

# Annual Report 2016



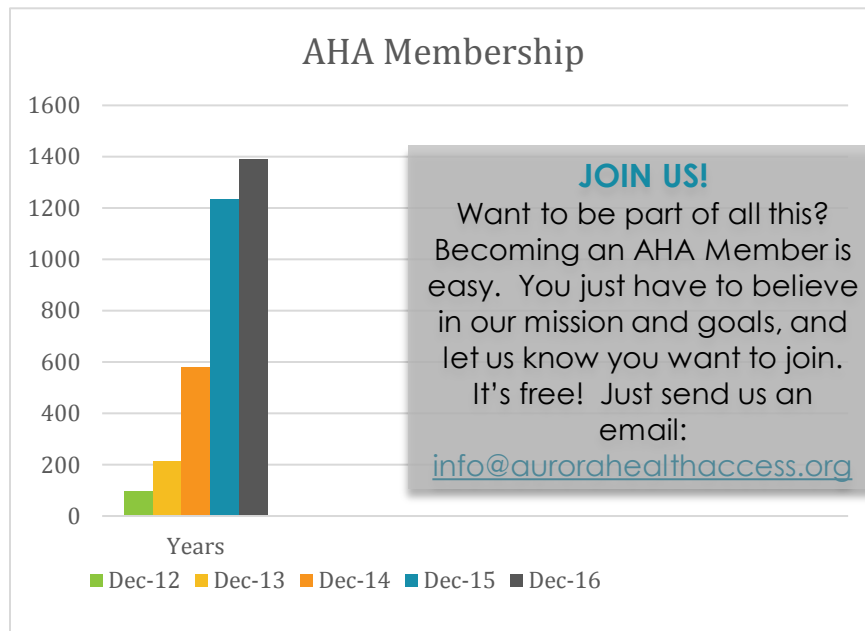
## WHO WE ARE

Aurora Health Access (AHA) is a community alliance of healthcare organizations, public agencies, providers, civic and business leaders, and residents committed to creating a healthcare system in Aurora that meets the needs of all its residents. AHA offers an impartial convening table where those invested in health and community can come together to discuss and develop solutions to health access issues. AHA focuses on learning more about the challenges in Aurora's healthcare system and working collaboratively to address them.

**JOIN US!**

# AHA Membership Growth

AHA considers a “member” to be anyone who supports our mission and requests to receive AHA communications.



## AHA Brief History

- Nov 2009** At the urging of St. Theresa's church, due to health access concerns, Together Colorado and Metro Community Provider Network (MCPN) host first “community conversation” in NW Aurora.
- Jan 2010** Aurora Health Access (AHA) formed as an all-volunteer, community-based health alliance.
- May 2010** CO Coalition for the Medically Underserved (CCMU) receives grant from TCHF to support AHA.
- Nov 2011** Community-wide survey conducted to assess healthcare needs/priorities for AHA.
- May 2012** Strategic planning session held with AHA members.
- Jan 2013** 1<sup>st</sup> Aurora Kids Convening held at Children's Hospital; 80 attendees.
- Mar 2013** AHA receives 3-year grant from TCHF to hire executive director and support general operations.
- Apr 2013** Members select AHA Founding Board and Officers ; 19 members
- Dec 2013** 1<sup>st</sup> AHA e-newsletter produced.
- Mar 2014** AHA contracts with first Executive Director, Denise Denton
- Dec 2014** New work group formed – the Senior Circle to focus on Aurora's senior.
- Mar 2015** Adult Access Work Group votes to become Specialty Care Access Task Force due to overwhelming need to address barriers to specialty care.
- Jun 2015** 1<sup>st</sup> Aurora Senior Health Forum held at St. Therese's church; 85 participants
- Jul 2015** AHA dissolves Founding Board; creates new Governing Board with revised roles and responsibilities; 5 Founding Board Members remain; 7 new members elected.
- Nov 2015** Sustainability plan developed.; includes raising \$100,000 for general operations through annual affiliations from Aurora's key healthcare stakeholders; remaining funds to be raised through fee-for-service activities, events, donations, and operating grants.
- Mar 2016** Sustainability plan launched; Governing Board votes to delay incorporation as an independent 501c(3) until sustainability plan proves viable.

# AHA Mission & Vision

## Vision

*the future we work to create*

A community where all residents have an opportunity for health.

## Mission

*what role we can play to create that future*

Work collaboratively to improve access to healthcare and create a healthier Aurora, with a focus on the most vulnerable and underserved.

## Goals

*where we will focus our efforts*

Increase access! – Expand coverage! – Build collaboration!

## Values

*the shared beliefs that guide our work*

- “Health” includes physical health, mental health, and oral health.
- To create a healthier Aurora, we must understand and address the social determinants of health – housing, food, transportation, employment, etc.
- There should be no “wrong door” when accessing needed healthcare.
- Aurora’s healthcare system can, and should, meet the needs of all its residents.

## Guiding Principles

*how we will carry out our work*

AHA will operate with these guiding principles:

- Serve as a catalyst, coalition-builder, and impartial convener.
- Build and nurture collaboration in understanding and in seeking solutions to Aurora’s healthcare problems.
- Commit to an inclusive, productive, and respectful approach to community discussions and problem-solving; one that focuses on solutions, not blame.
- Seek to engage and listen to those directly affected by community health issues.
- Offer multiple ways to engage in what we do, so that more people, communities, and organizations can participate.
- Identify, promote, and build upon what is already working well.
- Strengthen Aurora’s capacity by supporting new and emerging professionals, providers, activists, and leaders.
- Acknowledge contributions and celebrate successes.

# Work Groups & Task Forces

AHA carries out its mission and objectives primarily through the efforts of work groups and task forces created by AHA's membership, based on the needs or gaps they identify. These groups meet regularly to learn more about, discuss, and collaboratively address healthcare issues in Aurora. Where gaps in service or information exist, and as capacity allows, AHA takes on projects to help fill identified gaps.

Individual  
Participants: 72  
Participating  
Organizations: 43

## Access to Specialty Care Task Force

Co-Chair: Mandy Ashley, University of Colorado Health  
Co-Chair: Heather Dolan, Aurora Mental Health Center

This group, formed in April 2015, focuses on understanding and addressing the barriers to specialty care services. Through coverage expansion from the Affordable Care Act and Medicaid, many more people have access to preventive and primary care services, but then encounter barriers to accessing, much-needed specialty care services.

**Outcomes/Outputs:** Assessment of most needed specialty care referrals in Aurora; Paper - *Know Where to Go Infographic* and research paper.

Individual  
Participants: 40  
Participating  
Organizations: 34

## Coverage Expansion Work Group

Co-Chair: Bonnie DeHart, Consumer  
Co-Chair: Rich McLean, Together Colorado

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

**Outcomes/Outputs:** Paper - *Health Insurance Options for Undocumented People*; Issue-focused gathering - *Refugee and Immigrant Enrollment Issues*; Paper - *Know Where to Go Infographic*.

Individual  
Participants: 55  
Participating  
Organizations: 32

## Kids Work Group

Co-Chair: Julie Gibbs, Children's Hospital Colorado  
Co-Chair: Callie Preheim, Tri-County Health Department

The goal of this group is to build community-wide collaboration and strengthen capacity in and among children's health initiatives in Aurora, and to ensure that Aurora's refugee and immigrant communities are included and engaged in these efforts. The group hosts the Aurora Kids Convening every-other year.

**Outcomes/Outputs:** Community-wide education effort supporting Earned Income Tax Credits; Report - *Profile of NW Aurora Refugee/Immigrant Communities*.

Individual  
Participants: 141  
Participating  
Organizations: 97

### Senior Circle

Co-Chair: Ky Agnew, PASCO  
Co-Chair: Molly Markert, Colorado Access

AHA's newest and largest work group convenes individuals and organizations engaged with Aurora's seniors. The Circle works with and supports the Aurora Commission for Seniors, and hosts the Aurora Senior Forum in June of each year.

**Outcomes/Outputs:** Resource Guide – *Oral Health Services for Seniors*

### JOIN US!

If you are interested in one of these groups, you can find out more on our website under "Work Groups and Task Forces." There you'll find a list of current participants, and a "library" of materials. If you'd like to join a group, just let us know at [info@aurorahealthaccess.org](mailto:info@aurorahealthaccess.org)

## Quarterly Community Meetings

AHA hosts Quarterly Community Meetings in January, April, July, and October to listen to and report to our members.

- The meetings are attended by 80-100 participants, and hosted by various Aurora healthcare organizations. The hosts in 2016 included the Aurora Welcome Center, Children's Hospital Colorado, Spalding Rehabilitation Center, and The Medical Center of Aurora.
- The agenda for each meeting includes a welcome from our host; a brief AHA update; a community round table, where participants can make announcements and share information; and an educational "Did You Know Panel." The panel topics in 2016 included issues like Alzheimer's disease, oral health, personal home care, infant mortality, cancer prevention, and soft drink consumption.
- Each Community Meeting is evaluated to ask whether the participants benefitted personally or professionally from attending. The feedback we get is outstanding.

## 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 to explain the difference between urgent care centers and free-standing emergency rooms. Our members raised concerns about this issue earlier in the year, as several new facilities opened in Aurora. While Aurora is fortunate to have many healthcare facilities to choose from, consumers need to better understand where to go, because their choices can impact their wait time, their health outcomes, and certainly their wallets.

# AHA's 2016 Budget Snapshot

One of AHA's sustainability strategies is to keep fixed, or indirect, costs low. AHA contracts for its staff, rather than taking on salaried employees. This not only saves money, but also allows AHA to be nimble in responding to dynamic workloads and opportunities. AHA does not rent office space, which also significantly reduces fixed costs.

Revenue Sources	
\$ 85,000	Operating Grant from The Colorado Health Foundation*
\$ 30,000	Affiliations – Annual membership or sponsorship fee from supporting organizations
\$ 5,000	Fee-for-Service Activities and Events (such as conducting community outreach hosting and focus groups)
<b>Total</b>	<b>\$120,000</b>

Expenses	
\$110,000	Staffing – Full-time Executive Director; part-time Events and Administrative Coordinator; part-time Communications Coordinator
\$15,000	Operations – meeting expenses, IT and web support, supplies, work group projects, printing, outreach and advertising
<b>Total</b>	<b>\$125,000</b>

\*This 3-year operating grant ends on February 28, 2017. The Governing Board's strategy to sustain AHA relies on increasing affiliation revenues to \$100,000 by December 2017.

## AHA Affiliates – Building Constellations

AHA recognizes the many superb healthcare agencies serving Aurora, and strongly believes that a truly healthy Aurora is contingent on collaboration between 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 one of healthcare constellations. By 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 the Affiliates who supported AHA in 2016.**

\$10,000 or more

University of Colorado Hospital  
Colorado Access

\$5,000 or more

The Medical Center of Aurora

\$2,500 or more

Arapahoe County Human Services  
Aurora Mental Health Center  
City of Aurora  
Children's Hospital Colorado  
Metro Community Provider Network  
DentaQuest  
Community Campus Partnership

\$1,000 or more

Dispatch Health  
Falck EMS  
InnovAge  
PASCO

Other Supporting Partners

Arapahoe County Early Childhood Council  
Colorado Academy of Family Physicians

**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](mailto:ddenton@aurorahealthaccess.org)

# AHA Governing Board Members & Staff

AHA's Governing Board meets monthly to support and sustain the organization. In addition to their time and energy, each Governing Board Member makes an annual contribution to AHA.

- **Mandy Ashley, UCHHealth**
- **Bonnie DeHart, Consumer**
- **Bryce DeHaven, The Medical Center of Aurora**
- **Heather Dolan, Aurora Mental Health Center**
- **Antoinette Dow, Providers' Resource Clearinghouse**
- **Julie Gibbs, Children's Hospital Colorado**
- **Patrick Gillies, Colorado Access**
- **Mariana Ledezma-Amorosi, Community Campus Partnership**
- **Heather Logan, Metro Community Provider Network**
- **Rich McLean, Consumer, Together Colorado, Aurora Resident**
- **Callie Preheim, Tri-County Health Department**
- **Chanell Reed, City of Aurora**

## Why I Serve

"I'm retired from working with underserved families; this gives me a way to continue to make a difference." – Bonnie

"The chance to meet regularly and in one place with several key health stakeholders in Aurora." - Heather D.

"We work hard, we make a difference, and we have fun."  
– Patrick

## AHA Staff

All AHA's staff members currently work on a contractual basis. This allows AHA to be nimble in responding to needs and opportunities, as they arise.

**Denise Denton**, Executive Director [ddenton@aurorahealthaccess.org](mailto:ddenton@aurorahealthaccess.org)

**Bobbie Jo Morrell**, Communications Coordinator (part-time) [info@aurorahealthaccess.org](mailto:info@aurorahealthaccess.org)

**Markeya Spear**, Events and Administrative Coordinator (part-time)  
[admin@aurorahealthaccess.org](mailto:admin@aurorahealthaccess.org)

Note: Sharon Cairns Mann, who worked for AHA since February 2015, resigned in December 2016 to pursue other opportunities. She was a great asset to AHA in her tenure.

# Summary of AHA Accomplishments in 2016

- Grew membership to **over 1,350 individuals**.
- Revised governance structure; dissolved original Founding Board; **created Governing Board** with new roles and responsibilities; recruited five new board members.
- Added **“Data Resources and Reports”** page to AHA website to include data and resources specific to Aurora.
- Working with Tri-County Health Department and Piton Foundation, launched community-wide outreach effort to **promote Earned Income Tax Credits**. Project was focus of presentation during Annual Colorado Public Health Conference.
- Hosted the **2017 Aurora Senior Forum**, attended by over 120 participants.
- Conducted **needs assessment to determine specialty care** referrals most challenging to secure for Medicaid clients – urology, orthopedics, dermatology, neurology, and rheumatology.
- Produced report, **“Health Insurance Options for Undocumented People.”**
- Developed and implemented a **long-range sustainability plan** to support AHA by raising \$100,000 for basic operating costs through annual affiliation support from key stakeholders in Aurora by December 2017; secured \$48,250 in 2016.
- Produced resource guide, **“Guide to Senior Oral Health Services in Aurora.”**
- Added a **third staff member** – part-time Administrative and Events Coordinator.
- Thanks to funding from The Colorado Health Foundation, launched **“Know Where to Go”** community education campaign to educate consumers and businesses on the differences between urgent care centers and free-standing emergency rooms.

## Colorado Network of Health Alliances

AHA collaborates with over 20 health alliances across Colorado. While the size, history, and areas of focus vary among alliances, we share these common goals:

- Access to health insurance and health services for all Coloradans;
- A healthcare system that meets that needs of patients, families, and communities, delivering affordable, culturally-responsive, quality care; and,
- Health equity and the elimination of differences in health driving by social factors.

