



2021

HealthONE Community Impact Report





03

Mission and introduction

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

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Caring for our communities

Driven by our desire to improve more lives in more ways, we are committed to helping build stronger, healthier communities.

09

Being there for our patients

Through innovative approaches to quality, we are making a meaningful difference in the lives of our patients and setting new standards for care.

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Being part of the solution

We address environmental, social and governance (ESG) issues head on and take actions to help strengthen our diversity and foster a culture of inclusion.

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Protecting our colleagues and physicians

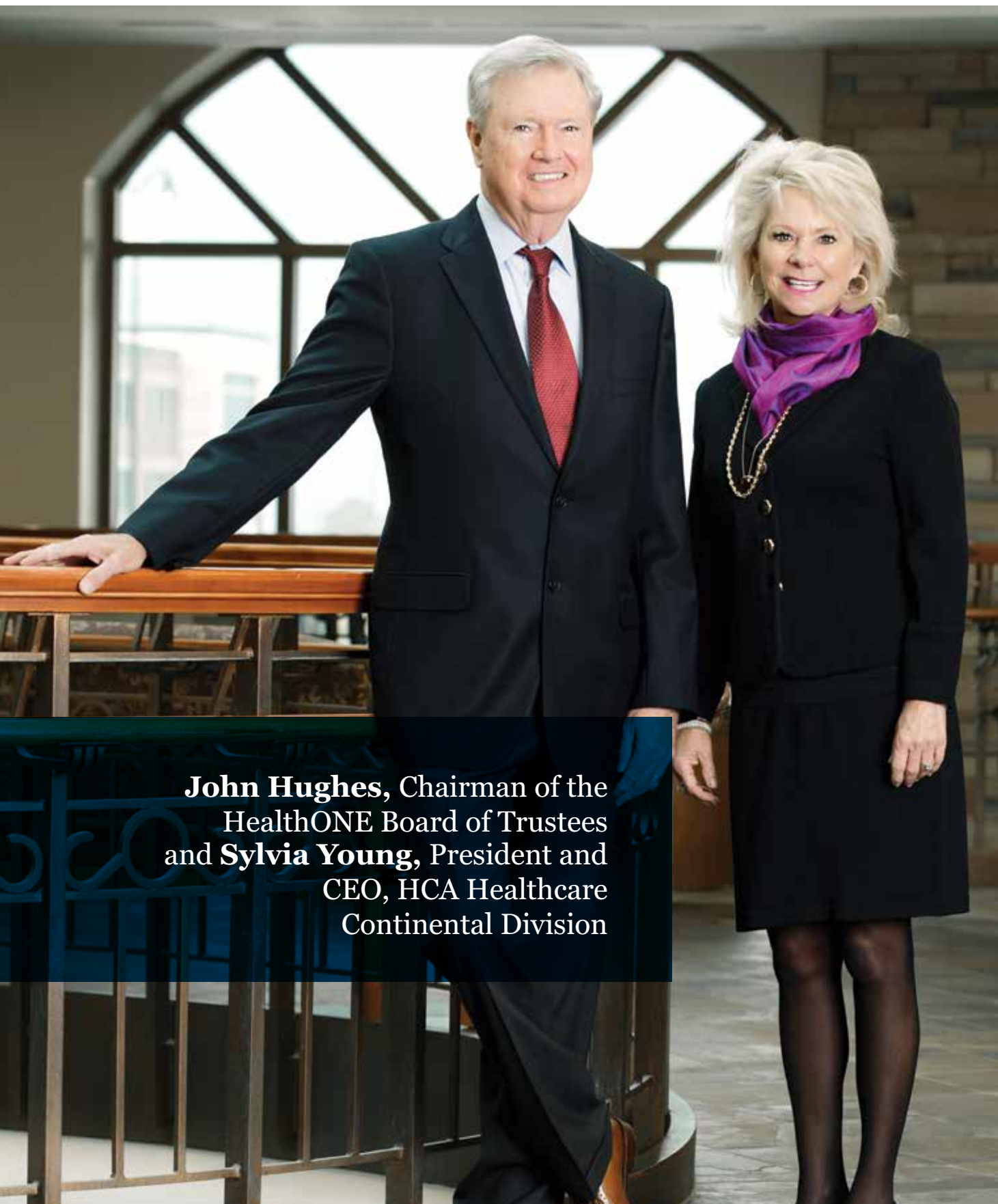
HealthONE implemented several initiatives to support and protect our colleagues and physicians throughout 2020.

43

Our hospitals, facilities and services

A note on our photography:

Not all photographs included in this report were taken during the COVID-19 pandemic, when masking was required, therefore masks may not be present in every photo.



John Hughes, Chairman of the HealthONE Board of Trustees and **Sylvia Young**, President and CEO, HCA Healthcare Continental Division

A message from the president and the chairman of the board

At HealthONE, we care like family. We care for patients in need, we care for our hospital colleagues serving these patients and we care for the communities that rely on our hospitals to serve their members.

Never has that been more apparent than in 2020, during the COVID-19 pandemic. The year challenged everyone beyond measure, not only in our facilities, but across the country. Despite the challenges we faced, our top priority was protecting our people so they could continue their work to fulfill our mission and provide excellent care to our patients. Because our colleagues are driven by a common purpose — doing the right thing for our patients, our communities and one another.

We are so grateful for our caregivers, to whom we owe the biggest thank you, for their extraordinary efforts over the past year. We are thankful for the care they provided to our patients. Our colleagues mobilized tirelessly to adapt to ever-changing demands resulting from the pandemic. Many of them worked long, exhausting hours caring for the influx of COVID-19 patients. Through it all, our leaders, managers and all of our colleagues remained focused on one thing — caring for people.

At a time when hundreds of hospitals across the country were laying off and furloughing employees, HealthONE did not layoff or furlough a single caregiver due to the pandemic. Instead, with support from the HCA Healthcare enterprise, we were able to support our colleagues by ensuring they had adequate personal protective equipment (PPE) and by providing services such as scrub laundering and complimentary hotel accommodations for those who did not want to expose their families to COVID-19. We also implemented or expanded a number of programs including pandemic pay and quarantine pay. In addition, we introduced new programs to support the mental health and wellbeing of our colleagues.

Everything our colleagues have done throughout the COVID-19 pandemic reflects who they are. They've showed up. They have not wavered. They have been resilient. And they are heroes. We are thankful for each of our colleagues, and every day, we are inspired by their passion, their strength and their commitment.

Sylvia Young

**President and Chief Executive Officer
HCA Healthcare Continental Division**

John Hughes, Jr.

**Chairman of the HealthONE
Board of Trustees**

Our mission

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

HealthONE is the largest healthcare system in the metro Denver area with more than 11,000 employees. As part of the HealthONE system of care, Centennial Hospital, The Medical Center of Aurora, North Suburban Medical Center, Presbyterian/St. Luke's Medical Center, Rocky Mountain Hospital for Children, Rose Medical Center, Sky Ridge Medical Center, Swedish Medical Center and Spalding Rehabilitation Hospital work together to provide a higher level of care. In addition, our family of services includes several hospital free-standing emergency departments and numerous ambulatory surgery centers, CareNow urgent care and occupational medicine clinics, physician practices, imaging centers and AirLife Denver, which provides critical care air and ground transportation across a 10-state region.

HCA Healthcare's Continental Division, which includes HealthONE, was named the #1 large hospital system in the United States by IBM Watson Health as part of the 15 Top Health Systems 2020 recognition process. And, as the #10 corporate philanthropist in the Denver-metro area, and the only hospital system in the top 10, HealthONE contributes to, and supports, over 150 organizations through cash and in-kind donations.

We are proud to be a part of HCA Healthcare, a collaborative healthcare network comprised of hospitals, urgent care facilities, physician offices and other care sites located in 20 states and the United Kingdom. Our colleagues' skill and sense of purpose drive our commitment to delivering excellence through effective, evidence-based, innovative and patient-centered care.







Our governance

John Hughes, Jr., CPA, ABV, CVA

Chairman of the HealthONE Board of Trustees

Christine Benero

President and Chief Executive Officer
Mile High United Way

Jerome Buckley, MD

Retired

Greg J. D'Argonne

Chief Financial Officer
HCA Healthcare Continental Division

Matthew J. Fleishman, MD

Radiology Imaging Associates

Jon Foster

President
HCA Healthcare American Group

Ashley Johnson

Chief Financial Officer
HCA Healthcare American Group

Lydia M. Prado, PhD

Executive Director
Lifespan Local

Don L. Kortz

Brownstein Hyatt Farber Schreck, LLP

Richard L. Robinson

Co-Founder
Robinson Dairy

John G. McWilliams

President and Founder
Western Skies Group

Ali Sarram, MD

Colorado Urology Associates

Ruth Nauts, MD

Retired

Sylvia J. Young

President and Chief Executive Officer
HCA Healthcare Continental Division

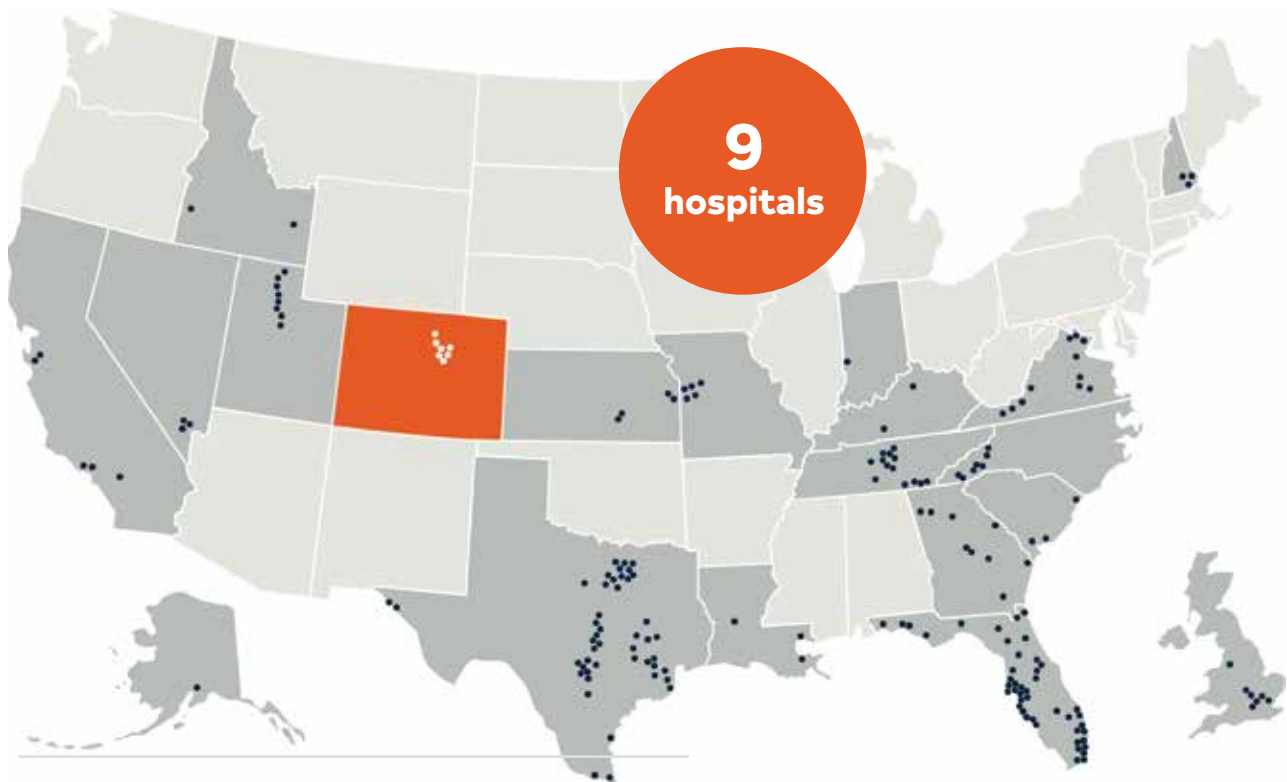
Linda Osterlund, PhD, LMFT

Academic Dean & Professor
Rueckert-Hartman College for Health Professions,
Regis University

Brian Pauls

President
The Pauls Corporation

Our hospitals



HCA Healthcare hospital locations as of Dec. 31, 2020

1.3 million

patient encounters

11,500

babies delivered

4,008

COVID-19 inpatients treated

274,067

emergency room visits

89,000

telehealth encounters

As of Dec. 31, 2020

7

acute care hospitals

1

pediatric hospital

1

rehabilitation hospital

4

free standing ERs

9

CareNow
urgent care centers

18

ambulatory surgery
centers

25

imaging centers

53

physician practices

39

telemedicine sites



Being there for our patients

HealthONE strives to create the safest community of care possible for our patients and everyone who enters our facilities. Given ongoing advised precautions by the CDC, we adjusted our facilities to help keep patients, colleagues and visitors safe throughout the pandemic by implementing several new safety protocols and processes.

In Denver, HealthONE was one of the first and largest health systems to implement universal masking in all facilities, outpatient clinics and physician practices. We limited entry into hospitals and clinics and enhanced screening procedures for every individual entering our facilities. We limited the number of visitors in patient care areas in order to minimize the number of people going in and out of our facilities. And we designated separate locations for COVID-19-positive patients and those under investigation to reduce the potential for exposure.

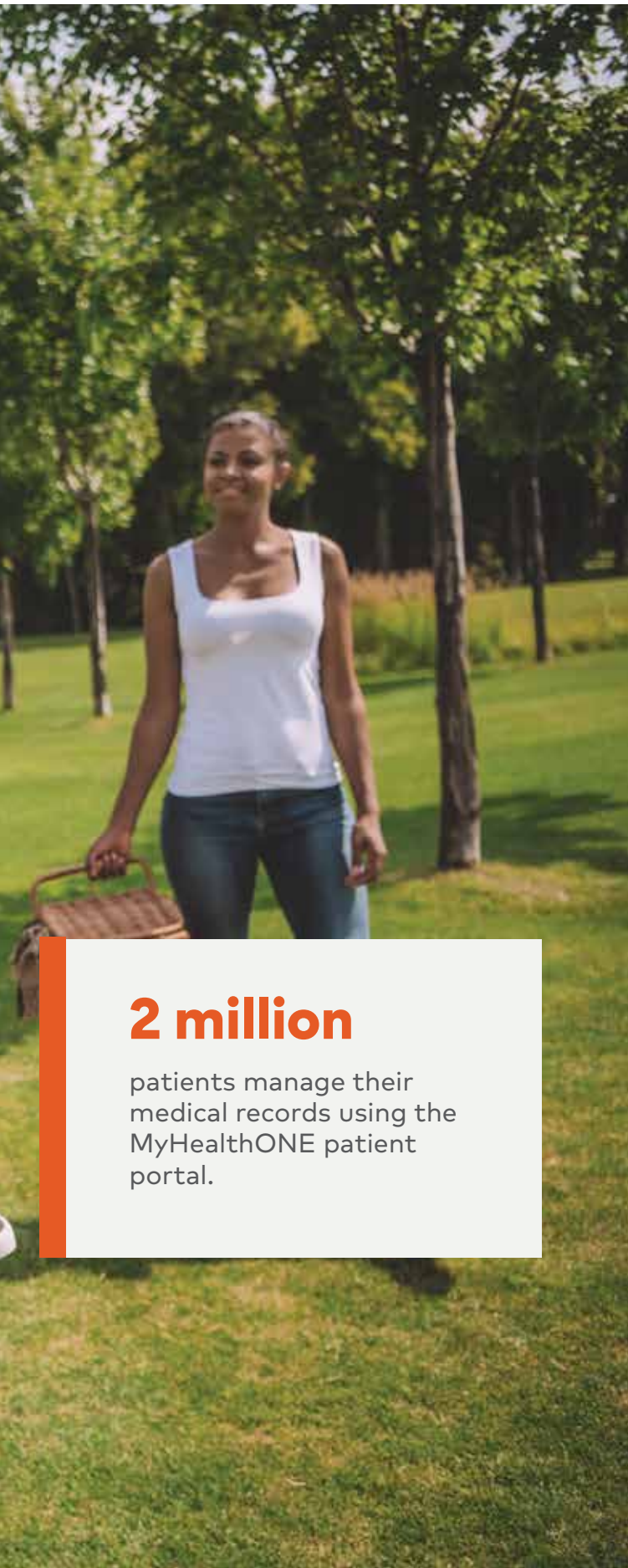
Each facility adjusted seating areas, waiting rooms and our cafeterias to encourage social distancing. We enhanced cleaning measures and heightened infection prevention policies, including the removal of high-touch items such as magazines, toys and vending machines to help slow the spread of the virus.

To learn more about HCA Healthcare's safety protections for patients and colleagues during the COVID-19 pandemic, visit HCAHealthcareImpact.com.









2 million

patients manage their medical records using the MyHealthONE patient portal.

Convenience and Access

HealthONE is proud to offer a diverse range of care options. Our more than 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.

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.

MyHealthONE

Across the HCA Healthcare network, more than 2 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.

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.

Protecting our colleagues and physicians

Protecting and supporting our colleagues and physicians is our top priority, which in turn provides a safe environment for our patients, visitors and community members. We take a proactive approach to identify risks and increase security protections at our facilities to help provide a safe physical environment for all.





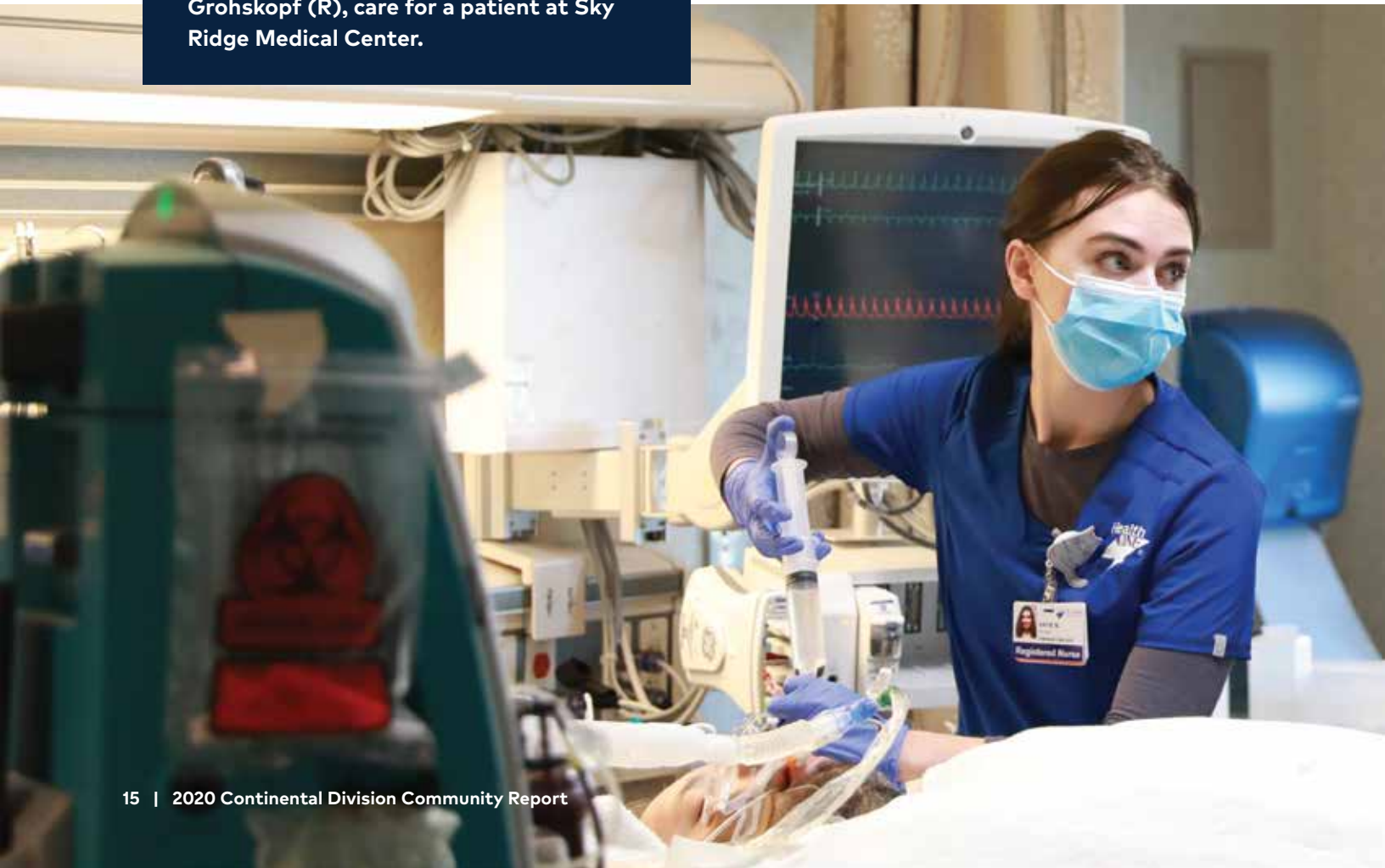
Continued support of our workforce

At HealthONE, we are committed to supporting our colleagues, especially during times of crisis.

In response to the stay-at-home mandate in Colorado, we expanded our work from home (WFH) practices for our non-clinical colleagues to help ensure their safety in the face of COVID-19.

Our focus remains on supporting and protecting all colleagues — whether they are working at a patient's bedside in our hospitals, in our facilities or remotely.

ICU nurses, Katie Nori (L) and Jordan Grohskopf (R), care for a patient at Sky Ridge Medical Center.



Financial assistance

Early in the pandemic, we made the decision not to lay off or furlough any full-time or part-time colleagues due to COVID-19, and we have kept this promise.

To help prepare for the economic impact of COVID-19, HCA Healthcare and HealthONE implemented and expanded a number of programs to help financially support our colleagues and physicians. At a time when hundreds of hospitals and healthcare systems were laying off or furloughing colleagues, our organization launched a special pandemic pay program, which guaranteed that full and part-time colleagues in clinical and non-clinical support services who could not be redeployed to other facilities would continue to receive 70% of their base pay if they were not scheduled for their full shifts.

8,278

colleagues supported through the pandemic pay program

\$11.3M+

spent to support colleagues with quarantine and pandemic pay through December 2020

377K+

total hours covered for colleagues during quarantine period

Statistics are for HCA Healthcare's Continental Division as of Dec. 31, 2020





Providing Adequate PPE

To minimize COVID-19 exposure and preserve personal protective equipment (PPE) we appointed PPE stewards to help ensure clinicians had the protective equipment they need and that it fit accurately in order to keep them safe.

Throughout the pandemic, we maintained adequate supplies of PPE for patients, clinicians, caregivers, staff and visitors. We implemented evidence-based and thoughtful procedures to help maintain appropriate PPE for all who enter our care facilities.

Safety Through a Pandemic

Additional measures the organization implemented to physically protect our colleagues and patients included:

- Collaborating with major hotel chains to provide housing for providers who work directly with COVID-19 patients
- Offering scrub laundering for those caring for COVID-19 patients to help protect them from potentially carrying the virus home on their clothing
- Offering quarantine pay at 100% of base pay to colleagues who work in patient care facilities and were quarantined per the CDC guidelines
- Offering free mental health and wellness resources to colleagues
- Designating separate locations for COVID-19-positive patients and those under investigation to reduce the potential for exposure
- Making telehealth resources available for colleagues to monitor their health and symptoms when and if necessary to prevent exposure and allow for recovery
- Establishing virtual visitation policies
- Implementing universal masking and enhanced screening
- Instituting visitor restrictions in patient care areas and isolating COVID-19 patients
- Strategically located PPE distribution centers across hospital campuses to quickly deliver equipment



**Nearly 74 million
PPE units distributed**

124% overall increase in
PPE spend from 2019 to protect
caregivers today and in the future



65 million gloves



**4.9 million masks/
N95 masks**



2.7 million gowns



**154,000
face shields/
eye protection**

A special year of the nurse

2020 was deemed “Year of the Nurse and the Midwife” by the World Health Organization and, as the year progressed and our world experienced an unprecedented pandemic, the true essence of nursing was exemplified.

These extraordinary individuals are vital frontline workers, displaying courage, care and commitment to their patients every day throughout HealthONE.

Despite the added challenges of COVID-19, nurses throughout our organization have consistently shown their resiliency and willingness to go above and beyond for their patients and each other. When HealthONE nurses discover best practices for nursing care, it changes how nursing is practiced across the country. That’s why we support our nurses to ensure they have the tools and resources needed to provide high-quality, patient-centered and compassionate care to every patient that walks through our doors.

At HealthONE, we are committed to supporting our nurses and providing education and development resources so they can continue to excel.





Centers for Clinical Advancement in Denver and across the U.S.

help nurses and other clinicians feel confident and competent in patient care situations by offering training on best practices and sharing expertise in simulation environments.



Nurse residency programs and our StaRN (Specialty Training Apprenticeship

for Registered Nurses) program for first-year nurses allow nurses to move with confidence from the classroom to the bedside.



Assistant Chief Nursing Officer Advanced Leadership Program, in

partnership with the American Nurses Association, helps nurses gain the skills needed to move into leadership roles.



The HCA Inspire app provides quick access to nurses' schedules

and offers nurses the chance to recognize excellence, chart professional growth, connect with a mentor and more.

Mental wellness

The increased stress levels from the uncertainty of COVID-19 can impact a person's physical and mental well-being, especially for frontline caregivers.

To support the mental wellness of colleagues and caregivers on the front lines during the pandemic, HCA Healthcare expanded a variety of existing programs and launched new programs and initiatives.

Caregiver and Colleague

Wellness Resources provide colleagues with tools for mental well-being, including education, events, videos, counseling support, tips from wellness experts on how to avoid physician burnout, stress management and more.

Nurse Care, a nursing-focused emotional support program, provides nurses with free and unlimited 24/7 confidential phone access to a counselor for help with work/life balance, managing stress and anxiety, self-care and handling common nursing issues.

HCA Healthcare Wellbeing Program

HCA Healthcare's Employee Assistance Program (EAP), allows colleagues to schedule confidential in-person, phone or video callsessions with a licensed counselor.

In conjunction with a coalition of the nation's leading mental health organizations, HCA Healthcare supports Psych Hub's COVID-19 Mental Health Resource Hub, which provides colleagues and providers with mental health resources during the pandemic.



HCA Healthcare Hope Fund

The HCA Healthcare Hope Fund, a colleague-run, colleague-supported 501(c)3 public charity, supports colleagues through unexpected crises, such as a personal illness, death of a family member, domestic violence, disaster or other difficult situation.

Since the Hope Fund's inception in 2005, HCA Healthcare colleagues have helped deliver over \$67 million in assistance to more than 40,000 families when they needed it most.

This past year, at the beginning of the pandemic, the Hope Fund experienced three times as many requests for assistance. Along with COVID-19 came new unexpected needs and hardships for many HCA Healthcare colleagues.

The fund quickly adjusted by expanding guidelines to meet these needs, which resulted in providing over \$3 million to support nearly 2,000 families with pandemic-related hardships. In 2020, the fund provided a total of \$10.6 million in assistance to help nearly 5,000 families, the most given in any year since the Hope Fund began.

Twenty-nine percent of our Continental Division colleagues gave to the Hope Fund in 2020, the highest percentage in the company, collecting a total of \$437,572. Of the 2,825 grants given by the Hope Fund nationally, 130 were given to Continental Division colleagues for a total of \$310,050 in support.

Hope Fund in the Continental Division

130

Hope Fund grants

\$310,050

awarded in 2020

\$437,572

total dollars raised







Partnering with Our Physicians

HCA Healthcare was founded by physicians who believed the best care begins by giving physicians what they need to provide superior patient care. Given the challenges of the pandemic, we supported our 2,985 active and affiliated HealthONE physicians in the following ways:

- Throughout the pandemic in 2020, we worked closely with our physicians to understand their needs and provide support for their practices by helping create a safe and protected patient care environment. Our priority has been to protect our frontline clinicians and caregivers as they treat patients in our facilities. To minimize COVID-19 exposure and preserve PPE, we created intubation teams and helped ensure physicians have a safe environment to restart procedures.
- To address medical practice or business disruption, we granted rent deferral with owned medical office buildings (MOBs). This helped to maintain availability of medical care and related businesses and services for patients and the community “COVID-19 purposes” as permitted by federal waivers.

274

GME programs

58

hospitals

4,500+

residents and fellows

HCA Healthcare statistics as of Dec. 31, 2020.

- We connected physicians with experts to do live Q&A sessions during our physician confidence and resiliency webinar support series. Additionally, division-wide town halls were held with CEOs, CNEs, and CMOs for primary care, surgeons and rural facility partners to share information and understand needs related to the COVID-19 pandemic. Through HCA CARES, HCA Healthcare provided education to physicians regarding the CARES Act, including a website and hotline, for COVID-19 purposes as permitted by federal waivers.

Graduate Medical Education

HealthONE sponsors multiple residency and fellowship programs across the Denver metro area in internal medicine, general surgery, family medicine, transitional year, psychiatry, neurology and vascular neurology.

HealthONE and HCA Healthcare are deeply committed to graduate medical education (GME). HCA Healthcare GME is the largest provider of residency and fellowship training programs across the nation. With 274 GME programs across 58 hospitals, HCA Healthcare GME is building the leading network of innovative, patient-centered graduate medical education communities.

HCA healthcare hospitals currently train over 4,500 residents and fellows and that number continues to grow as we establish new programs. 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 their training, our physician graduates will have received innovative, top-quality training and have access to employment opportunities at facilities across the country.

2020 COVID-19 response

HealthONE's ongoing response to COVID-19 is possible because of the unwavering commitment and tremendous sacrifice of our more than 11,000 colleagues. We are proud of the steps we have taken to help keep our colleagues, patients and communities safe.

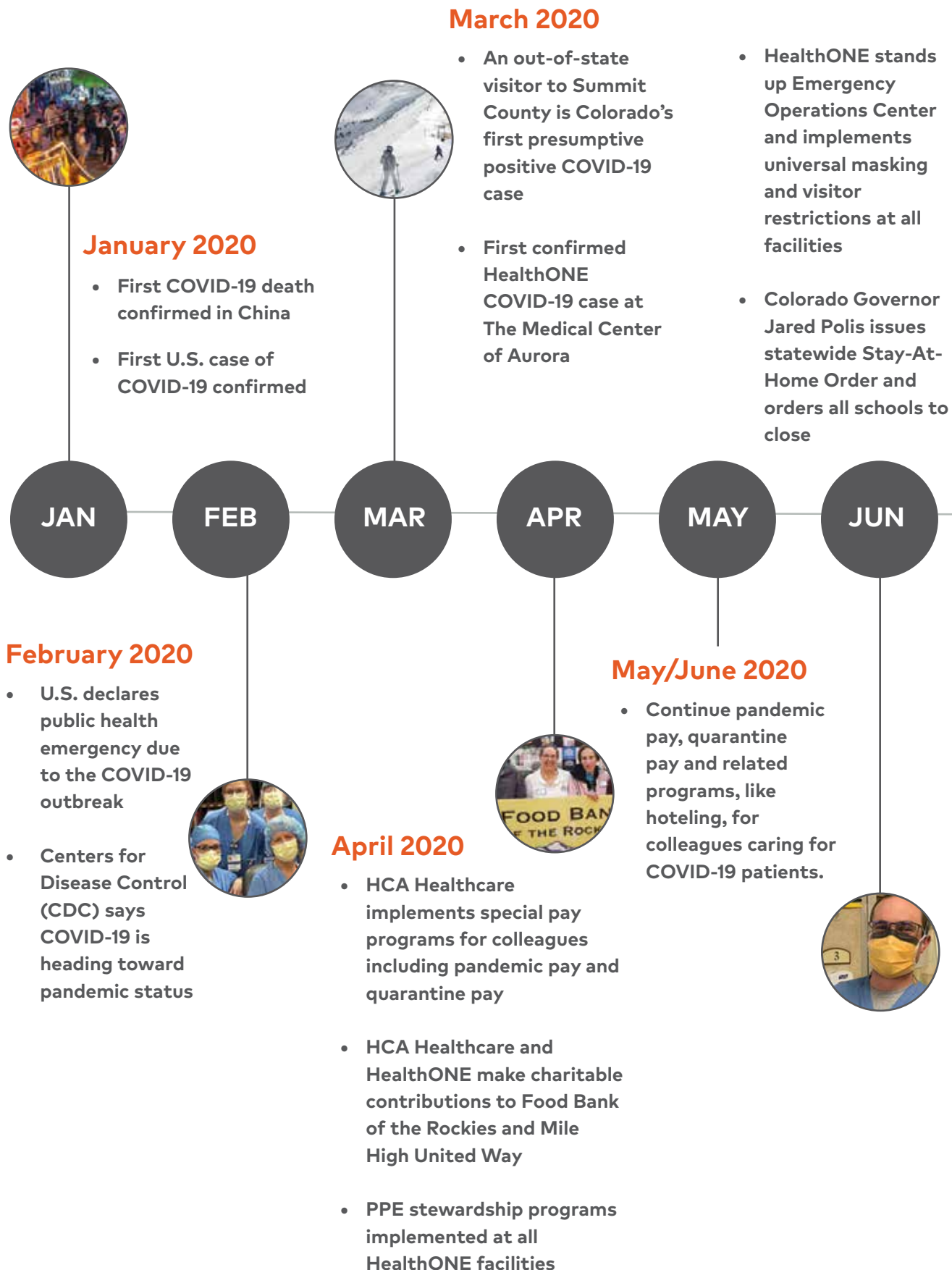
Throughout the crisis, HCA Healthcare and HealthONE used the following five guiding principles as a framework for decision making and actions, and they will continue to guide us into the future:

- **Protect our colleagues and physicians.**
- **Be there for patients.**
- **Partner with others.**
- **Be a resource for communities and government.**
- **Accelerate the organization through the crisis.**





Colleagues at various HealthONE facilities are pictured above in the midst of the COVID-19 pandemic.





July 2020

- Colorado's hospitals see summer surge in COVID-19 patients
- Governor Polis enacts state mask mandate

JUL

AUG

September 2020

- CareNow urgent care clinics begin offering the COVID-19 antibody test



SEP

OCT

October 2020

- HCA Healthcare returns approximately \$6 billion in CARES Act funding
- CareNow urgent care clinics begin offering COVID-19 rapid test



December 2020

- Colorado rolls out vaccine distribution plan, prioritizing people who work with COVID-19 patients first
- HealthONE colleagues and physicians begin receiving COVID-19 vaccines



November 2020

- Implemented merit increases for colleagues who did not receive them earlier this year



NOV

DEC

Caring for our communities and partnering with others

HealthONE colleagues are driven by our mission to care for and improve human life. That mission extends outside the walls of our facilities and into our communities. Whether it's through volunteering our time, making charitable donations or partnering with other organizations, we are committed to improving more lives in more ways.





Giving and volunteering

While giving back and volunteering might have looked a little different in 2020, HealthONE colleagues' commitment to caring for our communities never wavered.



\$8.4M

Community health improvements

\$2.8M

Community building activities

\$613K

Cash and in-kind contributions

\$1.4M

Research community benefit

As of Dec. 31, 2020



North Suburban Medical Center colleagues helped serve the Food Bank of the Rockies

HealthONE in the Community

2020 was a remarkable year for community engagement for HealthONE. In addition to serving as an anchor in community, we were the recipient of thousands of gestures of support from individuals, organizations, faith communities and businesses as we fought the ever-evolving COVID-19 pandemic. Our colleagues, clinical providers and the many who support our mission, were so moved by the meals, heartfelt cards, neighborhood signs, twinkling lights and nightly noisemaking that acknowledged their tireless dedication to healing in uncertain times.

We also structured our community engagement strategy into four strategic pillar areas: championing mental wellness, healthcare workforce pipeline development, healthy families and disease prevention and management. With the deepening of community partnerships, we increased our reach to many diverse communities, and provided subject matter expertise on such topics as COVID-19 safety, mental wellness in times of uncertainty, workplace wellness, and vaccine safety and efficacy. At this writing in May 2021, we have provided over 100,000 vaccine doses to patients, colleagues, community members, school and community partners and to those who might not have otherwise received the vaccine due to lack of traditional access.

Our colleagues were busy healing COVID-19 patients and fulfilling our mission in so many ways, including giving and volunteering in the community. Twenty percent more colleagues logged volunteer hours in 2020, compared to 2019, and hours reported increased by 57%. Our October “Treat the Organization of your Choice” resulted in an increase in employees reporting volunteerism, and many earned \$200 “Dollars for Doers” gifts that were sent to the charity of the volunteer’s choice.

HealthONE is also committed to supporting those in our community who wish to pursue healthcare careers through scholarships, mentorships and education. The process of caring for patients with the highest quality standards is shared with students and those interested in careers in healthcare through graduate medical education, precepting, clinical rotations and career exposure activities for those in the early exploration phase.

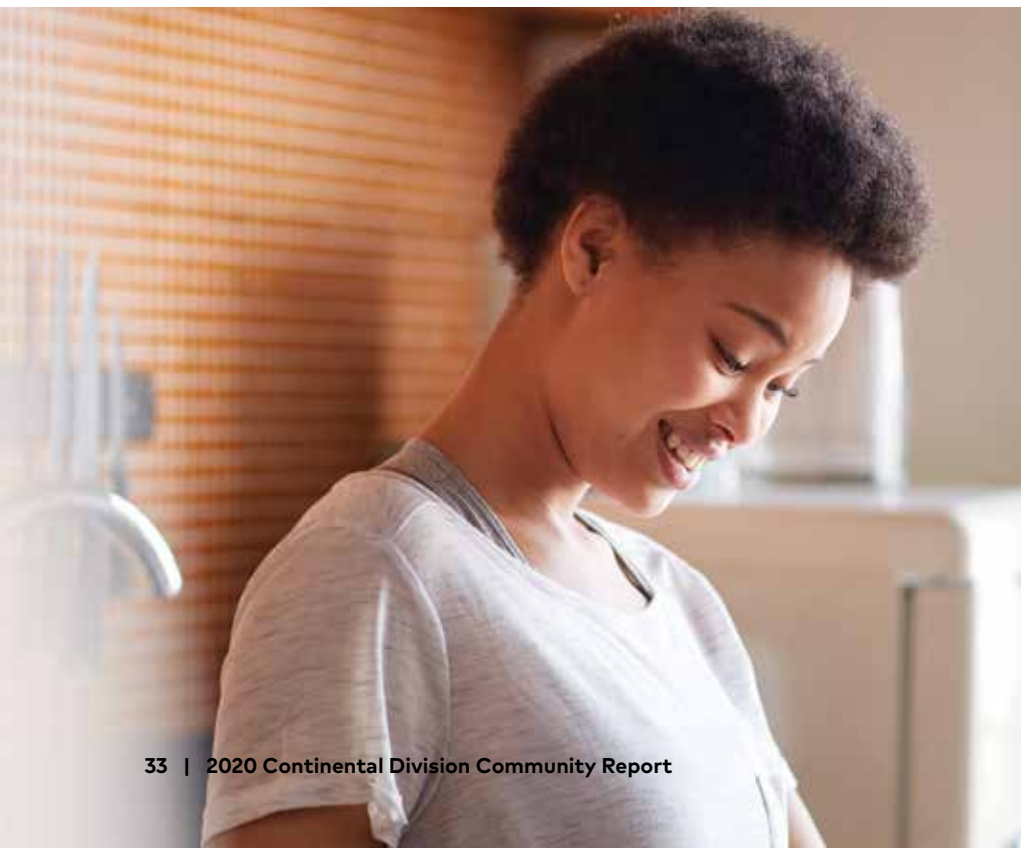
Community partnerships

Collaboration results in superior quality of care and healthier tomorrows for patients, colleagues and communities. This year, HealthONE maintained or expanded longstanding partnerships, while establishing new connections to increase our positive impact during the COVID-19 pandemic.

Economic impact in our communities

At the beginning of the COVID-19 pandemic, HealthONE pledged to keep colleagues safe and employed, while still protecting the organization, in order to maintain the ability to serve our communities today and well into the future.

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



\$67.7M

in capital investment



\$66M

provided in
uncompensated care in
2020



\$164.7M

in federal, state and local
taxes incurred



11,200+

people employed



\$931.5M

in payroll and benefits

As of Dec. 31, 2020

Our community partners

Non-Profit Service Organizations

Adam's Camp	Crohn's & Colitis Foundation
Alzheimer's Association	CureSearch
American Cancer Society	Denver Center for the Performing Arts
American Heart Association	Denver Kids
American Lung Association	Denver Makes a Difference
American Red Cross	Denver Public Schools Foundation
Aurora Health Alliance	Denver Scholarship Foundation
Big Brothers Big Sisters	Denver School of Science and Technology
Cherry Creek School District Foundation	Douglas County Community Foundation
Citizens for a Responsible Denver	Douglas County Schools Foundation
Clean the World	Eating Disorder Foundation
College Track	Emergency Medical Minute
Colon Cancer Alliance	Epilepsy Foundation
Colorado Behavioral Healthcare Council	Fetal Health Foundation
Colorado Business Committee for the Arts	Five Star Education Foundation
Colorado Cancer Coalition	Food Bank of the Rockies
Colorado Colon Cancer Alliance	Foundation for Colorado Community Colleges
Colorado COVID Relief Fund	Foundation for Douglas County Schools
Colorado Nurses Foundation	Girl Scouts of Colorado
Colorado Ovarian Cancer Alliance	Girls on the Run
Colorado Perinatal Care Quality Collaborative	Habitat for Humanity
Colorado Personalized Education for Physicians	History Colorado
	Inner City Health Center
	Jason's Friends Foundation



(Non-Profits continued)

Jessie's Heart

JEWISHcolorado

Jewish Community Center

Leukemia & Lymphoma Society

Limb Preservation Society

Lone Tree Arts Center

Mental Health America (of Colorado)

Mile High United Way

Mizel Institute

NAMI

National Brain Tumor Society

Opera Colorado

Pancreatic Cancer Action Network

Parkinson's Association of the Rockies

Pinnacol Foundation

Positive Coaching Alliance

Project Angel Heart

Rocky Mountain Children's Health
Foundation

Ronald McDonald House

SECOR Cares

The Center on Colfax

The Crisis Center

There with Care

Urban Leadership Foundation of Colorado

Wellspring Community

Chambers of Commerce and Economic Development Organizations

Adams County Regional Economic
Partnership

Aurora Economic Development Council

Castle Pines Chamber of Commerce

Castle Rock Chamber of Commerce

Chamber of Northeast Douglas Cty

Cherry Creek Chamber of Commerce

Colorado Concern

Colorado Healthcare Strategy and
Management

Colorado Women's Chamber of Commerce

Denver Metro Chamber of Commerce

Denver South Economic Development
Partnership

Downtown Denver Partnership

Englewood Chamber of Commerce

Highlands Ranch Community Association

Parker Chamber of Commerce

Being part of the solution

Amidst the fight against COVID-19, our commitment to addressing critical environmental, social and governance (ESG) issues remained at the forefront in 2020. Supported by HCA Healthcare, our dedication to the communities we serve extends past our facilities and is reflective of our continuous and strong desire to create healthier tomorrows.







Diversity, Equity and Inclusion

In 2020, HealthONE convened an ongoing diversity, equity and inclusion (DEI) council led by our president and CEO, Sylvia Young. Members of the council represent all levels of the Continental Division and all hospitals. The council is actively engaged in assessing our work with patients, colleagues, vendors, boards and community partners. They are establishing time-bound goals in each of these areas, with the overarching goal to become an industry leader in this work.

HealthONE is working to diversify our management teams, boards, and vendors to better reflect the communities we serve. We are advancing even more culturally competent care and closing gaps in health disparities. With our community partners, we are aligning in our commitment to serve diverse and underserved populations. In 2020, HealthONE became a founding member of Colorado Companies United Against Racism and remains active with this organization.

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. HealthONE acknowledges the national trend of disparities in health outcomes in communities of color, and is working to reverse that trend.

To broaden access to 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.

We are proud that our managers have completed an award-winning course in conscious inclusion and are being encouraged to have BRAVE conversations in the workplace. For our colleagues, we offer a variety of culturally inclusive opportunities from colleague network groups, an educational series provided by the Culturally Competent Care Resource Center, to a diversity calendar outlining events, and culture inclusion resource guides.

Combatting the Opioid Crisis

In 2020, HealthONE hospitals participated in HCA Healthcare's second annual, national "Crush the Crisis" event to raise awareness about the dangers of opioid misuse and proper disposal of medications.

On Saturday, October 24, in alignment with the Drug Enforcement Administration's (DEA) National Prescription Drug Take Back Day, HealthONE facilities partnered with local law enforcement agencies to collect unused and expired prescription medications at events across metro Denver.

HCA Healthcare, and HealthONE, use data from more than 32 million annual patient encounters to help continuously improve care. The organization uses the science of big data to reduce opioid misuse and transform pain management, with initiatives in surgical, emergency and other care settings, including:

Enhanced Surgical Recovery (ESR) A multimodal approach to pain management using pre-, intra- and post-operative interventions to optimize outcomes.

ALternatives to Opioids in the Emergency Room (ALTO in the ER) A multimodal approach to acute pain management, which focuses on alternative medication to hit various pain receptors as a first line treatment for common painful conditions.

Electronic Prescribing of Controlled Substances (EPCS) Aims to stem increasing rates of opioid-related addiction, misuse diversion and death by making it more difficult for medication-seekers to doctor-shop and alter prescriptions.



800 pounds

of unused and expired prescription medications collected at HealthONE facilities in 2020, up from 424 pounds in 2019.



3 HealthONE facilities

participated in Crush the Crisis opioid take-back events.



9.3 million doses collected

HCA Healthcare facilities collected a record 13,523 pounds of medication, which equates to approximately 9.3 million doses.

Awards and recognition



HCA Healthcare's Continental Division Named Top Large Health System in the United States

According to IBM Watson Health's Top 5 Large Health Systems 2020, HCA Healthcare's Continental Division, which includes our hospitals in the Denver and Wichita markets, is the Top Large Health System in the United States. Out of 126 systems evaluated, there were five large systems recognized and we were #1!

The annual award is based on highest safety rates, lowest numbers of complications or infections, short ER wait times, highest patient satisfaction and shorter hospital stays.

Additionally, five of the best performing hospitals in the nation are part of our division as well – Rose Medical Center, The Medical Center of Aurora, Sky Ridge Medical Center, Swedish Medical Center and Wesley Medical Center/Wesley Woodlawn each earned a spot on IBM Watson Health's annual list of the 100 Top Hospitals.



HealthONE Hospitals Receive 'A' Grades from The Leapfrog Group

The Medical Center of Aurora, Presbyterian/St. Luke's Medical Center, Rose Medical Center, Sky Ridge Medical Center and Swedish Medical Center received 'A' grades for patient safety and quality from The Leapfrog Group and North Suburban Medical Center earned a 'B' grade.



P/SL Achieves Healthgrades 2020 Outstanding Patient Experience Award™

Presbyterian/St. Luke's Medical Center achieved the Healthgrades 2020 Outstanding Patient Experience Award™. This distinction recognizes PSL as being among the top 10% of hospitals nationwide for patient experience.



Multiple HealthONE Facilities Honored in Colorado Parent 2020 Family Favorites Edition

We are thrilled to announce that Rocky Mountain Hospital for Children (RMHC) has been named the 2020 Family Favorite Hospital by the readers of Colorado Parent magazine for the 4th year in a row!

We're also proud that numerous HealthONE facilities were named in Colorado Parent Magazine's 2020 Family Favorites issue as a result of a readers' poll:

- Sky Ridge Medical Center is Top 3 for Hospital or Health Clinic
- Rose Medical Center is Top 3 for Birth Center
- CareNow is Top 3 for Urgent Care



Rose Medical Center among 2020 Denver Post Top Workplaces

Rose Medical Center has been awarded a Top Workplaces 2020 honor by The Denver Post. The list is based solely on employee feedback gathered through a third-party survey administered by employee engagement technology partner Energage, LLC. The anonymous survey uniquely measures 15 drivers of engaged cultures that are critical to the success of any organization: to name a few. This is the sixth year in a row that Rose has been honored by its employees as a Top Workplace.



Healthgrades Releases Specialty Excellence and America's Best Care Recipients

HealthONE hospitals received a number of quality awards from Healthgrades in their Fall 2020 Ratings Release of the 5-Star, Excellence Awards and America's Best Service Line Awards.

Rose Medical Center, Swedish Medical Center, The Medical Center of Aurora and Sky Ridge Medical Center were recipients of Healthgrades® America's Best 250 Best Hospitals Award™.

All six HealthONE hospitals were five-star recipients for treatment of sepsis and treatment of respiratory failure.



Five HCA Healthcare Continental Division Hospitals Receive Healthgrades 2020 Patient Safety Excellence Award™

Five HCA Healthcare Continental Division hospitals have received a 2020 Patient Safety Excellence Award™ from Healthgrades. Sky Ridge Medical Center, Swedish Medical Center and Wesley Medical Center are in the top 5% of hospitals in the nation for their performance in preventing serious, potentially preventable complications during hospital stays based on AHRQ and MedPAR data from 2016-2018. North Suburban Medical Center and Rose Medical Center both placed in the top 10% in the nation.

Our hospitals

11,595

births

80,032

admissions

370,998

outpatient visits

274,067

emergency room visits

20,388

inpatient surgeries

26,805

outpatient surgeries

As of Dec. 31, 2020



Facilities and services

Ambulatory Surgical Centers

HealthONE's 18 stand-alone ambulatory surgical centers are conveniently located throughout the metro Denver area. Each center is state-of-the-art, allowing them to offer a safe, convenient, high quality alternative to inpatient hospitalization.

CareNow Urgent Care

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

HealthONE Virtual Network

Prior to the COVID-19 pandemic, physicians primarily used telemedicine for patients living in rural areas without specialists. However, during the COVID-19 pandemic, telemedicine became a necessary, and much needed, standard of care in urban, suburban and rural areas. HealthONE's Virtual Network enables rapid diagnosis and treatment recommendations in multiple subspecialties including emergent psychiatric evaluation, pediatric cardiology and stroke, in a HIPAA compliant manner.

AirLife Denver

AirLife Denver is the air medical and critical care transport program for HealthONE. The mission of AirLife is to provide the highest quality, compassionate patient care during cost-effective, safe and rapid transportation. The vision of AirLife is to be the leader in air and ground critical care transport service with safety as the foremost priority.

Physician Services

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

Sarah Cannon Cancer Institute at HealthONE

Sarah Cannon Cancer Institute at HealthONE offers integrated cancer services with convenient access to cutting-edge therapies for people facing a cancer diagnosis.

Sarah Cannon, the Cancer Institute of HCA Healthcare, is a global network with programs across the United States and in the United Kingdom. Programs include individualized patient navigation provided by oncology-trained nurses, a leading blood cancer network, hundreds of clinical trial options, and molecular profiling capabilities. Through its services, Sarah Cannon is providing state-of-the-art cancer care, from diagnosis to survivorship, close to home for our patients.

Sarah Cannon Research Institute at HealthONE

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.

The Medical Center of Aurora

The Medical Center of Aurora (TMCA) is a 346-bed acute care hospital located in Aurora, Colorado. TMCA is comprised of five campuses including Spalding Rehabilitation Hospital, The Behavioral Health and Wellness Center, Centennial Medical Plaza, and Saddle Rock ER.

TMCA offers more than 60 medical specialties, including advanced cardiovascular services, robotic surgery, the Sarah Cannon Cancer Institute, Chest Pain Center, Colorado Chiari Institute, and more.

Ranked among the top hospitals in the nation for exceptional care, TMCA is the recipient of many prestigious quality awards including being named one of the top 100 hospitals in the country by IBM Watson Health in 2020. Other awards include, eight consecutive 'A' grades from The Leapfrog Group, ranked as a Best Regional Hospital by U.S. News & World, a five-star rating for overall quality from the Centers for Medicare and Medicaid Services 2020, and Healthgrades 2020 America's 250 Best Hospitals - which places TMCA in the top five percent of U.S. hospitals for clinical outcomes.

A Level II Trauma Center with Primary Stroke Certification and Chest Pain Center accreditation, TMCA is the first community hospital in the Denver-metro area to receive three-time Magnet® designation for nursing excellence by the American Nurses Credentialing Center.



A Nevada Nurse Finds the Care He Needed at TMCA

When Elary Martinez, a registered nurse at Southern Hills Hospital in Las Vegas, ran up the stairs during a rapid response drill in April 2020, he began wheezing audibly. He'd recently been diagnosed with asthma and assumed that was the cause but COVID-19 was also a concern, so he underwent more significant testing than perhaps he would have chosen pre-pandemic.

Elary's COVID-19 test was positive, but even more alarming was the discovery of a tumor in his right lung. A CT scan showed it was 5.3 by 3.5 centimeters and pressing on his heart. He was diagnosed with a neuroendocrine Tumor (NET) and told that operating to remove it posed a significant risk of death.



Elary describes the period that followed as a “whirlwind.” In one day, he and his wife, Nikki, flew to Denver to see NET expert Dr. Eric Liu at Rocky Mountain Cancer Center, underwent specialized imaging and met with Dr. Jenifer Marks, cardiothoracic surgeon, who scheduled Elary for surgery.

The couple returned home to pack everything they needed — including their three dogs, two cats and one foster kitten they were bottle feeding — and made a temporary home at a rental in Aurora.

Elary’s COVID test was positive, but even more alarming was the discovery of a tumor.

To their immense relief, Dr. Marks was confident she could remove the tumor without damaging his heart. And she proved true to her word.

Aurora went well. He says that everyone from the PA to the nursing staff to housekeeping staff was fantastic. The day after surgery, Elary was out of bed, walking the unit with his wife.

Neuroendocrine cancer is often overlooked or misdiagnosed until very late. So, Elary’s sudden symptoms at the height of the COVID-19 pandemic very likely saved his life, forcing early and thorough testing and diagnosis. Though NETs can return throughout a patient’s life, requiring ongoing screening, that’s not holding Elary back.

Indeed, it’s nearly impossible to slow him down. Even removal of the upper and middle lobes of his right lung and a bout of pneumonia have been little more than a setback to him. He stopped working only for the six weeks they spent in Colorado. Now, less than a year later, he’s returned to all his normal activities and his family bought a new home.

“That’s the amazing part,” he says. “I feel like we’ve already turned the corner, moved on with our life. Other than some shortness of breath, I don’t think about this on a daily basis.”

HealthONE Behavioral Health

HealthONE's Behavioral Health and Wellness Center at The Medical Center of Aurora offers inpatient and outpatient care for patients ages 6 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 2020, there was an 18% increase in volume compared to the prior year, with a total of 4,095 patients cared for at the Behavioral Health and Wellness Center. Additionally, to meet the unique needs of women, Colorado's first behavioral health unit dedicated to caring for women on their journey to mental and emotional well-being, was opened in January 2020.



Intensive Outpatient Therapy Gives One Woman the Tools to Keep Going

Charlene was 55 years old with no history of mental illness when a mental break completely derailed her life. Stress at work led to three suicide attempts in one year, each followed by inpatient treatment. The third time, her treatment team at the HealthONE Behavioral Health and Wellness Center encouraged her to enroll in the Women's Intensive Outpatient Therapy program (IOP). Charlene was eager to find some relief and enthusiastically signed up.

What she found was hope. And tools. Lots of tools.

Charlene's intensive outpatient therapy took place over 16 weeks from 9 to 11 a.m., Monday through Thursday. It offered group therapy, music therapy, art therapy, dialectical behavioral therapy (DBT) and medication management.



Charlene, who was diagnosed with borderline personality disorder, bipolar depression, anxiety and PTSD, says the emphasis on coping skills was critical.

“Life isn’t so overwhelming anymore because I have the skills and tools to get past those [turbulent] moments,” she says. “I still have those moments but they’re not overwhelming like they were before.”

“Life isn’t so overwhelming anymore because I have the skills and tools to get past those moments.”

Charlene says she really enjoyed working with the staff and calls them “phenomenal.” Still, the most valuable part of the program for Charlene was being in an environment that nurtured emotional support among the participants.

Charlene maintains some of those supportive relationships even after finishing the program.

She also feels like the program “sets you up for success when you leave.”

Another key to Charlene’s success was family support. She says her mother was her primary advocate, and the program encourages and facilitates family involvement with diagnosis, treatment and long-term solutions. Charlene is now back at home, enjoying life with her 16-year-old daughter, a junior in high school.

Charlene has made enough progress that she’s ready to start supporting others who face the same mental health challenges she’s recently faced down. She’s a facilitator for a weekly support group for the National Association for Mental Illness (NAMI). And she’s looking towards the future and how her own struggles and growth at the Behavioral Health and Wellness Center equipped her to help others.

“I’d like to get into peer-to-peer work,” she says. “I think that unless you’ve done this and lived it, you can’t understand. I’m in a position to understand what other people are going through.” Plus, thanks to the work she did in IOP, she has two other critical things to share to help others: hope and lots of tools.

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 2020, North Suburban became a designated Level II Trauma Center, filling a tremendous need in the community, and serving 2,000 trauma patients in its first year as a Level II center. The neighborhoods surrounding North Suburban were impacted greatly by the COVID-19 pandemic and in 2020, North Suburban enhanced its operations to care for the community by increasing its ICU capacity from 28 to 36 beds during the first wave, and celebrated more than 900 COVID-19 survivors. North Suburban also continued to excel in quality of care, and in 2020 received a Patient Safety Excellence Award from Healthgrades which placed the hospital among the top 10 percent in the nation for safety, was recognized as a Healthgrades five-star recipient for vaginal delivery, treatment of sepsis, treatment of bowel obstruction, and appendectomy care.

In addition to the Healthgrades accolades, North Suburban also received a Get with the Guidelines Gold Plus Honor Roll Elite award from the American Heart Association and was named a Best Maternity Hospital by Newsweek.



Daily Progress Gives Quadriplegic Car Crash Victim the Hope to Recover

It was supposed to be a quick run to Home Depot, so Tony Velasquez wasn't wearing his seatbelt. When an oncoming car hit his truck, he remembers his head hitting the ceiling before his body ended up halfway on the passenger side amongst some cans of spray paint. In the moments following the accident, the 52-year-old Northglen resident thought he'd broken both his arms and his legs because he couldn't move them. It wasn't until paramedics started preparing to transport him that the truth about his injuries started to become apparent: Tony had severely compressed his spine and was now quadriplegic.

At North Suburban Medical Center, a Level II Trauma Center, surgeons operated on Tony's spine, cutting out sections of vertebrae to allow his traumatized spinal cord space to swell. "No one knew how I'd respond or if I'd recover," Tony said. "They just kept checking every day to see what I could do."



Though he had sensation in his limbs — sometimes painfully amplified sensation — it was three days before he gained some limited movement of his arms. That was also about the time he was moved out of the trauma unit to a regular room on the 4th floor. He was kept in a cervical collar for six weeks and was bed-bound the majority of that time.

“It helps to see my progress. It gives me hope.”

— Tony Velasquez

But Tony started noticing small improvements quickly, helped along by physical therapy (PT) and occupational therapy (OT). After six weeks, he was allowed to sit up in bed, but it was several days before he could balance his torso upright without being supported.

Tony praises the physical and occupational therapists for the headway he made early on. Though small, the daily improvements gave him hope.

Meanwhile, the nurses, who Tony calls “excellent,” made his well-being a priority.

They weren’t just compassionate, they were problem-solvers, listening to the information he provided and coming up with personalized solutions. He tells how a simple adjustment a nurse made to his catheter helped him avoid having a colostomy bag.

When Tony was discharged from North Suburban Medical Center, he entered an inpatient rehabilitation program for six weeks. He’s now walking with the aid of a walker and even climbing stairs. He’s back at home with his wife and mother and hopes to return to his construction work within a year. Despite everything he’s been through, Tony says he still feels like the same person.

“I thank my lucky stars,” he said. “It helps to see my progress. It gives me hope.”

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 and marrow transplant, labor & delivery/mom and 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.



First P/SL Osseointegration Patient Plans 14er Summit to Share Hope

After more than 10 years in chronic pain and being mostly wheelchair-bound, amputee Assaf Dory was at a breaking point.

He had broken his leg in 2001 during a foot chase while on-duty as a deputy sheriff in Florida. Later complications and surgeries just resulted in more complications and more surgeries, so in 2010 he had his leg amputated. But a trauma-induced condition called chronic regional pain syndrome (CRPS) made it impossible for him to wear a prosthetic leg.

By 2013, Assaf had undergone dozens of surgeries, including a second amputation, trying to regain function and live a pain-free life. His 12-year-old daughter had only known him as a semi-mobile amputee and had never walked hand-in-hand with him. After more than a decade of debilitating pain, Assaf was losing hope.



But then things started to turn around for this father of four, who had relocated to Basalt, Colorado. First, Habitat for Humanity awarded him a house designed around his handicap, making daily living much less difficult. Next, a life-changing procedure was performed by P/SL neurosurgeon Giancarlo Barolat, MD, who implanted neurostimulators to interrupt the excruciating nerve signals his brain was receiving.

“I was really blessed because the doctors believed in me. It’s a life-changer.”

— Assaf Dory

Then, in August of 2020, the FDA approved a new osseointegration procedure. Assaf, desperate to walk again, met the qualifications to become the first patient to receive the new treatment at P/SL. Assaf began his journey under the care of orthopedic surgeon Daniel Lerman, M.D., and plastic surgeon David Schnur, M.D., as well as the entire interdisciplinary team at P/SL’s Institute for Limb Preservation.

Osseointegration surgically implants a screw in the residual limb for attachment of a prosthetic limb without using a socket. The process requires two surgeries and about four months of non-weight bearing recovery. For Assaf, rehabilitation took even longer because his femur had not supported weight for over a decade. He spent three weeks in acute in-patient rehab at P/SL where intense physical therapy and pain management “helped tremendously.”

Now, Assaf not only walks hand-in-hand with his daughter, but he’s set his sights on an even higher goal: climbing Mt. Elbert in September 2021 with three friends who also suffer from CRPS or traumatic injuries. Along with being a fundraiser for Challenge America, the goal is to offer hope to others who suffer. “We just want to show that four people with injuries and pain can overcome anything — together,” he said.

And, Assaf will be accompanied on the mountain climb by some of his medical team from P/SL, including his surgeon and his prosthetist.

“I was really blessed because the doctors believed in me. It’s a life-changer.”

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.



Multiple Complications, Expert Neonatal Care and a Miracle Baby

Tonya and Bentley Koch had no plans to temporarily move to Denver. But then, there was little about Tonya's pregnancy and their daughter's birth that was predictable. In July of 2020, Tonya went into preterm labor at 21 weeks of gestation and the Nebraska resident transferred her care to the specialists at the Rocky Mountain Hospital for Children's (RMHC) Center for Maternal Fetal Health in Denver.

She came to RMHC because the hospital is the only one in the Rocky Mountain region with the highest level of care — Level IV maternal and Level IV neonatal designation — for mom and baby all under one roof.

For Tonya, RMHC maternal fetal specialists used both medical and surgical interventions to delay delivery. For Tonya's unborn daughter, a thorough evaluation and ultrasound at RMHC revealed a congenital diaphragmatic hernia (CDH).



CDH occurs when a hole in the diaphragm develops in utero allowing internal organs to migrate into the chest, impacting organ development. Their daughter's case was severe, and Tonya's pregnancy was further complicated by excess amniotic fluid.

RMHC NICU specialists managed Esreaha's condition without relying on extreme life support.

Tonya's care team at the RMHC Center for Maternal Fetal Health helped them understand the clinical significance of CDH. With treatment plans in place, the couple maintained hope and felt reassured their comprehensive team could care for their medical needs.

After 13 intense weeks of medical and surgical management to delay delivery and only 15 minutes of pushing, Tonya delivered a baby girl, Esreaha, on October 31 at 34 weeks of gestation.

After Bentley cut the baby's umbilical cord, Tonya and Bentley had a brief moment to meet their daughter. She was rushed to the neonatal intensive care unit (NICU) because her CDH required life-saving measures.

Esreaha's CDH caused her heart to shift out of position and her stomach was where her heart should be. She had undeveloped lungs, her left lung had only 5% capacity, and her right 60%. RMHC NICU specialists managed Esreaha's condition without having to rely on extreme life-support called ECMO, which allowed her lungs to grow and develop more naturally. After 11 days of careful management, a multidisciplinary team performed a congenital diaphragmatic hernia repair, using a minimally invasive surgical approach to relocate her internal organs and repair the hole in her diaphragm.

In January 2021, after six months in Colorado, Tonya and Bentley returned to Nebraska to start the new year and a new life with their daughter.

"The whole thing was worth it," Tonya said. "All the pain, all the emotional rollercoasters, everything was worth it. She is the most amazing thing. She's very feisty. She's our miracle baby."

Rose Medical Center

Well known as a Denver institution and a 9th Ave 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 2020: named as a 100 Top Hospital® by IBM-Watson Health for 13 years running; Healthgrades 2020 America's 250 Best Hospitals Award; Denver Post Top Workplace for six years straight, an honor earned by the votes of its employees; and Healthgrades 2020 Patient Safety Excellence Award.

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' grades 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.



Randy Buchholz Helped Create Rose's COVID-19 Response, Then He Experienced It

Last spring, Randy Buchholz, director of respiratory therapy, had been working 16-hour days for weeks preparing Rose Medical Center to handle the newly-emerging coronavirus. As part of the incident command team, he helped devise a system for intake, treatment and transmission prevention for the onslaught of COVID-19 patients that everyone in the medical community anticipated. But he never expected to be one of the first patients to benefit from the heroic effort.

On March 23, 2020, Randy was admitted to the ICU with COVID-19. What started as a "tickly" cough became a fever of 105, pneumonia and hypoxia. He had been feeling dizzy and unwell for a few days beforehand but attributed it to dehydration and lack of sleep due to the strenuous hours of work. But, two days after his intake, Randy was intubated. He spent 19 days there.



The irony of being one of the first patients to be cared for at Rose is not lost on Randy. And, while he hesitates to say he's glad he went through it, he emerged with a new appreciation—both for the hospital administrators and medical providers who treated him—and for the experiences of patients he treats.

“Having a connection with patients makes a difference in the care you provide.”

— Randy Buchholz

It would be a month before Randy could return to work, though he did make a visit two weeks after being discharged – just to reassure his team. Upon returning to work, Randy began sharing his knowledge with other respiratory care providers, in both informal conversations and formal web presentations.

“Being a respiratory therapist on a ventilator gives you a unique perspective,” he said.

Randy had spent the days when he was intubated in a tranquilized, semi-conscious hallucinatory state.

“It gave me a different appreciation for what patients need,” Randy said. “I came out and immediately started telling respiratory therapists you have to re-ground your patients because you don't know what they remember (about the experience).”

A father of three and grandfather of one, Randy has worked in respiratory therapy and hospital administration for 25 years, managing different departments. But the other major revelation that came from his experience as a COVID-19 patient may inform the rest of his career.

“There's a difference between being cared for and being cared about. At Rose, we say we 'care like family,' and for me it was care like family. Having a connection with patients makes a difference in the care you provide.”

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 and total joint center OR earning HCA Healthcare Units of Distinction awards, Sky Ridge is proud of its “beyond expectations” approach. Achieving a CMS five-star hospital rating, consistent ‘A’ grades 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 is the first hospital in Colorado to be named a Joint Commission Certified Thrombectomy Capable Center, the most advanced treatment option for stroke today. Sky Ridge is also the first hospital in Colorado to acquire robotic assisted bronchoscopy technology for the earlier detection of lung cancer and is the first in the metro area to offer patients augmented reality technology for spine surgery. Last year, Sky Ridge opened its South Parker freestanding ER, providing greater access to care to the community. A leader in robotic surgery, Sky Ridge is planning to break ground on its robotic surgery center later this year, bringing more depth of care to patients...close to home.



A Sky Ridge Reunion: On the Journey from Trauma to Independence

When Marc Coltman heard sirens the afternoon of April 20, 2018, he didn’t think much about it. A firefighter, he always noticed sirens, but he was at home. Then the doorbell rang. It was the mother of one of his daughter’s friends. She told him his 15-year-old daughter, Naia, had been in a car accident.

Naia was riding with friends when the driver lost control at upwards of 60 miles per hour. The Jeep went off the road and rolled, ejecting Naia from the back window.

An ambulance rushed her to Sky Ridge Medical Center where Dr. David Holland was the emergency physician on duty.

“A car crash with an ejection can lead to some of the most critical and life threatening injuries,” Dr. Holland said. “Our entire emergency department and trauma surgery teams were awaiting Naia’s arrival.



Our respiratory therapist was standing by to assist with a potential intubation and to place the patient on a ventilator if needed.

Our blood bank was there with O negative blood and radiology was ready with a portable x-ray machine and a CT for rapid diagnostic imaging. An anesthesiologist and operating room team were standing by.”

Naia’s injuries were severe. She was diagnosed with a traumatic brain injury, subarachnoid and intraventricular brain hemorrhages, several broken ribs, bilateral pulmonary contusions, a slightly collapsed right lung, two cracked cervical vertebrae, lacerations on her liver and multiple large abrasions on her back.

Naia’s parents had one primary goal for their daughter: *Independence.*

Sky Ridge physicians intubated Naia, put her on a ventilator and later performed a tracheotomy.

They inserted a probe into her skull to monitor intracranial pressure and induced a coma to allow Naia’s brain to begin recovering.

Naia stayed at Sky Ridge for almost three weeks, with her parents by her side.

“We were very happy with the care Naia received at Sky Ridge,” Marc said. “We’ve always wanted to come back and see the doctors who took care of her.”

Thankfully, Naia’s youth and her athleticism (she was a varsity cheerleader at Douglas County High School) worked in her favor. From the outset, they had one primary goal for their daughter: Independence.

The process has been arduous but marked by steady progress. Naia had to re-learn tasks like swallowing and speaking. She left Sky Ridge in a wheelchair, barely able to move her legs and one arm. She spent the next five months in rehab before returning home.

While Naia continues outpatient PT, her parents say she’s back to her “sassy” self. She graduated high school and, when she turned 18, got a tattoo on her wrist memorializing the date of the accident.

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.



Grandfather of Seven Regains Ability to Walk at Spalding Rehabilitation Hospital

On October 24, 2020, Stan Moscinski lay in a hospital bed virtually paralyzed from the neck down and expected to move into a skilled nursing facility with limited independence. Two months later, the 76-year-old walked out of Spalding Rehabilitation Hospital with a different destination: His own home.

Stan fell in his home and for a week thought he just had a "sore back." However, a previously-scheduled visit with his PCP revealed something alarming: a fractured cervical vertebra with multiple dislocated disks putting pressure on his spinal cord. He was immediately admitted to The Medical Center of Aurora (TMCA) for surgery to stabilize his neck.

When he awoke after surgery, Stan had sensation in his hands and feet and could barely move them.



“We all take life for granted,” Stan says. “one day I can go shopping, have a cup of coffee...and the next day you wake up, and your body doesn’t move. It’s quite a shock to go from 100% freedom to not able to move your body. I couldn’t walk or feed myself.”

From TMCA, Stan was transferred to Spalding Rehab. Though the experience could have been stressful or traumatic, Stan raves about his stay and his treatment team.

“I can’t say enough about these therapists. They brought me back from the edge of paralysis”

— Stan Moscinski

“They were incredible! If it wasn’t for them and their professional demeanor and experience with spinal injuries, I think I would’ve been in rehab many, many more months. I can’t say enough about these therapists. They brought me back from the edge of paralysis.”

Though Stan is quick to credit his care at Spalding for his recovery, his indomitable attitude certainly has something to do with it. Originally from Connecticut, Stan relocated to Colorado three years ago to be closer to his three daughters and seven grandchildren. Though retired, he’s maintained an active social life—with minor modifications—throughout his spinal injury and the COVID-19 pandemic. Since his discharge, he’s been elected as the vice president of his homeowners’ association board of directors.

Stan loves to celebrate his progress, which started with Spalding physical therapists and has impacted his life and health on a much larger scale. “I started with five minutes on the bike. By the time I left, I could do 20 minutes at level five and still keep going!” he boasts.

It mirrors Stan’s overall attitude throughout his ordeal: “I just want to keep going. I don’t want to cash out yet!”

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 first hospital in the Rockies to offer robotic-assisted bronchoscopy for the diagnosis and treatment of lung cancer.



Teenager Makes Full Recovery After Being Electrocuted Trying to Help Classmates

The night of Jan. 8, 2021 seemed like an ordinary night for KyZaia Jones, 15, and his older brother, Kaden, as they headed home from basketball practice. Driving down the dirt roads in rural Wyoming, they were passed by a car moving too fast, swerving, and ultimately losing control and crashing into a utility pole. All the boys could see was a cloud of dust, but they knew the people inside were in trouble. KyZaia pulled over, told his brother to call 911, and ran to the car to help.

"He saw the power lines spark but he assumed they were no longer energized," explained his mother, LeAlla.

The car was tipped over into a ditch and he could see two girls, one of whom was hurt, through the windshield. When KyZaia tried to push the truck over with his shoulder, he was electrocuted and caught fire.



Kaden ran to his brother to put out the fire and pull him to the road before calling their mom. Police and EMTs quickly arrived on the scene, along with the boys' parents. "I kissed (KyZaia) and we told him that we loved him," LeAlla said. "I just started praying that God would breathe life into him, and then KyZaia smiled."

"There wouldn't have been a better place for him."

— LeAlla Jones

KyZaia was taken by ambulance to the local Riverton Hospital. From there, he was transferred via helicopter to Wyoming Medical Center and finally to Swedish Medical Center, a Level 1 trauma and burn center.

Following a "horrific" six-hour drive, KyZaia's parents and youngest brother arrived at 3:30 a.m. A pediatric nurse met them at the door. "She was very encouraging, telling us he was doing really great considering what he'd been through," LeAlla said. "The first thing he said was he loved us."

Fifty percent of KyZaia's body had third and fourth-degree burns. Thankfully, his face and legs escaped injury. For the first few two weeks, KyZaia was in surgery every other day to clean the burns and scrape away dead tissue. Just a month after arriving at Swedish, his doctors, Dr. Benson Pulikkottil and Dr. Lily Daniali, started grafting donor skin from KyZaia's legs to the burned areas.

Remarkably, KyZaia made a full recovery and was released after just six weeks. He returned to school two months from the day of the accident. And the two girls he tried to help? They were his classmates and friends, thankful to see KyZaia again.

"After electrocution like that, who lives to tell about it? I'm so grateful. (Swedish) hospital is absolutely amazing," LeAlla said. "There wouldn't have been a better place for him."



everything is going to be ok.
taking care of the sick and
you are so brave. I'm
for you. Always remember the love
and everything is going to be ok.
Lots of love,
Kristen
Trust in
the Lord
with all of
your heart.

Dear nurses & doctors
Thank you for taking
care of the people with
the coronavirus. We hope you
find a cure for it. We're
counting on you to help the
people who are sick. Thank
you for all you do to help
the sick.
From your
friend, Julie



This past year, our world faced an enemy like no other. However, through it all, HCA Healthcare and HealthONE have proven that our organization has unique enterprise skills, capabilities and heart, all of which help us to respond effectively and responsibly to events like this one, and at the same time improve our organization.

While the future still holds many unknowns, we will continue to remain focused on one thing — the care and improvement of human life. It's what we do. It's who we are. In times of uncertainty, our people show up. When faced with a challenge, we see the path forward.

Learn more about our organization's collective impact at HCAHealthcareImpact.com.

