A JOINT MESSAGE FROM LEADERSHIP

At Rocky Mountain Health Care Services, our purpose is to help our participants, team members and community live better. Over the past 44 years, our organization has put health, happiness, fulfillment, joy, and independence at the forefront of all we do.

At the start of 2020, our goal was to be known for the best healthcare services for seniors in the Pikes Peak region, along with expanding our service area to serve more seniors; and to be recognized by our team members as the best place to work in Colorado Springs. Together, as the world faced the COVID-19 pandemic, RMHCS literally reinvented itself over two days in early March in terms of how we would continue to serve our participants during this time, while still taking big steps towards our original goals; but most importantly, safely and efficiently supporting our participants, team members and community.

Rocky Mountain PACE (Program of All-Inclusive Care for the Elderly) accepted the challenges of the pandemic head on. We were the first PACE location in the country to ensure the safety of our participants and team members by limiting social exposure, activating our Incident Command team and closing the Day Center. However, at no point did we stop providing services. We worked with our team members to shift how we offered services to our participants and how to work safely from home. Instead of providing hot meals in our day center, we packed weekly meals and delivered them. Instead of having in-person daily activities, we assembled activity kits and offered live online classes and book clubs. We kept all our team members fully employed throughout the pandemic; team members helped in all areas of the company as we adjusted how we served our participants. Towards the end of the year, participants took a satisfaction survey and gave Rocky Mountain PACE an overall satisfaction score of 95% - a 4% increase from 2019. Despite the changes and challenges we all faced throughout the year, our participants continued to receive the highest quality of care and individualized services.

Remarkably, throughout all these adjustments Rocky Mountain PACE continued to grow, allowing us the privilege and honor of serving 219 new participants, all while continuing to offer the same quality of care our participants are used to receiving. 2020 brought many changes to the world, but what did not change is the commitment of our team members to our mission to serve the seniors of our community with dignity, compassion and empathy.

As the pandemic winds down and the number of seniors continues to grow, we want Rocky Mountain PACE to play an important role in the future of the Pikes Peak region. With your help, we can thrive and grow. With your help, we can improve more seniors’ lives by helping them to live life... happier, healthier, and more independently. Or simply put, just Live Better.

On behalf of the Board of Directors and the President and CEO, it is an honor to serve this community.
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Shirley Stewart  
Member at Large

Ed Smith  
Member at Large
Our Mission:
The mission at Rocky Mountain Health Care Services (RMHCS) is to provide the highest-quality, cost-effective, person-centered services to improve lives, optimize wellness, and promote independence for those underserved. Since 1976, we have worked diligently to deliver exceptional care to enrich the lives of our participants and empower them to live vibrant lives.

Our Vision:
RMHCS will be a thriving nonprofit, continuing to deliver high-quality, cost-effective, person-centered care, expanding our services in Colorado while influencing care on a local, state and national level. We will eliminate healthcare worries, elevate quality of life and be the region’s employer of choice. We will grow and respond to the health care needs of our community as it continues to change.

Our Values:
Everyone at RMHCS values and honors the commitment to our community to help participants lead meaningful, independent lives. We believe in:
- **Stewardship**
- **Excellence**
- **Respect**
- **Veracity + Integrity**
- **Innovation**
- **Collaboration**
- **Empathy + Compassion**

Rocky Mountain Way:
The difference between ordinary and extraordinary is that little extra.

Strategic Priorities:
At RMHCS, our strategic priorities that guide our plans for the future revolve around six pillars: people, quality, service, finance, growth and community.
THE RMHCS DIFFERENCE

OUR PEOPLE are our greatest asset at Rocky Mountain Health Care Services. In 2020, we employed 342 people. Throughout the COVID-19 pandemic we kept every team member at his/her full compensation. Our goal is to be known as the best place to work in the Pikes Peak region, with a culture centered around service and the Rocky Mountain Way.

We promote the health and well-being of our team members, so we offer exceptional wellness benefits such as a generous Paid Time Off (PTO) plan, a wellness program for both financial and physical well-being, tuition reimbursement and Kudos program to recognize coworkers for their extraordinary efforts. In 2020, we added a Vice President of Culture and Talent Development to strengthen our leadership pipeline, and had our first cohort graduate from our Leadership Bootcamp program. We also reduced turnover to 20% from almost 40% three years ago.

“THANK YOU to our team members for your dedication and extraordinary efforts.”

*Group photos with no masks or distancing were taken pre COVID-19.
WHO WE SERVE

940 SENIORS SERVED

32% Men  
68% Women

55-99 Age distribution of participants

24% RM PACE participants have a dementia diagnosis

83% RM PACE participants have a behavioral health diagnosis

73 Average age

HOW WE SERVE

The PACE Center:
The Rocky Mountain PACE center serves as the focal point for coordination and provision of most PACE services. The facility includes a primary care clinic, areas for physical, occupational and recreational therapy, behavioral health, social services, socialization, personal care, nutritional counseling and meals.

The Interdisciplinary Team:
The interdisciplinary team comprehensively assesses the individual needs of each participant on at least a semi-annual basis.

In 2020, Rocky Mountain PACE had:

4 Complete Interdisciplinary Teams serving our participants
In 2020, RM PACE:

- Partnered with GrandPad to provide our participants with technology to reduce isolation issues and provide telehealth options.
- Provided meal delivery bags to our participants containing enough food for a week.
- Offered virtual classes so participants could socialize safely.
- Sent out weekly mailers so participants could stay engaged, informed and up-to-date on the latest around PACE and COVID-19 guidelines.
- Checked in with participants via phone at least once a week to ensure their health, safety and happiness.
- Tracked participants potential COVID-19 exposures, steps taken, results of tests and vaccination status.

95% of RM PACE Participants are overall satisfied with RM PACE services and performance.

&

93% of Caregivers would recommend RM PACE to a friend or family member.

PARTICIPANT’S STORY: MEET BOB*

In March 2020, Bob was informed that the PACE Day Center closed. Despite being unable to socialize at the Day Center, Bob did not feel isolated. He began receiving 14 meals from PACE every week, continued his homecare services and provider appointments, and received wellness calls from PACE staff three times a week. He also worked on home projects he had placed on the back burner and learned to sew. In late September, Bob was tested for COVID-19 after discussing his ongoing headache and lost sense of smell with his PACE provider, and received a positive COVID diagnosis two days later. He continued to decline for several days, but received frequent telehealth check ins and was prescribed antibiotics and steroids. By the second week in October, Bob had turned a corner and began to feel better. Bob is incredibly grateful for PACE, and feels that the program has continued to keep him grounded while living life at a slower pace.

“\nWhen I joined PACE, my first impression was that I hope it would be around forever. It is a wonderful, wonderful program. This year, during the pandemic, PACE is what kept me grounded while the world seemed crazy. While I miss seeing people every day, I enjoy life, and am so grateful to have my phone ringing all the time.” - BOB

*Name changed for privacy.
COVID-19 RESPONSE

Rocky Mountain PACE was the first PACE location in the country to ensure the safety of participants and staff by limiting social exposure, activating our Incident Command team and closing the Day Center on March 11th. From there, our next steps were asking employees to work from home as much as possible while expanding the number and frequency of care and services provided beyond the walls of our building. Our biggest area of focus was decreasing infection rates for participants and staff while positively impacting mental and physical health.

Participant Care

Primary Care, Telehealth and Home Health: We offered telehealth through RM PACE tablets and continued home health, which allowed us to continue face to face interactions with participants. Acute medical visits were provided in the PACE center while meeting infection control requirements.

Engagement and Mental Health: At minimum, every participant that wanted contact received from one to five calls each week from RM PACE staff to check in on their health and provide socialization. To enhance cognitive stimulation and fine motor skills, PACE offered call-in classes and YouTube videos, as well as delivered weekly mailers, brain games and crafts.

Nutrition: RM PACE dietitians and our culinary department prepared and arranged for up to 14 meals per week to be delivered to participants residing at home, mitigating concerns of food scarcity and keeping our participants safer by eliminating potential exposures by going to grocery stores unnecessarily.

Operations

Reopening Plan: At the close of 2020, we were in Phase 4 of 7. This meant our Clinic was open in a limited capacity, taking only medical and dental appointments necessary to maintain health.

Associate Health: All team members are required to follow CDC and state mandates, including taking their temperature before entering the building, wearing proper PPE to include masks, washing hands frequently, and staying at least six feet away from other individuals when possible.
NEW INITIATIVES

Provider Team Expansion:
In 2020, Rocky Mountain PACE expanded its provider team to employ:

2 Full time primary care physicians & 8 Full time nurse practitioners

Power Over Pain:
The Rocky Mountain PACE Power Over Pain project consists of a 12-week curriculum that is set up as a support group process, to guide participants through understanding pain better scientifically as well as help them become more self-aware of their own pain and how they view it. The education provided aims to help members learn how to adapt better by developing new self-care strategies and tools, and to help them feel more empowered to live a full life even if they are living with chronic pain. The goal is to help them look at their pain and lives differently, to help them manage their health and vitality without medication.

This group was chosen to present at the National PACE Association’s Annual Conference. The group leaders presented on different aspects of the pain treatment available to participants.

After Hours Nursing:
Rocky Mountain PACE added the ACE Team/After Hours Nursing to increase participant, facility and team member satisfaction. This ensures participants receive the highest quality of care regardless of the time of day they need it.

Diabetes Management:
Rocky Mountain PACE created a Diabetes Management program to help participants with or at risk for diabetes lower their risk elements and assist them reaching their diabetes management goals. Interventions include education, medication adjustments and initiation of diabetes technologies to improve blood glucose tracking for both participants and the clinic. The implementation resulted in an immediate positive impact including quality of life, improved adherence with diabetes management routines and improvement in diabetes-related clinical measures.
$60,526,305 Rocky Mountain PACE Program Service Expenses

Healthcare Services:

Rocky Mountain PACE covered the following direct healthcare costs for participants in 2020:

- Prescriptions: $9,465,034
- Assisted Living and Nursing Home: $8,943,883
- Hospitalization: $7,825,912
- Skilled Care: $1,937,937
- ER and Ambulance Transports: $1,316,687
- Hospice: $1,304,106
- Specialists (Oncologist, etc.): $1,252,958

Other costs include:

- Other (Outpatient, DME, etc.): $1,164,114
- Oxygen: $815,113
- Imaging and Diagnostics: $708,981
- Dialysis: $658,001
- Dental: $481,027
- Vision: $342,529
- Audiology: $273,438

91% of every dollar spent went directly to our participant care and programs.
FUNDRAISING

CHEF SHOWCASE is our annual signature fundraiser for Rocky Mountain Health Care Services. Due to the COIVD-19 pandemic, our 10th Annual Chef Showcase event was canceled. However we had several of our sponsors continue to donate and support us. We are grateful to our sponsors for their continued dedication to our mission.

OUR SPONSORS

CareKinesis  Mountain Country Radio  Specialty Incentives
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THANK YOU to our donors and community partners. Choosing to support us even amid the COVID-19 pandemic helped us continue to improve the health, happiness and quality of life of our participants.
GROWTH

Rocky Mountain PACE grew 11% in 2020 and were privileged to serve 219 new participants.

Our Board of Directors approved and set aside $12 Million for the purchase of a future second Day Center site. A second Day Center site will allow Rocky Mountain PACE to serve more seniors in El Paso County and increase their quality of care by reducing amount of time spent in transit.

SERVICE AREA EXPANSION

In December 2020, Rocky Mountain PACE was approved by the Centers for Medicare & Medicaid Services to start serving five more zip codes primarily in the Eastern part of Colorado Springs. Rocky Mountain PACE now offers coordinated healthcare services to older adults in 24 zip codes in El Paso County. This map shows our previous service area in purple, and the five zip codes we added to our service area in green.

*Group photos with no masks or distancing were taken pre COVID-19.*
For the last 44 years, we at Rocky Mountain Health Care Services have put the health, happiness and independence of our participants and team members at the forefront of all we do. Diversity and inclusion are at the core of our culture, and we’ve worked hard to build a diverse workforce and Board while giving everyone access to the same opportunities.

33.5% of team members are ethnic minorities

75% of team members are women

32% of El Paso county are ethnic minorities

49% of El Paso county are women

Best in Business event at the beginning of 2020 recognizing businesses in the community.

RM PACE buses transporting our participants throughout the COVID-19 pandemic.

The Indy Give! Campaign brings community awareness to local nonprofits and encourages supporting them.

Rocky Mountain PACE sponsored monthly dances at local Senior Community Centers before the pandemic and sponsored two at the beginning of 2020.

The first annual Leadership Bootcamp class graduation, developing leaders for the community.

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AWARDS

BEST IN BUSINESS awards are given each year by the Colorado Springs Business Journal to celebrate local businesses. Businesses in many categories are nominated by readers, then voted on to determine which businesses in each category are the “Best in Business.”

Rocky Mountain Health Care Services was nominated for the first time this year as part of the “Nonprofit Organization” category.

Rocky Mountain Health Care Services tied for 3rd Best Nonprofit Organization with Care and Share Food Bank for Southern Colorado.

BEST WORKPLACES is hosted by The Gazette each year. It recognizes public and private employers creating strong, healthy workplace cultures and environments. Employees, organization leaders or customers can nominate a business to be considered. The Gazette then contacts the human resource department to ask them to participate in an employee survey. Questions included are about leadership, culture, mission and values, benefits, training and social responsibility. Employee responses are anonymous.

Rocky Mountain Health Care Services was placed in the “Extra-Large Companies” category as we have more than 300 employees. Of our approximately 320 employees at the time the survey went out, 213 responded—the responses of which resulted in being awarded “Best Workplace” title.
2020 SUMMARY

1. Kept our team members whole financially through COVID-19 pandemic
2. Added a VP of Culture and Talent Development strengthening our leadership pipeline
3. Chosen as one of the Best Workplaces in 2020 by The Gazette per our team members
4. Kept all our team members whole financially through COVID-19 pandemic
5. ACE Team/After Hours Nursing initiated to increase participant, facility and staff satisfaction, Diabetes Management Program with diabetes educator initiated
6. Successful CMS survey completion
7. COVID response: Reinvent PACE; assist partner facilities with PPE, education, vaccine admin
8. Power Over Pain project developed and presented at National PACE conference
9. Participant Satisfaction Survey Score – 95%
10. Kept our participants safe and healthy!
11. Both highest scores in RM PACE history!
12. Caregivers Satisfaction Survey Score – 92%
13. GrandPads initiated to assist with isolation issues
14. Exceeded budget while reinvesting in service operations
15. Seamless transition to new CFO (and a great fit!)
16. 91% of every dollar spent went to serve our participants
17. Added 219 new participants
18. Grew 11% in 2020
19. Received approval from State and CMS to expand into five new zip codes
20. Board approved and set aside $12M for a second Day Center
21. Chosen 3rd Best Non-Profit by CSBJ
22. Chosen as one of the Best Workplaces in 2020 by The Gazette

GOODBYE 2020!