



## Growth & Quality in 2024

### A message from Kay Ramachandran, CEO

In this annual impact report you will learn about the recent growth and quality of care we have achieved. If I may, I would also like to touch on our commitment to patient experience. From scheduling, to check-in, to our clinical services and pharmacy, **we strive to create an overall experience in which patients feel that PrimeHealth+ is their healthcare home**. Home should be a place where one feels safe, understood, and accepted. In the words of Maya Angelou, "people will not remember what you said, or what you did, but they *WILL* remember how you made them feel." Toward that, we will always extend kindness, compassion, and the utmost respect to all who enter our doors.

When a patient like Suzye tells us, "These people make me feel like family; I love the people who care for me," I know we have created the kind of trust that is fundamental to helping the patient improve his or her health. And as our partner and supporter, you deserve credit for this optimism. By believing and investing in the mission of PrimeHealth+, to deliver exceptional healthcare for all, you have created a healthcare home for thousands of our neighbors who might have otherwise given up on a healthier future. You have welcomed them home.

### Highlights

- Our patient population grew from 12,074 to 16,426, a 36% increase
- From 2023 to 2024, our care teams improved their performance in 9 of 12 quality metrics by an average of 5 percentage points
- PH+ has achieved improvement for 3 consecutive years in screening for breast cancer, colorectal cancer, and cervical cancer
- Presently, PH+ is the second-highest performing health center in Colorado for diabetes management

16,426	4,092
unduplicated patients	children served (0-18 yrs.)
51,998	3,219
patient visits	uninsured patients
90%	37%
low-income patients (200% FPL or lower)	increase in employees over 2023

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We will never not need you.

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Names printed in teal indicate one or more of a donor's 2024 contributions were designated to our New Doors to Health capital campaign.

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If we have failed to list you, or listed you incorrectly, please contact us at 970-200-1628.

*Thank You!*