VISION FOR HealthONE
is to be an ethical, compassionate healthcare organization, committed to the care and improvement of human life.

MISSION OF HealthONE
is to provide quality healthcare at a reasonable cost to our patients and the people in each community we serve. In pursuit of our vision and fulfillment of our mission, we believe in the following value statements:

• We provide compassionate and competent healthcare.
• We support and encourage medical education and research.
• We respect the uniqueness of each individual and treat one another with respect and dignity.
• We promote collaboration with and among HealthONE employees, physicians, other healthcare professionals and the communities we serve.
• We are thoughtful stewards of our human and financial resources.
• We act with honesty, integrity and fairness in the conduct of our business.

2012 Letter to the Community

When we want to talk about the HealthONE family of healthcare services, we can point to the number of facilities – eight hospitals, three hospital outpatient emergency departments, 14 ambulatory surgery centers, 30 imaging centers – and more. We can also look at the fact that the HealthONE family includes more than 10,000 employees in the metro Denver area.

But when we really think about what defines HealthONE, it is what we do each day. It is that human connection that occurs from a caregiver helping to change a patient’s life. It is that comfort and compassion that a family needs when a loved one is hospitalized. It is that person in our community who benefits from our involvement, whether that involvement is with a partner organization or on our own.

HealthONE is a large family of services, but we were built one patient at a time. And we help to build our community one person at a time.

In this report we try to tell our story, and that is best told by the people we have served through our facilities. This report contains some of their stories and more information about how we serve the community.
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Anything for your Everything
2012 HCA-HEALTHONE
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and HCA Continental Division

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**Healthone 2012**

- **UNCOMPENSATED CARE** | $117.9 million
  (Charity, discounts, bad debt. Does not include unpaid Medicaid costs)
- **TAXES** | $94.2 million
  (State and federal income, local and state, property and FICA)
- **HEALTH PROFESSIONAL EDUCATION** | $3.5 million
- **COMMUNITY BUILDING ACTIVITIES** | $4.6 million
- **COMMUNITY HEALTH IMPROVEMENT** | $6.6 million
- **CHARITABLE CONTRIBUTIONS** | $1.8 Million
- **RESEARCH** | $1.5 million

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DOLLARS LISTED IN MILLIONS

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HealthONE is the largest healthcare system in the metro Denver area with more than 10,000 employees. HealthONE hospitals have a long and trusted legacy going back more than 130 years with St. Luke’s, more than 85 years with Presbyterian Denver, more than 105 years with Swedish and more than 60 years with Rose. The current health system was created in 1995 as a Colorado company and a joint venture between The Colorado Health Foundation and various affiliates of HCA. The Foundation grew to the second largest charitable foundation in the state and in October 2011 sold its share in HealthONE to HCA (NYSE: HCA).

HealthONE includes: The Medical Center of Aurora & Centennial Medical Plaza; North Suburban Medical Center & the North Suburban Northeast ER; Presbyterian/St. Luke’s Medical Center & Rocky Mountain Hospital for Children; Rose Medical Center; Sky Ridge Medical Center; Swedish Medical Center & Swedish Southwest ER; Spalding Rehabilitation Hospital; 14 stand-alone ambulatory surgery centers; 7 occupational medicine & rehabilitation clinics; 30 imaging centers, dozens of specialty clinics; two radiation oncology centers; and AIRLIFE DENVER, which provides critical care air and ground transportation across a 10-state region.
The Medical Center of Aurora & Centennial Medical Plaza

The Medical Center of Aurora Main Campus
Advanced Care Hospital with Level II Trauma Center
1501 S Potomac St | Aurora, CO 80012 | 303-695-2600

North Campus
700 Potomac St | Aurora, CO 80011 | 303-695-2600

Centennial Medical Plaza
Outpatient/Day Surgery with Emergency Services
14200 Arapahoe Rd | Centennial, CO 80112 | 303-699-3000
AuroraMed.com

Highlights

- Richard Hammett joined TMCA as CEO.
- The Behavioral Health Services unit opened at TMCA’s North Campus in August.
- Ranked the #4 hospital in the Denver metro area and the #4 hospital in Colorado as part of the U.S. News & World Report’s 2012-13 Best Hospitals rankings, and recognized for high performance in ten specialties
- Received an “A” grade for patient safety from The Leapfrog Group, the highest grade awarded for patient safety
- Honored at the Aurora Chamber Banquet with the Special Chairman’s Award, in recognition of the efforts surrounding the Aurora Theater shooting
- Received redesignation as a Level II Trauma Center from the American College of Surgeons and the State of Colorado in 2012
- Magnet designation for excellence in nursing services by the American Nurses Credential Center’s (ANCC) Magnet Recognition Program®
- Colorado Breast Care was designated as an American College of Radiology Breast Imaging Center of Excellence in 2012
- Get With the Guidelines Stroke Gold Plus Performance Achievement Award, American Stroke Association 2012

The Medical Center of Aurora, the first community hospital in the Denver metro area to receive Magnet recognition for nursing excellence, is an acute care hospital with specialization in cardiovascular services, neurosciences, orthopedics, surgery, women’s services, and behavioral health services. The Medical Center of Aurora also has Primary Stroke Certification and Chest Pain Center accreditation. The hospital is a Level II trauma center, serving the eastern metro area and I-70 corridor with emergency care, EMS education and support. Licensed for 346 beds, the facility is located at Interstate 225 and Mississippi in Aurora, CO, and encompasses Main and North Campus locations along with Centennial Medical Plaza in the southeast metro area.
With several fun-filled days in Beaver Creek behind them, Rosalind Doreen and a group of her closest friends waited at the Eagle County Airport for their plane home to Dallas, TX. “I went outside to see if the plane had come in. I was going to look at the tail number of a plane that had just landed. That is the last thing I remember,” recalls Mrs. Doreen, who suffered a cardiac arrest. She was resuscitated on-site using an automated external defibrillator and rushed to an area hospital.

Once stabilized, Mrs. Doreen was transferred to The Medical Center of Aurora (TMCA), where her cardiac team determined that she required an implantable cardioverter-defibrillator (ICD) to monitor her heart rate and correct any future rhythm abnormalities.

Dr. Nelson Prager, an electrophysiologist with TMCA, performed the procedure, using a new type of ICD, which only requires a single lead, or wire, to run into the heart, as opposed to two leads with a traditional implant. Dr. Prager was the first physician in Colorado to implant this new device.

Mrs. Doreen’s husband commends the patient care team, saying, “Those people in the cath lab did a marvelous job at explaining everything and putting my wife at ease. From A to Z, they’re all A’s. Between the doctors, and the different technicians, and the nurses - even the food service is outstanding. There is not enough we can say about the care my wife has received.”

“I’ve had such a positive, wonderful experience thanks to all the people who work at the hospital. The Medical Center of Aurora is wonderful,” says Mrs. Doreen.

Mrs. Doreen continues her cardiac rehabilitation at home in Dallas, but will always remember the exceptional care she received at The Medical Center of Aurora. “I remember so many of the nurses. They were just so wonderful. They took such good care of me, and I felt so bad at the time.”
The year 2012 was marked by many achievements, all aimed at continuing North Suburban’s commitment to providing community-driven medical services to the residents of north Denver’s neighborhoods and communities.

On the heels of its 25th Anniversary, the campus grew 21,000 square feet to accommodate its surgical services expansion project, which added two new, major operating rooms and private, pre-operative and post-operative care units. Through the acquisition of the newest da Vinci robotic technology, North Suburban was the first hospital in the community to offer the most advanced minimally invasive surgery options to patients.

Opened in May 2012, the Northeast ER is open 24 hours a day, 365 days a year and provides care for adults and children of all ages. Northeast ER is proud to be affiliated with Rocky Mountain Hospital for Children for its pediatric care.

• Completed construction of the Northeast ER and opened the facility in May. The Northeast ER has quickly become a valuable member of the North Thornton community.
• Spent more than $11 million renovating our surgical rooms, enabling us to continue delivering top-quality surgical care to our patients.
• Prepared for the February 2013 opening of 4 North Suites, an amenity-rich, post-operative unit for patients to heal after scheduled surgeries.
• Received recognition for the second consecutive year from the Joint Commission as a Top Performer on Key Quality measures – one of only eight hospitals in Colorado to earn the distinction in 2012.
• Received Chest Pain Center Accreditation from the Society of Chest Pain Centers in 2012.
• In January 2012, announced that we earned Level III Trauma designation after meeting State Survey requirements with no reservations.
• Honored as “Best Job Creator” by the City of Thornton.

See full listing of services and specialties at NorthSuburban.com
North Suburban Medical Center

North Suburban Medical Center has established a reputation as a facility responsive to patient and community expectations. Our mission, vision, and values were developed as guides so that we continuously understand and respond to our patient and community expectations.

We exceed the expectations of our patients, families and the community.

Here is one example of why our patients love and trust our staff.

“I wanted to write a note to tell you about a very positive experience I recently had at your hospital because of a special nurse on your staff. I am actually glad that I spent several hours in the emergency room because Cindy was able to help me address an unrelated medical issue that’s been plaguing me for years.

For the past five years or so, I have been unable to sleep more than an hour or two without having to get up to use the rest room. It’s been very difficult and frustrating and it’s been affecting my work performance and quality of life because I’m not getting enough rest. I’ve discussed this with my PCP and her PA’s many times, begging for help. She went so far as to refer me to a urologist, whose care I was under for about a year and a half, to try to get to the root of the problem. All to no avail.

On the day in question, I came to the emergency room in the evening because I was feeling strange and almost passed out at one point. Cindy’s shift started a few hours after I arrived. During her initial consultation, we were discussing a change in my prescribed dosage of medication. She mentioned that there were two active parts to that medication and one part causes frequent urination. A light went off in my head as I made the association to my nightly dilemma. She suggested taking this medication in the morning, rather than at bedtime, as was my habit. I took her recommendation that night and immediately saw a dramatic improvement. I am now typically getting up only once per night instead of the three to five times I had been struggling with.

I can now sleep because Cindy is on your staff. Your hospital is a better institution because of her and I am very grateful to her.”
Presbyterian/St. Luke’s Medical Center (P/SL) provides state-of-the-art, complex medical care in the heart of Denver. In 2010 the Commission on Cancer recognized P/SL with its Outstanding Achievement Award, a three year designation. The Bone Marrow Transplant program is the largest in the region where patients with acute myelogenous leukemia and multiple myeloma have higher survival rates than both state or national averages. P/SL holds centers of excellence designations in Neonatal Intensive Care, Spine and Joint care and Bariatric Surgery as well as Stroke certification and Level I trauma. In 2011 P/SL received an award from the International Board of Lactation Consultant Examiners® and the International Lactation Consultant Association for the breastfeeding program. Patients come from six states in the Rocky Mountain region, including Colorado, Wyoming, Nebraska, Kansas, New Mexico, and South Dakota.

- Recognized as Top Performer by The Joint Commission for Heart Attack, Heart failure, and Surgical Services for 2011.
- P/SL Cancer Care services received full commendation from the American College of Surgery Commission on Cancer with High Achievement in 2010.
- The only Colorado hospital to be honored for 2010 with the Outstanding Achievement Award, from the American College of Surgeons’ Commission on Cancer.
- The Bone Marrow Transplant program is continuously accredited by the Foundation for the Accreditation of Cellular Therapy and is designated as a Center of Excellence by OptumHealth Care Solutions.
- Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery.
- Thomson Reuters Top 50 Cardio hospital in 2011.
- AHA Action Registry-GWTG Gold Performance Achievement Award and Heart Failure Gold Performance Achievement Award, both for 9 consecutive years.
- The Denver Clinic has the best 10 year survival rate for bone cancer in children and adults of any center in the U.S.
- The Orthopedic Care and Spine Surgery have been designated Aetna Institute of Quality® for Orthopedic Care Total Joint Replacement and Aetna Institute of Quality® for Orthopedic Care Spine Surgery.
- A Blue Distinction Center for Spine Surgery.
- Rocky Mountain Scoliosis and Spine at P/SL and RMHC has been named a Center of Excellence for Minimally Invasive Surgery of the Spine by DePuy Medical.
- Recipient of the International Board of Lactation Consultant Examiners® (IBLCE®) award for excellence in lactation care.
- Colorado Breast feeding Coalition and the Colorado Perinatal Care Council B.E.S.T. Award (Breast feeding Excellence Starts Today), 2012.
- Accreditation with Distinction for our hyperbaric oxygen program from the Undersea & Hyperbaric Medical Society, in agreement with The Joint Commission.
Colorado Blood Cancer Institute (CBCI) at Presbyterian/St. Luke’s Medical Center

CBCI conducts cutting edge clinical research, testing innovative treatments for patients with blood cancers and bone marrow diseases.

The following is a letter we received from a patient describing how his experience at the Colorado Blood Cancer Institute at Presbyterian/St. Luke’s Medical Center impacted him:

George bicycled to his last chemotherapy treatment at P/SL from Louisville in May of 2012. It was his way of celebrating victory in a long battle with Stage IIIA Hodgkin’s Lymphoma. As long as he can ride, he is alive; the harder he rides, the more alive he’ll be.

George discovered lumps on his neck in February of 2010. He had 24 weeks of chemotherapy treatment and, despite some breathing problems that landed him in the hospital for a few days, things looked good after three months of clean reports.

In December of that year, the cancer returned. With limited options available, George’s Boulder oncologist recommended him for a stem cell transplant at the Colorado Blood Cancer Institute. “I wasn’t ready to be dead yet,” he says.

George had a transplant in March of 2011, using stem cells harvested from his own body. Through CBCI, he was enrolled in a clinical trial for S-Gen 35, a drug since approved by the FDA. “This is kind of a wonder drug for some kinds of Hodgkin’s,” said George. “When your count starts going up you feel like you’ve been given a second life.”

Through the internet, he located another Hodgkin’s patient who shared his love of cycling and hooked him up with the LiveStrong group. “It’s been a very powerful experience because a lot of times men have trouble sharing their emotions with other men,” according to George.

His overall cardiovascular function is less than it was before cancer, and he can’t ride as hard as he used to, but he’s alive and thankful, knowing he was in the right place at the right time – able to take advantage of the clinical trial offered at CBCI. “Anything that allows me to live a long time...I’m pretty good with that,” says George.

“It’s a great time to be an oncologist,” he says. “They do a really hard thing and I’ve been very grateful... CBCI has such a great culture of competency, professionalism and support. And compared to a lot of people they deal with, my thing was pretty easy.”
Rocky Mountain Hospital for Children (RMHC) is the name for pediatric services throughout the HealthONE system. It has the largest collaborative team of private practice pediatric specialists, neonatal and maternal-fetal specialists available in the Rocky Mountain region. With more than 300 pediatric specialists and nearly 1,000 community pediatricians, family medicine physicians, and perinatologists affiliated with our hospitals, we care for high-risk mothers, infants, children and teens.

RMHC at Presbyterian/St. Luke’s Medical Center is the anchor hospital in the system with an 84-bed, Level IV NICU, pediatric intensive care unit, inpatient unit and the most technically advanced operating rooms in the region for pediatric surgery. Because the community need to care for premature or ill infants continues to increase, RMHC at P/SL completed a $30 million project to expand its pediatric intensive care unit, doubling in size from 10 to 20 beds, and to relocate and renovate the NICU, opening in June, 2013.

Open Highlights

- Opened Center for Maternal Fetal Health on RMHC at Presbyterian/St. Luke’s Medical Center Campus. This is a new program building on 30 years of experience of caring for women with high-risk pregnancies, and premature or ill infants.
- Launched the “Hands Only” CPR program and video in partnership with the American Heart Association to train school-age children in life-saving CPR without mouth-to-mouth breathing.
- Became Denver Broncos partner for “Champions in the Community” program.
- Provided life-saving care for patients with extremely rare diseases (bubonic plague and infant botulism) garnering local, regional and national publicity for RMHC.
- Sponsored the region’s first school district “app” with Douglas County Schools to connect parents with valuable health information for their children.

See full listing of services and specialties at RockyMountainHospitalForChildren.com
Rocky Mountain Hospital For Children

Each day at Rocky Mountain Hospital for Children (RMHC) we are inspired by the courage of hundreds of children and families receiving treatment throughout our Family of Care facilities in metro Denver, Colorado.

Whether caring for an injured child in an emergency, performing minimally invasive surgery on a newborn or supporting a teen through cancer treatments, we are committed to providing the highest level of care for every child.

The following is a letter we received from a parent describing how their son’s experience at Rocky Mountain Hospital for Children impacted them.

“I just wanted to write you regarding the amazing care my sons, Mitchell and Marc, received during their recent surgeries. I have 7 children and have been through many different hospitals in the course of my motherhood. I have to say that I have never received such a warm and caring feeling as I did from the pediatric surgery department. Mitchell has juvenile diabetes and the knowledge and respect for his disease was so refreshing to see in a hospital as my past experiences have not been so good with other hospitals. Marc was so scared, never having any type of surgery before, but he was immediately put at ease and did fantastic, never showing an ounce of fear thanks to the staff putting him at ease. My son Mitchell was there at 6am and my son Marc was there at 1pm on the 18th of April, so I was there most of the day.

I expected to maybe find a kind staff member or two, but not the entire hospital. From the security guard to the doctors, reception to the nurses, my boys and I could not have found more dedicated and professional staff. I wanted to use one of the “acknowledge a exceptional staff member” forms, but I would have had to use the whole stack as there was just so many to thank.

I can tell you as well, although I hope not to need hospital care for my children, but if I do I will make the drive here. I will also continue to tell anyone I talk to if they want the most incredible and loving care for their children take them to Rocky Mountain Hospital for Children at PSL.”

“I have never received such a warm and caring feeling as I did from the pediatric surgery department.”
Well known as a Denver 9th Avenue landmark for more than 60 years, Rose Medical Center has become a leader in comprehensive women’s services, orthopedics and total joint replacement, and bariatric and spine surgery. Rose was recently honored nationally as one of the Nation’s 100 Top Hospitals® by Truven Health Analytics and for Outstanding Nursing Quality by the American Nurses Association. We are proud to have completed a recent facility upgrade which includes a beautiful new front lobby, redesigned patient rooms and the new 6 North Suites. In the last year, Rose became a Center of Excellence for Minimally Invasive Gynecology and was the only Colorado hospital given the Outstanding Achievement Award by the Commission on Cancer. For the second year in a row, Rose was recognized by the Joint Commission as a top performer for key quality measures that improve patient care. With a reputation of providing high quality care for the community with trusted physicians and staff, Rose Medical Center continues to be a leader in healthcare for the metro area.

- National Database of Nursing Quality Indicators Award for Outstanding Nursing Quality®, American Nurses Association – 2012 (one of six hospitals honored nationwide)
- Outstanding Achievement Award, Commission on Cancer – 2012 (only Colorado hospital to be honored)
- “A” Patient Safety Rating from Leapfrog Group
- Center of Excellence for Minimally Invasive Gynecology, Surgical Review Corporation – 2013 (first hospital in Colorado to achieve designation)
- The Joint Commission certification for spine, hip and knee programs
- Chest Pain Certification from the Society of Chest Pain Centers
- Nationally Accredited Breast Center by the National Accreditation Program for Breast Centers
- Bariatric Center of Excellence by the American Society for Metabolic and Bariatric Surgery
- Pathway to Excellence Designation, American Nurses Credentialing Center – 2010
- Family Favorite – Hospital, Colorado Parent Magazine – 2012
- Colorado Can Do 5! Award for breast feeding from Colorado Department of Public Health & Environment
- Get with the Guidelines Platinum Performance Achievement Award, American Heart Association - 2012

See full listing of services and specialties at RoseMed.com
The staff and physicians at Rose Medical Center strive to provide exceptional patient care every day. This letter came from a patient on Rose’s surgical floor, where patients recover after surgical procedures.

“I am writing to let you know that you have an incredible team of nurses on the 6th floor at Rose. I have been in the hospital twice and have had wonderful care from your nurses and the CNA’s. Honestly, everyone who took care of me was compassionate, gentle, some humorous, and I felt like this is more than just a job to them. ‘The patients are first!’

What I liked was how the next shift nurse was introduced to me and debriefed about my status. I liked how the nurses checked in regularly. Asked if I needed anything. When I needed the nurse, it didn’t take all day for them to respond. Even my visitors recognized the tremendous customer service and care of your staff. As I walked down the hall, I was always greeted with a hello and a smile.

I have been in other hospitals and have seen their staff in action and none can compare to the 6th floor staff at Rose. This is a reflection of your management.

You should be the best practice of nursing for other hospitals.”

“Honestly, everyone who took care of me was compassionate, gentle, some humorous, and I felt like this is more than just a job to them.”
Delivering on its "beyond your expectations" philosophy, Sky Ridge has assembled a team of physicians and healthcare professionals who offer an extraordinary depth and breadth of service. Over the past year, Sky Ridge was named one of the top performers on key quality measures by The Joint Commission and earned an “A” rating from the Leapfrog organization for patient safety. Our breast center was accredited by the National Accreditation Program for Breast Centers (NAPBC) and we are proud to have earned the “gold seal” of approval from The Joint Commission for our stroke, spine, total knee and total hip programs. In addition, we are embarking upon a $117 million expansion on our campus, which will add 90 beds, four operating rooms, a Women’s Center and a parking structure. From our state-of-the-art Spine & Total Joint center, our robotic center of excellence and expansive Birth Place to our comprehensive cancer program, trauma center, stroke program and cardiac wellness center, Sky Ridge is a destination center poised to serve the community for a lifetime.

- Joint Commission certification for stroke, spine, hip and knee programs
- Joint Commission top performer in country for key quality measures
- “A” patient safety rating from Leapfrog Group
- Named one of top 101 hospitals for spine surgery by Becker’s Health Review
- Top 10 In Patient Satisfaction Among HCA Hospitals - 2011, 2012
- US News and World Report Best Regional Hospitals, 2011
- Reader’s Choice Award - Best Regional Hospital - Colorado Community Newspapers - 2011, 2012
- Foothills Award from Rocky Mountain Performance Excellence
- Best hospital for patient experience from Women Certified
- Bariatric Center of Excellence from the American Society for Bariatric Surgery
- Chest Pain Certification from the Society of Chest Pain Centers
- Commission on Cancer three-year accreditation with commendation for the Sky Ridge Cancer Center
- American Academy of Sleep Centers Accreditation for the Sky Ridge Sleep Disorders Center
- Center of Excellence for SIR-Spheres Microspheres radioembolization treatment for inoperable liver tumors
- Colorado Can Do 5! Award for breast feeding from the Colorado Department of Public Health & Environment
- Bronze achievement award from the Colorado Environmental Leadership Program

Rendering for new Women’s Center on the Sky Ridge campus; construction to be completed fall of 2014.
Sky Ridge Medical Center

Sky Ridge offers the latest in medical technology and superior clinical outcomes in a soothing, healing environment. Combine that with world-class services and the area’s top healthcare professionals and you’ll understand why Sky Ridge has become a model of care for the country.

The following is a letter we received from a patient’s husband describing how their experience at Sky Ridge Medical Center impacted them.

Sitting in the Café at Sky Ridge while his wife undergoes surgery for the second time since her cancer diagnosis, a husband says, “We are blessed.” Many people might have a difficult time seeing it from that perspective but he is grateful that a routine mammogram found his wife’s breast cancer early. For many, a cancer diagnosis would be enough to make them lose hope.

“My wife was scheduled to have a double mastectomy with Dr. Joyce Moore who gave us confidence right away.” She told us, ‘I want you to know that everything is going to be ok.’ I was especially grateful for the care we received from Dr. Moore. You develop heroes in your mind — Dr. Moore is a hero, not only for her incredible expertise but her can-do attitude that was like a shot of confidence.”

“The nurses at Sky Ridge displayed incredible attention to detail and comfort every minute my wife was there. We really felt like we had a team giving genuine, exceptional, from-the-heart care. And, the breast navigator was exceptional. The little heart pillow she gave us was the only thing that put my wife at ease with the expanders. That simple gesture became a lifesaver.”

“We learned a lot and had great people around us. Now we want to tell others to get their screenings. My wife is a perfect example of the importance of early detection and routine mammograms. Before the diagnosis, she had no symptoms, no family history and no red flags that would indicate that she was at risk for cancer. Now I’ve become an ambassador. I want everyone to get checked!”

For many, a cancer diagnosis would be enough to make them lose hope.
Spalding Rehabilitation Hospital

Spalding Rehabilitation Hospital has been in the business of Rebuilding Lives and Renewing Hope for more than 40 years. A 100-bed licensed rehabilitation hospital, Spalding was the first licensed rehab hospital in Colorado. Specializing in treatment of conditions such as stroke, brain injury, amputations and other disabling injuries and medical conditions. Rehabilitation is all about compensating for deficits, adapting to a new way of life and restoring function to help patients return to the most functional life possible.

Highlights

• Recognized for the second consecutive year by Rehab Management Magazine as one of the Best of Rehab for 2012
• Received our 9th - 3 year CARF Accreditation (Commission for Accreditation of Rehabilitation Facilities) for Acute Rehab
• Received rare Exemplary status from CARF with our Accreditation of the Brain Injury program for demonstration of best practice
• Received first time accreditation by CARF for our Stroke Rehabilitation program with no recommendations for improvement
• Successfully hosted first HealthOne Rehab Conference with 140 clinicians participating in a full day of continuing education
• Cindy Kreutz, CEO was recognized as the Business Person of the Year by the Aurora Chamber of Commerce
• Cindy Kreutz, CEO was appointed as Co-Commander for Buckley Air Force as part of the Community Commander Program
• Donna Greeley- HR Director was nominated for the Unsung Heroes Award for Community Service by The Aurora Chamber of Commerce

See full listing of services and specialties at SpaldingRehab.com
Spalding Rehabilitation Hospital

Spalding Rehabilitation has been in the business of Rebuilding Lives and Renewing Hope for more than 40 years and was the first licensed rehabilitation hospital in Colorado.

Acute rehabilitation is designed to help you return to your day-to-day life sooner by providing individualized intensive therapy programs through an interdisciplinary team approach.

Spalding Rehabilitation Hospital is the premiere hospital for all physical rehabilitation needs with a specialty in neurological services and the only controlled stimulation brain injury program in Colorado.

The following is a story of a patient’s experience at Spalding Rehabilitation Hospital and how it impacted her.

Our patient was a healthy active adult. She ran, biked, hiked, skied and enjoyed playing with her grandchildren. She came to Spalding Rehab after a complicated acute medical stay where she was diagnosed with Guillain-Barre Syndrome. She was completely paralyzed from the chest down, unable to sit, eat or even shift her weight in the bed. She was lucky to be alive yet wondered how she would get back to her previous life when she couldn’t even feed herself.

The Spalding Rehabilitation team developed a plan to help her get her life back. With a mission of Rebuilding Lives and Renewing Hope, each team member consisting in part of physiatry, nursing, physical, occupation and speech therapy, completed a comprehensive evaluation and treatment plan. With the patient as part of the team, they all came together to set goals and monitor progress. Through daily physician visits, 24 hour rehab nursing and three hours of therapy per day and many hours of hard work, the patient slowly regained mobility and function. They helped her relearn how to take care of herself again from basic needs such as dressing and eating, to standing and walking. After progressing through our continuum of care from Inpatient, Day Rehab to Outpatient, she now has her life back. She once again enjoys her active lifestyle, most importantly running and playing with her grandchildren.
Swedish Medical Center &
Swedish Southwest ER

A Level I Trauma Center, Swedish is an acute care hospital
for adults and pediatrics.

501 East Hampden Avenue | Englewood, CO 80113
303-788-5000 | SwedishHospital.com

SWEDISH SOUTHWEST ER
6196 South Ammons Way | Littleton, CO 80123
303-932-6911 | SwedishHospital.com

A respected medical provider and trusted community health resource for
more than 100 years, Swedish offers patients the highest quality care and
the most advanced technologies and treatments in nearly every medical
specialty — all delivered by our experienced staff who are at the heart of our
Swedish Memorable Care promise.

The Swedish Southwest ER (SWER) is a 24-hour, full-service Emergency
Department. This convenient 18-room location offers patients direct access
to high-level care by an expertly trained staff that strives to provide excellent
service. Patients have full access to advanced trauma, stroke and cardiac
care with tele-medicine, laboratory, CT, X-ray, and ultrasound services all
conveniently on site.

• Comprehensive Stroke Center certification from Joint Commission:
  Through the collaboration of many departments, physicians,
surgeons and staff at Swedish Medical Center, we successfully
achieved the Comprehensive Stroke Center certification from the
Joint Commission. Swedish was the 14th hospital in the U.S. and the
first in Colorado and the Rocky Mountain Region to nationally receive
this certification.

• Awarded Gold by the American Heart Association for Get with the
  Guidelines in Heart Failure. Swedish was awarded Gold by the
American Heart Association for Mission: Lifeline – Myocardial
Infarction Care.

• Swedish Medical Center has been granted a three-year/full
  accreditation designation by the National Accreditation Program
for Breast Centers (NAPBC), a program administered by the
American College of Surgeons. Accreditation by the NAPBC is only
given to centers that have voluntarily committed to provide the
highest level of quality breast care and that undergo a rigorous
evaluation process and review of their performance.

• Swedish underwent its 10-Year Accreditation Review with ACPE
  (Association for Clinical Pastoral Education), which is accredited by
the US Department of Education. The review included a Site Team
visit. Though we await the final report from the ACPE Accreditation
Commission, the Site Team found us as an ACPE Center “in full
compliance with all ACPE Accreditation Standards.”

• Proud to have helped a total of four victims from the Aurora Theater
  shooting July 20, 2012. Swedish Medical Center staff came together
in a moment of great tragedy to serve our community. The actions of
staff throughout the hospital were compassionate and set an example
of what true care is all about.
Swedish Medical Center

Swedish Medical Center has been named the first Comprehensive Stroke Center in Colorado and the Rocky Mountain Region by the Joint Commission, the prestigious national medical accreditation organization.

We have an entire team focused on the urgency of a stroke. Our specialized team extends our telemedicine stroke services to residents across a five state region.

Swedish not only treats more stroke patients than any other hospital in Colorado, we also have better clinical outcomes.

The following is a letter we received from a patient describing how their experience at Swedish Medical Center impacted them.

“The one thing that amazed me was once I arrived at Swedish Medical Center, it didn’t take more than five minutes for the stroke team to know what to do. I remember thinking, this is how my life is going to be from now on, but with the quick thinking and excellent care, I woke up several hours later completely normal! I feel so thankful for the great staff here at Swedish.”

“It didn’t take more than five minutes for the stroke team to know what to do.”
This year marks the 30th Anniversary for AirLIFE Denver, the Air Medical and Critical Care transport program for HealthONE. AirLIFE Denver was recognized as the 2010-2011 international Air Medical Program of the Year by the Association of Air Medical Service.

AirLIFE Denver provides air and ground critical care transport for both adult and pediatric patients in a 10-state region including Colorado, Utah, Wyoming, Montana, Nebraska, Kansas, New Mexico, South Dakota, Arizona and Texas. Since it was established in 1983, AirLIFE Denver has served more than 51,000 patients across the metro Denver area and Rocky Mountain and Great Plains regions. Each transport team includes two nurse or nurse/paramedic teams, who each have a minimum of five years emergency medicine and/or critical care experience. For our smallest patients, our Neonatal team includes a neonatal nurse practitioner and neonatal RN and/or neonatal RT.

AirLIFE Denver’s commitment to patient care and quality is second only to its emphasis on safety. Unique and proven safety upgrades include custom aircraft design, the use of Night Vision Goggles, Global Positioning Systems, Terrain Avoidance Warning Systems and state-of-the-art weather monitoring. With more than 2,800 transports a year, AirLIFE Denver is one of the largest and busiest medical transport programs in the region providing service 24 hours-a-day.

See full listing of services and specialties at AirLIFEDenver.com
Physician Care
4900 S. Monaco St., Suite 210 | Denver, CO 80237
303-788-2500 | HealthONEClinics.com

HealthONE Physician Care, formerly known as HealthONE Clinic Services, provides healthcare in an expansive multi-specialty network of clinics throughout the metro Denver area. Our guiding principal is Patients First.

We employ Physicians, Nurse Practitioners, Physician Assistants, Occupational Therapists, Physical Therapists, Midwives and Audiologists. All members of our team share a commitment to high quality medicine and patient focused medical care.

Our Occupational Medicine and Rehabilitation practices serve approximately 5,000 employers in the Denver metro area.

We work in collaboration with the HealthONE hospitals, including the Rocky Mountain Hospital for Children.

In addition, HealthONE Physician Care is a leader in providing support services to our employed providers that allow them to just focus on patients and high quality care. We provide accounting, billing and collection, coding, human resources, managed care contracting, payroll, physician leadership, quality review, risk management and insurance, space and equipment, and compliance programs along with other tools to ensure our providers can spend more time focused on the care of our patients.

Highlights

- North Suburban Medical Center’s Doctor Making a Difference Program: Dr. Jillian Ciocchetti of Northpoint Surgery
- Dr. Wade Smith and Dr. Steve Morgan of Mountain Orthopedic Trauma Surgeons: Best Doctors for Executives, Colorado Biz Magazine, July 2012
- Dr. Pengel and Dr. McAvoy of Rocky Mountain Youth Sports Medicine presented with 7 Everyday Hero Award from Denver 7News for the concussion education and service they provide in our community.
- Colorado Clinical Guidelines Collaborative: Golden Galaxy Award for Best Clinic (out of 150 participating clinics): Summit Family Medicine
- Colorado’s Professionals in Workers Compensation: Outstanding Physical Therapist award, 2009: Curt Robinson III, MPT, LODO HealthONE Occupational Medicine and Rehabilitation Clinic
- Colorado’s Professionals in Worker Compensation: Outstanding Rehabilitation Specialist award, 2010: Cynthia Cano, OTR/CHT at the Bryant HealthONE Occupational Medicine and Rehabilitation Clinic
- U.S. Ski Team, Women’s World Cup Alpine Race Team physician, Valle Nevado, Chile: Dr. Jeffrey Gagliano of North Denver Orthopedic Specialists at North Suburban Medical Center

See full listing of services and specialties at HealthONEClinics.com
HealthONE Outreach Services offers access to a vast array of resources requested by rural and outlying communities. HealthONE Outreach volunteers are highly skilled medical professionals with access to advanced medical technology. Our hospitals and 3,000 affiliated physicians have cared for generations of patients in communities both large and small. HealthONE’s Outreach program serves the needs of rural residents of Colorado, Kansas, Nebraska, Montana, New Mexico, South Dakota, Texas and Wyoming by providing them access to specialty care when there is a demonstrated need within the community. The program allows rural healthcare providers the ability to stay involved in the care and follow-up of their patients. HealthONE physicians and allied health professionals participate in clinics in 50 communities - more clinics than any other hospital system in the Rocky Mountain region. The HealthONE Regional Network also affords non-Denver hospitals availability to a variety of service support through our affiliation program.

Additionally, Continuing Education has always been associated with the Outreach Program. In 2012, HealthONE physicians, nurses and allied health professionals offered 286 education opportunities across the region. Outreach volunteers lecture on many different topics including trauma, stroke, cardiology, orthopedics, neonatal, pediatrics, geriatrics, women’s service, oncology, concussion and EMS.

The program allows rural healthcare providers the ability to stay involved in the care and follow-up of their patients.
Telemedicine is the use of medical information exchanged from one site to another via electronic communications to improve patients’ health status. The technology utilized during consults consists of a mobile cart, monitor, high-resolution camera and microphone to simultaneously transmit the audio and video portions of a consult.

The Collaborative Digital Online Consultant (CO-DOC) Telemedicine Program’s purpose is to enable rapid diagnosis and treatment recommendations for patients experiencing strokes in communities that do not have access to round-the-clock stroke neurology care.

CO-DOC’s first telemedicine consult was on May 31, 2006. This consult, with an 88 year-old patient from Springfield, Colorado, proved to be very successful. CO-DOC has grown steadily in six years, and increased its reach to busy urban and suburban hospitals across Colorado. The CO-DOC Neurologists have conducted more than 2,000 stroke consultations and now have numerous CO-DOC sites deployed.

The Neurologists conduct the telemedicine consults from their lap tops and anywhere there is an internet connection. They control the movement of the monitor and cameras via a mouse attached to their computers. Direct access to patient medical records, including radiology scans is set up with CO-DOC’s network partners to increase consult efficiency and accuracy in diagnosing a patient’s condition.

The goal of this innovative program is to bring the best of acute diagnosis and treatment recommendations to patient communities, which are often in remote locations, and often can’t sustain specialty care physicians and the resources to provide the most advanced medical treatments.
HealthONE Medical Imaging

Medical Imaging Administrative Offices
4900 S. Monaco St., Suite 320 | Denver, CO 80237
303-788-2500 | HealthONEimaging.com

Convenience
With over 30 convenient locations throughout the Denver metro area, HealthONE Medical Imaging provides patients and their physicians the convenience they expect, the quality they deserve, and the expertise they value. In partnership, HealthONE Medical Imaging and Invision Sally Jobe strive to exceed our patients’ and physicians’ expectations.

Quality Imaging and Advanced Technology
HealthONE Medical Imaging network offers the latest, most advanced imaging technologies with the patient in mind:
• Women’s Imaging Services – Digital Mammography, DEXA (Bone Densitometry), Breast Ultrasound, Comprehensive Biopsy Services
• CT Scan with low radiation dose as part of our Radiation Right and Image Gently programs.
• MRI with open bore and short bore technology for patient comfort
• Ultrasound with a gentle approach
• Nuclear Medicine and PET/CT with sub-specialized evaluation
• Cardiac Diagnostics
• General Radiography and Floroscopy with low dose radiation through Radiation Right and Step Gently programs

Expertise
Our physicians and staff are among the best in the industry. HealthONE stands apart with sub-specialized board-certified radiologists providing the highest quality and most accurate evaluations of your exam. When combined with technologists and sonographers who are registered nationally and experienced in their field(s) of study, patients receive the expertise they have come to expect and value. Each HealthONE facility is accredited through either one or both credentialing bodies – The Joint Commission and by the American College of Radiology – demonstrating a standard of excellence in our services.
Facilities and Locations

**Hospital**
1. North Suburban Medical Center & Rocky Mountain Hospital for Children at NSMC
2. Presbyterian/St. Luke's Medical Center; Rocky Mountain Hospital for Children at P/SL & Spalding Rehabilitation at P/SL
3. Rose Medical Center
4. Sky Ridge Medical Center & Rocky Mountain Hospital for Children at Sky Ridge
5. Spalding Rehabilitation Hospital
6. Swedish Medical Center & Rocky Mountain Hospital for Children at Swedish
7. The Medical Center of Aurora & Rocky Mountain Hospital for Children at Aurora

**Stand-Alone Ambulatory Surgery Centers**
1. Centrum Surgical Center
2. Clear Creek Surgery Center
3. Lincoln Surgical Center
4. Lowry Surgery Center
5. Midtown Surgical Center
6. Musculoskeletal Surgical Center
7. North Suburban Surgery Center
8. Red Rocks Surgery Center
9. Ridgeview Endoscopy Center
10. Rocky Mountain Surgery Center
11. Rose Surgical Center
12. Sky Ridge Surgical Center
13. Surgery Center of the Rockies
14. The Urology Surgery Center of Colorado

**Free-Standing Emergency Department**
1. Centennial ER
2. North Suburban Northeast ER
3. Swedish Medical Center & Rocky Mountain Hospital for Children at Swedish
4. The Medical Center of Aurora & Rocky Mountain Hospital for Children at Aurora

**Radiation Oncology**
1. Radiation Oncology at Thornton
2. Radiation Oncology at Red Rocks

**Occupational Medicine & Rehabilitation Clinics**
1. Aurora Occupational Medicine & Rehabilitation Clinic
2. Bryant Street Occupational Medicine & Rehabilitation Clinic
3. Centennial Occupational Medicine & Rehabilitation Clinic
4. Englewood Occupational Medicine & Rehabilitation Clinic
5. LoDo Occupational Medicine & Rehabilitation Clinic
6. North Suburban Occupational Medicine & Rehabilitation Clinic
7. Northwest Occupational Medicine & Rehabilitation Clinic
8. North Suburban Northeast ER
9. Free-Standing Emergency Department
10. Radiation Oncology at Thornton
11. Radiation Oncology at Red Rocks

**Medical Imaging**
1. Applewood Imaging Center Golden
2. Breast Imaging Center at Presbyterian/St. Luke's
3. Centennial Center for Women
4. Center for Cardiac Diagnostics & Colorado Women’s Imaging Center
5. Green Valley Ranch Imaging
6. Imaging at The Medical Center of Aurora, North Campus
7. Invision Sally Jobe Aurora
8. Invision Sally Jobe Centrum (Suite 300E, 200E & 124C)
9. Invision Sally Jobe Cherry Creek
10. Invision Sally Jobe Golden
11. Invision Sally Jobe Hampden Place
12. Invision Sally Jobe Lincoln Medical Center
13. Invision Sally Jobe Lone Tree
14. Invision Sally Jobe Mammography in Littleton
15. Invision Sally Jobe Southwest Healthpark
16. Imaging Centers at Swedish Medical Center (601 E. Hampden, Suite 100 & 170)
17. Imaging Centers at Swedish Medical Center (501 E. Hampden)
18. Imaging Centers at Swedish Medical Center (499 E. Hampden)
19. Medical Imaging (Suite 240) & Breast Care (Suite 120) at Red Rocks
20. North Suburban Medical Center Outpatient Imaging
22. Park Center Imaging, a department of North Suburban Medical Center
23. Presbyterian/St. Luke's & Rocky Mountain Hospital for Children at P/SL Outpatient Imaging
24. Rose Outpatient Imaging Center (Suite 101) & Rose Breast Center (Suite 45B)
25. Rose Outpatient Imaging at Lowry
26. Rose Medical Center Outpatient Imaging
27. Sky Ridge Imaging Center at Lincoln Medical Center
28. Sky Ridge Medical Center Outpatient Imaging
29. The Medical Center of Aurora
30. Women’s Diagnostic Imaging Center at North Suburban Medical Center

* Invision-Castle Rock & Sky Ridge Imaging Center at Castle Rock (Not shown on map, located south in Castle Rock)
Healthy Work Environment

As a healthcare company, we take seriously our responsibility to contribute to a better quality of life for those we serve, and that includes the lives of more than 10,000 employees.

We believe our success is dependent on creating a healthy work environment where caregivers, staff, administrators, physicians and volunteers are at the core of our patients-first culture.

HealthONE has been working hard to enhance the quality of life for our employees at work and at home. Our commitment to a healthy work environment includes a focus on five key areas: culture, leadership, voice, compensation/rewards and staffing. We know that by doing well in each of these areas, we will be able to provide the highest quality, most compassionate service to our patients.

We have made important accomplishments in these areas over the last several years. Our culture is grounded in a safe, caring workplace, where individuals are respected, valued and treated fairly. In 2012, we expanded our employee wellness program to include a strong emphasis on disease prevention. We also launched "The Health Action Plan", an online, interactive tool which allows employees to set goals and create action steps to improve or maintain their health.

We offer ample opportunities for employees to voice concerns and ideas for improvement through our Employee Advisory Groups, Open Door policy, and the Employee Survey. We work hard to provide a healthy work environment that makes our hospitals and facilities a great place to work — places where employees can feel empowered to provide the best care possible and experience a rewarding career.

For careers at HealthONE go to: HealthONEJobs.com

Leading Hospitals, Trusted Care

4900 S. Monaco St., Suite 380
Denver, CO 80237

For HealthONE resources and to find a physician:
HealthONEcares.com

Pediatric Services:
RockyMountainHospitalforChildren.com