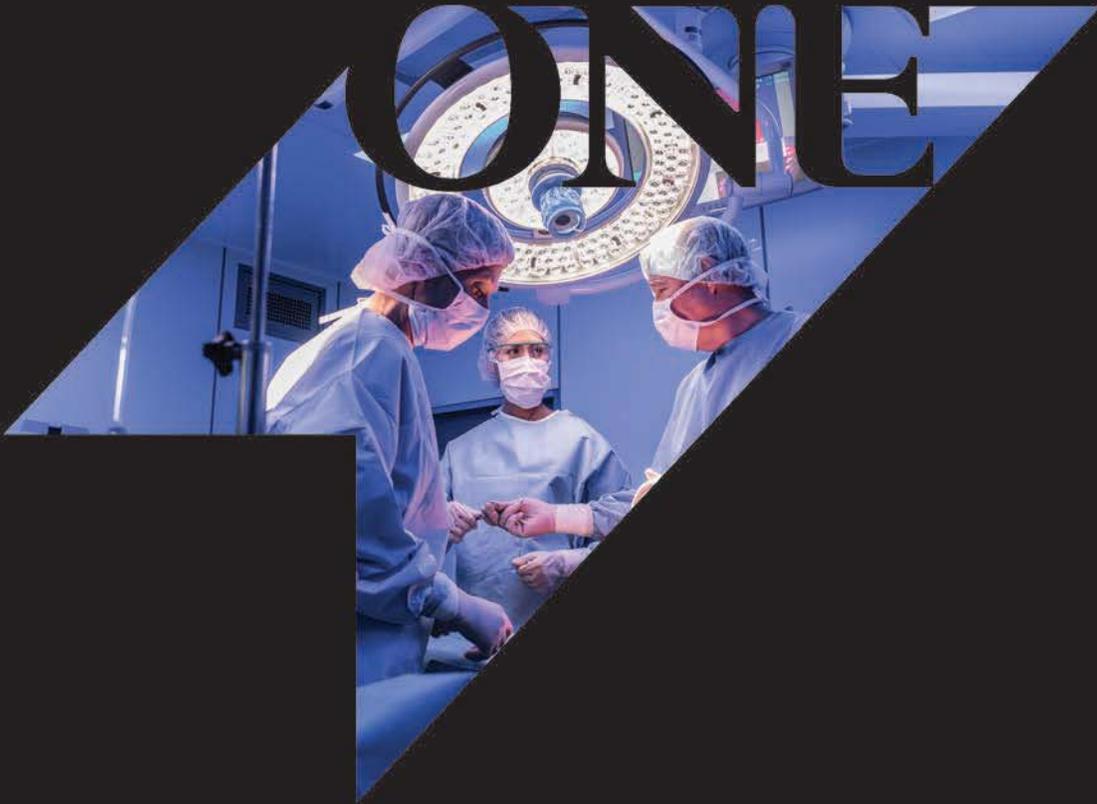


# Health ONE



**2017 ANNUAL REPORT**

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At HealthONE, the true measure of our success lies in the satisfaction of our patients and their families.

Our mission isn't just to save lives, but to do so in a way that makes our patients feel truly cared about at every turn.

The stories you'll read in the following pages illustrate how we consistently meet that goal.

Ask Dawn, a resident of Puerto Rico who suffered terrible injuries after her house burned down following Hurricane Maria and needed intensive therapy during her rehabilitation process.

Or Amy, a mother with a 9-month-old baby at home who didn't realize she was pregnant when she went into labor at just five months pregnant. Her son, Cayden, was born in critical condition and transported via AirLife to Rocky Mountain Hospital for Children's Level IV NICU at Presbyterian/St. Luke's Medical Center.

And Marianne, a mother in her early 30s diagnosed with breast cancer when she had no health insurance and desperately needed help, will tell you the same. Starting with a kind nurse navigator, she found all the guidance she needed at a time when she was most vulnerable.

At each of our eight hospitals, seven free-standing emergency departments, six urgent care clinics, dozens of physician offices and a premier critical transport system, we collaborate to provide high quality, patient-first care to each person we encounter. From the towns of our foothills to the communities of the eastern plains, our committed 11,000-plus employees make an enduring difference in the lives of our families and neighbors each day.

With gratitude,

A handwritten signature in black ink that reads "Sylvia Young".

Sylvia Young  
President and Chief Executive Officer of HealthONE and HCA's Continental Division

A handwritten signature in black ink that reads "John Hughes, Jr.".

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

**Above all else, we are committed to the care and improvement of human life.**

## Our Mission and Values

### Above all else, we are committed to the care and improvement of human life.

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.

## About HCA and HealthONE

HealthONE is a part of HCA Healthcare, one of the nation's leading providers of healthcare services.

HCA Healthcare founders Dr. Thomas Frist, Sr., Dr. Thomas Frist, Jr. and Jack C. Massey envisioned a company that would bring together hospitals to deliver patient-focused care while using the combined resources of the company to strengthen hospitals and improve the practice of medicine. Fifty years ago, our founders firmly planted our culture in a commitment to provide superior healthcare with warmth and compassion for patients, colleagues and communities. That same commitment stands today and guides our future at. As HCA celebrates our 50th year as a company, our mission remains steadfast: above all else, we are committed to the care and improvement of human life.



The vision they articulated in 1968 was brought to life in their first hospital, Park View Hospital, and continues to guide HCA today. HCA's mission and values reflect our tradition of delivering high-quality, cost-effective care for our people, our patients and our communities.

From our first year of operation, we have seen the application of scale and shared resources as the way to fulfill HCA's mission because greater scale allows for innovation and advances in care. Today, the company stands at the forefront of the healthcare industry with more than 170 hospitals and more than 115 surgery centers in 20 states and the United Kingdom. We are leaders in clinical research, helping to advance medicine and patient care. Our facilities have more than 26 million patient encounters each year, including 8 million emergency room visits.

As a part of the HCA Healthcare family, HealthONE serves the metro Denver area as the largest healthcare system with more than 11,000 employees. As part of the HealthONE system of care, The Medical Center of Aurora, North Suburban Medical Center, Presbyterian/St. Luke's Medical Center, Rocky Mountain Hospital for Children, Rose Medical Center, Sky Ridge Medical Center, Swedish Medical Center, and Spalding Rehabilitation Hospital work together to provide a higher level of care. In addition, our family of services includes seven hospital free-standing emergency departments and numerous ambulatory surgery centers, six CareNow urgent cares and occupational medicine clinics, physician practices, imaging centers, and AIRLIFE-DENVER, which provides critical care air and ground transportation across a 10-state region. And, as one of the top ten corporate philanthropists in the metro area, HealthONE contributed more than \$1.5 million in 2017 and supports over 150 organizations through cash and in-kind donations.

over  
**11,000**  
Employees

**4,600**  
Nurses

**4,200**  
Physicians

## Our Governance

### Christine Benero

President and Chief Executive Officer  
Mile High United Way

### Jerome Buckley, MD

### Greg D'Argonne

Chief Financial Officer  
HealthONE/HCA Continental Division

### Matthew J. Fleishman, MD

Radiology Imaging Associates

### Jon Foster

President  
HCA American Group

### John Hughes Jr., CPA, ABV, CVA

Chairman of the HealthONE Board of Trustees

### Ashley Johnson

Chief Financial Officer  
HCA American Group

### Don Kortz

Brownstein Hyatt Farber Schreck, LLP

### Maureen McDonald

### John McWilliams

President and Founder  
Western Skies Group

### Brian Pauls

President  
The Pauls Corporation

### Lydia M. Prado, Ph.D.

Director of Community Partnerships at the Barton  
Institute for Philanthropy and Social Enterprise  
University of Denver

### Richard Robinson

Co-Founder  
Robinson Dairy

### Wagner Schorr, MD

### Sylvia Young

President and Chief Executive Officer  
HealthONE/HCA Continental Division

## Partnerships and Community Engagement

HealthONE has played a significant role in community engagement and support for years and continues to develop meaningful philanthropic relationships with many nonprofits that directly impact the communities in which we live and work. The HealthONE system of care strives to be a model community citizen and supports a host of organizations that align with our mission and values.

HealthONE engages closely with community groups and efforts that support mental health resources, increasing involvement in health careers, and engaging families with young children. Additionally, HealthONE remains deeply committed to organizations that affect our service lines, impact patient care, support EMS relations and advance healthcare in general. Each of our area hospitals is equally as devoted to community engagement.

Every member of the HealthONE system of care has an earnest desire to serve our community whether through a clinical interaction, engagement with our charitable partners or enhanced services to those who need them most. At the end of the day, we acknowledge that every individual patient we assist is an opportunity to demonstrate our unwavering commitment to the care and improvement of human life. We see our devotion to community engagement as an opportunity to touch the lives of our patients and we are proud to consistently be named a top ten corporate philanthropist in the metro area.

## Our Community Partners

Adams Camp  
American Cancer Society  
American Heart Association  
AMP the Cause  
Arapahoe House  
Arthritis Foundation  
Aurora Fire Benevolent Fund  
Aurora Mental Health  
Aurora Public Schools Foundation  
Aurora Vistas  
Bags of Fun  
Big Brothers Big Sisters  
Boy Scouts of America  
Brain Injury Alliance of Colorado  
Center for Personalized Education for Physicians  
Cherry Creek School District Foundation  
Clayton Early Learning Center  
Clinica Tepeyac  
Coalition for Sepsis Survival  
Colon Cancer Alliance  
Colorado Academy of Family Physicians  
Colorado Center for Nursing Excellence  
Colorado Initiative for Inclusive Higher Education  
Colorado Neurological Institute  
Colorado Physician Health Program  
Colorado Professional Firefighters Foundation Cup  
Colorado Women's Chamber of Commerce  
Community College System Foundation  
Craig Hospital Foundation  
Crohn's & Colitis Foundation  
CureSearch Walk  
Davis Phinney Foundation  
Denver Art Museum  
Denver Center for the Performing Arts  
Denver Health Foundation  
Denver Metro Chamber of Commerce  
Denver Public Schools Foundation  
Denver Urban Scholars  
Doctor's Care

Douglas County Educational Foundation  
Emily Griffith Foundation  
Friends of AirLife  
Friends of Arvada Fire  
Girls on the Run  
Hispanic Chamber of Commerce  
Inner City Health Center  
Jason Foundation  
Jefferson County Public Schools Foundation  
Karis Community  
Komen Colorado  
Leukemia & Lymphoma Society  
Limb Preservation Fund  
Littleton Public Schools Foundation  
Lone Tree Arts Center  
Lu Bird's Light Foundation  
Make A Wish  
March of Dimes  
Mental Health America  
NAMI  
National Fallen Firefighters Association  
National Stroke Association  
Parkinson's Association of the Rockies  
Pinnacol Foundation  
Positive Coaching Alliance  
Project Angel Heart  
Rocky Mountain Children's Health Foundation  
Rocky Mountain Youth Clinics  
Ronald McDonald House Charities  
Rotary Clubs of Colorado  
Second Wind Fund  
Servicia de La Raza  
South Metro Fire Foundation  
Summit Medical Center Health Foundation  
Temple Emanuel  
There with Care  
World Child Cancer  
Young American's Center for Financial Education

HealthONE Awards and Accreditations



HOSPITAL ACCREDITATION



COMPREHENSIVE STROKE



PRIMARY STROKE



ORTHOPEDIC JOINT REPLACEMENT



HEART FAILURE



ACUTE MYOCARDIAL INFARCTION



DIABETES



PNEUMONIA



CANCER

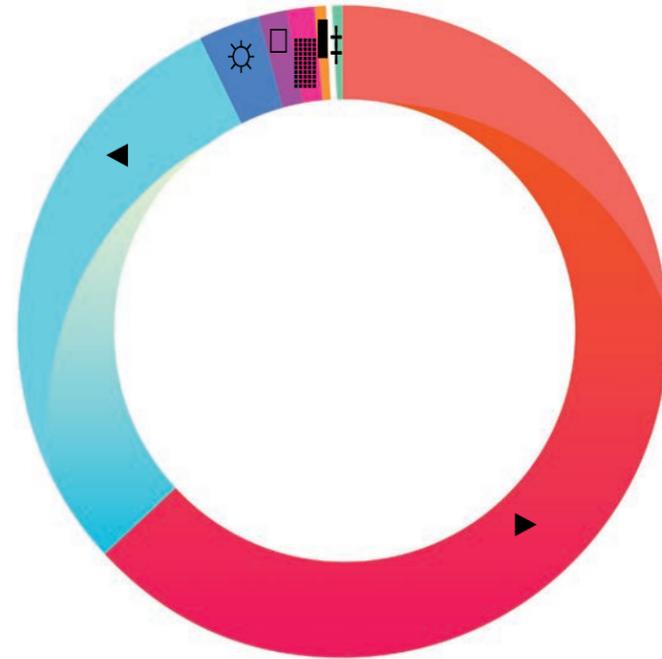


SEPSIS



## Financials

-  Taxes **\$148M**
-  Uncompensated Care **\$69.5M**
-  Community Health Improvements **\$7.5M**
-  Community Building Activities **\$3.2M**
-  Health Professional Education **\$3.1M**
-  Cash and In Kind Contributions **\$1.6M**
-  Research **\$1.4M**



## Economic Impact

Direct Impact from HealthONE Operations in 2017



**700**

employees added in 2017



**11,000**

employed in 2017



**148M**

in state, local and federal taxes



**935M**

in total payroll and benefits



**200M**

invested in equipment and capital construction

## Our People

HCA Healthcare co-founder Dr. Thomas Frist, Sr. once said, “Bricks and mortar do not make a hospital. People do.” That is still the guiding principle for HCA, from the doctors and nurses tending to patients directly, to the administrators, housekeepers, and other non-clinical staff who contribute to our mission of delivering exceptional care.

HealthONE employs more than 11,000 people in the Denver community, including nearly 4,600 nurses and approximately 4,200 physicians. HealthONE aims to provide a workplace that stewards employee growth and allows each and every member of our team to flourish. Examples of those workplace programs include an Organizational Development Department that offers a New Leader Academy, Charge Nurse Academy, and additional professional development courses to include topics such as Influencer Training and Crucial Conversations. In addition, each facility has an Employee Advisory Group to offer a sounding board and voice for employee opinions.

## Our Investment in Employees

### Graduate Medical Education

HCA and HealthONE are deeply committed to graduate medical education. HCA Graduate Medical Education is one of the nation’s largest providers of residency and fellowship training programs across the nation. With more than 203 programs across 21 specialties and 46 hospitals, HCA GME is building the leading network of innovative, patient-centered graduate medical education communities. HCA hospitals currently train more than 3,100 residents and fellows with that number growing to 6,800 by 2022.

Our GME programs provide physicians the opportunity to be a part of a learning hospital network that is changing the nation’s healthcare landscape. Upon completion of an HCA residency or fellowship, physicians will have received innovative, top-quality training and have access to employment opportunities at HCA facilities across the country.

HealthONE sponsors residency programs across the metro area in internal medicine, surgery and family medicine, as well as a traditional rotating internship and newly added psychiatry and neurology programs. The newest programs in psychiatry and neurology are the result of the growing need for highly skilled medical providers in the areas of behavioral health and neurological medicine, and are a testament to HealthONE’s commitment to graduate medical education in the community.

### Commitment to Nursing

At HealthONE, our goal is to give patients the care they deserve. At the heart of that care are 4,600 nurses who meet the needs of our patients with compassion and skill every day. To engage and retain top nursing talent, we recently launched a multi-year nursing strategic plan consisting of four pillars

- Advocacy and Leadership
- Increase Performance Visibility
- Consistency in Nursing Practice/Operations
- Leverage Scale to Drive Performance

The nursing strategic plan supports nurses with the tools and resources needed to produce exceptional patient outcomes.

HealthONE also offers robust benefits to not just nurses, but all employees. These benefits are not limited to the traditional health insurance and retirement programs and include discounted travel, Apple discounts, movie and theme park discounts, gym memberships, and cellular service offers.

Furthermore, HealthONE awards and acknowledges employees unique ideas and best practices through the Award of Distinction each year which showcases unique innovations by our physicians, nursing and other staff members.

HealthONE is proud to offer career ladders and provide educational opportunities for staff to continue to grow in their careers. To aid in that goal, HealthONE will reimburse for qualified certifications and licensures that will further an employee’s knowledge base.

### Diversity and Inclusion

To ensure the best possible care, all HealthONE facilities offer Video Remote Interpreting which allows patients to connect by video to a live qualified medical interpreter. Over the phone interpreters are also available 24/7 and all facilities are equipped with auxiliary aids to ensure effective communication for patient who may be deaf, blind, or have low vision.

For our employees, HealthONE offers a variety of culturally inclusive opportunities from an educational series provided by the Culturally Competent Care Resource Center, to a diversity calendar outlining events, and culture inclusion resource guides. HealthONE also offers internships and scholarships from Corris Boyd Scholar Program which pays \$40,000 toward tuition and other expenses for a healthcare leader looking to advance his/her education.

## Advancing the Practice of Medicine

### Innovation and Research; raising the bar in clinical capabilities

As a part of HCA Healthcare, HealthONE is an industry leader in clinical excellence and innovation. To produce exceptional patient outcomes, we rely on a powerful combination of great physicians, state-of-the-art equipment, highly trained nurses and unmatched clinical support.

In partnership with our fellow HCA facilities, we conduct proprietary research and trials that impact clinical guidelines and care protocols throughout the world.

#### Some examples of how HCA has improved clinical approaches across the healthcare industry:

**39 Week Initiative:** In partnership with the March of Dimes, HCA's 39 Week Initiative concluded that woman and babies have better outcomes when pregnancies go to term. Following this study, we implemented education, outreach and measures to help make that happen for more women and babies. HCA's approach has become a national standard for all hospitals.

**STOP-SSI:** Protocols used in this study reduced complex, deep surgical site infections by 42 percent.

**Flu Prevention:** HCA Healthcare was one of the first healthcare organizations to adopt a mandatory flu safety policy, and the first national organization to do so, resulting in recognition by the National Patient Safety Foundation.

**Reduce MRSA:** This groundbreaking study, performed in HCA hospitals in collaboration with the Centers for Disease Control and Harvard University, led to nationally adopted measures to reduce and prevent hospital-acquired infections. On top of known best practices, this study reduced ICU bloodstream infections by 44 percent.

**Cancer detection and treatment:** More than 500 clinical trials are offered each year to HCA patients through the Sarah Cannon Research Institute, the cancer institute of HCA Healthcare. HCA Healthcare has been the clinical trial leader in approximately 80 percent of approved cancer therapies over the last decade.

**Sepsis:** North Suburban Medical Center is proud to be the very first hospital in the State of Colorado to receive certification from The Joint Commission for its sepsis program. The Joint Commission's Gold Seal of Approval is a symbol of quality that reflects North Suburban's commitment to providing safe and effective patient care. North Suburban has been focusing heavily on sepsis diagnosis, processes and standards of care due to the hugely positive impact that early sepsis diagnosis in patients can have on overall health outcomes and quality of life.

### Technology

In an effort to continuously meet the needs of patients, HealthONE responded to nurses who said, "More time with patients, please." As a result of those requests, HealthONE deployed iMobile, a unique nursing mobile app. Additionally, within the Electronic Medical Records system, Evidenced Based Clinical Documentation was instituted to reduce the time nurses spend on the computer. These are just two examples of how HealthONE is using technology to improve the care of patients across metro Denver.

## Giving Back

### Hope Fund

Our employees' first goal is to take care of patients. HealthONE is also a family of co-workers, and so we take care of each other. The HCA Hope Fund was formed more than a decade ago in the wake of devastating Gulf Coast hurricanes so that employees around the country who are in need – and those who want to help – have a single, reliable source to give and receive assistance.

The well-named Hope Fund has offered just that – hope. Its support has helped employees who have suffered everything from home loss due to hurricane, tornado or fire to those dealing with unexpected catastrophic illness or accident. The fund also steps up to aid employees who are dealing with domestic violence, death of a loved one or other special situations. Since its inception, it has helped more than 22,000 families through contributions of more than \$32 million in assistance. In Denver, 57 employees were provided support from the Hope Fund in 2017.

### #HCASTRONG

The year 2017 brought historical hurricanes throughout the United States, and many impacted the communities in which our HCA brothers and sisters serve. Through the incredible response to Hurricanes Harvey and Irma, we witnessed the power of the HCA family and the willingness of our colleagues from across the company to help in numerous ways. Hundreds were involved directly in orchestrating the immediate response to these unprecedented storms. Others continued the important daily business of making sure our patients receive the best possible care. Many gave their time and financial support. In one way or another, our entire enterprise was touched by these tragic events.

With sincere gratitude, HealthONE commends the 500+ employees who offered their services to assist with hurricane relief efforts and a special thanks to the 36 HealthONE employees who were deployed to hurricane stricken communities.

### Environmental Sustainability

HealthONE's first concern is to provide high-quality medical care and outstanding experience to our patients and their families. At the same time, we see it as our duty to be responsible stewards of community resources and the environment. Toward that end, we engage in vigorous sustainability programs around energy and water conservation, green buildings, recycling and purchasing.

**HealthONE treated patients from all 50 states, and over 25 countries.**

Admissions: **83,711**

Births: **12,373**

Outpatient Visits: **328,564**

Emergency Room Visits: **365,251**

Physician Services Group  
Clinic Visits: **474,252**

Inpatient Surgeries:  
**34,997**

Outpatient Surgeries:  
**133,766**



## For Families In Grief, Hospital Staff Plays A Crucial Role

In November 2017, Hipolito and Jennifer Hernandez lost their son by suicide. Christopher Anthony Hernandez, who went by Anthony, was only 16 years old when he took his own life. Anthony was “very funny” and “full of life,” said Jennifer.

Prior to his death, Anthony was seeing a therapist for depression. Two weeks before he died, his counselor told his mother that Anthony might be clinically bipolar.

“What my doctor has told me is that ‘whatever goes up, must come down,’” Jennifer said. “[My son might have been] in a manic state ... He could have just crashed. It’s worse than you could ever imagine. You think there’s no way out, there’s nothing you can do, the only way is taking your own life.”

When Jennifer found Anthony in their home that day, he was still breathing. She called 911 and an ambulance rushed him to The Medical Center of Aurora. Three weeks before his death, Anthony had gotten his driver’s permit and elected to be an organ donor. Anthony’s organs were donated through the Denver-based organization Donor Alliance. Jennifer said people often have misconceptions about organ donation.

“The [hospital’s] number one priority is to save the patient’s life, period,” Jennifer said. “A lot of people don’t know that. They don’t know that the doctors will fight for them. The doctors at the hospital, their number one concern was my son. They want to be 100 percent sure that the patient doesn’t have a chance of surviving before declaring them a donor patient.”

### About The Medical Center of Aurora

Over the years, The Medical Center of Aurora has grown from a local community hospital to a community-focused, world-class medical center providing leading care in trauma services, cardiovascular services, stroke, orthopedics and obstetrics. The staff and physicians are widely known for their team-based approach in caring for the whole patient.

Patients come to The Medical Center of Aurora for medical care for everything ranging from delivering babies, to emergency care and trauma treatment. They also come because of the pioneering medical programs happening here. Physicians at the hospital created what is now the national standard in emergency cardiovascular care – the Cardiac Alert Program. They also began the world-renowned Colorado Chiari Institute, treating individuals from around the globe with the debilitating Chiari I Malformation.

The Medical Center of Aurora offers a wide range of care options for all patients through its six campuses in Aurora and Centennial, Colorado. The South campus is a 346-bed acute care hospital. It is a Level II Trauma Center with Primary Stroke Certification and Chest Pain Center accreditation, and has an affiliation with Rocky Mountain Hospital for Children. At the Behavioral Health and Wellness Center at the North campus, they will be expanding beds and services to accommodate the growing need in the community for mental health services.

Before Anthony’s family and loved ones said their goodbyes, Anthony’s nurse, Cheryl Carlson, along with Jennifer’s sister, had the idea to make a plaster mold of his two sisters, mother and father holding his hand. For Jennifer and her family, making the mold had a powerful impact on their grieving process.

“It’s not the physical piece, the plaster mold,” Jennifer said. “It’s the fact that we were all able to hold Anthony’s hand.”

Since her son’s death, the hospital is now in the initial stages of creating a program called “Anthony’s Hands,” in which family members can have a plaster hand mold made of the person they lost. While losing her son was heartbreaking and extremely difficult, Jennifer was amazed at how attentive and concerned the hospital staff was during her time of need.

“The staff was so compassionate and caring,” Jennifer said. “Every single time the nurse, Cheryl, came in, she always called Anthony by his first name. She always talked to him when she came into the room, even though he couldn’t respond.”

For Jennifer and her family, the support they received from the hospital staff went above their expectations. At The Medical Center of Aurora, patient care extends to families, friends and anyone who walks through the hospital doors. Caring for those who lost a loved one is also a big part of the hospital’s approach to treatment.

“When you’re losing your child and going through the worst part of your life, having people show that kindness and offer to do those things for you, you remember it,” Jennifer said.

## The Medical Center of Aurora

World class, patient-centered care

AuroraMed.com | 1501 S. Potomac St. Aurora, CO 80012 | 303.695.2600

80

number of adolescent, adult and senior beds available at the Behavioral Health & Wellness Center

6

six campuses in Aurora and Centennial, Colorado

346

features a 346-bed acute care hospital, a Level II Trauma Center with Primary Stroke Certification and Chest Pain Center accreditation



## A Breast Cancer Hotline Offers Help And Hope To The Recently Diagnosed

Marianne Diaz was only 32 years old when she was diagnosed with invasive ductal carcinoma (IDC), the most common form of breast cancer. At the time of her diagnosis in August 2016, Marianne was uninsured. Without health insurance or a primary physician, Marianne said she didn't know what to do or how to help herself. While researching financial assistance programs that help women diagnosed with breast cancer, Marianne discovered askSARAH, a phone line run by HealthONE's Sarah Cannon Cancer Network. Anyone who calls askSARAH immediately receives information and resources for cancer-related questions. After her first phone call with someone at askSARAH, Marianne said she felt "relieved."

"I was really starting to think that I was not going to be able to get the help or attention [I needed]," Marianne said.

Stacey Gates, RN and nurse navigator with the Sarah Cannon Cancer Institute at North Suburban Medical Center, helped Marianne apply for Medicaid and assisted in getting her cancer care started.

"She immediately took care of everything," Marianne said. "To have someone there to help you navigate through the system is huge when you felt as lost as I did."

Marianne said the treatment and care she received at Sarah Cannon Cancer Institute and North Suburban Medical Center went well beyond what she had experienced at other hospitals.

"Though I have a medical background, it's scary being on the other side," Marianne said. "It's scary not knowing what's happening or what's going on. Stacey was with me through everything ... Everybody was very professional, very caring and concerned."

Following a successful surgery and radiation treatment for breast cancer, Marianne has been in remission since January 2017. While she is immensely grateful for the treatment she received at HealthONE, Marianne said that even in remission, she still needs a lot of support to deal with the aftereffects of having been diagnosed with breast cancer at such a young age.

"It's been hard; emotionally it has been the most difficult," Marianne said. "I've always been more independent and more of a loner type, so [in treatment] I would frequently take walks, just to try to be alone."

At North Suburban Medical Center, patient care doesn't end when someone leaves the hospital. Like Marianne, all patients receive support to ensure that they are doing well physically, mentally and emotionally after treatment.

Marianne said making that first phone call to askSARAH assured her that "there is more help and hope out there" than she realized. North Suburban Medical Center is committed to providing help, and hope, to anyone who needs it.

### About North Suburban Medical Center

North Suburban Medical Center remains a pillar in the north Denver community, providing a wealth of health care services to the growing population in the area. In 2016, the organization focused on continuing to improve existing service lines and to grow offerings to better meet the needs of the community. North Suburban Medical Center continued a track record of top-quality, award-winning care all while completing renovations of the OB floor and securing funding and completing the planning phase of new construction that will allow the hospital to nearly double the capacity of the ICU unit. North Suburban also continued to lead the north Denver healthcare market in quality, as the only hospital in the area to be named a top performer in key quality measures by The Joint Commission each of the last five years and by being the only north Denver hospital to receive straight "As" from The Leapfrog Group in its hospital safety survey. Additionally, North Suburban Medical Center became the only sepsis-certified hospital in the State of Colorado in late 2016 and looks forward to continuing to offer excellence in the patient experience while ever-improving service offerings and, as always, remaining dedicated to quality care.



secured funding to double the capacity of the ICU



fully renovated OB unit

### STRAIGHT As IN HOSPITAL SAFETY

only north Denver hospital to receive straight "As" from The Leapfrog Group in its hospital safety survey

## North Suburban Medical Center

Trusted care close to home

NorthSuburban.com | 9191 Grant St. Thornton, CO 80229 | 303.451.7800



## State-Of-The-Art Technology Results In Quicker Recovery

Like many Colorado residents, Steven Johnson has always led an active lifestyle, from his college days as an oarsman on the crew team to now being an avid cyclist. Prior to visiting Presbyterian/St. Luke's Medical Center last year, Johnson had six failed hernia surgeries. His first hernia surgery happened more than 40 years ago, when Johnson was still in college.

While doctors told him that his first hernia was congenital, he has had several recurrences of the hernia over the last few decades. For his seventh hernia surgery, Johnson wanted the best, most qualified surgeon he could find. After conducting a nationwide search and interviewing three other physicians, Johnson was thrilled to find Dr. Anthony Canfield, Medical Director of the Center for Minimally Invasive Surgery at Presbyterian/St. Luke's, one of the largest robotic surgery programs in the Rocky Mountain Region.

"I wanted to finally find the pro," said Johnson, who was 62 at the time of the surgery. "I wanted the guy who really knew what he was doing, had dealt with this before and was familiar with complex cases."

Johnson was impressed that not only did Dr. Canfield have experience using the da Vinci® Surgical System, the surgeon had also trained other physicians around the country on how to utilize this innovative, robotic-assisted surgical tool.

"The biggest surprise was that the technology had advanced so much," Johnson said about his most recent hernia surgery. "Up until that point in time, I hadn't been aware that robots were doing this kind of thing."

As a patient at Presbyterian/St. Luke's, Johnson appreciated that his surgical team was embracing new technology and was on the leading edge of innovation.

"That scores huge in my book," Johnson said. "Dr. Canfield did bring the A team [to my surgery] and that's exactly what I wanted. I got what I asked for."

Compared to his previous hernia surgeries, Johnson said the minimally-invasive da Vinci® system resulted in a much faster recovery time.

"Being a [veteran] of six former surgeries, and knowing how long the recovery period takes, it's usually like three to four months before I start feeling like a human being again," Johnson said. "With this surgery, I [felt like] I started three weeks into the recovery process."

A few short weeks following his surgery, Johnson was back on his bike and had already ridden more than 60 miles just a month after his operation. He credits the surgical team at Presbyterian/St. Luke's for his successful recovery and the "talented skill set they brought to the operation," he said.

### About Presbyterian/St. Luke's Medical Center

For more than 135 years, Presbyterian/St. Luke's Medical Center (P/SL) has been meeting the healthcare needs of patients and their families from across the Rocky Mountain and Great Plains regions, and from around the world. With more than 80 specialties, 1,200 specialists and primary care physicians and 1,800 employees, P/SL and Rocky Mountain Hospital for Children (RMHC) is the only tertiary/quaternary combined pediatric and adult hospital in this region. Leading comprehensive services include the Center for Minimally Invasive Surgery, Cardiovascular Services, Cancer Care, Blood & Marrow Transplant, Labor & Delivery/Mom & Baby, Maternal-Fetal Care, Orthopedics, Spine, Kidney/Liver Transplant, Hyperbaric Medicine, Wound Healing, Infectious Disease and more.

P/SL is proud to provide the highest quality of care for patients and their families and has been recognized by a vast number of groups from Leapfrog to FACT to the Commission on Cancer for exceptional quality and outcomes. As part of the P/SL campus, the Colorado Blood Cancer Institute, part of the Sarah Cannon Cancer Institute, is the largest bone marrow transplant program in the Rocky Mountain Region performing more than 4,000 transplants since the inception of the program in 1991 and in 2017, P/SL's Bone Marrow Transplant earned the HCA Unit of Distinction Award. By providing some of the most advanced care for complex medical conditions, P/SL is leading the way in advancing the practice of medicine not just in Denver, but around the nation and world.

**Presbyterian/St. Luke's Medical Center**  
Special care in the heart of Denver

PSLMC.com | 1719 East 19th Avenue Denver, CO 80218 | 720-754-6000

**HCA** UNIT OF  
DISTINCTION

P/SL's Bone Marrow Transplant earned the 2017 HCA Unit of Distinction Award

**4000**  
BONE MARROW  
TRANSPLANTS

largest bone marrow transplant program in the Rocky Mountain Region performing more than 4,000 transplants since the inception of the program

**65** KIDNEY  
TRANSPLANTS

P/SL's Kidney Program broke programmatic records by completing 65 kidney transplants in 2017



## A Hospital Where Every Child Receives Special Attention

Last summer, Shashanah Woodward was applying sunscreen to her son's face when she noticed an odd lump on his cheek. She took her son, Brenden, in to see a doctor. Brenden was referred to Rocky Mountain Pediatric Hematology Oncology, where tests revealed that he had rhabdomyosarcoma, a rare cancer of the muscle tissue.

At just 5 years old, Brenden had to undergo aggressive cancer treatment, including both chemotherapy and radiation therapy. Led by pediatric oncologist Dr. Brad Ball, a team of physicians, nurses and staff at Rocky Mountain Hospital for Children all joined together to give Brenden the best treatment and care possible.

"We were welcomed and embraced like a family," Shashanah said. "They said, 'We can't change what's happened, but this is what we're going to do for him and help you guys get through this.'"

Due to his treatment schedule, Brenden often had to visit more than one area of the hospital on a single day. To help with this, the nurses and staff at RMHC came up with the idea to decorate a "train" wagon that Brenden could ride from one hospital room to the next. For Brenden, riding around in the train wagon with this favorite stuffed animals, which he calls "woof-woofs," made treatment feel less scary and more like an adventure.

### About Rocky Mountain Hospital for Children

Rocky Mountain Hospital for Children (RMHC) at Presbyterian/St. Luke's (P/SL) is the anchor hospital in HealthONE's pediatric system of care. The 148-bed hospital includes a dedicated pediatric ER, an 84-bed neonatal intensive care unit (Level II and Level IV), a 20-bed pediatric intensive care unit and a 44-bed pediatric inpatient unit. The eight operating rooms and two endoscopic suites are dedicated to pediatrics and are the most technologically advanced in the region, specially equipped for minimally invasive surgery. With more than 300 board-certified affiliated pediatric specialists and perinatologists affiliated with the hospital, they care for high-risk mothers, infants, children and teens. When children with long-term healthcare issues become young adults, they are seamlessly transitioned to the adult physicians and services within P/SL and the HealthONE system of care.

HealthONE hospital affiliations with Rocky Mountain Hospital for Children build entry points for children's health throughout the Denver metro area, creating a system that includes: 161 neonatal intensive care unit beds, 92 pediatric inpatient beds and 26 pediatric intensive care beds. Our system of care also includes a dedicated pediatric emergency room at Rocky Mountain Hospital for Children at P/SL and at Sky Ridge with 24/7 board certified pediatric physicians. In addition, there are nine emergency rooms affiliated with Rocky Mountain Hospital for Children. Other affiliations and partnerships including National Jewish Health for kids extend and expand specialized care throughout the region. Patients come to RMHC for highly specialized care from metro Denver as well as a seven-state region with many of them from rural areas. Often support for families in need who have children in RMHC's care is provided through the non-profit Rocky Mountain Children's Health Foundation, There with Care, Ronald McDonald House and more.

"[Brenden and his stuffed animals] have become the stars of the hospital," Shashanah said. "The doctors talk to the woof-woofs and say, 'how are the woof-woofs doing? How is Brenden doing?'... Sometimes [they] will explain things using the woof-woofs, so he understands."

Shashanah said she was often struck by how attentive and caring each member of the staff is at RMHC.

"It's almost like having your own personal mom-nurse, like your mom is taking care of you," Shashanah said. "They go to the highest of highs for you."

Brenden is still visiting RMHC on a regular basis for a few outpatient treatments. He turned 6 in February, and his mom says he has "tons of energy. He plays with his brothers at home; he goes to school (and) does Taekwondo classes; he has a lot going on right now."

At RMHC, making a special train wagon for a 5 year old and talking to his stuffed animals is just one example of how the hospital goes above and beyond for each child.

"All the doctors in that clinic, they are just down-to-earth, normal people who want to do the best for your child," Shashanah said. "They are always willing to take your phone call, willing to answer your questions, and yet they are still personable and you can joke around with them."

Not only is RMHC a leader in pediatric treatment and care for children, they also work hard to ensure that each child receives special attention, even if that means treating their stuffed animals, too.

**Rocky Mountain Hospital for Children**  
Trusted care for children

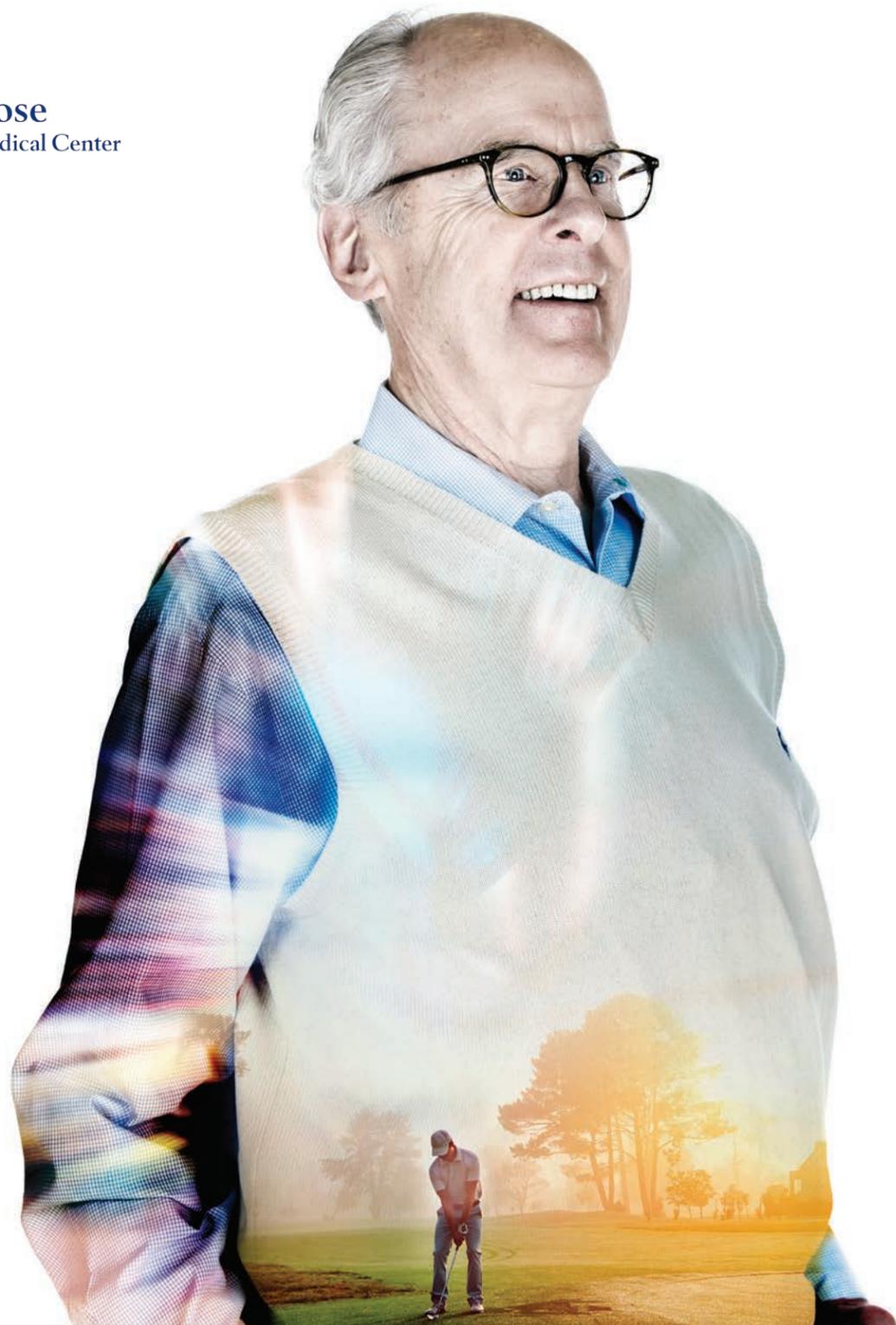
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## Surgical Specialists Who Help Patients Get Well And Stay Active

Dennis Driscoll had been suffering from continual shoulder pain for some time before he decided to see a doctor.

“I was feeling more bone on bone [in my shoulder],” Driscoll said. “I couldn’t sleep on that side, my [shoulder] was catching all the time and constantly aching. My range of motion wasn’t good, it was very weak. My [shoulder muscles] were also arthritic.”

In the summer of 2015, when Driscoll was in his early 70s, he scheduled a visit with Dr. Armodios Hatzidakis, orthopedic specialist at Western Orthopaedics in Denver. Driscoll learned that he needed shoulder replacement surgery.

“I had heard so many good things about Dr. Hatzidakis that I never saw anyone else,” Driscoll said. “I trust people and their opinions. I knew that Dr. Hatzidakis was very well educated, very cutting-edge and [using] the newest technology.”

Driscoll had shoulder replacement surgery at Rose Medical Center. Driscoll was impressed with the care and treatment he received before, during and after his surgery.

“I couldn’t have been happier,” Driscoll said. “Everyone was extremely professional and friendly. It was everything you’d want from a patient perspective.”

Following the surgery, Driscoll was amazed at how quickly he recovered.

“The only surprise was how pain-free I was,” Driscoll said. “After the surgery, I didn’t have any pain ... I had heard that there would be a lot of pain with shoulder surgery, but that wasn’t the case with me. I had very little discomfort or pain within a couple of days. I might have been taking an Advil here and there, but that was about it.”

It’s been more than two years since Driscoll had shoulder replacement surgery. He said he’s back to doing what he loves, which includes playing golf and squash in his free time.

“All the things I enjoy doing, I can still do,” Driscoll said. “Whereas before, there was always a constant pain or numbness, always adjusting my shoulder to get into the right position.”

In addition to the excellent treatment and care he received during his shoulder replacement surgery, Driscoll said one of the best things about Western Orthopedics and Rose Medical Center is not having to wait too long when you visit the clinic or the hospital.

“The nice thing is that you don’t have to wait forever in the waiting room,” Driscoll said. “They have a good policy of seeing everyone who checks in within 30 minutes.”

Rose Medical Center and Western Orthopedics are not only dedicated to providing the best care, but also do everything possible to ensure that each patient can lead a healthy, fulfilling life following treatment.

### About Rose Medical Center

Well known as a Denver 9th Avenue landmark for nearly 70 years, Rose Medical Center is a leader in comprehensive women’s health—including its long-held reputation as “Denver’s Baby Hospital”—total joint replacement and spine surgery, cutting edge breast cancer care, as well as the state leader in bariatric and thyroid surgeries. Rose is a Magnet® designated hospital, a rare achievement that distinguishes organizations like Rose that meet rigorous standards for nursing excellence. Rose has been named a 100 Top Hospital® by IBM-Watson Health for eleven years running, was named the #3 hospital in both Denver and the region by US News and World Report, has been a Denver Post Top Workplace for four years—an honor earned by the votes of its employees—one of America’s Top Hospitals from the Women’s Choice Awards, and has won CoBiz Magazine’s Best Hospital in its annual Best of Colorado program for three years. In addition, Rose’s quality is unmatched: Rose is one of 49 hospitals in the nation (of the 2500 ranked) to have received Straight As from The Leapfrog Group’s Hospital Safety Grade program recognizing 30-plus measures of outstanding quality and safety, and Rose recently was among the first hospitals in Denver to achieve Five-Stars from CMS’s prestigious Hospital Compare program. Finally, Rose is honored to have dozens of 5280 Top Docs among its physician team each year.



Magnet Recognition Program®  
Designation from American Nurses  
Credentialing Center



Rose’s renowned Rose Babies program expanded with the opening of the Rose Babies Birth Center, an in-hospital low-intervention birthplace and The Rose Babies Entrance, a dedicated entrance for expectant families



Rose added 27 new physicians to its extraordinary medical staff, among the highest growth rate of physicians in a decade

**Rose Medical Center**  
Exceptional care from an exceptional team

RoseMed.com | 4567 East 9th Avenue Denver, CO 80220 | 303.320.2121



## Comprehensive Stroke Treatment That Delves Deeper

Last summer, Brighton resident Merlinda Lucas, 47, was in the break room at work when suddenly her vision became blurry and she started to feel disoriented.

“I kept getting dizzier and dizzier,” Lucas said. “Even when I had to pick up my own arm to open the microwave, I didn’t know what was happening to me.”

Soon after, the entire right side of Lucas’ body went numb. She passed out in a chair and a coworker found her in the break room. A supervisor was the first person to recognize the signs and realize that Lucas was having a stroke, and called 911.

Lucas was rushed to Sky Ridge Medical Center. When she arrived at the hospital, Lucas had lost almost all of her peripheral vision. Stroke specialists at Sky Ridge worked quickly to administer tPA (tissue plasminogen activator), a stroke medication that dissolves the blood clot to improve blood flow in the brain. Within two hours, Lucas’ peripheral vision started to return and she had some mobility in her leg again.

Lucas recovered from having a stroke with no lasting mobility or cognitive issues. However, doctors thought it was atypical for Lucas to have suffered a stroke in the first place as she had no traditional stroke risk factors,

like high cholesterol, high blood pressure or diabetes. Her cardiologist, Dr. Raef Hajjali, ordered tests and discovered that Lucas had a hole in her heart.

Lucas became the first patient at Sky Ridge to undergo a patent foramen ovale (PFO), a special procedure to close the opening in her heart. All infants are born with the opening, but for most people, it closes within weeks of birth.

Following the procedure to close the opening in her heart, Lucas returned home and was required to wear a heart monitor for a few weeks. Lucas said she now feels great and feels fortunate to have been so close to Sky Ridge when she suffered a stroke.

“Everybody was great,” Lucas said. “I couldn’t have had better care. And I’m here to prove it.”

At Sky Ridge Medical Center, physicians are dedicated to providing the best treatment possible for all patients. This includes looking for underlying causes and preventative measures to help patients improve their health long-term.

“They didn’t just send me home with a prescription,” Lucas said about her stroke treatment and subsequent heart surgery at Sky Ridge. “They decided to look for a reason. Now I can have a better quality of life.”

### About Sky Ridge Medical Center

Delivering on its “beyond your expectations” philosophy, Sky Ridge Medical Center has assembled a team of physicians and healthcare professionals who offer an extraordinary depth and breadth of care, making it a destination center in south metro Denver. Over the past year, Sky Ridge earned another “A” rating from the Leapfrog Group for patient safety and was reaffirmed as a Level II Trauma Center with a perfect score. In addition, its comprehensive cancer, stroke, chest pain and bariatric programs were reaccredited with accolades during recent surveys. Sky Ridge was also named a Five-Star hospital by CMS, an honor for which the hospital is very proud.

The Birth Place, a signature service at Sky Ridge, now offers nitrous oxide as a pain management option and has expanded its low intervention birth practices, giving moms greater choice for their special day. The Invision Sally Jobe Breast Center on the Sky Ridge campus offers 3D mammography and the breast surgical suite provides Sky Ridge Breast Center patients with comprehensive care...close to home. The Women’s Hospital at Sky Ridge is poised to offer depth and breadth of care for women at every stage of life. In fact, Becker’s Health Review ranked Sky Ridge among the top 100 women’s health programs in the country. In other advancements, Sky Ridge is the first hospital in the southeast metro area to offer Intra-Arterial Thrombectomy, the surgical removal of a stroke causing blood clot...the most advanced treatment for stroke today.

From its state-of-the-art Spine and Total Joint Center, comprehensive cancer and neurosciences programs and expansive Women’s Hospital to its trauma center, stroke expertise and cardiac wellness center, Sky Ridge is poised to serve the community for a lifetime.

**Sky Ridge Medical Center**  
Comprehensive care in the south

SkyRidgeMedCenter.com | 10101 RidgeGate Parkway, Lone Tree, CO 80124 | 720.225.1000

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## Helping Patients On The Road To Rehabilitation

In the fall of 2017, two massive hurricanes hit Puerto Rico: Hurricane Maria and Hurricane Irma. Dawn Keon owned a house in Culebra, a small island off the coast of Puerto Rico. After the hurricanes, the island of Culebra was without electricity. One day during this time, Keon went to light a candle in her home and the entire floor of the room caught on fire. The fire spread to her legs and part of her left arm. Keon ran out of the house and her neighbors helped her get to the nearest emergency health clinic.

After being treated by an American Red Cross worker on the island of Culebra, Keon was flown by helicopter to a hospital in San Juan. Keon had both second and third degree burns, and roughly 30-40 percent of her body was badly burned.

"I was in really, really bad shape, but they didn't have any resources [in Puerto Rico]," Keon said.

Following a two-month stint at clinics in Puerto Rico, Keon's family helped her get transferred to Grady Memorial Hospital in Atlanta, where she spent two more months receiving treatment in the hospital's burn unit.

"The burn unit [at Grady] did everything they could with my burns," Keon said. "The next step was to take care of wounds, which are caused by the burns."

Keon was first treated at Colorado Acute Long Term Hospital in Denver, before being transferred to Spalding Rehabilitation Hospital at the beginning of March. Keon said her medical team at Colorado Acute Long-Term really wanted her to go to Spalding "because of its stellar reputation," she said.

"The staff here is wonderful," Keon said. "At Spalding, they go above and beyond."

Keon said she appreciated the care and dedication the staff at Spalding puts into their jobs as medical professionals.

"It's just amazing their attention to detail," Keon said. "The staff likes what they do and they love their jobs. They are happy and they make you feel welcome."

For Keon, the road to recovery has been long and challenging at times. In addition to her daily rehabilitation therapy, Keon said the staff at Spalding has also helped her get through this difficult experience.

"Because I work so closely with the therapists, even if I start feeling really uncomfortable, I have support," Keon said.

Following an outpatient program, Keon plans to return to her home in Puerto Rico. While she has enjoyed the beauty of the mountains while here in Colorado, she admits that it's "not the beach."

Spalding Rehabilitation Hospital seeks to provide every patient with the care and treatment they need to live a full, happy life after rehabilitation.

"They really help people and they've really helped me," Keon said. "I would definitely recommend Spalding to anybody in the country going through rehabilitation."

### About Spalding Rehabilitation Hospital

Spalding was the first licensed rehabilitation facility in Colorado specializing in treatment of conditions such as stroke, brain injury, amputation and other disabling conditions. Rehabilitation is all about compensating for deficits, adapting to a new way of life and restoring function to help patients return to the best life possible.



features a one-of-a-kind Life Gym where patients receive training to re-enter community venues and environments

79%

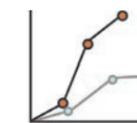
over 79% of patients discharge to home having demonstrated significant functional gains in a short length of stay averaging 12-16 days



only dedicated Controlled Stimulation Unit for brain Injury in the State of Colorado

4%

Spalding demonstrated over 4% growth in admission volume in 2017



patients functional improvement average two times the national benchmark for "high performing rehab units"



**Spalding Rehabilitation Hospital**  
Acute care rehabilitation hospital

SpaldingRehab.com | 900 Potomac St. Aurora, CO 80011 | 303.367.1166



## Rapid Treatment And Intervention Improves Outcomes For Patients

Last June, Gregory Burns was golfing with friends on a Saturday morning when he started to feel disoriented. While he didn't know it at the time, Burns, age 67, was suffering from a stroke. Minutes after his friends called 911 and rushed him back to the clubhouse, Denver Health Paramedics took Burns to Swedish Medical Center.

"I was extremely fortunate to be where I was at," Burns said. "I was very close to Swedish. The ambulance ride was no more than five minutes from the golf course."

At Swedish Medical Center, Burns was treated with tPA, a stroke medication that works to dissolve a blood clot in the brain. Burns received tPA in just 11 minutes and an interventional radiologist performed a thrombectomy (an emergency procedure to remove the blood clot) within 67 minutes of him reaching the hospital.

Swedish Medical Center has the first Comprehensive Stroke Center in the state of Colorado. Because the Stroke Alert team responded so quickly, Burns was able to leave the hospital just 48 hours after having surgery.

"Everybody said, 'you're our miracle patient,'" Burns said. "I got the impression that they didn't think I would be up and walking and feeling completely normal after I came out of the operation."

Following the stroke, Burns learned that he had an irregular heartbeat. He now takes medication to help with his heart condition. Burns feels extremely grateful for the rapid care and treatment he received at Swedish Medical Center.

"One of my best friends in life, he had a stroke," Burns said. "His was a hemorrhage, whereas mine was a blockage. He is now in intense therapy, trying to learn how to walk and talk again. It's totally different than what I went through ... Usually it's a much slower and harder recovery than what I had."

Coincidentally, Burns' daughter, Lindsay Hand, had a baby at Swedish Medical Center the day before he suffered the stroke. Burns even visited his daughter and grandson at the hospital less than 24 hours before being treated as a patient by the Stroke Center team.

A few weeks after his surgery, Burns was back to playing golf and said he feels stronger than he has in years. Burns now has first-hand knowledge of how dedicated the team at Swedish Medical Center is in doing everything they can for each and every patient.

"Swedish has a fantastic reputation for dealing with stroke victims," Burns said. "They took someone that was 20 or 30 minutes from either being dead or living in a nursing home for the rest of their life and got me back to life. I'm actually physically better today than the day I had the stroke."

### About Swedish Medical Center

With stroke door to treatment times averaging less than 20 minutes, Swedish Medical Center serves as the region's referral center for the most advanced stroke treatment and was Colorado's first Joint Commission certified Comprehensive Stroke Center. Swedish also serves as the region's neurotrauma and orthopedic trauma provider and is the area's only Level 1 trauma facility with a dedicated burn and reconstructive center. Over 150 facilities regularly transfer patients with highly complex cases to Swedish.

In 2017, Swedish expanded several services including the creation of the Advanced Joint Reconstruction program, a novel program that incorporates group therapy and support for patients undergoing joint replacement. A new therapy gym was constructed on the orthopedic unit which was also doubled in size to accommodate the new program's patients.

The new Swedish Surgical Robotics Institute combines the area's leading gynecologic oncologic, urologic, and general surgeons with the latest robotic-assisted technology to treat patients with minimally invasive procedures. With unique features like a dedicated surgical robotics inpatient unit and a nurse navigator to coordinate all aspects of a patient's care, the Institute provides an unrivaled patient experience. Expansion of the Surgical Robotics OR is already underway adding another operating room for additional surgeries.

With some of the most advanced services, technology and physicians, Swedish Medical Center provides a higher level of care for the community, the region and beyond.

**Swedish Medical Center**  
 HealthONE's Level 1 trauma center and neurosciences center of excellence  
 SwedishHospital.com | 501 East Hampden Avenue Englewood, CO 80113 | 303.788.5000



architects of the 2017 Colorado Opioid Safety Pilot that reduced the use of opioids in the ER by 36 percent

**LEVEL 1**  
 TRAUMA CENTER

over 150 facilities regularly transfer patients with highly complex cases to the Level 1 trauma center



launched expansion of the Surgical Robotics OR



## Life Saving Care For Newborns In Need

Last September, Amy Littlefield woke up with excruciating abdominal pain that she couldn't explain.

"I knew something was really wrong," Amy said. "I called my mom and said, 'hey, I think I need to go to the hospital, something's happening.'"

Amy went to the Swedish Medical Center Southwest ER in Littleton. Nine months prior, Amy had given birth to a healthy baby girl. At the ER, Amy learned that she was actually five months pregnant with another child and in active labor.

"I was freaking out," Amy said. "I was so emotional, I was overwhelmed, and I was scared."

That day, her son, Cayden, was born premature and in critical condition. Cayden was having trouble breathing and needed to be transferred immediately to the Rocky Mountain Hospital for Children's Level IV NICU at Presbyterian/St. Luke's Medical Center in Denver. AirLife Denver's neonatal team provided Cayden with the specialized care and transport he needed to survive.

Amy was able to take Cayden, now a happy and healthy baby boy, home from the hospital right before Christmas. Months after that incredible day, Amy returned to the Swedish ER in Littleton to meet the AirLife Denver team and thank them for saving her son's life.

"It's pretty remarkable that he's doing so well," said Sherri Bruning, flight nurse for AirLife Denver. "To be able to see that he is doing well and she [Amy] is doing well, it just means the world [to us]."

### About AirLife Denver

AirLife Denver celebrates its 35th year of service in 2018 as the air medical and critical care transport program for HealthONE. 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. AirLife offers the highest level of specialized care with cutting edge technology, comprehensive skill, and exemplary service to patients and communities served. AirLife clinicians are certified, trained and highly experienced in providing advanced airway and ventilator management, adult and pediatric trauma, neuro, and cardiology care, along with vasopressor, tPA, sedation, and advanced life support drug administration. With a service area that spans ten states, AirLife is one of the largest and busiest air medical programs in the region offering transports 24 hours a day.

## AirLife Denver

Emergency air and ground critical care transport

AIRLIFEDenver.com | 750 Potomac St. Suite 201 Aurora, CO 80011 | 1.877.243.8247

## Cancer Treatment For Those Who've Lost Hope

Six years ago, Roger May was diagnosed with basal cell carcinoma (skin cancer) and had surgery to remove a tumor under his arm. However, scans revealed that the tumor had spread to his lungs, Stage 4. Following chemotherapy and other cancer treatments, new scans revealed that the cancer had spread to his pancreas.

At this point, about two years after his first diagnosis, May was given six months to live and "death was in the picture," he said.

May underwent another round of treatments, which halted all of the cancer growth. However, May still had malignant tumors on his lungs and a tumor on his pancreas. May was referred to Dr. Gerald Falchook, medical oncologist at the Sarah Cannon Research Institute at Presbyterian/St. Luke's Medical Center in Denver. Now a patient at Sarah Cannon, May started a new immunotherapy clinical trial.

After six months of cancer treatment at Sarah Cannon, May was nearly in remission. One year later, May said he "felt good and excited about the future."

May described these past few years undergoing cancer treatment as an "uphill battle," but he now feels like he's reached the summit.

May continues to be very active while in remission from cancer. He skis often with his 89-year-old father, who inspires him to live a healthy life for many more decades to come. Sarah Cannon Research Institute strives to provide the best care possible, while also helping patients lead a full, active life after treatment.

"The end of the road is the beginning of my life for me," May said.

### About Sarah Cannon Research Institute

Sarah Cannon, the Cancer Institute of HCA, and the HealthONE hospitals are fighting cancer together throughout the Rocky Mountain region to offer patients cutting-edge clinical research alongside integrated cancer services from discovery to recovery.

Sarah Cannon Research Institute at HealthONE, a cancer research program dedicated to conducting innovative clinical trials in the community setting, opened in February 2015 and has surpassed every expectation to advance cancer research right here in Denver and throughout the region. Patients are travelling from near and far to participate in clinical trials and are being offered hope for a future - and care options - that weren't previously available in this area.

Led by medical director, Gerald Falchook, MD, patients have been seen from multiple states and many are traveling hundreds, if not thousands, of miles to receive treatment. In the first three years, more than 375 patients enrolled in a trial by 103 referring physicians and 20 abstracts at nine conferences have been presented. As of the end of 2017, more than 45 trials had opened, including several first-in-human clinical trials.



## Sarah Cannon Research Institute

Innovative cancer treatment options in Denver

sarahcannon.com | 303-253-3225

## Physician Services

People make the difference at HealthONE Physician Care. With nationally recognized physicians, nurse practitioners, physician assistants, occupational therapists, physical therapists, certified nurse midwives and audiologists (to name a few), HealthONE Physician Care provides healthcare in an expansive, multi-specialty network of clinics throughout the metro Denver area. All members of the team share a commitment to high-quality medicine, good citizenship and, above all, patient-focused medical care. But the work isn't limited to Denver. By working in collaboration with the entire HealthONE system of hospitals, physicians help provide exceptional care to patients in remote Colorado communities as well as Kansas, Nebraska, Wyoming and New Mexico.

Additionally, HealthONE Physician Care is a leader in providing support services to employed providers. By managing accounting, billing and collections, coding, human resources, managed care contracting, payroll, physician leadership, marketing support, quality review, risk management and insurance, space and equipment, compliance programs and other tools, HealthONE Physician Care takes care of the back-of-house tasks, ensuring providers can spend more time focusing on delivering high-quality care to patients.

- 5280 Magazine Top Doctors: 2009-2017
- Swedish Medical Center was the 2017 recipient of the Healthgrades Gynecologic Surgery Excellence Award and recognized by Healthgrades for Superior Performance in Gynecologic Surgery, which includes Rocky Mountain Gynecologic Oncology.
- Shay Bess, MD of Denver International Spine Center received the Louis A. Goldstein Award from the Scoliosis Research Society for Best Clinical E-Poster Presentation at the 2017 Scoliosis Research Society Annual Meeting.
- Jaren Riley, MD of Rocky Mountain Pediatric OrthoONE was awarded the 2017 Positive Coaching Alliance Colorado Bill Daniels Triple Impact Professional Award.
- Andrew Pytiak, MD with Rocky Mountain Pediatric OrthoONE is the lead author on a prospective study covering 'Are the Current Little League Pitching Guidelines Adequate?' which was published in Orthopaedic Journal of Sports Medicine.
- Andrew Pytiak, MD with Rocky Mountain OrthoONE is the lead author on a comparison study of elbow injuries in high school baseball and softball players published in Sports Health.

## Urgent Care

In an effort to meet the increasing need for primary care services in the growing metro area, HealthONE opened two additional CareNow Urgent Care clinics in 2017. Now with six 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. CareNow clinics operate with extended hours Monday through Saturday, 8 a.m. to 8 p.m., and Sunday from 8 a.m. to 5 p.m. The clinics also provide occupational medicine services. If your health condition is more serious than CareNow staff can treat, the clinic will help facilitate transportation to the nearest ER. HealthONE's additional area hospital-based and free standing emergency rooms remain accessible for serious injuries and illnesses.

CareNow was founded in 1993 in Dallas-Fort Worth and has grown to become one of the largest urgent care networks in the country. HCA/HealthONE acquired CareNow in 2015 with the intent to extend the model that has made the urgent care network so successful.

## Ambulatory Surgical Centers

HealthONE's 19 stand-alone Ambulatory Surgical Centers are conveniently located throughout the metro Denver area, and perform minimally invasive surgical procedures in the areas of Ear, Nose and Throat, Gastroenterology, General Surgery, Gynecology, Ophthalmology, Podiatry, Pain, Plastics and Reconstructive Surgery, Orthopedics, Spine and Urology.

The pleasant atmosphere and special pediatric-friendly facilities are particularly helpful in easing the fears of children. All of the centers are state-of-the-art, which allows them to offer a safe, convenient, high-quality alternative to inpatient hospitalization.

## Outreach Services

HealthONE Outreach Services offers access to a vast array of resources requested by rural and outlying communities. HealthONE hospitals and 3,000 affiliated physicians have cared for generations of patients in communities both large and small. HealthONE's outreach program serves the needs of rural residents of Colorado, Kansas, Nebraska, Montana, New Mexico, South Dakota and Wyoming by providing them access to specialty care when there is a demonstrated need within the community. HealthONE physicians and allied health professionals participate in clinics in over 50 communities - more clinics than any other hospital system in the Rocky Mountain region. The HealthONE Regional Network also affords non-Denver hospitals availability to a variety of support services through an affiliation program.

Part of the support services provided by outreach to non-Denver hospitals includes continuing education. In 2017, HealthONE physicians, nurses and allied health professionals offered educational opportunities across the region. Affiliated experts lecture on many different topics, including trauma, stroke, cardiology, orthopedics, neonatal, pediatrics, geriatrics, women's service, oncology, concussion and EMS. Additionally, 2017 saw the growth of HealthONEUniversity.com. HealthONEUniversity.com brings convenient, on-demand CME and non-CME training on a wide range of topics, and allows physicians and other providers to access a library of resources featuring HealthONE physicians.

The outreach program allows rural healthcare providers the ability to stay involved in the care and follow-up of their patients, and allows patients to access the services of HealthONE without traveling to the Denver metro area.

## Virtual Network

Telemedicine combines medical experts with technology to assess and treat patients who do not always have access to specialty care. Though these patients often reside in Health Professional Shortage Areas, telemedicine is also becoming a standard of care in urban and suburban areas. HealthONE Virtual Network (HIVN) enables rapid diagnosis and treatment recommendations in multiple medical subspecialties including emergent psychiatric evaluation, pediatric cardiology, stroke, and pediatric emergency medicine. Patients often experience better health outcomes as a result of having access to highly specialized physicians. Telemedicine providers conduct consults from their mobile devices such as tablets, smartphones, and laptops using an internet connection in a HIPAA compliant environment. HIVN's first telemedicine consult was on May 31, 2006. The consult involved an 88 year-old patient from Springfield, CO, and proved to be very successful. HIVN has grown steadily over the past decade and increased its reach to busy urban and suburban hospitals across the region.

More than 8,000 individuals have benefitted from this virtual healthcare delivery system since its inception. HIVN partner sites include critical access, suburban, and urban hospitals in a 4-state region with multiple specialty service lines. The possibilities for utilizing telemedicine to improve patient care are numerous and the HIVN will continue to expand to meet those needs.

## Access HealthONE®

Access HealthONE is a 24/7 transfer center that serves as a gateway for requests from physicians wishing to transfer a patient or access HealthONE hospital services. Access is staffed with experienced acute care RNs to facilitate safe patient transfers, consults, transports and telemedicine requests. Access HealthONE assistance provides patients in hospitals, urgent care centers, free standing emergency rooms, physician offices, and other medical locations access to a higher level of care that would not be available in their current location. Clinicians assist nurses and physicians in both HealthONE and non-HealthONE hospitals with making all of the arrangements needed to transfer a patient to a more specialized care facility. This takes strong clinical knowledge, solid customer service, and a proficiency in understanding technology to provide the best patient care possible.

The goals of Access HealthONE are to:

- Provide a one-call service for physicians wishing to access HealthONE hospitals.
- Quickly link referring physicians to the right consulting and accepting physicians.
- Expedite a safe patient transfer, upon accepting physician approval.
- Acts as a hub between the HealthONE system and regional, international and local facilities.

In 2017, Access HealthONE facilitated more than 40,000 patient consults, telemedicine, direct admits, transports and transfers.

## Our Network

### ★ Hospitals

1. North Suburban Medical Center & Rocky Mountain Hospital for Children at NSMC
2. Presbyterian/St. Luke's Medical Center; Rocky Mountain Hospital for Children at P/SL and Spalding Rehabilitation at P/SL
3. Rose Medical Center & Rocky Mountain Hospital for at Rose
4. Sky Ridge Medical Center & Rocky Mountain Hospital for Children at Sky Ridge
5. Spalding Rehabilitation Hospital
6. Swedish Medical Center & Rocky Mountain Hospital for Children at Swedish
7. The Medical Center of Aurora & Rocky Mountain Hospital for Children at Aurora

### ● Stand Alone Ambulatory Surgical Centers

1. Arapahoe Endoscopy Center
2. Centrum Surgical Center
3. Clear Creek Surgery Center
4. Denver Endoscopy Center
5. Lincoln Surgical Center
6. Lowry Surgery Center
7. Midtown Surgical Center
8. Musculoskeletal Surgical Center
9. North Suburban Surgery Center
10. Park Ridge Surgery Center
11. Red Rocks Surgery Center
12. Ridge View Endoscopy Center
13. Rocky Mountain Surgery Center
14. Rose Surgical Center
15. Sky Ridge Surgical Center
16. South Denver Endoscopy Center
17. Surgery Center of the Rockies
18. The Urology Surgery Center of Colorado
19. Focus Hand & Arm Surgery Center

### ● Radiation Oncology

1. Radiation Oncology at Red Rocks

### ■ Free Standing Emergency Department

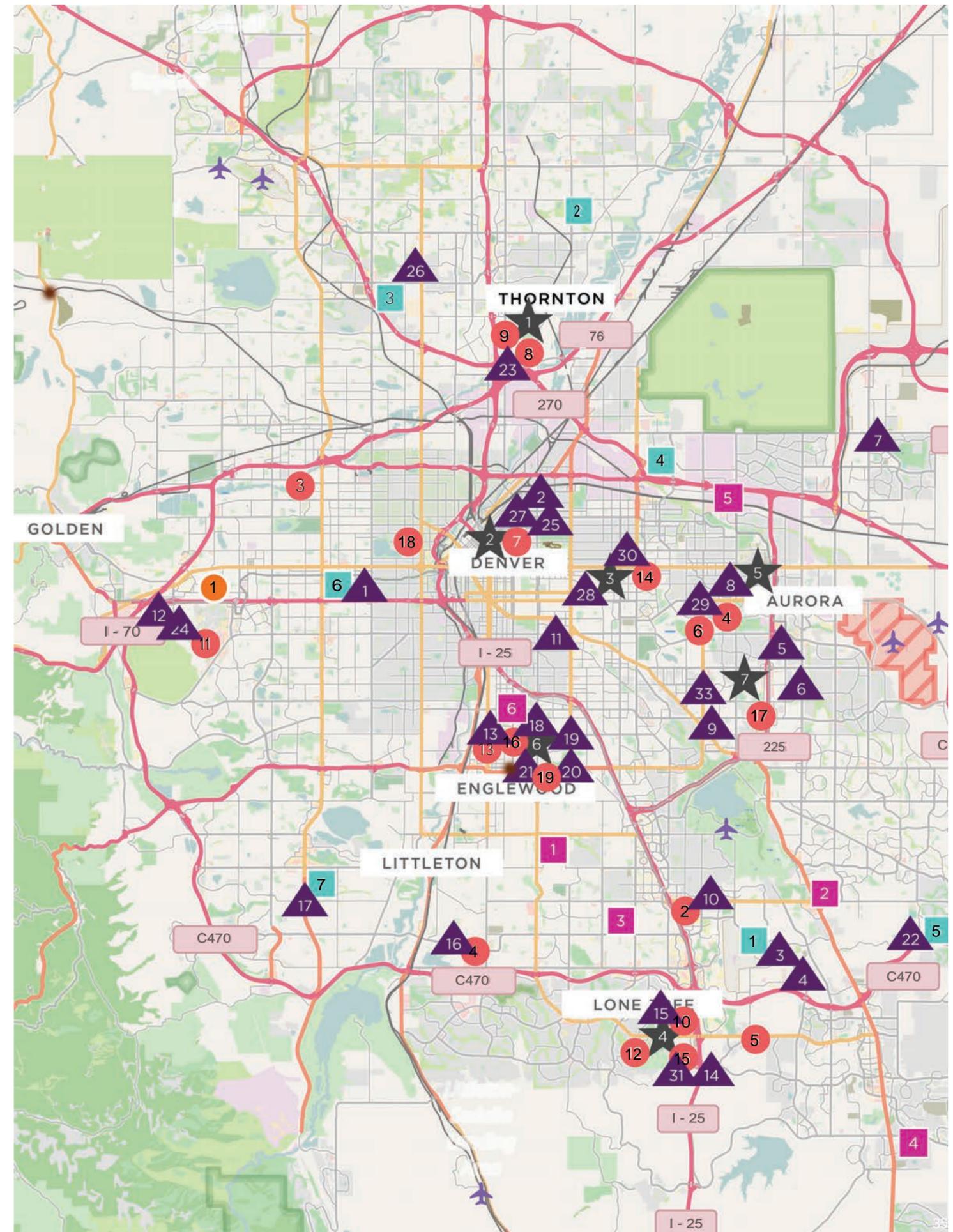
1. Centennial Medical Plaza
2. North Suburban Northeast ER
3. North Suburban Northwest ER
4. Rose Stapleton ER
5. Saddle Rock ER
6. Swedish Southwest ER
7. Swedish Belmar ER

### ▲ Medical Imaging

1. Swedish Belmar ER (260 S. Wadsworth Blvd)
2. Invision Sally Jobe PSL
3. Colorado Breast Care at Centennial
4. Centennial Outpatient Imaging
5. Colorado Advanced MRI (1444 S. Potomac St. #110)
6. Colorado Breast Care at The Medical Center of Aurora
7. Green Valley Ranch Imaging
8. Imaging at The Medical Center of Aurora, North Campus
9. Invision Sally Jobe Aurora
10. Invision Sally Jobe Centrum (Suite 300E, 200E & 124C)
11. Invision Sally Jobe Cherry Creek
12. Invision Sally Jobe Golden/Lakewood (Suite 130)
13. Invision Sally Jobe Hampden Place
14. Invision Sally Jobe at Sky Ridge Medical Center
15. Invision Sally Jobe Lone Tree
16. Invision Sally Jobe Littleton
17. Invision Sally Jobe Southwest Healthpark
18. Invision Sally Jobe at Swedish
19. Imaging Centers at Swedish Medical Center (601 E. Hampden, Suite 100)
20. Imaging Centers at Swedish Medical Center (501 E. Hampden)
21. Imaging Centers at Swedish Medical Center (499 E. Hampden)
22. Outpatient Imaging at Saddle Rock
23. North Suburban Medical Center Outpatient Imaging
24. PET/CT at Red Rocks
25. Outpatient Medical Imaging at Presbyterian/St. Luke's
26. Park Center Imaging, a department of North Suburban Medical Center
27. Presbyterian/St. Luke's & Rocky Mountain Hospital for Children at P/SL Outpatient Imaging
28. Rose Outpatient Imaging Center (Suite 100) & Rose Breast Center (Suite 450)
29. Center for Advanced Diagnostics
30. Rose Medical Center Outpatient Imaging
31. Radiation Oncology at Sky Ridge Medical Center
32. Sky Ridge Medical Center Outpatient Imaging
33. The Medical Center of Aurora

### ■ CareNOW Urgent Care Clinics & Occupational Medicine

1. Greenwood Village
2. Aurora
3. Highlands Ranch
4. Parker
5. Stapleton
6. DU Neighborhood





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Rocky Mountain  
Hospital *for* Children

