

2022 ANNUAL REPORT

COLORADO
RURAL HEALTH
CENTER

The State Office of Rural Health



Thank you for making 2022 fantastic!

Members and Partners,

On behalf of the staff and board of the Colorado Rural Health Center (CRHC), I want to thank you all for the perseverance you showed in 2022. Last year saw a continuing pandemic, a turbulent political climate, and continued stress on the workforce pipeline. Throughout it all, our members showed characteristic resilience, innovation, and perseverance.

As the State Office of Rural Health and Rural Health Association, CRHC's mission is "to enhance healthcare services by providing information, education, linkages, tools and energy towards addressing rural healthcare issues" and our vision is "to improve healthcare services available in rural communities to ensure that all rural Coloradoans have access to comprehensive, affordable, high quality healthcare."

In 2022, CRHC remained committed to the workforce crisis and produced a Recruitment and Retention Catalog that has been viewed nearly 1200 times. CRHC also conducted a workforce survey aimed at learning the biggest impacts on Recruitment and Retention. Survey data showed: collaborative hiring teams, a diverse company culture and offering a productivity or end of year bonus. In addition to workforce, CRHC continued our efforts with the Rural Connectivity Program, working with partners to support Critical Access Hospitals and Rural Health Clinics to make data-driven improvements to patient care by leveraging technologies for analytics and health information exchange. To date, all 84 eligible rural entities have been connected to the Health Information Exchange and of those 39 facilities have 1.6 million records in our Data Vault.

Additionally, CRHC's Annual Snapshot of Rural Health a publication of rural relevant data was expanded to include even more data to assist our rural communities, policy makers and anyone else needing access to rural data. In 2022 the reach of the Snapshot of Rural Health exceed over 500 downloads.

This Annual Report details the many accomplishments in 2022, from tracking legislation and policy meetings to providing quality improvement, HIT, billing and coding, and data. In addition to a static, printable report, CRHC has launched digital version of the report available at <https://coruralhealth.org/2022-annual-report>

As the Chief Executive Officer of CRHC, it is my honor and privilege to serve rural Colorado. With your ongoing support, CRHC will continue to be a voice and a resource. Thank you!

Michelle Mills, CEO
Colorado Rural Health Center

Thank you for your
continued support of
the Colorado Rural
Health Center!

 **COLORADO
RURAL HEALTH
CENTER**

The State Office of Rural Health



\$.92 of every dollar is spent on CRHC programs!

\$ 7.4
MILLION

CHRC invests this much grant funding into our members. CRHC receives grant funding each year with one mission: to pass the benefits on to rural facilities and to make their work more successful.



131
2022 Members

“For any organization wanting to develop and implement a Chronic Care Management (CCM) program, but are not sure how to do it, I’d highly recommend working with Colorado Rural Health Center as part of their Colorado Rural Sustainability (CORS) CCM program. In addition to the guidance and support provided by CRHC, the shared ideas and resources among participating organizations is very valuable.”

- Chronic Care Management Cohort 1 Participant

Thank you to all of our members, partners, sponsors, board members, and staff.

2022 Board of Directors

- Doug Miller, FNP-BC, MSN – CRHC Board Chair, Rocky Ford Family Health Center
- Jennifer Riley, CRHC Board Chair Elect, Memorial Regional Health
- Dr. Michael Vargas – Past Board Chair, Grand River Hospital District
- Kay Whitley, Spanish Peaks Regional Health Center
- Tammy Dunker - CRHC PLC Chair, Rangely Family Medicine
- John Leavitt, The Colorado Network

Our Organization

The Colorado Rural Health Center (CRHC) was established in 1991 as Colorado’s State Office of Rural Health. As a 501(c)(3) nonprofit organization, CRHC serves dual roles as the State Office of Rural Health and as the State Rural Health Association.

Mission & Vision

Our mission is to enhance healthcare services in the state by providing information, education, linkages, tools, and energy toward addressing rural health issues. Our vision is to improve healthcare services available in rural communities to ensure that all rural Coloradans have access to comprehensive, affordable, high quality healthcare.



Workforce



9,451 Direct Referrals to Active Jobs

156,498 

Views of active jobs posted with CPR

236% increase in job views since 2021



65

Unique Job Posts

Community Health Worker Outreach

In 2022, CRHC launched a comprehensive initiative to support and improve recruitment and retention of essential healthcare workers throughout the state. Community Health Workers (CHWs) and other necessary providers, public health professionals, and additional healthcare professionals in rural communities will benefit from the direct actions taken by CRHC and funded through a grant from the Colorado Department of Public Health and Environment (CDPHE) via the Center for Disease Control (CDC).

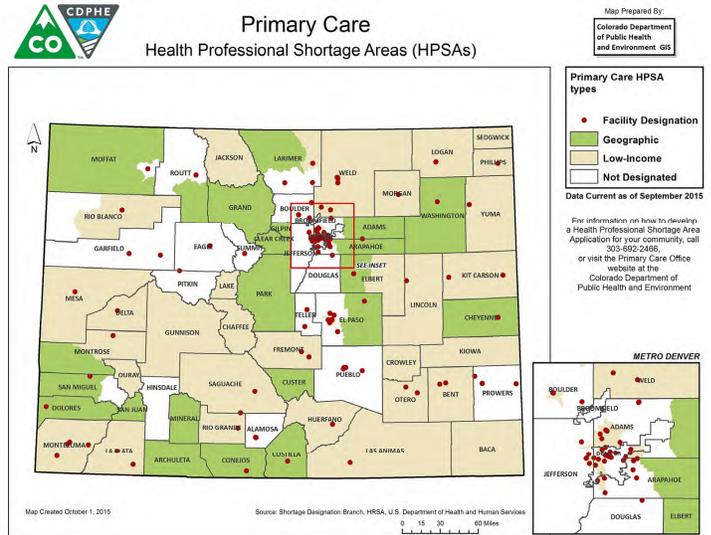
In an effort to gather a baseline of data and to showcase realistic benefits and challenges of rural healthcare practice as well as strategies for retention. The responses collected from the environmental scan will serve as part of the blueprint for CRHCs development of a retention strategy for healthcare employers to support the sustainability of a stable rural workforce. CRHC then compiled a resource catalog for rural providers specifically, designed to aid in recruitment of students, recent graduates, and healthcare professionals.

Workforce Support Initiative: By the Numbers



Colorado Health Service Corps (CHSC) Awardees

The Colorado Department of Health and Environment partners with the Colorado Rural Health Center to evaluate and award loan repayment to primary care providers working in designated health professional shortage areas. CRHC also has a seat on the governor appointed CHSC advisory council and awarded a total of 31 rural and frontier primary care providers



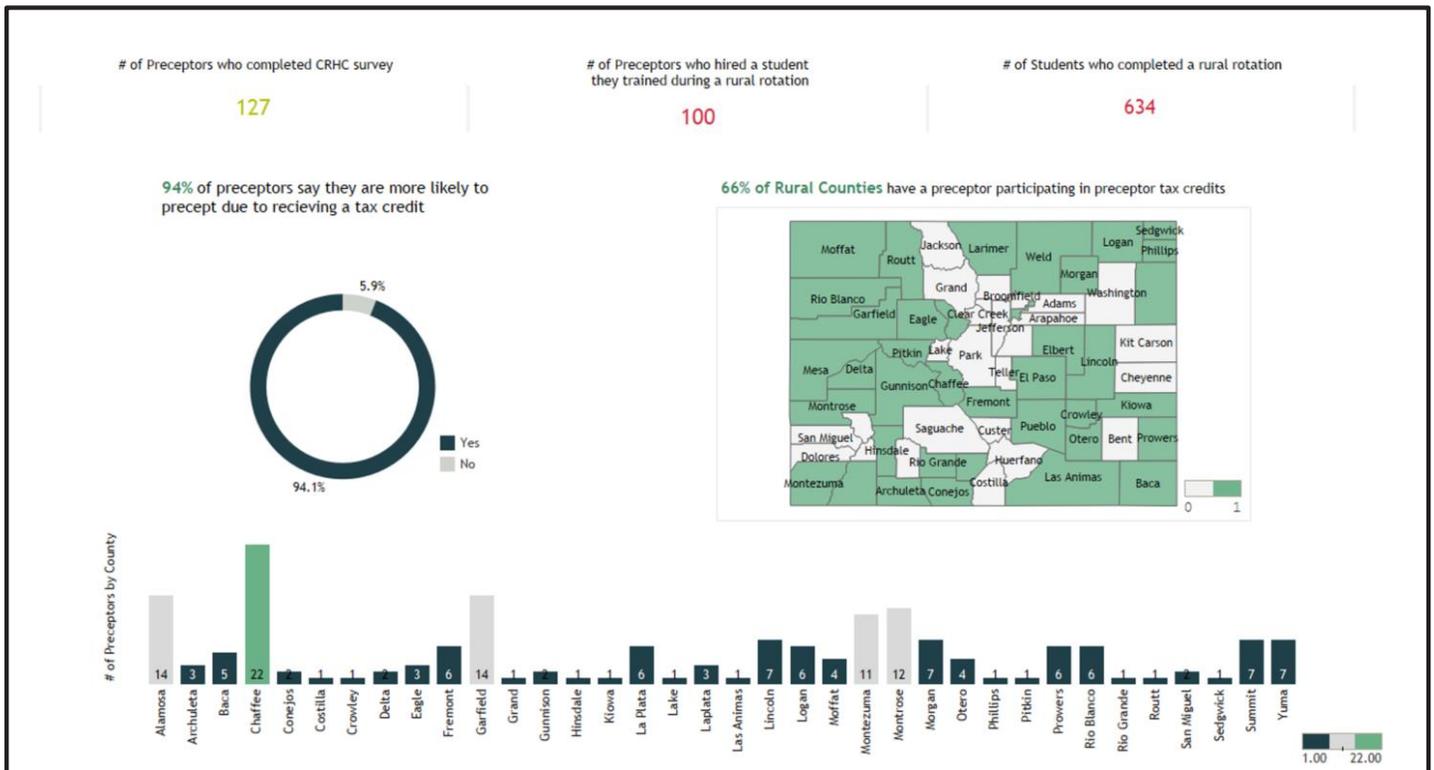
Rural and Frontier Preceptor Tax Credit

CRHC collects survey data voluntarily submitted by preceptors who have used the Rural and Frontier Preceptor Tax Credit. The following data visuals summarize survey results from May 2017 through January 2022.



29

Preceptor Tax Credit Applications filed through CRHC in 2022





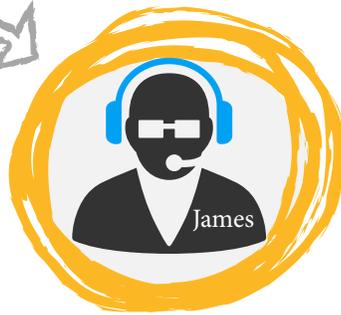
Health Information Technology

Health information technology (HIT) is the use of applications to record, store, protect, retrieve and transfer information electronically. Through Technology for Healthcare Excellence (THE) Consortium, CRHC assists rural facilities to advance their HIT solutions.

Direct IT Support



182 Hours of Direct IT Support
Onsite/Remote support
– Remote monitoring



5 Facilities Assisted

Direct Support Services

- Remote monitoring
- Office 365 management
- Anti-Virus
- Remote Support
- Onsite Support
- Data Analysis
- Third Party Contract Support
- Group Purchasing
- Hardware/software implementation

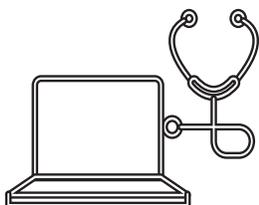
CRHC assisted 9 different facilities with HIPAA education, compliance, and risk analysis. Our senior consultants worked all across the state.

Rural Connectivity Project

The Colorado Rural Health Center (CRHC) has partnered with state and local partner organizations to continue the Rural Connectivity Program to support Critical Access Hospitals and federally certified Rural Health Clinics to make data-driven improvements to patient care by leveraging technologies: analytics and health information exchange.

Program Goals

- Connecting providers to Colorado’s HIEs (CORHIO/QHN)
- Supporting rural providers to adopt health information, data sharing, and analytics through implementation support
- Providing analytics and tools to support COVID-19 emergency response, care coordination, and quality measurement



39 facilities
submitting data

1.6 million records in
the vault

All of the eligible 84 facilities have been connected to CRHC’s Data Vault and 39 have data in the system

RURAL CONNECTIVITY PROGRAM

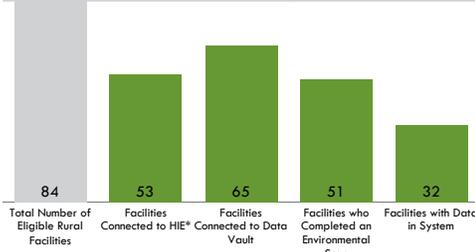
2022-2023



Rural Connectivity Program, a program funded by the Office of eHealth Innovation, Department of Health Care Policy and Financing and in partnership with the Colorado Community Managed Care Network (CCMCN).

The goals are to establish a sustainable model for rural connectivity, including connecting providers to Colorado's Health Information Exchanges, supporting rural providers to adopt health information, data sharing and analytics/tools to support care coordination and quality measurement.

Total Number of Eligible Rural Facilities: 84



100% (84 out of 84) of Rural Health Facilities are **Connected** with Health Information Exchange



Of the 84 eligible rural facilities, 31 were already connected to the Health Information Exchange (HIE), 53 additional facilities were connected for a total of 84 facilities connected to the health information exchange (HIE), 65 were connected to CRHC's Data Vault, 51 completed an environmental scan, 32 have data in the system, and 22 completed a workflow activity.

DEDICATED FUNDS: \$11,858,563.00

LIVES ATTRIBUTED TO RURAL PROVIDERS: 170,602

TOTAL NUMBER OF CASES IN THE CRHC DATA VAULT: 1.6 Million

Connection to these technologies is an incredibly important piece of our rural providers being able to provide safe, effective, and efficient care no matter where they were last seen by a medical provider.

HIEs allow health information to be shared, securely, across hospital and clinic systems, different health information technology platforms, and geographically disparate areas. Colorado has two HIEs: CORHIO and QHN.

The Rural Health Connectivity Initiative, in collaboration with CCMCN, is funded from the Office of eHealth Innovation.

*31 rural facilities were already connected to the HIE prior to the start of the Rural Connectivity Program

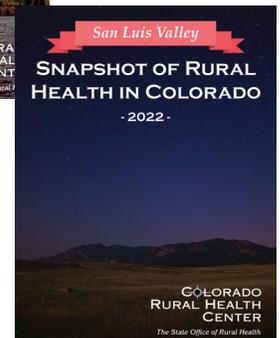
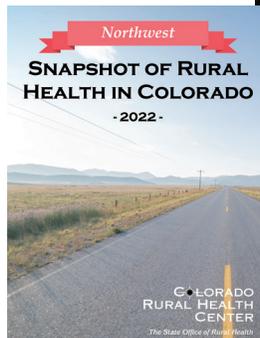
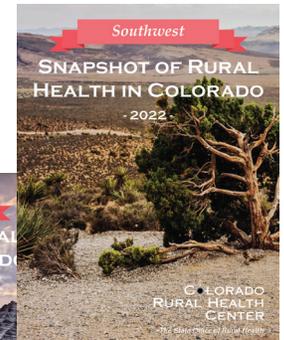
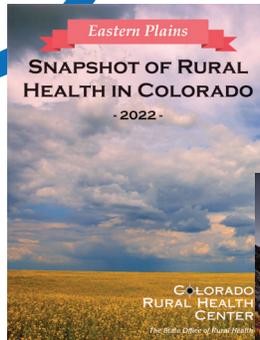
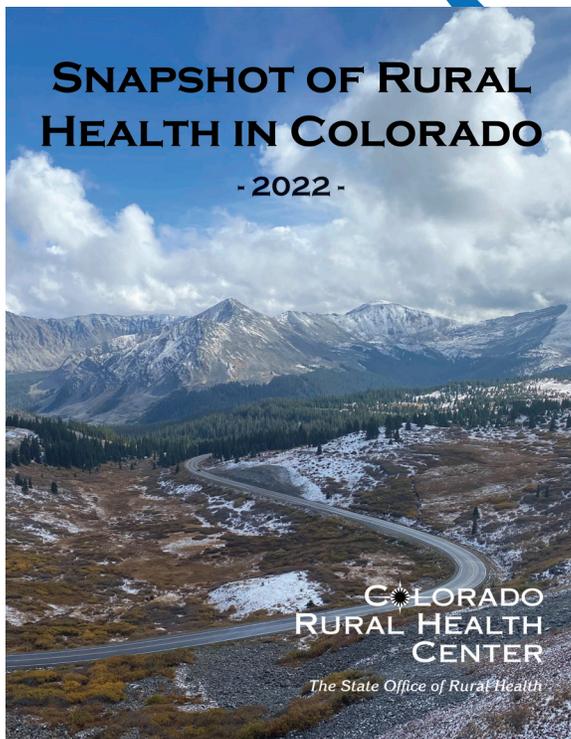


Snapshot of Rural Health

518+
Snapshots
Distributed

The Snapshot of Rural Health is our annual publication surveying the landscape of health and demographic changes and trends across rural Colorado and the state as a whole.

2022's snapshot was bigger than ever before and enjoyed a large reach, educating policy makers, clinicians, journalists, and the public.



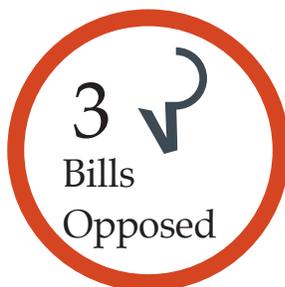
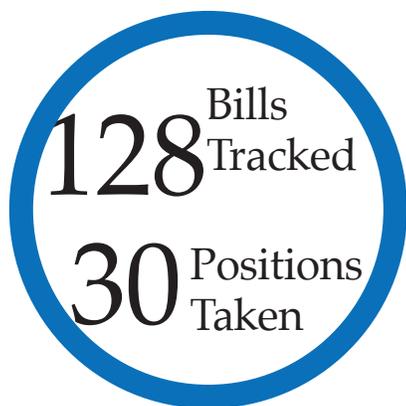


Policy

CRHC's policy and advocacy program tracks state and federal legislation and regulations that hold the potential of impacting access and delivery of care for rural health providers and communities.

2022 Accomplishments:

Tracking the Bills that Matter



- 6 Active Support (5 passed, 83%)
- 8 Moderate Support (5 passed, 63%)
- 1 Passive Support (Passed)



90% of CRHC supported bills passed.

Rural Policy Win: Healthcare Preceptors Tax Credit

HB22-1005 Health-care Preceptors Tax Credit extends the state individual income tax credit created in 2016 for an additional 10 years. The bill also expands eligibility to the program, bringing the full list of eligible providers to include doctors, advanced practice nurses, registered nurses, clinical pharmacists, all behavioral health providers currently eligible for the Colorado Health Service Corp. Loan Repayment Program, dentists and dental hygienists. With the expanded eligibility, the number of credits issued per year was increased from 100 to 300. Finally, the bill updates definitions of rural and primary care to the most recent definitions provided by the Federal Office of Rural Health Policy.

CRHC served as driving force behind legislation, securing bipartisan sponsorship, including Chair of Joint Budget committee. Co-wrote bill language. Lobbied both chambers. Developed fact sheet and data resources. Created, launched, and shared member action alert. Obtained 26 organizational support endorsements. Testified 4 times in House and Senate committees.

For more information on the past success of the preceptor tax credit, see the workforce section of this report!



The passage of the continuation of the Preceptor Tax Credit secures \$3 million in state tax incentives for rural preceptors over the next 10 years.

Policy and Advocacy Meetings

CRHC Policy Priorities

1. Workforce Recruitment & Retention
2. Reimbursement (Medicare, Medicaid, Private)
3. Primary Care Access & Delivery
4. Telehealth Access & Reimbursement
5. COVID-19
6. Insurance Coverage Access
7. Quality Programs & Reporting
8. HIT, Technology Infrastructure & Broadband
9. Regulatory Impediments
10. Substance Use Disorders

83% of bills with Active/Moderate Support correlated with top 5 CRHC Policy Priorities





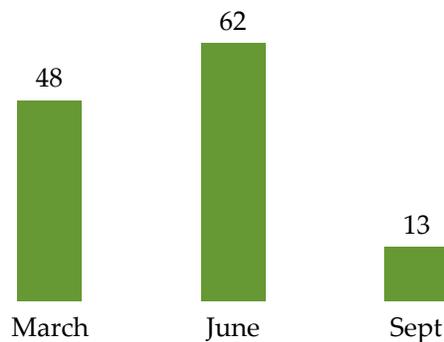
Member Programs

Small Hospital Improvement Program (SHIP)

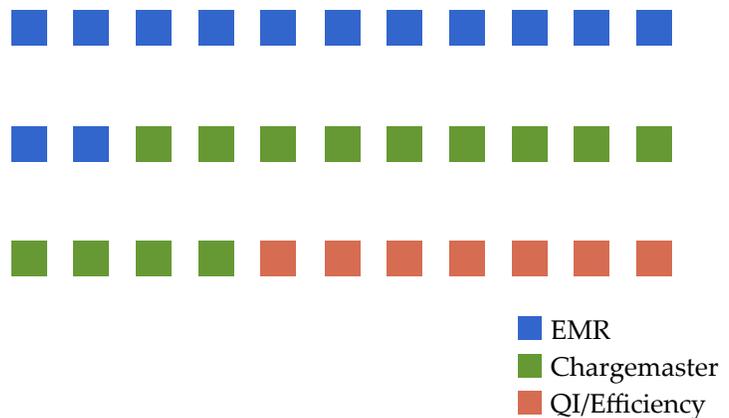
The **Small Rural Hospital Improvement Program (SHIP)** is a federal grant program which provides funding to assist small rural hospitals with 49 beds or less. Funding expanded to assist hospitals during the pandemic under the SHIP American Rescue Plan (ARP) COVID-19 Grant. The first round of funding assisted 39 eligible hospitals with \$3.29 million in federal funding in 2020-21. The second round of funding will awarded 33 eligible hospitals \$8.27 million between 2021-23.

The funds are used to assist CAHs and small rural PPS hospitals with expenditures related to COVID-19 activities. This included purchasing PPE (gloves, gowns, masks, etc.), ventilators, negative air rooms, partitions of plexi-glass for safety and social distancing, testing supplies, and minor renovations to facilitate safety and social distancing, etc.

Consortium Participation FY2022-2023



All 33 facilities participate in a program of their choice



Medicare Rural Hospital Flexibility (FLEX) program

Through FLEX, CAHs are supported through quality improvement initiatives, educational webinars and workshops, financial education, Health Information Technology (HIT) support, regional workshops, and peer learning opportunities.

CAH Quality Network brings together Quality Directors and other relevant staff from Colorado’s CAHs and provides a venue for education and peer learning during monthly webinars.

The topics presented in 2022 included:

- Transferable lessons from aviation;
- Traditional management vs lean management;
- Deming’s 14 points for management;
- System of profound knowledge;
- Understanding variation;
- Series on A3s;
- Looking at data;
- Selecting the next Quality Innovation Lab focus area

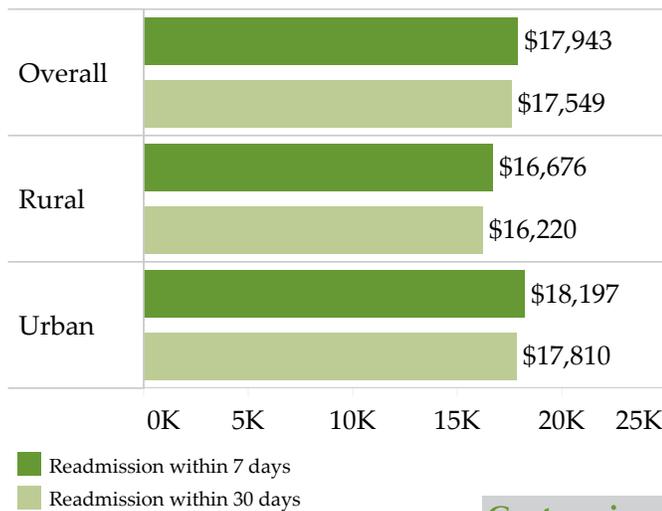
Colorado Rural Sustainability Network

Chronic Care Management

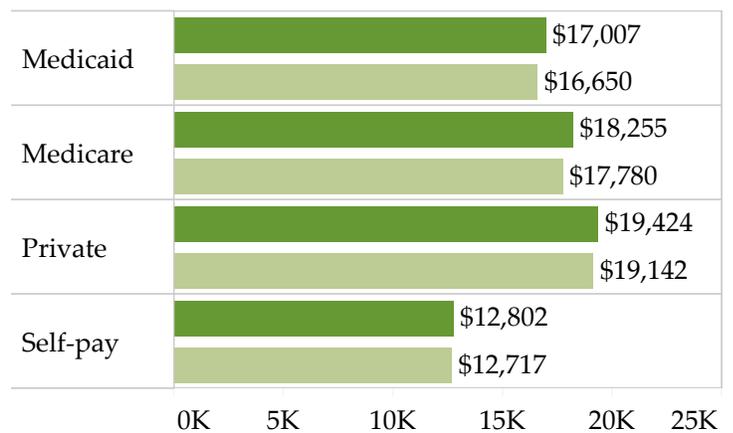
About Chronic Care Management (CCM)

CCM is a Centers for Medicare and Medicaid Services (CMS) program that allows primary care providers to support their patients with multiple chronic diseases through monthly touchpoints and other support services and be reimbursed for their time doing so. CCM aims to improve the lives of individuals living with chronic conditions while also saving the healthcare system from extra spending. CRHC's yearlong CCM Program, which is part of CRHC's Colorado Rural Sustainability (CORS) Network, helps rural clinics establish their CCM programs by providing technical assistance to build the care team and the necessary components and processes. During the first two years of CCM Program, readmission rates have decreased leading to cost savings for participating rural clinics.

The average readmission costs **\$17,943**



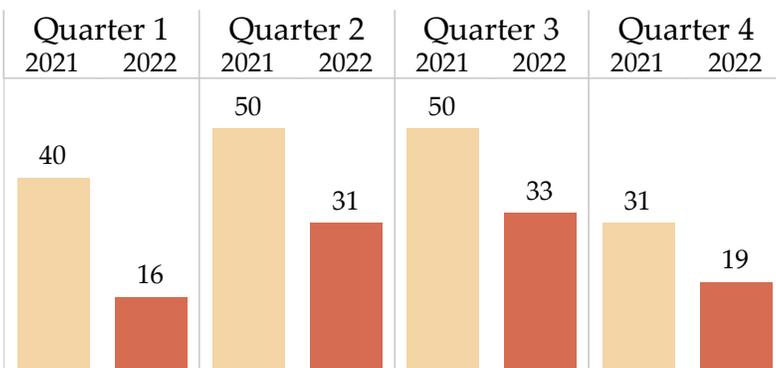
The cost of readmission varies by insurance type



Cost savings through reducing readmission rates with CCM

Based on the high cost of readmission, and evidence based reduction of CCM, CRHC framed a strategic plan goal to reduce all cause readmissions of Colorado CAHs and maintain a low readmission rate of 3.7%. In 2022, the rate of readmissions of Colorado CAHs was reduced to 3.2%. Through this goal CRHC estimated the cost savings from reducing the rate of all cause readmissions over time to be an average of \$308k quarterly.

In two years of the CCM program, clinics have seen a reduction in readmissions from 3.7% to 3.2%!



This **reduction in readmission** equals an average estimated **308k in savings** quarterly

Estimated Cost Savings	Quarter	Amount
Estimated Cost Savings	Quarter 1	\$389,280
	Quarter 2	\$308,180
	Quarter 3	\$275,740
	Quarter 4	\$259,520

Emergency and Trauma Education



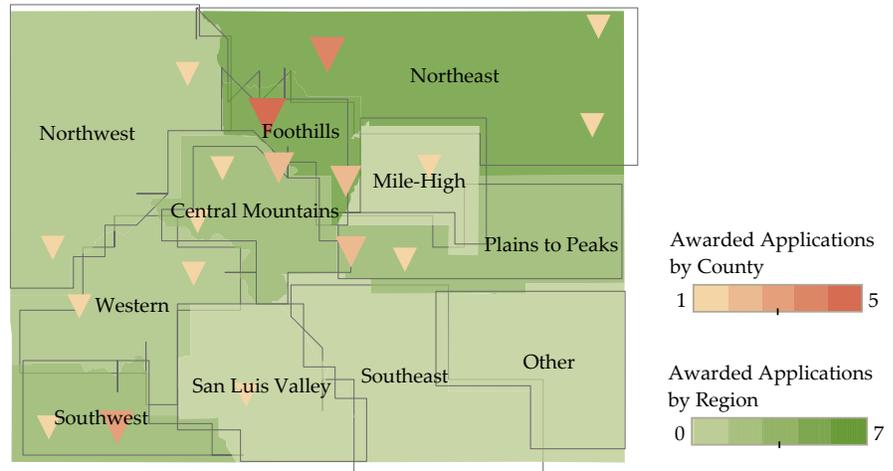
The Colorado Resource for Emergency and Trauma Education (CREATE) provides education and training for emergency medical and trauma service providers working in Colorado.

82%

of **Colorado Regions** received EMS funding

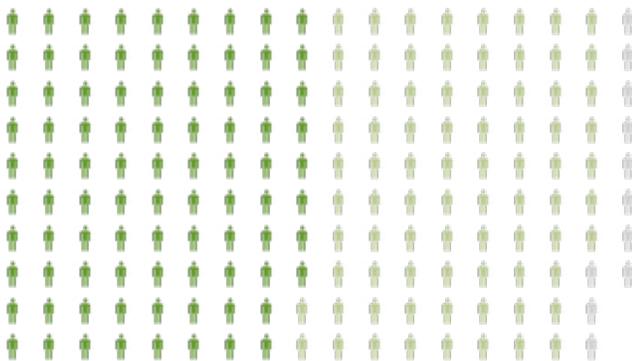
26 regions were rural

4 regions were mixed (rural/urban)



178 Students

completed their approved education



30 grants completed for **11 different trainings:**

49% of Students and 78% of funding dedicated to trainings in EMS Leadership Academy (24), EMSAC 2022 (31), EMT (28), and Paramedic (5)

44% of Students and 14% of funding dedicated to trainings in ALS refresher (16), AMLS (14), EMS-FTEP (20), IA Med-Critical Care Review (15), Winter driving (14)

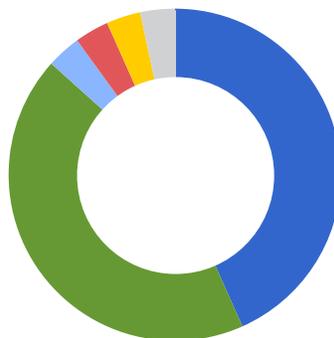
\$121,226

awarded for **EMS Education**

6

different **agency types** awarded

- EMS Transport (13)
- Fire w/ EMS Transport (10)
- Hospital(1)
- EMS non-Transport (1)
- Fire w/ EMS Non-Transport (4)
- RETAC (1)



43%

of awarded grants went to **EMS Transport agencies**

Colorado Quality Innovation (QI) Lab Project

The purpose of the **Flex QI Lab** Project initiative is to provide a structured framework to work with critical access hospitals (CAHs) in improving quality of care for patients; and the support for implementation of evidence-based improvement initiatives with CAHs. CRHC Flex staff engaged CAHs in a yearlong quality improvement project focusing on improving Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) – Overall Score.

Project design: CRHC's Flex staff hosted monthly webinars for the facilities participating in the QI project to come together for education and resources, 1:1 coaching calls, and sharing lessons learned during state-wide webinars, and workshops. CRHC provided education on the Model for Improvement for hospitals to outline their progress for improvement.

Target population: The 11 CAHs were selected based on their willingness to participate and having room to make improvement in the HCAHPS Overall Score.

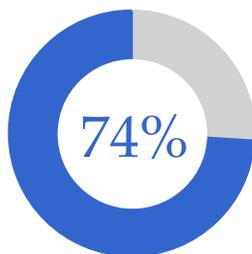
Quality Measure Selected: HCAHPS – Overall Rating of the Hospital

Measure definition: Total points for all surveys returned / Number of surveys returned.

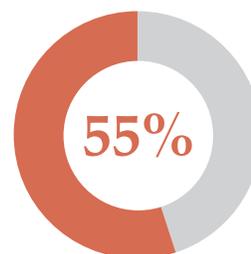
Aim 1: (CRHC's goal) 75% of participants would obtain some improvement in their data.

Aim 2: Participants would achieve their performance goal of a 5% increase in their HCAHPS – Overall Score.

Obtained some improvement
in their data



Increased their patient
satisfaction score by 5%



Significant findings: After review of data and conversations with patients and family members, participants focused on improving the following:

Staff taking into consideration patient preferences – likes, what's important to them, answers to questions, etc.

Family members included in discussions – Discharge planning begins at admission – Is there someone you would like us to include in our discussions with you regarding your care while here and when you go home?

No visitation/limited visitation for patients – Data revealed this did not have a great negative impact on our rating where the patient was concerned but it did with family members. Participants received quite a few complaints from them not being able to visit their family members.



Events



The Forum 2022

April 6-8, 2022
Renaissance Denver
Central Park

Sessions Included:

- Assessing Sustainability: User-Friendly Tools for Evaluating Public Health Programs and Clinical Practices
- Billing for Non Face-to-Face Visits
- How Chronic Care Management Can Benefit Your RHC and Patients



38

Member Attendees



27

Speakers



22

Exhibitors and Sponsors



17

Facilities Represented



95% Of survey respondents say the conference fulfilled their reason for attending!

Conference Sponsors



Better Medicine • Better Lives



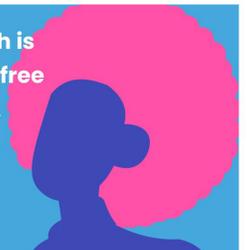
Colorado Computer Support



Every Colorado youth is now eligible for three free therapy sessions.

Visit IMatterColorado.org to learn more.

I Matter.



Annual Rural Health Conference 2022

The 2022 Annual Rural Health Conference (ARHC) was held in Colorado Springs from October 19-21, 2022. The event was a celebration of the work done by rural Critical Access Hospitals and clinics across the state and an opportunity to network, learn, and collaborate.



 54
Member Attendees

 18
Facilities Represented

 35
Exhibitors and Sponsors

 37
Speakers

100% *Of survey respondents say the Conference fulfilled their reason for attending*

Conference Sponsors



TREANORHL



2022 Funders



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Department of Health Care
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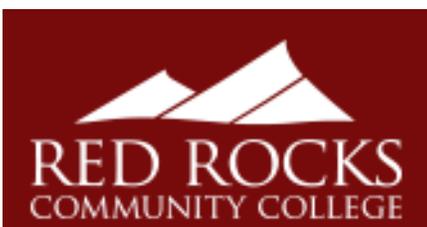


NOSORH
National Organization of
State Offices of Rural Health

U.S. Department of Health and Human Services



NATIONAL RURAL HEALTH ASSOCIATION



University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

2022 Organizational Sponsors



Thank you for your continued support of the Colorado Rural Health Center!



The State Office of Rural Health



2022 Members

- Akron Clinic
- Alamosa Dental Clinic
- Alamosa Family Medical Center
- Alamosa Physical Therapy
- Alamosa South Health Center
- Alamosa Women Infants Children (WIC)
- Antonito Medical Clinic
- Antonito Physical Therapy
- Arkansas Valley Family Practice LLC
- Arkansas Valley Regional Medical Center
- Arkansas Valley Regional Medical Center (Long Term Care)
- Banner Health Clinic- Fort Morgan
- Basin Clinic, Inc.
- Brim Healthcare of Colorado
- Brush Family Medicine
- Buena Vista Health Center
- Button Family Practice, PC
- Castle Valley Children's Clinic Inc.
- Centennial Family Health Center, LLC
- Center Dental Clinic
- Cesar E. Chavez Family Medical Center
- Christian Healing Network
- Colorado Canyons Hospital and Medical Center
- Colorado Community Health Network (CCHN)
- Colorow Family Medical Center - Olathe
- Convenient Care Community Clinic
- Cortez Family Care Clinic
- Cortez Orthopedics
- County Line Health Clinic
- Creede Family Practice of Rio Grande Hospital
- Custer County Health Center
- DCMH Family Medicine - Delta & Hotchkiss
- DCMH Urgent Care
- Delta County Memorial Hospital
- Delta Health Adult Primary Care
- Delta Health Family Medicine
- Delta Health Pediatrics
- Delta Health West Elk Hotchkiss Clinic
- Eads Medical Clinic
- East Morgan County Hospital
- Eastern Plains Medical Clinic
- Eastern Rio Blanco County Health Service
- District
- Edward M. Kennedy Dental Clinic
- Edward M. Kennedy Health Clinic
- Ernesto Pacheco Dental Clinic
- Family Practice of Holyoke
- First Street Family Health
- Flagler Clinic
- Fleming Family Health Center
- Florence Medical Center
- Four Corners Surgical
- Fremont Family Medical Center
- Gordon Clinic
- Guadalupe Health Center
- Gunnison Valley Family Physicians
- Gunnison Valley Health Family Practice
- Gunnison Valley Hospital
- Haxtun Family Medical Center
- Haxtun Hospital District
- Heart of the Rockies Regional Medical Center (HRRMC)
- High Plains Community Health Center
- Huerfano County Hospital District
- Keefe Memorial Health Service District
- Keene Clinic
- Kit Carson Clinic
- Kit Carson County Health Service District
- Kremmling Memorial Hospital District
- La Jara Dental Clinic
- La Junta Clinic
- La Veta Medical Clinic
- Lake City Area Medical Center
- Las Animas Clinic
- Las Animas Dental Clinic
- Limon Family Practice
- Lincoln Community Hospital
- Mancos Valley Health Center
- Meeker Family Health Center
- Melissa Memorial Hospital
- Memorial Regional Health Medical Clinic- OB/ GYN
- Memorial Regional Health Rapid Care Clinic
- Memorial Regional Health Specialty Clinic
- Middle Park Medical Center - Granby
- Middle Park Medical Center- Winter Park
- Middle Park Medical Center-Kremmling

- Middle Park Medical Center-Walden
- MidValley Family Practice PC
- Moffat Family Health Center
- Monte Vista Clinic of Rio Grande Hospital
- Monte Vista Community Clinic
- Monte Vista Physical Therapy
- Mt. San Rafael Hospital
- Mt. San Rafael Hospital Clinic
- Northeast Colorado Family Medicine Associates
- Pagosa Springs Primary Care
- Parke Health Center
- Pediatrics Associates Professionals, LLC
- Pikes Peak Regional Hospital
- Pioneers Medical Center Home Health
- Prairie View Clinic
- Prowers County Hospital District
- Prowers Medical Center
- Radiant Healthcare LLC
- Rangely District Hospital
- Rangely Family Medicine
- Red Rock Podiatry
- Regional Medical Center (RMC) Clinic
- Rio Grande Hospital
- Rio Grande Hospital Clinic
- Rocky Ford Clinic
- Rocky Ford Dental Clinic
- Saguache Health Center
- Salida Health Center
- San Luis Health Center
- San Luis Physical Therapy
- San Luis Valley Health La Jara Clinic
- San Luis Valley Health-Alamosa
- San Luis Valley Health-Conejos County Hospital
- Sedgwick County Health Center
- Sierra Blanca Medical Center
- Silverton Clinic
- Skyler Design Build, LLC
- South Fork Clinic
- South Routt Medical Center Health Service District
- Southeast Colorado Hospital
- Southeast Colorado Medical Clinic
- Southwest Health System, Inc.
- Southwest Memorial Physicians
- Southwest Memorial Primary Care
- Southwest Walk-In Care
- Spanish Peaks Family Clinic
- Spanish Peaks Outreach Clinic
- St. Vincent General Hospital District
- Stratton Medical Clinic
- Stuart Avenue Clinic
- The Colorado Network
- The Memorial Hospital at Craig
- The Wray Clinic
- University of Colorado Denver College of Nursing
- Upper San Juan Health Service District
- Valley Citizens Foundation
- Valley Medical Clinic
- Valley-Wide Cañon City
- Valley-Wide Health Systems
- Valley-Wide Heart and Eagle Mobile Clinic
- Valley-Wide Pharmacy
- Walbridge Nursing Home
- Walsh Hospital District Healthcare Center
- Weisbrod Memorial County Hospital
- Woodland Park Medicine and Surgical Associates
- Wray Community District Hospital
- Yuma Clinic
- Yuma District Hospital and Clinics



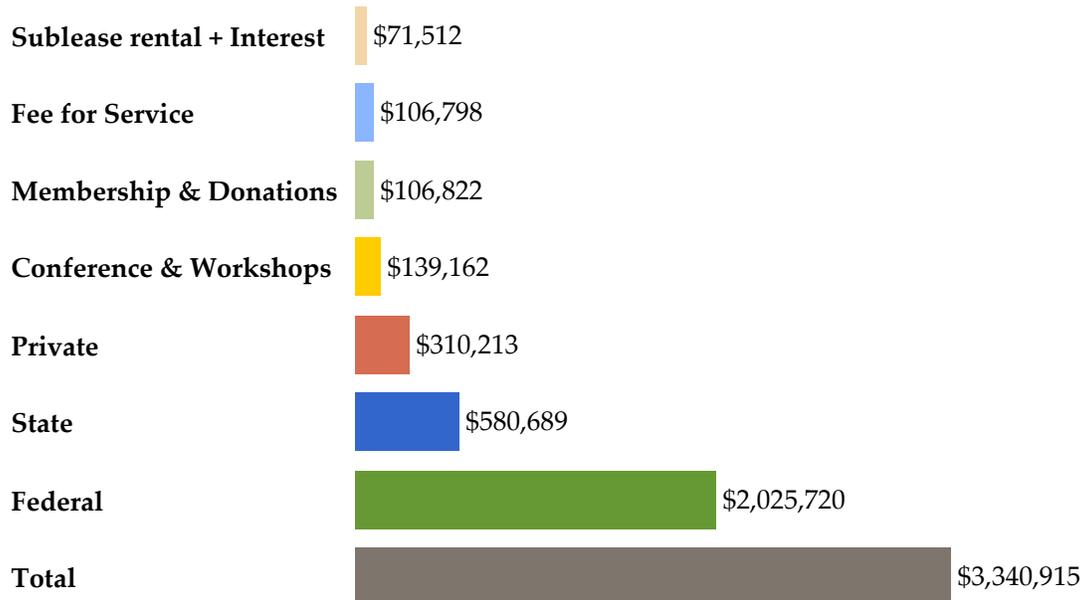
The State Office of Rural Health



2022 Finances

Budget Summary FY 2022-2023

Total Budget FY 2022-2023



Total Pass-through FY 2022-2023

