Thank you for making 2020 an amazing year!

Thank you to all healthcare providers in 2020!

On behalf of the staff and board of the Colorado Rural Health Center (CRHC), I want to offer my heartfelt gratitude for all you do to serve rural Colorado. The year 2020 will be one that is not soon forgotten and our rural communities rose to the challenge. Even as you were facing adversity with getting needed PPE and shutting needed services you were innovative and resourceful in standing up telehealth and responding to your community needs.

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.” Despite the challenges, CRHC invested $5.56 Million in rural communities in 2020.

In 2020, CRHC received special grant funding to provide out to 39 rural hospitals for Covid related efforts. This grant funding was particularly important because it was a grant, meaning the money did not have to be paid back, which if you know anything about rural facilities they operate on a thin margin. CRHC stood up a COVID page on our website to ensure that all rural communities had access to the latest information from funding opportunities, to links to important pandemic updates and toolkits.

In addition to all the pandemic related resources, CRHC receives grant funding each year for programs that align with our mission and vision. Over $4,680,000 in federal funding was received to support Colorado’s rural hospitals and clinics as well as over $384,000 in private funding to support quality improvement efforts to Colorado’s rural hospitals and clinics and over $477,000 in state funding to support quality improvement and emerge preparedness efforts. The Annual Report details the many accomplishments in 2020 from tracking legislation and policy meetings, to providing quality improvement, HIT, billing and coding, and data.

As the Chief Executive Officer of CRHC, it is my honor and privilege to serve all 47 rural communities. 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!
2020 Operating Budget

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

2020 Total Revenue

- Federal $4,680,484
- State $477,320
- Private $384,664
- FFS $85,142
- Membership & Donations $123,606
- Conference & Workshops $51,945
- PPP Forgiven + Other $155,446

2020 Pass-through Funding

- Federal $3,150,712
- State $327,393

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.
Increased Outreach During the Pandemic

As the State Office of Rural Health, CRHC took a leading role in communicating urgent updates and creating vital resources during the early days, and throughout the pandemic. In addition to the advocacy on your behalf from our policy team, CRHC increased communication with members and served as a conduit to CARES Act funding getting delivered to rural hospitals in need.

Small Hospital Improvement Program (SHIP) Covid-19 Support Funding

CRHC was fortunate to be entrusted with distributing Coronavirus Aid, Relief, and Economic Security (CARES) Act funding to Colorado’s small rural hospitals through SHIP COVID-19 Relief Funding. Money was congressionally allocated to support COVID-19 related activities, of which nearly $150 million went to hospitals responding to this health crisis. The funds supported rural hospitals which saw increased demands for clinical services and equipment, as well as short-term financial and workforce challenges related to responding to the needs of patients with the COVID-19 seeking care at their facilities.

SHIP eligible hospitals (rural hospitals with 49 or fewer beds) used the funds for COVID-19 related expenditures in the categories of Safety, Response, and Maintain Hospital Operations. (Reporting of those expenditures was coordinated by CRHC and submitted to HRSA.)

$74,419.24 Dispersed to Each Facility
With the RHC Mock Survey, clinics receive a comprehensive evaluation of compliance with existing, up to date requirements for certified RHCs. This service includes on-site clinic inspection and basic review of RHC Policies and Procedures, review of the clinic’s Annual Evaluation processes and review of medical charts (paper or electronic). A professional, follow-up summary, recommendations, and report of findings are included.

CRHC assisted Heart of the Rockies Regional Medical Center with the transition of 3 clinics to RHC status in the state: Custer County Clinic, Salida Health Center, and Saguache Health Center.

- Grand River Health Mock Survey: 2 clinic locations
- Battlement Mesa: 23+ rooms
- Rifle: 50+ rooms (three floors)
- Buena Vista (HRRMC) Mock Survey: 1 clinic location
- Exam rooms: at least 19 rooms
- Providers: 7
- Lincoln Mock Survey: 3 clinics locations
  - Exam rooms: 12+ rooms
  - Providers: 7
  - Flagler: 1
  - Hugo: 3
  - Limon: 3

3 RHCs Added in Colorado

3 RHCs Added in Colorado

Mock Surveys Completed

Accross

Clinic Locations
The Chronic Care Management (CCM) Program 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. During CRHC’s year-long program we help rural clinics establish their CCM program by providing technical assistance to establish the CCM team, the components of CCM, and CCM processes. Participants are able to learn from one another, from a clinical subject matter expert, and from a billing and coding specialist. During this program year, all participating clinics were able to initiate or continue their CCM programs, and one was able to double the size of their CCM program.

### Rural Long-Acting Reversible Contraception (LARC) Pilot Program

This year-long program is designed to train providers in contraceptive implant (Nexplanon) and IUD placement and removal methods, best practices, and contraceptive counseling techniques, with the assistance of a nurse practitioner subject matter expert. Additionally, administrative staff receive training to properly bill and code for LARCs with the guidance of a billing and coding expert. The program also addresses workflow standards, device purchasing and stocking strategies, sustainability, and community outreach. Due to the public health emergency, this program has taken place remotely. With virtual trainings, we were able to train 12 providers in IUD and contraceptive counseling skills. All participating clinics have received a stipend to support the purchasing of LARCs to aid in the best practice of same-day placements.

#### Quality

**Chronic Care Management and the CRHC Colorado Rural Sustainability (CORS) Network**

Controlling High Blood Pressure

- 73.3% CCM Network Avg
- 70.4% All QHi Avg

Comprehensive Diabetes Care - HbA1C >9%

- 18.6% CCM Network Avg
- 28.5% All QHi Avg

30 Day All-Cause Readmissions

- 10.1% CCM Network Avg
- 8.7% All QHi Avg

### Rural Long-Acting Reversible Contraception (LARC) Pilot Program

- 45 hormonal IUDs placed
- 72 implants placed
- 5 copper IUDs placed
- 16 implant providers
- 19 IUD providers
- 9 webinars
- 10 check-in calls, 1 virtual training

**ONLY 1 LARC claim denial**
Through the Medicare Rural Hospital Flexibility Grant (FLEX), Colorado Critical Access Hospitals (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 staff viewed swing bed and utilization management webinars and training resources: 64
- CAH Financial Workgroup Quarterly Webinar attendees: 98
- Individuals attended one of 39 Quality Network, Admission Criteria, compliance ethics and risk, or MBQIP Rapid Cycle Improvement Group Webinars: 263
- Participants in the Annual Coding Education Event: 261

This interactive 1 day virtual training was intended for rural healthcare practitioners, medical billers, coders, auditors, office managers and IT professionals involved with authoring clinical documentation, generating E&M progress notes, auditing professional physician service claims and maintaining a healthy revenue cycle for rural healthcare facilities in Colorado.

36 out of 39 eligible hospitals are participating in FY2020 SHIP:
- HCAHPS activity - 36 hospitals
- Efficiency Training – Charge Master activity, 19 hospitals
- Efficiency Training – EMR Workflow Analysis for Data Accuracy activity, 13 hospitals
- Efficiency Training – QI Project activity, 4 hospitals
The Colorado Resource for Emergency and Trauma Education (CREATE) provides education and training for emergency medical and trauma service providers working in Colorado.

$104,826 awarded for EMS education

2020 CREATE Accomplishments

**Awarded Funds by Region**

- Plains to Peaks - $3,270
- Northeast - $5,489
- San Luis Valley - $4,706
- Southwest - $16,483
- Central Mountains - $853
- Northwest - $5,005
- Western - $21,682
- Foothills - $32,495
- Mile-High - $14,468
- Southeast - $375

**Types of facilities that received funds**

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<th>Fire with EMS</th>
<th>Fire with EMS, non transport</th>
<th>Fire EMS Association</th>
<th>Hospital</th>
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**A Diverse Education**

**Typical Types of Courses Approved**

- EMR
- AEMT
- EMT
- I to P Bridge
- Paramedic, Trauma Conferences
- Critical Care
- EKG for Basic Life Support providers
- I.V. Certification
- Rural Trauma Team Development Course (RTTDC)
- Transcarotid Artery Revascularization (TCAR)

85 Students completing their approved education
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

180 Hours of Direct IT Support
10 Facilities Assisted
40 Hours of COVID/CCMCN/CRHC data vault outreach and support

Direct Support Services
- Remote monitoring
- Office 365 management
- Anti-Virus
- Project Management
- Remote Support
- Onsite Support
- Data Analyst
- Site Survey
- Contract Support
- Group Purchasing
- Hardware/software implementation

HIT Report Writing
CRHC IT staff wrote 105 reports for members in 2020. Report topics:
- County Health Rankings (CHR) Reports
- Rural vs. Urban comparisons CHR
- Health Indicators Infographics
- Total Access to Healthcare
- Snapshots of Rural Health (Regional and State-wide)
- External Data Request/Reports

105 Reports Written

Report Recipients
- University of Colorado
- CU Anschutz
- Colorado Health Workers Grantees
- Opioid Planning Grantees
- CRHC Policy & Advocacy

705 Total HARC Data Bank Indicators

CRHC maintains the Health Awareness for Rural Communities (HARC) Data Bank in order to track data pertaining to the health of rural communities and the state of healthcare across the state and nation. Data is constantly updated for use in report writing for members, partners, and policy makers as well as for publication in the annual Snapshot of Rural Health.
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.

**2020 Accomplishments:**

**Testifying on Behalf of our Members**
- HB20-1086 Insurance Coverage Mental Health Wellness Exam (Support)
- HB20-1270 One Parent Consent For Behavioral Health Services (Support)

**Testified on Legislation**
- SB20-212 Reimbursement for Telehealth Services (Support)
- HB20-1349 Colorado Affordable Health Care Option (Oppose)

**Tracking the Bills that Matter**
- 84 Bills Tracked
- 29 Positions Taken
- 3 Bills Supported
- 29 Bills Opposed
- 8 Bills Monitored

**Rural Colorado Telehealth Win: SB20-212**

SB20-212 Reimbursement for Telehealth Services was signed into law in July 2020. The bill codifies into state law many of the COVID relaxed regulations for telehealth. The legislation allows RHCs to serve as the originating site for telehealth services and reimburses them at in-person rates, among other provisions. The bill allows rural Colorado healthcare providers to continue delivering safe and timely access to telehealth services across the state. CRHC members have been working diligently to provide these services in their communities as a means of keeping their patients safe and keep their doors open.

CRHC also hosted the first Rural Lobby Day at the Capitol, facilitating fourteen meetings between CRHC members and state policy leaders. Participating CRHC members met near the CO State Capitol to be briefed on the makeup and current work of the General Assembly. Attendees then descended upon the Capitol to meet with their respective House and Senate representatives, meet with the Lieutenant Governor, witness committee and floor proceedings, and tour the Capitol.

Hosted an annual meeting for members to discuss and articulate the CRHC policy priorities for 2021. Along with the CRHC Mission & Vision, the priorities developed at this meeting will serve as a foundation for the CRHC Policy Program and are intended to guide lobbying and advocacy efforts throughout 2021. Due to COVID-19, the 2020 meeting was hosted virtually, with members completing an extensive policy priority survey beforehand. Over 40 CRHC members attended the virtual meeting.
Total presentations to potential rural workforce candidates. CPR staff marketed rural facility jobs at health professional training programs including medical schools, dental schools, physician residency programs, and Physician Assistant and Advanced Practice Nursing programs.

**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.

- **35 Awards**: Number of rural primary care and SUD providers awarded through Colorado Health Service Corps – 35
- **7 Awards**: Number of rural primary care and SUD providers awarded through Rural Essential Access Program (REAP)

**Workforce Recruitment**

- **9 Sites**: Contracted CPR Sites
- **45 Referrals**: Direct Referrals to Active Jobs
- **3 Placements**: Workforce recruitment placements in 2020
- **14 Presentations**: Preceptor Tax Credit Applications filed through CRHC
- **59 Posts**: Unique Job Posts
Annual Rural Health Conference 2020

Given the pandemic, CRHC had to cancel it’s spring Rural Health Clinics Forum and held it’s Annual Rural Health Conference on a virtual platform. Thank you to the attendees who engaged, the speakers who put on an educational program, and the exhibitors and sponsors for supporting CRHC’s events no matter what format.

Attendees 182  +  Facilities Represented 38  Expositors 41  Sponsors 15

The virtual conference was the best I’ve ever attended... I’ve been attending for 6 or 7 years and know many of the people!

-Survey Respondent

Conference Sponsors

[Logos and names of sponsors]
2020 Board of Directors

- Dr. Michael Vargas – CRHC Board Chair, Grand River Hospital District
- Jason McCormick – CRHC past Board Chair, The Advisory Group of McCormick, Chase & May.
- Doug Miller, FNP-BC, MSN – CRHC Board Chair elect, Rocky Ford Family Health Center
- Tammy Dunker - CRHC PLC Chair, Rangely Family Medicine
- Peter Edis, MS, FACHE – CRHC Secretary and Treasurer, Heart of the Rockis Regional Medical Center
- Julie Drake, Rio Blanco County Public Health
- Jennifer Riley, Memorial Regional Health

2020 Funders

- THE CHAMBER AURORA • COLORADO
- COLORADO Department of Public Health & Environment
- CARING for COLORADO FOUNDATION A Health Grantmaker
- COLORADO Department of Health Care Policy & Financing
- THE DENVER FOUNDATION
- U.S. Department of Health and Human Services
- Health Resources and Services Administration
- HRSA
- NRHA
- NATIONAL RURAL HEALTH ASSOCIATION
- The Colorado Health Foundation™
- University of Colorado Boulder | Colorado Springs | Denver | Anschutz Medical Campus
Thank you for your continued support of the Colorado Rural Health Center!

The State Office of Rural Health