

IMPACT REPORT



**DENVER HEALTH
FOUNDATION™**

2023 CORE MISSION REPORT

RELEASED AUGUST 2024

**Denver Health
serves a
quarter of
Denver
residents—**

**270,000
PATIENTS
ANNUALLY.**



DENVER HEALTH:

A COMPREHENSIVE HEALTH CARE SYSTEM

Denver Health Foundation deeply appreciates your generous contribution this year. Your support has been instrumental in advancing Denver Health's mission to provide exceptional care for all, educate the next generation of health professionals, and engage in research and community partnerships to improve patient care.

Established in 1860, Denver Health has consistently served the Denver community by delivering high-quality care, pioneering research, and training future health professionals. **Today, Denver Health provides care to 270,000 patients annually—serving a quarter of Denver's population—through a comprehensive network that ensures access to quality care for all, regardless of ability to pay.**

Our health care system integrates an urban public hospital with ten community health centers and 19 school-based health centers, creating a robust continuum of care. This approach addresses the physical, behavioral, and financial health needs of our community, offering comprehensive services. In 2023, our school-based health centers treated more than 15,000 students, resulting in more than 80,000 behavioral health visits. Our community health centers, along with four Mobile Health Centers, managed more than 667,000 patient visits.

As a nationally recognized Learning Health System, Denver Health merges research, education, and public health initiatives to enhance community health and equity. Our Office of Research is dedicated to improving care quality and patient outcomes,

while the Office of Education trains more than 2,000 students annually across 34 health professions, fostering a diverse workforce and providing pathways for career advancement. **Our Office of Health Equity (OHE) partners with stakeholders to eliminate health disparities among our patients, staff, and the broader community.**

The cost of providing unpaid care for Denver residents has surged, from \$42 million in 2019 to \$102 million in 2023. This rise, combined with increased demand for services, strains our health system, especially since the city's contract to pay Denver Health for the uninsured care we provide has remained unchanged for the past decade and does not cover our expenses. Denver Health faces substantial financial challenges in meeting the growing needs of our community.

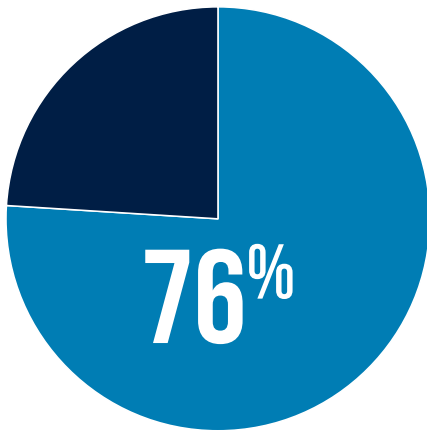
Despite these financial pressures, Denver Health achieved positive financial outcomes in 2023, underscoring our strong fiscal management and commitment to providing care regardless of payment ability. Your philanthropic support has been crucial in navigating these challenges, and we are profoundly grateful for your contribution.

This report outlines the significant advancements made possible by philanthropy, showcasing the impact of your support. **We hope you take pride in the difference your contribution has made to Denver Health and the community we serve.** We look forward to your continued support in our future endeavors.

DEMOGRAPHICS

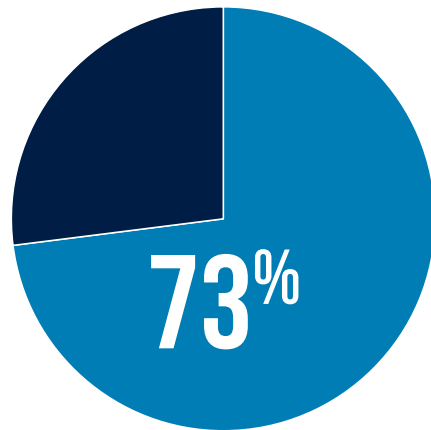
Childhood Immunization Rates

76% of children who became 24 months of age in the last year



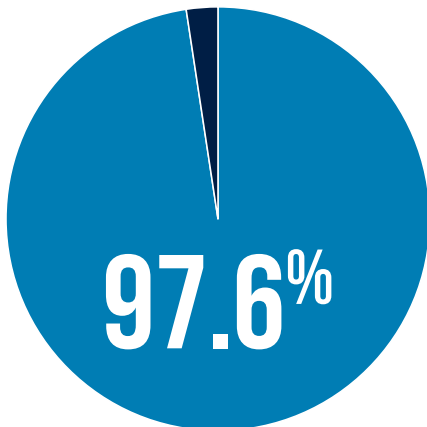
Breast Cancer Screening Rates

73% of patients 51 to 74 years old who require screening have had a mammogram in the past two years



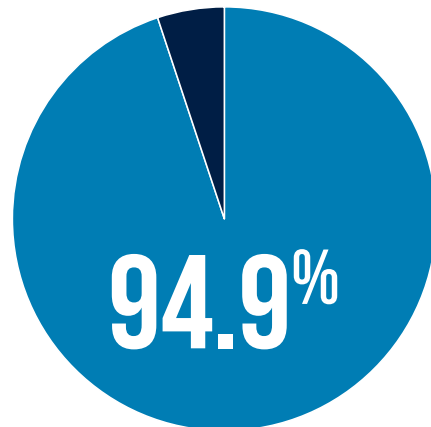
Blunt Trauma Survival Rates

97.6% survival rate for blunt trauma

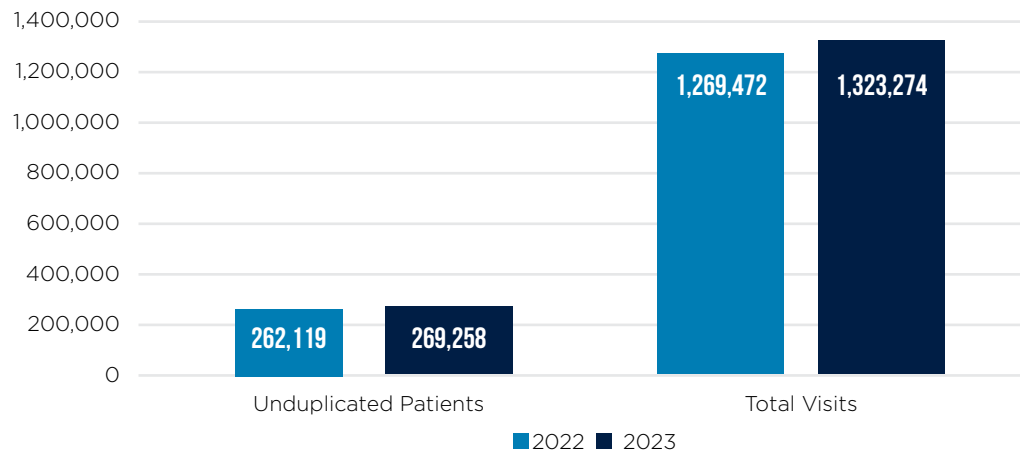


Penetrating Trauma Survival Rates

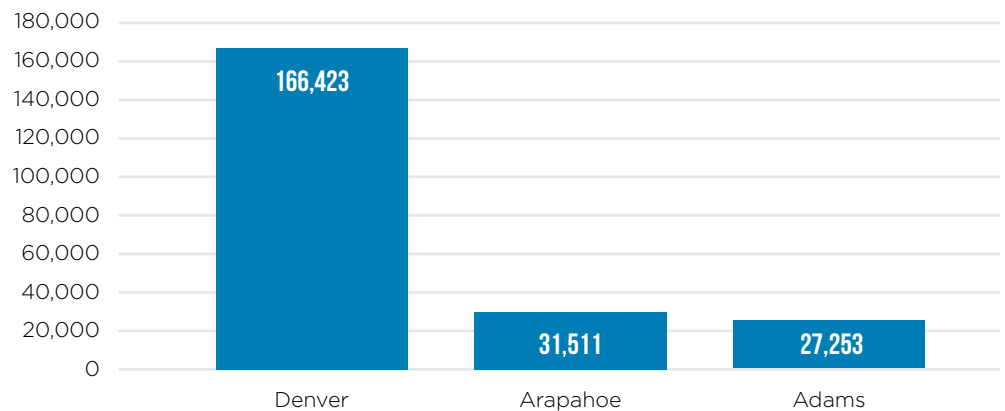
94.9% survival rate for penetrating trauma



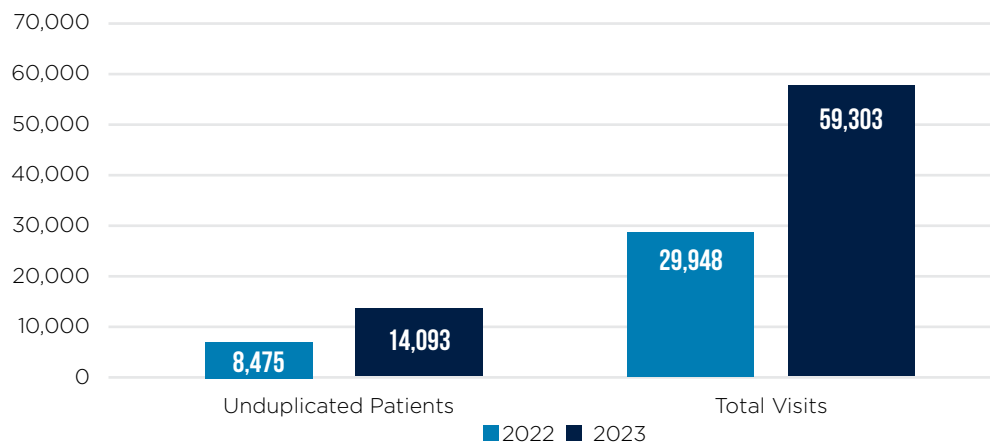
Unduplicated Patients & Total Visits



Top Three Counties Served — Unduplicated Patients



Denver Health Unhoused Patients



COMMUNITY HEALTH

Denver Health is committed to providing comprehensive family care through a network of ten community health centers and four mobile health centers. Our health centers increase access to care by reducing travel distances and lowering overall costs for our patients and health care system.

These centers are designed to be accessible and welcoming, located within the communities they serve. Denver Health, including our community health centers, provides robust language translation services to ensure effective and respectful communication for all patients.

This vital work is made possible by the generous support of our philanthropic partners, whose contributions ensure that we can continue to expand and enhance our services for the community.

Community Health Centers

Denver Health has strategically located our community health centers where our patients live and work, ensuring accessible, quality care across Denver. Our ten community health centers, alongside our four Mobile Health Centers, facilitate more than 667,000 patient visits every year.

School-Based Health Centers

In addition to our ten community health centers, Denver Health also operates Denver Health Pediatrics at Denver Public Schools. Our 19 school-based health centers served more than 15,000 students in 2023, providing vital health care services free of charge to Denver Public Schools students

and their siblings. Students have access to medical, mental health, dental, and health education services on-site within or near their schools.

**Finding out that the
evaluation helped her gain
access to a better, safer
life brought me unexpected
rejuvenation and hope.**

— DENVER HEALTH PROVIDER ON ASSISTING A
NEWCOMER TO OUR COMMUNITY

“We were able to calm her down and comfort her, which felt so good. Eventually, I was able to get her vitals and make her smile. Being patient with her changed her perspective.”

— DENVER HEALTH PROVIDER ON ASSISTING A YOUNG GIRL WITH AUTISM DURING HER VISIT TO A MOBILE HEALTH CENTER



Mobile Health Centers

Denver Health's Mobile Health Centers bring a comprehensive range of essential services directly to communities. Starting with one vehicle in 2002, our fleet has grown with support from federal funding, The Anschutz Foundation, and many individual donors. Our Mobile Health Centers now offer a wide range of services, including primary care, cancer screenings, and vaccinations, including COVID-19 vaccines.

Primary Care on Wheels

This mobile health center offers primary care services for all ages, from infants to seniors. Services include blood pressure screenings, health coaching, diabetes prevention, vaccinations, and health insurance enrollment, helping bridge the gap for those without regular access to health care facilities.

School-Based Mobile Clinic

In partnership with Denver Public Schools, this program supports DPS Community Hubs, providing vaccines, pediatric primary care, and acute care services. It focuses on newly arrived migrant families and underserved students, enhancing health access

and allowing students to focus on education without health-related interruptions.

Mobile Opioid Medication Assisted Treatment (MOMAT)

Our newest mobile health center brings methadone treatment for opioid use disorder to the community, rotating between the Bernard F. Gipson Eastside and Sam Sandos Westside Family Health Centers. It provides methadone dosing, counseling, care navigation, peer support, access to primary care, integrated behavioral health, dental care, and family planning.

Rapid Public Health Response

Our mobile health centers have been pivotal in responding to public health needs, particularly during the COVID-19 pandemic. They provided testing and vaccination services in high-risk neighborhoods, crucially reducing COVID-19 rates by increasing access to care, education, and supportive resources in underserved communities. The flexibility of these mobile health centers allows Denver Health to tackle emerging public health challenges with speed and precision, demonstrating our commitment to the community's well-being.

EMERGENCY RESPONSE

Denver Health operates the busiest emergency medical response system in Colorado, handling more than 122,000 emergency calls and logging over one million miles on our emergency vehicles each year. Our ability to respond swiftly and effectively to emergencies is enhanced by the generous donations we receive. Philanthropy is crucial in providing our teams with the necessary tools and resources to save lives and deliver critical care when it is needed most.

**Our trauma center
provides comprehensive
care with a
98% SURVIVAL RATE.**



Ernest E. Moore Shock Trauma Center

As the region's premier Level I Trauma Center for adults, offering the highest level of emergency care, and a Level II Center for children, we provide comprehensive care for the entire family with a 98% survival rate.

Denver Health's EMT and Paramedic Services

Quick Response to Heart Attacks

Our paramedics, along with our Emergency Medical Technicians (EMTs), perform essential heart tests within slightly more than six minutes of arriving on the scene for patients experiencing chest pain, ensuring rapid diagnosis and treatment.

Rapid Trauma Care

For severe injuries like blunt trauma (e.g., car accidents), our teams transport patients from the scene to the hospital in under nine minutes on average. For penetrating trauma (e.g., stab wounds), the average time from scene to hospital is just over five minutes.

Efficient Use of Resources

Our rate of ambulance use remains efficiently low, allowing us to respond quickly to emergencies.

Emergency Services Patrol (ESP)

Our ESP provides vital transportation for individuals with substance misuse issues, transporting them to

Denver Community Addiction Rehabilitation and Evaluation Services (CARES), a non-medical detox facility, in about 12 minutes on average. Denver CARES offers short-term and residential treatment for individuals with substance use disorders and has provided safe and humane withdrawal management for nearly five decades. In 2023, the ESP handled more than 5,000 calls for service, demonstrating our commitment to supporting vulnerable populations.

Support Team Assisted Response (STAR)

The STAR program is a crucial part of our emergency response services, offering an alternative to police intervention for individuals experiencing mental health crises, substance use disorder issues, and other non-violent emergencies. This program, partly funded by philanthropic donations, allows Denver Health to dispatch a team consisting of a paramedic and a mental health clinician to respond to these calls, providing appropriate care and resources on-site. Since June 1, 2020, STAR has responded to more than 16,000 calls that would have otherwise been dispatched to police. Of those served by STAR, 49% were referred to formal mental health or substance use treatment, and 33% were transported to a community resource.

COMMUNITY SUPPORT

Denver Health's community support services include a range of important programs that address our community's needs. These essential services are supported by our generous donors, whose contributions help us improve our capabilities, expand our reach, and continue providing critical support.

NurseLine

Registered nurses handle thousands of calls every year, offering advice on medical issues, home treatment, and when to seek further care. This service gives patients peace of mind, day or night.

NurseLine Services

24/7 Availability: NurseLine operates around the clock, 365 days a year, ensuring that medical advice is always available.

Comprehensive Support: Call center agents gather demographic information and medical responses, while registered nurses provide medical triage using national guidelines, recommending 911, emergency department visits, urgent care appointments, or home care as appropriate.

Language Assistance: Language services are available through Denver Health's medical interpretation services or external providers, ensuring accessibility for non-English speakers.

High Standards: NurseLine adheres to call center standards set by URAC, NCQA, and HIPAA, maintaining high-quality care and confidentiality.

Addressing the Needs of Our Unhoused Patients

Over the last three years, the number of unhoused patients has increased significantly, from 7,625 in 2021 to 11,654 in 2023, leading to a rise in visits from 25,396 to 47,465. Denver Health has partnered with the Denver Housing Authority and the Colorado Coalition for the Homeless to provide transitional housing through 34 units at two locations. This partnership aims to offer stable housing and comprehensive health care services to improve the well-being of our unhoused patients.



Specialized Care for Adolescents

In 2023, Denver Health opened Colorado's first licensed adolescent withdrawal management program, offering specialized care for patients aged 17 and younger with substance use disorders. This program is part of our ongoing commitment to addressing the diverse health needs of our community.

Acute Center for Eating Disorders and Malnutrition

The center provides medical stabilization for patients with life-threatening eating disorders and has saved more than 2,000 lives. In 2023, donors helped create a garden, enhancing the healing environment for patients.

Denver CARES

Denver Health operates Denver CARES, the city's non-medical detox facility, offering a safe place for individuals with substance use disorders to receive support.

Services Provided:

- Safe detoxification environment
- Short-term residential care
- Access to social workers and counselors
- Referrals to long-term treatment programs

Statistics:

- In 2023, Denver CARES provided services to more than 10,000 individuals.
- The average length of stay was three to five days.
- 70% of clients received referrals to ongoing treatment programs.

Treatment on Demand

This program helps people with substance use disorders get quick access to treatment and support. It connects patients to community care, offers medication-assisted treatment, and ensures ongoing care. We measure success by how many patients get assessed, how quickly they access services, and how many stay in treatment. Denver Health uses these standards to effectively support recovery in our community.

Correctional Care

Denver Health provides medical care to inmates in Denver's jails via telemedicine.

Denver County Jail and Downtown Detention Center

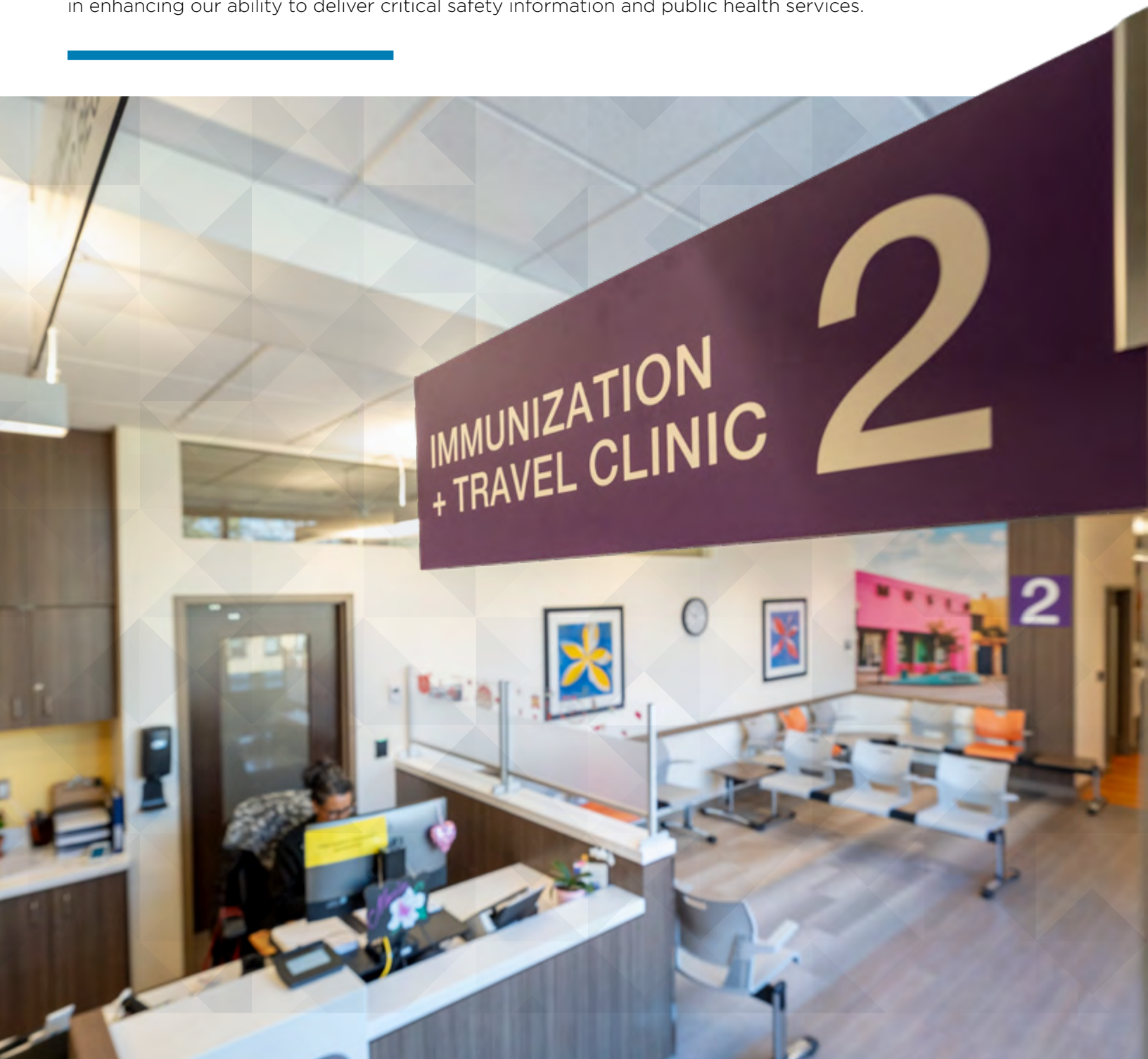
The Correctional Care Medical Facility (CCMF) operates 24/7, ensuring continuous medical attention for inmates.

Ensuring Safety and Compliance: The facility adheres to standards set by the National Commission on Correctional Health Care (NCCHC) and the American Correctional Association (ACA) and complies with the Prison Rape Elimination Act (PREA) requirements.

Collaboration: Denver Health works closely with the Denver Sheriff's Office to coordinate care, manage utilization, and ensure compliance with regulatory requirements.

PUBLIC HEALTH

Public health initiatives at Denver Health aim to improve community well-being through innovative practices and holistic care. These efforts are supported by our philanthropic partners, whose contributions are essential in enhancing our ability to deliver critical safety information and public health services.



Rocky Mountain Poison and Drug Safety (RMPDS)

Denver Health operates RMPDS, which provides crucial poison and drug safety information to the public and health care professionals.

24/7 Availability

The Poison Center answers calls 24 hours a day, 365 days a year, providing immediate information and assistance for poison-related emergencies. Physicians respond to complex or unusual cases within 10 minutes of being paged.

Public Education and Outreach

In 2023, RMPDS distributed 1,785 pieces of public education materials on poison prevention in English and Spanish, helping educate the community on how to avoid and handle poison emergencies. RMPDS maintains the Colorado Poison Center website, offering communication options like webchat, email, and texting.

Call Volume

In 2023, the Poison Center handled 4,551 calls from Denver County and 34,596 calls from across Colorado, reflecting a 2.7% increase in Denver and a 2.2% increase statewide compared to 2022. This slight rise in calls indicates a return to pre-COVID volumes, suggesting that public awareness and utilization of poison control services are returning to normal levels. Calls involved various emergencies, including poison exposures, drug overdoses, and public health concerns.

Public Health Institute at Denver Health (PHIDH)

PHIDH is a nationally recognized agency dedicated to advancing public health practices and improving community health. By integrating public health and personal health care activities, PHIDH ensures comprehensive care through a unique, coordinated approach.

Key Areas of Focus

Community Work: PHIDH co-creates programs and services with the community through outreach, education, and advocacy to ensure that public health initiatives address the community's needs.

Clinical Care and Prevention: PHIDH provides essential services, including family planning, vaccination for preventable diseases, specialty care, and disease prevention, which contribute to the overall health and well-being of the community.

Regional Activities: PHIDH engages in research, disease monitoring, technical assistance, training, and consultation while collaborating extensively with local, state, and regional partners to address and overcome public health challenges.

PHIDH collaborates extensively with local, state, and regional partners to address public health challenges.

DENVER HEALTH FOUNDATION

We accelerate Denver Health's mission by providing resources for vital projects and programs through philanthropy.



Care Without Payment

Since 2019, the financial burden of providing unpaid care for residents of the City and County of Denver has surged, escalating from \$42 million to \$102 million in 2023. The city's fixed payment for care for patients ineligible for health insurance is placing a growing strain on the health system. According to the Colorado Department of Health Care Policy and Financing (HCPF) 2024 Hospital Financial Transparency Report, Denver Health's share of total care for uninsured patients is 17%, significantly higher than other Front Range hospitals.

The Crucial Role of Philanthropy

Philanthropy, primarily through Denver Health Foundation, helps Denver Health overcome the financial challenges of serving as the region's only safety-net health care system. In 2023, Denver Health Foundation raised more than \$20 million, a testament to the community's dedication to Denver Health's mission. Notable contributions came from various donors, including during the Kaiser Permanente Community Challenge, which raised \$18.7 million to sustain and expand access to care throughout the Denver Health system.

Philanthropy supports critical programs and services across the Denver Health system, ensuring that all patients receive exceptional care regardless of their ability to pay. Denver Health, as a nationally recognized Learning Health System, integrates research, education, and public health to enhance community health and equity by improving care quality, training a diverse workforce, and partnering to eliminate health disparities. The collective support from foundations, corporations, and individual donors—including community partners like you—is vital in addressing health inequities across the community and maintaining the health and well-being of Denver.

FOR YOUR SUPPORT!



**DENVER HEALTH
FOUNDATION™**

www.DenverHealthFoundation.org