



NICU PROGRAM

Becomes a Vital Part of Community

» Challenge

AFTER THE MERGER OF PENROSE HOSPITAL AND ST. FRANCIS HEALTH CENTER, Penrose St. Francis Hospital required a high-level NICU at its facility to provide neonatal services to the Colorado Springs, Colorado, community. Additionally, the hospital wanted to build its reputation among sister hospitals in the Centura Health system and the local market—an area that included two other highly established and respected hospitals.

150% INCREASE

in Average Daily Census



PENROSE ST. FRANCIS HOSPITAL,

located in Colorado Springs, Colorado, is a 522 bed not-for-profit hospital. It is the only full-service hospital in northeast Colorado Springs, and it is dedicated to clinical excellence, whole-person care, and serving the unique needs of its communities. Penrose is part of Centura Health, the largest hospital and healthcare system in Colorado.

» Solution

THROUGH PROGRAM DEVELOPMENT AND THE RECRUITMENT of two dedicated neonatologists, Sheridan Children's Healthcare Services established a successful NICU strategy based on high-quality, high-level neonatology services and a commitment to the local community.

Additionally, the hospital incorporated Sheridan's neonatal electronic health record solution, PremiEHR,[™] streamlining NICU operations. Penrose also added a Maternal Fetal Medicine (MFM) program for high-risk maternity care, as well as 25 private neonatal bays.

The NICU program included relationship-building initiatives with other prominent area hospitals and local non-profits, including Colorado-based Project Newborn Hope, which raises money for funding NICU projects to support at-risk mother and infant programs.



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» Results/Testimonials

SHERIDAN MORE THAN DOUBLED THE AVERAGE DAILY CENSUS within four years and quadrupled the original numbers in 2014. Additionally, working with Penrose St. Francis, Sheridan was able to **upgrade the NICU to Level IIIA care.**

By improving the hospital's care level, Sheridan expanded Penrose's reputation in the community and with neighboring Centura Health facilities, and cultivated strong relationships with area hospitals. The quality of NICU services attracted sister facilities and retained patients within the Centura Health system of hospitals.

- Increased community confidence in Penrose, which resulted in **improvement of average daily census by close to 200 percent**—from 5/day to 19.6/day over seven years
- Achieved Level III NICU rating
- Number of births at the facility continues to increase and is **trending to be more than 3,000 for 2014**, up 300 from the previous year
- Raised Diagnosis Related Group reimbursement

“Within four years, the efforts of Sheridan Children’s Services helped to grow the average daily census from 5 to 13, and we have become a vital part of the local community.”

— Marya Prado, M.D., Medical Director of Neonatology at Penrose St. Francis Hospital

“The NICU program at Penrose was designed especially for patient care and comfort. We brought in Sheridan Children’s Services to provide neonatology services. Dr. Prado and Dr. Franklin are terrific, and their commitment to care allows us to provide leading NICU services for our community.”

— Nate Olson, CEO at Penrose St. Francis Hospital

About Sheridan Healthcare

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