

ANNUAL REPORT 2017



Vision: a community where all residents have an opportunity for health

Mission: work collaboratively to improve access to healthcare & create a healthier Aurora, with a focus on the most vulnerable & underserved

Goals: Increase access – Expand coverage – Build collaboration

Who We Are

Aurora Health Access (AHA) is a community alliance of healthcare organizations, public agencies, providers, civic and business leaders, students, and residents committed to creating a healthcare system in Aurora that meets the needs of all its residents.

Aurora is home to a wealth of healthcare organizations – hospitals, medical schools, safety-net clinics, dentists, mental health centers, private providers, nursing homes, rehabilitation facilities, and much more – but not everyone has access to the healthcare services they need. There is an alarming 18-year difference in life expectancy among the residents in Aurora’s 17 zip codes. We can do better.

AHA believes we can meet most of the needs of our residents *if we do things differently* and *if we attend to all human needs, not just medical needs*. AHA brings together people, programs, and partners to learn more about Aurora’s challenges, to identify gaps in service and identify those who are falling into these gaps. AHA connects people and programs; provides community education; and creates an impartial convening table where those invested and engaged in health, wellness, and community can address problems and celebrate successes. We believe we can do better, and with your help, we will.

We hope you will join us.

Aurora Health Access Working Board

Name	Title	Company
Mandy Ashley	Senior Privacy Analyst	Colorado Access
Julie Beaubian	Community Benefit Manager	Children's Hospital Colorado
Deidre Callanan	Dept. of Community Dentistry & Population Health	CU School of Dental Medicine
Bonnie DeHart	Retired	Community Activist
Julian Dewberry	Business Development Manager	Falck Rocky Mountain
Heather Dolan	Director of Business Development	Aurora Mental Health Center
Antoinette Dow	Executive Director	Providers Resource Clearinghouse
Paul Evans	Director of Business Development	HealthONE/The Medical Center of Aurora
Johanna Glaviano	Program Coordinator	Senior Hub
Mariana Ledezma-Amorosi	Associate Director	Community-Campus Partnership
Heather Logan	Director of Accountable Care	Metro Community Provider Network
Rich McLean	Retired	Community Activist
Keith Peterson	Director, Community Benefit	University of Colorado Hospital
Callie Preheim	Population Health Epidemiologist	Tri-County Health Department
Chanell Reed	Management Analyst	City of Aurora
Mitzi Schindler	Communications Director	Aurora Chamber of Commerce
Kaitlin Wolff	Regional Health Connector	Tri-County Health Department

AHA is an important community partner, collaborating with providers and advocates to use healthcare dollars for the underserved more efficiently and effectively. I appreciate that we talk about the tough issues, and work together to find solutions.

Mitzi Schindler
*Communications Director
 Aurora Chamber of Commerce*

AHA is a valued and respected community partner and a neutral convener that helps find solutions to the complex health-access issues our community faces. I serve on the board because I believe in AHA's mission and I encourage others to get to know and support AHA and the important work of this organization.

Mariana Ledezma-Amorosi
*Community-Campus Partnership
 Anschutz Medical Campus*



Work Groups & Task Forces

AHA carries out its mission and objectives primarily through work groups and task forces created by AHA's membership, based on identified needs or gaps. These groups meet regularly to learn, discuss, and collaboratively address healthcare issues in Aurora.

Access to Specialty Care Task Force

Participants: 93 Individuals, 49 Organizations

Formed in April 2015, this group focuses on understanding and addressing the barriers to accessing specialty care services. Coverage expansions from the Affordable Care Act and Medicaid enabled access to preventive and primary care services, but some encounter barriers to accessing much-needed specialty care services.

Outputs:

- * Assessment of most needed specialty care referrals in Aurora
- * *Know Where to Go* Infographic and research paper.

We asked members how AHA builds collaboration:

"I had no idea about the translation/radio outreach with Colorado African Association. What a great resource for getting the word out to a hard-to-reach audience."

"I got involved with Aurora Substance Abuse Prevention (ASAP) after an AHA meeting and this has helped me connect clients to so many new resources."

"We now do outreach events with Adventure Dental Vision and Orthodontics."

Coverage Expansion Work Group

Participants: 69 Individuals, 46 Organizations

One of AHA's original work groups focuses on the expansion of public and private health insurance coverage, particularly for Aurora's most vulnerable and underserved.

Outputs:

- * *Health Insurance Options for Undocumented People*
- * Issue-focused gathering - Refugee and Immigrant Enrollment Issues
- * *Know Where to Go* outreach campaign
- * *Know What to Ask* fact sheet about Emergency Medicaid.

We asked members how AHA improves access to care:

"I volunteer with refugees. One client lost her Medicaid and has heart disease, diabetes, and high blood pressure but can't afford medical care or prescriptions. Learning about the DAWN Clinic might save her life."

"Finding out about the Dayton Opportunity Center was really wonderful. I also made several connections for presentation opportunities to talk to seniors about vision loss and vision preservation."

"I am a Health Educator and Patient Navigator. AHA brings a wealth of knowledge, understanding, and connections to healthcare throughout the city."

Kids Work Group

Participants: 75 Individuals, 43 Organizations

Focuses on building community-wide collaborations, strengthening capacity in and among children's health initiatives in Aurora, and ensuring Aurora's refugee and immigrant communities are included and engaged in these efforts. Co-hosts the Aurora Kids Convening every other year.

Outputs:

- * Produced paper on challenges with Medicaid-reimbursed transportation program.
- * *Profile of NW Aurora Refugee/Immigrant Communities*.

Senior Circle

Participants: 259 Individuals, 148 Organizations

AHA's largest work group convenes individuals and organizations engaged with Aurora's seniors and works with and supports the Aurora Commission for Seniors. Hosts the Aurora Senior Forum in June each year.

Outputs:

- * *Affordable Oral Health Services for Seniors Resource Guide*
- * *Nowhere to Go Project* – focused on vulnerable seniors stranded in emergency rooms.

Social Determinants of Health Task Force

Participants: 45 Individuals, 25 Organizations

AHA's newest task force investigates and discusses social determinants of health such as childcare, transportation, food, and other factors that can impact health.

Outputs:

- * Community-wide promotion of tax credits
- * Research on impact of mold on children with asthma
- * Letter and resource materials on mold containment delivered to motel owners.



Quarterly Community Meetings

AHA holds Quarterly Community Meetings in January, April, July, and October to hear from and report to our members, and provide community education on healthcare resources and challenges. Eighty to 100 members attend the meetings, hosted by various organizations in Aurora.

- The hosts in 2017 included the **Dayton Opportunity Center, Providers Resource Clearinghouse, Spalding Rehabilitation Center/The Medical Center of Aurora, and the Village Exchange Center.**
- *Did You Know Panels* offered information about a myriad of resources including the **DAWN student-run free clinic; Women, Infants, and Children (WIC) enrollment; Project Angel Heart; and Healthier Beginnings.** They also addressed the challenges of suicide, children's oral health, Human Papillomavirus (HPV), and food insecurity.

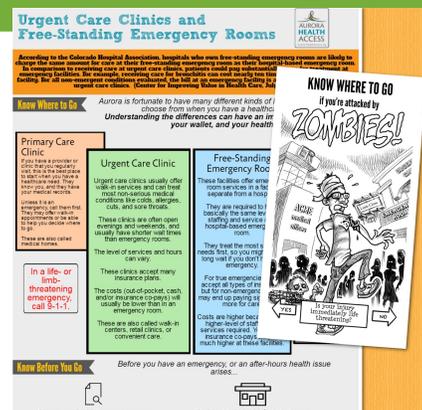


Here at UCHealth, we are working with Project Angel Heart as a direct result of an AHA community meeting.

Keith Peterson
Director, Community Benefit
University of Colorado Hospital

Know Where to Go Project

Thanks to funding from the Colorado Health Foundation in November 2016, AHA was able to expand a community education project explaining the differences between urgent care centers and free-standing emergency rooms. AHA members had raised concerns about this issue after several new facilities opened in Aurora. There was confusion about where to go for care, and how these facilities differ. With this grant funding, we were able to commission a white paper on the topic; develop a blog series; create fact sheets, rack cards, and posters in English and Spanish; and make presentations to audiences throughout Aurora. Our InfoGraphic appeared on [9News](#). We even created a pamphlet explaining where to go in the event of a zombie apocalypse, also available in English and Spanish.



Aurora Smiles

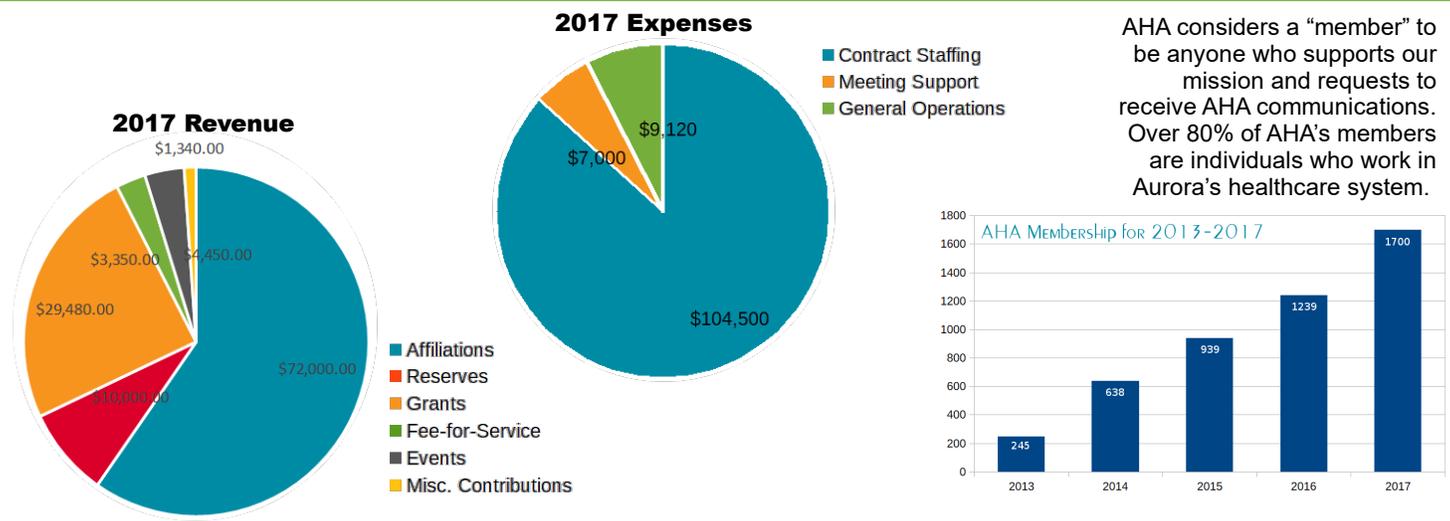


To celebrate **National Children's Oral Health Day** in February 2017, AHA convened organizations committed to providing oral health services to underserved and vulnerable kids. In collaboration with a variety of community partner hosts, we offered free dental screenings and fluoride varnish to more than 100 kids in northwest Aurora, and provided their families with information about how to find an affordable dental care home in Aurora.

Due to the success of the effort and knowledge that there continues to be significant unmet need for oral health education and services among several communities and groups in Aurora, the **Aurora Smiles** project was born! The Aurora Smiles Team worked collaboratively throughout 2017 to improve access to oral health services in Aurora by offering free screenings through local partner organizations to vulnerable and underserved groups and communities.

The 2017 Team included **Adventure Dental, Children's Hospital Colorado, Colorado Department of Public Health and Environment, CU School of Dental Medicine, DentaQuest, Metro Community Provider Network (MCPN), Rocky Mountain Youth Clinics, and Tri-County Health Department.**

AHA 2017 Budget Snapshot and Membership



AHA 2017 Accomplishments, Events, and Milestones

We increased membership from 1,350 to **1,700** individuals.

To recognize National Children’s Oral Health Month, AHA and partners provided **free dental screenings and fluoride varnish to 114 children**. Aurora’s Mayor proclaimed February “Aurora Smiles” month.

Hosted **3rd Aurora Kids Convening** in May with partners **Children’s Hospital Colorado, Center for Public Health Policy, and Tri-County Health Department**. Over 100 participants learned about and discussed infant mortality, school discipline, and refugee children.

We learned from our **annual member survey** that members believe AHA is proactive, positive, and people-oriented; resourceful, resilient, and a relationship-builder; and we excel at connecting, caring, collaborating, and celebrating.

The annual “Socktober” event gathered **hundreds of socks** for those experiencing homelessness in Aurora.

The **Aurora Senior Forum**, held in June, attracted more than 170 participants and exhibitors. Educational topics included oral health; fraud prevention; transition solutions; memory care; and how to “chair boogie.”

The July Quarterly Community Meeting featured a workshop by the **Kaiser Permanente Care Equity Project** on food insecurity at the **Vintage Theatre** and we gathered supplies for the food pantry at the **Dayton Opportunity Center**.

AHA’s **Know Where to Go** community education campaign produced a flyer about where to go for care in the event of a zombie apocalypse; available in English and Spanish.

The Social Determinants of Health Task Force hosted several meetings focused on families living in motels along East Colfax Avenue. Working with community partners, the group delivered **letters and information about mold and bed bug reduction** to motels along East Colfax.

The Access to Specialty Care Task Force collaborated with **RubiconMD** and **Doctors Care** to conduct a five-month demonstration project that studied the **impact of more than 200 eConsults with 20 primary care practices**. The results will be available in 2018.



Recently, our health department epidemiologists wanted to do some outreach with a specific community in Aurora. They were unsure about what avenue and through what organization to pursue outreach.

AHA reached out to their community contacts to find out both 1) baseline community knowledge about the population and 2) the best point person with whom to liaise.

It was very important when planning this outreach to maintain and build trust with this particular community and AHA’s reach with partners ensured this will be the case.

Kaitlin Wolff
Regional Health Connector
Tri-County Health Department

Aurora Health Access Affiliates

These folks have our back!

There are many superb healthcare agencies serving Aurora. AHA believes that a truly healthy Aurora is contingent on collaboration between all these distinct entities. AHA is dedicated to creating a space in which collaboration is possible and encouraged so that Aurora may become not only a city of healthcare stars, but also one of healthcare constellations. By becoming an Affiliate, and supporting AHA, organizations demonstrate their commitment to joining the effort to work together across agencies and disciplines to create a healthcare landscape that is more successful, understandable, and effective for patients and systems alike.

We would like to recognize and thank our 2017 Affiliate Members.

\$10,000+



\$5,000+



\$2,500+



\$1,000+



Falck



AHA has given **Colorado Access**, as a not-for-profit health care company, a big-picture sense of health care that allows Colorado Access to "connect the dots" in so many essential, real-world ways. AHA Work Groups focused on Access to Coverage, Specialty Care, Seniors, Dental Needs and Social Determinants of Health have informed our work with Medicaid populations and regional healthcare delivery systems, and keep us in touch with the topics and issues facing our various community partners.

MCPN is an Affiliate member of Aurora Health Access because of all of the wonderful work they do in the Aurora community. The *Know Where to Go* paper and the guide to health insurance for undocumented individuals are great resources that are given to MCPN patients. MCPN appreciates the Quarterly Community Meetings where there is opportunity for resource exchange, networking, and collaboration to better serve the residents in our community.

JOIN US!

If you would like to become an AHA Affiliate, please contact one of our Governing Board members, or our Executive Director, Denise Denton. Email: ddenton@aurorahealthaccess.org