



**2023**

# **HealthONE Community Impact Report**



# Contents

Mission and introduction

07

HealthONE is a collaborative healthcare system dedicated to giving people a healthier tomorrow.

Supporting our clinicians and each other

25

HCA Healthcare and HealthONE are committed to listening to our clinicians and colleagues and providing the resources and support they need.

Our hospitals

51

Delivering high-quality patient care

15

HealthONE’s approach to delivering high-quality care is rooted in our belief of always doing what is right for our patients.

Strengthening our communities

39

HealthONE is proud to serve our communities and we are committed to investing in them for years to come.

Looking ahead

55







# A message from the president and the chairman of the board

This community impact report provides many highlights for HealthONE from the past year. However, beyond the numbers, narratives, and information about our health system, it is a testimony to our HealthONE colleagues, physicians, and volunteers.

We're proud of the impact our hospitals, physician clinics, surgery centers, urgent care facilities, behavioral health programs, and all of our services have on our local and regional communities. Our quality is unsurpassed, as is our effect on our community. That's all because of the people who make up HealthONE.

The daily commitment of our team members to meet the needs of our patients and their loved ones is inspiring and incredible. The pages within this report illustrate how we show up for our patients, as well as our community and each other.

We hope you find this information valuable. Thank you to all of our team members for your dedication and achievements over the past year.



**Chad Christianson**  
President and Chief Executive Officer  
HealthONE/HCA Healthcare Continental  
Division



**John Hughes, Jr.**  
Chairman of the HealthONE Board of  
Trustees



# Mission and introduction

HealthONE is part of HCA Healthcare, a network comprised of colleagues bound together by a single purpose: to create healthier tomorrows for every patient we serve — and for each other as well. Our impact is made possible by our incredible colleagues, communities and strategic partners who embrace HCA Healthcare’s mission and values.

For two consecutive years, HealthONE was named a top large health system as part of IBM Watson Health’s 15 Top Health Systems list, recognizing our healthcare system as one of the top performing health systems in the U.S. HealthONE was also honored by Newsweek as one of America’s Greatest Workplaces for Women.

HealthONE is among the largest healthcare systems in the metro Denver area with seven acute care hospitals, a pediatric hospital, a rehabilitation hospital, several freestanding emergency departments, numerous ambulatory surgery centers, CareNow urgent care and occupational medicine clinics, physician practices, imaging centers, and more. Sarah Cannon Cancer Center and Sarah Cannon Research Institute at HealthONE are part of a network that has conducted community-based clinical trials for more than 20 years and led over 500 first-in-man clinical trials to date. As a system, HealthONE facilities and healthcare providers work together to provide a higher level of care in the communities we serve.

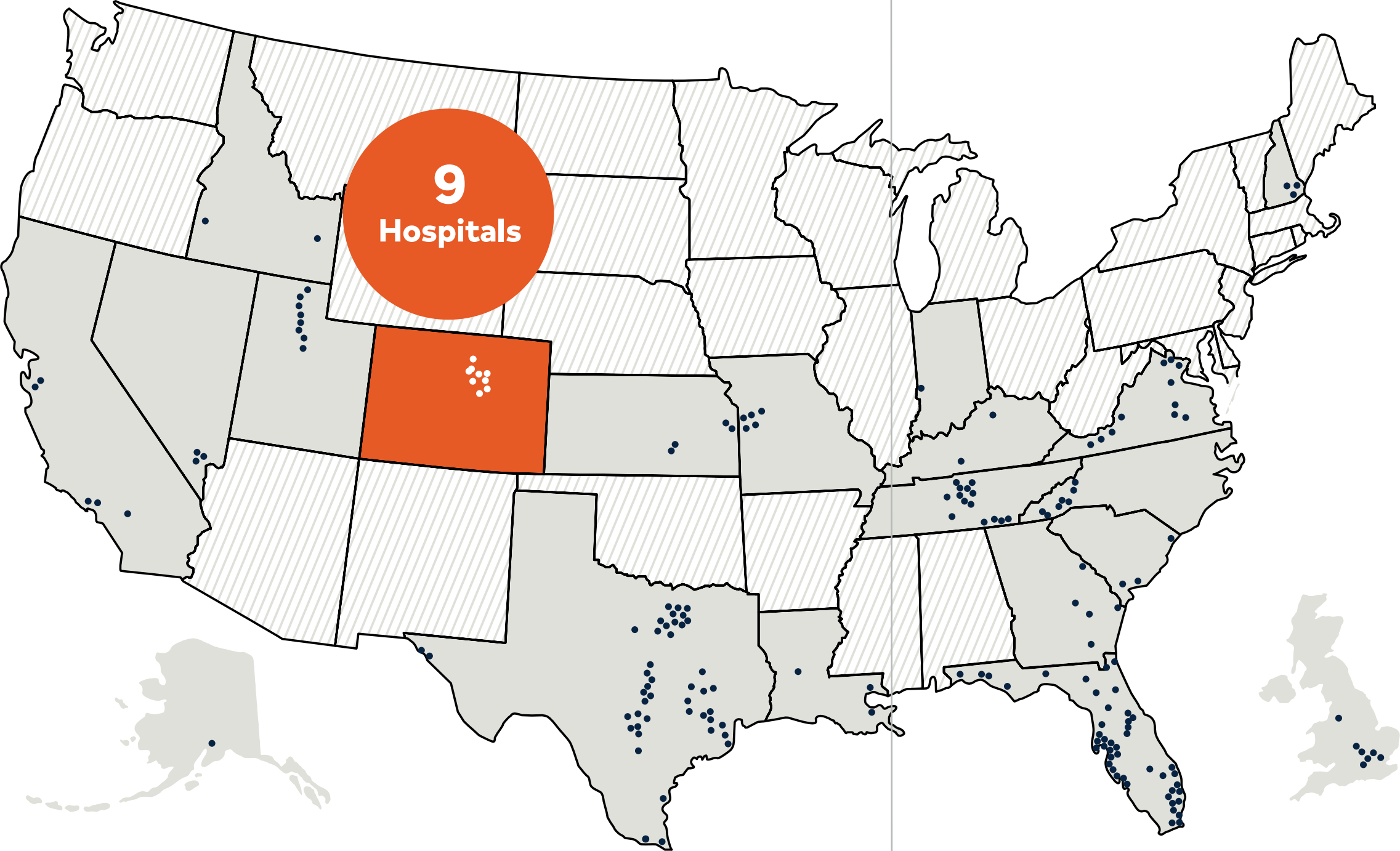
The HealthONE system cared for over 82,000 inpatients in our hospitals and had more than 315,000 emergency room visits in 2022. The unwavering focus on providing safe, high-quality care for every patient, every day, is what sets HealthONE apart and is the reason HealthONE is consistently recognized by third-party organizations for quality metrics.

From orthopaedics to cancer care, pediatrics, complex cardiovascular services and advanced neurological care, HealthONE offers a comprehensive scope of integrated services and treatment options to patients across the Rocky Mountain region.

In this year’s annual Impact Report, we reflect on the past year and the positive impact we create for all we are privileged to serve and with whom we collaborate.



# HealthONE by the numbers



All data is current as of Dec. 31, 2022, unless otherwise noted.

12,538

colleagues

3,022

active and affiliated physicians and providers

4,319

registered nurses

500

volunteers

-  **7** hospitals
-  **1** pediatric hospital
-  **1** rehabilitation hospital
-  **9** urgent care centers
-  **17** surgery centers
-  **4** freestanding emergency rooms
-  **4** behavioral health sites of care
-  **48** physician practices
-  **61** outreach telemedicine sites

# Our governance

**John Hughes, Jr., CPA, ABV, CVA**  
Chairman of the HealthONE Board of Trustees

**Erol R. Akdamar, FACHE**  
President, HCA Healthcare American Group

**Christine Benero**  
President and Chief Executive Officer  
Mile High United Way  
Vice Chairman of the HealthONE Board  
of Trustees

**Jerome Buckley, MD**  
Retired

**Chad Christianson**  
President and Chief Executive Officer  
HealthONE/HCA Healthcare Continental  
Division

**Matthew J. Fleishman, MD**  
Radiology Imaging Associates

**Melissa McLeroy**  
Division Chief Financial Officer, HealthONE/  
HCA Healthcare Continental Division

**Ronnie Midgett**  
Chief Financial Officer  
HCA Healthcare American Group

**Ruth Nauts, MD**  
Retired

**Michael J. Niyompong, MBA, MS**  
President and Chief Engagement Officer,  
WellPower

**Linda Osterlund, Ph.D, LMFT**  
Academic Dean and Professor  
Rueckert-Hartman College for  
Health Professions, Regis University

**Brian Pauls**  
President  
The Pauls Corporation

**Richard L. Robinson**  
Co-Founder  
Robinson Dairy

**Ali Sarram, MD**  
Colorado Urology Associates

**Faye Tate**  
Vice President, Diversity and  
Inclusion, CoBank

**Elaine Torres**  
Director of Community and  
Strategic Partnerships at  
CBS4, KCNC-TV





# Affiliated lines of business



**AirLife Denver**  
AirLife Denver is HealthONE’s critical care transport program. AirLife Denver utilizes a dedicated fleet of helicopters, airplanes, and ground ambulances to serve patients across Colorado and the surrounding states, providing life-saving patient care and transport. The mission of AirLife is to provide the highest quality, compassionate patient care during cost-effective, safe, and rapid transportation. The vision of AirLife is to be the leader in air and ground critical care transport service, with safety as the foremost priority.



**Ambulatory Surgical Centers**  
HealthONE’s 17 stand-alone ambulatory surgical centers are conveniently located throughout the metro Denver area. Each center is state-of-the-art, allowing us to offer a safe, convenient, high-quality alternative to inpatient hospitalization.



**Colorado Care Partners**  
HealthONE's Colorado Care Partners is a Denver-based managed care organization supporting pediatric and adult primary care practices. We partner with our practices to provide timely patient data, pharmacy support, coding and billing education, and a community of like-minded Colorado providers. We work to support our physicians and practices in providing high-quality, cost-effective care throughout the Denver market.



**CareNow Urgent Care**  
With nine CareNow Urgent Care clinics serving the Denver community, patients can receive quick care for common ailments such as sprains and strains, minor burns, sore throats, and cold or flu-like symptoms at a lower cost than a visit to the emergency room. HealthONE’s CareNow clinics operate with extended hours to meet increasing need for primary care services in the metro area. The clinics also provide occupational medicine services.



**HealthONE Healthcare at Home**  
HealthONE’s home health offering brings the expertise and resources to a patient’s home as they transition to care outside the hospital. We offer individualized options including nursing, rehabilitation and social services. Specially trained in home-based care, our team remains in contact with other healthcare providers, sharing appropriate medical information and carefully monitoring our patients’ progress to ensure recovery goes smoothly according to a personalized plan.



**HealthONE Hospice & Family Care**  
Understanding how important it is for patients to be able to set the tenor for their remaining days, HealthONE Hospice & Family Care takes the time to listen to our patients and their families and understand what matters most to them. When a cure is no longer an option, we remain committed to ensuring our patients live with the dignity and respect they deserve.



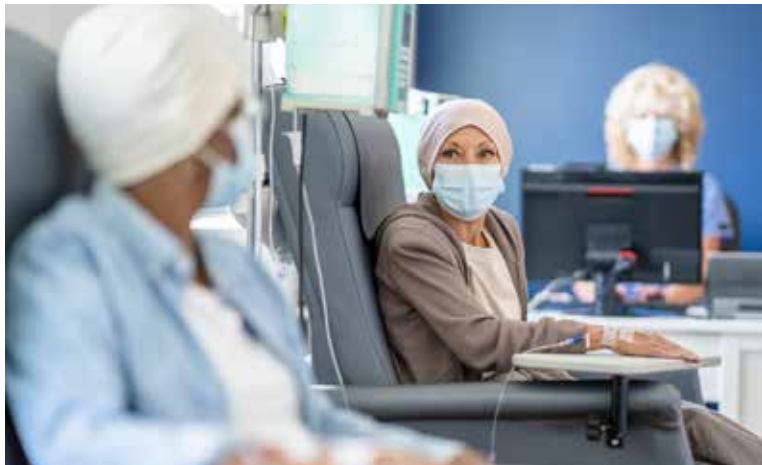
**Physician Services Group**  
HealthONE’s Physician Services Group (PSG) focuses on implementing innovative, value-added solutions designed to support physicians in the delivery of high quality, patient-centered healthcare in the outpatient clinic setting. PSG provides healthcare in an expansive, multi-specialty network of outpatient clinics throughout the Rocky Mountain region, and collaborates with the HealthONE system of hospitals to provide comprehensive, expert care to the community.



**Sarah Cannon Cancer Institute at HealthONE**  
Offering integrated cancer services with convenient access to cutting-edge therapies for patients, Sarah Cannon, the Cancer Institute of HCA Healthcare, is a global network with programs across the United States and in the United Kingdom. Programs include individualized patient navigation provided by oncology-trained nurses, a leading blood cancer network, hundreds of clinical trial options - and molecular profiling capabilities. Providing interdisciplinary treatment planning through local and international tumor boards leverages expertise across Sarah Cannon’s network of physicians and ensures a team approach to patient care. Through its services, Sarah Cannon is providing state-of-the-art cancer care, from diagnosis to survivorship, close to home for our patients.



**Sarah Cannon Research Institute at HealthONE**,  
Along with our hospitals, physicians, staff and the Sarah Cannon team, Sarah Cannon Research Institute enhances cancer research, diagnosis, treatment and patient-focused services for our patients. Sarah Cannon Research Institute at HealthONE is part of a larger research network, with affiliations with hospitals and physicians in the United States and United Kingdom.



# Delivering high-quality patient care

HealthONE's approach to delivering high-quality care is rooted in our belief of always doing what is right for our patients. From our 1.54 million annual patient encounters, and the more than 37 million enterprise-wide patient encounters, we develop and share best practices across our system that help continuously improve patient care.





**Our Enhanced Surgical Recovery program focuses on six tactics:**



**Reducing opioid usage and improving surgical outcomes**

HCA Healthcare’s Enhanced Surgical Recovery (ESR) program is a patient centered, research-based, multidisciplinary approach to surgical recovery that allows patients to play an active role in managing their own care and recovery plan.

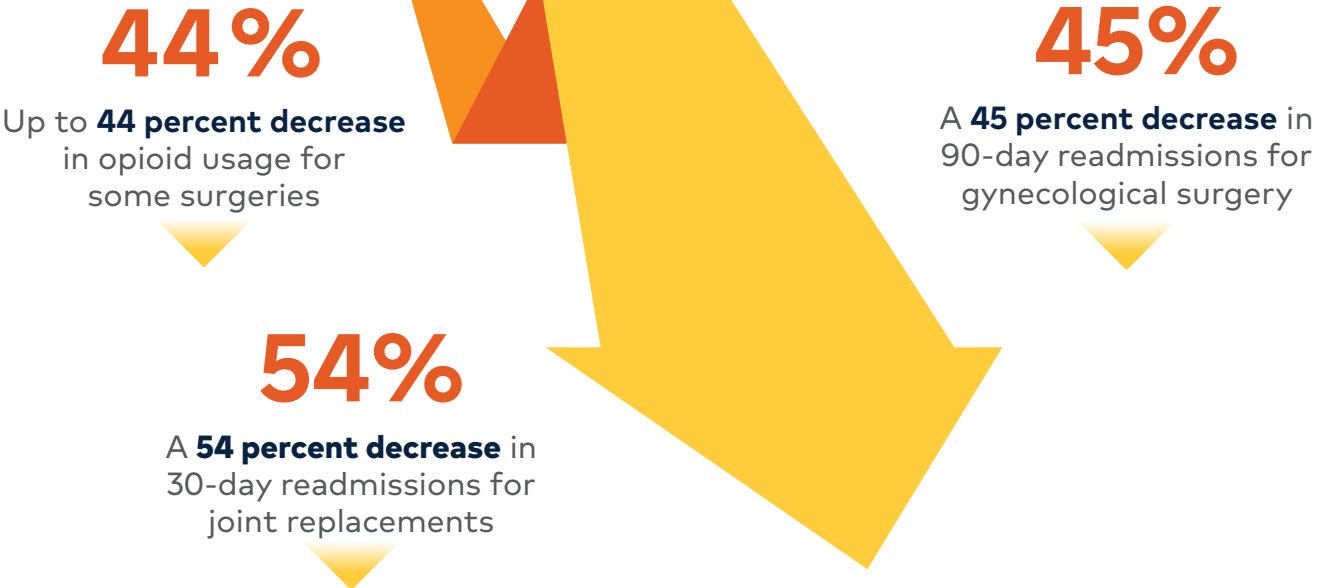
The program implements select interventions before, during and after surgeries to improve patient outcomes.

**Next-gen Analytics for Treatment and Efficiency (NATE)**

HCA Healthcare’s Next-gen Analytics for Treatment and Efficiency (NATE) platform provides data and predictive analytics to help clinicians and operators have a clear understanding of what’s happening with individual patients across their facility and, if needed, across the enterprise to inform decision-making and action plans. Developed by HCA Healthcare’s Data Science team, NATE technology helps clinical leaders care for patients with critical conditions, and offers insight into improvement opportunities related to hospital operations. In 2022, we launched and updated several products on our NATE platform, including to assist with infection prevention, manage patient safety protocols and improve emergency room clinical quality through enhanced communication around admission and discharge processes.



Based on data collected from **more than 140,000** joint replacement, gynecologic oncology, colorectal and bariatric surgeries in 2021, the ESR protocol has proven to be a road-map to help improve surgical results, including:



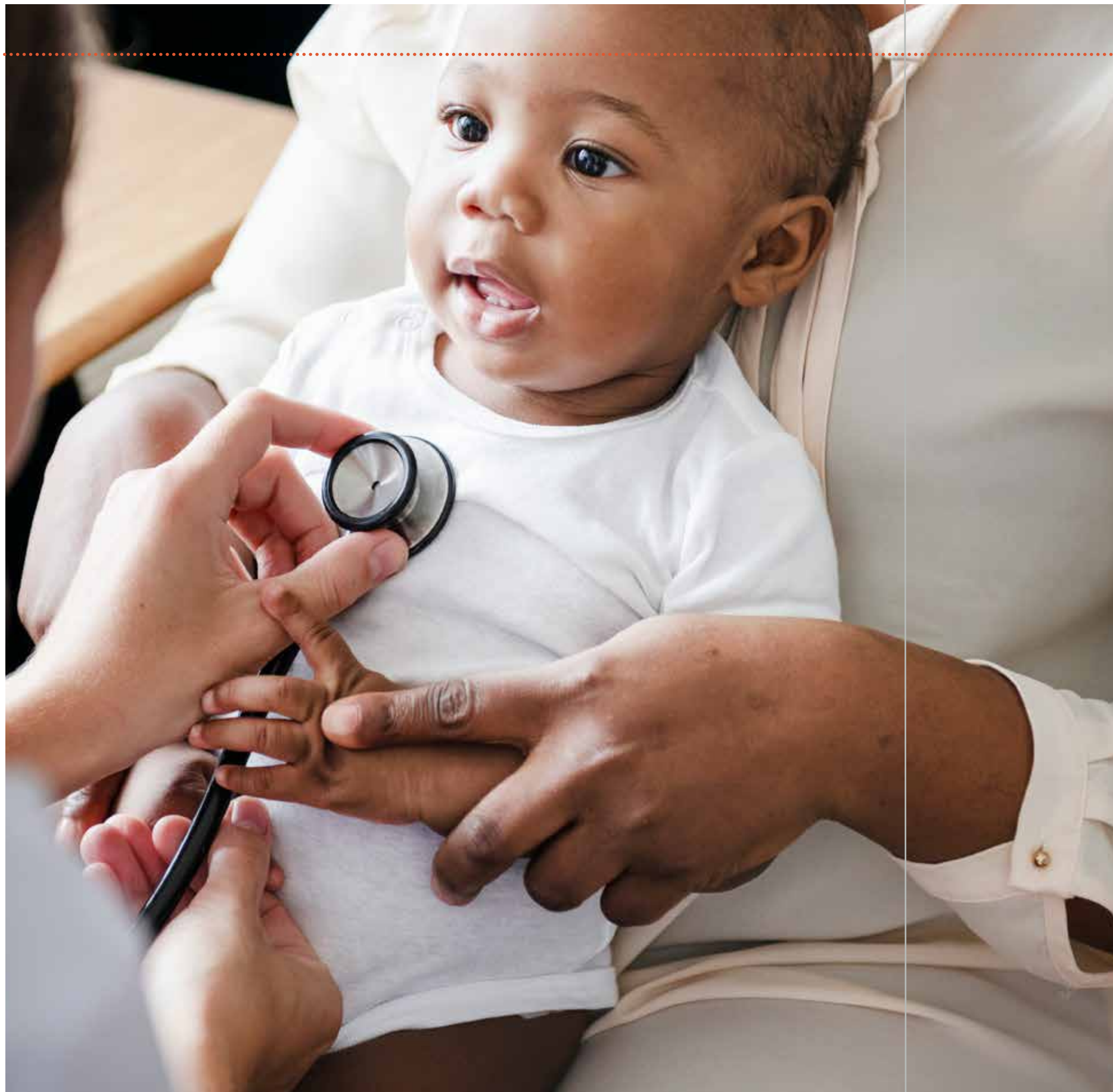
# Safe Table Discussions

HCA Healthcare's Patient Safety Organization (PSO) collaborates with nurses and leaders from our patient safety, quality and service line teams to establish and implement systems and processes that support safe, compassionate care. Through HCA Healthcare's Safe Table discussions, nurses, colleagues and caregivers can openly discuss concerns related to patient safety in a confidential and legally protected environment. The PSO analyzes feedback from Safe Table discussions to help identify and act on opportunities to improve patient safety and the quality of healthcare delivery. From the analyses, HCA Healthcare shares our learnings and best practices to make improvements across our facilities.

As a result of the overwhelmingly positive response to the Safe Table discussions, in May 2022, we revised the process to allow more PSO members and facilities to conduct Safe Table discussions according to their own needs and time-frames. We are also investing in a new safety surveillance reporting system for colleagues to report potential errors or events regarding patient safety. In 2022, more than 200 Safe Table discussions were held by HCA Healthcare hospitals, divisions and service lines.







# HealthONE Rural Network

HealthONE's Rural Network provides the highest level of quality specialty care to patients and is committed to helping patients stay close to home for their healthcare.

Long before the pandemic launched telehealth into popularity, HealthONE was using this technology to provide healthcare consultations to our rural neighbors in Colorado, Kansas, Nebraska, Montana, New Mexico, and Wyoming. In 2022, we completed more than 1,500 clinic days in rural communities and provided over 4,700 telehealth consultations to rural hospitals, helping patients access our award-winning health care, close to home. We also cared for over 70,000 patients from communities outside of Denver.

With HealthONE's nationally recognized stroke treatment programs, we have developed one of the most successful virtual tele-stroke networks as part of the Rural Network. In 2022, we helped our rural partners retain more than 70 percent of patients who received a tele-stroke consultation, providing patients access to highly specialized care quickly, without having to leave their immediate communities.

From cardiology and neurology to OB/GYN and pediatrics, our specialists go the distance for our patients. Through our Rural Network, more than 100 healthcare specialists travel via air or ground on a regular basis to provide services to rural communities caring for more rural patients than any other health system in Denver.

Beyond the specialty clinics, the HealthONE Rural Network includes continuing medical education, clinical preceptorships available at each HealthONE facility, purchasing programs for used medical equipment, and facilitation of recruitment through one of two primary care residency programs.

# Quality of care awards recognition

**Healthgrades America’s 250 Best Hospitals** - Four HealthONE hospitals have been named one of America’s 250 Best Hospitals™, placing them in the top 5 percent of hospitals in the country and overall leaders in clinical excellence, according to Healthgrades. The four HealthONE hospitals who have been recognized as America’s Best Hospitals include Rose Medical Center, Sky Ridge Medical Center, Swedish Medical Center and The Medical Center of Aurora.

**Magnet Designation** - Two HealthONE hospitals — Rose Medical Center and The Medical Center of Aurora — are Magnet designated. As the universally recognized gold standard in nursing care, only about 6 percent of US hospitals achieve Magnet designation.



**Healthgrades Patient Safety and Outstanding Patient Experience Awards** - Two HealthONE hospitals, Sky Ridge Medical Center and Swedish Medical Center, were recognized by Healthgrades as 2022 Patient Safety Excellence Award™ recipients. The distinction places these hospitals among the top five percent of all short-term acute care hospitals in the country, according to Healthgrades.

**Leapfrog A’s** - Four HealthONE hospitals received an “A” Leapfrog Hospital Safety Grades for both spring and fall 2022. This national distinction recognizes these hospitals’

achievements in protecting patients from preventable harm and error in the hospital. The four hospitals who received an “A” grade were Presbyterian/St. Luke’s Medical Center, Rose Medical Center, Sky Ridge Medical Center and Swedish Medical Center.

It is worth noting that Rose Medical Center is one of only 22 hospitals nationwide to have earned an “A” grade in every release since the Leapfrog Hospital Safety Grade program began in 2012.

 **100 Top Hospitals**<sup>®</sup> Fortune/Merative 100 Top Hospitals - HealthONE is honored to have two hospitals named among the 100 Top Hospitals<sup>®</sup> by Fortune and Merative, formerly IBM Watson Health. Rose Medical Center and Swedish Medical Center and were named to the 2022 Fortune/Merative 100 Top Hospitals list as two of the top performing Teaching Hospitals in the U.S. This is the fifteenth time that Rose Medical Center has made the 100 Top Hospitals list and Swedish Medical Center has made the list four times.

Recognition as one of the Fortune/Merative 100 Top Hospitals demonstrates these hospitals’ ongoing commitment to prioritize patient-centered care. According to Merative, as compared to similar hospitals, the hospitals included on the Fortune/Merative 100 Top Hospitals list had better results on key clinical and operational performance indicators. These include survival rates,

patient complications, healthcare-associated infections, 30-day mortality and 30-day hospital-wide readmission rates, length of stay, throughput in emergency departments, inpatient expenses and ratings from patients.

**Unit of Distinction** - The HCA Healthcare Unit of Distinction program celebrates top-performing nursing units that are defining excellence through nursing-specific indicators and departmental performance. These teams and leaders are actively partnering and collaborating with patient care teams to problem solve and create best practices within their local organizations.

Fourteen HealthONE nursing units were recognized as 2022 Units of Distinction (top 5 percent) or Honorable Mentions (top 6-10 percent), with Swedish Medical Center’s Pediatric Specialty Intensive Care Unit (PICU), being named the number one overall PICU in the company.



The Unit of Distinction designation is achieved through measurable, exemplary performance in the strategic areas of advocacy and leadership, consistency in nursing practice and operations and leveraging scale to improve patient care.

## Units of Distinction



Med/Surg - Honorable Mention  
Adult OR - Honorable Mention  
Post Anesthesia Care Unit - Honorable Mention



NICU - Unit of Distinction  
Ortho Spine - Unit of Distinction  
Telemetry - Honorable Mention



Mom/Baby - Unit of Distinction  
Post Anesthesia Care Unit - Unit of Distinction  
Progressive Care Unit - Unit of Distinction  
Labor & Delivery - Honorable Mention  
Ortho/Trauma - Honorable Mention



Pediatric ICU - Unit of Distinction & #1 Overall PICU  
Multi Trauma Unit - Honorable Mention



Med/Surg - Unit of Distinction





# Supporting our clinicians and each other

HCA Healthcare and HealthONE are committed to listening to our clinicians and colleagues and providing the resources and support they need.

# 2023 Nursing Strategy

In 2022, HCA Healthcare surveyed nurses at all levels of the organization. HCA Healthcare’s refined nursing strategy focuses more on innovative ways to solve nursing staffing challenges and enables nurses to practice at the top of their license. Our strategy is guided by four pillars:

**1 Advocacy and leadership**  
Develop extraordinary leaders at every level and provide unparalleled opportunities for a career of a lifetime.

**2 Professional practice**  
Deliver high-quality patient care through evidence and research-based nursing practices.

**3 Staffing and care team support**  
Identify and implement innovative care team models, process optimization and technology development through field observation to support care teams and meet patient needs.

**4 Education and academic partnership**  
Access to industry-leading education and career development opportunities to positively impact patient care.





# Supporting our frontline caregivers

The U.S. workforce is currently facing unparalleled demands, with the field of nursing seeing out-sized strain. HCA Healthcare and HealthONE are leading the industry in addressing these challenges today and as we look to the future. Now more than ever, we are committed to meaningful workforce development through investment in training, retention and policy legislation.

To help address global nursing shortages, HCA Healthcare and HealthONE have invested significantly in the recruitment of quality nurses while also expanding care teams to include positions such as licensed practical/vocational nurses (LPN/LVNs), paramedics and nurse externs. Embracing innovative models of care helps reduce the burden on our nurses and will continue to be a long-term investment to help ensure our nurses have the resources and support they need.



**Alternative models of care** - In 2022, we introduced Alternative Models of Care to share patient care across a range of technical roles. By diversifying and expanding care teams to include Licensed Practical/Vocational Nurses (LPN/LVNs) we are reducing the staffing crisis burden while allowing RNs and LPN/LVNs to work at the top of their licenses.



**Inspire app** - The HCA Inspire app allows our nurses to connect with peers and mentors, grow professionally, access their schedules, request time off and more.



**iMobile** - Through iMobile, a secure text messaging system, our nurses can easily communicate and share information with other members of the care team, receive updates on patient status and be alerted when a patient needs them.

# Virtual Care Center

In the HCA Healthcare Continental Division, we're always looking for new ways to serve patients and support colleagues. The expansion of our Virtual Care Center in the Denver Tech Center does both with new physical space and patient monitoring capabilities. The recently completed and purpose-built facility offers the best technology for enhanced support of hospital clinicians, while existing and new clinical programs will help to improve the quality of care across the Division.

## Virtual RN Program

The first of its kind in HCA Healthcare, the Virtual RN program pairs experienced registered nurses at the Virtual Care Center with the predictive modeling of the Guardian technology. Using advanced algorithms that correlate real-time patient monitoring and vitals to historical patient data, Virtual RNs have the capability to identify at-risk patients prior to a visible change in their clinical condition, allowing the hospital team to provide early intervention.

## Sitter Program

Through state-of-the-art remote viewing, virtual sitters provide 24/7 monitoring of hospitals patients to support providers at the bedside. This staff does not replace the hospital clinical staff but instead provides another set of eyes on their patients.

## New Virtual Telemetry Monitoring

The newest element of the Virtual Care Center is Telemetry monitoring. These nurses are constantly monitoring the vital signs of patients who have a cardiac condition such as heart failure, heart disease and complications of cardiac issues. Those patients monitored post cardiac procedure may have had a stent inserted, a pacemaker placed, or coronary bypass surgery.



# Colleague engagement

Engagement remains a key focus for HealthONE. Throughout 2022, HCA Healthcare’s Human Resources Group (HRG) conducted targeted retention training workshops for more than 2,580 managers across the organization to showcase best practices and train leaders on the power of building meaningful connections with colleagues. Eighty-six percent of facilities that participated in the training saw a reduction in full-time/part-time turnover and 96 percent saw a reduction in full-time/part-time registered nurse turnover. On average, those facilities that participated in the training achieved an 18.5 percent decrease in annualized nurse turnover compared to those facilities that did not participate.

**Vital Voices** - Through Vital Voices, HRG conducts pulse surveys twice a year to gather feedback from colleagues about their experiences. At the end of 2022, our engagement index increased back to prepandemic levels. We saw improvements on nearly every question and no scores declined. The most notable gain was made in the recognition category, due in part to our Colleague Recognition Program.



# Diversity, equity and inclusion

HCA Healthcare’s Colleague Networks are just one example of how we are advancing diversity, equity and inclusion across the enterprise. Colleague Networks are a valuable resource for our colleagues to convene around shared experiences and are helping colleagues grow through professional development sessions, volunteer opportunities, networking and more.

Across our organization, there are 99 local Colleague Network chapters (as of December 2022). In addition to seven networks for Black colleagues, women, young professionals, LGBTQ+ colleagues, Hispanic/Latinx colleagues, Asian colleagues and veterans, we introduced two new networks in 2022 as recommended by our colleagues:



**The Diversability Colleague Network** seeks to advance awareness and inclusion for colleagues with disabilities at HCA Healthcare, as well as those who serve as caregivers or advocates for persons with disabilities. Through education, recruiting and targeted programming, this network strives to create an equitable workplace that is welcoming, safe and prepared to optimize the talents of colleagues with disabilities.



**The Mental Health and Wellness Colleague Network** seeks to provide a safe community and supportive network for colleagues to come together to learn and talk about mental and emotional health. The network strives to reduce the stigma often associated with mental health, and promote awareness, hope, acceptance and individual empowerment.

**Hope Fund** - The HCA Healthcare Hope Fund is a colleague-run, colleague-supported 501(c)(3) charity that helps our families when faced with financial hardship due to natural disaster, illness/injury, domestic violence, death of a loved one or other difficult situations.

The Hope Fund’s Savers Program supports eligible colleagues as they build an emergency fund. When participating colleagues save each month, the Savers Program will match those savings up to \$80 each month for six months.





# Professional development

**As part of HCA Healthcare, HealthONE is proud to support the educational and career goals of our colleagues and their family members through a variety of programs.**

**Galen College of Nursing** - In 2020, HCA Healthcare expanded its commitment to education by becoming the majority owner of the Galen College of Nursing, forming the largest academic practice partnership in the country. An important part of our educational program offering is the HCA Healthcare — Galen College of Nursing Grant. With this grant, colleagues can complete an online RN to BSN degree with zero out-of-pocket tuition expenses.

**Student loan and tuition assistance** - As part of our commitment to workforce development, eligible colleagues may receive support with higher education expenses through HCA Healthcare’s student loan assistance program and tuition assistance program. Our tuition benefits also allow eligible colleagues to complete the Galen College of Nursing online RN-to-BSN program with zero out-of-pocket tuition expenses. In 2022, approximately \$39.2 million was reimbursed to HCA Healthcare colleagues through the student loan assistance and tuition assistance programs; 303 HealthONE colleagues participated in the tuition assistance program, receiving \$1.05 million in assistance.

Additionally, a partnership with Regis University gives HealthONE colleagues a 10 percent tuition discount on eligible degree programs.

**Center for Clinical Advancement** - HealthONE’s Center for Clinical Advancement combines large-scale simulation and classroom education in one place. Newly licensed nurse colleagues participate in classroom didactic work, e-learning, hands-on skills training and high-

fidelity immersive simulation as part of the Nurse Residency program. Specialized manikins are capable of simulating a multitude of patient conditions in real time. While caring for a simulated patient, learners apply the same procedures of retrieving appropriate medications, monitoring and reacting to changing vital signs and performing lifesaving interventions such as CPR. Technology is available to record every step, so students can play back scenarios and debrief with colleagues and trained facilitators to advance learning further. In addition, medications, supplies and patient rooms at each center are exact replicas of what nurses find in HealthONE facilities.

Our colleagues have engaged in more than 21,000 simulation hours since the Center’s opening, with more than 1,100 hours of simulation offerings in the past year.

**Nurse Residency and StaRN programs** - The HCA Healthcare Nurse Residency program partners with the Specialty Training Apprenticeship for Registered Nurses (StaRN) to provide a comprehensive blended professional nurse. The HCA Healthcare Nurse Residency program is a year-long, clinical orientation and professional development curriculum that culminates with an opportunity for participants to reflect on their practice, identify career goals and celebrate their accomplishments.

Nurse residents will be surrounded by a community of experienced nurses and fellow nurse residents who are all invested in their success and will help build a foundation for their nursing career. Our evidence-based residency fosters growth and success among participants and provides continued educational support as they transition into the professional nursing role and navigate vast career opportunities.

**Developing the career pipeline** - With the nationwide shortage of healthcare workers, HealthONE remains focused on numerous ways to impact the workforce pipeline. We support our 11,000 colleagues at all levels as they advance in their careers and education. HealthONE also engages individuals who may become tomorrow’s healthcare leaders. Some of our partners in this work are CareerWise, the Denver Scholarship Foundation, Regis University’s College of Health Professionals, Emily Griffith Technical College, Colorado Community Colleges, Metropolitan State University of Denver, and Pickens Technical College. Clinical Rotations, internships, scholarship funding, and mentorships are just a few of the ways we are supporting those on their journey to become healthcare workers.

HealthONE also appreciates the chance to connect with high school students at our partner schools. We hope to excite and inspire students interested in medicine about the vast array of roles available in a large healthcare system. So far in the 2022/23 school year, our HealthONE hospitals report having engaged 3,500+ students in various activities aimed at exposing them to healthcare careers. These activities include volunteering at the hospital, serving as interns, touring the hospital, shadowing physicians, taking with colleagues who work in varied fields, and interacting with them during career days/activities at their school. While we connect with students at over 30 high schools metro-wide, our primary school partners are: West HS, Manual HS, South HS, Overland HS, Rock Canyon HS, Bollman Future Forward, Mapleton HS, and the Cherry Creek Innovation Center.

Of the students who completed a post event survey, 100 percent said the experience helped them better understand healthcare careers, and 90 percent said they would be interested in exploring job opportunities at HealthONE.

In her survey, a senior, from Thunder Ridge High School in Highlands Ranch, said this after participating in our Mini Medical University, “I learned so much. This opportunity not only helped me to get a better idea of what I did and did not want to have as a career, but it helped to understand the hospital and healthcare work environment better and guide me in really narrowing down my thoughts of what I want as a career in healthcare.” Mini Medical University is a HealthONE program designed to provide students with interactive opportunities within our hospitals to help students know if healthcare is the right career for them.

**Leadership Development** - The HCA Healthcare Leadership Institute’s Executive Development programming earned the Brandon Hall Group Excellence Gold Award for “Best Advances in Leadership Development,” recognizing the best organizations that have successfully developed and deployed programs, strategies, systems and tools that have achieved measurable results for learning and development. Standardization of patient safety huddle structure to increase collaboration and communication about patient safety and patient safety initiatives.

**Patricia Frist Memorial Scholarship** - Established and funded by the HCA Healthcare Foundation, the Patricia Frist Memorial Scholarship supports dependents of HCA Healthcare colleagues pursuing post-secondary education. Since the scholarship’s establishment in 2019, more than 2,500 one-year scholarships have been awarded to colleague dependents across our organization. In 2022, 587 recipients received scholarships totaling more than \$1.7 million.

# Wellness support

**We aim to support the physical, mental, emotional and financial wellbeing of our colleagues.**

**Nurse Care:** For our full-time and part-time hospital-based nurses, this 24/7 helpline provides free and confidential access to a wealth of resources. In 2022, this helpline supported 17,159 colleagues (enterprise proof point).

**Wellbeing Hub:** Colleagues can access a one-stop website with a variety of support tools and resources to improve emotional well-being, quit smoking, manage stress, get help supporting their child's education, find family support resources and more.

**Progyny:** In 2022, HCA Healthcare formed a new partnership with Progyny, a leading fertility benefits solution, to provide eligible colleagues access to comprehensive treatment coverage, personalized guidance and access to premier specialists to support unique paths to parenthood.

**Optum Wellbeing:** Through this partnership, colleagues and members of their immediate household may receive up to eight free counseling sessions per topic, per year. Sessions are available in person or via phone or text. Optum also offers a free referral service to help colleagues find professional services like child, elder and pet care, home and auto maintenance, education support and legal resources.



**Therapy dogs:** Animal therapy has been shown to help relieve stress, depression and anxiety.

**Thrive Forward Toolkit:** The toolkit provides colleague endurance and wellbeing resources, with access to articles, tools, strategies and videos to help colleagues thrive personally, building endurance for themselves as caregivers.

**Financial planning:** Through our partnership with Optum Wellbeing, colleagues can speak with a financial professional about budgeting, debt reduction, retirement, estate planning, taxes and more. In addition, colleagues can take advantage of waived fees, consumer loans, mortgage discounts, access to financial wellbeing and wealth management counselors, and more perks through our preferred banking partners.

HCA Healthcare also partners with Remotiv to show eligible 401(k) plan participants their Retirement Readiness score. In addition, Remotiv provides access to a savings coach to help increase savings and design a personalized investment strategy.



# Awards and recognition

## The Civic 50

For the second year, HealthONE was named an honoree of The Civic 50 Colorado by CSR Solutions of Colorado in partnership with Points of Light, the world's largest organization dedicated to volunteer service. The award recognizes HealthONE as one of the most community-minded companies in Colorado, determined by an independently administered and scored survey.



The Civic 50 Colorado initiative, modeled after Points of Light's national program, provides a standard for superior corporate citizenship and highlights how companies can use their time, talents, skills and resources to drive social impact in their company and communities. HealthONE demonstrates these qualities through charitable giving, volunteerism and leadership in the community.

## America's Greatest Workplaces for Women



At HealthONE, we take pride in promoting gender equality and breaking down gender barriers, and our efforts have been recognized by Newsweek. The HealthONE system of care is the only healthcare provider in Colorado to be named to the Newsweek list of America's Greatest

Workplaces for Women and one of only six organizations total in the state of Colorado.

The Newsweek award for America's Greatest Workplaces for Women is a national survey

of 37,000 women. The participants evaluated the companies based on various categories: corporate culture, working environment, work-life balance, training and career progression, compensation, and benefits. The organizations were also reviewed based on their share of women on the management team. Of the 600 national organizations recognized by Newsweek, 74 are healthcare providers. Newsweek partnered with data firm Plant-A Insights Group, which collected more than 224,000 company reviews nationally.

## Top Workplaces 2022

The HCA Healthcare Continental Division Office and Rose Medical Center received Top Workplaces Regional Awards through the Denver Post's Top Workplaces 2022 employer recognition program. This program determines honorees through employee feedback.



## Best Places to Work in Healthcare 2022



The HCA Healthcare Continental Division Office was selected by Modern Healthcare as one of the 2022 Best Places to Work in Healthcare. This award program identifies and recognizes the top 150 outstanding employers in the healthcare industry nationwide.

## Colorado Parent Magazine Family Favorites



Three HealthONE hospitals, along with CareNow Urgent Care, were named to Colorado Parent

magazine's 2022 Family Favorites. Rocky Mountain Hospital for Children (RMHC) celebrated six consecutive years as the Family Favorite Hospital, as voted on by the readers of Colorado Parent magazine.

Patients and consumers also voted Rose Medical Center as the Family Favorite Birth Center, with Sky Ridge Medical Center and Presbyterian/St. Luke's Medical Center being named runners up in the same category. Additionally, Rose Women's Hospital landed in the Top 3 of the Hospital or Health Clinic category and CareNow Urgent Care was the overall winner in the Urgent Care category.

## World's Most Ethical Company



HCA Healthcare was recognized for the 12th time by Ethisphere, a global leader in defining and advancing the standards of ethical business practices, as one of the 2022 World's Most Ethical Companies. HCA Healthcare was one of only seven honorees in the Healthcare Providers category this year.

## World's Most Admired Companies



HCA Healthcare was ranked No. 1 in our industry by Fortune on their 2022 list of World's Most Admired Companies. The annual global survey identifies organizations that excel in a variety of corporate reputation measures including innovation, ability to attract and retain talent, quality of management and social responsibility to the community and the environment.

## Military Friendly Employer



HCA Healthcare has been recognized as a military-friendly and military-spouse-friendly employer for 12 consecutive years by VIQTORY and by Military Times' Best for Vets for the past three years.

In 2022, HCA Healthcare received a Military Friendly Employer Bronze designation from VIQTORY. The Bronze distinction is awarded to an employer who scored within 30 percent of the 10th best employer in their category. These employers have exceptional military/veteran programs and this award showcases their dedication to the military community.

## LinkedIn Top Companies



HCA Healthcare was recognized on the 2022 LinkedIn Top Companies ranking, an annual list that helps professionals identify the top workplaces to grow their careers. This was the second consecutive year our organization earned a place on this list of 50 top employers. Using LinkedIn data, companies are ranked based on seven pillars that have been shown to lead to career progression: ability to advance, skills growth, external opportunity, company stability, company affinity, gender diversity and educational background.



# Strengthening and being there for our communities

HealthONE is proud to serve our communities and we are committed to investing in them for years to come.

In 2022, the Continental Division, which includes HealthONE in Denver and Wesley Healthcare in Wichita, was number one in HCA Healthcare for the percent of colleagues who gave monetary donations (34%) and the percent of colleagues who logged volunteer hours (4.4%).



**\$15.8M**

HealthONE giving including community health improvements, community building activities, cash and in-kind contributions, research and health professional education



**8,290**

HealthONE colleague volunteer hours



**\$1.2M**

HealthONE colleague giving with HCA Healthcare matching



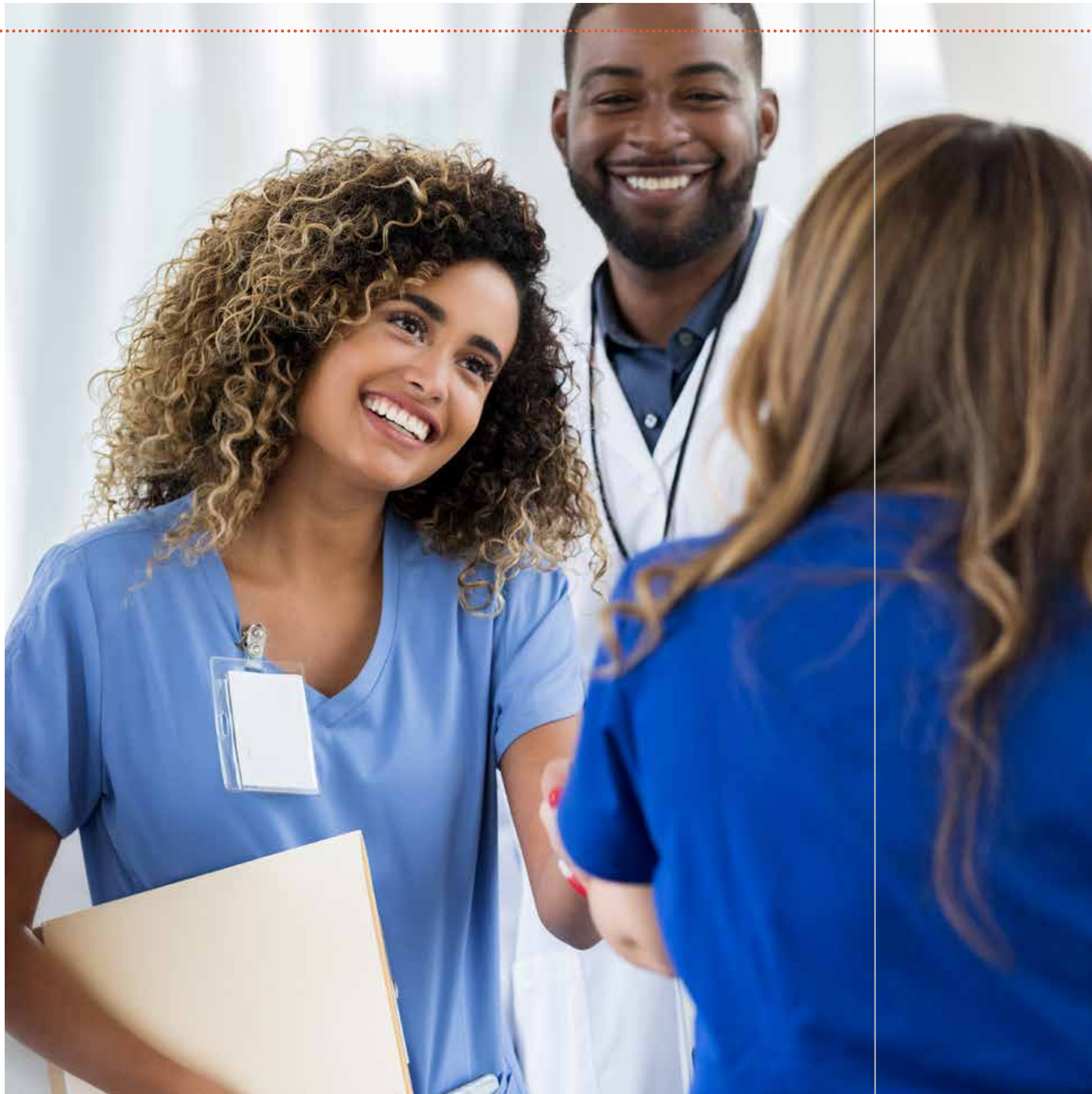
**295**

charitable organizations supported through donations and volunteering

All data is current as of Dec. 31, 2022, unless otherwise noted.







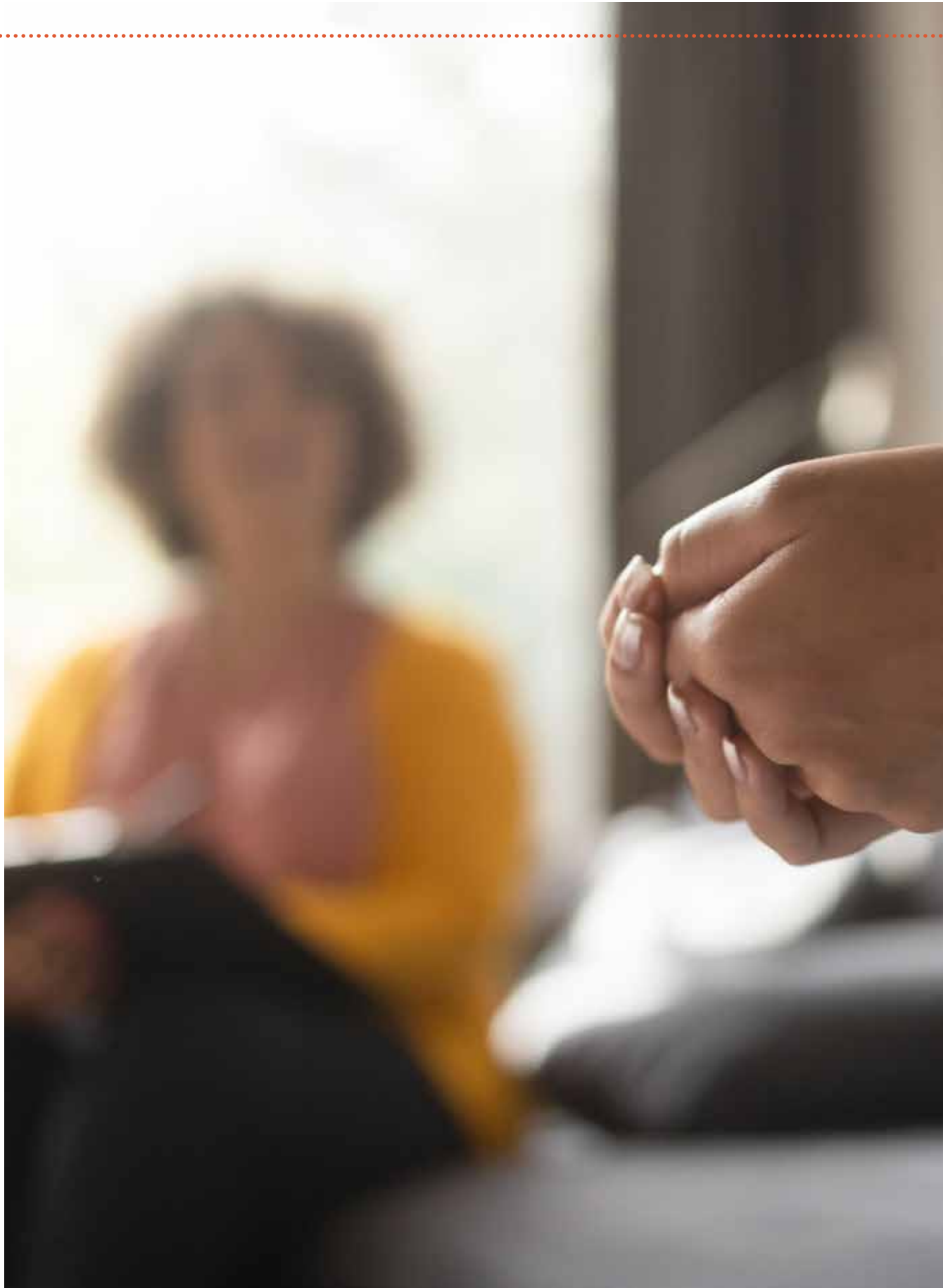
## Strengthening diversity and engagement in community roles

We have a responsibility to ensure equity from the inside out, and this means listening to the diverse experiences and perspectives of our colleagues, and acting on our Diversity, Equity and Inclusion (DEI) commitments.

We are working to diversify the face of HealthONE in our service to community on boards of directors for non-profit and community-based organizations. In 2022, we served on 85 organizations through board and committee service. Conducting a good governance training for management colleagues was another way HealthONE promoted board service to colleagues.

In our HealthONE Board of trustees, and our hospital-based community advisory councils, we are deepening and broadening the conversation through diversification of these groups and by offering award-winning Conscious Inclusion training to all board and council members.

To learn more about how we are investing in our workforce and leadership, visit [HCAhealthcareImpact.com](https://HCAhealthcareImpact.com).



# Championing positive mental wellness

## Volunteers of America

In 2022, HCA Healthcare announced a \$600,000 grant to Volunteers of America (VOA) through the HCA Healthcare Foundation and its Healthier Tomorrow Fund to promote mental wellness and resilience among first responders. Through this contribution, VOA scaled its Resilience Strength Training (VOA|ReST) 4 First Responders program in targeted areas served by HCA Healthcare, such as HealthONE in Denver, Medical City Healthcare in Dallas-Fort Worth and HCA Florida Healthcare in Miami. HealthONE provided a speaker for a virtual presentation made available nationally on first responders and their experiences of moral distress.

## EVERFI

With HCA Healthcare's support, the Understanding Mental Wellness course has reached more than 150,000 students and 1,911 teachers at 866 schools across all 15 of HCA Healthcare's U.S. divisions (as of Dec. 31, 2022).

## Girl Scouts

In 2022, HCA Healthcare announced a \$1.38 million grant to Girl Scouts of the USA (GSUSA) to expand their mental wellness programs through the development of a series of mental wellness workshops for Girl Scouts in grades four through 12. Girl Scouts of Colorado was a pacesetter with their work on the girl-designed "Sisterhood of Support" movement, which included supporting families impacted by the devastating Marshall fires, welcoming refugee families, and launching a retreat for Girl Scouts in middle school that explored body image, discussing emotions and feeling, and coping skills such as relaxation techniques.

New workshops, being created in partnership with the National Alliance on Mental Illness (NAMI), will be unveiled in 2023. These workshops will help girls cope with societal pressures and the current youth mental health crisis by helping them better understand mental wellness and provide them with skills to strengthen their resilience.



# Supporting healthy communities

## American Heart Association

The HCA Healthcare Foundation made a multi-year gift to the American Heart Association (AHA) in 2022 that is being activated in 16 markets across the United States. The gift supports “Together to End Stroke,” and in metro Denver, the partnership involves community education activities, support and awareness building for undeserved populations, and efforts to improve health equity. In addition to engaging hundreds of colleagues in fundraising for AHA and showing up for the Heart Walk and other events, our physicians have adopted a regular cadence of community education on atrial fibrillation, hypertension, and stroke.

## Mile High United Way

Celebrating 135 years, Mile High United Way (MHUW) was the first United Way in the world, and was founded in Denver in 1887. Mile High United Way serves a seven-county footprint and works alongside the community to take on critical human service issues. HealthONE’s partnership includes being the presenting sponsor of the Women United Luncheon. In 2022, the event raised over \$300,000 to support women and children across Colorado, and included a celebration of the launch of the 10th HIPPY site in Colorado, serving families with evidence-based home visitation programming.

The HCA Healthcare Foundation also supported further development of Mile High United Way’s Careers United program, focusing on education and placement with an aim to increase access to living-wage careers. Soft-skill training events focusing on interviewing skills and career awareness, as well as a career fair that attracted 20 companies and over 150 attendees, were part

of the career support activity funded by the grant. HealthONE patients and families use the rich resource of the statewide 211 Help Center, operated by Mile High United Way. Through board engagement and committee service, our partnership keeps our HealthONE colleagues engaged and brings the important voice of our community to the HealthONE board of trustees, where the chair-elect is MHUW CEO Christine Benero.

## School partnerships and career pipeline development

Each HealthONE hospital has one or more high school partnerships aimed at healthcare career exposure and engagement. Notable are partnerships with Thornton High School’s Bollman Future Forward, Mapleton High School, Denver West High School, Manual High School, Denver South High School, Cherry Creek Innovation Center, Overland High School, and Douglas County Schools.

The partnerships take a myriad of forms and engage thousands of students in activities such as career fairs and speaker events at schools. Smaller groups of students engage in on-site activities at hospitals including, tours, volunteerism, internships, observation days and Mini-Medical University Saturdays. Several hospitals distribute scholarships for promising students. Of the over 500 students who filled out surveys regarding their engagement activities, 100% indicated they learned more about healthcare careers and over 95% indicated an interest in working



for HealthONE in the future. In addition, 45 CareerWise students, most in their junior year in the spring of 2022, were offered entry-level jobs at HealthONE hospitals once they have turned 18 years of age and completed high school and a certified nurse assistance training program. HealthONE is excited about the opportunity to expose students to a number of careers in the growing healthcare industry.

## Chambers of Commerce

HealthONE and HealthONE hospitals are deepening relationships with our local chambers of commerce, going well beyond being members. We engage with state and metro-wide chambers, as well as hyper-local chambers and business organizations in the neighborhoods surrounding our communities. Of note are partnerships with the Colorado Women’s Chamber, the Denver Hispanic Chamber, the Colorado LGBTQ Chamber, the Colorado Asian Chamber, the Colorado NeuroDiverse Chamber, the Colorado Chamber, the Denver Metro Chamber, and the Aurora Chamber. These take the form of monthly communications aimed at health promotion, hosting leadership classes at hospitals for a full day of experiential learning, deploying experts for panel discussions, and mutual board and committee service, where our leaders serve on chamber boards and we invite chamber representation on our community advisory councils.

## Colorado Rapids community partnership

As part of HealthONE's partnership with the



Colorado Rapids soccer team, HealthONE colleagues had the opportunity to enter their children to be a "Rapid for a Day."

The Rapid for a Day program encourages kids to continually strive for improvement and excellence in their school or community by offering a unique experience.

Participants received an official game-day itinerary that included a visit to a Rapids practice, gift bag, four seats to a game, dinner and in-game recognition.



Additionally, ahead of their Kick Childhood Cancer night, our partners at the Colorado Rapids honored Rocky Mountain Hospital for Children patient and Kid Captain, River Raven, who stopped by training to meet the players and star in a special photoshoot.

River and her family attended the special home game highlighting the fight against childhood cancer.





# Responding to crisis and community needs

When we see a need in our community, we step forward. We stay prepared to care for our community and colleagues, even during the most difficult times.

### Crush the Crisis

In 2022, all 15 HCA Healthcare U.S. divisions participated in the 4th annual “Crush the Crisis” opioid take back day at 110 collection sites across 17 states.



In partnership with law enforcement officers from local police departments, HealthONE’s seven drop-off locations collected 2,600 pounds of unused and expired medications during the national opioid take back day. The event aligns with the Drug Enforcement Administration’s (DEA) National Prescription Drug Take Back Day, an annual event that raises awareness about the danger of opioid misuse and the importance of safe and proper disposal of medications.

### Healthy Food for Healthier Tomorrows Food and Nutrition Drive



HealthONE facilities participated in HCA Healthcare’s Healthy Food for Healthier Tomorrows Food and Nutrition Drive in November and the results were amazing!

HealthONE facilities collected 9,227 pounds of food that will go to local food banks supporting our community.

In 2022, HCA Healthcare colleagues provided more than 345,000 nutritious meals and the HCA Healthcare Foundation provided \$175,000 in funds to support the related nonprofit organizations.



### HCA Healthcare Foundation

In 2022, the HCA Healthcare Foundation continued to support the Healthier Tomorrow Fund, a community impact fund focused on addressing high-priority community needs and advancing health equity. Since its launch in 2021, the Fund has invested more than \$18.3 million in 16 communities where HCA Healthcare has a presence, and granted awards to 51 nonprofit partners including the American Heart Association, Jobs for America’s Graduates (JAG) and the United Way.

### Habitat for Humanity

HealthONE nursing colleagues, including HCA Healthcare Continental Division Chief Nursing Executive Ryan Thornton, teamed up with nursing students from Regis University to help build a house with Habitat for Humanity in 2022. The event provided an excellent opportunity for our current colleagues to help our community and get to know the Regis nursing students.

HealthONE and Regis University partnered to create the Health Careers Collaborative, a program that offers HealthONE colleagues at 10 percent discount off healthcare-related undergraduate and graduate degrees.





# Advancing sustainability initiatives

Our dedication to improving more lives in more ways is directly connected to the impact we have on the environment, as well as our understanding of how the environment impacts overall health and well-being.

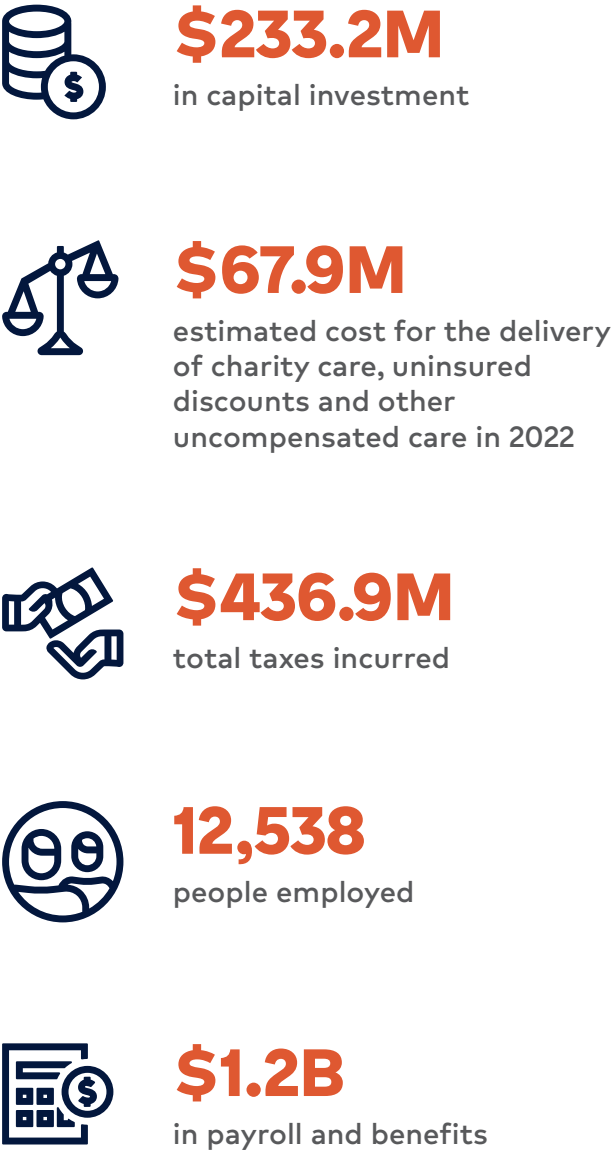
HealthONE partners with Xcel Energy on reducing the use of electricity and gas in all HealthONE hospitals metro wide. The project covers five million square feet of space. The team has established hospital-based groups, benchmarks and goals: identifying 213 projects and completing 32. The electricity saved in kilowatt-hours (kWh) has been 3,469,372, representing a 2.8% annual savings.

As stewards of the environment, HealthONE takes a proactive approach to make communities healthier and protect the environment. One way we do this is by partnering with PrintReleaf to measure paper consumption and plant trees to offset the paper we use. Since joining in April 2020, we have offset: 92,577,397 standard pages printed and 11,110 standard tress reforested



# Economic impact in our communities

HealthONE is proud to serve our communities and we are committed to investing in them for years to come.



All data is current as of Dec. 31, 2022, unless otherwise noted.



# Our hospitals




**1.54M+**  
patient encounters



**82,100+**  
patient admissions



**315,000+**  
emergency room visits



**91,100+**  
total surgeries



**~11,580**  
babies delivered



**~19,250**  
telehealth encounters

All data is current as of Dec. 31, 2022, unless otherwise noted.

## Behavioral Health & Wellness Center



**12,523**  
Patient encounters in 2023

<b>290</b> Colleagues	<b>50+</b> Physicians, psychiatrists and residents
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## Centennial Hospital

**26,566**  
Patient encounters in 2023

<b>168</b> Colleagues	Centennial Hospital shares a medical staff with The Medical Center of Aurora
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## North Suburban Medical Center



**69,674**  
Patient encounters in 2023

<b>780</b> Colleagues	<b>800</b> Physicians and providers
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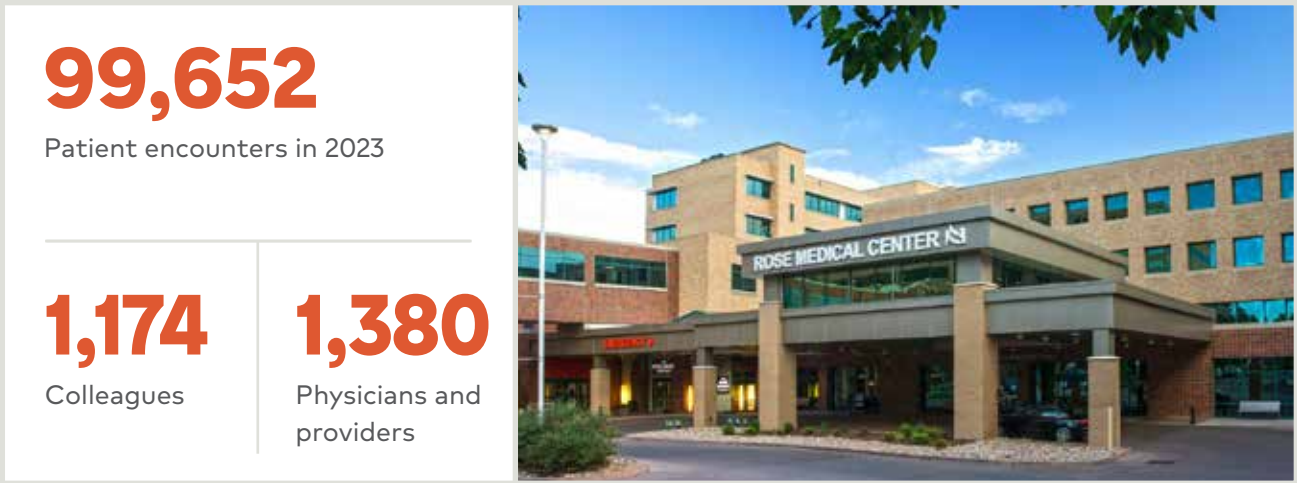
# Presbyterian/ St. Luke’s Medical Center & Rocky Mountain Hospital for Children



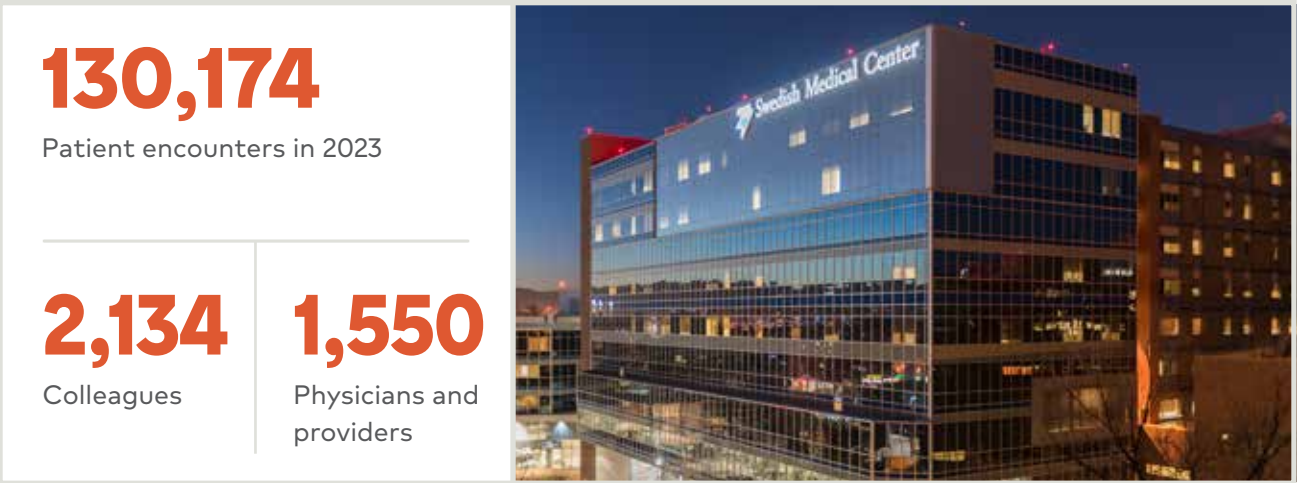
# Spalding Rehabilitation Hospital



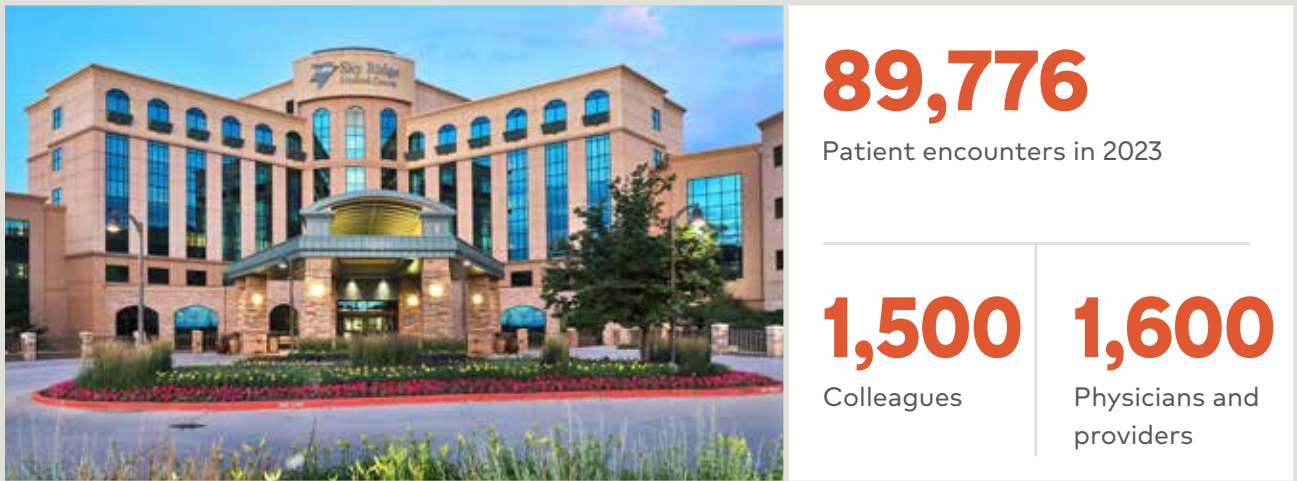
# Rose Medical Center



# Swedish Medical Center



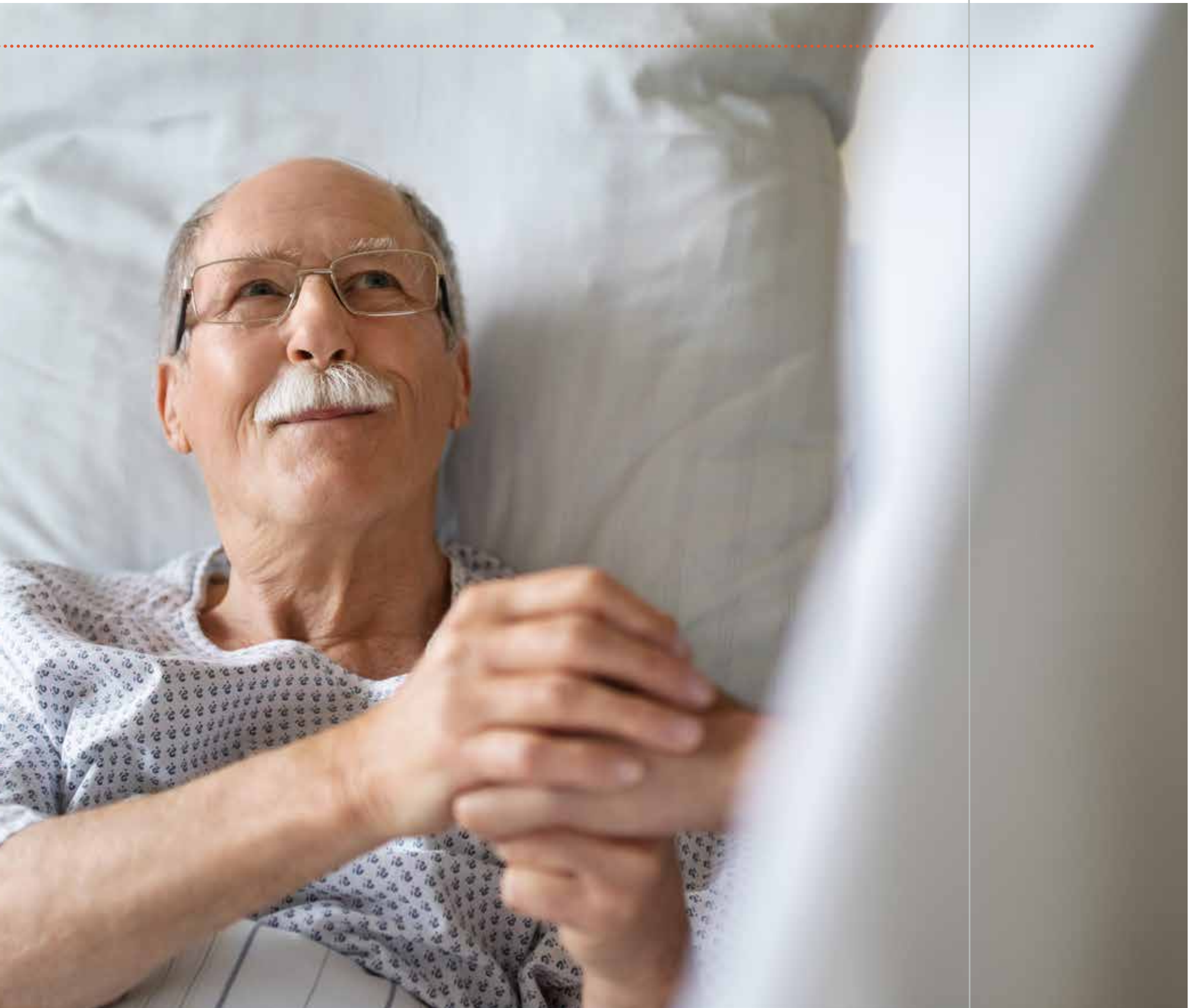
# Sky Ridge Medical Center



# The Medical Center of Aurora







# Looking ahead

The advancements made this year by colleagues HealthONE will have a resounding positive impact on our patients, community and each other for years to come. From advancing equity of care through partnerships to innovating new processes of patient care, our positive impact extends beyond the walls of our hospitals.

As we look ahead through 2023 and beyond, HealthONE will continue to find more ways to improve more lives. We will continue to deliver high-quality patient care, support our clinicians and colleagues, and strengthen the communities in which we serve.

For a deeper look at HCA Healthcare’s collective impact, visit [HCAhealthcareImpact.com](https://HCAhealthcareImpact.com).





