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 46 years, our goal has been to help older adults maintain their independence by offering a coordinated, holistic suite of healthcare services to meet their needs. We’re passionate about every older adult living with dignity and in their home for as long as safely possible.

Rocky Mountain PACE (RM PACE) continued its growth in 2022, adding 235 older adults to our Program of All-Inclusive Care for the Elderly. Our success is due in part to the great working relationships we have with many community partners who help us provide the highest level of service for those who are often otherwise underserved.

An exciting step for us in 2022, was working toward opening our “Rocky Mountain PACE at Explorer” campus at 8595 Explorer Drive. At the same time, we also added additional areas in northern El Paso County, including Tri-Lakes, Monument, and Black Forest. The added Service Area Expansion process to open RMPACE at Explorer has been rigorous, but well worth the time and effort to serve more of the need in our community.

We know our associates can work in other places, so we continually strive to offer incentives and perks beyond the usual benefits most companies offer. As a thriving non-profit in Colorado Springs, we are privileged to care for 400+ of the most dedicated associates in health care. We work diligently to make their experience with us exceptional. We are so delighted our associates feel the same way. In 2022, our associates esteemed us with the Gazette’s Best Workplace Award. We can’t thank our associates enough for the heart they put into caring for our Participants and each other every day.

We know there is so much more work to be done. 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 increases in our community we want Rocky Mountain PACE to continue to play an important role in the future of the Pikes Peak region. With your help, we are improving seniors’ lives every day by helping them live life... happier, healthier, and more independently.

It’s an honor to serve this community on behalf of the Board of Directors as the Chair and CEO.
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Member at Large
Who We Are and Who We Serve

Our Mission
The mission of 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 older generations and empower them to live vibrant lives.

Our Vision
Rocky Mountain Health Care Services (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 Associates to live their best lives.

Our Values
Everyone at Rocky Mountain Health Care Services (RMHCS) values and honors the commitment to our community to help our older generations lead meaningful and independent lives.
We believe in:
- Stewardship
- Excellence
- Respect
- Veracity + Integrity
- Innovation
- Collaboration
- Empathy + Compassion

Our Culture
Our people are our greatest asset at Rocky Mountain Health Care Services (RMHCS). In 2022, we employed over 400 people. As a Gazette’s Best Workplace, our goal is to continue to be known as the best place to work in the Pikes Peak region, with a culture centered around the mission, vision and values of RMHCS. Our commitment is to promote the health and well-being of our associates so they can be the best versions of themselves.

Where We Serve

Key
- Current Service Area
Who We Are and Who We Serve

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 (IDT) comprehensively assesses the individual needs of each participant on a semi-annual basis, or more often if needed.

How We Serve

In 2022, Rocky Mountain Health Care Services currently has 6 IDT teams to serve our Participants with 15 full-time primary care physicians and nurse practitioners. Here are a few milestones for the year:

- **1102 Seniors Served**
  - In 2022, Rocky Mountain Health Care Services enrolled an additional 235 new participants.

- We ended the year with **924 Participants**
  - 67% of our participants are females and 33% are males.

- **64% of our Participants Live at Home**
  - 8% Live in Nursing Homes; 28% Live in Assisted Living Facilities.

- **73.5 Average Age**
  - Our participants range from 55 years old to 101 years old.

- **93% Satisfaction Rating**
  - Our Participants gave us a 93% satisfaction rating, that’s an 1% increase from 2021. We also increased the percent of caregivers that would recommend RMHCS to a friend or family member from 92% to 93%.
Our Participants
Meet Daly H.,
Rocky Mountain PACE Participant

Daly has always been an avid outdoors-man. “I inherited gardening from my dad. I’ve already got my plants started for the season, and I’m just waiting for better weather to get them planted.” Daly is also an avid fisherman and loves embellishing fishing stories with his buddies.

Daly grew up in Kansas and joined the Navy right out of high school. After six years, he decided to follow his interests and attend commercial art school. He later secured a job making commercial layouts and logos for airplanes.

Daly’s sister lived in Colorado, and he loved visiting. After years as an aircraft worker, Daly was feeling burnt out and wanted to look into doing something different. He decided to move to Colorado and worked for a resort outside of Divide, “I was the assistant manager and loved every minute of it. People came from all over the world to vacation. Although I worked fourteen hours a day, it was very fulfilling. It was a family.” Daly met his wife, who worked at the resort providing arts and craft activities.

A few years later, Daly had several accidents that caused multiple back injuries, which confined him to a wheelchair. It took over five years for him to recover and walk again.

After his wife died, Daly moved into a community in Colorado Springs. A neighbor told him about Rocky Mountain PACE, and he decided to give PACE a call. A PACE intake specialist came to his home and talked to him about PACE services, and less than a month later, Daly was enrolled.

“I said OK-I’m hooked! PACE has been wonderful for me, it really has. I haven’t run into anyone from PACE that I can complain about because they hire good people!” His favorite aspect of PACE are the staff members in the Physical Therapy Department. “They are not only great at their jobs, but they are also good people to talk with. They work me hard, but I really enjoy it.”

Daly appreciates the support the PACE program provides and feels that the people at PACE are watching out for him. He is excited that the people at PACE made his hobbies more accessible. “A month ago, PACE bought me a gardening stool and I can’t wait to get out there and use it.”

Daly loves his entire health care experience at PACE, from the people who greet him at the front desk to his provider.

*Participant currently enrolled as of 2023. Not a paid actor.
The Rocky Mountain Difference

Our Rocky Mountain Difference is all about creating “Wow” moments for our Participants and helping our associates to become their best selves. We offer associates ongoing development opportunities alongside great benefits such as, affordable Medical, Dental and Vision Coverage, Health Savings Accounts (HSA), Flexible Spending Accounts (FSA), exceptional wellness benefits including a competitive Paid Time Off (PTO) plan, a wellness program for both financial and physical well-being, tuition reimbursement, and a Kudos program to recognize associates for their extraordinary efforts. Our staff receive annual performance reviews with historical merit increases ranging from 3%-5%. And most importantly, our associates experience a work-life balance with great schedules, flexibility and limited weekend and night shifts.
Community 11th Annual Chef Showcase

Our Annual Chef Showcase allows us to share our work to promote independence by providing quality healthcare for our participants. At the same time, our guests enjoy a relaxed and fun atmosphere with excellent food and networking opportunities. There isn’t another event in the Springs like it.
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Stacie Powers
Stacy Charley
Stephanie Vandenburg
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Summer Galceran
Terry Anderson
Wanda Massari
Anonymous (10)
## Financial Highlights

91% of every dollar spent in 2022, went directly to our participant care and programs.

In 2022, our program expenses totaled $81,996,357, with Rocky Mountain Health Care Services covering the following direct healthcare costs for our participants:

<table>
<thead>
<tr>
<th>Expense</th>
<th>Amount</th>
</tr>
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<tbody>
<tr>
<td>Direct Care Personnel</td>
<td>$27,982,743</td>
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<tr>
<td>Prescriptions</td>
<td>$13,495,303</td>
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<tr>
<td>Assisted Living &amp; Nursing Home</td>
<td>$10,625,064</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>$8,709,091</td>
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<tr>
<td>Other (Transportation, Outpatient, etc.)</td>
<td>$4,673,557</td>
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<tr>
<td>Specialists</td>
<td>$2,322,559</td>
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<tr>
<td>Skilled Care</td>
<td>$2,305,493</td>
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<tr>
<td>ER, Ambulance &amp; Transports</td>
<td>$2,291,267</td>
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<tr>
<td>Hospice</td>
<td>$1,843,047</td>
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<tr>
<td>Oxygen</td>
<td>$1,534,752</td>
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<tr>
<td>Imaging and Diagnostics</td>
<td>$1,115,850</td>
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<tr>
<td>Dental</td>
<td>$646,933</td>
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<td>Dialysis</td>
<td>$532,920</td>
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<tr>
<td>Audiology</td>
<td>$481,927</td>
</tr>
<tr>
<td>Vision</td>
<td>$476,760</td>
</tr>
</tbody>
</table>

[Pie chart diagram showing percentage distribution of expenses]

ER and Ambulance Transports: 2.86%
Hospitalization: 10.87%
Skilled Care: 2.88%
Specialists: 2.90%
Oxygen: 1.91%
Imaging and Diagnostics: 1.39%
Dialysis: 0.66%
Audiology: 0.60%
Vision: 0.59%
Other (Transportation, Outpatient etc.): 3.53%
Hospice: 2.30%
Assisted Living and Nursing Home: 13.26%
Prescriptions: 16.84%
We Are Honored

In 2022, Rocky Mountain Health Care Services was presented with the Best Workplaces Award and the Best Culture Award. Our Chief Medical Officer, Dr. Amy McDowell also received the Colorado Springs Business Journal Rising Star Award!

The Best Workplaces Award is presented to companies based on employee feedback through an anonymous survey conducted by The Gazette. In 2022, RMHCS won 2nd place for Best Workplaces in Colorado Springs.

We're proud to celebrate our own provider, Dr. Amy McDowell, Chief Medical Officer, who improves lives and delivers extraordinary care to PACE Participants daily.

RMHCS won the Best Culture Award from Kudos, celebrating the idea that the right culture can help employees fulfill their need for meaning and purpose at work, leading to happier employees, improved engagement levels, and improved retention rates.