Penrose Hospital
2012 Community Benefit Plan
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1 Introduction

1a BRIEF DESCRIPTION OF FACILITY, HISTORY AND SERVICES PROVIDED

In 1890 Mrs. Marie Glockner, a prominent Colorado Springs resident, built a tuberculosis sanatorium to take advantage of the Colorado environment which was conducive to the treatment of this disease. In 1939 the name was changed to Penrose Hospital to honor Spencer and Julie Penrose for their philanthropic and emotional contributions to the community. Penrose Hospital has grown to become a major health treatment and referral center, specializing in cancer care, cardiac care, emergency trauma care and physical rehabilitation. Penrose is the anchor hospital of Penrose-St. Francis Health Services (PSF). El Paso County (EPC) serves as the primary service area.

With 364 licensed beds, Penrose Hospital is a full-service medical center providing secondary and tertiary (high tech) medical-surgical services with emphasis on elective and outpatient care. Penrose employs approximately 1,750 associates with another 60 at satellite facilities throughout the city. PSF has 782 affiliated physicians providing services in their facilities.

In 2011 there were 38,606 admissions with 33,236 emergency room visits. The hospital performed 6,824 in-patient surgeries and 6,721 out-patient surgeries. In fiscal year 2012, $120M was given back to the community in uncompensated and charity care.

Penrose-St. Francis is annually recognized as one of the best hospitals in America through Health Grades, Consumer Reports, Thompson-Reuters and the U.S. News.

Penrose-St. Francis Health Services is an affiliate of Centura Health. Centura Health is a joint venture between Catholic Health Initiatives and Seventh-Day Adventists in the state of Colorado. Centura is Colorado’s largest health care provider and has an integrated network of 13 hospitals, seven senior living communities, medical clinics, and affiliated partner hospitals.

1b MISSION STATEMENTS, VISION AND VALUES

Our Mission:
We extend the healing ministry of Christ by caring for those who are ill and by nurturing the health of the people in our communities.

Our Vision:
To fulfill a covenant of caring for our communities to become their partner for life.

Our Core Values are the foundation for the expectations of our associates. Each associate is accountable to modeling these standards and encouraging others to do the same. Centura’s Core Values are:
Compassion
Respect
Integrity
Spirituality
Stewardship
Imagination
Excellence

The assessment process and action plan align with our mission to serve the health needs of the people in the community by becoming their partner for life. The process built upon new and existing community assessments and engaged community leaders in the prioritization of the hospital's three-year plan.

1c ORGANIZATIONAL COMMITMENT TO COMMUNITY BENEFIT

Colorado's health needs are growing. To live our mission in an economy that challenges more people than ever before, Penrose Hospital with Centura Health continues to lead the way in helping Coloradans access quality health care. The connected network of facilities, entities and foundations that form the Centura Health family are serving community needs through education, preventive care, safety initiatives, health advocacy, counseling and support groups.

Penrose Hospital's work in our community is born out of the second part of our mission, which compels us to serve others "...by nurturing the health of our communities." From access for the uninsured, to serving as a voice for health care in the state legislature, to community classes and education to build strong, healthy communities, Penrose Hospital and Centura Health build health partnerships for life. Penrose is more committed than ever to making our community a better place, and we seek to make the most impact in every community we touch. The hospital's commitment to all people in the community, regardless of their ability to pay, provided more than $120 million* in free and uncompensated care in FY2012.

2 Community Health Needs Assessment

2a i Definition of community served by the hospital

Penrose Hospital is located in El Paso County. Our primary service area includes all the zip codes within El Paso County. As a feeder hospital for other facilities, we regularly serve transfers from Pueblo, Teller and Fremont Counties as well.

*Uncompensated care number is for both Penrose Hospital and St. Francis Medical Center
2a ii  Demographics of the community

El Paso County is located in the south central region of Colorado. As of July 2010, the county had an estimated 627,096 residents and the population is projected to reach nearly 1 million over the next three decades. El Paso County is a mix of urban, suburban, and rural communities with about two-thirds (419,353) of the population residing within the city of Colorado Springs.

El Paso County’s population is comprised of 50.2 percent females. The median age is 34.1 years, with 26.1 percent of the population under the age of 18 years and 10 percent over the age of 65 years. The racial and ethnic breakdown in the county shows the population to be predominantly non-Hispanic white (73.9 percent), followed by 15.0 percent Hispanic of any race; non-Hispanic black and other non-Hispanic races comprise 6.3 percent and 4.8 percent of the total population, respectively. Vital statistics data showed that during 2010, there were 9,187 live births and 3,530 deaths in El Paso County.

El Paso County has a large military presence, including four military installations – Fort Carson Army Base, Peterson Air Force Base, Schriever Air Force Base and the United States Air Force Academy. A 2011 report from the greater Colorado Springs Chamber of Commerce estimates that these four installations employ nearly 40,500 military personnel and approximately 21,000 civilian/contract personnel. Three-quarters of military personnel are estimated to live in communities outside the military bases. El Paso County is home to 58 percent of Colorado’s military retiree population, according to this report.
The median household income in El Paso County was $51,548 in 2010 with 19.1 percent of children younger than 18 years and 10.4 percent of families living below Census Bureau's 2010 poverty threshold. Families living in poverty are more concentrated in south Colorado Springs, and south-central and eastern El Paso County. An estimated 8.9 percent of households in El Paso County received Supplemental Nutrition Assistance Program benefits (SNAP, formerly known as food stamps) in 2010; among households receiving SNAP, 56.2 percent were below the poverty threshold and 60.3 percent included children younger than 18 years of age. According to the Colorado Department of Labor and Employment, the average unemployment rate in El Paso County during 2011 was 9.5 percent.

In 2010, 22 percent of El Paso County residents ages 25 years and older held a high school diploma or equivalent as their highest degree, and just over one-third held a bachelor’s degree or higher.

The on-time graduation rate, defined as the number of students who completed high school within four years, for the class of 2010 was 78.4 percent. During the same academic year, 2.1 percent of seventh to twelfth grade students dropped out of school in El Paso County.

An estimated 11 percent of people ages 5 years and older in El Paso County spoke a language other than English at home in 2010, with more than half (58.3 percent) being Spanish-speaking. Of those speaking a language other than English at home, 36.2 percent were considered linguistically isolated (defined as speaking English "less than very well"). ¹ El Paso County Health Indicators 2012 Report

2a iii  List of health care facilities and resources available in the community

HOSPITALS

1. Penrose-St. Francis Health Services (PSF) —
   PENROSE-ST. FRANCIS HEALTH SERVICES is a full-service, 522-bed acute care facility in Colorado Springs including Penrose Hospital and St. Francis Medical Center. We offer a full complement of emergency, medical and surgical services. Penrose-St. Francis was named one of "America's 50 Best Hospitals" for 5 years in a row (2008 - 2012) by HealthGrades, the only recipient in Colorado. Penrose-St. Francis is part of Centura Health, Colorado's largest hospital and health care network delivering advanced care to more than half a million people each year, across 13 hospitals, seven senior living communities, medical clinics, Flight For Life® and home care and hospice services.
   o Penrose Hospital
   o St. Francis Medical Center
   o PSF Urgent Care Centers

2. Memorial Health System
   MEMORIAL HOSPITAL is a proud part of University of Colorado Health, recognized as a national leader in quality and research. At the local level, Memorial provides a comprehensive list of inpatient and outpatient services at two hospitals and multiple
outpatient locations. Memorial provides state-of-the-art, compassionate care in fields such as cardiology, neurology and oncology.

- Memorial Central
- Memorial North
- Memorial Urgent Care Centers

3. HealthSouth Rehabilitation Hospital
HEALTHSOUTH REHABILITATION HOSPITAL is a for profit 64 in-patient bed rehabilitation hospital that offers comprehensive inpatient and outpatient services, as well as home care designed to return patients to leading active, independent lives. Areas of specialization include stroke, Parkinson's brain injury, and spinal cord injuries.

4. Select Hospital
SELECT hospital serves those patients who have a need for a more intensive, longer acute care stay due to their illness or injury. Because of their location within a large hospital, a full service line of services is available to its patients. Currently the SELECT hospital has a 30 bed in-patient hospital within St. Francis Medical Center, a part of Penrose St Francis Health Services.

5. Military Hospitals
- Evans Army Hospital

PUBLIC HEALTH
1. El Paso County Health
EL PASO COUNTY HEALTH DEPARTMENT serves the estimated 622,000 residents of El Paso County. Founded in 1872, it is organized in four major divisions: Health Promotion, Disease Prevention and Control, Health Services, and Environmental Health.

MENTAL HEALTH FACILITIES
1. Aspen Pointe Behavioral Health Center
ASPEN POINTE since 1875 has served more than 30,000 individuals and families each year enriching lives and embracing purpose through a full-suite of mental health, child welfare, and substance abuse care services. It features an 18 bed in-patient center. It is a nonprofit agency

2. Cedar Springs Hospital
CEDAR SPRINGS HOSPITALS provides both acute and residential inpatient psychiatric treatment for individuals of all ages. The for-profit 110 beds center offers numerous treatment modalities with specific military programming.

HEALTH CLINICS
1. Mission Medical Clinic
MISSION MEDICAL treats low-income adults who reside in El Paso or Teller County, who are without any form of health insurance and who suffer from one or more chronic illnesses. Qualified patients receive integrated health services from licensed professionals in a Christ-centered environment. Each year they provide health, hope, and spiritual support for hundreds of patients with nowhere else to turn.
2. **Open Bible Medical Clinic**
OPEN BIBLE MEDICAL CLINIC is a Christian based non-profit organization that exists to provide free medical care and access for acute and chronic illnesses to the working, uninsured, low income, adults in El Paso County. They see adult patients whose income is equal to or less than 200% of the federal government poverty level guidelines.

3. **Peak Vista Community Health Centers** PEAK VISTA COMMUNITY HEALTH CENTERS is a non-profit, 501(c)(3) Federally Qualified Health Center (FQHC) dedicated to premier medical, dental and behavioral health services for people of all ages. They provide primary care services to low-income, uninsured and underinsured working families (as well as others with access barriers) within the Pikes Peak Region through 20 outpatient centers.

4. **PSF Neighborhood Nursing Centers**
NEIGHBORHOOD NURSE CENTERS (six) are staffed by a team of faith community nurses from Penrose St Francis Health Services serving the holistic health and educational needs of its clients. The center provide pharmacy assistance and counseling and are located in networks providing rent subsidy, food pantries, and other urgent social needs. The centers are non-profit.
   - Ecumenical Social Ministries
   - Mercy’s Gate
   - Westside Cares
   - Tri-Lakes Cares
   - Catholic Charities
   - Westside Community Center

5. **SET Clinic of Colorado Springs**
SET (Service, Empower, Transform) Family Medical Clinics is a 501C3 organization that provides basic medical services and holistic health programs to uninsured low income people without discrimination. SET serves the uninsured and underinsured in the Pikes Peak Region at little to no cost to the patient. The SET philosophy is that individuals can heal themselves by developing healthy attitudes and taking responsibility for their total well being.

6. **Veterans Outpatient Clinic**

**DENTAL CLINICS**

1. **Peak Vista Dental Health Center**
See Peak Vista Community Health Centers above.

2. **Kinds in Need of Dentistry (KIND)**
KIND through its staff and a volunteer network of dental professionals provides Colorado children with the dental services through a low cost plan. Since 1912 KIND has helped thousands of children through direct dental interventions, providing sealants to second graders throughout the community, and ongoing education.
2a iv  Process used in gathering data for needs assessment, including list of focus groups and individuals consulted

Population-based health data is routinely and systematically collected by national and state agencies. That health data includes birth, death, disease, injury, hospitalization, health risk behaviors and a number of social characteristics. Data sources included:

- Health Indicators Warehouse – Department of Health & Human Services
- Sexually-Transmitted Infection/HIV Surveillance Program
- Birth Certificate Data
- Death Certificate Data
- National Highway Traffic Safety Administration
- United States Census Bureau
- Colorado Department of Labor and Employment
- Colorado Department of Education
- Colorado Department of Health & Environment
- Colorado Hospital Association
- Colorado Behavioral Risk Factor Surveillance System
- Colorado Pregnancy Risk Assessment Monitoring System
- Colorado Child Health Survey
- Colorado Youth Risk Behavioral Survey

**Data Collection:** Data for the Community Health Needs Assessment (CHNA) was predominantly collected from the Colorado Department of Public Health and Environment (CDPHE). The CDPHE’s Colorado Behavioral Risk Factor Surveillance System Survey was used to determine information about adult behaviors that impact health, such as substance abuse, eating and exercise habits, and smoking. The national Youth Risk Behavior Survey was consulted to determine behaviors that impact the health of students in 9th through 12th grades. The CDPHE’s data base was also probed for information on mortality rates for a variety of health indicators. Many other sources were also used to provide information relevant to each topic area.

However, the main driver of our data came from several primary sources. In 2011 Centura Health of Denver, Colorado, hired the University of Colorado's Center for Health Administration to collect that data on each of the counties served by their facilities within those counties. Upon receipt of the University of Colorado’s report highlighting the health data/disparities of the service areas served by individual Centura affiliates, combined with the data from the El Paso County Health Indicators 2012 Report and the 2011 Pikes Peak United Way Quality of Life Indicators report serve as validation of this report.

An internal group of leaders within the organization served as the design team for the process. Those members included:

- Kris Baldwin – Administrative Director of Integrative Services
- Patrick Ballard – Director of Finance
- Charlene Coffin – Clinical Manager, Psychiatric Emergency Triage Team
- Louise Palermo-Jones – Pre-Hospital Emergency Services Business Manager
- Johnny Rea – Group Vice President Strategic Marketing
- Leslie Schwender – Executive Assistant
- Lawrence Seidl – Group Vice President Mission Integration