# WE COULDN'T HAVE DONE IT WITHOUT



# DEAR FRIENDS OF PEAK VISTA,

For 47 years, Peak Vista Community Health Centers has been dedicated to creating healthier lives and continues to bridge health care and innovation to meet the needs of our communities by providing high-quality, compassionate care. With your ongoing support, Peak Vista proudly served over 92,000 patients in 2017.

2017 was a year of innovation at Peak Vista. We focused on identifying new internal approaches to address the shortage of primary care physicians in the United States. Our Education Health Initiative (EHI) consisted of a four-tier plan that began with Peak Vista's Family Medicine Residency program (FMR) focused on providing exceptional training and development for new physicians. This approach allowed us to begin the Advanced Practice Registered Nurse (APRN) Primary Care Fellowship, providing opportunities for recently graduated APRNs to transition seamlessly from the academy to the clinical setting.

With the success of both FMR and APRN, Peak Vista was able to become a host clinic for the National Institute for Medical Assistant Advancement (NIMAA), an important new nonprofit training program that will help shape our health care workforce and we proudly adapted our own Grow Your Own (GYO) Dental Assistant Program – and accelerated program that includes a four-week didactic period and up to eight weeks of hands-on training with three expert trainers.

At Peak Vista, we will continue to utilize our strengths and the clarity of purpose – always putting the patient first. We are grateful for your unwavering support and will continue to challenge ourselves by striving to make the health care experience better for our patients, physicians and staff. By uniting the passion and commitment of Board Members, donors, community members and nonprofits, we can support healthier communities that will continue to change lives for years to come.

Pamela J. McManus, President and CEO

tale M. Wems

Matt Carpenter, Board of Directors Chair

Robert 2- Look

Bob Book, Peak Vista Foundation Board of Directors Chair



## **2017 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 26 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 92,000 patients, Peak Vista cares for an average of 1,400 patients daily, who live in nine counties in Colorado.

### **IN 2017**



**425,192** patient visits - **92,548** patients



**1,131** babies delivered



**151,606** prescriptions filled in **3** Peak Vista pharmacies



Facilitated more than **6,028** student hours and **7,800** resident hours



Provided 1,621 homeless patients with 9,309 clinical visits



**1,123** patient visits provided by volunteer health care professionals



**2,000** visits with young families in the First Visitor program



**10,210** books were given to children during well-child appointments



**3,679** children served by the Well-Child Waiting program





# **LIVES TOUCHED**

### PATIENT DEMOGRAPHICS

Peak Vista cared for **92,548** of patients across Colorado.

**37,536** are children (0-19 years)

**16,793** are seniors (55+ years)

**87%** of our patients were at or below 200% of the Federal poverty level (FPL).

2017 Federal poverty guidelines at 200% FPL is:

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

### PATIENT SERVICES

### **SERVICES**

### **VISITS**

Medical	285,224
Care Coordination and Support Services	74,194
Dental	35,984
Behavioral Health	29,790

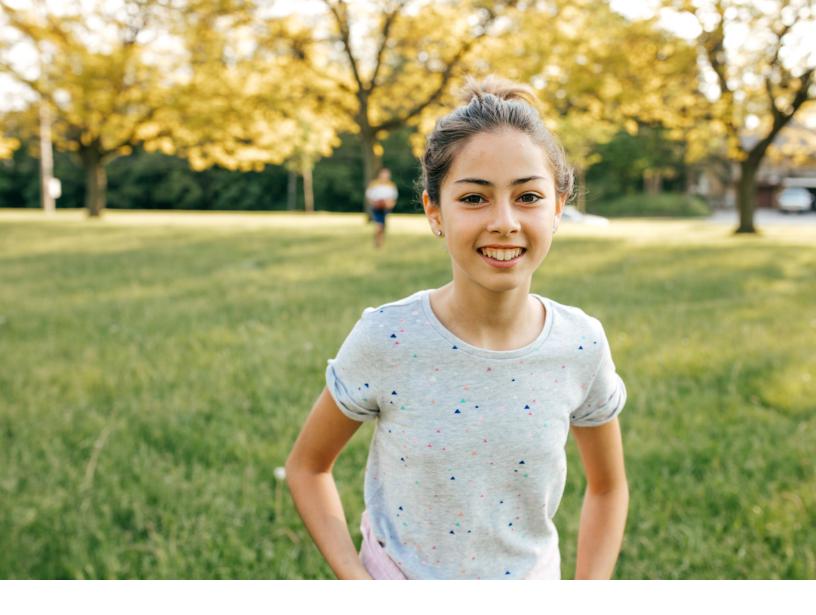
**425,192** Total Visits

### SERVICES BY CATEGORY

67% Medicaid 13% No Insurance

12% Medicare 6% Commercial Insurance

2% CHP+



Steven is a disabled vet and a single father. "I had a lot of issues establishing care for my daughter," explains Steven. He was referred to Peak Vista's Falcon Peak Health Center by a friend and he hasn't looked back since. "The care my daughter receives has been consistent. It doesn't feel like a normal doctor's visit – I don't feel rushed. Natasha, my daughter's provider, takes her time and has gotten to know my daughter." As a single father, there are topics Steven isn't fully able to cover, "once my daughter started puberty, I know she needed someone more relatable and that's when Natasha stepped in and I was so grateful!" I am thankful for the care and compassion we've received at Peak Vista.

### **STEVEN**

FATHER OF PATIENT AT FALCON PEAK HEALTH CENTER



# **HOW WE DO IT**

## **OUR EMPLOYEES**



176
Providers & Mid-level
Providers



**279**Clinical Support Staff (RN's, MA's, DA's, LPN's and CNA's)



305
Clinical Administrative
Support Staff
(Care Team Nurse,
Receptionist, etc.)



**137**Administrative Staff

Volunteer clinicians in our community donated 2,733 hours to Peak Vista's mission.

### **OUR FINANCIALS**

#### **ANNUAL REVENUE SOURCES**

**62%** 

**15% Patient Visits** Contributions, **Donations & Other** 

**12%** Federal Funding

State Funding

#### **OPERATING SUPPORT AND REVENUE**

Net Patient Revenue (62%)	\$54,875,427
Contributions and Other Revenue (15%)	13,113,855
Federal Grants (12%)	10,756,291
Colorado State Programs (11%)	9,452,420
Total Operating Support and Revenues	\$88,197,993

#### **OPERATING EXPENSES**

Direct Care (84%)	\$69,761,959
General and Administrative (16%)	13,092,276
Fundraising (0.4%)	341,865
Total Expenses	\$83,196,100



### 84% OF EXPENSES SUPPORT DIRECT CARE.

Investment in the Educational Health Initiative Other reinvestment in mission and capital projects **Total Reinvestment in our Mission** 

\$807,618 4,194,275 \$5,001,893

#### **CHARITY CARE PROVIDED**

- \$10,064,731 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.

"EVERYTHING IS WONDERFUL FROM MY POINT OF VIEW. THE STAFF, THE DOCTOR, EVERYONE IS GREAT. FEELS LIKE HOME AWAY FROM HOME WHEN YOU ARE HERE. THANK YOU!"





# **COMMUNITY EVENTS & AWARDS**

### **EMPTY STOCKING FUND CAMPAIGN**

The 34th Annual Gazette-El Pomar Foundation Empty Stocking Fund Campaign had another successful year raising funds to support Community Nonprofits. Peak Vista is grateful to have received \$123,583 for its Compassionate Care Fund, which helps offer necessary services above and beyond primary care.

### BREAKFAST OF CHAMPIONS®

Nearly **800 guests** attended Peak Vista's 13th annual Breakfast of Champions® on Thursday, October 26, 2017, in support of Peak Vista's mission to provide exceptional health care to people facing access barriers through clinical programs and education. Six-time Olympic Medalist Amy Van Dyken served as Keynote Speaker, sharing her inspiring story of how she became a world-renowned swimming legend, as well as her 2014 ATV accident that left her paralyzed from the waist down.

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

- 59 Breakfast of Champions® corporate and business sponsors
- 80 New investors in Peak Vista's mission

### **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, Dental Hygienists and Behavioral Health Providers who meet or exceed quality health care measures.

#### **Medical Quality Award Winners**

Meghan Cogswell, PA-C
Debra Garcia, MD
Thomas Henderson, MD
Deepak Honaganahalli, MD
Na Jen, DO
Joshua Jewell, DO
Erin Luna, DO
Lisa Navarro, PA-C
Mihir Patel, MD
Darvi Rahaman, MD
Talia Schiavone, PA-C
Shenelle Schoenfeld, DO
Brett Waite, PA-C

#### **Behavioral Health**

Sarah Brown, PhD Anna Thompkins, LPC

#### **Dental Quality Award Winners**

Trung Dang, DDS Mary Ann Johnson, DMD Emily Kennedy, DDS Jon Matthes, DDS Anna Vannelli, RDH

### **Advanced Practice Registered Nurse Quality Award Winners**

Molly Gargala, NP Natasha Garver, NP Julie Klaker, NP Kathleen Moehring, CNM Mary Jo Shaffer, NP

# ADVANCED PRACTICE REGISTERED NURSE (APRN) FELLOWSHIP

Peak Vista's Advanced Practice Registered Nurse (APRN) Primary Care 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 2017.



### FAMILY MEDICINE RESIDENCY (FMR) PROGRAM

With the support of numerous community partners, Peak Vista's Family Medicine Residency (FMR) program welcomed its second class of nine Residents in July 2017. 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 it's 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 the following community partnerships:

Anesthesia Associates of
Colorado Springs
Associates in Gastroenterology
Children's Hospital South Campus,
Highlands Ranch
Colorado Dermatology Institute
Colorado ENT and Allergy
Colorado Springs Orthopedic Group
Colorado Health Medical Group CHMG General and
Vascular Surgery
Colorado Springs Cardiologists, PC

DaVita Medical Group
Colorado Springs Imaging
Colorado Springs Pulmonary
Consultants, PC
Front Range Emergency Specialists
James Zimmer, DO
Michelle Kim Su Hor, MD –
Springs Gastro
Peak Gastroenterology Associates, PC
Peak View Behavioral Health
Pediatrix Medical Group
Penrose Pathology

Penrose-St. Francis Hospital
Pikes Peak Allergy & Asthma
Pikes Peak Hospice
Pikes Peak Nephrology Associates, PC
Rocky Mountain Cancer Centers
Rocky Vista University
Susan Henley, MD - Colorado Springs
Endocrine Clinic
Thomas Higginbotham, DO
UCHealth/Memorial Hospital
Urological Associates



# A LOOK BACK

# DR. MOOTHART RECEIVES AWARD



Peak Vista proudly honors Dr. Richard W. Moothart for receiving Colorado Community Health Network's (CCHN) Volunteer Clinician Community Health Champion Award. Since November of 2012, Dr. Moothart has seen 257 cardiology consults.

### AAAHC AWARDED PEAK VISTA



Peak Vista was re-certified with the Accreditation Association for Ambulatory Health Care (AAAHC). Final words by the lead surveyor were, "All of us and our families would be pleased to come here for care; very impressed."

# WELL-CHILD WAITING AREAS NAMED



Peak Vista hosted the El Pomar Foundation Well-Child Waiting Naming Reception at the International Circle campus, September 19, 2017, honoring Julie Penrose, Spencer Penrose and El Pomar Foundation.

# LIMON GRADUATES DENTAL ASSISTANT



In 2017, Peak Vista's Health Center at Limon graduated its very first Dental Assistant. Peak Vista's Grow your Own Dental Assistant Program is an accelerated program that teaches students how to become a dental assistant.

# PEDIATRIC HEALTH CENTER ADOPTION



In October 2017, Peak Vista was honored to accept the patient population of Pediatric Associates.

Dr. David Baswell, Dr. Bruce MacHaffie, Dr. Patrick McCaffery and Hope Slavoski, CPNP, joined Peak Vista's new Pediatric Health Center at Academy, along with nearly 5,000 patients.

# EXPANDED WOMEN'S CARE IN DIVIDE



In November 2017, Peak Vista announced its expansion of prenatal and OB/GYN services in the Divide community. Women of all ages have access to exceptional comprehensive health care at Peak Vista's Health Center at Divide.

## **LEADERSHIP**

### **CURRENT PEAK VISTA LEADERSHIP**

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Vice President of Medical Services

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**Vice President of Clinical Operations** 

#### Christi Garriott, CRCR,

Vice President of Business Intelligence & Revenue

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**Vice President of Clinical Operations** 

**Evon Meyers,** Vice President of Dental Operations **Darvi Rahaman, MD,** 

Vice President of Medical Services

**Lisa Ramey, DO,** Vice President of Medical Services

Randall Seeman, PA-C,

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Vice President of Clinical Operations

Zakary Watson, Director of Public Affairs

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Santiago "Bob" Duran, Small Business Owner

Yolanda Fennick, PC, Attorney at Law
Ron Mosley, Survicio, Inc., President

# **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**

Todd Adams, DC Sean Billings, DC Ronald Salvaggione, DC

### **Dermatology**

Gerard Koehn, MD Shirley Schmelzer, RN

#### **Family Medicine**

Lynn Beaulieu, MD

### **General Surgery**

Amilu Stewart, MD

### Hematology/Oncology/Internal Medicine

Charles Zinn, MD

### **Ophthalmology**

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# Osteopathic Manipulative Treatment/Residency

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### **Podiatry**

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Martha D'Ambrosio, MD

### Urology

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J. Eric Derksen, MD
Jeffrey Ferguson, MD
Catherine Harris, MD
Brett Jepson, MD
Jeffrey Moody, MD
Henry Rosevear, MD
James Thomasch, MD
Richard Walsh, MD

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



"IF I HAD NOT GONE TO MY BEHAVIORAL HEALTH PROVIDER AT PEAK VISTA, I DON'T KNOW WHERE I'D BE, BUT I WOULD NOT BE THIS SUCCESSFUL IN LIFE. I AM GRATEFUL FOR THEIR SERVICES."

## INDIVIDUAL DONORS

### **Symbols**

**H** Health is Wealth Club

Our Health is Wealth Club Members designate an amount to be charged to their credit cards each month as a donation. This makes it easy to enjoy the convenience of supporting Peak Vista with regular gifts, pre-determined by them.

#### \$10,000 +

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Tammy Pettigrew

Ursula Townsend

Warm Hearts, Warm Babies

Zelda Montoya

## LEGACY OF CARE CIRCLE

The Peak Vista 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.



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Judith Bell
Dr. Elliot and Cynthia Cohn
Dr. Robert and Sue Foerster
Peggy Gardner

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"ITHINK YOUR SERVICE IS GREAT! YOU SHOW YOU REALLY CARE ABOUT THE PATIENT'S HEALTH. PEAK VISTA DOESN'T LEAVE SOMEONE THAT IS IN NEED WITHOUT HELP WHEN THEY CANNOT PAY THE NORMAL PRICING. NOT EVERYONE IS BLESSED FINANCIALLY. THANK YOU FOR EVERYTHING YOU DO!"

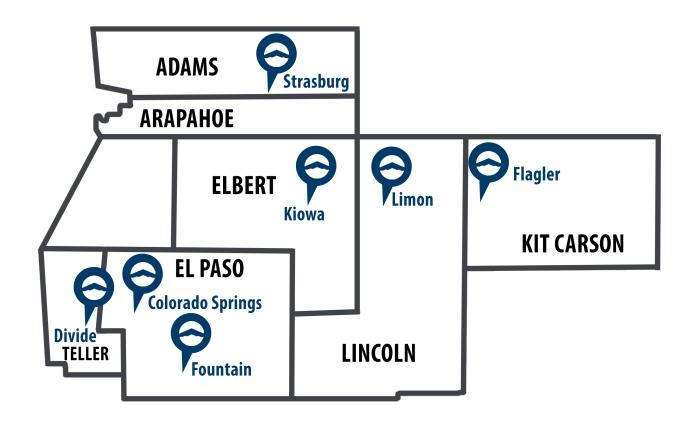
-PEAK VISTA PATIENT



I was diagnosed with Lupus – a systemic autoimmune disease when I was fairly young. I've lived with that diagnosis for a long time and had made my peace with it and was adjusting to a lifestyle with Lupus. About two years later, I was diagnosed with breast cancer and it really did take me by surprise. I began treatment to battle cancer and kept up my daily medication to deal with my Lupus. The combination of these intense medications took a toll on my body – especially my teeth. They began to crumble out of my mouth and I reached a point where I couldn't even eat anymore. I found Peak Vista's Dental Health Center at International Circle and this was truly a lifesaving moment. Dr. Lombardi took me in and completely took care of me. I didn't think that at 72 years-old I would need dentures! Dr. Lombardi went above and beyond to save my smile. I will be forever grateful to Peak Vista and the Dental Health Center team.

### **KATHLEEN**

PATIENT AT DENTAL HEALTH
CENTER AT INTERNATIONAL CIRCLE



### 26 HEALTH CENTERS AT 20 LOCATIONS

**Convenient Care Center** 3205 N Academy Blvd, Suite 100

**Dental Center at Flagler** 309 Pawnee Avenue, Flagler

Dental Health Center at International Circle 2828 International Circle, Suite 100

**Developmental Disabilities Health Center (DDHC)**3207 N Academy Blvd, Suite 3300

Entrada School-Based Health Center 1740 Pepperwood Drive

**Falcon Peak Health Center** 12050 Falcon Highway

**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, Divide **Health Center at Fountain** 350 Lyckman Drive, Fountain

Health Center at International Circle

2828 International Circle, Suite 160

**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

**Health Center at Logan Center** 430 Gold Pass Heights Road, (2nd Floor)

Health Center at Printers Parkway, 340 340 Printers Parkway

**Health Center at Printers Parkway, 350**350 Printers Parkway

**Health Center at Strasburg** 55981 E Colfax Avenue, Strasburg

**Health Center at Union** 225 S Union Blvd, 1st Floor

**Health Center at Wahsatch** 722 S Wahsatch Avenue, 1st Floor

Homeless Health Center+ Mobile Health Services Van 117 W Rio Grande Street

**Lane Family Health Center** 4863 N Nevada Avenue, 2nd Floor

**Pediatric Health Center** 2828 International Circle, Suite 140

**Pediatric Health Center at Academy**3205 N Academy Blvd, Suite 100

**Ronald McDonald Care Mobile** (location varies)

**Women's Health Center** 225 S Union Blvd, 2nd Floor



# Peak Vista Community Health Centers 2017 Annual Report