

2018 Community Impact Report

HealthONE



Continental
Division



LEADING HOSPITALS.
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HealthONECares.com

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Our mission statement:

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

A Message from the President and the Chairman of the Board

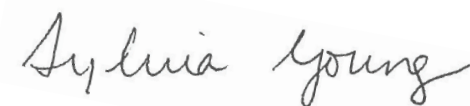
Our mission drives all aspects of our organization at HealthONE and HCA Healthcare.

This Community Impact Report illustrates what we at HealthONE have provided and accomplished in the past year. It highlights individual patient stories that demonstrate how we live our mission every day.

Our physicians, nurses, therapists, and all of our colleagues are a system of caregivers who are the difference makers for those we serve; focused on giving people the absolute best healthcare possible. We are privileged to have the opportunity to make such an impact on people's lives.

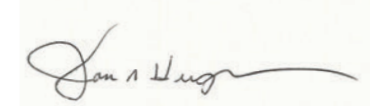
We are also fortunate to be a part of HCA Healthcare, an organization focused on purpose-driven care and the belief that we can move healthcare forward. It's how we've become a leading provider of healthcare and how we will continue to provide patients the compassionate, quality care they deserve while being the preferred place for physicians, nurses and others to provide medical services.

Through our daily clinical activities, our charitable partnerships, our community leadership, and our unwavering focus on our patients and their loved ones we define our purpose as an organization - **We exist to give people a healthier tomorrow.**



Sylvia Young

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



John Hughes, Jr.

Chairman of the HealthONE Board of Trustees

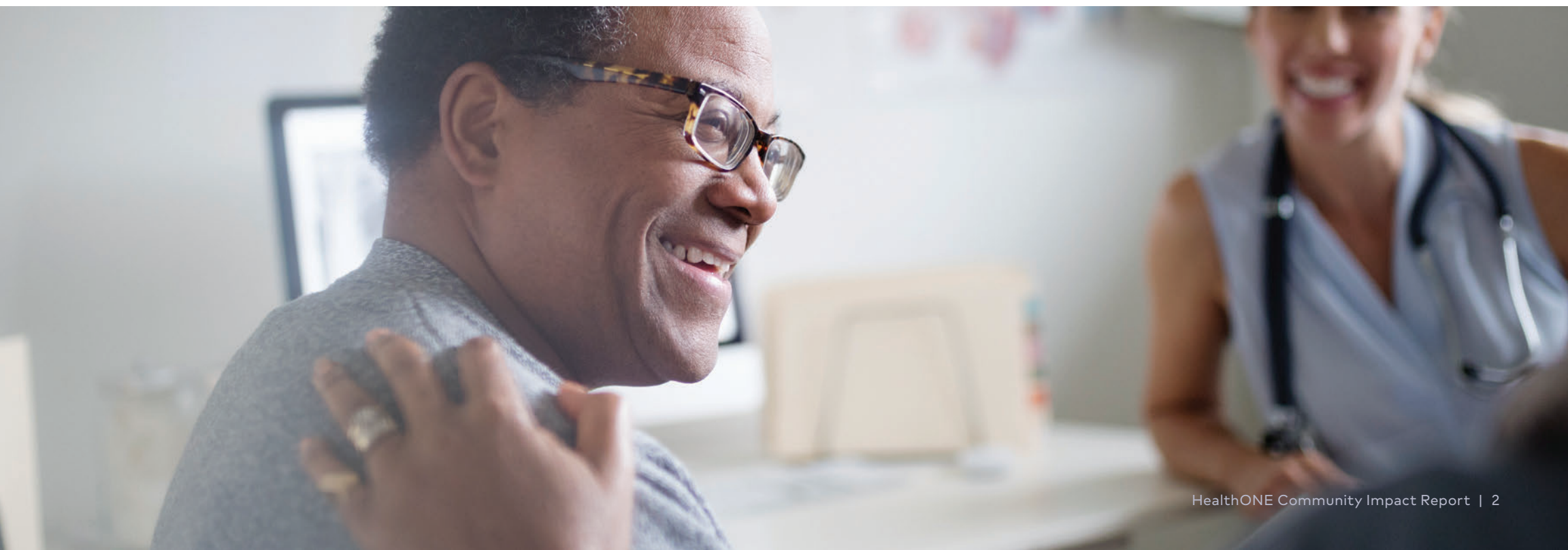
Who We Are

As part of HCA Healthcare, we at HealthONE serve the metro Denver area as the largest healthcare system, with more than 11,000 employees. Our hospitals — 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 system includes seven hospital freestanding emergency departments and numerous ambulatory surgery centers, seven CareNow urgent care centers and occupational medicine clinics, physician practices, medical 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, we at HealthONE contributed more than \$1.5 million to charitable organizations in 2018 through cash and in-kind donations.

HCA Healthcare founders Dr. Thomas Frist, Sr., Dr. Thomas Frist, Jr., and Jack C. Massey envisioned a company that would bring hospitals together to deliver patient-focused care while using the combined resources of the company to strengthen hospitals and improve the practice of medicine. That same commitment stands today and guides our mission: "Above all else, we are committed to the care and improvement of human life."

HCA Healthcare is a collaborative healthcare network, driven by physicians and colleagues helping each other champion the practice of medicine for a healthier world. For the benefit of each patient who walks through our doors, our network extends a knowledge pipeline into every one of our facilities, creating one of the country's most connected medical environments. We never stop in our pursuit of insights and care advances based on medical data from approximately 30 million patient encounters a year. In recent years our proprietary research and trials have enhanced our clinical capabilities to drive down incidences of blood stream infections (including MRSA), maternity mortality, infant mortality and NICU admission, just to name a few.





We exist to give people a healthier tomorrow.

We complement our mission statement with a statement of purpose: We exist to give people a healthier tomorrow. Our purpose reflects our core beliefs:



We believe in always doing what is right for the patient.



We believe excellent people make excellence happen.



We believe healthcare should always move forward.



We believe in taking care of others while being there for each other.



Our Hospitals

6 acute care hospitals

The Medical Center of Aurora

North Suburban Medical
Center

Presbyterian/St. Luke's
Medical Center

Rose Medical Center

Sky Ridge Medical Center

Swedish Medical Center

One pediatric hospital

Rocky Mountain Hospital
for Children

One rehabilitation hospital

Spalding Rehabilitation Hospital



Our Footprint

19 ambulatory surgery centers

22 imaging centers

7 CareNow

Urgent Care clinics

Dozens of physician practices

AirLife Denver provides
critical care air and ground
transportation across a 10-state
region

Telemedicine robots
are deployed to over 35 rural
hospitals

HealthONE treated
patients from all 50 states,
and 44 countries.



84,701
admissions



12,564
births



354,203
outpatient visits



608,926
physician services group clinic visits



25,249
inpatient surgeries



75,657
outpatient surgeries



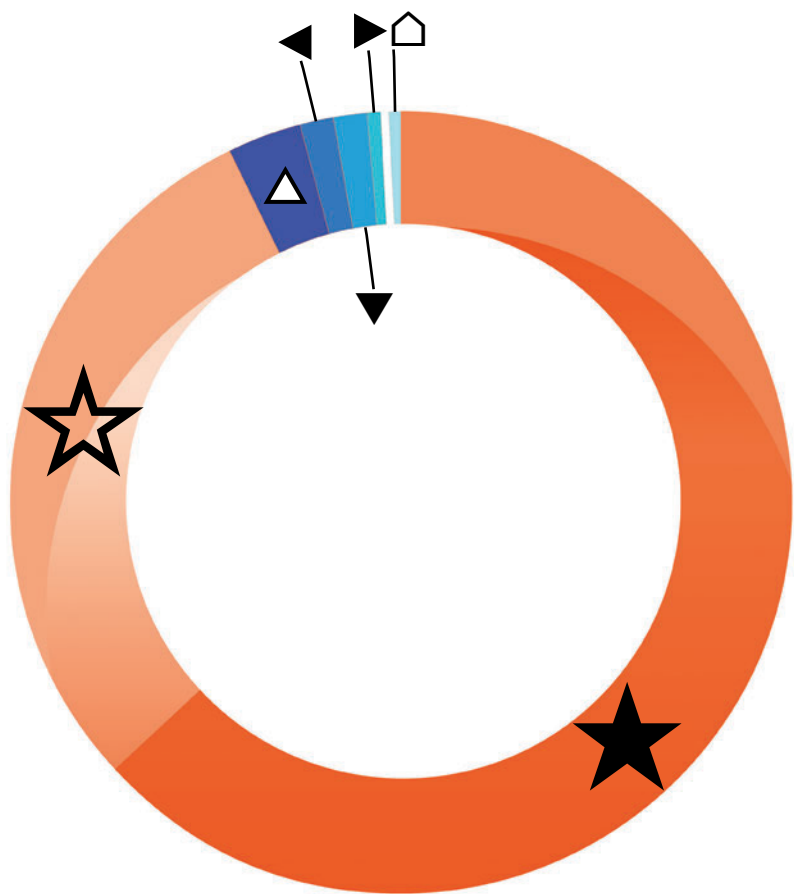
Awards and Accreditations

At HealthONE, we are driven by our mission to care for and improve human life. As part of HCA Healthcare's collaborative healthcare network, we believe we can make an impact greater than any other organization in healthcare—we can share best practices across our hospitals, we can leverage proven results to deliver greater outcomes for our patients, and we can unlock opportunities for our colleagues to do their most meaningful work.

Some of our accomplishments and recognition include:



Community Benefit



- ★● Taxes Paid
141.5M
- ☆● Uncompensated Care
70M
- △● Community Health Improvements
7.7M
- ◀● Community Building Activities
3.3M
- ▼● Health Professional Education
2.1M
- ▶● Cash and In-Kind Contributions
1.6M
- 🏠● Research Investment
1.1M

11,000+
employed in 2018

956M
in total payroll and benefits

141.5M
in state, local and
federal taxes paid

210M
invested in equipment and
capital construction

Our Governance

Christine Benero

President and Chief Executive Officer
Mile High United Way

Jerome Buckley, MD

Greg J. D'Argonne

Chief Financial Officer
HealthONE/HCA Healthcare Continental Division

Matthew J. Fleishman, MD

Radiology Imaging Associates

Jon Foster

President
HCA Healthcare American Group

John Hughes, Jr., CPA

Chairman of the HealthONE Board of Trustees

Ashley Johnson

Chief Financial Officer
HCA Healthcare American Group

Don L. Kortz

Brownstein Hyatt Farber Schreck, LLP

Maureen McDonald

John G. McWilliams

President and Founder
Western Skies Group

Ruth Nauts, MD

Brian Pauls

President
The Pauls Corporation

Lydia M. Prado, Ph.D.

Director
Lifespan Local Change Partnership

Richard L. Robinson

Co-Founder
Robinson Dairy

Wagner Schorr, MD

Sylvia J. Young

President and Chief Executive Officer
HealthONE/HCA Healthcare
Continental Division





Community Partners

Adam's Camp

Alzheimer's Foundation

American Cancer Society

American Foundation for Suicide
Prevention

American Heart Association

American Lung Association

American Red Cross

AMP the Cause

Association of Fundraising Professionals

Aurora Fire Benevolent Fund

Aurora Mental Health

Aurora Public Schools Foundation

Bags of Fun

Big Brothers Big Sisters

Brain Injury Alliance of Colorado

Castle Rock Fire Officers Association

Center for Personalized Education for
Physicians

Cherry Creek School District Foundation

City Year

Clayton Early Learning Center

Coalition for Sepsis Survival

College Track

Colorado Academy of Family Physicians

Colorado Business Committee for the Arts

Colorado Cancer Coalition

Colorado Center for Nursing Excellence

Colorado Managed Care Collaborative

Colorado Nurse's Foundation

Colorado Ovarian Cancer Alliance

Colorado Physician Health Program

Colorado Professional Firefighters
Association

Colorado School Counselor Association

Colorado State Fire Chiefs

Community College System Foundation

Congenital Heart Walk

Crohn's & Colitis Foundation

Cunningham Fire Protection District

CureSearch Walk

Davis Phinney Foundation

Denver Art Museum

Denver Center for the Performing Arts

Denver Health Foundation	Jason Foundation	Rocky Mountain Children's Health Foundation
Denver Museum of Nature and Science	Jefferson County Public Schools Foundation	Ronald McDonald House Charities
Denver Public Schools Foundation	Jessie's Heart	Rotary Clubs of Colorado
Denver Urban Scholars	Juvenile Assessment Center	Sarcoma Foundation of America
Doctor's Care	Karis Community	Scott Community Foundation
Douglas County Crisis Center	Legand Marching Festival	Second Wind Fund
Douglas County Educational Foundation	Leukemia & Lymphoma Society	South Adams County Fire IAFF
Eating Disorder Foundation	Limb Preservation Fund	South Metro Fire Foundation
Emergency Medical Minute	Lu Bird's Light Foundation	Toby's Shower for Babies
Emily Griffith Foundation	March of Dimes	Steamboat Community Assistance Fund
Englewood Public Schools	Martin Luther King Jr. Business Awards	Sungate Kids
Every Child Pediatrics	Mental Health America	Susan G. Komen for the Cure
Federal Heights Station	Mental Health Center of Denver	Temple Emanuel
Fetal Health Foundation	Mile High RETAC (Regional Emergency & Trauma Advisory Council)	There with Care
Foundation 1023	National Alliance on Mental Illness	Thornton Firefighters IAFF
Friends of AirLife	National Fallen Firefighters Association	University of Colorado Denver
Friends of Arvada Fire	National Heart Valve Awareness	Westminster Firefighter's Fire Victim's Benefit Fund
Girls on the Run	National Stroke Association	World Child Cancer
Habitat for Humanity	Pinnacol Foundation	Wyoming Medical Center Foundation
Hope Communities	Positive Coaching Alliance	Young American's Center for Financial Education
Hope Fund	Project Angel Heart	
Inclusive Higher Education		



We believe in taking care of others while being there for each other.

Many of our colleagues live and work in the same communities and neighborhoods as our patients. We want the same things that our communities want:

Healthier communities that lead to healthier tomorrows.

Hope Fund

Our colleagues' first goal is to take care of our patients. HealthONE is also a family of co-workers, and so we take care of each other. The HCA Healthcare Hope Fund was formed more than a decade ago in the wake of devastating hurricanes so that colleagues around the country who are in need —and those who want to help —have a single, reliable source to give and receive assistance. Our HealthONE community awarded 58 Hope Fund grants to colleagues in 2018, for a total of \$157,900. These grants were funded by contributions made by colleagues.

Our well-named Hope Fund offers just that—hope. Its support helps colleagues 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 colleagues 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 \$50 million in support to HCA Healthcare families.





We believe excellent people make excellence happen.

This statement by HCA Healthcare co-founder Dr. Thomas Frist, Sr. has been the guiding principle of our ability to attract and retain the best and brightest in healthcare for five decades. Our diverse and talented colleagues are bound together by our purpose: to create healthier tomorrows for every patient we serve – and for each other as well. Our colleagues' skill and sense of purpose drive our commitment to delivering excellence through effective, evidence-based, innovative and patient-centered care.

Our scale enables us to unlock numerous opportunities for our colleagues to learn, grow and enjoy a rewarding career.

We believe healthcare should always move forward.

At HealthONE and HCA Healthcare, we are driven by our mission to care for and improve human life. Because of our scale and our people, we believe we can make an impact greater than any other organization in healthcare – we can share best practices across our hospitals, we can leverage proven results to deliver greater outcomes for our patients, and we can unlock opportunities for our colleagues to do their most meaningful work.

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 patients 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.

HealthONE and HCA Healthcare seek to provide culturally competent care to every patient we serve. We are committed to fostering a culture of inclusion that embraces and nurtures our patients, colleagues, partners, physicians and communities.

Graduate Medical Education

HealthONE sponsors multiple residency programs across the Denver metro area in internal medicine, general surgery, family medicine, neuromuscular medicine and podiatry, along with our growing psychiatry and neurology programs, and two transitional year 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 developing graduate medical education which meets the needs of the community.

HealthONE and HCA Healthcare are deeply committed to graduate medical education. HCA Graduate Medical Education (GME) is the largest provider of residency and fellowship training programs across the nation. With more than 230 programs across 23 specialties and 53 hospitals, HCA Healthcare GME is building the leading network of innovative, patient-centered graduate medical education communities. Our hospitals currently train more than 3,300 residents and fellows with that number growing to 6,800 by 2025.

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 a residency or fellowship, physicians will have received innovative, top-quality training and have access to employment opportunities at facilities across the country.

Advancement of Nursing

HealthONE and HCA Healthcare have always placed a high value on nursing, and our organization has consistently supported nurses with investments in technologies, capital improvements and infrastructure. As a natural progression of that support, we recently launched a multi-year nursing strategic plan to establish nursing as a strong differentiator for our organization.

The Strategy Focuses On:

- **Advocacy and Leadership**
- **Consistency in Nursing Practice**
- **Leveraging Scale to Drive Performance**

Since 2017, we have made significant strides in implementing research-based, high-impact practices for nurse retention. By creating customized plans for C-suite and human resources leaders, based on local data and their facility's drivers of attrition, HealthONE and HCA Healthcare are significantly improving retention rates among nursing staff.

The Medical Center of Aurora

www.auroramed.com

1501 S Potomac Street Aurora, CO 80012 | 303.695.2600



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, and in 2018 established the hospital's Extracorporeal Membrane Oxygenation (ECMO) program to care for critically ill patients. They also are home to 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 Main 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 provide inpatient and outpatient care for patients age six years and up, and they continue to add additional beds and services to accommodate the growing need in the community for mental health services.

The Medical Center of Aurora Quick Facts



Health and Wellness

Multidisciplinary behavioral health and wellness team treated nearly 3,000 patients in 2018



Two-time Magnet Recognition

Two-time Magnet® recognition, the highest national honor for nursing practice, by the American Nurses Credentialing Center



Best Regional Hospital

Recognized as a Best Regional Hospital by U.S. News & World Report





A bleeding emergency helps doctors diagnose cardiac issues.

As a child and throughout her life, Mildred Freeney-Hilton would faint anytime she saw blood. When her breast cancer support group held a Stop the Bleed training class last year, Mildred, 70, wasn't exactly excited.

"I thought, 'this is interesting – I don't do bleeding,'" she says.

But Mildred is a retired professor, and she's also a good student. During the presentation, she listened carefully and watched the video. They handed out Stop the Bleed tote bags filled with gauze, a tourniquet and further instruction, which she took home and set next to her bed with plans to give it to her granddaughters, Charlotte, 14, and Josephine, 12.

A few months later, Mildred had just gotten out of the shower when she heard a thud in the bedroom she shares with her husband, William Hilton, who has dementia. William, 75, had fallen out of bed and hit his head on the nightstand.

"The bridge of his nose was wide open, and he had two wounds on his forehead bleeding profusely," Mildred says.

Instead of fainting, Mildred grabbed the tote and used the gauze and towels she grabbed from the bathroom to apply pressure.

"I stopped the bleeding on the two side wounds, but the (wound) over his nose was beyond my pay grade," she says.

Mildred drove William to The Medical Center of Aurora (TMCA), where the ER doctor who took care of William was impressed with how effectively Mildred had stopped the bleeding. After receiving 42 stitches, William was admitted to the ICU where medical staff soon discovered the likely cause of his fall: his heart stopped. William had fallen during a trip to California years earlier and a few other times, but previous doctors hadn't identified the cause. TMCA providers "realized his heart kept stopping," Mildred says.

William underwent surgery a few days later to have a pacemaker installed. He also had to have burr holes drilled into his skull to drain the fluid and relieve the swelling from two subdural hematomas.

After spending nearly two weeks in the hospital, William continued his recovery at a rehab center and returned home almost six weeks from the day he fell.

Mildred is thankful for the class and the doctors at TMCA.

North Suburban Medical Center

www.northsuburban.com

9191 Grant Street Thornton, CO 80229 | 303.451.7800



North Suburban Medical Center remains a pillar in the north Denver community, providing a wealth of healthcare services to the growing population in the area. In addition to providing a number of vital services to the community, North Suburban is home to the strongest record of quality of any hospital in the north Denver metro area.

In 2018, North Suburban was awarded the Women's Choice Award for Emergency Services, attained a 5-Star Healthgrades rating for vaginal deliveries, received the Get with the Guidelines Stroke Gold Plus Award and received an "A" rating by The Leapfrog Group for patient safety/quality for the ninth consecutive time. North Suburban was also recertified in Stroke and Sepsis Care by The Joint Commission in 2018.

North Suburban Medical Center *Quick Facts*



Women's Choice Award

Awarded Women's Choice Award
for emergency services



9x

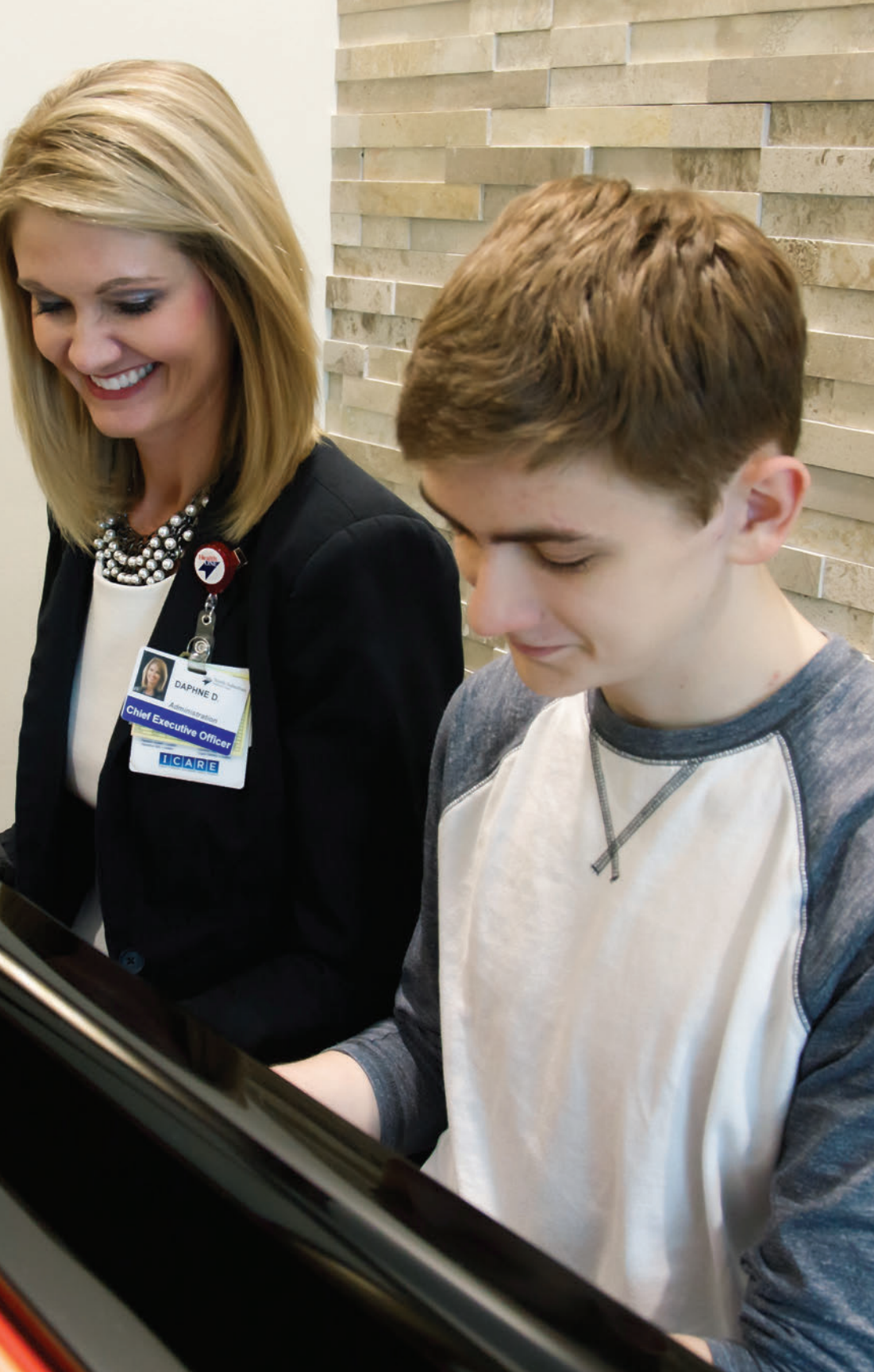
Received an "A" rating by The
Leapfrog Group for the ninth
consecutive time



Certified by The Joint Commission

Stroke and Sepsis certifications





Specialized spine surgery helps teen overcome scoliosis.

At only 13 years old, Owen DeLaCastro had a case of scoliosis so severe he had trouble walking. After coping with scoliosis for several years, Owen's health was declining, and his scoliosis was starting to cause life-threatening complications.

Owen's parents turned to Dr. Michael Janssen, orthopedic spine surgeon at the Center for Spine & Orthopedics and affiliated physician at North Suburban Medical Center (NSMC). Dr. Janssen performed a life-saving spine surgery on Owen. This risky and complex procedure required 13 hours on the operating table and round-the-clock medical care. Owen's spine was disassembled and adjusted and one of his ribs was removed.

The hospital staff wanted Owen to feel comfortable and at ease during his treatment, and went so far as to have "a special pillowcase with an Atari symbol on it waiting for him," says Shawna Morrison, the Pediatric and NICU nurse manager.

The nursing staff was impressed by Owen's caring nature.

"We were getting him out of bed early one morning," says Shawna. "The first thing out of his mouth was 'Good morning Shawna, how are you?' He's a very thoughtful young man."

Owen isn't the only member of his family who has suffered from a spine condition. Dr. Janssen performed total disc replacement (TDR) surgery on Owen's dad, Jon, following a bad car accident that resulted in extensive trauma to the neck and the spine. Both Owen and Jon were impressed with the care and attention they received from Dr. Janssen and the staff at NSMC.

"The best thing about working with Dr. J is that he's comforting and he understands what you're going through," says Owen. "I felt like he truly cared and the whole team at North Suburban cared about me getting better."

Just weeks after the surgery, Owen's condition dramatically improved. A few months later, Owen was running, playing saxophone and piano, singing in the choir and able to live the typical life of a middle schooler.

Presbyterian/St. Luke's Medical Center

www.pslmc.com

1719 East 19th Ave. Denver, CO 80218 | 720.754.6000



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 and FACT to Women's Choice Awards and the Commission on Cancer for exceptional quality and outcomes. 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

Quick Facts



Kidney & Liver Transplant

P/SL's transplant program offers comprehensive treatment with documented successful outcomes that surpass national benchmarks



Outstanding Care for Mom & Baby

P/SL is proud to be in the top 5% in the nation for labor & delivery and OB/GYN excellence and home to the highest level of care for high-risk moms and babies



Bone Marrow Transplant

P/SL is home to the largest bone marrow transplant program in the Rocky Mountain Region, performing 4,275 transplants since its inception in 1991



An innovative surgery helps a father thrive post amputation.

Mario Gasbarro was busy juggling life with his two children, ages 1 and 3, when he was diagnosed with cancer in May 2018. What started as a little pain in his elbow, turned into a bump that continued to grow. An MRI confirmed it was cancer.

After meeting with Dr. Daniel Lerman, an orthopedic oncologist at Sarah Cannon Cancer Institute and the Institute for Limb Preservation at Presbyterian/St. Luke's Medical Center (P/SL), Mario, 35, immediately felt at ease, he says.

A needle biopsy helped pathologist Eduardo Zambrano, MD, confirm the diagnoses: the tumor was a sarcoma, likely a soft tissue sarcoma invading the bone.

Initially, the plan was for Dr. Lerman to perform a limb preservation surgery to remove the tumor and replace Mario's elbow with a prosthetic. When the tumor grew quickly over the month before surgery, the plan changed. Dr. Lerman and Dr. David Schnur, a plastic surgeon and Medical Director of the Institute for Limb Preservation at P/SL, consulted on the case.

"We decided there were too many vital structures being affected by the sarcoma," says Dr. Schnur, who was concerned Mario's salvaged limb wouldn't function well and that the tumor could return.

The doctors decided the best plan was to perform an above-the-elbow amputation and a targeted muscle reinnervation (TMR) surgery, "designed to help maximize the use of a prosthesis," says Dr. Schnur.

Mario felt a sense of peace about the amputation, commenting "I have a wife and two kids and my faith, and there are things more important in my life than my left arm."

During the surgery, Dr. Schnur reconnected the nerves leading to Mario's hand into the muscles above his elbow. Following surgery, Mario began seeing Julie Klarich, an occupational therapist with P/SL that helped him adapt to living with one arm and worked on strengthening his remaining limb to prepare for the prosthesis. He also began meeting with his prosthetist, Zach, to begin the prosthesis calibration.

Following four rounds of chemotherapy, Mario received his prosthetic in September of 2018. He's now cancer free, and each day he's getting better at using his "robot hand," as his daughters call it. "In the end, this experience has brought a lot of fruits to my life," Mario says. "I genuinely feel my life is better now close to a year later than it was before I was diagnosed."

Rocky Mountain Hospital for Children

www.rockymountainhospitalforchildren.com

2001 N. High Street Denver, CO 80205 | 720.754.1000



Rocky Mountain Hospital for Children (RMHC) at Presbyterian/St. Luke's Medical Center (P/SL) is a dedicated pediatric hospital and the anchor facility in HealthONE's pediatric system of care. With more than 300 board-certified affiliated pediatric specialists, the 147-bed hospital includes a 24/7 dedicated pediatric ER, an 84-bed neonatal intensive care unit (the largest in the Rocky Mountain region), a 20-bed pediatric intensive care unit, a 36-bed pediatric inpatient unit and a new 7-bed Pediatric Bone Marrow Transplant 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 pediatric minimally invasive surgery.

The pediatric medical teams at RMHC include: world leaders in neonatal minimally invasive treatment for complex congenital conditions; pioneers in minimally invasive surgery options; nationally renowned youth sports medicine physicians; specialized physicians to treat adult congenital heart disease, complex orthopedic/spine conditions, hematology/oncology, pediatric sarcoma and more. In combination with Presbyterian/St. Luke's Medical Center, RMHC is the only facility in the region with the capability to care for high-risk moms and high-risk babies under the same roof.



Rocky Mountain Hospital for Children Quick Facts



Family Favorite Hospital
Named Family Favorite Hospital
three consecutive years



New Unit

NEW seven-bed Pediatric Bone
Marrow Transplant Unit



Mobile Training Center

A unique 39-foot RV that provides training using high fidelity pediatric manikins in rooms that simulate an ambulance and an ER to strengthen pediatric medical skills throughout the Rocky Mountain region



Helping a child turn her diagnosis into a positive experience.

Hillary and Bryan Conway experienced first-hand the excellent care and concern of RMHC doctors. In August 2018, the couple's daughter, Alice Rose, 6, was diagnosed with scoliosis. At diagnosis, Alice Rose had a 46-degree curvature of the spine. Such a curvature is considered severe, likely to worsen, and can likely require surgery.

The Conways initially took their daughter to another hospital following her scoliosis diagnosis. Doctors there told the family that the only option was to have Alice Rose wear a brace for eight years and then undergo spinal fusion surgery. Wanting a second opinion, Hillary sought out Dr. Jaren Riley, pediatric orthopaedic surgeon at RMHC, who suggested casting as an alternative option for treating Alice Rose's scoliosis.

"He was so fabulous," Hillary says. "He looked at my daughter and talked to her the whole time."

Dr. Riley put Alice Rose in her first scoliosis cast in November 2018. Since her first cast, Alice Rose's spine curvature has decreased from 46 degrees to 33 degrees, a remarkable change in such a short period of time.

Hillary can't thank Dr. Riley enough for the expert care and attention he provided.

"He has changed our family for the better and changed our daughter too," Hillary says. "He's a very funny, understanding man. I can text him and say 'I'm having this problem' and he writes me right back."

As a parent, Hillary was impressed with the high quality of care Alice Rose received at RMHC, saying that Dr. Riley "values my daughter as a human, not just a patient."

While Alice Rose is expected to undergo another round of casting and may need surgery for scoliosis in the future, she can now participate in many sports and activities, like tennis, baseball, golf, playing on the monkey bars and riding her bike.

"It's been a positive experience for something that can be very traumatic for a child," Hillary says. "[Going through this] makes us stronger as parents and her a stronger child."

Rose Medical Center

www.rosemed.com

4567 E. 9th Ave. Denver, CO 80220 | 303.320.2121



Well known as a Denver institution and a 9th Avenue landmark since its founding in 1949, Rose Medical Center is known as Denver's "Baby Hospital" while also known as a leader in comprehensive women's care, orthopedics and total joint replacement, heart and vascular care, weight-loss treatment and cancer care. Rose is a Magnet® designated hospital, a rare achievement that recognizes rigorous standards for nursing excellence. Rose has been named a 100 Top Hospital® by IBM-Watson Health for twelve years running and has been named an Everest Winner, one of 15 hospitals in the nation to be recognized as the top rate of improvement during a five-year period. Rose received multiple accolades in 2018: #4 hospital in the region by US News and World Report, Denver Post Top Workplace for five years straight—an honor earned by the votes of its employees, Outstanding Patient Experience from Healthgrades for four years and CoBiz Magazine's Best Hospital for multiple years. In addition, Rose's quality is unmatched: Rose is one of 42 hospitals in the nation—and the only hospital in Colorado—to have received Straight A's from The Leapfrog Group's Hospital Safety Grade program and Rose is the only Denver-area hospital to maintain Five-Stars from CMS's prestigious Hospital Compare program.

Rose Medical Center *Quick Facts*



Magnet Recognized Hospital

Magnet Recognition Program
Designation from American Nurses
Credentialing Center



Fourth in the Region

Named No. 4 hospital in region
by U.S. News & World Report



Top Places to Work

Named Top Workplace five straight years





Caring staff makes a long stay more bearable.

Jennifer Ott's first pregnancy with her son, Lucas, now 3, was "super seamless." Her second, with her daughter Vivian, was the opposite. From the beginning, she felt like something wasn't right, Jennifer says.

Her intuition was right — at 20 weeks gestation, she was diagnosed with placenta previa, where the placenta lies low and covers the uterus, as well as vasa previa, a considerably rare and severe complication that results in stillbirth 95 percent of the time if undiagnosed. Thankfully, her sonogram tech, Michelle, caught both complications during Jennifer's 20-week ultrasound.

"I had blood vessels that were providing Vivian blood that were not covered by the sheath of the umbilical cord, and not in the meat of the placenta — they were just dangling out there. If those membranes were to rupture, (the baby) would bleed out in 2-3 minutes and die in utero," Jennifer says.

Doctors restricted Jennifer from traveling or lifting anything for most of her pregnancy. She had to stay within 20-30 minutes of a hospital equipped to care for premature babies.

At 32 weeks, Jennifer was relieved when she was admitted to the high-risk OB unit at Rose Medical Center.

Still, that first night away from her husband and toddler was tough: "I had the nicest nurse, Sarah, who just sat with me while I cried," she says.

Throughout Jennifer's stay, nurse Sarah would pop by to check on Jennifer. Carrie, another high-risk nurse, walked the halls with her and took her outside. The Rose support system was "simply amazing."

During the five-and-a-half weeks she lived at Rose, many of those friendly faces became like family to her.

On Feb. 21, 2018, Dr. Alison Patterson delivered Vivian Patterson Ott via C-section at 37 weeks. Her name is meaningful: Vivian means alive, or life, and Patterson is a family name as well as in honor of Dr. Patterson, her OB. The healthy baby girl weighed 7 pounds, 5 ounces.

The Otts celebrated Vivian's first birthday at the hospital by bringing in lunch for the Rose Babies team that cared for her for so long. She "thanked them from the bottom of my heart," and felt closure as she watched nurse Carrie walk the same halls with little Vivian as she'd walked so many times next to Jennifer more than a year earlier.

Sky Ridge Medical Center

www.skyridgemedcenter.com

10101 RidgeGate Pkwy Lone Tree, CO 80124 | 720.225.1000



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. With its Main OR and its Spine & Total Joint Center OR earning the #1 and #2 slots as Units of Distinction among 185 HCA hospitals, Sky Ridge is proud of its “beyond expectations” team approach. Consistent “A” ratings from the Leapfrog Group for patient safety as well as being named one of America’s 250 Best Hospitals from Healthgrades can be credited to an unwavering focus on quality care.

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. And, Sky Ridge is now the leading robotic surgery center in the state, bringing a level of expertise to patients close to home. Sky Ridge will also be celebrating the 10-year anniversary of its highly regarded Spine & Total Joint Center in 2019.



Sky Ridge Medical Center *Quick Facts*

Watson Health™
**100 TOP
HOSPITALS®**
2018

Named Top 100 Hospital

BECKER'S
Hospital Review

Top 100 Nationwide

Sky Ridge ranked among the top
100 Women’s Health programs in
the country



Named Best Regional Hospital



Fast-acting medical team saves patient from deadly infection.

In October 2017, 61-year-old Lone Tree resident Mike McKibben had just returned home from a European vacation with his wife, Sue, when he felt ill. Mike assumed it was jet lag, but his high fever and delirium indicated something far more severe. At Sky Ridge Medical Center, Dr. Adam Barkin, medical director of the emergency department, determined Mike had sepsis, a deadly infection.

Sepsis is the third leading cause of death in the U.S., claiming 270,000 lives annually. At Sky Ridge, doctors acted fast. After a few hours at the hospital, Mike's body was showing signs of septic shock, the deadliest form of sepsis. When his heart, lungs, kidneys, liver and pancreas began to fail, the Sky Ridge medical team worked quickly to save Mike's life.

Mike awoke six weeks later. Due to sepsis, Mike lost the tip of his nose, all of his toes and all of his fingers except for his left thumb. Doctors at Sky Ridge determined that Mike had a meningococcal bloodstream infection, a rare and dangerous condition. After learning about sepsis, Mike was grateful they went to Sky Ridge.

"I'm thankful I'm alive," Mike says. "From day one, I just really wanted to focus on getting better as quick as I could."

When his fingers, toes, nose and ears blackened, Mike was later transferred to the burn intensive care unit at Swedish Medical Center where wound care experts cared for him. Following his treatment, Mike spent five months at a rehabilitation center learning how to walk again and use his hands in a more limited capacity. He had "great support" there, he said.

While Mike has little to no memory of his first six weeks in the hospital, Sue recalls how accommodating and available the staff members at Sky Ridge were throughout her husband's treatment.

"I was really impressed that he had 24/7 care," Sue says. "Someone was always right outside his door. The staff kept our family informed. They would let us go in at night and sit with Mike in his room. Whoever was on duty would fill us in."

Today, Mike continues to make good progress. He just completed a two-mile walk/run in Denver this spring. Sue says Mike is here today thanks to the immediate response of the Sky Ridge medical team: "I just know they saved his life."

Spalding Rehabilitation Hospital

www.spaldingrehab.com

900 Potomac St. Denver, CO 80011 | 303.367.1166



As Colorado's first licensed acute rehabilitation hospital, Spalding Rehabilitation Hospital is the region's premier facility for an expansive range of physical and cognitive rehabilitation needs. Spalding has served the greater Denver area for more than 50 years, and has two convenient locations that specialize in stroke, traumatic brain injury, neurological, orthopedic, spine and amputee rehabilitation.

Spalding's devoted rehabilitation team helps patients return to their functional lifestyles through individually designed programs. They enable patients to reach their goals through rehabilitation programs not only crafted specifically to individual patient needs, but also administered by some of the most highly skilled and trained providers in the Rocky Mountain region.



Spalding Rehabilitation Hospital Quick Facts



Only One in Colorado

Only dedicated Controlled Stimulation
Unit for brain injury in the State of
Colorado

REHAB MANAGEMENT

Best of Rehab

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

79%

Quick Road to Recovery

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



A rehab facility committed to getting patients back on their feet.

Over a five-year period starting in 2013, part-time Denver resident and chiropractor Dr. Michael Parrish, age 65, had experienced multiple failed knee surgeries. Out of a total of nine surgeries, Michael had three knee replacement surgeries that had failed. Due to serious knee damage, doctors determined that Michael's right leg would need to be amputated. In November 2018, Michael underwent surgery at Presbyterian/St. Luke's Medical Center to amputate his leg. Following his surgery, Michael chose Spalding Rehabilitation Hospital as the facility he wanted to go to for rehabilitation.

"I had no idea what to expect," Michael says. "It's kind of scary to decide you're just going to go to this place and stay there for a week or two weeks and 'rehab' yourself...[But when] I got here that first night, everybody was great. The staff made me feel at home and welcome."

In addition to recovering from surgery, Michael had to learn how to adapt to life with a prosthetic leg.

When Michael first arrived at Spalding, he needed two staff members to help him stand and hold onto a walker. Two weeks later, he was able to get up on his own and perform daily functions independently, like taking a shower.

As a patient at Spalding, Michael appreciated that the therapists tailored his rehabilitation to his specific needs.

"They work with you to make your body stronger, [but] they never push you beyond your limits," Michael says.

At Spalding, Michael says that it was the "little touches" that made a big difference in his care.

Michael and his wife spend most of the year in Belize, where he has a successful practice as a chiropractor. He is looking forward to returning to Central America and his work.

"I'm doing a lot of things on my own now," Michael says. "The roots of that started when I was [at] Spalding."

At Spalding Rehabilitation Hospital, our team works diligently to help patients make a full recovery and resume their normal lives as much as possible. We strive to motivate our patients to return to their regular activities and get them back to doing the activities they enjoy.

Swedish Medical Center

www.swedishhospital.com

501 East Hampden Ave Englewood, CO 80113 | 303.788.5000



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 is the hub of the HealthONE telestroke network serving more than 50 locations in a five-state area.

Swedish is HealthONE's Level 1 trauma center offering orthopedic and neuro trauma services, and adult and pediatric burn and microvascular reconstruction. Over 150 facilities throughout the Rocky Mountain and Great Plains regions regularly transfer patients with highly complex cases to Swedish.

The area's fastest growing and most comprehensive robotics program is the Swedish Surgical Robotics Institute. Here the area's leading surgeons combine with the latest robotic-assisted technology to treat patients with minimally invasive procedures. Swedish offers gynecology and GYN oncology, urology, general, foregut, spinal and thoracic surgery. And the hospital has the only robotic-assisted cardiac surgical program in Colorado.



Swedish Medical Center Quick Facts

BECKER'S Hospital Review

Neurosurgery Excellence

Named one of the nation's top 100 hospitals with great neurosurgery and spine programs by Becker's Healthcare, earning recognition for medical excellence, outcomes and patient experience in the spine and brain surgery departments



The Region's Stroke Center

Colorado's first Comprehensive Stroke Center is the first in the Denver area to use advanced technology to treat intracranial hemorrhage strokes



Robotic Heart Care

The only robotic-assisted cardiac surgical program in Colorado providing mitral valve repair and coronary artery bypass grafting as minimally invasive procedures



A hospital where patients are always 'in good hands'.

After a serious car accident in June of 2018, doctors told 17-year-old Samantha "Sami" Bayless she might never walk again. Sami had broken her neck and back and suffered a spinal cord injury. She was diagnosed as a quadriplegic.

Sami first received emergency care at a hospital in her home state of Missouri. She was then transferred to Craig Hospital in Englewood to start rehabilitation, but doctors there determined that Sami needed additional acute medical care and moved her to Swedish Medical Center which shares a campus with Craig. Prior to Swedish, Sami had already undergone spinal cord fusion surgery but experienced multiple complications from her first round of neck, back and spine surgeries.

As a level 1 trauma, burn and reconstructive center, Sami was in good hands at Swedish. Sami underwent a total of 14 procedures including reconstruction of her neck, spine and leg and a microsurgical flap to close her wounds. During her 84 days at Swedish, Sami was cared for by a large team of nurses and doctors in three separate nursing units, including neurosurgeon Peter Syre, MD; plastics and microvascular surgeons Lily Daniali, MD, and Benson Pulikkottil, MD; and orthopedic trauma surgeons Steve Morgan, MD, and Wade Smith, MD.

Sami's mom, Charity Bayless was impressed with how all the physicians worked together to treat her daughter.

As a patient, Sami has many memories of how the nurses and hospital staff went the extra mile to lift her mood. One night, after getting the disheartening news that Sami would need another surgery, the nurses wrote Sami special messages and hung inspirational posters in her room while she was asleep, to cheer her up when she awoke.

"As much as I didn't want to be there [at the hospital], I was glad I was at Swedish," Sami says.

Following her treatment at Swedish, doctors transferred Sami back to Craig Hospital for rehabilitation.

"When she came to Colorado, Sami told [the staff at Swedish], 'I'm going to walk out of that hospital,'" Charity says. "When we discharged, the staff, nurses and doctors all came to walk her out of the hospital."

Now 18, Sami walks everywhere she goes, has re-enrolled in college and is back to riding her horse, she says.

We believe in always doing what is right for the patient.

There is perhaps a no more anxious time in a person's life than the moment they enter a hospital. Whether a routine visit or an emergency, excellent caregivers can make all the difference.

That's why we are focused on achieving excellent outcomes and providing outstanding service. We know we're doing what is right for our patients when they believe that we have their best interests in mind... and in our hearts.

We call this purpose-driven care. It's how we've become a leading provider of healthcare and how we'll continue to provide patients the compassionate, quality care they deserve.

Sarah Cannon Cancer Institute at HealthONE

Our Sarah Cannon Cancer Institute at HealthONE offers integrated cancer services with convenient access to cutting-edge therapies for people facing cancer in Denver and throughout the Rocky Mountain region. Taking a team approach to patient care, Sarah Cannon Cancer Institute at HealthONE engages with members of the care team from diagnosis through survivorship.

Our system in Denver is part of the Sarah Cannon Cancer Institute of HCA Healthcare, a global network with programs across the United States and in the United Kingdom. Our programs include individualized patient navigation provided by oncology-trained nurses, a leading blood cancer network, hundreds of clinical trial options, and molecular profiling capabilities. The Sarah Cannon care network has expertise unmatched by any single cancer center.

Sarah Cannon Research Institute at HealthONE

Sarah Cannon Research Institute at HealthONE, along with our hospitals, physicians, staff and the Sarah Cannon team, enhance 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.

Led by Gerald Falchook, MD, MS, the research institute has treated more than 500 patients on 60 different clinical trials since opening in 2014. More than 800 patients from 17 different states have traveled to Sarah Cannon Research Institute at HealthONE to receive care.

AirLife Denver

AirLife Denver is the air medical and critical care transport program for HealthONE. AirLife began in the heart of Denver in May of 1983 at HealthONE's Presbyterian / St. Luke's. 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 multiple states across the Front Range and beyond, AirLife is one of the largest and busiest air medical programs in the region offering transports 24 hours a day.



In an effort to meet the increasing need for primary care services in the growing metro area, HealthONE opened additional CareNow Urgent Care clinics in 2018. Now with seven 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.

CareNow is accredited through the Urgent Care Association, which is the highest level of distinction for urgent care centers.



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 (H1VN) enables rapid diagnosis and treatment recommendations in multiple medical subspecialties including emergent psychiatric evaluation, pediatric cardiology, stroke, and acute neurology. Patients often experience better health outcomes as a result of having access to specialized healthcare providers. Telemedicine providers conduct consults from their mobile devices such as tablets, smartphones, and laptops using an internet connection in a HIPAA compliant environment. H1VN'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. H1VN has grown steadily over the past decade and increased its reach to busy urban and suburban hospitals across the region.



With nationally recognized physicians, nurse practitioners, physician assistants, occupational therapists, physical therapists, 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, human resources, 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.



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.**



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 and provide telemedicine support in over 50 communities – providing more access 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 HealthONE Outreach to non-Denver hospitals includes continuing education. Each year, HealthONE physicians, nurses and allied health professionals offer 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. To further our training mission and strong belief that geography shouldn't limit the care available to our communities, Rocky Mountain Hospital for Children announced the creation of the Mobile Training Center (MTC) in 2018. The MTC is outfitted with the most technically advanced classroom technology and simulation manikins available. These High Fidelity Simulation Manikins offer a wide-range of clinical

functionality to teach stabilization skills for airway, breathing and circulation management. Clinicians are able to work with these high-tech manikins in a realistic ambulance setting and an ER room (or inpatient pediatrics room) for lifelike scenario training, improving the outcomes of our most vulnerable patients. The Mobile Training Center had a very busy 2018; traveling 9,920 miles in 4 states, visiting 34 towns, hosting 81 events and experienced by 6,700 people.

The outreach program strives to keep care close to home when appropriate. Outreach clinics, telemedicine and continuing education helps rural healthcare providers stay informed on the latest advancements in clinical care, remain 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.



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.





Continental
Division



Continental
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