

2021-2023 Implementation Strategy

Based on findings of the 2020 Community Health Needs Assessment

UCHealth Pikes Peak Regional Hospital

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Introduction and Overview

Introduction.

UCHealth Pikes Peak Regional Hospital (PPRH) aims to improve the lives of its patients by providing access to high-quality, comprehensive health care services. PPRH has engaged many partners and organizations in the community to promote health and prevent illness in the local community with a focus on serving the community's most vulnerable populations. These efforts not only focus on providing emergency services and charity care, they also aim to develop and offer programs that promote health, prevent illness and ultimately address social determinants of health. This report summarizes PPRH's planned activities to support the identified community health needs.

Our mission.

We improve lives. In big ways through learning, healing and discovery. In small, personal ways through human connection. But in all ways, we improve lives.

Our vision.

From health care to health.

Our values.

Patients first
Integrity
Excellence

UCHealth is a Colorado-based health system that offers the most advanced care throughout the Rocky Mountain region, extending from Colorado to Wyoming and western Nebraska. As Colorado's only integrated community and academic health system, we are dedicated to improving lives and providing the highest quality medical care with an exceptional patient experience. With more than 150 locations throughout the region, UCHealth pushes the boundaries of medicine, providing advanced treatments and clinical trials to ensure excellent care and outcomes for 1.9 million patients each and every year. UCHealth is also the largest provider of Medicaid services in Colorado and has cared for 661,000 inpatient admissions and outpatient visits for Medicaid patients during fiscal year 2020, an increase of 224% since fiscal year 2013.

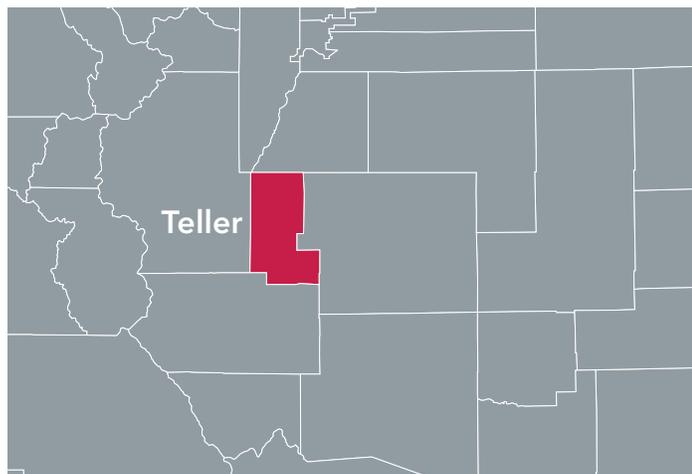
PPRH overview.

PPRH is a not-for-profit, critical-access hospital located in Woodland Park, Colorado, serving the local community since 2007. From family medicine to general surgery and emergency medicine, PPRH provides high-quality care to residents and visitors alike. PPRH is also committed to improving the lives of the community's most vulnerable residents and cared for 5,200 inpatient admissions and outpatient visits for Medicaid patients during fiscal year 2020.

Introduction and Overview

Community served.

The PPRH community is defined as Teller County. Residents from Teller County comprised nearly 75% of PPRH patients during fiscal year 2020. The following map illustrates the PPRH community.



Implementation Strategy

Implementation strategy process, development and approval.

The implementation strategy report for PPRH is based on the findings and health-issue priorities established through the 2020 PPRH Community Health Needs Assessment (CHNA).

Implementation strategy process.

An implementation strategy summarizes a hospital's plans to address identified community health needs and is intended to satisfy the requirements set forth in the Patient Protection and Affordable Care Act, passed in 2010. The implementation strategy process is intended to align the hospital's resources and programs with goals, objectives and metrics for how the hospital plans to address the identified health needs in the local community.

The implementation strategy was developed by the PPRH Internal Advisory Group (IAG), which is comprised of senior leaders at PPRH and represents a broad range of departments and services across the organization. The development of the implementation strategy was based on an assessment of available community resources, as well as a review of PPRH's clinical support services, community health improvement programs and sponsorships and contributions to community organizations that aligned with identified health needs within the community.

The activities described in this report also rely on collaboration and partnerships with many of the same organizations and stakeholders that participated in the CHNA

process. The listed strategies represent the combined input from key community leaders, public health experts, local health care providers and PPRH leadership. The appendix includes a list of the organizations engaged during the CHNA and implementation strategy processes.

This report intends to describe hospital-based resources directed toward programs and services that will impact the priority health issues and are also aligned with federal community benefit guidelines for non-profit hospitals. Given the ever-changing landscape of health care, the initiatives in this implementation strategy may change and new ones may be added or others eliminated based on the community needs during the 2021–2023 timeframe. On an annual basis, the PPRH IAG will review this implementation strategy to determine if changes should be made in order to better address the health needs of the community.

Board of Directors approval.

During the October 2020 meeting, the PPRH Board of Directors was apprised of and approved this implementation strategy and related activities described within this report.

Community Health Needs

Identified community health needs.

PPRH completed its 2020 CHNA during the timeframe of July 2019 to June 2020. The CHNA process provided an opportunity for the hospital to engage public health experts, medical providers and community stakeholders to collectively identify the most critical health needs within the community.

Assessment and prioritization process.

A review of health data indicators, results from a health care provider survey and community input were combined to generate a list of proposed priority health needs. The comprehensive list of opportunities was presented to PPRH's IAG for consideration and was prioritized based on the following criteria:

- Scope and severity of the health need.
- Economic feasibility to address the health need.
- Potential for the hospital to impact the health need.
- Alignment with UHealth system strategies and local, state and national objectives.

Prioritized health issues.

The prioritized health issues identified for impact within the community served by PPRH include:

- Access to care (including primary care and behavioral health).
- Cardiovascular disease prevention (and related risk factors).
- Early detection and prevention of cancer.

Tables addressing prioritized health needs.

The following tables outline strategies, initiatives, anticipated impact, potential collaborations and partners and resources that the hospital will commit to address each of the prioritized health needs.



2021-2023 Implementation Strategy

Priority health issue: Access to care (including primary care and behavioral health).

Goal: Improve access to comprehensive, quality health care services, (including both primary care and behavioral health).

As a result of the Affordable Care Act, there has been a sharp decline in the proportion of people without health insurance in the Teller County area. Despite this, there are still many barriers to access care both through Medicaid and other payer sources. In Teller County, the ratio of providers to the population for both primary care and behavioral health are unfavorable compared to the state average. For primary care, the ratio in Teller County is one provider for every 1,720 residents, compared to the state average of one to 1,230.

Similarly, for behavioral health, the ratio of behavioral health providers is one provider for every 700 residents, compared to one provider for every 300 residents, on average, across Colorado.

Collaborations in the community to improve access to care for this community will increase the quality of life for everyone.

Programs and initiatives	Activities	Anticipated impact	Existing or planned collaborations	Resources
Integrating behavioral health with primary care.	Embed teams of licensed clinical social workers and psychologists into primary care practices.	Improved access to behavioral health services and resources.	UCHealth Medical Group	Staff time to support the implementation of the programs and initiatives.
Tele-behavioral health consultation services.	Implement tele-behavioral health consults through the UCHealth Virtual Health Center.	Improved access to behavioral health consultations.	UCHealth Virtual Health Center	
Zero Suicide Program Implementation.	Implement zero-suicide, evidence-based practices and improve collaboration with mental health providers.	Increased awareness of behavioral health resources. Improved coordination and access to behavioral health care in the region.	State of Colorado Office of Suicide Prevention, Rocky Mountain Crisis Partners	In-kind expenses and financial support associated with the development, implementation and ongoing operations of the programs.
HealthLink, UCHealth Hospital's nurse advice line.	Offer a no-cost care and provider-referral service, nurse triage and care-coordination interaction through phone line consultation and documentation program.	Increased access to no-charge, real-time, clinical-triage services by a nurse to direct callers to the appropriate provider resources for severity of the health care need. No-charge assistance with identification of services and providers.	UCHealth Service Lines, UCHealth Medical Group, Teller County medical providers, Regional Accountable Entity, Teller County health care service providers	In-kind expenses associated with collaboration with community organizations.

Priority health issue: Access to care.

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Programs and initiatives	Activities	Anticipated impact	Existing or planned collaborations	Resources
Support and/or collaborate with community organizations providing free medical care.	Collaborate with Teller County non-profit organizations to identify ways we can partner to help support their mission of providing access to uninsured or low-income residents.	Improved access to care for low-income and uninsured residents in Teller County.	Teller County Public Health Department, Aspen Mine Center	<p>Staff time to support the implementation of the programs and initiatives.</p> <p>In-kind expenses and financial support associated with the development, implementation and ongoing operations of the programs.</p> <p>In-kind expenses associated with collaboration with community organizations.</p>
Partnership with Teller County Mental Health Alliance.	Collaborate with Teller County Mental Health Alliance to help reduce the stigma attached to seeking mental health services while also working to improve access.	Improved access to behavioral health services and resources.	More than 22 partner agencies including Teller County Public Health, Teller County Medical Providers, RAE, CHCA, WPSD, CCV SD, EMS	
PPRH Junior Medical School.	Support the PPRH Junior Medical School by promoting the comprehensive three-day, in-hospital program designed for high school students who want to interact with experienced health care professionals as they consider further education and future job possibilities. Students are given a look at specific health care and medical career fields.	This broad exposure provides valuable knowledge that can either confirm a student's career interests or help them to explore new avenues. The program is a mix of engaging discussion topics and hands-on involvement with staff throughout the hospital environment/system.	UCHealth volunteer services and UCHealth service lines	
Mental Health Assessment Program (MAP).	Partner with Ute Pass Regional Health Service District to provide a dedicated response team for people experiencing a mental health crisis.	Improved prevention of unnecessary incarceration and duplication of mental health services.	Aspen Pointe, Woodland Park Police Department, Woodland Park School District	
Golden Bridges Network.	Participate on the Golden Bridges committee to help identify ways to provide greater opportunities for seniors to connect to services in Teller County.	Improved access to services for the senior population through enhanced communication and process improvements in Teller County.	Aspen Mine Center, Cripple Creek Care Center, Daybreak, Prospect, Summit Home Health Care, Teller County Public Health, Teller Senior Coalition, The Aspen, and Woodland Park Senior Organization	

2021-2023 Implementation Strategy

Priority health issue: Cardiovascular disease prevention (and related risk factors).

Goal: Improve cardiovascular health and quality of life through prevention, detection and treatment of risk factors.

Cardiovascular disease remains the leading cause of mortality and hospitalizations despite the substantial, ongoing progress being made in cardiovascular disease prevention and treatment over the past 30 years.

Hospitalization rates for stroke are higher in Teller County when compared to the Colorado average. Mortality rates for heart disease are almost identical to the state average, but it is the leading cause of mortality in Teller County. A substantial portion of these events are preventable through hypertension and cholesterol management, as well as obesity, smoking and diabetes prevention and management.

Self-reported incidence of diabetes is higher in Teller County than in Colorado overall. Tobacco use is a substantial risk factor for many diseases, including cardiovascular disease. It is important to consider tobacco a major, modifiable risk factor regardless of differences across counties or in comparison to the state.

Adult tobacco use in Teller County is 14% of the population, which is comparable to the Colorado average, while the percentage of high school students who are current smokers is 12%, which is higher than the state average of 7%.

Education, screenings and outreach will be important programs for the community.

Programs and initiatives	Activities	Anticipated impact	Existing or planned collaborations	Resources
Community -education events.	Provide free lectures on a quarterly basis with topics that focus on cardiovascular disease prevention.	Improved awareness of heart disease prevention and participation in heart-screening events.	UCHealth Medical Group, Health Care Providers in Teller County	Staff time to support the implementation of the programs and initiatives.
Stress Echocardiogram Program.	Expand access to stress echocardiogram test in the Teller County community.	Early detection of coronary artery disease and risk for heart attack. Access to the test locally will increase the number of patients screened.	UCHealth Cardiovascular Services, UCHealth Medical Group	In-kind expenses and financial support associated with the development, implementation and ongoing operations of the programs.
Online Cardiovascular Disease risk-assessment tool and follow up.	Provide online screening tool to focus on increasing amount of screenings and early detection of cardiovascular disease.	Improved awareness of heart disease prevention and participation in heart-screening events.	UCHealth Medical Group, UCHealth Cardiovascular Services	In-kind expenses associated with collaboration with community organizations.

2021-2023 Implementation Strategy

Priority health issue: Early detection and prevention of cancer.

Goal: Reduce the number of new cancer cases, as well as illness, disability and death caused by cancer.

Cancer is one of the leading causes of death in the United States, as well as in Teller County. Cancer incidence in Teller County measured during 2011-2013 was 419.1 per 100,000 residents, which is higher than the state average of 409.3 per 100,000 residents. There are more than 100 types of cancer, including breast, skin, lung, colon, prostate and lymphoma. In Teller County, the incidence rates for breast cancer, prostate cancer and melanoma were higher than the state average.

The likelihood that an individual will develop cancer is affected by lifestyle choices. Avoiding tobacco, eating a healthy diet, maintaining a healthy weight, being physically active and avoiding sun exposure are all choices that can help prevent cancer. Adhering to recommended screening guidelines is also effective at early detection of many types of cancer. Much of the suffering and death from cancer can be prevented by more systematic efforts to reduce tobacco use, improve diet, increase physical activity and expand the use of established screening tests.

Screenings that support the early detection of cancer are important to the health of PPRH's community. Early detection frequently means early, and typically more successful, treatment. Other types of preventive health measures, such as general education about health and wellness and tobacco cessation, are important for the community.

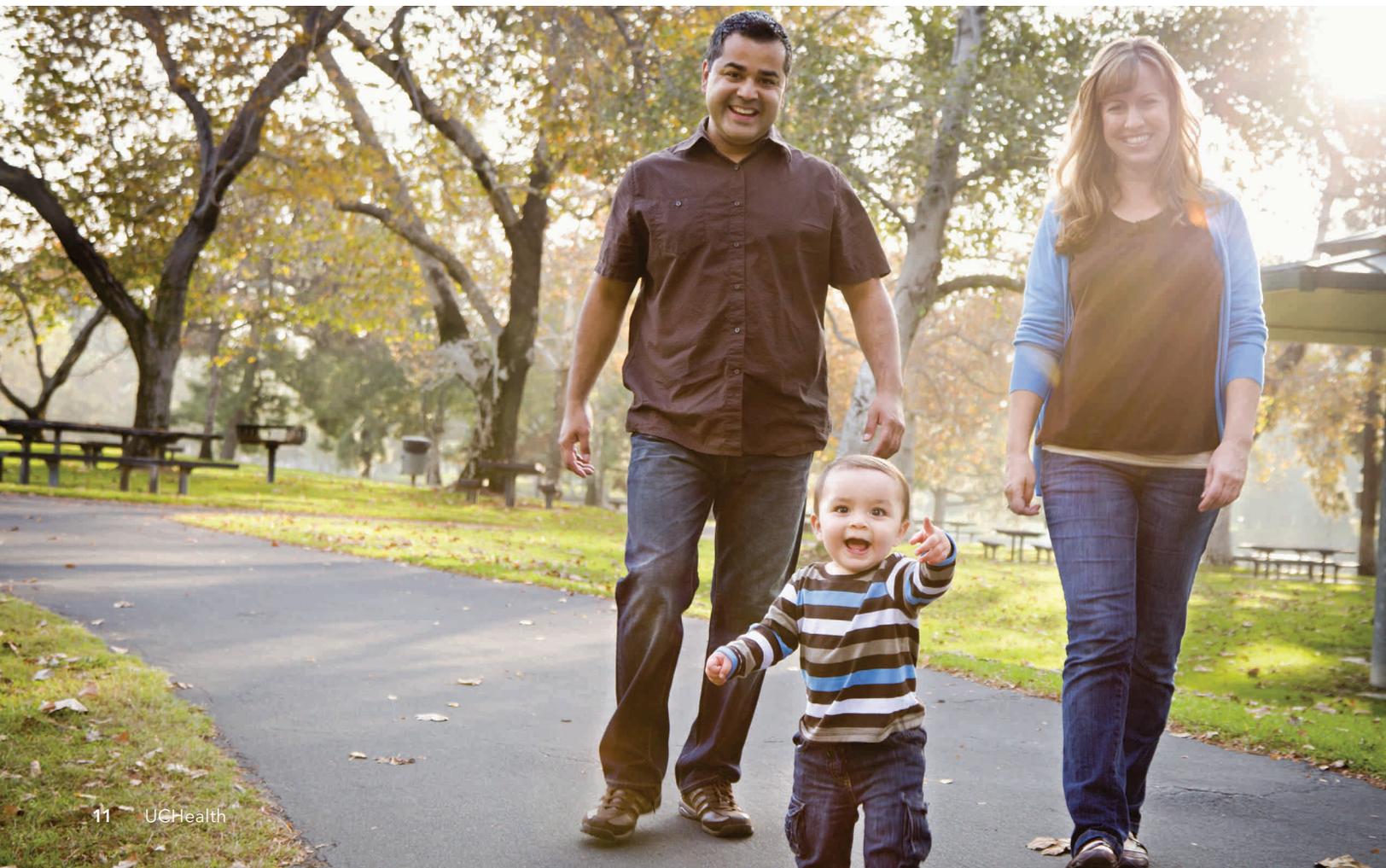
Programs and initiatives	Activities	Anticipated impact	Outcome or evaluation metric	Existing or planned collaborations	Resources
Colorectal Cancer Screening Program.	Evaluate the implementation of a free or low-cost colorectal screening program for underserved and vulnerable populations.	Improved access to colorectal screenings. Increased awareness of and participation in cancer prevention and screenings.	Total number of screenings. Total number of new cancer cases. County colorectal cancer incident rates.	American Cancer Society, Local Primary Care Providers	<p>Staff time to support the implementation of the programs and initiatives.</p> <p>In-kind expenses and financial support associated with the development, implementation and ongoing operations of the programs.</p> <p>In-kind expenses associated with collaboration with community organizations.</p>
Community Education and Outreach.	Participate in community outreach at health fairs and events. Provide classes and support groups for the community.	Improved awareness of and participation in preventive and wellness events.	Total number of education events offered, attendance at events and attendance at health fairs.	Teller County Public Health, Golden Bridges Network and Aspen Mine Center	
Online Cancer-Risk Screening Tool.	Provide online screening tool to focus on increasing amount of screenings and early detection of cancer.	Improved awareness of and participation in cancer prevention and screenings.	Total number of screenings. Total number of new cancer cases. County cancer incident rates.	Primary Care Providers, American Cancer Society	
Breast Cancer Screening Access Program.	Provide screening mammography and breast-imaging service for underserved populations.	Patients who do not have insurance may still access breast cancer screening and follow-up imaging, if indicated, through a voucher program.	Total number of breast-imaging services accessed through the voucher program.	Teller County Public Health, CDPHE, Peak Vista and Planned Parenthood	
Oncology Telehealth Support Services.	Provide telehealth support to oncology patients.	Improved access to care, support and outcomes for the patient.	Total number of patients who receive virtual support.	UCHealth Virtual Health Center	

Conclusion

PPRH's implementation strategy for 2021-2023 will serve as one of the numerous ways that PPRH and UCHealth support the local community.

This report summarizes our plan to impact our patients and the communities we serve through a focus on the prioritized areas of need identified within the CHNA.

PPRH will regularly identify ways to refine its implementation strategy over the next three years, including collaboration with leaders from across UCHealth to explore policies, practices and programs that might be implemented within PPRH's community. PPRH will continue to focus its efforts in the community to promote health improvement and ultimately achieve the mission of improving the lives of those we serve.



Appendix

Community organizations and partners engaged during the CHNA and implementation-strategy processes:

- Aspen Mine Center
- Community Health Partnership
- Divide Health Center
- Forest Ridge Senior Living and Rehabilitation
- Peak Vista Community Health Centers
- SWTC Emergency Medical Services
- Teller County Public Health and Environment
- Teller County Board of County Commissioners
- UCCS Lane Center
- Ute Pass Regional Health Service District
- Woodland Park School District