ANNUAL REVENUE SOURCES

- Patient visits
- Contributions, donations and other
- Federal funding
- State funding

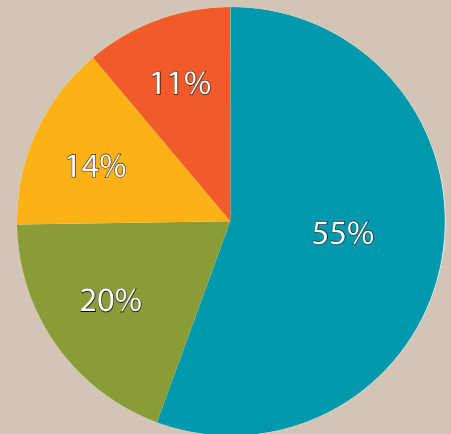


“I was so excited to see that my provider is knowledgeable of my medical history and, most importantly, focused on me and my treatment.”

-Abby, Patient at Health Center at Academy

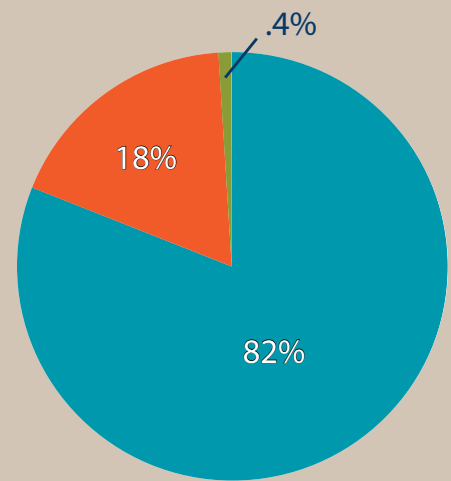
OPERATING SUPPORT AND REVENUE

Net Patient Revenue	\$45,621,220
Contributions and Other Revenue	\$16,049,273
Federal Grants	\$11,620,234
Colorado State Programs	\$9,337,861
Total Operating Support and Revenues	\$82,628,588



OPERATING EXPENSES

Direct Care	\$65,694,061
General and Administrative	\$14,589,724
Fundraising	\$322,425
Total Expenses	\$80,606,210



82% of expenses support direct patient care.

Reinvestment in our mission: **\$2,022,378**

Investment in the Educational Health Initiative: **\$808,092**

Other reinvestment in mission and capital projects: **\$1,214,286**

CHARITY CARE PROVIDED

- **\$8,214,602** in charity care provided for medical, dental, behavioral and health education services
- Charity care represents uncompensated care based on our patients' demonstrated inability to pay
- **Less than 1%** of charges were patient bad debt and not included in charity care

Community Events and Awards

COLORADO SPRINGS HEALTH FOUNDATION GRANT SUPPORTS FAMILY MEDICINE RESIDENCY (FMR) PROGRAM

Peak Vista's greatest challenge to providing health care to those facing access barriers through clinical programs and education is attracting and retaining trained providers to a community-based practice setting. The newly-established Colorado Springs Health Foundation provided Peak Vista a boost with a \$500,000 grant to launch the Family Medicine Residency program.

FUNDERS APPRECIATION BREAKFAST

Peak Vista held the ninth annual appreciation breakfast for our grantors. In 2016, private foundations awarded nearly \$1.2 million in grants to support our programs including Care Coordination, Developmental Disabilities Health Center, Family Medicine Residency, First Visitor, Homeless Health Center, Ronald McDonald Care Mobile®, Women's Health and Well-Child Waiting.

“My provider is awesome. She helps me with everything I need. When I call with questions, she makes me feel like a priority and gets back to me within 72 hours.”

-Tina, Patient at Developmental Disabilities Health Center

EMPTY STOCKING FUND CAMPAIGN

The 33rd Annual Gazette-El Pomar Foundation Empty Stocking Fund Campaign had another successful year raising funds to support community nonprofits. From this, Peak Vista is grateful to have received \$124,755.81 for its Compassionate Care Fund, which helps offer necessary services above and beyond primary care.

BREAKFAST OF CHAMPIONS®

Nearly 700 guests attended Peak Vista's 12th annual Breakfast of Champions® on Wednesday, November 9, in support of Peak Vista's mission to provide exceptional health care to people facing access barriers through clinical programs and education. Three-time Olympic Medalist Mia Hamm served as Keynote Speaker, sharing her inspiring story of how she became a world-renowned soccer legend, as well as overcame health care access barriers in her personal and professional career.

- **Nearly 700** guests enjoyed Peak Vista's 12th annual Breakfast of Champions® with Keynote Speaker Mia Hamm
- **41** Breakfast of Champions® corporate and business sponsors
- **128** new investors in Peak Vista's mission

BREAKFAST OF CHAMPIONS® is a registered trademark of General Mills, Inc. and is used with permission.



2016 PROVIDER QUALITY AWARDS

Peak Vista celebrated its health care providers by hosting the second annual Peak Vista Provider Quality Awards. The awards recognize physicians, Physician Assistants, Nurse Practitioners, dentists and dental hygienists who meet or exceed quality health care measures.

Medical Quality Award Winners

Erin Luna, DO
Mihir Patel, MD
Minta Mathew, MD
Autumn Orser, MD
Michael Reisig, MD
Deepak Honaganahalli, MD
Amy Clauss, MD
Jeff McCutcheon, MD
Meghan Cogswell, PA-C
Lisa Navarro, PA-C

Dental Quality Award Winners

Paul Lombardi, DDS
Gerald Leake, DDS
Marilyn Miller, RDH
Patricia Mondragon, RDH
Anna Vannelli, RDH

Advanced Practice Registered Nurse Quality Award Winners

Kelly Sandberg, NP
Kady Moehring, CNM



ADVANCED PRACTICE REGISTERED NURSE (APRN) FELLOWSHIP

Peak Vista's Advanced Practice Registered Nurse (APRN) Fellowship graduated its inaugural class of five Fellows in August 2016. The program exceeded expectations by providing four technically strong, mission-oriented Nurse Practitioners for Peak Vista and one for a sister FQHC in Olathe, Colorado. Peak Vista's second class of Fellows began in September 2016.



They are so thorough and they really care about my condition. I don't know where I would be treated if it wasn't for Peak Vista.

-Ron, Patient at Health Center at Printers Parkway, 350

FAMILY MEDICINE RESIDENCY (FMR) PROGRAM

With the support of numerous community partners, Peak Vista's Family Medicine Residency (FMR) program welcomed its inaugural class of eight Residents in July 2016. After two weeks of orientation, the Residents began a series of rotations through a prescribed schedule of requirements. The Residency selection committee is currently interviewing and ranking its next class of Residents. First and second-year Residents are required to take a national comprehension academic test. Peak Vista's inaugural Residents scored above the national average.

The success of Peak Vista's Family Medicine Residency program is possible due to the support of community partnerships:

Anesthesia Associates of Colorado Springs
Children's Hospital South Campus, Highlands Ranch
Colorado Dermatology Institute
Colorado Health Medical Group - CHMG General and Vascular Surgery
Colorado Springs Cardiologists, PC
Colorado Springs Health Partners
Colorado Springs Imaging
Colorado Springs Pulmonary Consultants, PC
Front Range Emergency Specialists
Michelle Kim Su Hur, MD – Springs Gastro
Peak Gastroenterology Associates, PC
Peak View Behavioral Health
Penrose Pathology
Penrose-St. Francis Hospital
Pikes Peak Allergy & Asthma
Pikes Peak Nephrology Associates, PC
Rocky Mountain Cancer Centers

Susan Henley, MD - Colorado Springs Endocrine Clinic
Tom Higginbotham, DO
UCHealth/Memorial Hospital
Urological Associates



HEALTH CENTER AT SOUTH CIRCLE

In January, Peak Vista opened the doors of its newest facility near Circle Drive and I-25 after receiving a New Access Point Grant from The Health Resources and Services Administration (HRSA), which includes medical and behavioral health care services. When the originally planned space was no longer available, Centura Health Services stepped in and graciously donated space in conjunction with its clinic.

EXPANDING ACCESS TO AFTER-HOURS CARE

To offer patients convenient appointment times during evening and weekend hours, additional staff has been added to Peak Vista's Convenient Care Center. This improved Peak Vista's wait times for both current and new patients.

OUTREACH WORKERS AT HOSPITAL EMERGENCY ROOMS

Many Peak Vista outreach staff are located inside Memorial Hospital and Penrose-St. Francis Health Services' urgent care centers and Emergency Departments (ED). These staff members gather referrals for follow-up care, assist patients in navigating the health care system and connecting patients with a Primary Care Provider (PCP).

In 2016, Peak Vista expanded the outreach program to the Children's Urgent Care Center. Since doing so, there has been a significant increase in the appreciation of the emergency department physicians, hospital staff and most importantly, patients. Patients are now able to receive follow-up care and connect to their PCP. In 2017, Peak Vista staff will eagerly work with all local hospitals to continue reducing ED visits for primary care.



Leadership

2017 PEAK VISTA LEADERSHIP

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“If it was not for my provider at Health Center at Wahsatch, my life today would be of poor quality. Because of his knowledge and professionalism, my health has improved tremendously. I have lost weight and feel great. He is appreciated throughout the community.”

–Mary, Patient at Health Center at Wahsatch

VOLUNTEER HEALTH CARE PROFESSIONALS

Peak Vista is proud to have a staff of more than 100 medical providers who deliver exceptional health care to our patients every day. In addition, we would like to recognize the following volunteer providers who deliver specialty services on an as-needed basis. These volunteers offer their time and skills to our patients at no cost:

Cardiology

Richard Moothart, MD
Bert Yuan-Shu Wong, MD

Chiropractor

Sean Billings, DC, FIMA

Dermatology

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Listed in alphabetical order by specialty and last name. We apologize for any omissions.

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SYMBOLS

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Stockman Kast Ryan + Co
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Up to \$999

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LEGACY OF CARE CIRCLE

Peak Vista's Legacy of Care Circle recognizes individuals whose vision for Peak Vista and our community extends beyond their lifetime. Members impact thousands of patients by naming Peak Vista in their estate plans, continuing their legacy for years to come. For more information about becoming a member of the Legacy of Care Circle contact the Development Department, at (719) 344-7285, or development@peakvista.org.



Members

Dr. Thomas and Kathleen Bates, Judith Bell, Dr. Elliot and Cynthia Cohn, Dr. Robert and Sue Foerster, Peggy Gardner, Steve and Marlaine Ingham, David Lord, Ray and Barbara Rhodes, BJ and Randy Scott, Dr. Amilu Stewart.

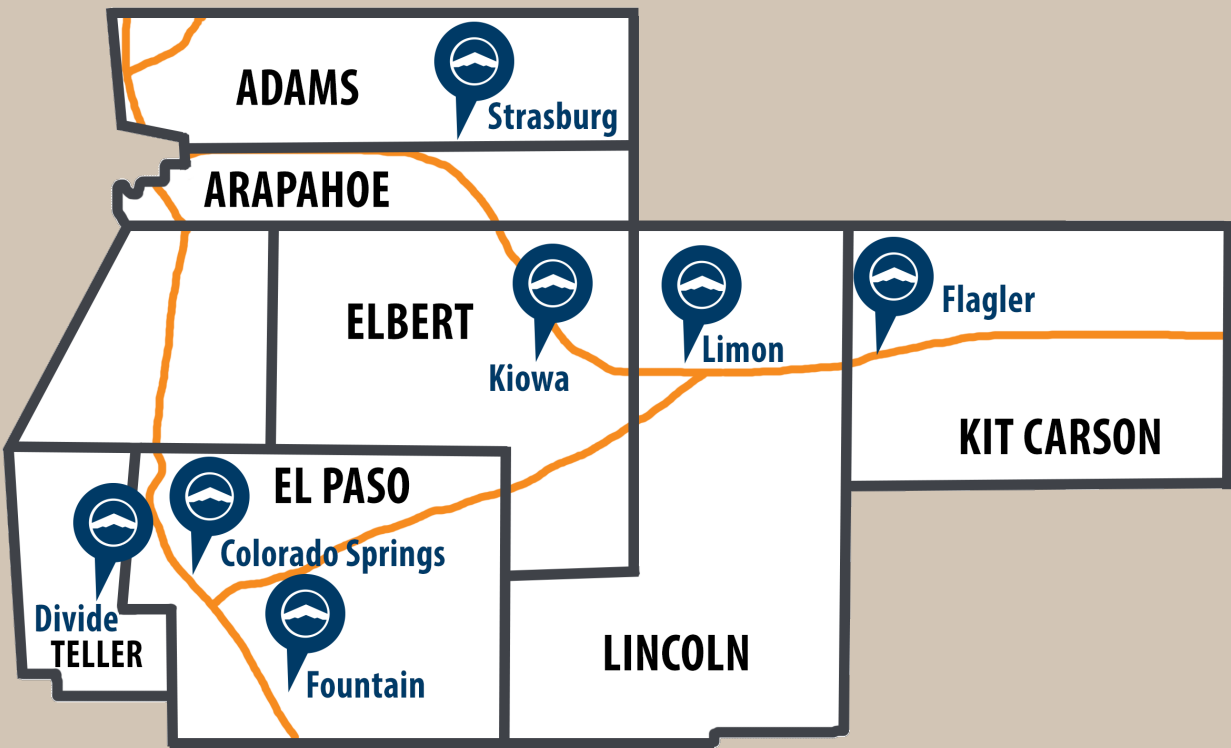


"I used to just sit down and do nothing but watch TV. I didn't feel good about myself," said 11-year-old David*. David's mother brought him to Peak Vista about 12 months ago for a sports physical. The doctor ran several blood tests and the results showed he was categorically obese. She recommended that David stick to a specific diet, only have 60 minutes of computer/game screen time, and get regular exercise.

David began showing a significant drop in weight when he came back to Peak Vista several months later. He even joined his school's football team – playing right guard and tight end. Thanks to his mother's encouragement, coupled with his doctor's guidance, David has lost nearly 20 pounds in the last year. "Now he's always active and likes to run a lot," comments his mother.

David said proudly, "I feel better now and I don't feel sick. I'm happier now because I changed my eating habits. I used to eat junk food instead of what my mom made."

*Patient name has been changed.



27 HEALTH CENTERS AT 20 LOCATIONS

Convenient Care Center

3205 N Academy Blvd, Ste 100, Colorado Spgs

Dental Center at Flagler

309 Pawnee Avenue, Flagler

Dental Health Center at International Circle

2828 International Circle, Ste 100, Colorado Spgs

Developmental Disabilities Health Center

3207 N Academy Blvd, Ste 3300, Colorado Spgs

Entrada School-Based Health Center

1740 Pepperwood Drive, Colorado Spgs

Falcon Peak Health Center

12050 Falcon Highway, Peyton

Health Center at Academy

3207 N Academy Blvd, Ste 3100, Colorado Spgs

Health Center at Academy

3207 N Academy Blvd, Ste 3500, Colorado Spgs

Health Center at Divide

34 Hybrook Road S, Divide

Health Center at Fountain

350 Lyckman Drive, Fountain

Health Center at International Circle

2828 International Circle, Ste 160, Colorado Spgs

Health Center at Kiowa

320 Comanche Street, Kiowa

Health Center at Limon

820 1st Street, Limon

Health Center at Myron Stratton

410 Gold Pass Heights Road, Colorado Spgs

Logan Center

430 Gold Pass Heights Road, 2nd Floor,
Colorado Spgs

Health Center at Printers Parkway, 155

155 Printers Parkway, Ste 230, Colorado Spgs

Health Center at Printers Parkway, 340

340 Printers Parkway, Colorado Spgs

Health Center at Printers Parkway, 350

350 Printers Parkway, Colorado Spgs

Health Center at South Circle

2864 South Circle Drive, Ste 450, Colorado Spgs

Health Center at Strasburg

55981 E Colfax Avenue, Strasburg

Health Center at Union

225 S Union Blvd, 1st Floor, Colorado Spgs

Health Center at Wahsatch

722 S Wahsatch Avenue, 1st Floor,
Colorado Spgs

Homeless Health Center+ Mobile Health Services Van

117 W Rio Grande Street, Colorado Spgs

Lane Family Health Center

4863 N Nevada Avenue, 2nd Floor,
Colorado Spgs

Pediatric Health Center

2828 International Circle, Ste 140,
Colorado Spgs

Ronald McDonald Care Mobile®

(location varies)

Women's Health Center

225 S Union Blvd, 2nd Floor, Colorado Spgs

