



2019 HealthONE Community Impact Report



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**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 purpose at HealthONE and HCA Healthcare is simple: We exist to give people a healthier tomorrow. Never has our purpose felt more defined than it has recently. While we compiled the annual report you now hold, our team bravely faced the COVID-19 pandemic. As you will see from our COVID-19 section, during these unprecedented times, we provided patients with the compassionate care they deserve while supporting the community and one another.

This Community Impact Report highlights individual patient stories that demonstrate how we live our mission every day, crisis or not, and what we have accomplished in the last year.

From our physicians and nurses to our therapists and the rest of our colleagues, we are caregivers working together to make a difference for those we serve. We are laser-focused on providing people with the absolute best healthcare possible. We consider it a privilege to care for everyone.

We are also fortunate to be a part of HCA Healthcare, an organization focused on purpose-driven care and the belief that by working together, we can move healthcare forward.

Our focus on our patients and their loved ones coupled with our charitable partnerships and community leadership illustrates our steadfast purpose: caring for communities.



Sylvia Young

**President and Chief Executive
Officer of HealthONE and
HCA Healthcare’s Continental
Divison**



John Hughes, Jr.

**Chairman of the HealthONE
Board of Trustees**

Our Response to COVID-19

At the time of publishing the 2019 HealthONE Community Impact Report, our colleagues are in the midst of handling the global COVID-19 pandemic. The past few months have been the most challenging our organization has ever experienced. We have been stretched in ways we could not have imagined. But we have also been united, with each and every one of our colleagues selflessly facing this crisis, shoulder to shoulder, every single day.

From day one, we addressed the pandemic with two clear objectives. The first, to protect our people-keep them safe and keep them employed. The second, to protect the company-ensure its viability from a financial standpoint so we can continue to serve our communities for years to come.

Both priorities endure today, and they endure because of the partnership and hard work of our colleagues, caregivers and leaders.

Throughout this pandemic, we have been reminded, once again, what an incredible organization we have—one that is driven by a common purpose to do the right thing for others. As we move forward, partnering even more with each other to find solutions and remaining resilient will be key. Our collective commitment and sacrifice to each other, to our physicians, and ultimately to our patients, is what will bring us through this challenge, one step at a time.

At HealthONE and HCA Healthcare, we do more than say we care like family—we show it. Every corner of this enterprise has come together to do what's right, and we thank our colleagues for that dedication and for their continued guardianship of our mission and culture.



Our mission to care for and improve human life extends to our broad communities.



In response to COVID-19, HealthONE engaged in community in new ways. Our leadership worked on Governor Polis' response team. We supported other providers with donated PPE and actively engaged with other hospitals through our work with the Colorado Hospital Association.



HealthONE facilitated an HCA Foundation gift totaling \$115,000 to the Colorado COVID Relief Fund, Mile High United Way (for the 2-1-1 help line and the volunteer program), and the Food Bank of the Rockies.

Our clinical experts participated in numerous virtual forums, lending subject matter expertise to conversations on crisis response, infection prevention, keeping children safe during COVID, mental wellness in uncertain times, and safely accessing medical and surgical services.

We have also been grateful to receive meaningful gifts from local restaurants, volunteer groups, nonprofit organizations, and students. The outpouring of giving to frontline teams was truly remarkable and deepened our connection to our neighbors and communities.



Part of the HCA Healthcare Family

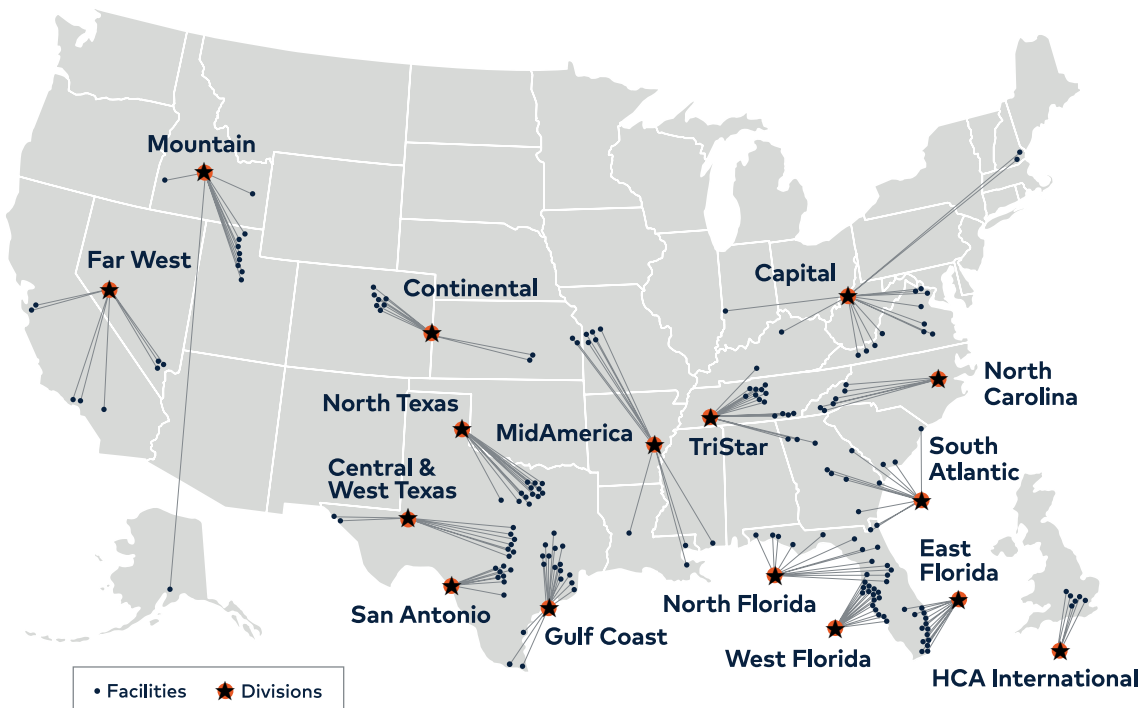
HealthONE is a part of HCA Healthcare, a collaborative healthcare network comprised of approximately 280K colleagues dedicated to giving people a healthier tomorrow.



In 1968, HCA Healthcare’s founders envisioned creating a healthcare company with the scale, resources and clinical expertise to provide patient-focused care at a time when many communities were growing rapidly and needed more access to healthcare. Today, more than 50 years later, that original vision thrives.

Located in 21 states and the United Kingdom, the scale of HCA Healthcare enables us to conduct leading-edge research, share best practices and support services across facilities, and most importantly, deliver the type of care patients need, when and where they need it. Each year, approximately five percent of all U.S. hospital services happen at an HCA Healthcare facility. In 2019, this included 34.8 million patient encounters, 9.2 million emergency room visits and 219,761 babies delivered.

We are proud to be a part of HCA Healthcare, driven by our collective mission: Above all else, we are committed to the care and improvement of human life.



February 2020

Sites of Care

We serve patients and communities with 150 sites of care across Colorado and the Rocky Mountain Region.



6 acute care hospitals



18 Ambulatory Surgery Centers



One pediatric hospital



25 imaging centers



One rehabillitation hospital



94 physician practices



8 Free Standing ER's



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



8 CareNow
urgent care centers



Telemedicine centers are deployed to over 35 rural hospitals





Doing What is Right for Patients

**Our mission compels us to
ensure safe, compassionate,
equitable care to anyone who
seeks it.**



Convenience and Access

HealthONE is proud to offer a diverse range of care options. Our over 150 sites of care serve communities across Colorado and the Rocky Mountain region. Additionally, our high-quality, integrated and clinically focused telehealth programs and services allow caregivers at rural hospitals to consult remotely with clinicians at larger facilities.

Learning Health System

As a part of HCA Healthcare, HealthONE has access to industry leading clinical data from approximately 35 million annual patient encounters to inform and improve patient care across the region. We regard this capability as both a privilege and a responsibility.

We bring and share our learnings with the larger healthcare community, as well as government agencies. Drawing upon the latest scientific evidence and actively conducting our own large-scale health research, we aim to deliver high quality care and outcomes.

Through machine learning and data science, we can use data and algorithms to better inform outcomes for patients, and create tools that can deliver information to providers in real-time to help identify life-threatening conditions such as sepsis. This commitment improves safety, quality, efficiency, and, most importantly, patient care.

Research and Innovation

HealthONE partners across HCA Healthcare's more than 2000 sites of care to conduct leading edge research, share best practices and support, and develop technologies to improve patient care. Some of our recent innovations include our:

NATE (Next-Gen Analytics for Treatment and Efficiency) analytics platform, which provides a real-time visual of what is happening in a hospital to facilitate patient throughput, real-time evacuation planning, integrated machine monitoring, and numerous other surveillance and planning activities.

Award-winning **SPOT (Sepsis Prediction and Optimization of Therapy) algorithm and workflow** that helps detect sepsis approximately six hours earlier, and more accurately, than clinicians.

Our **High Acuity Patient Intelligence (HAPI)** system is a computer-based algorithm where real-time patient data identifies high-risk medical-surgical patients beginning to deteriorate or with unrecognized high acuity, which may result in longer stays, a transfer to the intensive care unit (ICU), higher costs, or death. A text message alerts nurse-leaders who evaluate patients and provide necessary interventions.

ABATE (Active Bathing to Eliminate Infection) trial to reduce healthcare associated infections.

SwapOut trial to combat the growing threat of antibiotic resistance caused by widespread use of nasal antibiotics.

PatientKeeper application, which allows providers to conveniently access patient medications, labs, X-rays and more from a single source.

Equity of Care

HealthONE recognizes the diverse backgrounds of our patients, partners, physicians and colleagues, and we are committed to providing all patients with equitable access to culturally competent, patient-centered care.

- We deliver care in many languages to make sure communication and language are not barriers to quality healthcare.
- We focus on access to services, including web accessibility, to ensure our patients can perceive, understand, navigate and interact with our access points.

Financial Assistance Support

As a part of HCA Healthcare, we have several industry-leading support services, policies and practices designed to help our patients who need financial assistance.

MyHealthONE

Across the HCA Healthcare network, more than two million patients have used MyHealthONE, a digital patient portal and app, to access their medical records and lab results, find a doctor or make an appointment. We continually seek ways to empower our patients to manage their health.





Excellent People Make Excellence Happen

At HealthONE, we have a lot to be proud of, but at our core, our greatest strength is our people.



Investing in Our People

HealthONE and HCA Healthcare's high standards and expectations for patient care have led us to invest heavily in our greatest asset: our people. We start with a foundation of inclusion, compassion and respect for our patients and each other, and we sponsor several educational and leadership programs to help develop a strong workforce. HealthONE is fundamentally in the people business, and we are committed to supporting all of our colleagues throughout the organization.

Development

Diversity in leadership initiatives, including accelerating advancement opportunities, hiring externally and supporting diverse talent to grow and thrive

Education assistance in the form of tuition reimbursement, student loan assistance and clinical certification support

Leadership development opportunities, including HCA Healthcare's award-winning Executive Development Program delivered by the HCA Healthcare Leadership Institute

Partnering with Physicians

HealthONE believes partnering with and empowering our physicians in delivering exceptional care is the best way to guide advances in medicine across our network.

Our partnership with physicians allows access, support and opportunities to practice with one of the country's most successful healthcare networks. By giving them the clinical resources they need to deliver high-quality care, HealthONE provides physicians an environment where they get what they need to succeed, and where success is defined by a patient's outcomes and experience.

We recognize the value of actively seeking physician feedback and implementing change based on their input. We have a robust team of dedicated physician relations professionals, and we make sure physician feedback influences our clinical and business operations at the highest level.

Nursing at HealthONE

HealthONE nurses work hard to raise the bar for our patients, our organization and the nursing profession. This is why we invest in the technologies, infrastructure and clinical education nurses need to develop professionally.

Making a Difference

Nurses are at the forefront of our commitment to the care and improvement of human life. At HealthONE, there are multiple ways for nurses to influence strategies and decisions related to patient care, share best practices and make a difference.

From our specialty advisory councils that govern how best practices are shared across our hospitals to our Unit of Distinction Program honoring the “best-of-the-best” nursing units in a number of specialties and our career opportunities for nursing that span all levels—from the frontlines to administration, and everything in between—HealthONE celebrates our world-class nurses and raises the bar to support their education, growth and development.



Nurse-Focused Technologies

HCA Healthcare nurses are equipped with technologies that maximize efficiencies so they can spend their time doing what they do best: caring for patients.

- Our **Orbit app** allows nurse leaders to document patient feedback that is used to improve patients' care experience and recognize colleagues for exceptional care.
- The **iMobile app** gives caregivers a secure mobile platform for communicating across a facility.
- Our **Vitals Now** system automatically monitors vital signs and records them in the electronic health record.
- **HCA Vision*** will turn in-room televisions into communication hubs for patients and care teams.
- Our **nurse call systems** will soon allow for integrations with key applications to improve workflow.

**Programs not fully deployed as of Dec. 31, 2019*

Units of Distinction

Through our Unit of Distinction Program, we celebrate nursing units that are raising the bar for the nursing profession. In 2019, approximately 2,200 HCA Healthcare nursing units participated in the program and were scored on approximately 20 different criteria to determine which would receive the 2019 Unit of Distinction honor. The winning units' scores are in the top five percent of all HCA Healthcare medical-surgical, critical care, emergency services, surgical services, behavioral health and women's and children's nursing units.

Additionally in 2019, another 106 units achieved scores ranking them within the top six to ten percent of all HCA Healthcare units, earning an honorable mention designation.

A total of six units at HealthONE hospitals - two at Presbyterian/St. Luke's Medical Center, one at Rose Medical Center, and three at The Medical Center of Aurora - were recognized as HCA Healthcare Units of Distinction. Twelve additional units at HealthONE hospitals earned Honorable Mention status.





Caring for Our Community

Our dedication to caring like family extends beyond our hospitals' walls into our Colorado communities.

Investing in the Community

We strive to do our part to help Colorado communities thrive through volunteering, giving and partnering with organizations whose missions align with our own. HealthONE is also a significant contributor to our local economy, as an employer and a tax payer.

Crushing the Opioid Crisis

HealthONE is combatting the opioid crisis by taking action and making a real difference for patients, families and communities.

Up to 29% of patients who are prescribed opioids for chronic pain misuse them, and more than 130 people die from opioid overdose every day.* HealthONE is taking a leading role to combat this crisis in several ways:

- Data from more than 107,000 surgeries revealed a decrease of up to 50% in opioid use for patients using our Enhanced Surgical Recovery (ESR) approach to manage pain.

- We share knowledge from our approximately 35 million annual patient encounters with the National Academy of Medicine's Action Collaborative on Countering the U.S. Opioid Epidemic and contributed \$500,000 to the Collaborative to support the creation of safer pain management protocols and reversal of the opioid epidemic.

- We implemented the Alternatives to Opioids (ALTO) program in the emergency room (ER) to manage painful conditions while using opioids cautiously. The program was expanded to all HCA Healthcare facilities in 2019, and as a result, opioid use has decreased by 6.7%.

- In 2019, 100 HCA Healthcare facilities in 16 states hosted opioid take-back events, a community service initiative supported by local law enforcement that resulted in the collection of more than **5,000 pounds** of unused and expired prescription medications.

*National Institute on Drug Abuse

428 pounds of unused and expired prescription medications collected

6 facilities participated in Crush the Crisis opioid take-back events

Emergency Preparedness

As a part of HCA Healthcare, HealthONE is connected to the support and resources needed to respond quickly to emergencies or large-scale disasters. We have access to best practices learned from natural disasters such as wildfires, earthquakes, tornadoes and storms, as well as man-made crises like major car accidents and mass shootings. With planning and preparation we are able to stay at the ready to respond to emergencies. In times of emergency or large-scale disaster, we apply our scale and experience to support colleagues and help rebuild communities.







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.

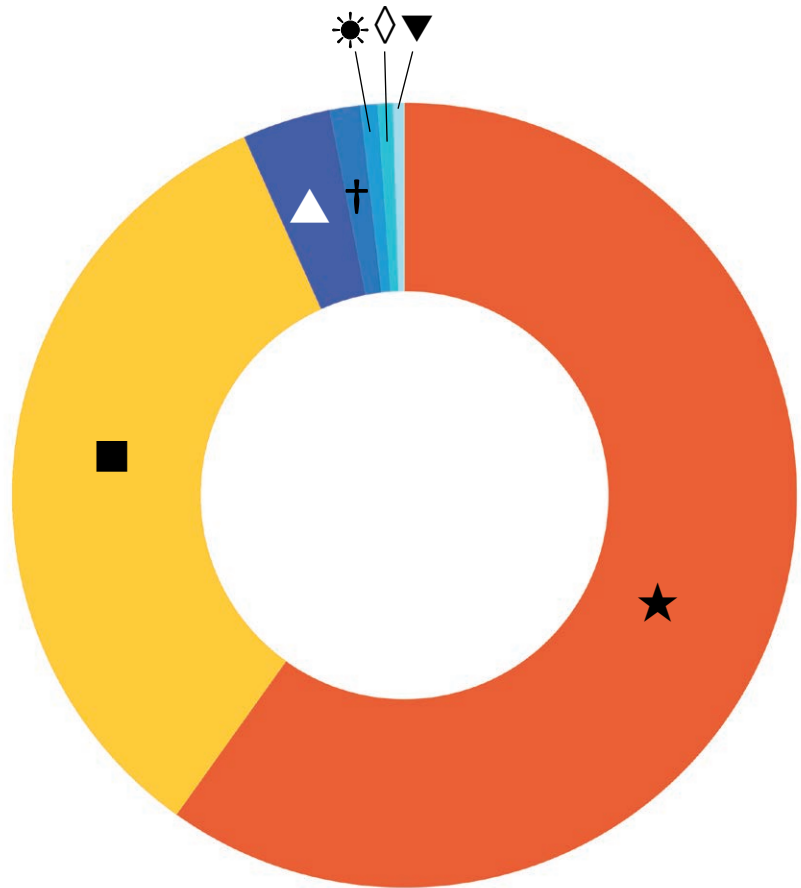


We believe healthcare should always move forward.



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

Community Benefit



11,554+
employed in 2019

\$953M
in total payroll and benefits

\$135M
invested in equipment and
capitol construction

\$151.9M
in state, local and federal taxes paid

Our Governance

John Hughes, Jr., CPA , ABV, CVA

Chairman of the HealthONE Board of Trustees

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President and Chief Executive Officer
Mile High United Way

Jerome Buckley, MD

Greg J. D'Argonne

Chief Financial Officer
HCA Continental Division

Matthew J. Fleishman, MD

Radiology Imaging Associates

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Robinson Dairy

Ali Sarram, MD

Colorado Urology Associates

Sylvia J. Young

President and Chief Executive Officer
HCA Continental Division

Our Community Partners

| | |
|--|---------------------------------------|
| Adam's Camp | Colorado Physician Health Program |
| Alzheimer's Foundation | Colorado School Counselor Association |
| American Cancer Society | Community College System Foundation |
| American Foundation for Suicide Prevention | Congenital Heart Walk |
| American Heart Association | Crohn's & Colitis Foundation |
| American Lung Association | CureSearch Walk |
| American Red Cross | Davis Phinney Foundation |
| AMP the Cause | Denver Art Museum |
| Association of Fundraising Professionals | Denver Center for the Performing Arts |
| Aurora Mental Health | Denver Health Foundation |
| Aurora Public Schools Foundation | Denver Museum of Nature and Science |
| Bags of Fun | Denver Public Schools Foundation |
| Big Brothers Big Sisters | Denver Urban Scholars |
| Brain Injury Alliance of Colorado | Doctor's Care |
| Center for Personalized Education for Physicians | Douglas County Crisis Center |
| Cherry Creek School District Foundation | Douglas County Educational Foundation |
| City Year | Eating Disorder Foundation |
| Clayton Early Learning Center | Emergency Medical Minute |
| Coalition for Sepsis Survival | Emily Griffith Foundation |
| College Track | Englewood Public Schools |
| Colorado Academy of Family Physicians | Every Child Pediatrics |
| Colorado Business Committee for the Arts | Federal Heights Station |
| Colorado Cancer Coalition | Fetal Health Foundation |
| Colorado Center for Nursing Excellence | Friends of Arvada Fire |
| Colorado Managed Care Collaborative | Girls on the Run |
| Colorado Nurse's Foundation | Habitat for Humanity |
| Colorado Ovarian Cancer Alliance | Hope Communities |

HCA Healthcare Hope Fund

Inclusive Higher Education

Jason Foundation

Jefferson County Public Schools
Foundation

Jessie's Heart

Juvenile Assessment Center

Karis Community

Legand Marching Festival

Leukemia & Lymphoma Society

Limb Preservation Fund

Lu Bird's Light Foundation

March of Dimes

Martin Luther King Jr.
Business Awards

Mental Health America

Mental Health Center of Denver

National Alliance on Mental Illness

National Heart Valve Awareness

National Stroke Association

Pinnacol Foundation

Positive Coaching Alliance

Project Angel Heart

Rocky Mountain Children's Health
Foundation

Ronald McDonald House Charities

Rotary Clubs of Colorado

Sarcoma Foundation of America

Scott Community Foundation

Second Wind Fund

Toby's Shower for Babies

Steamboat Community Assistance Fund

Sungate Kids

Susan G. Komen for the Cure

Temple Emanuel

There with Care

University of Colorado Denver


World Child Cancer

Wyoming Medical Center Foundation

Young American's Center for Financial
Education







**We believe in taking
care of each other
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.

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 264 ACGME accredited programs across 23 specialties and 56 teaching hospitals, HCA Healthcare GME is building the leading network of innovative, patient-centered graduate medical education communities.

Our hospitals currently train close to 4,000 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.

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 colleagues, 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

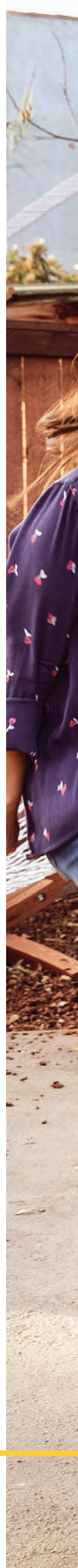
HCA Healthcare Hope Fund

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 88 Hope Fund grants to colleagues in 2019, for a total of **\$257,050.**

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 35,000 families through contributions of more than \$50 million in support to HCA Healthcare families.





Our Hospitals

In 2019, HealthONE treated patients from all 50 states and over 40 countries.

12,331
births

83,645
admissions

372,884
OP visits

347,687
ER visits

32,580
total IP surgeries

135,270
total OP surgeries

The Medical Center of Aurora

Aurora, Colorado

auroramed.com

About The Medical Center of Aurora

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

TMCA offers a wide range of care options for all patients through its six campuses in Aurora and Centennial. 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. Patients choose TMCA for everything from delivering babies and emergency care, to trauma treatment and pioneering medical programs. TMCA is also home to the world-renowned Colorado Chiari Institute, treating individuals from around the world who have the debilitating Chiari I Malformation.

In June of 2019, TMCA attained Magnet recognition for the third time in a row, a testament to its continued dedication to high-quality nursing practice. The American Nurses Credentialing Center's Magnet Recognition Program® distinguishes healthcare organizations that meet rigorous standards for nursing excellence. This credential is the highest national honor for professional nursing practice.

0 deficiencies

2019

Level II Trauma review

27 minutes

Median door-to-needle time for stroke patients; quicker than the national guideline of 60 minutes or less

8 consecutive

'A' grades for patient safety and quality from The Leapfrog Group



HCA Healthcare

Unit of Distinction Award

Perinatal Services and
Surgery Services

Best Regional Hospitals

U.S. News and World Report



Magnet

Highest national honor
for professional nursing
practice



New mother suffering from flu treated like family by hospital staff

Shelby White had been sick, first with a bad cough that was diagnosed as bronchitis and a sinus infection, followed by additional diagnoses of pneumonia and the flu. But when she woke up one day with blue fingernails, she knew something was very wrong.

"I called the free-standing ER, and they told me to come in," she said. "They checked my oxygen level, and it was at a 52 percent when I walked in."

Shelby was immediately put on oxygen and transported to The Medical Center of Aurora. A subsequent blood draw revealed another surprise: She was pregnant. Shelby was put into a medically-induced coma and placed on life support to allow her lungs to heal. Meanwhile her baby was delivered at just 26 weeks. Under heavy sedation, Shelby said the following days were a blur and she recalls only fragments until the moment she first met her daughter, Emma.

"It was crazy," Shelby said. "It was a lot to take in and get used to and accept the fact that I was a mom and also still trying to think about how I'm going to take care of myself and her."

That first meeting lasted a mere 15 minutes before Shelby was transferred to a rehab center and Emma was returned to the newborn intensive care unit.

"The hospital was great," she said. "They understood that I still had to recover myself. They took great care of her; they loved her like their own child."

Shelby's father stayed by her side as she recovered, helping the hospital staff shuttle photos of Emma to her mother and clothes to share Shelby's scent with her daughter.

"They really treated me like family," White said. "They really genuinely cared about me getting better, they cared about my dad, and they cared about my daughter so much. Everybody seemed very involved in our story and did everything that they could to help."

When mother and baby were finally released from the hospital, there was celebration and a few tears as the staff said goodbye to Emma.

"They were so sad the day that she left; they were all crying," Shelby said. "They threw me a baby shower at the hospital, so that was really awesome."



Behavioral Health & Wellness Center

A Campus of
The Medical Center of Aurora

Behavioral Health

At The Medical Center of Aurora

Aurora, Colorado

auroramed.com/mentalhealth

About Behavioral Health and Wellness Center at The Medical Center of Aurora

TMCA's Behavioral Health and Wellness Center offers inpatient and outpatient care for patients ages six and up. At the forefront of all treatment plans is a specialized approach to working toward mindfulness and resiliency while focusing on the unique needs of the patient.

The comprehensive behavioral health team is staffed by licensed master's-level clinicians and board-certified psychiatrists and is supported by a multidisciplinary team of behavioral analysts, social workers, mental health counselors, music, art, physical and occupational therapists, nurses, and psychologists.

In 2019, there was a 16% increase in volume compared to the prior year, with a total of 3,469 patients cared for at the Behavioral Health and Wellness Center. Additionally, to meet the unique needs of women, preparations began in 2019 to open Colorado's first behavioral health unit dedicated to caring for women on their journey to mental and emotional well-being, and opened in 2020.

7

integration of social workers into 7 Aurora public schools, and teaching a Behavioral Health Tech Curriculum for the Cherry Creek Innovation Center

#1

Adult Inpatient Services Unit out of 164 behavioral health programs in HCA Healthcare nationwide

#5

HCA Healthcare Quality Ranking in Overall Rating of Care out of 164 behavioral health programs in HCA Healthcare nationwide

HCA Healthcare Unit of Distinction Award

HCA Healthcare Unit of Distinction Awards for All Inpatient Units and Adult Inpatient Services



Behavioral Health program teaches one man the tools to stay mentally well

In the beginning of November 2019, Chase Crowson felt like he'd hit an emotional wall. He was struggling with thoughts of suicide.

"I realized I needed help," said the 50-year-old Denver resident who has borderline personality disorder.

Chase learned about the HealthONE Behavioral Health & Wellness outpatient program while doing his own research and entered the intensive outpatient program in November. Chase spent three hours each day, four days a week, in group therapy. Each day his group, which rotated daily, would participate in a different type of therapy, including music therapy, process therapy and lectures.

"They use a lot of material from dialectical behavior therapy, or DBT, which basically gives you tools to regulate your emotions," Chase said. "Instead of just going in and saying, 'I'm having a hard time, let's sit and talk about how we feel,' they give you actionable tools to use."

The variety of tools he gained has been especially helpful, he said. And he continues to use them regularly. During the program he took copious notes in a notebook, which is always in his living room.

"I'm always opening it up and referring to things from the program," he said.

Along with therapy, a psychiatrist in the program changed Chase's medication regimen.

"They did a really good job getting my medications figured out and getting that stuff balanced. It's really like a 360-degree program," he said. "It's a team approach; they have psychiatrists, psychologists and social workers. In this learning environment, you also have people who are constantly checking in on you individually."

There was never a set time on how long Chase would be in the program. Instead, together as a team they decided when he'd transition into a weekly DBT therapy group.

"You're not a passive participant; they really get you active in your own treatment, which is so important," he said.

In total, Chase spent nearly three months in the program.

North Suburban Medical Center

Thornton, Colorado

northsuburban.com

About North Suburban Medical Center

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 2019, North Suburban launched a brand new intensive care unit expansion, which added 12 new beds, bringing the total ICU beds to 28. North Suburban also expanded its medical services by upgrading its surgical robot technology; adding a new 128-slice CT scanner; expanding electroencephalogram (EEG) and DEXA scan services; and launching a 3-D mammography program and a pulmonary function testing clinic. North Suburban also welcomed several new specialists including a fellowship trained orthopedic traumatologist-making North Suburban the only hospital in Adams County, Colorado, to have this trauma specialty.

In addition to expanding and enhancing its clinical services, North Suburban also continued to excel in quality. In 2019, North Suburban received its second five-Star Healthgrades rating for vaginal deliveries; received the Get with the Guidelines Stroke Gold Plus Honor Roll Elite Award; received its tenth consecutive 'A' rating by The Leapfrog Group for patient safety and quality; and received accreditation by the American College of Radiology for breast MRI, mammography, ultrasound and CT imaging.



Vaginal Deliveries

Second Healthgrades five-star rating for vaginal deliveries



Stroke Honor Roll

Get with the Guidelines Gold Stroke Honor Roll Plus Elite



Patient Safety and Quality

10th consecutive 'A' rating for patient safety and quality

4 million

real and property taxes paid to support the community.

0 deficiencies

found in 2019 Level II Trauma review - leading to 2020 designation

96%

sepsis survival rate at Colorado's first sepsis certified hospital



Breast cancer survivor in her early 20s advocates for self-breast exams

In March 2019, college senior Madison Webb, 22, was busy studying when she felt a lump in her right breast.

It was the size of a grape—"a significant enough size for me to be alarmed," said Madison, who went to the on-campus clinic at Chadron State College in Nebraska the very next day. The nurse had already left for the day. A month later, the lump was still there so Madison returned. After an ultrasound, a doctor diagnosed it as a benign tumor just three days before graduation.

After moving back home to Loveland, Madison went to another doctor. An ultrasound and a mammogram revealed the tumor, as well as another spot on her lymph node.

"They took a biopsy of both and called a week later to tell me I had invasive ductal carcinoma-stage 2B breast cancer," Madison said. She was stunned. As a college athlete, Madison took good care of her body.

Evie Hughes, the Sarah Cannon nurse navigator at North Suburban Medical Center, helped Madison come to terms with the diagnosis. After undergoing fertility preservation, Madison underwent six rounds of chemotherapy, overseen by oncologist Dr. William Lee.

"It was a whirlwind when I was diagnosed," Madison said. "Evie was calling doctors and setting up appointments for me and going with us. She was just a breath of fresh air-walking us through everything, calming us and answering questions. She's been such a huge encourager the whole time," Madison said.

Following chemotherapy, Dr. Stephanie Miller, a breast surgeon at North Suburban Medical Center, performed a lumpectomy in November 2019. Along with the tissue where the tumor had previously been, she removed five lymph nodes.

"It was all negative for cancer," Madison said.

Following 30 rounds of radiation, Madison will continue maintenance chemo treatments every three weeks until November. So long as everything looks good then, she'll have regular scans to make sure the cancer hasn't returned.

Not surprisingly, she's a huge advocate for self-breast exams.

"Women should start doing them in their early 20s-it doesn't take very long," Madison said. "Be aware of how your body is feeling and if you do feel anything, go and get it checked."

Presbyterian/St. Luke's Medical Center

Denver, Colorado

pslmc.com

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 more than 1,800 colleagues, 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.

Only

adult and pediatric
hospital under one roof
in Denver

1881

Serving the
community since 1881

Largest

bone marrow
transplant program in the
Rocky Mountain Region



**Top 5% of Hospitals for
Obstetrics and Gynecology**

3 Years in a row (2017-2019)



America's 100 Best Hospitals

for Spine Surgery™ in 2020



Leapfrog 'A' Rating

10 consecutive reporting
periods



Innovative surgery at Presbyterian/St. Luke's Medical Center keeps woman walking

The last two and a half years have felt like a rollercoaster when it comes to Christine Hoyt's health. Everything started for the 68-year-old Denver resident in December of 2017 when her primary care doctor diagnosed deep vein thrombosis in her leg. While awaiting the results of a biopsy, she suffered two pulmonary embolisms and a heart incident due to blocked arteries. She had a triple bypass around the same time she received her diagnosis: stage three endometrial clear cell cancer, a very fast-growing cancer that meant Christine needed to start chemotherapy and radiation immediately.

After three months of treatment, she underwent a full hysterectomy, followed by more chemo and radiation. Though she was declared cancer free in November 2018, the treatment wreaked havoc on Christine's weak body. The radiation further compromised her arthritic hipbone, leaving her unsteady on her feet. She fell and shattered her sacrum.

"I came home and was bedridden; I was in so much pain," she remembered.

Unable to continue with physical therapy because of the pain, her therapist reached out to Orthopedic orthopedic oncologist Dr. Daniel Lerman. Within a week, Dr. Lerman and interventional radiologist Tony Brown performed an innovative minimally invasive surgery on Christine at Presbyterian/St. Luke's Medical Center in Denver. Using 3-D reconstruction and A/R technology, they inserted large opposing screws in to her pelvis to stabilize her bone structure, and Dr. Robinson made microscopic cuts in the bone, which he filled with bone epoxy. The next day, Dr. Lerman performed total hip replacement surgery on Christine. Incredibly, she was up on her feet within a day of the surgeries.

"Dr. Lerman and Dr. Robinson are just phenomenal. I was destined within weeks for a wheelchair and now I'm walking unassisted," she said.

Not only is Christine walking without a walker or a cane, she's busy "rehabbing" her business as a tailor/dressmaker and building her strength. She hopes to walk without a limp by the end of the year.

"This surgery restored my life," she said. "No one plans for this multiplicity of sicknesses but I consider myself lucky to have had the team of doctors I've had, and to have been sent to Dr. Lerman and Dr. Robinson."



Rocky Mountain Hospital *for Children*

At Presbyterian/St. Luke's



Rocky Mountain Hospital for Children

Denver, Colorado

rockymountainhospitalforchildren.com

About Rocky Mountain Hospital for Children

Rocky Mountain Hospital for Children (RMHC) at Presbyterian/St. Luke's Medical Center (P/SL) is a full-service pediatric hospital and the anchor facility in HealthONE's pediatric system of care. Staffed by more than 300 board-certified affiliated pediatric specialists, the 147-bed facility includes a 24/7 dedicated pediatric ER, an 84-bed Level IV 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 7-bed Pediatric Oncology/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; specialized physicians to treat newborn and adult congenital heart disease, complex orthopedic/spine conditions, hematology/oncology, pediatric sarcoma, pediatric liver transplant (including living donor and ABO-incompatible transplants), Amazing Kidz multi-disciplinary clinics and more. In combination with Presbyterian/St. Luke's Medical Center, RMHC is also the only facility in the region recognized as a Level IV Maternal Care Unit and Level IV Neonatal Intensive Care Unit with the capability to care for high-risk moms and high-risk babies under the same roof.



Colorado Parent Magazine 'Family Favorites' Winner

3 Years in a row (2017-2019)

4 minutes

Average ED
wait time*

*As of 2/19/2020. ED wait times represent a four-hour rolling average updated every 30 minutes and are defined as the time of patient arrival until the time the patients is greeted by a qualified medical professional.

100%

of parents rated our
NICU as providing the
best care

Top 98%

Pediatric patient
satisfaction ranked
in the top 98% in
the nation



Baby saved by cardiac surgery after cardiac arrest at zoo

On Aug. 10, 2019, Sarah and Erik Riggs took a family field trip to the Denver Zoo, a first taste of normalcy for 2-year-old Cameron after the birth of her new sister, Hadley.

As the family approached the sea lion exhibit, Erik noticed that Hadley was starting to turn blue. He pulled her out of her stroller, and a few minutes later, Sarah and Erik realized their 2-week-old had stopped breathing.

“We were screaming for help,” Sarah said. “Erik stepped aside and called 911. A lot of people came to help me—doctors, nurses, paramedics.”

A local doctor and an off-duty paramedic rushed to the Riggs’ aid, giving Hadley life-saving CPR until an ambulance arrived to take her to Rocky Mountain Hospital for Children. Once there, doctors determined Hadley had gone into cardiac arrest due to coarctation, a severe narrowing of the aorta.

“The doctors were amazing,” Sarah said. “They tried everything on her and realized really quickly that she had a heart defect.”

The hospital staff talked the Riggs through every step of Hadley’s treatment until she was stabilized and moved to the pediatric intensive care unit to await surgery on her heart. The worried parents had questions “all day, every day” leading up to the surgery, Sarah said, and the hospital staff answered them all.

“It’s so hard to watch your baby, to not be able to pick them up, give them love, comfort them. You have to sit and watch them cry, and they were so understanding of that,” Sarah said. “They made sure we were taken care of, too.”

Three days later, Sarah and Erik held their breath as tiny Hadley underwent open-heart surgery to repair her aorta.

For Sarah, it was especially difficult to transition from thinking her baby was “perfectly healthy,” to her “nearly dying” in her arms.

“I was grateful she had the doctors she had (at Rocky Mountain Hospital for Children), who realized what was wrong with her and were able to fix it. I now have a perfectly healthy 8-month-old baby that you would never realize had been through this terrible event.”



Rose Medical Center

Denver, Colorado
rosemed.com

About Rose Medical Center

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 received multiple accolades in 2019: named as a 100 Top Hospital® by IBM-Watson Health for twelve years running; America’s Top 250 Hospitals from Healthgrades; Denver Post Top Workplace for five years straight, an honor earned by the votes of its employees; Outstanding Patient Experience and Patient Safety Excellence from Healthgrades; and CoBiz Magazine’s Best Hospital for multiple years.

In addition, Rose’s quality is unmatched: Rose is one of 32 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.

**Nearly
4,000 babies**
delivered in 2019

\$250,000
contributed to
local charities in 2019

Door-to-balloon:
**heart care
in under 50
minutes**
Nearly half the national
benchmark



Top Work Places 2019

The Denver Post



100 Top Hospitals

Watson Health



America’s Top 250 Hospitals

Healthgrades



Bariatric surgery at Rose Medical Center proves life-changing for Castle Rock woman

Sixteen months out from bariatric surgery, Castle Rock resident Pam Lundeen is feeling much lighter—100 pounds to be exact—and healthier.

Dr. Matthew Metz of Denver Center for Bariatric Surgery performed gastric sleeve surgery on Pam at Rose Medical Center in November 2018. At the time of surgery, Pam, now age 54, was in poor health. She'd recently undergone a total knee replacement. She had terrible joint pain due to systemic lupus. While Pam struggled with her weight most of her life, the steroids she had to take led to her gaining 20 pounds a year. And as a result of her obesity, she was on oxygen for chronic obstructive pulmonary disease (COPD).

"I had five wonderful grandkids (now she has seven) who wanted to spend time with me but I couldn't function. I couldn't play with them," said Pam, who tried "every diet out there."

She scheduled an appointment with Dr. Metz, a former work colleague she trusted. At one of their first appointments, he shared a statistic that really resonated.

"The data is clear—if someone is struggling with their weight and has a body mass index over 40, they really only have a 30 percent chance of living to age 65," Dr. Metz said.

Prior to surgery, Pam underwent a psychological evaluation and met with dietitians for six months. It was a year from when she started to think about having bariatric surgery to getting the gastric sleeve.

After surgery, Pam lost 20 pounds in two weeks and continued to lose weight. Aside from struggling with kidney stones—a common side effect for people who lose weight rapidly—she calls her recovery "phenomenal."

"The nurses at Rose were amazing. The support of the bariatric team has been tremendous. Dr. Metz is so upbeat; he wants so badly for your success, not for him but for you," she said.

To date, Pam has lost nearly 100 pounds in total. She's no longer on oxygen and feels like a new happier, more confident person. And she's much more active—camping, hiking and spending time with her family. "I have no regrets; I have my life back."



Sky Ridge Medical Center

Lone Tree, Colorado
skyridgemedcenter.com

About Sky Ridge Medical Center

A destination medical center in south metro Denver, Sky Ridge Medical Center has assembled a team of physicians and healthcare professionals who offer an extraordinary depth and breadth of care. With its main OR and its Spine & Total Joint Center OR earning Units of Distinction awards, Sky Ridge is proud of its “beyond expectations” team approach. Achieving a CMS five-star hospital rating, 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. Sky Ridge also has an exceptional all-women surgical oncology team to provide compassionate, high-quality care to the community.

In other advancements, Sky Ridge is the only hospital in the southeast metro area to achieve Thrombectomy Capable Stroke Certification from The Joint Commission, the most advanced treatment for stroke today. Sky Ridge earned a perfect score on its recent Level II Trauma Certification and opened its South Parker freestanding ER, providing greater access to care. A leader in robotic surgery, Sky Ridge is planning to open its Robotic Surgery Center later this year, bringing more depth of care to patients...close to home.

9
minutes door-to-needle
stroke time

50,000+
babies delivered from
opening

220,000
surgeries performed
from opening



**Centers for Medicare &
Medicaid Services**



Leapfrog ‘A’ Rating

Consistent ‘A’ Ratings from
The Leapfrog group



America’s Top 250 Hospitals

Healthgrades



Quick acting stroke team ensures 88-year-old woman makes full recovery

At the end of February, Pam Kennedy, 88, was at a restaurant with her brother and sister-in-law when the waiter and her family members noticed something was clearly wrong.

“The left side of my mom’s face just went limp,” said Kim Cardwell, Pam’s daughter and primary caregiver who was out of the state at the time. “The waiter happened to have medical training and called 911.”

Soon after, South Metro Fire arrived, initiated a stroke alert and transported Pam to Sky Ridge Medical Center. A stroke team was waiting for her upon arrival, including Michelle Whaley, the stroke and neuroscience coordinator, who eventually detailed the sequence of events for Cardwell.

“Because the stroke was on the right side of my mom’s brain, she could comprehend but not speak,” she said. “She nodded her head to let them know she was on a blood thinner, and then to which one she was on.”

A specialized CT scan revealed a blood clot in Pam’s brain. She was wheeled into the operating room less than an hour after arriving at the hospital, where a Sky Ridge neuroInterventional surgeon performed a thrombectomy. Sky Ridge is the only hospital in southeast metro Denver with Thrombectomy Capable Stroke Certification from The Joint Commission.

“They go up (a blood vessel) in the groin all the way into the brain and literally vacuum out the blood clot, restoring blood flow,” Cardwell said.

The hardest part for Cardwell was being far away, though Whaley kept her updated. “I was able to get on a plane very quickly and by the time I got on it, I knew she was out of surgery, moving and talking.”

Pam met with physical, occupational and speech therapists in the hospital. After two days each in the intensive care unit and the cardiac unit, she transferred to an acute rehab hospital for 12 days. She’s made a full recovery and returned to her independent living apartment.

“From the paramedics calling ahead and the stroke team waiting to the speed at which the doctor was able to perform the thrombectomy, there’s so much to be grateful for,” Cardwell said. “It’s miraculous; and it’s unbelievable science and technology. I had full trust in them.”



Spalding Rehabilitation Hospital

Aurora, Colorado

spaldingrehab.com

About Spalding Rehabilitation Hospital

As Colorado's first licensed acute inpatient 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.

In addition to phenomenal inpatient programming, Spalding's outpatient rehabilitation program is a highly specialized, multidisciplinary rehabilitation program focused on neurologic injuries. The program is appropriate for patients that have recently been discharged from inpatient/acute rehabilitation, patients who would benefit from intensive rehabilitation services, or patients with longstanding neurologic injuries who are in need of continued rehabilitation.

Spalding's devoted rehabilitation team helps patients return to their functional lifestyles through individually designed programs. Patients are enabled 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.

**85th
percentile**
nationwide for patient
outcomes

1,085
inpatients served in 2019

1968
Rebuilding lives and
renewing hope since 1968

HCA Healthcare Division Award

HCA Healthcare Post-Acute Services Division Award for
highest number of Certified Rehabilitation Registered
Nurses (CRRN) in HCA Healthcare



Man recovers from traumatic brain injury thanks to intensive therapy at Spalding Rehabilitation Hospital

Michael Jacoby was riding his motorcycle home from a restaurant near his Aurora home in October 2019 when he was in a terrible accident and nearly died. A 19-year-old woman texting on her phone made an illegal turn, cutting him off.

"I flew off the bike, bounced off the road and flew through the air for 60 feet," Michael said, recounting details he learned weeks later.

The accident left Michael, 75, with a traumatic brain injury as well as a broken clavicle, collapsed ribs, a shattered eye socket and a six-inch gash on the right side of his head. "I died twice," said Michael who doesn't remember the accident or his time in the hospital. "I was in really bad shape."

Michael, an Air Force veteran, also developed pneumonia during the five weeks he spent in a local hospital, much of it in the intensive care unit. Following his hospital stay, he transferred to Spalding Rehabilitation Hospital in Aurora to continue his recovery. His first memory of the experience is of the day he was admitted to Spalding and seeing his son standing next to his hospital bed.

"Thank the Lord I was brought to Spalding," he said. "It is the most amazing facility I have ever had the pleasure of being in."

For three hours each day, five to six days each week, Michael worked diligently with his speech, occupational and physical therapists. They helped him re-learn how to talk fluidly, and how to walk and write, which were "a little more difficult," he said.

"Things became better quickly," he said. "They helped me get all of my abilities back. They're just amazing there. I became friends with the therapists. I can't say enough about the care I received. The therapists and nurses are all great. And they have one of the best cafeterias out there-my combat vet buddies would always visit me at lunchtime."

Michael still receives therapy on an outpatient basis, and continues to improve.

"When I left, things were almost back to normal and my outpatient therapy has helped tremendously. I'm so grateful and humbled by it all," he said.



Swedish Medical Center

Englewood, Colorado

swedishhospital.com

About Swedish Medical Center

Swedish Medical Center, HealthONE's Level I Trauma and burn center, offers some of the most highly advanced, specialty medical care in the Rocky Mountain region.

Over 150 facilities throughout the Rocky Mountains and Great Plains regularly transfer patients to Swedish with highly complex needs including orthopedic and neuro trauma, adult and pediatric burn treatment, microvascular reconstructive surgery and advanced cancer treatment.

As a neuroscience center of excellence, Swedish was the first hospital in Colorado to be certified as a Comprehensive Stroke Center and is one of the nation's leading stroke treatment programs with door to treatment times averaging less than 20 minutes.

The region'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 head and neck, gynecology and GYN oncology, urology, general, foregut, spinal and thoracic surgical procedures. And the hospital has the only robotic-assisted cardiac surgical program in Denver. In late 2019, Swedish became the only hospital in the Rockies to offer robotic-assisted bronchoscopy for the diagnosis and treatment of lung cancer.

115

years serving
the community

20

minutes door-to-
treatment stroke time;
quicker than the national
guideline of 60 minutes
or less

55

telestroke locations
across five states



**Centers for Medicare &
Medicaid Services**



Leapfrog 'A' Rating

Consistent 'A' Ratings from
The Leapfrog Group



America's Top 250 Hospitals



Shot in the line of duty, officer credits Swedish for helping him get back on his feet

On Aug. 20, 2018, Cherry Hills Village police officer Cory Sack and his partner were dispatched to a 911 call. The officers arrived on scene to discover a home invasion in progress, and when Cory attempted to make entry into the house, he was immediately shot in the left femur and right ankle.

A team of police officers and firefighters were able to quickly remove Cory from the scene and rushed him to the trauma center at Swedish Medical Center a few blocks away.

"There was a large crowd waiting for me, all in their yellow protective gowns, 30 to 40 people in the emergency room ready to fight for me," Cory said.

The orthopedic trauma team assessed Cory's injuries and scheduled him for surgery the following day. Over the course of several weeks at Swedish, he underwent a series of reconstructive surgeries including a total of four surgeries on his femur and another two on his ankle.

"The care was great," Cory said. "It didn't matter if it was the food staff bringing me food or if it was one of the head doctors from a department; the attention was there with anything I needed: delivering meds, surgeries, meals."

The staff at Swedish worked diligently tending to both Cory's physical and mental recovery. Once he was strong enough to go home, Cory's doctors, caregivers and first responders gathered for an impromptu celebration with his family and his fellow officers, cheering his discharge from the hospital.

Continuing his recovery, Cory began physical therapy at HealthONE's Sky Ridge Medical Center.

Sack returned to full duty with the police department in January, 18 months after the incident. He credits the staff at Swedish Medical Center for getting him back on his feet and ready to give back to the community that supported his family in their time of need.

"One of my first medical calls back to work was a guy with a broken femur. I said, 'Hey buddy, you want to go over to Swedish, they're going to take good care of you.'"



A vertical photograph on the left side of the page shows a woman with voluminous, curly brown hair. She is wearing a light blue top and a blue jacket. Her hand is visible, holding a small yellow object. The background of the photo is a bright, overcast sky.

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.

Sarah Cannon Cancer Institute at HealthONE

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 a multidisciplinary care team to support patients from diagnosis through survivorship.

Our system in Denver is part of Sarah Cannon, the 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. Through its services, Sarah Cannon is providing state-of-the-art cancer care close to home for hundreds of thousands of patients, a number 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, enhances cancer research, diagnosis, treatment and patient-focused services for our patients. Sarah Cannon Research Institute at HealthONE is part of a larger research network, with affiliations with hospitals and physicians in the United States and United Kingdom.

Led by Gerald Falchook, MD, MS, the research institute has treated more than **600 patients** on **80 different clinical trials** since opening in 2014. More than **1000 patients** from **17 different states** have traveled to Sarah Cannon Research Institute at HealthONE to receive care.

askSARAH

askSARAH is a phone and chat line provided by Sarah Cannon, the Cancer Institute of HCA Healthcare, that allows patients, family members or anyone with cancer questions to access support and answers from nurses. In 2019, askSARAH helped answer the questions of **4,360 callers**.

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 Medical Center. 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.

Ambulatory Surgical Centers

HealthONE's 18 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.



CareNow Urgent Care

In an effort to meet the increasing need for primary care services in the growing metro area, HealthONE opened one additional CareNow Urgent Care clinic in 2019. Now with eight 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 freestanding 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.

HealthONE 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 (H1VN) enables rapid diagnosis and treatment recommendations in multiple medical subspecialties including emergent psychiatric evaluation, behavioral health, pediatric genetics, 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, Colorado, 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.

Physician Services

HCA Healthcare was founded by two physicians who believed that the best patient care begins when physicians get what they need to provide the high-quality care their patients deserve. HealthONE's Physician Services Group is focused on implementing innovative, value-added solutions designed to support physicians in the delivery of high-quality, patient-centered healthcare in the outpatient clinic setting.

With nationally recognized physicians, nurse practitioners, physician assistants, physical therapists, athletic trainers and audiologists, Physician Services Group provides healthcare in an expansive, multi-specialty network of outpatient clinics throughout the Rocky Mountain region. Physician Services Group also collaborates with the entire HealthONE system of hospitals, and together they provide comprehensive, expert care to the community.



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, freestanding 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.**

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 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 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 and remain involved in the care and follow-up of their patients, while also allowing patients to access the services of HealthONE without traveling to the Denver metro area.



