



We're here for
YOU



Peak Vista Community Health Centers
2019 Annual Report

2019 Annual Report

DEAR FRIENDS OF PEAK VISTA,

Looking back on 2019, I can say with great confidence that it has been a year full of progress to bring **care close to home**. Thank you for the critical role you play in our efforts to lift our most vulnerable neighbors. As we continue our journey to a stronger community, we are honored that you chose to join us as a partner, supporter and friend. We hope that you enjoy reading about our successes detailed in this year's Annual Report. The future is bright because of **supporters like you** who help us create a stronger, more united Peak Vista.

Expanding to Meet Community Need

- Our Health Center at Jet Wing opened at full capacity in October 2019, to meet increased demand and need for integrated health care services in Southeast Colorado Springs.
- While we have served the 80916 community for years, it was an accomplishment to establish a location within this community and bridge the gap of a well-known health care desert.

Innovation and Partnerships

- In early March, we proudly announced our partnership with Colorado Springs School District 11 (D11) and revealed our plans to establish a family health center on the campus of Mitchell High School.
- Our Family Health Center at Mitchell High School is a new innovative model and the first of its kind – a family health center within a school.
- The new community-based health center proudly opened its doors in December 2019, and the center is bustling with students and families receiving exceptional care.

Our future

- We have a bright future ahead of us that includes expanding behavioral health services and exciting partnerships with community agencies.
- Our Board also established strategic goals to continue expanding our abilities and creating a community where everyone has access to the health care they need and deserve.

Peak Vista is strategically positioned to continue providing exceptional medical, dental, and integrated behavioral health to more of our neighbors and community members for years to come. We could not do this work without **your generous support**. I want to thank our Board of Directors, funders, donors, Peak Vista staff, patients, and the communities we serve.

Thank you for helping us move our work forward.



Pam McManus, President and CEO



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



Robert Book, Foundation Board of Directors Chair

IN 2019



352,887
patient visits -
93,387 patients



Provided **1,649**
homeless patients
with **1,824**
clinical visits



157,746
prescriptions
filled in **3** Peak
Vista pharmacies



Facilitated
18,923 student
hours of clinical
training



1,198
babies
delivered



1,930 patient
visits by specialty
volunteer health
care professionals



Provided **77,965**
Care Coordination
visits



4,711 children
served by the
Well-Child
Waiting program



“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 934 dedicated health care providers, clinical support staff and administrative professionals provide quality, patient-centered medical, dental and behavioral health care in the communities we serve. Peak Vista is fortunate to receive support from 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. We leverage every dollar granted by the Federal government into \$9 of care. As the primary health care home for more than 93,000 patients, Peak Vista cares for an average of 1,400 patients daily.

LIVES TOUCHED

PATIENT DEMOGRAPHICS

Peak Vista cared for **93,387** of patients across Colorado.

37,528

are children
(0-19 years)



17,721

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

84%

PATIENT SERVICES

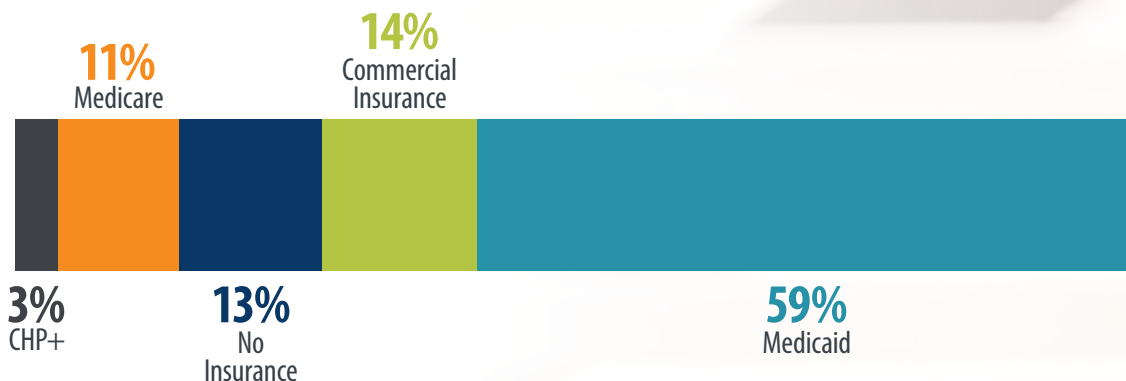
Medical
289,199
visits

Dental
35,824
visits

**Integrated
Behavioral
Health**
25,649 visits

352,887
Total Visits

SERVICES BY PAYER CATEGORY





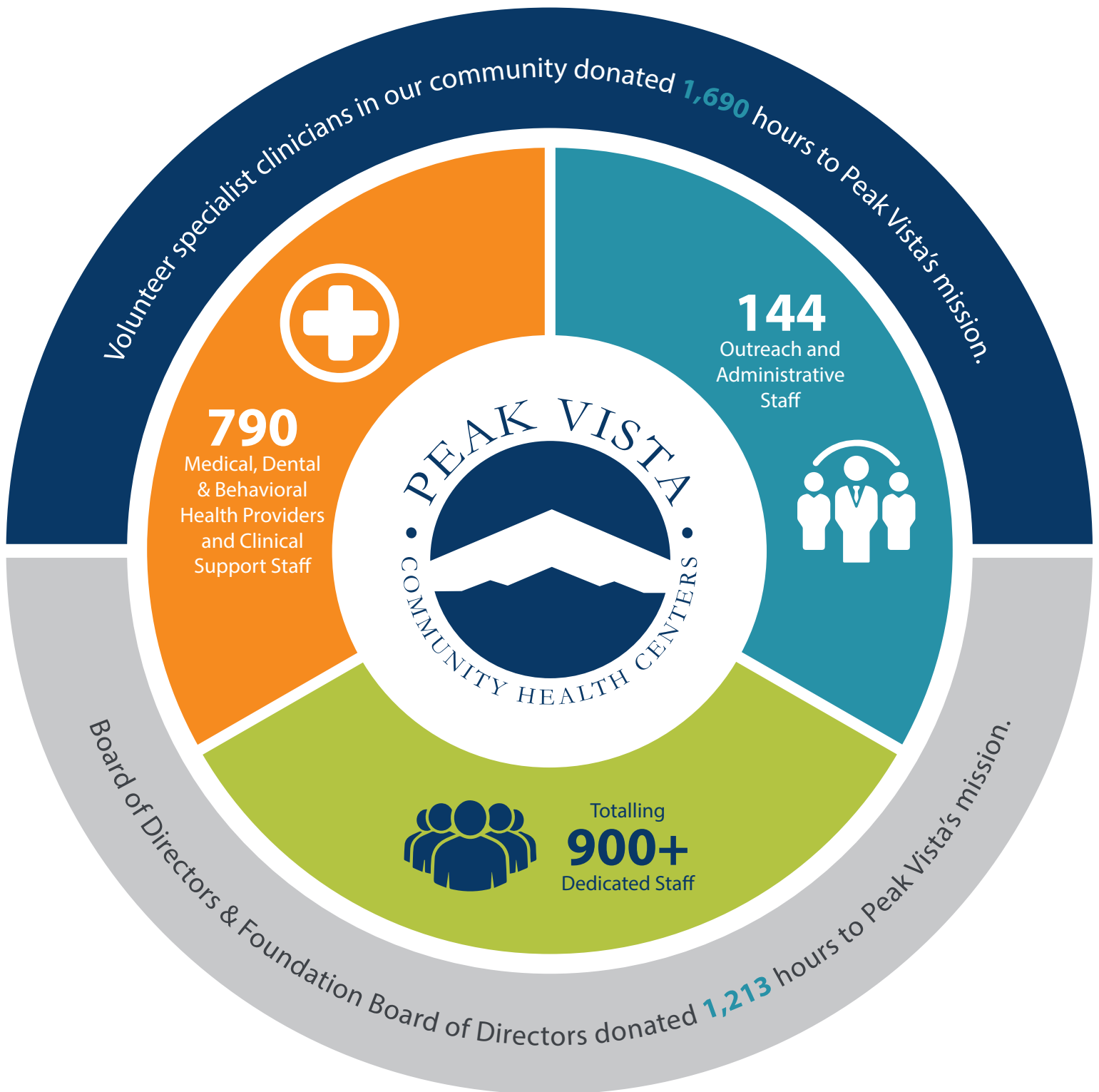
Kayla became a widow in 2015, and she was on a fixed income with limited resources. Kayla was referred to Peak Vista by a family friend after she started noticing rapid weight loss. “I couldn’t afford health insurance and I was starting to feel lightheaded and lost weight too quickly,” explains Kayla. She first called to see how she could enroll as a patient. “I was surprised at how fast I was able to get an appointment with Enrollment Services to talk about my health insurance options,” comments Kayla. During her call with an Enrollment Specialist Kayla was informed about what documents to bring to her appointment. During her appointment, Kayla quickly learned she qualified for Medicaid and left with a way to cover her expenses and a new patient appointment with a Peak Vista provider. “I couldn’t believe how simple it was. Leaving that office with a new patient appointment felt like the weight of the world had been lifted off my shoulders!” Kayla was seen within a week and learned her rapid weight loss was due to Type 1 Diabetes. She was given information on her new diagnosis and treatment options. “I would have been lost without Peak Vista. I am truly so grateful for everything they have done for me,” comments a happy and healthy Kayla.

KAYLA

PEAK VISTA PATIENT

HOW WE DO IT

OUR EMPLOYEES & VOLUNTEERS



OUR FINANCIALS

ANNUAL REVENUE SOURCES



OPERATING SUPPORT AND REVENUE

Net Patient Revenue (57%)	\$56,794,263
Contributions and Other Revenue (20%)	19,999,765
Federal Funding (11%)	10,634,584
State Funding (12%)	12,257,375
Total Operating Support and Revenues	<u>\$99,685,987</u>

OPERATING EXPENSES

Direct Care (83%)	\$ 82,118,817
General and Administrative (16%)	15,551,999
Fundraising (1%)	689,534
Total Expenses	<u>\$98,360,350</u>

Future Reinvestment in our Mission: **\$1,325,637**



CHARITY CARE PROVIDED

- **\$13,373,692** in charity care provided for medical, dental and integrated behavioral health 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.



"PEAK VISTA'S RECEPTIONISTS HAVE BEEN THE MOST PROFESSIONAL AND HELPFUL EACH TIME I COME INTO THE OFFICE. THEIR GENUINE, CARING COMMITMENT TO CUSTOMER SERVICE AND WELFARE OF PATIENTS IS EXEMPLARY AND A TRUE REPRESENTATION OF THE MISSION AND VALUES OF PEAK VISTA."

– PEAK VISTA PATIENT

COMMUNITY EVENTS & AWARDS

EMPTY STOCKING FUND CAMPAIGN

The 36th Annual Gazette-El Pomar Foundation Empty Stocking Fund Campaign celebrated another successful fundraising year that provides resources for local health and human services in the Pikes Peak region. Peak Vista was one of twenty entities to receive from the Empty Stocking Fund. Overall, we received \$98,324 for its Compassionate Care Fund. We also received a \$21,000 match from the El Pomar Foundation and \$7,350 from Bruni Foundation.

BREAKFAST OF CHAMPIONS®

Despite a blizzard, over **700 guests** attended Peak Vista's 15th annual Breakfast of Champions® on Thursday, October 24, 2019, in support of Peak Vista's mission to provide exceptional health care to people facing access barriers through clinical programs and education. Four-time Olympic Medalist, Lisa Leslie, served as Keynote Speaker.

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



Dr. Michael D. Welch

COMMUNITY AWARDS

March 2019 – CCHN presented former Chief Medical & Dental Officer, Michael D. Welch, DO, with the Stanley J. Brasher Health Gratitude award

April 2019 – The Benefit Tournament Charity Selection Committee recently chose the Peak Vista Women's Health Center's Breast and Cervical Cancer Screening Program as the beneficiary of their 2020 Benefit Golf Tournament.

May 2019 – Peak Vista honored select Peak Vista providers at annual Provider Quality Awards Dinner

June 2019 – CCHN Board declared May 10th the official "Michael Welch Day"

July 2019 – CHAMPS recognized Anne Beer, Director of Health Equity, for Outstanding Advocate of the Underserved

September 2019 – Recognized by the Colorado Springs Business Journal, 3rd Place, in the Largest Facilities Category for 2019

October 2019 – Healthcare Heroes Award Dinner, hosted by Springs Magazine recognized Greg Morris, PA-C, and Scott Robinson, DO

November 2019 – Community Leadership Award recognized Victoria Stone, Peak Vista's Board Vice Chair, and Ray M. Nunn, Peak Vista Board Member, for Modeling the Way Community Leadership



From left to right: Dr. Lisa Ramey, Chief Medical & Dental Officer, Pam McManus, President & CEO, Tracy Narvet, Chief Financial Officer

CLINICAL EDUCATION PROGRAMS

ADVANCED PRACTICE REGISTERED NURSE (APRN) FELLOWSHIP

Peak Vista's Advanced Practice Registered Nurse (APRN) Primary Care Fellowship graduated its fourth class of five Fellows in August 2019. The program continues to excel and add strong candidates to the list of past and present Fellows. Peak Vista's fifth class of Fellows began in September 2019.



Class of 2020 from left to right: Julio Perez, FNP, Shizuka Buckner, FNP, Nicole Workman, FNP, Amelia Martin, FNP, Jennifer Berrier, FNP, Seth Carley, FNP

FAMILY MEDICINE RESIDENCY (FMR) PROGRAM



With the support of numerous community partners, Peak Vista's Family Medicine Residency (FMR) program welcomed its fourth class of eight Residents in June 2019. Peak Vista graduated our inaugural class of Residents in June 2019.

Class of 2019 from left to right: (Back row) Matthew Schippers, DO, Daniel Kramer, DO, Joshua Jewell, DO, Stephen Stacey, DO (Front row) Jordan Christensen, DO, Christa Wright, DO, Shenelle Schoenfeld, DO, Leah Blake, DO, Samara Stafford, Residency Program Coordinator

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

Anesthesiology Associates of Colorado Springs
Associates in Gastroenterology
CAFMR (advocacy rotation)
Centura Health Systems - Penrose St Francis
(CHPG-hospitalists' Group)
Children's Hospital Colorado South and
Colorado Springs Campus
CHMG-General and Vascular Surgery
Colorado Dermatology Institute
Colorado ENT & Allergy
Colorado Springs Imaging
Colorado Springs Cardiology
Colorado Springs Orthopedic Group
Colorado Springs Pulmonary Consultants
Daniel Henley, MD
Interim Healthcare Hospice and Palliative Care
Optum Healthcare (sports medicine)
Peak View Behavioral Health

Peak Gastroenterology
Peak Neurology
Pediatrix Medical Group
Penrose Pathology
Pikes Peak Allergy and Asthma
Pikes Peak Hospice and Palliative Care
Pikes Peak Nephrology Associates
Rocky Mountain Cancer Centers
Skyline Vision
Springs Gastroenterology
Dr. Susan Henley
Thomas Higginbotham, DO
UCHealth (Cardiology, Anesthesia, Neurology,
Neurosurgery, Psychiatry, Emergency Medicine,
General Surgery, Urgent Care)
Urological Associates
USACS of Colorado Inc.

A LOOK BACK

MOBILE HEALTH SERVICES VAN EXPANDED HOURS



Peak Vista's Mobile Health Services Van hours increase steadily to expand care to Colorado Springs. The van now offers exceptional health care 40 hours per week, spending time at various partner agencies in an effort to eliminate access barriers daily.

AUDIOLOGY ADDED TO DIVIDE



Peak Vista received grant dollars from the Pikes Peak Area Council of Governments Area Agency on Aging. This grant enables Peak Vista to offer Audiology services to low-income seniors. Community of Caring donated an audiology booth to the Health Center at Divide and will now offer an Audiology program.

WOMEN'S OB/GYN SERVICES AT MEMORIAL NORTH



UCHealth Memorial Hospital North expanded its labor and delivery department. The Peak Vista Women's Health Center is now delivering all babies at UCHealth Memorial Hospital North.

RESIDENCY ACCREDITATION



The Family Medicine Residency (FMR) program received Continuing Accreditation from the Accreditation Council for Graduate Medical Education (ACGME). This means the FMR program is fully accredited for 10 years. Peak Vista also will maintain AOA accreditation through June 30th, 2020.

HEALTH CENTER AT JET WING



Peak Vista opened a new access point for care in February as the result of the increased demand and need for integrated health services in Southeast Colorado Springs. The new Health Center at Jet Wing opened at full capacity in October.

FAMILY HEALTH CENTER AT MITCHELL HIGH SCHOOL



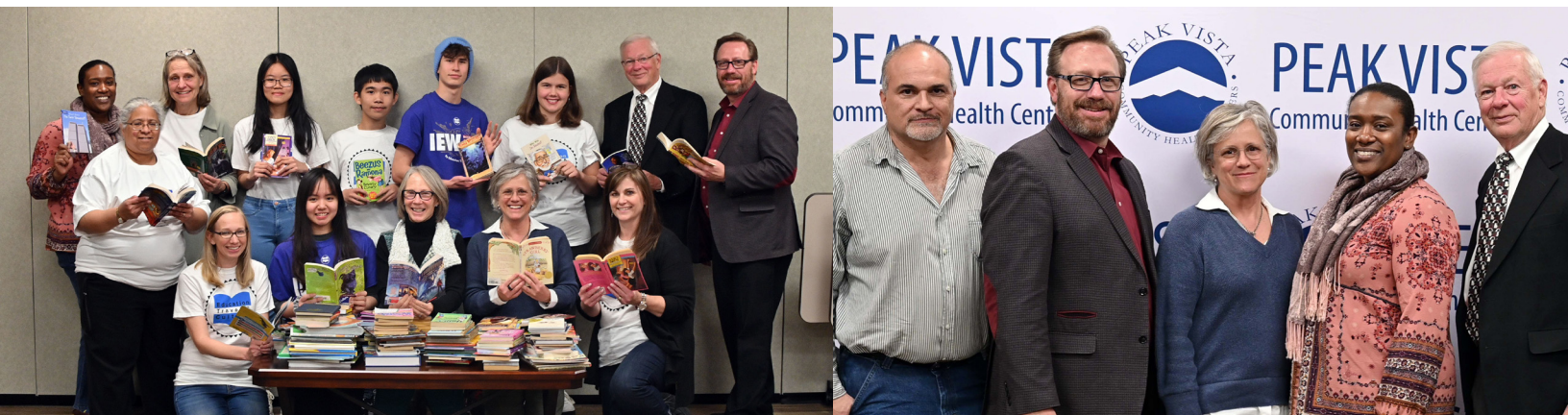
In partnership with Colorado Springs School District 11, Peak Vista opened a new primary health care facility on the Mitchell High School campus. This health center provides comprehensive primary medical and dental care with integrated behavioral health services to community members of all ages.

LEADERSHIP

2020 PEAK VISTA BOARD OF DIRECTORS

Robin E. Johnson, MD, MPH, FACEP,
Chairperson, El Paso County Public Health
Victoria Stone, Vice Chairperson, Colorado Springs
Food Rescue
Rev. Clifton Turner, Secretary, Pastor
William C. Sanden, CPA, Treasurer
Santiago "Bob" Duran, Small Business Owner
Marianne Horvath, Pueblo Community College

Ray M. Nunn, Nunn Construction
Elena Salinas, Small Business Owner
Mary Lynn Sheetz, Homeless Advocate
Dennis E. Smialek, DVM
Dr. Pam Taylor, Cardiologist
Rodrigo Villazon, Hospitality/Sales
Pam McManus, President & CEO, Ex Officio Member



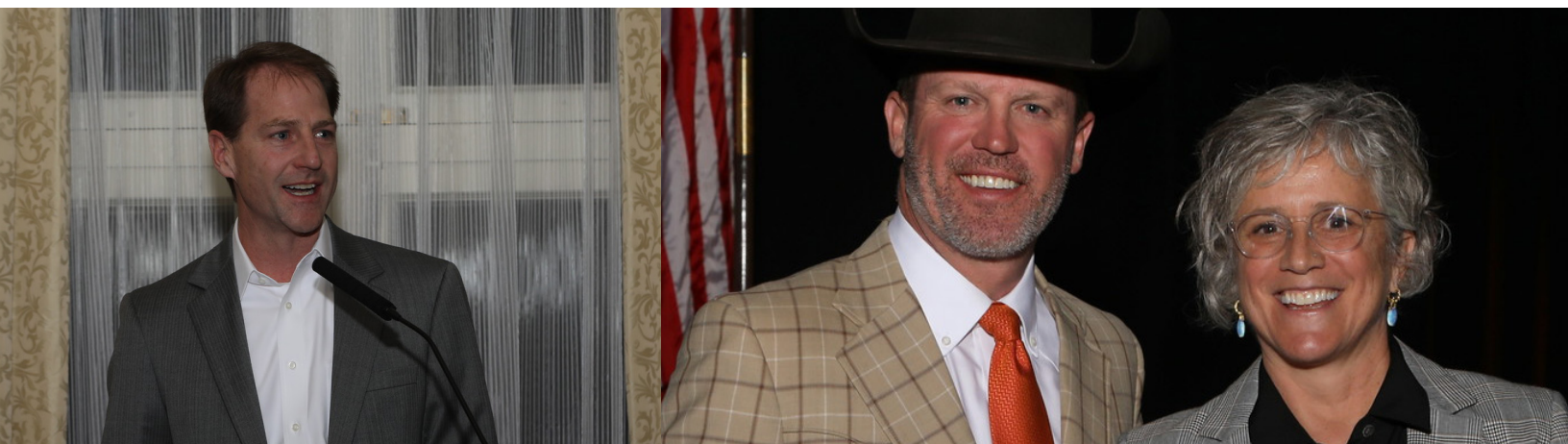
Back row (from left to right): Victoria Stone, Marianne Horvath, William Sanden, CPA, Rev. Clifton Turner, Front row (from left to right): Dr. Pam Taylor, Dr. Robin Johnson. Board members are accompanied by a group of foreign exchange students and their mentors participating in our Giving Tuesday Book Drive.

From left to right: Bob Duran, Rev. Clifton Turner, Dr. Robin Johnson, Victoria Stone, William Sanden, CPA

2020 PEAK VISTA FOUNDATION BOARD OF DIRECTORS

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John Suits, Secretary, Retired
Peter Speiser, Treasurer, CFO, GE Johnson
Construction Company
Debbie Chandler, CEO, Matthews VU
Medical Group

Santiago "Bob" Duran, Small Business Owner
Yolanda Fennick, PC, Attorney at Law
Pam McManus, President & CEO, Ex Officio Member



Foundation Board Treasurer, Peter Speiser

Foundation Board Chair, Robert Book & Board Chairperson, Dr. Robin Johnson

VOLUNTEER HEALTH CARE PROFESSIONALS

We would like to recognize the following volunteer health care professionals who deliver **specialty services** on an as-needed basis at Peak Vista's Specialty Clinic. 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
Ronald Salvaggione, DC

Dermatology

Gerard Koehn, MD

Endocrinology

William Munson, MD

General Surgery

David Brown, MD
Amilu Stewart, MD

Hematology/Oncology/ Internal Medicine

Charles Zinn, MD

Ophthalmology

Ronald Solomon, OD
Dan Weber, OD

Optometry

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

Podiatry

Jennifer Yull, DPM

Rheumatology

Martha D'Ambrosio, MD

Urology

Gary Bong, MD
Elliot Cohn, MD
Benjamin Coons, MD
J. Eric Derksen, MD
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.



"I'VE MOVED MANY TIMES THROUGHOUT MY LIFE AND HAVE HAD COUNTLESS PROVIDERS OVER THE YEARS AND PEAK VISTA IS BY FAR THE BEST HEALTH CENTER I'VE EVER HAD. WHILE I HAVE BEEN ABOVE PLEASED WITH THE PROFESSIONAL AND EFFICIENT ADMIN/NURSING STAFF, MY PROVIDER HAS GENUINELY LISTENED TO MY HEALTH CONCERNS, HAS BEEN EXCELLENT WITH EXPLAINING AND EXPLORING OPTIONS AND BECAUSE OF HIM, I AM FEELING RESTED AND GENUINELY HOPEFUL FOR THE FIRST TIME IN YEARS. THANK YOU!"

– PEAK VISTA PATIENT

CORPORATE & 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.

\$50,000 - \$99,999

Gazette Charities- Empty
Stocking Fund

\$25,000 - \$49,999

El Pomar Foundation

\$10,000 - \$14,000

Abby Brookover Lisowski
Mesa Housing Inc.
Penrose-St. Francis
Health Services
Quest Diagnostics

\$5,000 - \$9,999

Children's Hospital Colorado
Dr. Jae Jeon
Jerome Bruni
Kathleen Horrigan Hybl Fund of
the Pikes Peak Community
Kathleen Hybl
Pam McManus

\$1,000 - \$4,999

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Rocky Vista University
RTA Architects
Sarah Noel
The Living Water Fund of the Pikes
Peak Community Foundation
The Resource Exchange
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Thomas and Sandra Swinford
Todd Morris
Tracy Narvet
United Healthcare
Insurance Company
Vanessa Nagel
Walgreens Co
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\$500 - \$999

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Davide Migliaccio ℥
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Bob Lucia
David and Valerie Simonds
Dr. Donald and Barbara Gazibara
Drs. Elizabeth and
Nicholas Piantanida
Dr. Frank Piccinni
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James and Maria Harris
John and Elaine Brush
Laurie Olson
Luke, Sam, & Jack Taylor
Mark Benes ℥
Marvin Strait in Memory
of Shirley Strait
Mary Lou Risinger
Mile High United Way
Dr. Pam Taylor and Ted Maynard
Ray and Nancy Nunn
Roger and Sheila Bouton
Sarah Speiser
Shandy Clinic
Sheila M. Jobs
Stephen Woodford
Steve and Pam Nicholson

\$100 - \$499

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Andrew Montgomery
Andrew Ritchie
Anonymous (2)
Anonymous ℥
Austin Bluffs Laundry
Barbara Carlton

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Brenda Lammers
Brian Rhodes
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Tom and Janie McCarthy
Victoria Del Valle
Violet Trischan
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Mr. William Ayen
William and Candy Molter

Up to \$99

Amie Clearie
Andrew and Dolores
Angie Outlaw
Anna and Alan Buske

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Bette Kelso
Betty Archuleta
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Bridget Praytor
Carla Tilia
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Colette C Martin
Community Banks of Colorado
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Debora Clark
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Ms. Diane Seifert
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Mary Claire Shibilski
Mary Coleman
Mary Laney
Michael and Jodi Milberg
Nancy Ansted
Ned Becker
Overeaters Anonymous (2)
Pam Edgerton
Patricia Ford
Patricia Martinez

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Peak Vista Community Health
Centers BOD
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Ralph Angier
Randy and Erin Younger
Ray Kehr
Reverend and Carla Clifton
Richard and Leba Harrington
Robin Rogers
Rosemary Apricio
Sandi Friese
Sarah Blair
Sharon King
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Wynne Christen



Thank you for your generosity!



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Colorado Dept of Human Services
Center for Medicare & Medicaid Services
Colorado Association of School-Based Health Centers
Colorado Department of Health Care Policy and Financing
Colorado Department of Health and Environment
Colorado Health Access Fund/
Denver Foundation
Colorado Health Foundation
Colorado Springs Health Foundation
Community Health Partnership
Colorado Access
Cowgirls Against Cancer
Delta Dental Foundation

El Pomar Foundation
Erikson Fund
Firehouse Subs
HRSA Bureau of Health Workforce
HRSA Bureau of Primary Health Care
Inasmuch Foundation
Independent Bank
McCauley Trust
Nutrition Camp School Foundation
Pikes Peak Area Agency on Aging
Pike Peak United Way
Rocky Mountain Health Plans Foundation
Sam S. Bloom Foundation
Susan G. Komen Colorado
Temple Hoyne Buell Foundation
University of Colorado Denver

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

Anonymous (6)
Dr. Thomas and Kathleen Bates
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



“PEAK VISTA HAS ALWAYS FELT LIKE HOME TO ME. MY PROVIDER AND CARE TEAM HAVE MADE SURE THAT I AM INCLUDED IN EVERYTHING AND THEY HAVE ALWAYS TAKEN THEIR TIME TO EXPLAIN THINGS TO ME. I APPRECIATE THEM GOING ABOVE AND BEYOND!”

– PEAK VISTA PATIENT

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Dr. Robin Johnson &
Dr. Pam Taylor
Rocky Mountain Cancer Center
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BREAKFAST OF CHAMPIONS®

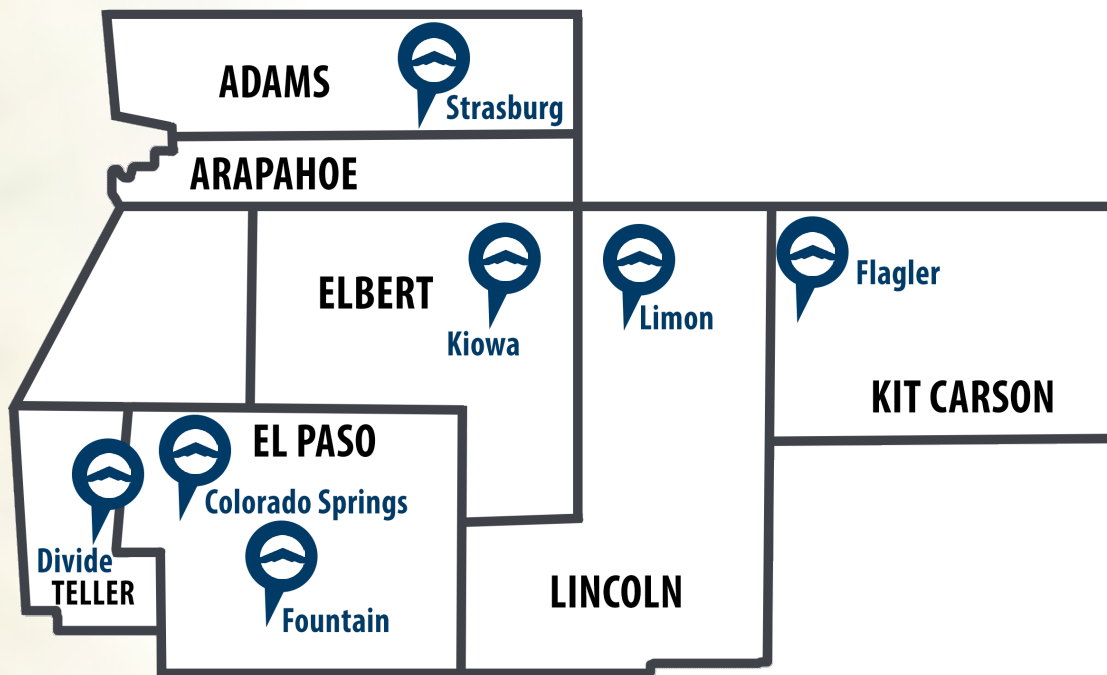
Lisa Leslie - 4 Time Olympic Gold Medalist - Basketball



Rowan – a long time Peak Vista patient began treatment at Peak Vista’s Pain & Wellness Center, an alternative option to opioids, to treat chronic pain he kept experiencing from a work related injury. “The consistent pain began affecting my quality of life. I couldn’t enjoy spending time with my family anymore and I was often in a bad mood from being in so much pain,” comments Rowan. Peak Vista’s Pain & Wellness Center began Rowan’s treatment by assessing his pain and determining which treatments would be best suited for him. “I was nervous about attending a group session and I wondered how it would help my constant pain,” explains Rowan, “but I wanted to stick with the program so I attended every group session and I was pleasantly surprised when I began to make real connections with other people who have the same experience as me.” Rowan followed the advice and alternative program that was offered at the Pain & Wellness Center and soon he noticed a real change. “I remember my wife commenting on my mood and my physical activity. That’s when I knew this had all been worth it,” remarks a happy and healthy Rowan.

ROWAN

PEAK VISTA PATIENT



27 HEALTH CENTERS

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

Family Health Center at Mitchell High School

4041 E San Miguel St

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

117 W Rio Grande Street

Health Center at Strasburg

55981 E Colfax Avenue, Strasburg

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)

Mobile Health Services Van

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



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