A JOINT MESSAGE FROM LEADERSHIP

Each year it’s our privilege to share the year in review of the exceptional work that happens every day at Rocky Mountain Health Care Services. For 45 years, our goal has been to help older adults maintain the highest level of independence by offering a coordinated, holistic suite of healthcare services to meet their needs. We’re passionate about every older adult living with dignity for as long as safely possible.

Rocky Mountain PACE continued its growth in 2021 in the Pikes Peak region by adding an additional 244 older adults to the Program of All Inclusive Care for the Elderly. We provide a full array of services to participants including implementing new ways to socialize while limiting their exposure to COVID-19. We offered in-person, as well as virtual wellness and day center activities. We also developed a same day clinic through our “When in Doubt, Reach Out” campaign to ensure our participants can be seen when they aren’t feeling well that day.

An exciting step for us was the purchase of our new 60,000 sq ft building at 8595 Explorer Drive. We are currently in the renovation stage of our “Rocky Mountain PACE at Explorer” campus. This location will help us serve more zip codes in northern El Paso County once renovations are completed. The Service Area Expansion process to open the new center at Explorer is rigorous with in person evaluations of the new center through the State Readiness Review, and Centers of Medicaid and Medicare Services (CMS) review. We anticipate opening this location in early 2023.

Keeping our eyes on culture and service, we were honored to receive the Better Business Bureau’s 2021 Excellence in Customer Service Award and the Colorado Springs Gazette Best Workplaces Award. This is the 2nd year we qualified for the Best Workplaces award, but the 1st time we were honored to receive 1st Place in the Extra-Large category award. This award recognizes all the efforts by our leadership team to ensure our associates can be the best “them” by supporting, encouraging, valuing, and appreciating them for all their hard work serving the frail and elderly in our community.

Although we were unable to hold our Annual Chef Showcase fundraising event due to continued safety concerns with the COVID-19 pandemic, our sponsors who committed in 2021 remained sponsors for the postponed event rescheduled in Spring 2022. We also participated in IndyGive to continue to expand the community outreach. We are grateful to those that donated to us as their dedication and support for our frail seniors is much needed and appreciated and 100% of all dollars raised went to participant care and services.

The Colorado State Demography Office data shows El Paso County is on track to see the number of people over age 60 reach about 157,800 in 2025. As 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 are improving more seniors’ lives by helping them to live life… happier, healthier, and more independently.

On behalf of the Board of Directors and the President and CEO, it is an honor to serve this community.

Shawn and Nate
Shawn Thompson  
Chair

Dayton Romero  
Vice Chair

Shirley Martinez  
Secretary

Dave Kast  
Treasurer

Helen Cameron  
Member at Large

James Flynn  
Member at Large

John Hoelscher  
Member at Large

Gené Henderson  
Member at Large

Dr. Kevin Scott  
Member at Large

Rachel Sorenson  
Member at Large

Robin Thorne  
Member at Large

Patricia Yates  
Member at Large
WHO WE ARE

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 under-served. Since 1976, we have worked diligently to deliver exceptional care to enrich the lives of our wiser generations and empower them to live vibrant lives.

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

Our Vision:
RMHCS will be THE leading PACE provider in the nation through our authentic, relentless, and exceptional support and care coordination, thereby inspiring our Participants and Team Member to live their best lives.

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.

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- 2020 Donors
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- Awards
THE RMHCS DIFFERENCE

OUR PEOPLE are our greatest asset at Rocky Mountain Health Care Services. In 2021, we employed 359 people. 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, offering 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. We also increased our average pay per employee to $65,345, beating the national average by $9,035! In 2021, we continued to offer our Leadership Boot Camp program and saw our second graduating class.

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

1,842 SENIORS SERVED

32% Men
68% Women

55-100 Age distribution of participants

87% RMHCS clients have a behavioral health diagnosis

73 Average age

HOW WE SERVE

The Day Center:
The Rocky Mountain Day Center serves as the focal point for coordination and provision of most of our 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 a semi-annual basis, or more often if needed.

In 2021, Rocky Mountain Day Center had:

5 Complete Interdisciplinary Teams serving our participants
13 Full-time primary care physicians and nurse practitioners
In 2021, RMHCS:

- Enrolled 244 participants.
- Purchased our Explorer Drive campus, and completed building renderings to start the construction phase for our new PACE at Explorer building.
- Launched our “When In Doubt, Reach Out” same day clinic for our participants.
- Offered virtual and in-person classes so participants could socialize safely.

92% of RMHCS Patrons are overall satisfied with our services and performance.
&
92% of Caregivers would recommend RMHCS to a friend or family member.

STORY FROM “SCOTTY THE DOG MAN”

Several years ago, Scott’s life hit a turning point. In his younger days he was a well-known dog trainer and went by “Scotty the Dog Man.” After developing epilepsy and undergoing multiple surgeries, he transitioned to a job with a steady schedule and health insurance alongside his wife. All was good - until he began having seizures more regularly, his wife died, and he sold his house. Medical care was getting more expensive, and he felt like he had nothing left.

A friend told Scott about RMHCS, and he reached out, enrolling in the program after several assessments. RMHCS has set the tone for Scott’s care from the beginning, offering counseling, socialization with other participants, and even an improvement to his living situation. Earlier in 2021, Scott moved to the assisted living floor at The Healthcare Resort, and feels like he is truly getting the support he needs.

Scott is so grateful for RMHCS, and feels that it has been a blessing to him. When he’s at the Day Center, he feels that everyone truly cares about others and everyone is sincere and genuine. He cannot imagine what would have happened if he hadn’t made that phone call.

“My health was going, my transportation needs were extensive...and had it not been for RMHCS I can’t imagine where my life would have gone. RMHCS has changed my life.” - Scotty The Dog Man

*Participant currently enrolled as of 2022. Not a paid actor.
CHEF SHOWCASE is our annual signature fundraiser for Rocky Mountain Health Care Services. Due to the COVID-19 pandemic, we postponed our 11th Annual Chef Showcase event until 2022. However, all our sponsors who committed in 2021 remained sponsors for the 2022 11th Annual Chef Showcase. We are grateful for their continued dedication to our mission.

GIVE! is a community effort that gives back to local charities. 2021 marked our third Give! Campaign. Through the Give! Campaign we raised $9,636 for RMHCS!

2021 DONORS

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**FINANCIAL SUMMARY**

$70,414,304  
**Program Expenses**

**Healthcare Services:**

RMHCS covered the following **direct healthcare costs** for participants in 2021:

- $11,954,294  
  **Prescriptions**

- $9,515,062  
  **Hospitalization**

- $8,747,485  
  **Assisted Living and Nursing Home**

- $2,331,853  
  **Skilled Care**

- $1,670,482  
  **Specialists (Oncologist, etc.)**

- $1,648,495  
  **ER and Ambulance Transports**

- $1,587,412  
  **Hospice**

- $1,530,644  
  **Other (Outpatient, DME, etc.)**

- $971,806  
  **Oxygen**

- $781,012  
  **Dialysis**

- $736,782  
  **Imaging and Diagnostics**

- $612,858  
  **Dental**

- $611,666  
  **Vision**

- $313,808  
  **Audiology**

**92% of every dollar spent went directly to our participant care and programs.**
For the past 45 years, we at Rocky Mountain Health Care Services have put the health, happiness and independence of our wiser generations 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.

**COMMUNITY**

30% of team members are ethnic minorities  
77% of team members are women  
32% of El Paso county are ethnic minorities  
49% of El Paso county are women

Better Business Bureau event honoring companies for achieving excellence in customer service.  
Rocky Mountain Health Care Services sponsored the Walk to End Alzheimer’s, a community cause near and dear to our hearts.

The Indy Give! Campaign brings community awareness to local nonprofits and encourages supporting them. In 2021, RMHCS was interviewed by Fox and held several fundraising events, including a chili cook-off.  
RMHCS supported the Westside Community Center Senior Day.

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AWARDS

EXCELLENCE IN CUSTOMER SERVICE is an award from the Better Business Bureau of Southern Colorado. It is a challenge to a company to develop measurements and processes in support of a customer service system, and identifies those successful local businesses that positively impact the community at large.

The application involves a rigorous and time-consuming vetting process. Once submitted, the application is analyzed against a scoring matrix containing seven categories and the level of maturity within each. Eligible businesses are then invited to participate in an on-site survey, which involves detailed questions and analyzes interactions and how service is provided.

Rocky Mountain Health Care Services was a recipient of the 2021 Excellence in Customer Service Award.

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. The survey questions are about leadership, culture, mission and values, benefits, training and social responsibility. Employee responses are anonymous.

Rocky Mountain Health Care Services was selected as the First Place winner in the “Extra-Large Companies” category, as we have more than 300 employees.