



Peak Vista Community Health Centers 2018 Annual Report

2018 ANNUAL REPORT

DEAR FRIENDS OF PEAK VISTA,

We had a year of exciting and significant accomplishments toward fulfilling our mission. We are honored that over 94,000 patients chose Peak Vista for their care and benefited from the expertise and compassion of our 959 employees who provided medical, dental and behavioral health care at our 26 health centers across the Pikes Peak and East Central regions. Each year brings significant new achievements and we are excited to share some of Peak Vista's 2018 highlights with you.

As we look forward to the years ahead, we know there will be many more opportunities to bring exceptional health care to more patients in our regional communities and beyond. We thank our Peak Vista family, our volunteers, our donors, our Boards and our community partners for sharing this journey with us for the past 48 years. We are actively engaged in this work and know that we could not do it without your support.

We hope you learn more about Peak Vista's commitment to our mission throughout this year's report. The stories about our patients and staff are the best means of making our numbers come to life. Our hope is that you will be uplifted and meet some of the individuals committed to our mission of exceptional health care.



Pam McManus, President and CEO



Robin E. Johnson, MD, MPH, FACEP, Board of Directors Chair



Robert Book, Peak Vista Foundation Board of Directors Chair

IN 2018



437,849
patient visits -
94,633 patients



Provided **1,479**
homeless patients
with **7,782**
clinical visits

151,757
prescriptions
filled in **3** Peak
Vista pharmacies



Facilitated
24,666 student
hours of clinical
training

1,001
babies
delivered



“TO PROVIDE EXCEPTIONAL HEALTH CARE TO PEOPLE FACING ACCESS BARRIERS THROUGH CLINICAL PROGRAMS AND EDUCATION.”

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 and how they need it. Our 959 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 primary health care home for more than 94,000 patients, Peak Vista cares for an average of 1,400 patients daily, who live in nine counties in Colorado.



LIVES TOUCHED

PATIENT DEMOGRAPHICS

Peak Vista cared for **94,633** of patients across Colorado.

38,588

are children
(0-19 years)

10,158

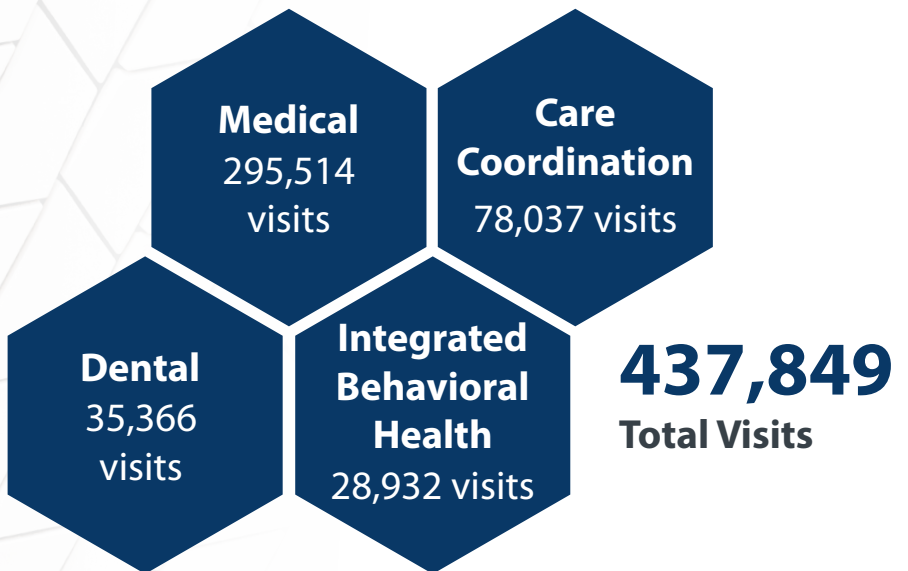
are seniors
(55+ years)

84% of our patients
were at or below 200% of the
Federal poverty level (FPL).

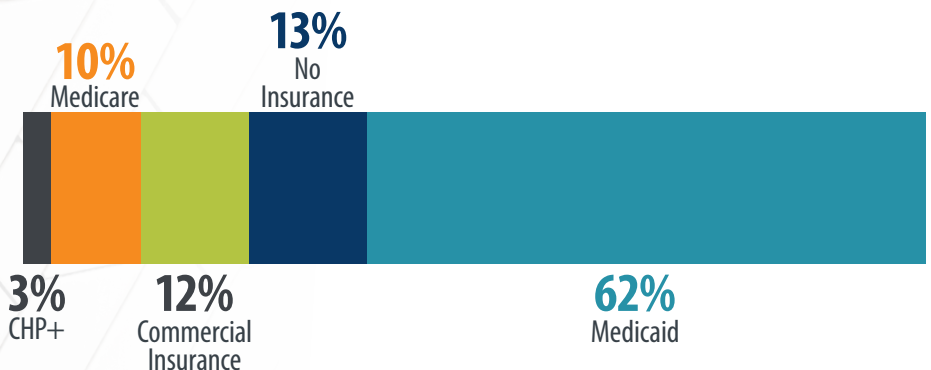
2017 Federal poverty guidelines
at 200% FPL is:

- **\$24,280** for a single person
- **\$50,200** for a family of four

PATIENT SERVICES



SERVICES BY PAYER CATEGORY





"I used to not really do anything but watch TV. I didn't feel good about myself and I just would sit on the couch," said 11-year-old Daniel. Daniel's mother, Idalia, brought him to Peak Vista for a sport physical. The provider ran several blood tests and completed a full physical exam and the results showed he was categorically obese. She recommended that Daniel stick to a specific diet, only have 60 minutes of screen time a day and get regular exercise.

When Daniel came back to Peak Vista for a follow-up appointment several months later, he started to show a significant drop in weight. He joined his school's football team and enjoys playing right guard and tight end. Thanks to his mom's encouragement, coupled with his provider's guidance, Daniel lost over 20 pounds in the last year. "Now he's always active and likes to be outside," Idalia says. "I'm so happy now because Daniel changed his eating habits as well. I'm so glad we found Peak Vista, Daniel's provider really took the time to sit down and truly listen and help my son. I am so thankful for the outstanding care and compassion we've received at Peak Vista."

DANIEL

PEAK VISTA PATIENT

HOW WE DO IT

OUR EMPLOYEES



Volunteer specialist clinicians in our community donated **1,676** hours to Peak Vista's mission.

OUR FINANCIALS

ANNUAL REVENUE SOURCES

| | | | |
|----------------|-------------------------------------|-----------------|---------------|
| 61% | 17% | 11% | 11% |
| Patient Visits | Contributions, Donations & Other | Federal Funding | State Funding |

OPERATING SUPPORT AND REVENUE

| | |
|---|----------------------------|
| Net Patient Revenue (61%) | \$58,379,737 |
| Contributions and Other Revenue (17%) | 15,903,651 |
| Federal Grants (11%) | 10,240,666 |
| Colorado State Programs (11%) | 10,734,828 |
| Total Operating Support and Revenues | <u>\$95,258,882</u> |

OPERATING EXPENSES

| | |
|----------------------------------|----------------------------|
| Direct Care (84%) | \$77,558,270 |
| General and Administrative (15%) | 13,978,117 |
| Fundraising (1%) | 641,062 |
| Total Expenses | <u>\$92,177,449</u> |



84% OF EXPENSES SUPPORT DIRECT CARE

| | |
|--|---------------------------|
| Investment in the Educational Health Initiative | \$1,538,645 |
| Other reinvestment in mission and capital projects | 1,394,564 |
| Total Reinvestment in our Mission | <u>\$2,933,209</u> |

CHARITY CARE PROVIDED

- **\$16,117,272** 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 represent bad debt and is not included in charity care.

HAVING A TEAM THAT IS THERE FOR ME AND UNDERSTANDS MY NEEDS HAS BEEN ESSENTIAL TO MY TREATMENT AND RECOVERY. I CANNOT SAY THANK YOU ENOUGH TO PEAK VISTA.

-PEAK VISTA PATIENT

COMMUNITY EVENTS & AWARDS

EMPTY STOCKING FUND CAMPAIGN

The 35th Annual Gazette-El Pomar Foundation Empty Stocking Fund Campaign had another successful year raising funds to provide resources for local health and human services in the Pikes Peak region. Peak Vista is grateful to have received \$126,674.47 for its Compassionate Care Fund, which helps offer necessary services above and beyond primary care.

BREAKFAST OF CHAMPIONS®

Nearly **900 guests** attended Peak Vista's 14th annual Breakfast of Champions® on Tuesday, November 6, 2018, in support of Peak Vista's mission to provide exceptional health care to people facing access barriers through clinical programs and education. Eight-time Olympic Medalist Apolo Ohno served as Keynote Speaker, sharing his journey to becoming a world-renowned short track speed skating legend.

76 Breakfast of Champions® corporate and business sponsors

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PROVIDER QUALITY AWARDS

Peak Vista celebrated its health care providers by hosting the third annual Peak Vista Provider Quality Awards. The awards recognize Physicians, Physician Assistants, Nurse Practitioners, Dentists, Dental Hygienists and Behavioral Health Providers who achieved highest quality health care measures.

Medical

Karen Campbell, DO
Meghan Cogswell, PA-C
Barbara Divish, MD
Debra Garcia, MD
Kayla Marchesani, PA-C
Monica Miller, MD

Autumn Orser, MD

Darvi Rahaman, MD
Michael Reisig, MD
David Salter, MD
Elisabeth Vanse, DO
Heather Welfare, MD

Behavioral Health

Miranda Jackson, LPC
Ann Tompkins, LPC

Dental

Mikael Garces, DDS
Gloria Guan, DDS

Advanced Practice Registered Nurse

Patricia Bursnall, FNP-C
Tara Melborne, CNM

STAFF AWARDS

President & CEO, Pam McManus awarded the National Jessie Trice Excellence in Leadership Award

Chief Medical & Dental Officer, Dr. Michael D. Welch received the Health Care Hero Award from Springs Magazine and the 2018 Outstanding Physician Award in Leadership from the El Paso County Medical Society

Dr. Scott Robinson received the 2018 Outstanding Physician Award in Teaching from the El Paso County Medical Society

Mary Jane Reed, RN, received the 2018 Excellence in Professional Nursing Award from the El Paso County Medical Society

Dr. Paul Dube received the 2018 Outstanding Clinical Teacher for Pediatrics Award from the University of Colorado School of Medicine

Dr. Daniel Weber awarded Colorado Community Health Network's Volunteer Physician Award - this is the second year in a row a Peak Vista provider received this state award.

ADVANCED PRACTICE REGISTERED NURSE (APRN) FELLOWSHIP

Peak Vista's Advanced Practice Registered Nurse (APRN) Primary Care Fellowship graduated its third class of five Fellows in August 2018. The program has excelled over the last three years and continues to add strong candidates to the list of past and present Fellows. Peak Vista's fourth class of Fellows began in September 2018, and is set to graduate in August 2019.



From left to right: Robin Bentley, FNP-C, Norie Ellis-Kirtley, FNP-C, Kaitlin Veselicky, FNP-C, Brandi Lohrenz, DNP, FNP-C, Anne Murphy, FNP-C

FAMILY MEDICINE RESIDENCY (FMR) PROGRAM



With the support of numerous community partners, Peak Vista's Family Medicine Residency (FMR) program welcomed its third class of nine Residents in June 2018. 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. Peak Vista will graduate it's inaugural class of Residents in June 2019.

From left to right: (Back row) Stephen Stacey, DO, Matthew Schippers, DO, Jordan Christensen, DO, Daniel Kramer, DO, Joshua Jewell, DO, (Front row) Shenelle Schoenfeld, DO, Leah Blake, DO (Not pictured: Christa Wright, DO)

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 Association of Family
Medicine Residencies
Colorado Springs Orthopedic Group
Colorado Health Medical Group -
CHMG General & Vascular Surgery
Colorado Springs Cardiologists, PC

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

Peak Neurology
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

PAIN & WELLNESS CENTER OPENED



As part of its commitment to improving patients' quality of life through effective pain management, Peak Vista opened its Pain & Wellness Center located at 340 Printers Parkway. This center provides treatment for Peak Vista patients suffering from chronic pain through state-of-the-art clinical practices and use of alternative therapies.

MOBILE HEALTH VAN EXPANDED HOURS



Peak Vista's Mobile Health Services Van has been steadily increasing its hours of operation to expand care to Colorado Springs. The van now offers exceptional health care 40 hours per week. The van spends time at various partner agencies in order to be able to break down access barriers daily.

CO MDI PROJECT FUNDING RECEIVED



Peak Vista is a proud recipient of Delta Dental's Colorado Medical-Dental Integration (CO MDI) Project Funding. This allows us to focus on integrating dental health care into medical settings - giving access to dental care regardless of barriers such as transportation, geography and insurance.

INTEGRATED BEHAVIORAL HEALTH



Peak Vista's integrated behavioral health care model was expanded to all sites. Primary care and behavioral health providers work together with patients and families to provide a patient-centered approach to care.

Integrated behavioral health care focuses on a systematic, high-quality approach to coordinated health care.

STATE INNOVATION MODEL PROJECT



In 2018, four Peak Vista clinical programs were accepted into the State Innovation Model (SIM) Project. The SIM project is an effort to integrate primary and behavioral health care as well as test new payment models and to find innovative ways of responding to the ever-changing landscape of the health care world.

ACHIEVED GOLD ACE STATUS - ADVOCACY



The Advocacy Center of Excellence has awarded Peak Vista the Gold Ace status. This is due to our demonstrated ongoing commitment to advocacy through the creation of a solid advocacy foundation, as well as consistent response to calls to action, recruitment, training and education and social media presence.

LEADERSHIP

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Vice President of Clinical Operations

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 health care professionals who deliver specialty services on an as-needed basis at Peak Vista. 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

Endocrinology

William Munson, MD

General Surgery

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Amilu Stewart, MD

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Charles Zinn, MD

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Ronald Solomon, OD
Dan Weber, OD

Optometry

David Guhl, OD
Ronald Solomon, OD
Daniel Weber, OD

Osteopathic Manipulative Treatment/Residency

James Zimmer, DO

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Jennifer Yull, DPM

Rheumatology

Martha D'Ambrosio, MD

Urology

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Benjamin Coons, MD
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Jeffrey Ferguson, MD
Catherine Harris, MD
Brett Jepson, MD
John Mancini, MD
James Abram McBride, 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.

-PEAK VISTA
PATIENT

I AM SO GLAD WE FOUND PEAK VISTA, MY SON'S PROVIDER REALLY TOOK THE TIME TO SIT DOWN AND TRULY LISTEN. I AM SO THANKFUL FOR THE OUTSTANDING CARE AND COMPASSION WE'VE RECEIVED AT PEAK VISTA!

INDIVIDUAL DONORS

Symbols

℥ 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 +

Dr. Chad and Connie Stewart
David and Sue Jenkins
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\$1,000 - \$4,999

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thank you

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& Johnson, P.C.
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Overeaters Anonymous
Peak Military Care Network
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The Benevity Community
Impact Fund
The Lounge in the Village
University of Colorado-
Colorado Springs

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.

MEMBERS

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

Louie Larimer, JD
David Lord
Pam McManus
Ray and Barbara Rhodes
Amilu Stewart, MD
Steve Scott

THEY ARE PEOPLE WHO TAKE THEIR TIME TO LISTEN, TO SIT
DOWN WITH YOU AND GO INTO EVERY DETAIL. PEAK VISTA
TREATED US LIKE FAMILY.

-PEAK VISTA
PATIENT

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US Bank
Walgreens

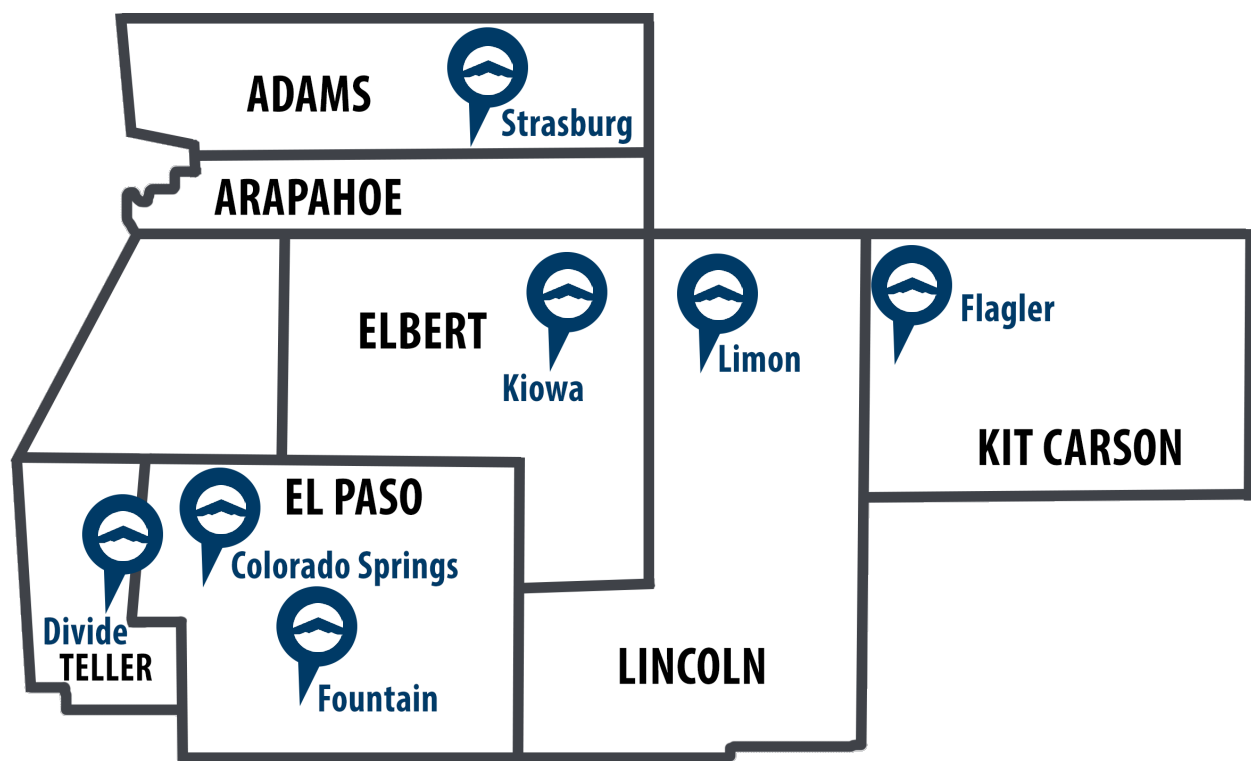


John has lived in Eastern Colorado all his life. He grew up on a working ranch and never gave his health much thought. Now in his late 50's, John has decided he should be taking better care of himself. "I honestly didn't even know where to start", he said. "I knew I would need to travel to see someone since I live so far out in Limon, but I figured I would look and see if I had any options closer to home." Living in a rural community can pose an access barrier for many people. Finding exceptional medical, dental and behavioral health care close to home can be an even bigger challenge.

John learned about Peak Vista's Health Center at Limon and was able to schedule an appointment the very next day. John is relieved to now be able to receive care at a location close to home and is thankful for the exceptional services provided by Peak Vista.

JOHN

PEAK VISTA PATIENT



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 (D2)

1740 Pepperwood Drive

Falcon Peak Health Center (D49)

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 Jet Wing

1815 Jet Wing Drive

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 Printers Parkway, 340

(Home to the Family Medicine Residency, Pain & Wellness Center & Specialty Clinic)
340 Printers Parkway

Health Center at Printers Parkway, 350

(Home to the Advanced Practice Registered Nursing program)
350 Printers Parkway

Health Center at Rio Grande + Mobile Health Services Van

117 W Rio Grande Street

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

Lane Family Health Center

4863 N Nevada Avenue, 2nd Floor

Logan Center

430 Gold Pass Heights Road,
(2nd Floor)

Pediatric Health Center

2828 International Circle, Suite 140

Pediatric Health Center at Academy

3205 N Academy Blvd, Suite 100

Women's Health Center

225 S Union Blvd, 2nd Floor



Peak Vista Community Health Centers 2018 Annual Report

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