HOSPITAL TRANSFORMATION PROGRAM
COMMUNITY AND HEALTH NEIGHBORHOOD ENGAGEMENT

MIDPOINT REPORT

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Instructions and Timeline

Via the Midpoint Report, program participants will report on Community and Health Neighborhood Engagement (CHNE) work over the first half of the pre-waiver process. Specifically, hospitals will use this report to update the State regarding efforts to engage community partners in completing an evidence-based environmental scan to identify community needs and resources and the hospital’s plans going forward.

The State will be reviewing Midpoint Reports to ensure:

- The process has been adequately inclusive of organizations that serve and represent the broad interests of the community and that no key stakeholders are excluded;
- A diverse and regular enough range of venues, locations, times and manners for engagement are being provided to allow for a meaningful opportunity for participation;
- Needed adjustments were made to the Action Plan and any divergence from the Action Plan is justified;
- The environmental scan assessment is complete, sufficiently detailed, and evidence-based, and was informed by community input; and
- Over the remainder of the pre-waiver CHNE process, community organizations will have meaningful opportunities to inform the hospital’s planning of its Hospital Transformation Program (HTP) participation.

Please note that the word limits included are guidelines. You may exceed them as necessary to fully respond to the question or information request.

Midpoint Reports must be submitted in .pdf form with all supporting documentation included in one document via e-mail by April 19, 2019 at 5pm to the Colorado HTP email address COHTP@state.co.us. Reports received after this deadline will not be considered.

Following the submission date, the State will review the reports. The reports will not be scored; however, the State will work collaboratively with participants to seek clarifications as needed and to ensure that there is agreement between the hospital and the State as to the plan for the remainder of the process, including plans to address any needed changes to the hospital’s CHNE process based on the review of the Midpoint Report.
Contact Information

Please provide the legal name and Medicaid ID for the hospital for which this Midpoint Report is being submitted.

Hospital Name: UCHealth Medical Center of the Rockies
Hospital Medicaid ID Number: ____

Please provide any updates to the hospital address as well as to the names, titles, addresses and contact information for the hospital executive with signatory authority to whom official correspondence should be addressed and for the primary and secondary points of contact if that information has changed since submitting your CHNE Action Plan. If this information has not changed, this section can be left blank.

Hospital Address: 2500 Rocky Mountain Ave, Loveland CO 80538-9004
Hospital Executive Name: Steve Schwartz
Hospital Executive Title: Chief Financial Officer
Hospital Executive Address: 2315 E Harmony Rd, Fort Collins, CO 80528-8620
Hospital Executive Phone number: 970-237-7003
Hospital Executive Email Address: Steve.Schwartz@uchealth.org

Primary Contact Name: Roberta Capp
Primary Contact Title: Medical Director Care Transitions
Primary Contact Address: 12401 E 17th Ave, Aurora CO 80045
Primary Contact Phone Number: 720-848-4398
Primary Contact Email Address: Roberta.Capp@uchealth.org

Secondary Contact Name: Kellee Beckworth
Secondary Contact Title: Sr. Project Manager
Secondary Contact Address: 12401 E 17th Ave, Aurora CO 80045
Secondary Contact Phone Number: 720-848-6525
Secondary Contact Email Address: Kellee.Beckworth@uchealth.org
Engagement Update

III.a. Please respond to the following questions to provide us with an update of the hospital’s engagement activities. Please note that the word limits are guidelines. You may exceed them as necessary to fully respond to the question or information request.

Please use the following grid to provide a list of external organizations that the hospital has engaged, including the organizational contact, the type of organization, and the organization-specific engagement activities undertaken with this organization. Please also note any specific connection of the organization to HTP priority populations and / or project topics.

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Organizational Contact</th>
<th>Organization Type</th>
<th>Engagement Activity</th>
<th>Connection to any specific HTP priority populations and / or project topics, as applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Charities</td>
<td>Joe Domko</td>
<td>Community organization addressing SDOH</td>
<td>Involvement</td>
<td>High Risk/Vulnerable Populations (Homeless)</td>
</tr>
<tr>
<td>CHA Opioid Summit</td>
<td>Ashley Baker</td>
<td>Consumer Advocates/Advocacy Organizations</td>
<td>Involvement</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>City of Fort Collins</td>
<td>Nina Bodenhamer</td>
<td>Community organization addressing SDOH</td>
<td>Involvement</td>
<td>Behavioral Health/Vulnerable Populations</td>
</tr>
<tr>
<td>Colorado Health &amp; Human Services, Refugee Department</td>
<td>Carol Turnaylle</td>
<td>Community organization addressing SDOH</td>
<td>Partnership</td>
<td>Refugee Population</td>
</tr>
<tr>
<td>Colorado Health Literacy Coalition</td>
<td>Dana Abbey, Angela Brega</td>
<td>Community organization addressing SDOH</td>
<td>Partnership</td>
<td>Social Determinants of Health</td>
</tr>
<tr>
<td>Colorado Prevention Alliance</td>
<td>Lauren Ambrozic</td>
<td>Health Alliance</td>
<td>Involvement</td>
<td>Vulnerable Populations (Social Determinants of Health)</td>
</tr>
<tr>
<td>Co-SLAW working with NCO EDs</td>
<td>Leslie Brooks</td>
<td>Health Alliance</td>
<td>Involvement</td>
<td>Behavioral Health/Vulnerable Populations</td>
</tr>
<tr>
<td>Crisis Services NE Colorado</td>
<td>Dean Vincent</td>
<td>Mental Health Center</td>
<td>Partnership</td>
<td>All</td>
</tr>
<tr>
<td>FUSE</td>
<td>Holly LeMasurier</td>
<td>Community organization addressing SDOH</td>
<td>Involvement</td>
<td>Vulnerable Populations (Homeless)</td>
</tr>
<tr>
<td>Imagine Zero Suicide</td>
<td>Rachel Olsen</td>
<td>Community organization addressing SDOH</td>
<td>Partnership</td>
<td>Suicide Prevention/Behavioral Health/Vulnerable Populations</td>
</tr>
<tr>
<td>Imagine Zero Suicide Steering Committee</td>
<td>Rachel Olsen</td>
<td>Community organization addressing SDOH</td>
<td>Partnership</td>
<td>Behavioral Health/SUD</td>
</tr>
<tr>
<td>Imagine Zero Workgroup</td>
<td>Rachel Olsen</td>
<td>Community organization addressing SDOH</td>
<td>Partnership</td>
<td>Behavioral Health/SUD</td>
</tr>
<tr>
<td>Interagency-FCPD</td>
<td>Dan Dworkin</td>
<td>Community organization addressing social</td>
<td>Partnership</td>
<td>High Utilizers/Vulnerable Populations</td>
</tr>
<tr>
<td>Organization Name</td>
<td>Organizational Contact</td>
<td>Organization Type</td>
<td>Engagement Activity</td>
<td>Connection to any specific HTP priority populations and / or project topics, as applicable</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
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<td>------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>It Knows No Face Planning Group</td>
<td>Janet Werst</td>
<td>Consumer Advocates/Advocacy Organizations</td>
<td>Involvement</td>
<td>Behavioral Health/SUD</td>
</tr>
<tr>
<td>La Cocina</td>
<td>La Familia Executive Leadership</td>
<td>Consumer Advocates/Advocacy Organizations</td>
<td>Consultation</td>
<td>Vulnerable Populations (Social Determinants of Health)</td>
</tr>
<tr>
<td>Larimer County Health Depatent.</td>
<td>Kelsey Lyon</td>
<td>LPHA</td>
<td>Consultation</td>
<td>Vulnerable Populations/SUD/Behavioral Health</td>
</tr>
<tr>
<td>Mental Health Center</td>
<td>Stephanie Pixlar</td>
<td>Mental Health Center</td>
<td>Partnership</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>NCHA</td>
<td>Leslie Brooks</td>
<td>Health Alliance</td>
<td>Involvement</td>
<td>SUD</td>
</tr>
<tr>
<td>No CO Health Planners &amp; Analysts</td>
<td>Annette Alfano</td>
<td>LPHA</td>
<td>Partnership</td>
<td>Community Health Assessments/Improvement Plans/Behavioral Health/SUD services/Vulnerable Populations (Pregnant Women, WIC eligible)</td>
</tr>
<tr>
<td>North Colorado Medical Center</td>
<td>Kathryn Perkins, MD</td>
<td>RAE</td>
<td>Partnership</td>
<td>Vulnerable Populations</td>
</tr>
<tr>
<td>Northern Colorado Health Planners</td>
<td>Cindy Kronauge</td>
<td>Community organization addressing social determinants of health</td>
<td>Consultation</td>
<td>Vulnerable Populations</td>
</tr>
<tr>
<td>Ombudsmen: Homeless Transitional Care</td>
<td>Amber Franzel</td>
<td>Community organization addressing social determinants of health</td>
<td>Consultation</td>
<td>High Risk/Vulnerable Populations (Homeless)</td>
</tr>
<tr>
<td>Poudre School District Level 2 (Threat Assessment) Team</td>
<td>Melanie Voegli-Morris</td>
<td>Community organization addressing social determinants of health</td>
<td>Involvement</td>
<td>Behavioral Health</td>
</tr>
<tr>
<td>RETAC</td>
<td>Kerry Borrego</td>
<td>RETACs</td>
<td>Partnership</td>
<td>All</td>
</tr>
<tr>
<td>RETAC</td>
<td>Jeff Schanels</td>
<td>RETACs</td>
<td>Partnership</td>
<td>High Risk/Trauma/Chronic Disease/Pediatrics</td>
</tr>
<tr>
<td>RETAC-Foothills</td>
<td>Linda Underbrink</td>
<td>RETACs</td>
<td>Involvement</td>
<td>Vulnerable Populations</td>
</tr>
<tr>
<td>Rocky Mountain Health Plan</td>
<td>Meg Taylor/Louisa Wren</td>
<td>RAE</td>
<td>Partnership</td>
<td>All</td>
</tr>
<tr>
<td>Rocky Mountain Health Plan</td>
<td>Meg Taylor</td>
<td>RAE</td>
<td>Consultation</td>
<td>Behavioral Health/High Utilizers/Vulnerable Populations</td>
</tr>
</tbody>
</table>
The Colorado Healthcare Affordability and Sustainability Enterprise (CHASE) is a government-owned business within the Department of Health Care Policy and Financing. www.colorado.gov/hcpf

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Organizational Contact</th>
<th>Organization Type</th>
<th>Engagement Activity</th>
<th>Connection to any specific HTP priority populations and / or project topics, as applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled Nursing Facilities</td>
<td>Heather Terhark</td>
<td>Vivage</td>
<td>Partnership</td>
<td>All</td>
</tr>
<tr>
<td>SummitStone</td>
<td>Michael Allen</td>
<td>Mental Health Center</td>
<td>Partnership</td>
<td>Behavioral Health/SUD</td>
</tr>
<tr>
<td>The Family Center/La Familia</td>
<td>Deirdre Sullivan</td>
<td>Consumer Advocates/Advocacy Organizations</td>
<td>Consultation</td>
<td>Vulnerable Populations (Social Determinants of Health)</td>
</tr>
</tbody>
</table>

Agency/Organization Acronyms: Regional Accountable Entity (RAE); Local Public Health Agency (LPHA); Primary Care Medical Home (PCMH); Community Mental Health Center (CMHC); Social Determinants of Health (SDOH); Emergency Services Transport (EMT); Department of Health and Human Services (DHHS); Colorado Department of Public Health Environment (CDPHE); Regional Health Connector (RHC); Office of Behavioral Health (OBH); Colorado Hospital Association (CHA); Area Agency on Aging (AAA); Adult Protective Services (APS); Long Term Supportive Services (LTSS); Colorado Health Partnership (CHP); Federally Qualified Health Center (FQHC); Colorado Health Assessment Planning System (CHAPS); Colorado Coalition for the Medically Underserved (CCMU).

Please use the following grid to provide a list of engagement activities, (e.g. workgroups, committees, meetings, discussion groups, public forums, etc.) that the hospital has undertaken, including the locations and manners for participation (e.g. in-person, by phone, in writing, etc; please also indicate if the participants facilitated or provided data analysis), frequency of the activity, the partners included, how notice was provided, and the key deliverables for each activity (e.g. action items, high-level decisions, documents drafted / finalized, data reports, etc).

<table>
<thead>
<tr>
<th>Engagement Activity</th>
<th>Location and Manners for Participation</th>
<th>Frequency of Activity</th>
<th>Partners Included</th>
<th>How Activity Was Noticed</th>
<th>Key Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involvement</td>
<td>In person</td>
<td>x2</td>
<td>Catholic Charities, UCHealth, EMS, Community Case Managers, Community Paramedics</td>
<td>E-mail</td>
<td>Respite bed program discussed with stakeholders; process for patient placement in bed, appropriate types of patients, aligning resources, and communication tool for safe patient transitions. Alignment with HTP discussed.</td>
</tr>
<tr>
<td>Involvement</td>
<td>In person</td>
<td>x1</td>
<td>Several stakeholders</td>
<td>Public Announcement</td>
<td>Discuss ED MAT program, discussed HTP, made connections with community organizations and obtained key contacts from OBH.</td>
</tr>
<tr>
<td>Involvement</td>
<td>City Offices/In person</td>
<td>x1</td>
<td>City of Fort Collins, Colorado State University, and several community non-</td>
<td>E-mail</td>
<td>Discussed shared community priorities and non-profit capacity. Discussed collective leadership in area to focus on change. Gave update on</td>
</tr>
<tr>
<td>Engagement Activity</td>
<td>Location and Manners for Participation</td>
<td>Frequency of Activity</td>
<td>Partners Included</td>
<td>How Activity Was Noticed</td>
<td>Key Deliverables</td>
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<tr>
<td>HTP areas of focus and CHNA processes from UCHealth perspective. Discussion on behavioral health as continued area of need.</td>
<td></td>
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</tr>
<tr>
<td>Partnership</td>
<td>Phone</td>
<td>x1</td>
<td>Colorado Health &amp; Human Services, Refugee Department and UCHealth</td>
<td>E-mail</td>
<td>Discussed needs of refugees and HTP potential partnerships</td>
</tr>
<tr>
<td>Partnership</td>
<td>Phone</td>
<td>x1</td>
<td>Colorado Health Literacy Coalition and UCHealth</td>
<td>E-mail</td>
<td>Capture the health literacy rates by county and discussed partnership opportunities.</td>
</tr>
<tr>
<td>Involvement</td>
<td>CIHVC Board Room/In person</td>
<td>x1</td>
<td>Health Systems, Payers, CDPHE, CCMU</td>
<td>E-mail</td>
<td>SDOH white paper put together by CPA; discussed SDOH.</td>
</tr>
<tr>
<td>Involvement</td>
<td>In person</td>
<td>x1</td>
<td>multi-stake holder, RAE, FQHC, ED, health district</td>
<td>E-mail</td>
<td>Education about MAT in EDs and northern Colorado.</td>
</tr>
<tr>
<td>Partnership</td>
<td>Phone</td>
<td>x1</td>
<td>Crisis services and UCHealth</td>
<td>E-mail</td>
<td>Discussed crisis services in NE CO. Presented resources and materials and recommended use of public dashboard.</td>
</tr>
<tr>
<td>Involvement</td>
<td>In person</td>
<td>x1</td>
<td>MACC, Health District, local shelters, Community Outreach</td>
<td>E-mail</td>
<td>Discussion of progress of FUSE project (Housing First model) and next steps. Partnering with Corporation for supportive Housing (CSH) to assist with development.</td>
</tr>
<tr>
<td>Partnership</td>
<td>FCPD/In person</td>
<td>Quarterly</td>
<td>Summitstone, Health District, schools, MH and SA agencies, Clearview, Colorado State University, private practitioners, community members and survivors of suicide</td>
<td>E-mail</td>
<td>Coalition of multiple agencies and individuals working to organize resiliency efforts, planning for 2019 event titled Shattering the Silence, make QPR/suicide prevention training available, address vulnerable groups’ needs (i.e.: LGBTQ), and ultimately reduce the suicide rate in our area.</td>
</tr>
<tr>
<td>Partnership</td>
<td>Wild Boar/In person</td>
<td>Monthly</td>
<td>Imagine Zero Coordinator,</td>
<td>E-mail</td>
<td>Discussion and decision-making determining the</td>
</tr>
<tr>
<td>Engagement Activity</td>
<td>Location and Manners for Participation</td>
<td>Frequency of Activity</td>
<td>Partners Included</td>
<td>How Activity Was Noticed</td>
<td>Key Deliverables</td>
</tr>
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</tr>
<tr>
<td>Partnership</td>
<td>SummitStone/In person</td>
<td>Monthly</td>
<td>Summitstone, Imagine Zero Coordinator, Health District, Colorado State University</td>
<td>E-mail</td>
<td>Collaborative subgroup of Imagine Zero Coalition focusing on implementation of Zero Suicide model within health systems and support of community initiatives.</td>
</tr>
<tr>
<td>Partnership</td>
<td>In person</td>
<td>Monthly</td>
<td>FCPD, PFA, Summit Stone, Mountain Crest, RAE1, Community paramedics, Larimer City Sheriff, Connections</td>
<td>E-mail</td>
<td>Mental Health Holds/legislation, Clearview difficulty, Community Paramedics involvement with mental health first responders, HTP, high utilizer client discussion. Reviewed high utilizer clients with a interagency release, discussed upcoming changes with red flag law. 20+ community agencies come together to discuss any new policies/procedures/legal statues that impact the patients the community cares for.</td>
</tr>
<tr>
<td>Involvement</td>
<td>PVH/In person</td>
<td>Monthly</td>
<td>Timberline Church, Everyday Joe's Gallery, Imagine Zero, Randy Bacon</td>
<td>E-mail</td>
<td>Community effort to bring &quot;It Knows No Face&quot;, art show re suicide survivorship to our area.</td>
</tr>
<tr>
<td>Consultation</td>
<td>In person</td>
<td>x1</td>
<td>REA</td>
<td>E-mail</td>
<td>Discussed gaps in addressing social determinants of health and potential community partnerships to address those gaps, specifically related to the Latin community.</td>
</tr>
<tr>
<td>Consultation</td>
<td>In person</td>
<td>x1</td>
<td>Larimer County WIC program</td>
<td>E-mail</td>
<td>Completed Northern Colorado questions (demographics, etc.) and reviewed community inventory tool.</td>
</tr>
<tr>
<td>Partnership</td>
<td>In person</td>
<td>Monthly</td>
<td>SummitStone</td>
<td>E-mail</td>
<td>This meeting addresses the process and policies between SSHP Crisis Stabilization Unit.</td>
</tr>
<tr>
<td>Engagement Activity</td>
<td>Location and Manners for Participation</td>
<td>Frequency of Activity</td>
<td>Partners Included</td>
<td>How Activity Was Noticed</td>
<td>Key Deliverables</td>
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<tr>
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<td>------------------</td>
</tr>
<tr>
<td>Involvement</td>
<td>In person</td>
<td>Quarterly</td>
<td>FMC, NCAP, Jails, FRC,</td>
<td>E-mail</td>
<td>Discussed opatientions for coordinating care in region and with hospital system</td>
</tr>
<tr>
<td>Partnership</td>
<td>PVH/In person</td>
<td>Bimonthly</td>
<td>HDNLC, LCPH, WCPH</td>
<td>E-mail</td>
<td>Discussed shared community priorities and status of county-led health improvement plans. Gave update on HTP areas of focus and CHNA processes from UCHealth perspective. Discussion on behavioral health services planning due to passage of ballot initiative.</td>
</tr>
<tr>
<td>Partnership</td>
<td>Phone</td>
<td>x1</td>
<td>UCHealth, Rocky Mountain Health Plan, North Colorado Medical Center</td>
<td>E-mail</td>
<td>Both entities are working on the Hospital Transformation Program for our Larimer county hospitals. The community needs in Larimer are the same, so it made sense for both hospitals to be at the meetings.</td>
</tr>
<tr>
<td>Consultation</td>
<td>Phone</td>
<td>Bimonthly</td>
<td>Colorado State university, Health District of Larimer and Weld City, United Way, Poudre Fire Authority, Northern Colorado Health Alliance</td>
<td>E-mail</td>
<td>CHORDS, HTP, Colorado's 2018 Public and Environmental Assessment Survey, Aligning CHA/CHNA efforts.</td>
</tr>
<tr>
<td>Consultation</td>
<td>In person</td>
<td>Bimonthly</td>
<td>Fort Collins Healthcare (SAVA), Catholic Charites, Murphy Center</td>
<td>E-mail</td>
<td>Discussion of limited opatientions for discharging patients who are homeless, This was a 1st meeting to open the door to further discussion on how/what can happen to improve transitions of care for the homeless.</td>
</tr>
<tr>
<td>Involvement</td>
<td>Poudre School District/In person</td>
<td>Monthly</td>
<td>Poudre School District staff, DHS, Health District/CAYAC program, Juvenile Justice, Forensic Psychologist, School Resource Officer</td>
<td>E-mail</td>
<td>Review of potential threats posed by PSD students and discussion of possible responses and supports available to those situations</td>
</tr>
<tr>
<td>Engagement Activity</td>
<td>Location and Manners for Participation</td>
<td>Frequency of Activity</td>
<td>Partners Included</td>
<td>How Activity Was Noticed</td>
<td>Key Deliverables</td>
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</tr>
<tr>
<td>Partnership</td>
<td>Phone</td>
<td>x1</td>
<td>RETAC-UCHealth</td>
<td>E-mail</td>
<td>Discussed HTP and potential RETAC NE roles/projects. Julie will present in person to the RETAC committee on HTP and related documents.</td>
</tr>
<tr>
<td>Partnership</td>
<td>In person</td>
<td>Monthly</td>
<td>Larimer, Weld, Washington City present, other members of NERETAC</td>
<td>E-mail</td>
<td>Presented information related to HTP and provided some education related to survey - to be sent via email.</td>
</tr>
<tr>
<td>Involvement</td>
<td>In person</td>
<td>x1</td>
<td>RETAC participants</td>
<td>E-mail</td>
<td>Discussed HTP and determined what data/participation RETAC wants to have moving forward.</td>
</tr>
<tr>
<td>Partnership</td>
<td>In person</td>
<td>x1</td>
<td>RMHP-UCHealth</td>
<td>E-mail</td>
<td>Discussed current projects, status on HTP, and collaborations. Discussed RAE data needs for HTP mid-term report.</td>
</tr>
<tr>
<td>Consultation</td>
<td>UCHHealth/In person</td>
<td>x1</td>
<td>RMHP</td>
<td>E-mail</td>
<td>Discussed YVMC, BHO infrastructure, key transportation issues, ideas on how to better care for MH/BH patients and do inter-facility transport. Spoke about Larimer county and contacting JK Rollings to understand broad SUD strategy.</td>
</tr>
<tr>
<td>Partnership</td>
<td>In person</td>
<td>x1</td>
<td>Vivage and UCHealth</td>
<td>E-mail</td>
<td>Discussed Medicaid challenges and benefits related to transitions from hospitals to nursing homes. Discussed vulnerable populations and cross collaborations. RAE involvement in SNF care. Potential partnerships.</td>
</tr>
<tr>
<td>Partnership</td>
<td>In person</td>
<td>Quarterly</td>
<td>Summitstone</td>
<td>E-mail</td>
<td>Discuss a partnership for submitting an RFP to the state to respond to the IA initiative. Sub. detox treatment to the community and avoid duplication of services while bringing more services to the community.</td>
</tr>
<tr>
<td>Consultation</td>
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<td>REA</td>
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<td>Discussed gaps in addressing social determinants of health.</td>
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<td>Location and Manners for Participation</td>
<td>Frequency of Activity</td>
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<td>and potential community partnerships to address those gaps (i.e. housing, childcare, nutrition, and advocacy).</td>
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III.b. Please respond to the following questions to tell us about your experiences of executing your Action Plan, including the challenges you have faced and how, if at all, you have had to adjust in light of those challenges.

1. Please use the space below to describe:
   • Any organizations that you expected to engage but were unable to or that are no longer engaged and your understanding of why; and
   • How you have attempted to address these gaps in engagement

Response (Please seek to limit your response to 500 words or less)

We engaged with all organizations listed in the Action Plan. We expanded our list of organizations based on larger ongoing community meetings. We also scheduled separate HTP working meetings to address the items needed in the mid-term report. We did not have any engagement gaps.

2. Please use the space below to describe any challenges you faced in implementing planned activities as described in the Action Plan and the cause of the challenges.

Response (Please seek to limit your response to 500 words or less)

The biggest challenge with carrying out the action plan activities was linked to the amount of time between Action Plans and Midpoint Reports. The state stressed using ongoing meetings as a way to have talks about gathering data and information needed for this report.

But, since many community groups meet each quarter and hospitals were given 3 months to do the Midpoint report activities, this was a challenge. Also, hospitals did not want these groups to become tired of answering questions and coming to meetings that were all very much the same. Working with hospitals in one area to gather the same group of stakeholders was challenging.

3. Please use the space below to describe any divergences from your final Action Plan made in order to successfully conduct your Community and Health Neighborhood Engagement, including those made to address the challenges described above.

Response (Please seek to limit your response to 500 words or less)

We met with all stakeholders listed in our Action Plan. We went to larger community meetings to get feedback from many stakeholders when we could. We were part of meetings and partnerships that are in place right now between UCHealth and community groups.

Lastly, we created HTP specific workgroups to address items in the mid-term report.

Most of the challenges we had were linked to getting details needed for the Midpoint report and turning talks towards doing the needs assessment and environmental scan. The Midpoint report phase was an information gathering stage, and the Hospital Transformation Program does not have more money to pay for this phase. In spite of this, community groups often gave solutions but still asked hospitals to help pay for issues that were found.
Environmental Scan Findings

Please see Appendices I and II for checklists that may be useful in responding to these questions.

Please note that the word limits are guidelines. You may exceed them as necessary to fully respond to the question or information request.

IV.a. Please use the space below to describe how the hospital has defined the community (based on input received).

Response (Please seek to limit your response to 500 words or less)

The hospital defined the community based on its setting and the zip code of citizens that use the hospital system.

For UCHealth Medical Center of the Rockies:

• 53.0% of its patients live in Weld County
• 31.5% of its patients live in Larimer County

This region is served by two Regional Accountable Entities:

• Rocky Mountain Health Plans
• Northeast Health Partners

IV.b. Please use the space below to identify the sources and information used to identify community health needs and service levels available including specific to the HTP priority populations and project topics.

Response (Please seek to limit your response to 500 words or less)

We did many surveys and interviews with community groups. By being part of ongoing community meetings we could ask for needed facts. We also reviewed public records that contained points about the broad population of the area. We want to thank all of our partners for setting up groups of community stakeholders and sharing data with us.

Also, we built an internal UCHealth data workgroup to check our internal electronic health record data. Lastly, we teamed up with the Regional Accountable Entity (RAE) and got data linked to the Medicaid population. The Health Policy and Finance (HCPF) Center also gave hospitals data on Medicaid members that used the hospital identified in this application. All data had any proof of who the members were taken off.

References:

IV.c. Please use the space below to describe any data gaps encountered while conducting the environmental scan, and how these were accounted for.

Response (Please seek to limit your response to 500 words or less)

The total number of people with Medicaid by service area was not available. To describe the Medicaid population, we drew from data seen on the Department of Health Care Policy and Financing (HCPF)’s website. We found data for enrollees who used hospital services during State Fiscal Year 2018.

We were not able to study many data points by county and payer (Medicaid/public) because there was no data to be found. County values are for the whole population unless stated.
Quantitative data (things that can be counted) telling the unique health needs of the groups of people that are our main concern are limited. These groups of people include:

- prenatal or pregnant women
- those with behavioral health and substance use concerns
- non-English speakers
- refugees
- people with developmental disabilities

IV.d.i. Please use the space below to provide an overview of the hospital’s service area, including providing basic information about the demographics of the general population and the Medicaid population, including related to:

- Race;
- Ethnicity;
- Age;
- Income and employment status;
- Disability status;
- Immigration status;
- Housing status;
- Education and health literacy levels;
- Primary languages spoken; and
- Other unique characteristics of the community that contribute to health status.

Response (Please seek to limit your response to 750 words or less)

General Population:

According to the Robert Wood Johnson County Health Rankings 2019 Dataset, Larimer County had 3,976 people, making up 6.1% of overall Colorado's population [1].

Race and Ethnicity

Larimer County

- 284,658 Non-Hispanic White or 82.8%
- 39,371 Latino/Hispanic or 11.4%
- 3,222 African Americans or 0.9%
- 8,314 Asian or 2.4%
- 335 Native Hawaiian/Other Pacific Island Native or 0.1%
Weld County

- 200,940 Non-Hispanic White or 66.0%
- 89,303 Latino/Hispanic or 29.3%
- 3,425 African Americans or 1.1%
- 5,101 Asian or 1.7%
- 473 Native Hawaiian/Other Pacific Island Native or 0.2%

Gender

Larimer County [1]
- 50.1% Female
- 49.9% Male

Weld County [1]
- 49.6% Female
- 50.4% Male

Population

Larimer County [1]
- 343,976 residents, comprising 6.1% of overall Colorado's population
- 39,901 rural residents (11.7%)

Weld County [1]
- 304,633 residents, comprising 5.4% of overall Colorado's population
- 62,449 rural residents (20.5%)

Age

Larimer County [1]
- 68,451 (19.9%) below 18 years of age
- 223,585 (65.0%) between ages 18 and 64 years of age
- 51,940 (15.1%) 65 years of age and older
Weld County [1]

- 80,423 (26.4%) below 18 years of age
- 187,959 (61.7%) between ages 18 and 64 years of age
- 36,251 (11.9%) were 65 years of age and older

Income and Employment Status

State of Colorado [1]

- state of Colorado at 12.7% [4] at FPL
- (2.8%) unemployment rate
- median household income $69,100

Larimer County [1]

- 4.9% of individuals living at or below the Federal Poverty Level [2]
- unemployment rates (2.4%)
- median household income $69,400
- homeownership rates (65%)

Weld County [1]

- 15.5% individuals living at or below the Federal Poverty Level [2]
- unemployment rate (2.7%)
- median household income $68,700
- homeownership rates (72%)

Disability Status

Larimer County [2]

- West Larimer County had higher rates of people with a disability (11.7% to 45.8%) when compared to East Larimer County (6.9% to 9.3%).
North Weld County had lower rates of people with a disability (9.4% to 11.6%) when compared to South Weld County (11.7% to 14.8%).

Immigration Status

According to the Migration Policy Institute in:

Larimer County [3]
- 4,400 foreign-born immigrants were living in Larimer County
- no refugee data available publicly

Weld County [3]
- 16,900 foreign-born immigrants were living in Weld County
- 173 refugees arrived in Weld County in 2017

There was no refugee data available publicly by county [3]. According to the Department of Health and Human Services, the three main refugee settlement areas included:
- Greeley (13%)
- Denver Metro (80%)
- Colorado Springs (7%) [3]

Housing

Larimer County [1]
- 65% or 84,626 people were homeowners

Weld County [1]
- 72% or 219,335 people were homeowners

Education and Health Literacy Status

State of Colorado
- High school graduation rates in the state of Colorado (79%)

Larimer County [1]
- High school graduation rates (79%)
The Colorado Healthcare Affordability and Sustainability Enterprise (CHASE) is a government-owned business within the Department of Health Care Policy and Financing.

www.colorado.gov/hcpf

- northern Larimer County health literacy rate was in the second lowest state quartile
- the rest of Larimer County was within the two highest state quartiles [4]

Weld County [1]
- High school graduation rates (82%)
- northeast Weld County health literacy rate was within the second highest state quartile
- the remainder of Weld County was within the two lowest state quartiles

Primary Languages Spoken

Larimer County [1]
- In 2019, there were 1% of residents with an English proficiency

Weld County [1]
- In 2019, there were 4% of residents with an English proficiency

Unique characteristics that impact the health of Larimer and Weld County residents:

Larimer County and Weld County had high rates of people with mental health and substance use disorders. Plans are underway to develop a comprehensive behavioral health facility that will include a range of services and different levels of care. This will include residential substance use treatment and programming. This treatment is not available in Larimer County right now. Most often, agencies work well together to address a range of needs for clients who are involved with multiple systems.

Transportation is a big issue for both Larimer and Weld County residents. There are many places where people do not live. There are also places with little to no public transportation that can be used for people to get to and from visits.

The Greeley area is a refugee settlement area. In the federal fiscal year 2018, there were 101 new refugees that settled in the area. The most common countries people come from include:
- Afghanistan
- Democratic Republic of Africa [5]

Refugee populations:
- are socially complex
- have a difficult time navigating the U.S. health care system
- had lower health literacy rates
The Colorado Healthcare Affordability and Sustainability Enterprise (CHASE) is a government-owned business within the Department of Health Care Policy and Financing.

- do not believe in mental health diagnoses

Medicaid Population:

According to HCPF's Larimer County Fact Sheet, in 2017:

Larimer County

- 65,182 Health First Colorado Members [1]
  - 24,738 (38.0%) were Affordable Care Act (ACA) expansion adults
  - 24,109 (37.0%) were children

Weld County

- 70,240 Health First Colorado Members [1]
  - 18,698 (26.6%) were Affordable Care Act (ACA) expansion adults
  - 33,972 (48.4) were children

Treatments at UCHealth Medical Center of the Rockies

- 20,014 unique Medicaid citizens

Age

- 6,154 (30.7%) were below 18 years of age
- 12,393 (64.6%) were between 18 to 64 years of age
- 921 (4.6%) were 65 years of age and older

Gender

- 62.3% Female
- 37.7% Male

Race & Ethnicity

- 7,514 (37.5%) Non-Hispanic Whites
- 7,596 (38.0%) Multiple Races
The Colorado Healthcare Affordability and Sustainability Enterprise (CHASE) is a government-owned business within the Department of Health Care Policy and Financing.

- 133 (0.7%) African American
- 2,935 (14.7%) Latino/Hispanic
- 14 (0.1%) Native Hawaiian/Other Pacific Island Native

Disabilities
- 2,689 (13.4%) had permanent disabilities

Immigration Status
- 593 (3.0%) Legal permanent residents
- 11 (0.1%) refugees

Housing
- 441 homeless individuals

Primary Language Spoken
- less than 2.9% spoke languages other than English
- But, the secondary language field had 23.2% missing responses. So, we may not have all of the facts [18].

We were not able to get details from the state or the RAE on these items:
- income
- employment status
- education
- health literacy levels

IV.d.ii. Please also provide information about the HTP populations of focus within the hospital’s service area, including:
- Individuals with significant health issues, co-occurring conditions, and / or high health care utilizers;
- Vulnerable populations including related to maternal health, perinatal, and improved birth outcomes as well as end of life care;
- Individuals with behavioral health and substance use disorders; and
Individuals with significant health issues, co-occurring conditions, and high health care utilizers:

In the past year, UCHealth Medical Center of the Rockies evaluated 2,615 unique Medicaid high utilizers.

**Age**
- 610 (23.3%) below 18 years of age
- 2,003 (76.6%) were between 18 to 64 years old
- 2 (less than 1.0%) were 65 years of age and older

**Gender**
- 1,713 or 65.5% female
- 902 or 34.5% male

**Race & Ethnicity**
- 930 (35.5%) Non-Hispanic Whites
- 1,043 (39.8%) Multiple Races
- 36 (1.37%) African American
- 367 (14.0%) Latino/Hispanic
- 4 (less than 1.0%) Native Hawaiian/Other Pacific Islander

**Disabilities**
- 381 (14.5%) Medicaid enrollees had permanent disabilities;

**Immigration**
- 38 Medicaid enrollees (1.45%) were legal permanent residents
- 0 were refugees.

**Housing**
161 people with no home and with Medicaid used UCHealth Medical Center of the Rockies in the past year.

Primary Language

- less than 1.3% of Medicaid enrollees who spoke languages other than English
- But the secondary language field had 17.5% missing answers so we may not have all the details [18].

According to the Medicaid Accountable Care Collaborative (MACC) team:

Most high utilizers

- are adults but a few were pediatric patients
- average age was 45 years of age
- race and ethnicity of high utilizers vary
- majority are Non-Hispanic Whites
- primary language spoken is English
- some members speak Spanish as well
- health literacy is low to poor
- challenging to engage in receiving care

High utilizers struggle to:

- set up visits
- follow up on diagnoses that need more care
- taking medicines as ordered
- get and keep a job
- have an income

High prevalence of:

- having no homes
- housing instability

The most common chronic diseases:
• severe substance use disorder
  o mostly alcohol use disorders
  o severe persistent mental illness

Vulnerable Populations including related to maternal health, perinatal, and including outcomes of birth and end of life care:

In the state of Colorado, 16.7% of all new mothers had Medicaid a month before pregnancy [6].

Compared to women covered by private insurance, Medicaid covered pregnant women tend to:

• be between ages 20 to 34 years
• be adolescents
• be single mothers
• have fewer years of education
• be obese
• have a diagnosis of:
  o diabetes
  o mental health
  o substance use disorder

Individuals with behavioral health disorders:

• single largest payer in the U.S. for behavioral health disorders including:
  o mental health
  o substance use disorders [7]
• most common mental health disorder is major depressive disorder
• females are more likely to have a mental health disorder than male enrollees
• African Americans and Latino/Hispanics with Medicaid are more likely to have a mental health disorder, compared to Whites.
• Members with disabilities are more likely to also have a mental health disorder or substance use disorder.
The Colorado Healthcare Affordability and Sustainability Enterprise (CHASE) is a government-owned business within the Department of Health Care Policy and Financing. www.colorado.gov/hcpf

| About 1 in 4 Medicaid members diagnosed with a mental health disorder also have some other issues such as substance use disorder. |
| More likely to be divorced or separated compared to people with mental health disorders that have private insurance. |
| Less likely to work full time compared to a person with behavioral health disorders that have private insurance. |
| are mostly young, between ages 18 and 55 years of age |
| Chronic physical health and behavioral health issues in this group is like the broad population. |
| But the costs linked with a Medicaid member having another physical and behavioral health problem is 3 times more than a Medicaid member with only a physical chronic disease. |

Other populations of need:

**Refugee groups:**

- have complex social situations
- often have faced early life trauma
- many have mental health diagnosis
- less likely to look for mental health care or take medicines due to contrasts of culture
- language barriers and health care system navigation add to the challenge of caring for this group

**People with disabilities**

- have complex health care and social needs
- In Colorado, there were 17% of people who lived with some disability
- compared to the U.S. with 23% [11]

As stated by Medicaid claims, a large part of Medicaid health care costs came from people with disabilities.

About 32.7% of adults in Colorado with disabilities were more likely to be inactive compared to 16.3% of those without disabilities [11].

Compared with those without disabilities, adults in Colorado with disabilities were also more likely to:
• have high blood pressure
• smoke
• be obese [11]

People with no homes
• more likely to be males than females
• often have co-morbid mental health and substance use disorders
• common physical chronic disease is high blood pressure (hypertension)

Our community partners in Weld County said that only 77 people reported not having a home. But, for many nights at Sunrise Montfort Family Clinic they were over capacity (80 clients) for several days during the winter.

RAE region 2
• 1,401 without a home

RAE region 1
• 3,685 without a home

IV.e.i. Please use the space below to describe the prevalence of significant behavioral and physical health needs generally in your service area, specifically citing the service area’s top behavioral health, substance use, and chronic disease burdens for both the Medicaid and the general population. Include rates for:

• Serious Behavioral Health Disorders;
• Substance Use Disorders including alcohol, tobacco and opiate abuse; and
• Significant physical chronic conditions.

Response (Please seek to limit your response to 750 words or less)

**Serious Behavioral Health Disorders:**

Age-adjusted death rate due to suicide

Larimer County
• 17.15 for each 100,000 people

Weld County
• 15.08 for each 100,000 people

State of Colorado
According to the state dataset, there were no emergency department (ED) visits to UCHealth Medical Center of the Rockies for serious mental health disorders for those who are emergency department high utilizers, defined as 4 or more ED visits in 12 months [18]. Also, when reviewing the statewide Medicaid dataset, there were no ED visits with a primary serious mental health diagnosis [18]. However, the state dataset may be limited to only physical health claims and the absence of behavioral health claims.

According to SAMHSA,

4.2% of adults in Colorado live with serious mental health conditions such as:

- schizophrenia
- bipolar disorder
- major depression [8]

Only 0.78% of all UCHealth Medical Center of the Rockies hospital visits for people with 1 or more mental health disorder was for a serious mental health condition, such as:

- schizophrenia
- psychotic disorders [9]

Of all patients who came to UCHealth Medical Center of the Rockies, when compared to patients that have commercial insurance, those with Medicaid insurance were 2.6 times more likely to use the hospital for:

- schizophrenia
- psychotic disorder treatment
- 2.7% of all visits for people with 1 or more mental health disorders were for suicidal ideation or attempt.

Of all patients who came to UCHealth Medical Center of the Rockies, when compared to patients with commercial insurance, those with Medicaid insurance were 1.2 times more likely to use the hospital for suicidal ideation or attempt

- 11.9% of all patients using UCHealth Medical Center of the Rockies hospital had 1 or more mental health diagnoses.
- 13.8% percent of all Medicaid enrollees using UCHealth Medical Center of the Rockies hospital had 1 or more mental health diagnoses.

Substance use Disorders including alcohol, tobacco, and opiate abuse:
Larimer County

- 31% of alcohol-impaired driving deaths
- 21% excessive drinking rates [1]
- 13% rate of smoking

Weld County

- 30% of alcohol-impaired driving deaths
- 21% excessive drinking rates
- 16% rate of smoking

State of Colorado

- 34% of alcohol-impaired driving deaths [1]
- 21% excessive drinking rates
- 16% rate of smoking [3]

According to Colorado’s Medicaid dataset, alcohol abuse and dependence diagnosis was a common cause of hospital admission for many Medicaid members with chronic conditions.

In 2016, there were 459,249 opioid prescriptions dispensed to Larimer County residents [13]. Opioids represented half of all prescriptions dispensed, and benzodiazepines represented about a quarter of prescriptions.

Larimer County

- 131 prescription opioid-related ED visits rates
- 219 prescription opioid-related reasons for being admitted to the hospital
- 12th highest in opioid-related deaths [13]

Other significant physical chronic conditions:

The leading causes of death in Larimer County were:

- cancer (malignant neoplasms) (157.9 for each 100,000 people)
- heart disease (136.5 for each 100,000 people)
• unintentional injuries (53.8 for each 100,000 people)
• chronic lower respiratory disease (60.4 for each 100,000 people)
• cerebrovascular diseases (37.0 for each 100,000 people) [10]

High blood pressure
• most often diagnosed chronic disease in the state of Colorado (12%) [16]

In Larimer County
• 35.2% of people diagnosed with high blood pressure have Medicare insurance
• 7.2% of people diagnosed with high blood pressure have Medicaid
• 3.5% of people diagnosed with high blood pressure have commercial insurance [16]

Diabetes
• same rates of type 1 diabetes as across the State (an auto-immune condition and thought to be genetic)
• higher rates of type II diabetes (most often linked to obesity)

Hemoglobin A1C
• Doctors order a blood test named Hemoglobin A1C. This is as a quality metric used for the management of diabetes.
• 79.8% residents with diabetes get their hemoglobin A1C test on a set schedule.
  o This is higher the state of Colorado.
• 78.2% of people with Medicaid residents have their A1C checked
• 86.1% of people with commercial plans have their A1C checked [14]

Larimer County
• higher rates of breast and lung cancer compared to residents in Colorado [16]
• 81% breast cancer screening rates for all payers
• 79% breast cancer screening rates for the state of Colorado
• Those with Medicaid insurance had the lowest breast cancer screening rates at 42% [16].
Larimer County had similar levels of chronic respiratory diseases as the state of Colorado. These include:

- asthma
- chronic obstructive pulmonary disease [16]

IV.e.ii. Please also specifically address other significant behavioral and physical health needs in your service area that align with the populations and project topics of focus within the HTP, such as:

- Top chronic conditions accounting for most utilization (include both physical and behavioral health chronic diseases);
- Physical health conditions that commonly co-occur with mental health diagnoses;
- Related to maternal health, perinatal, and improved birth outcomes; and
- Related to end of life care.

Response (Please seek to limit your response to 750 words or less)

High utilizers & Physical Health Conditions that commonly co-occur with mental health diagnosis:

According to the state's high utilizer dataset:

- 2,286 emergency department (ED) high utilizers (>=4 ED visits/year)
  - which resulted in 6,569 ED visits

A high utilizer of services is defined as 4 or more visits in a year.

The average number of ED visits for a Medicaid high utilizer for UCHealth Medical Center of the Rockies was 2.9 ED visits a year.

This is much lower ED visit for a Medicaid high utilizer as compared to 6.3 ED visits a year in the state of Colorado [18].

When reviewing the UCHealth electronic health record data to find where those that use the most services live:

- 48.3% live in Weld County
- 44.5% live in Larimer County

The most common reason for high users of services to come to the ED UCHealth Medical Center of the Rockies was an issue such as a respiratory infection.

Within the list of top diagnoses of all Medicaid UCHealth Medical Center of the Rockies high utilizers, pregnancy complications and alcohol-related disorder were the 8th and 10th reasons for hospital use.
Being seen by a provider after leaving the hospital was linked with lower return rates to the hospital. Medicaid’s RAE 1 had 54.9% of people being seen by a provider after leaving the hospital. In the state, Colorado’s Medicaid baseline rates were 53.4%.

People with Medicaid working with a primary care provider or medical home was vital to avoid going to the hospital. Medicaid’s RAE 1 ambulatory well visit rates were 31.4%, compared to the Medicaid state of Colorado of 29.2%.

**Opioid use**
- 1,142 hospital users had opioid use disorders
  - 33.5% had Medicare insurance,
  - 44.9% had Medicaid
  - 17.1% had commercial insurance

These 1,142 hospital users accounted for 5,137 hospital visits over a period of 12 months
- most common reason for the visit was substance-related diagnoses

Of the 360 Medicaid UCHealth hospital users with opioid use disorder:
- 141 were high utilizers
- accounted for 392 hospital visits

The top reasons for hospital visits for high utilizers were:
- substance-related disorders
- abdominal pain

Data suggests that 24.8% of all patients with opioid use disorders also had a mental health disorder issue.
- 64.5% of Medicaid members with opioid use disorder also had alcohol use disorder
- 5.6% had no home

**Maternal Health, perinatal and improved birth outcomes:**

Live births in 2019
- 3,321 in Larimer County
- 4,244 in Weld counties
In Larimer and Weld counties, 8.0% of all deliveries were low birth weight babies [11].

According to the RAE,

- 59.5% of pregnant women with Medicaid had adequate prenatal care
- 29.6% of pregnant women with Medicaid had adequate post-partum care

State of Colorado

- 53.4% of pregnant women with Medicaid had adequate prenatal care
- 30.6% of pregnant women with Medicaid had adequate post-partum care

In the US

- 84% of all mothers with private insurance had pre-natal care
- 64% of all mothers with Medicaid insurance had pre-natal care
- 94% of all mothers with private insurance started prenatal care in the first trimester
- 79% of all mothers with Medicaid started prenatal care in the first trimester

At UCHealth Medical Center of the Rockies:

- 55.1% of all ED visits made by pregnant women were covered by Medicaid insurance.

Pregnant women with Medicaid were almost 1.5 times more likely to visit an ED while pregnant when compared with commercially insured pregnant women.

There were 622 Medicaid covered deliveries performed at UCHealth Medical Center of the Rockies Hospital during the state fiscal year 2018.

- Medicaid covered 63.8% of all deliveries for all moms with a substance use disorder diagnosis.
- Medicaid covered 25.6% of all deliveries for moms with 1 or more mental health disorder diagnosis.

Of all Medicaid enrolled new moms:

- 12.6% had at least 1 maternal mental health disorder as well.
- 4.9% of all new moms had at least 1 substance use disorder as well.

Pregnancy is the third most common cause of being admitted to the UCHealth Medical Center of the Rockies among Medicaid members who have asthma [18].
The most common causes of ED use by pregnant women with Medicaid in our hospital service area is:

- a medical visit indicator
- related to an issue right before giving birth (antepartum) diagnoses [18]

End of Life Care:

- 43% of Larimer County residents had an advance care directive
- 27% of Weld County residents had an advance care directive
- In the state of Colorado, 35.7% of all residents had an advance care directive [12].

For all Medicaid members at UCHealth Medical Center of the Rockies who had hospice care, the most common diagnoses for being in the hospital were:

- non-traumatic stupor and coma
- alcoholic liver disease

The highest cost diagnosis for patients on hospice care was craniotomy, except for trauma.

IV.f.i. Please use the following response space to describe the delivery system's service capacity within the region and any identified gaps in direct or supporting care services. Assessments should address the state of capacity generally in the community, including community-based social services beyond medical services (i.e. housing and legal assistance, nutrition programs, employment services), as well as information specific to the HTP priority populations and project topics (including services for high utilizers, maternal health and end-of-life services and services for other vulnerable populations, those with behavioral health and substance use disorders, and population health interventions), and should specifically address:

(a) Service availability, access, and perceived gaps generally as well as related to HTP priority populations and project topics, including related to:

   i. Primary care;
   ii. Specialty care;
   iii. Long term care;
   iv. Complex care management;
   v. Care coordination via primary care or other providers;
   vi. Maternal health, perinatal, and improved birth outcomes;
   vii. End of life care;
   viii. Behavioral health;
   ix. Other outpatient services;
   x. Population screenings, outreach, and other population health supports and services; and
   xi. Any other areas of significant capacity gaps.
(b) Qualified staff recruitment and retention concerns, particularly related to the services listed in (a).

(c) Resources and gaps related to care transitions among specific populations or across major service delivery systems, including:

- Available resources and partners that can be leveraged; and
- Perceived gaps.

(d) Social supports related to social factors impacting health outcomes specific to HTP priority populations:

- Available resources and partners that can be leveraged; and
- Perceived gaps.

Take into consideration the following community-based social services-resources:

i. Housing;
ii. Homelessness;
iii. Legal, medical-legal, financial;
iv. Nutrition;
v. Employment and job training; and
vi. Transportation.

Response (Please seek to limit your response to 2,000 words or less)

Primary Care:

• There is a surplus of primary care providers in Larimer County.
  
  o For each 1 primary care provider, there are 1,140 residents [1].

• In contrast, Weld County has a shortage of primary care providers.
  
  o For each 1 primary care provider, there are 2,030 residents.

• In the state of Colorado for each 1 primary care provider there are 1,230 residents.

According to the Rocky Mountain Health Plans:

• 52,442 Medicaid members are assigned to a Primary Care Medical Home in Larimer County.

The top 3 primary care providers who see UCHealth Medical Center of the Rockies patients were:

• UCHealth Family Medicine Clinic

• Salud Family Health Center-Fort Collins
• Associates in Family Medicine

These 3 practices use collaborative population health and care coordination strategies via the Medicaid Accountable Care Collaborative (MACC) team. See complex care management and care coordination below.

Specialty care services:

The most common specialty care services needed are offered in Larimer County. Community groups stressed the need for:

• mental health and substance use disorder services
• neurology
• endocrinology

Long Term Care:

In 2018, 50% of older residents in Larimer County said they provided care to someone else. 24% of older people received care [13]. In a survey of Larimer County residents who are 55 years of age and over, 60% stated that they are fully retired [13].

One-fourth of older people in Larimer County rated the availability of long-term care and day time care options favorably [13]. 72 Medicaid clients received long term care services and used UCHealth Medical Center of the Rockies [18]. In total, 25 Medicaid UCHealth Medical Center of the Rockies hospital users currently live in a nursing home [18].

These are the 3 home health agencies that most often accept Medicaid patients from UCHealth Medical Center of the Rockies:

• Banner Home Care Colorado
• Caring Hearts Home Health
• Columbine Poudre Home Health Care

Complex Care Management and Care Coordination via Primary Care or Other Providers:

All Medicaid members in Larimer County get care coordination, which includes basic and complex care coordination services. This comes from either:

• Rocky Mountain Health Plans
• Northeast Health Partners (RAEs)

The RAE either gives direct care coordination services, or subcontracts care coordination services to centralized teams, namely the MACC team and North Colorado Health Alliance. For
UCHealth hospitals, the MACC team provides care coordination for the 3 main clinics in the area:

- Salud
- AFM
- FMC

The MACC team most often uses the definition of 4 or more ED visits a year as a high utilizer. The goal of the MACC team is to gather the primary care and hospital stakeholders to address the needs of the high utilizers to reduce the number of overall hospital visits.

Rocky Mountain Health Plans is actively looking at developing a new tool that provides the clinic and the MACC team with claims-based data on:

- high utilization
- associated diagnosis
- point of care information

The MACC team also provides wrap-around community-based care management services. They often work together with agencies and community partners such as Murphy Center to address this population’s complex needs.

The 3 clinics mentioned above also provide:

- primary care
- behavioral health integrated care
- transitions of care with follow up

The North Colorado Health Alliance:

- gathers local providers to:
  - talk about efforts in place
  - shares best practices
- provides care coordination and complex care management
- focuses on those who need complex medical and social services
- supports several practices in RAE region 2
- provides centralized care coordination services to Medicaid members
The NCHA has connections with several community organizations that help address social determinants of health.

Sunrise Clinic subcontracts with NCHA to provide care coordination to its high utilizers.

Maternal Health, perinatal and improved outcomes:

UCHealth Medical Center of the Rockies is a birthing center, serving Larimer and Weld County residents.

According to the RAE:

- 59.5% of pregnant women with Medicaid had adequate prenatal care
- 29.6% of pregnant women with Medicaid had adequate postpartum care

State of Colorado

- 53.4% of pregnant women with Medicaid had adequate prenatal care
- 30.6% of pregnant women with Medicaid had adequate postpartum care

Unfortunately, these Medicaid state rates were below the 10th percentile HEDIS national benchmark ranking.

There are many OB providers in the Larimer and Weld County areas. The local public health department has a nurse postpartum home visit program that offers postpartum care to vulnerable, new moms. The local public health agency also connects women with Women, Infants, and Children (WIC) services.

Sadly, rates of substance use disorder and mental health disorders for mothers in Larimer and Weld counties were high. There is a shortage of mental health, and substance use providers. Getting a timely visit set up after leaving the hospital for those with the conditions mentioned is a challenge.

RAE 2 is focusing efforts on caring for women to improve care before having a baby and after giving birth. Also, they have asked community groups to find the next best step in addressing substance use disorders and mental health for new moms on Medicaid.

End of Life Care:

The older population of Larimer County is expected to grow over the next 10 years. Larimer County residents with a regular health-care provider (39%) were almost 4 times more likely to have completed an advance care directive than those that do not have a regular provider (10%) [15].

These hospice agencies have accepted Medicaid members who were admitted to UCHealth Medical Center of the Rockies in 2018:
• Halcyon Hospice and Palliative Care,
• Hospice of the Plains
• Namaste Hospice
• Pathways Hospice

Of all patients discharged with hospice services, only 7.8% had Medicaid insurance.

Behavioral Health:

There is a shortage of mental health providers in Larimer and Weld County. For every mental health provider in Larimer County, there are 320 residents, and

In Weld County, there are 430 residents for each 1 provider when compared to the state of Colorado where there are 300 residents for each 1 provider [14].

Several practices in Larimer and Weld County can provide integrated physical and behavioral health services.

The local psychiatric hospital is UCHealth Mountain Crest. Medicaid members with a sudden change of their mental illness who need an inpatient psychiatric stay, are evaluated by the local community mental health center. SummitStone evaluates the person at a UCHealth hospital facility.

According to the SAMSHA buprenorphine provider locator, there are 47 medical providers able to prescribe buprenorphine. This is a medicine used to treat opioid use disorder [16]. But, it is unclear how many of those providers are actively prescribing buprenorphine and accepting new Medicaid members.

The CO-SLAW program is a newly funded SAMHSA program that serves both Larimer and Weld County residents. The program takes a hub and spoke model approach for addiction treatment. They have a 1-800 call line connected to a group of care coordinators that help facilitate continuity of care for individuals with opioid use disorder to get ambulatory care in the community. To help identify, initiate treatment and continue medication-assisted treatment in the community, they have partnered with the:

• Local Federally Qualified Health Centers
• Community Mental Health Centers
• Regional Accountable Entity
• Local hospitals
  o UCHealth
  o Banner
Other Outpatient Services:

Partners did not name any other outpatient services needed that have not already been talked about in other areas.

Population screenings, outreach, and other population health supports and services:

The UCHealth Medical Group participates in providing population health services and supports. For both Larimer and Weld counties the MACC team and North Colorado Health Alliance provide:

- population health services
- review of data
- alignment of efforts

RAEs in the area are:

- Rocky Mountain Health Plans
- Northeast Health Partners

They both have population health plans that are state approved. The RAE is accountable for providing care coordination to all of its Medicaid members.

Opportunities for partnerships:

HTP Priority Area: High Utilizers & Vulnerable Populations

Evidence shows that it takes an approach from many areas to help meet the needs of a high user of services. Approaches include:

- addressing social determinants of health
  - food insecurity
- improving access to primary care and care coordination
- addressing behavioral health needs

We have found ways to partner with key groups to address 2 of the 3 areas locally.

The RAE has a team of care coordinators that are responsible for providing care coordination services for Medicaid members. Working with the RAE, care management group subcontractors will ease communications as Medicaid members move from the hospital to their communities. The MACC team, which serves the 3 main primary care clinics in the Larimer County area, could also provide a centralized location to allow for hospital and clinics to work together.
HTP Priority Area: Behavioral Health

Both SummitStone and the RAE want to:

- partner to improve care for patients with behavioral health
- help link patients to the ambulatory care setting

The CO-SLAW team is also interested in partnering to provide transitions of care for those initiated on medication-assisted treatment.

Finally, as the new mental health center is built in Larimer County, there will be future chances to partner in:

- developing services
- sharing content expertise
- transitions of care projects

HTP Priority Area: Social Determinants of Health

Many agencies speak to the social determinants of health, but their resources are limited. There is a wish to know how large the issue of the social determinants of health in a community is and share referral data across different settings.

HTP Priority Area: Maternal Health

Northeast Health Partners is interested in improving care for new Medicaid moms by improving care before getting pregnant and after giving birth. Also, rates of substance use disorder and mental health care for Medicaid enrolled members, specifically the new mom population, is high. There are chances for many groups to partner.

Perceived gaps:

In talks with the community, nursing homes and housing for aging populations was brought up as a perceived gap in the community.

There is a high number of people with no home in Larimer and Weld County, yet homeless services are lacking. There are no local medical homeless respite programs available in the area. Local groups, such as Catholic Charities and the Murphy Center, are willing to act as a team in developing an innovative program for people with no home that have complex medical needs. There are not enough detox facilities to meet the current volume of patients in need of substance use disorder detoxification.

Community partners also mention transportation as a challenge for patients who live both in Larimer and Weld Counties. While programs are being started to treat opioid use disorder, there is little emphasis on the treatment of alcohol use disorders with medication-assisted therapy.
The Colorado Healthcare Affordability and Sustainability Enterprise (CHASE) is a government-owned business within the Department of Health Care Policy and Financing. www.colorado.gov/hcpf

Most long-term care facilities do not accept Medicaid patients with behavioral health conditions or aggressive behavior. These patients find themselves staying in the hospital for weeks to months before finding long-term placement because there are no options nearby.

Many groups serve and help the community, but most have limited resources.

Employment and job training:

Employment and job training challenges were not named during the community health needs engagement.

Transportation:

Transportation is the main barrier in getting health and social resources in Larimer and Weld counties. While non-emergency transportation is a covered Medicaid benefit, patients must set up these rides ahead of time. This means Medicaid patients who need urgent visits, and face transportation challenges, cannot make it to their visit. This may lead Medicaid members to use the emergency department.
IV.f.ii. Please use the table below to identify the hospital's facilities and services available in the community as the hospital has defined them.

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Facility Name</th>
<th>Facility Address</th>
<th>Services Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Brain and Spine Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, Suite 340 Loveland, CO 80538</td>
<td>Neurology, Surgery</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Breast Diagnostic Center - Loveland</td>
<td>2500 Rocky Mountain Avenue, Suite M1390 Loveland, CO 80538</td>
<td>Imaging, Mammography</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Diabetes and Endocrinology Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, North Medical Office Building Loveland, CO 80538</td>
<td>Diabetes, Endocrinology</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Garth Englund Blood Center - Loveland</td>
<td>2500 Rocky Mountain Avenue, Loveland, CO 80538</td>
<td>Blood Donation</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Surgical Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, Suite 2200 Loveland, CO 80538</td>
<td>Surgery</td>
</tr>
<tr>
<td>Laboratory</td>
<td>UCHHealth Laboratory - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Avenue, Loveland, CO 80538</td>
<td>Laboratory</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Internal Medicine Clinic - East Loveland</td>
<td>2500 Rocky Mountain Avenue, North Medical Office Building, Suite 2200 Loveland, CO 80538</td>
<td>Flu Shot, Primary Care</td>
</tr>
<tr>
<td>Laboratory</td>
<td>UCHHealth Laboratory - Loveland</td>
<td>2500 Rocky Mountain Avenue, North Medical Office Building Loveland, CO 80538</td>
<td>Laboratory, Pathology</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Neurology Clinic - Loveland</td>
<td>2695 Rocky Mountain Avenue, Suite 200 Loveland, CO 80538</td>
<td>Neurology</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Occupational Medicine Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, Suite 2200, North Medical Office</td>
<td>Occupational Medicine</td>
</tr>
<tr>
<td>Facility Type</td>
<td>Facility Name</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Orthopedics Clinic - East Loveland</td>
<td>Building Loveland, CO 80538</td>
<td>Orthopedics, Sports Medicine</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Physical Therapy and Rehabilitation Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, North Medical Office Building, Suite 2200 Loveland, CO 80538</td>
<td>Physical Therapy, Rehabilitation</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Pain Management Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, North Medical Office Building, Suite 2200 Loveland, CO 80538</td>
<td>Pain Management</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Pediatric Care Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, South Medical Office Building, Suite 330 Loveland, CO 80538</td>
<td>Flu Shot, Pediatrics</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Pulmonology Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, Suite 300 Loveland, CO 80538</td>
<td>Pulmonology, Respiratory, Sleep Disorders</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Sleep Lab - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Avenue, South Medical Office Building, Suite 370 Loveland, CO 80538</td>
<td>Sleep Disorders</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Lactation Support Program - Loveland</td>
<td>2500 Rocky Mountain Avenue, Suite B121 Loveland, CO 80538</td>
<td>Neonatal, Program, Support Services</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Women’s Care Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, North Medical Office Building - Suite 2200 Loveland, CO 80538</td>
<td>Obstetrics/Gynecology, Women’s Health</td>
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<tr>
<td>Facility Type</td>
<td>Facility Name</td>
<td>Facility Address</td>
<td>Services Offered</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Cancer Care and Hematology Clinic - Estes Park</td>
<td>555 Prospect Avenue, Estes Park Medical Center, Estes Park, CO 80517</td>
<td>Blood Disorders, Cancer Treatment, Hematology</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Heart and Vascular Clinic - Estes Park</td>
<td>555 Prospect Avenue, Estes Park, CO 80517</td>
<td>Cardiology, Heart and Vascular</td>
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<tr>
<td>Administrative Offices</td>
<td>UCH Medical Group - Loveland</td>
<td>2695 Rocky Mountain Avenue, Suite 110 Loveland, CO 80538</td>
<td>Administrative Offices</td>
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<td>Urgent Care</td>
<td>UCH Health Urgent Care - Loveland</td>
<td>3850 N. Grant Avenue, Suite 200 Loveland, CO 80538</td>
<td>Urgent Care</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Family Medicine Clinic - North Loveland</td>
<td>2975 Ginnala Drive, Loveland, CO 80538</td>
<td>Family Medicine, Flu Shot, Primary Care</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Pulmonology Clinic - Estes Park</td>
<td>555 Prospect Avenue, Estes Park, CO 80517</td>
<td>Pulmonology, Respiratory</td>
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<tr>
<td>Urgent Care</td>
<td>UCH Health Urgent Care - Estes Park</td>
<td>131 Stanley Avenue, Timberline Medical Center, Suite 202 Estes Park, CO 80517</td>
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<td>Outpatient Clinic</td>
<td>UCH Health Urology Clinic - Loveland</td>
<td>3520 E. 15th Street, Suite D Loveland, CO 80538</td>
<td>Kidney and Bladder, Urology</td>
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<td>UCH Health Cancer Care and Hematology Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, North Medical Office Building, Loveland, CO 80538</td>
<td>Blood Disorders, Cancer Treatment, Hematology, Oncology</td>
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<td>Outpatient Clinic</td>
<td>UCH Health Physical Medicine and Rehabilitation Clinic - Loveland</td>
<td>2695 Rocky Mountain Avenue, Suite 200 Loveland, CO 80538</td>
<td>Physical Therapy, Rehabilitation</td>
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<td>Outpatient Clinic</td>
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<td>2500 Rocky Mountain Avenue, North Medical Office Building, Suite 2200 Loveland, CO 80538</td>
<td>Rheumatology</td>
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<td>Outpatient Clinic</td>
<td>UCH Health Primary Care Clinic - Estes Park</td>
<td>131 Stanley Avenue, Timberline Medical Center,</td>
<td>Family Medicine, Flu Shot, Primary Care</td>
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<tr>
<td>Facility Type</td>
<td>Facility Name</td>
<td>Facility Address</td>
<td>Services Offered</td>
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<td>Radiology</td>
<td>UCHHealth Radiology - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Ave, Loveland, CO 80538</td>
<td>Imaging, Radiology</td>
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<tr>
<td>Radiology</td>
<td>UCHHealth Radiology - Loveland</td>
<td>2500 Rocky Mountain Avenue, Loveland, CO 80538</td>
<td>Imaging, Radiology</td>
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<tr>
<td>Birth Center</td>
<td>UCHHealth Birth Center - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Ave, Loveland, CO 80538</td>
<td>Birth Center, Neonatal, Pregnancy Care</td>
</tr>
<tr>
<td>Nursery – Inpatient Care</td>
<td>UCHHealth Special Care Nursery - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Ave, Loveland, CO 80538</td>
<td>Neonatal, Pregnancy Care</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Orthopedics and Spine Unit - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Ave, Loveland, CO 80538</td>
<td>Neurology, Orthopedics, Surgery</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Medical Center of the Rockies Trauma Center</td>
<td>2500 Rocky Mountain Ave, Loveland, CO 80538</td>
<td>Surgery, Trauma, Wound Care</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Urology Clinic - Estes Park</td>
<td>555 Prospect Avenue, Estes Park Medical Center, Estes Park, CO 80517</td>
<td>Kidney and Bladder, Urology</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Structural Heart and Vascular Clinic - Loveland</td>
<td>2500 Rocky Mountain Ave, Loveland, CO 80538</td>
<td>Cardiology, Heart and Vascular, Surgery</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Medical Center of the Rockies Surgery South</td>
<td>2500 Rocky Mountain Ave, South Medical Office Building, Suite 200 Loveland, CO 80538</td>
<td>Surgery</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Orthopedics Clinic - North Loveland</td>
<td>3830 N. Grant Ave, Loveland, CO 80538</td>
<td>Orthopedics, Sports Medicine</td>
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<td>Outpatient Clinic</td>
<td>UCHHealth Palliative Care - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Ave, Loveland, CO 80538</td>
<td>Counseling, Pain Management, Palliative Care, Program, Support Services</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCHHealth Heart and Vascular Center - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Ave, Suite 100 Loveland, CO 80538</td>
<td>Cardiology, Heart and Vascular, Surgery</td>
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<tr>
<td>Facility Type</td>
<td>Facility Name</td>
<td>Facility Address</td>
<td>Services Offered</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Chronic Total Occlusion Program - Loveland</td>
<td>2500 Rocky Mountain Avenue, South Medical Office Building, Suite 100 Loveland, CO 80538</td>
<td>Cardiology, Heart and Vascular, Program, Surgery</td>
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<td>Pharmacy</td>
<td>UCH Health Pharmacy - Medical Center of the Rockies</td>
<td>2500 Rocky Mountain Avenue, Suite 1500 Loveland, CO 80538</td>
<td>Pharmacy</td>
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<td>Emergency Room</td>
<td>UCH Health Emergency Care - Medical Center of the Rockies (Hospital-based)</td>
<td>2500 Rocky Mountain Avenue, Loveland, CO 80538</td>
<td>Emergency Room</td>
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<td>Outpatient Clinic</td>
<td>UCH Health Infectious Disease Clinic - Loveland</td>
<td>1625 Foxtrail Drive, Suite 200 Loveland, CO 80538</td>
<td>Infectious Disease</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Timberline Medical Center</td>
<td>131 Stanley Avenue, Estes Park, CO 80517</td>
<td>Primary Care, Urgent Care</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Plastic and Reconstructive Surgery Clinic - Loveland</td>
<td>2500 Rocky Mountain Avenue, Suite 2200, North Medical Office Building Loveland, CO 80538</td>
<td>Plastic and Reconstructive Surgery</td>
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<td>Outpatient Clinic</td>
<td>UCH Health Diabetes and Medical Nutrition Therapy - Loveland</td>
<td>2500 Rocky Mountain Avenue, Loveland, CO 80538</td>
<td>Diabetes, Endocrinology, Weight Loss</td>
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<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Internal Medicine - Orchards</td>
<td>221 E. 29th Street, Suite 102 Loveland, CO 80538</td>
<td>Primary Care</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Occupational Medicine Clinic - Orchards</td>
<td>221 E. 29th Street, Suite 102 Loveland, CO 80538</td>
<td>Occupational Medicine</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Orchards Medical Center</td>
<td>221 E. 29th Street, Suite 102 Loveland, CO 80537</td>
<td>Diabetes, Endocrinology, Occupational Medicine, Primary Care</td>
</tr>
<tr>
<td>Outpatient Clinic</td>
<td>UCH Health Diabetes and Endocrinology Clinic - Orchards</td>
<td>221 E. 29th Street, Suite 102 Loveland, CO 80538</td>
<td>Diabetes, Endocrinology</td>
</tr>
</tbody>
</table>

IV.g. Please use the space below to describe the current state of protected health data exchange infrastructure and use inside the defined service area (available RHIOs, participation level amongst area providers, primary data exchange capabilities) as well as an assessment of...
the hospital’s current capabilities regarding data exchanges across network providers, external partners and with RHIOs or regional data exchanges. Please speak specifically to how this impacts care, including care transitions and complex care management.

Response (Please seek to limit your response to 750 words or less)

UCHealth uses EPIC© as its electronic health record platform across all hospitals and ambulatory clinics. Patient’s records are available through Care-Everywhere.

UCHealth is also part of the CORHIO (Colorado Regional Health Information Organization) by sending in electronic health record information. CORHIO has been collecting and storing data since 2009. There are more than 16,000 health information exchange (HIE) users and nearly 5.6 million unique patients in the HIE. The RAE and select primary care practices also get data from CORHIO.

UCHealth hospitals can share data with CORHIO, RAE, and primary care providers. However, CORHIO data cannot be seen in EPIC©. To see data clinicians must log in to the CORHIO website: Once on the site they can see details related to:

- admissions
- discharges
- transfers
- lab results

Current gaps include not being able to:

- see the plan of care that is in use at the current time
- quickly find high utilizers without reviewing all visits in the electronic health record, and
- find if patients followed up on recommended social services or health care agency referrals if it was with an external health system.
- see primary care notes that are not in Care-Everywhere
- share data on people with substance use disorder secondary to 42 CFR regulations

Lastly, the RAE has access to the patient’s risk scores and complex care plans for COUP patients (Client Overutilization Program). Still, at this time there is no way to share such care plans and risk stratification scores. Also, it is a challenge to find Medicaid members who get home-based community services (HCBS) as they use the hospital. This is because the care management staff does not have access to such information in a timely fashion.

IV.h. Please use the space below to provide information about any other major topics discussed with community stakeholders and input received.
Response (Please seek to limit your response to 500 words or less)

No other major topics were named other than the ones we already mentioned in this form.

IV.i. Please use the space below to provide preliminary thinking regarding the likely focus of HTP initiatives, in particular target populations and target community needs.

Response (Please seek to limit your response to 500 words or less)

The Midpoint report shows what the needs are in the community right now. We focused on finding the resources that are in place already. Our next step is to talk about what we found with our partners. We need to find how we can work together in areas that are already in place between hospitals and community based services.

We will be talking about the HTP initiatives focus with our community partners in this next phase of the HTP pre-waiver period.

From the needs assessment and scan of the area, we found that the main items groups ask for as their most important needs are in behavioral health (including mental health and substance abuse) and care transitions.

Resources that will help the Medicaid population to have the structure needed for transitions of care are available. These are found through:

- the RAE
- local public health agencies
- other community agencies

During this process, we found that we have partnership projects now underway with many community organizations. We also found that our hospital care management team works with many of the resources in the community already.

As we set up any screening or transitions programs for this patient group, we will make sure we can find resources in the area as well.
Planned Future Engagement Activities

V.a. Please use the space below to outline planned future activities for engaging community organizations and processes that will be completed to inform and develop the hospital’s HTP application. Please describe how organizations that serve and represent the broad interests of the community will continue to be engaged in the planning and development of the hospital’s application, including:

- Prioritizing community needs;
- Selection of target populations;
- Selection of initiatives; and
- Completion of an HTP application that reflects feedback received.

Please note that the word limit is a guideline and you may exceed it as necessary.

Response (Please seek to limit your response to 750 words or less)

We will keep on working with groups so we can blend activities and make sure outcomes for people are helped. We will see these results in the data collected for the HTP. The community health needs process let us to find the areas we needed to focus on first. These will likely change and grow as we work closely with the state, RAE, and community partners over the next 5 years.

The community health needs engagement process showed the areas that people felt were the most important to work on first. We will choose groups of people to focus on and make sure our plans line up with the HTP priorities and areas to be measured. Over the next few months as we pick projects for the Hospital Transformation Program, we will think over:

- stakeholder input
- feasibility
- sustainability
- cost

Throughout the HTP pre-waiver phase, we have shared our reports for the state with stakeholders and asked for feedback from our partners. We know this record will be made public by the Health Care Policy and Financing Department. We welcome any feedback that you may feel will add value to the final HTP report. The UCHealth contact names and email address are found on the first page of this form.
Additional Information (Optional)

You may use the space below to provide any additional information about your CHNE process.

Please note that the word limit is a guideline and you may exceed it as necessary.

Response (Please seek to limit your response to 250 words or less)

We have no additional information.
Appendix I: Community Inventory Tool

Use this tool to inventory clinical, behavioral, and social service resources in the community that could provide timely post-hospital follow-up, monitoring, and assistance. Use this inventory to identify which resources your hospital regularly uses. Also use this inventory as an implicit gap analysis to stimulate a consideration of providers or agencies you may want to more regularly use.

Clinical and Behavioral Health Providers

<table>
<thead>
<tr>
<th>Provider or Agency</th>
<th>Transitional Care Services [Examples]</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community health centers, federally qualified health centers</td>
<td>• Salud Clinic</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Sunrives Health Clinic</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Accountable care organization with care management or transition care</td>
<td>• Refer to MACC team</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Refer to RMHP (if needed)</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Medicaid managed care organizations</td>
<td>• Refer to RMHP (if needed)</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Program of All-inclusive Care for the Elder (PACE), Senior Care Options (SCO), Duals Demonstration providers</td>
<td>• PACE representative</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Medicaid health homes</td>
<td>• AFM</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• FMC</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Multiservice behavioral health centers, including beshavioral health homes</td>
<td>• SummitStone</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Mountain Crest Outpatient—not many</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Connections—work with health district</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Behavioral health providers</td>
<td>• SummitStone</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Mountain Crest Outpatient—not many</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Connections—work with health district</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Front Range Clinic</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Substance use disorder treatment providers</td>
<td>• North Range Behavioral Health</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Heart failure, chronic obstructive pulmonary disease (COPD), HIV, dialysis, or cancer center clinics</td>
<td>• UCH-Medical Group</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• HIV: Health District</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• Cancer Clinic</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Pain management or palliative care</td>
<td>• Pathways Hospice</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Physician/provider home visit service</td>
<td>• FMC</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>• AFM: Support patients in Independant Living facilities</td>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Provider or Agency</th>
<th>Transitional Care Services [Examples]</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled nursing facilities</td>
<td>• Applewood Living Center</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Berthoud Living Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Columbine Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home health agencies</td>
<td>• Ability Home Health Care</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Accent Care Home Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Alliant Home Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospice</td>
<td>• Pathways Hospice</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Adult day health</td>
<td>• PACE program</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Elder Haus</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Gateway Community Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public health nurses</td>
<td>• Home visits post-partum, flu shots, outreach</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Pharmacies</td>
<td>• PACE—home deliveries</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Durable medical equipment</td>
<td>• Major Medical</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Services: Provider or Agency</th>
<th>Transitional Care Services [Examples]</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult protective services</td>
<td>• DHS</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Area Agency on Aging (AAA)</td>
<td>• Answers on Aging</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Aging and Disability Resource Centers</td>
<td>• Unknown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assisted living facilities</td>
<td>• Columbine Commons Assisted Living</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Eagles Nest Assisted Living</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Fox Meadows Assisted Living</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing with services</td>
<td>• Redtail Ponds: Care Management, Social Work, Bus Line</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• FUSE program: high utilizer housing that includes Care Management, Social Work, Transportation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing authority or agencies</td>
<td>• Housing Catalyst</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Murphy Center for Hope</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal aid</td>
<td>• Murphy Center for Hope</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Faith-based organizations</td>
<td>• Catholic Charities</td>
<td>☒</td>
<td></td>
</tr>
</tbody>
</table>
### Provider or Agency

<table>
<thead>
<tr>
<th>Provider or Agency</th>
<th>Transitional Care Services [Examples]</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>• Vayo eligible&lt;br&gt;• Saint program&lt;br&gt;• Heart and soul transportation: wheel chairs available to get patients into their home</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Community corrections system</td>
<td>• UCHealth Community paramedic team to establish a program when discharging (medical passport)&lt;br&gt;• Working in halfway house</td>
<td>☒</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>• Healthy U (smoking cessation)&lt;br&gt;• Healthy Harbors (under 18)</td>
<td>☒</td>
<td></td>
</tr>
</tbody>
</table>
Appendix II: Hospital Care Transitions Activities Inventory Tool

An inventory of readmission reduction efforts will reveal the administrative, clinical, health information technology, and other organizational assets already in place. Once you know what efforts and assets already exist, you can consider whether they are optimally aligned and coordinated. The inventory will also serve as an implicit gap-analysis of activities or assets not currently in place. You may identify the need to implement new practices as part of this process.

Readmission Activities/Assets

<table>
<thead>
<tr>
<th>Administrative Activities/Assets</th>
<th>For Which Patients?</th>
</tr>
</thead>
<tbody>
<tr>
<td>✒ Specified readmission reduction aim</td>
<td>All Patients</td>
</tr>
<tr>
<td>✒ Executive/board-level support and champion</td>
<td>All patients</td>
</tr>
<tr>
<td>✒ Readmission data analysis (internally derived or externally provided)</td>
<td>All patients</td>
</tr>
<tr>
<td>✒ Monthly readmission rate tracking (internally derived or externally provided)</td>
<td>All patients</td>
</tr>
<tr>
<td>☐ Periodic readmission case reviews and root cause analysis</td>
<td>None</td>
</tr>
<tr>
<td>✒ Readmission activity implementation measurement and feedback (PDSA, audits, etc.)</td>
<td>Yes, including General Surgery, Bariatric Surgery, Medicine, Neurology, Orthopedics</td>
</tr>
<tr>
<td>✒ Provider or unit performance measurement with feedback (audit, bonus, feedback, data, etc.)</td>
<td>Service line specific (i.e. Medicine, Palliative Care)</td>
</tr>
<tr>
<td>☐ Other:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Information Technology Assets</th>
<th>For Which Patients?</th>
</tr>
</thead>
<tbody>
<tr>
<td>✒ Readmission flag</td>
<td>All Patients</td>
</tr>
<tr>
<td>✒ Automated ID of patients with readmission risk factors/high risk of readmission</td>
<td>All Patients (i.e. Congestive Heart Failure Patients)</td>
</tr>
<tr>
<td>☐ Automated consults for patients with high-risk features (social work, palliative care, etc.)</td>
<td>None</td>
</tr>
<tr>
<td>✒ Automated notification of admission sent to primary care provider</td>
<td>All Patients</td>
</tr>
<tr>
<td>✒ Electronic workflow prompts to support multistep transitional care processes over time</td>
<td>All Patients</td>
</tr>
</tbody>
</table>

### HEALTH INFORMATION TECHNOLOGY ASSETS

<table>
<thead>
<tr>
<th>For Which Patients?</th>
<th>☒ Automated appointment reminders (via phone, email, text, portal, or mail)</th>
<th>All Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Other:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### TRANSITIONAL CARE DELIVERY IMPROVEMENTS

<table>
<thead>
<tr>
<th>For Which Patients?</th>
<th>☒ Assess “whole-person” or other clinical readmission risk</th>
<th>All Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☒ I dentify the “learner” or care plan partner to include in education and discharge planning</td>
<td>All Patients</td>
</tr>
<tr>
<td></td>
<td>☒ Use clinical pharmacists to enhance medication optimization, education, reconciliation</td>
<td>All Patients, Diabetic Patients</td>
</tr>
<tr>
<td></td>
<td>☒ Use “teach-back” to improve patient/caregiver understanding of information</td>
<td>All Patients, Geriatric Patients</td>
</tr>
<tr>
<td></td>
<td>☒ Schedule follow-up appointments prior to discharge</td>
<td>All Patients</td>
</tr>
<tr>
<td></td>
<td>☒ Conduct warm handoffs to post-acute and/or community “receivers”</td>
<td>All Patients, High Risk Patients, Homeless Patients, Post Acute Patients</td>
</tr>
<tr>
<td></td>
<td>☒ Conduct post discharge follow-up calls (for patient satisfaction or follow-up purposes)</td>
<td>All Patients</td>
</tr>
<tr>
<td></td>
<td>☐ Other:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### CARE MANAGEMENT ASSETS

<table>
<thead>
<tr>
<th>For Which Patients?</th>
<th>☒ Accountable care organization or other risk-based contract care management</th>
<th>All payors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Bundled payment episode management</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>☐ Disease-specific enhanced navigation or care management (heart failure, cancer, HIV, etc.)</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>☒ High-risk transitional care management (30-day transitional care services)</td>
<td>All Patients</td>
</tr>
<tr>
<td></td>
<td>☐ Other:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### CROSS-CONTINUUM PROCESS IMPROVEMENT COLLABORATIONS WITH:

<table>
<thead>
<tr>
<th>FOR WHICH PATIENTS?</th>
<th>☒ Skilled nursing facilities</th>
<th>All Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☒ Medicaid managed care plans</td>
<td>All Patients</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>CROSS-CONTINUUM PROCESS IMPROVEMENT COLLABORATIONS WITH:</th>
<th>FOR WHICH PATIENTS?</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Community support service agencies</td>
<td>Skilled Nursing Facilities, Home Health Agencies</td>
</tr>
<tr>
<td>☑ Behavioral health providers</td>
<td>Summit Stone and Mountain Crest</td>
</tr>
<tr>
<td>☐ Other:</td>
<td></td>
</tr>
</tbody>
</table>