

2023 Community Health Impact Report



2023

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A Message From Leadership



Erin Armstrong, LICSW
Director, Community Health
Improvement, UVM Health Network

The University of Vermont Health Network is committed to improving the health and wellbeing of people in the communities we serve. Every three years, UVM Health Network's six health care partners conduct a Community Health Needs Assessment (CHNA) to help us reflect on our work to date and consider the challenges and opportunities involved in creating healthier communities as we move forward. This process informs how priority health needs will be addressed by each hospital alongside our diverse community partners.

Our Calendar Year 2023 Community Health Impact Report serves as a demonstration of our accountability and a reflection of the effectiveness of working together to strengthen community health. We are thrilled to celebrate and share stories of impact and collaboration, and the initiatives that are addressing the underlying drivers of health and advancing health equity across Vermont and Northern New York.

Our organization is committed to becoming an anti-racist organization and promoting greater access and inclusivity. Our priority is ensuring that the voices of those most impacted are centered in the conversation. While we are making good progress, our work will never be done in this area.

As you read through this report, I hope it's clear that people are at the heart of this work. For example, Alice Hyde Medical Center has worked collaboratively with local community agency Community Connections to impactfully address patients' social health needs, such as transportation, food insecurity, heat, and mental health services, via their ED Peer Navigator Program. The UVM Medical Center's Community Health Investment Fund of over \$1 million is invested annually in Community Benefit programs that address the top community health priorities of the CHNA. These are just a snapshot of all the good work happening across our region because of the partnerships with our communities.

Thank you for taking time to learn about this important work.

In partnership,

Erin Armstrong

Introduction

About Community Health Improvement

The Community Health Improvement (CHI) Department is a UVM Health Network shared service that works to strengthen the health and wellbeing of our communities. We are a key part of the UVM Health Network's commitment to and leadership of DEI efforts by including the voice of the community to address barriers and increase equitable care.

CHI partners with other non-profits, businesses, community leaders, and governmental agencies to offer programming, education and support to other organizations to address things like mental health, social determinants of health and increased access to care. By joining together, we work to improve health equity and the overall health of the community.

Community Health Impact Report Overview

An annual progress report is best practice for Community Benefit. The reporting plan was built into the revised UVM Health Network Population Health Committee charter/work plan in 2023. Adopting an 'Implementation Strategy' and evaluating the impact of our Community Benefit programs is a requirement of our health system's tax-exempt status. This demonstrates our commitment, accountability and effectiveness in addressing our communities' identified health priorities.

This inaugural report spotlights the vast achievements, programmatic highlights and investments made across our organization to improve the health of our communities in 2023. Community Health Improvement Plans (CHIPs) detail shared goals and data-driven strategies and measure progress addressing health needs over a three-year reporting cycle. As with our CHNA processes, UVM Health Network CHIPs reflect broad stakeholder input. Carrying out these robust and intentional plans, our teams across the UVM Health Network have focused on identifying opportunities for collaboration, amplifying local efforts and addressing health inequities.

Working with our partners, we will continue to deepen our collaboration and investment in 2024 to advance equitable, community-driven strategies. This report is a big step forward in communicating our collective progress as a Network. We are committed to making improvements year over year, measuring the outcomes of our efforts.

ABOUT US

The University of Vermont Health Network is an integrated academic health system that serves more than one million residents across Vermont and Northern New York. We are working to preserve access to care for our families, friends and communities while also innovating to change the way that care is delivered to focus on wellness as much as illness and to control costs.

Community Health Investment: Progress on Priorities in 2023

Across our **six UVM Health Network health care partners**, the top health priorities addressed were summarized within the following categories for the purposes of this report:

- **Advancing Cultural Humility and Equitable, Inclusive Care**
- **Access to Healthcare Services**
- **Housing**
- **Mental Health and Wellbeing**
- **Preventing Chronic Disease**
- **Social Determinants of Health**
- **Substance Use Disorders**



Advancing Cultural Humility and Equitable, Inclusive Care



Central Vermont Medical Center

2023 SNAPSHOT

- In FY24, CVMC set a goal for 80% of leaders, defined as those with direct reports, to **complete Everyday Inclusion education**. Baseline of 59% in October 2023.
- **Patient and Family Advisors have been recruited** to sit on committees and bring the patient experience to improvement efforts. In FY 2023, CVMC had 27 patient and family adviser engagements and aim to increase that by 25% in FY2024.
- **A newly implemented internal dashboard of patient complaints** is maintained, and tracks events related to elements of diversity, equity or inclusion. This will be trended over time to understand themes and areas for continued improvement.
- **CVMC received a grant through the Vermont Program for Quality in Healthcare to address disparities in rates of screening for colon cancer.** Early data indicates patients with Medicaid are screened at a rate 20% lower than the general population. The grant efforts included incorporation of an algorithm for selecting the most appropriate colon cancer screening method, provider-facing and patient-facing education sheets and a conversation decision aid to help guide providers and patients in making the best choice for the patient. Over the year, we observed FIT tests becoming a larger percentage of completed colon cancer screening studies, increasing access to lower barrier options for this preventive service.
- CVMC and THRIVE Accountable Community for Health through our VTCHEP grant **supported several active listening and learning sessions** with diverse stakeholders, including:

GOAL: Create a care environment that honors the diversity of our community, continually expands cultural knowledge, and adapts services to meet the culturally unique needs of patients, Woodridge residents, staff and our community.

BY THE NUMBERS

Through their VTCHEP Grant, **CVMC and THRIVE Accountable Community for Health** supported several active listening and learning sessions with diverse stakeholders:

27 staff members across 6 THRIVE leadership partner organizations engaged in **Coffee & Chat conversations**

74 community members engaged in conversations around **diversity, health equity & their experiences** within the system of care

27 **Patient and Family Adviser Engagements**

Aim to increase by **25%** in FY2024



- ◇ 74 community members engaged in conversations around diversity, health equity and their experiences within our system of care.
- ◇ 27 staff members across 6 THRIVE leadership partner organizations engaged in Coffee and Chat conversations. The testimonials and unique stories became the framework for the creation of a THRIVE Equity Commitment.

University of Vermont Medical Center

2023 SNAPSHOT

- **Developed Cultural Resource Guides:** Five pilot guides have been developed, and four more are underway.
 - ◇ Guides created: Deaf, Blind and Hard of Hearing; Black Americans; People of Muslim faith; people living with substance use disorder; and people who are gender-diverse.
 - ◇ Guides are intended to be quick references that support providers to better understand the identities of different patients and how those identities may impact their experience of health care. In addition, these are available to be used by our partners. An extensive community outreach plan is used to create and vet each guide with experts in the field and people with lived experience.
- **Reflection Friday sessions:** Successful community reflection event held in 2023 on cultural considerations. The goal of these events is to provide shared health equity-related learning and reflection opportunities for people doing this work across our community.
 - ◇ Offered an event that was open to all community partners.
 - ◇ 39 participants from 10 different organizations gathered virtually to discuss cultural considerations around food – both their own personal experiences and how it impacts people they serve.

GOAL: Access to inclusive, high quality health care in settings where all community members feel safe, respected, and seen.

One participant reflected, “An awareness of my own privilege and a reminder that ‘food is medicine/love’ is a lovely way to frame the questions I ask patients regularly around food insecurity. Not just ‘do you have enough food’ but ‘do you have the means to provide the kind of meals you want to make for your family?’”

◇ 100% of post-survey respondents felt that the event was valuable and would attend again.

- Immigrant Health Initiative: In June, **Mohamed Jafar was hired as the first Project Coordinator for the Immigrant Health Initiative** (formerly known as the NAIMH Initiative). With support from the team, an inclusive recruitment and hiring process was completed with over 40 applicants. Health equity and literacy principles were used to write an inclusive job posting that allowed for no education requirements as a barrier to applicants who have diverse experiences. This position strives to center our immigrant community's feedback and input into the work we are doing at UVM Health Network.
- Health Literacy Environmental Assessment: Identified barriers and improvements at UVMHC. **Using the Health Literacy Environment of Hospitals and Health Centers assessment tool, patient and family advisors assessed the Navigation and Wayfinding of UVMHC through a health literacy lens.** During this assessment, they reviewed overhead signage, consistency in language and icons on directories, printed maps and interactions with volunteers and staff at the Information desks. They were able to identify where there were barriers to health literacy at UVMHC and where improvements could be made.
- Hair Care Equity Project: **Providing appropriate hair care products to all patients with diverse hair types and appropriate staff training.** In partnership with the REACH (Racial Equity and Cultural Humility) Employee Research Group, a sub-committee of the Chittenden Accountable Community for Health (CACH) Cultural Humility Team led the process of advocacy and staff training in order to provide more inclusive hair care products and staff who are able to care for all hair types. This includes both hands-on and online learning opportunities.

BY THE NUMBERS

5 Pilot Guides developed with **4** more underway

39 participants from **10** organizations

attended a virtual **Reflection Friday session** to discuss cultural considerations around food

100%

of post-session survey respondents felt the event was valuable and **would attend again**



Access to Healthcare Services



Alice Hyde Medical Center

2023 SNAPSHOT

- Over the past year, AHMC has **worked to develop avenues to increase access to primary care** to the Malone/North Country Region of Franklin County.
- **Partnered with Hudson Headwaters Health Network to establish a Primary Care Center** directly on the Alice Hyde Malone Campus. Hudson Headwaters officially opened their office on December 4, 2023, increasing access to the more than 10,000 individuals identified as not having a primary care provider in Franklin County.
- **Earned Geriatric Emergency Department Accreditation (GEDA)** in late 2022 and achieved bronze status, the first hospital in the UVM Health Network to do so. This work was undertaken to address the specific needs of the aging population served by Alice Hyde Medical Center. GEDA provides certain enhancements to the way the Emergency Department operates, such as assessing and addressing nutrition, mobility, dementia, infection, and various social determinants of health for the geriatric population in our service area upon presentation to the ED. AHMC has already started the process to increase its level of certification to Silver, and, ultimately, the Gold Standard by 2026 to ensure exceptional, quality medical care to our elderly residents. Dr. Garry Starr, the new AHMC ED medical director, serves as the Physician Champion at AHMC for GEDA.

IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS¹:

1. **Strengthen opportunities to build wellbeing and resilience across the lifespan.**
2. **Facilitate supportive environments that promote respect and dignity for people of all ages.**
3. **Prevent opioid and other substance misuse; reduce prevalence of major depressive disorders; reduce/support those living with serious mental illness in the general population.**

BY THE NUMBERS

AHMC and Hudson Headwaters Health Network's new **Primary Care Center** increases healthcare access to the more than

10,000

individuals in Franklin County identified as having no primary care provider

¹ Prevention Agenda 2019-2024: New York State's Health Improvement Plan (ny.gov)

- Purchased three simulator mannequins** (one adult male, one pregnant female, one baby) through Philanthropic support in late 2022. The Sim Lab, established to support a variety of training and educational needs of staff, providers and community agencies (EMS, college students, etc.), opened formally on Feb. 15, 2023, with an open forum-educational presentation for members of the community. It will allow staff and community agencies to maintain and enhance their technical skills and abilities to ensure preparation in a variety of medical situations and emergencies, which is invaluable in a rural community. To date of reporting, the Sim Lab has hosted 23 educational events (internal and external agencies) with 294 participants trained in a variety of medical scenarios (e.g., Code, imminent birth, EKG training, etc.).



- Community Engagement: Have worked diligently across the span of 2023 to create an environment for openness, education and conversation with the AHMC community.** Efforts have included holding four community town hall forums to provide education in the areas of Medical Transportation Services, COVID-Flu trends and care, introduction to AHMC’s new Emergency Medicine model/providers, and AHMC future sustainability strategies. Additionally, AHMC created a Community Newsletter to share important information on providers, status of new initiatives, staff recognition, and more with residents on an ongoing basis. These efforts have created many positive outcomes and will continue in 2024.

BY THE NUMBERS

23 educational events hosted by the Sim Lab

294 participants trained in a variety of medical scenarios

Elizabethtown Community Hospital

2023 SNAPSHOT

- Partnering with Cancer Services Program of Northeastern NY, ECH was able to reduce barriers related to cost and location of screenings. **Breast cancer screenings were provided at no cost to uninsured women** at both the Elizabethtown and Ticonderoga campuses.

2023 SNAPSHOT

- **System-wide scheduling simplification was completed** to allow patients the ability to schedule their own appointments and provide improved access to primary care.

2023 SNAPSHOT

- ECH **partnered with Porter Medical Center to offer GYN clinics** at the Ticonderoga campus at least monthly.

2023 SNAPSHOT

- ECH also **partnered with Essex County Health Department to offer lactation support groups** hosted by a certified lactation consultant at both the Elizabethtown and Ticonderoga campus.

GOAL: Increasing Access to Cancer Screening Services.

GOAL: Enhance use of technology and Electronic Health Record (EHR) to improve access to care.

GOAL: Increasing Access to Women's Health Services

GOAL: Increasing access to peer and professional breastfeeding support

Porter Medical Center

2023 SNAPSHOT

- Started work that will provide easier patient access by **simplifying scheduling process and enabling patient self-scheduling.**
- **Working to expand online screening**, including Medicare Wellness questionnaires.

2023 SNAPSHOT

- Collaborating with Hannaford Career Center and Vermont State University on **workforce training programs.**
- **Implemented Nursing and Respiratory Therapy career pathways** for interested staff.

GOAL: Enhance use of technology and Electronic Health Record (EHR) systems to improve access, effectiveness, outreach, and overall quality of care.

GOAL: Expand workforce recruitment and retention efforts to increase capacity.

- Led UVM Health Network’s participation in **nursing workforce grant initiative** in partnership with Governor Scott and AHS.
- Held quarterly **manager training**.
- Actively **expanding and updating HR policies through lens of Diversity, Equity and Inclusion**.
- Organized and participated in **Middlebury and Burlington Pride events**, which included opportunities for staff.

2023 SNAPSHOT

- **Helped 245 families in 2023 as a Veggie Van Go program leader**. Included distributing 25 bags of food to families monthly via primary care and pediatric clinics.
- **Care Management** in all Primary Care offices.
- **Case management** connected with mental health and through UVM Health Network Population Health Service Organization.
- Embedded **Mental Health team**.
- Ambulatory **Pharmacist, Dietitian**.

2023 SNAPSHOT

- **Collaborating with Hannaford Career Center** and Vermont State University on LNA and RN programs.
- Developing **nursing and respiratory therapist career pathways**.
- **Explored offering MA training program** at Hannaford Career Center.
- **MedSafe Zone training** offered for all clinical areas for care of transgender patients.

2023 SNAPSHOT

- Participation and sponsorship of **CSAC Interlude Room project** in support of mental health (Donated \$25,000).
- Started work that will provide easier patient access by adding **tele-site consults for psychiatry in Porter ED with UVMMC along with other behavioral health services** at Porter.

GOAL: Reimagine health care to increase access to services.

BY THE NUMBERS

Helped

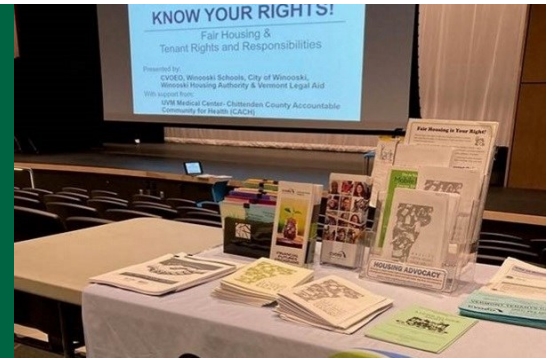
245

families as a **Veggie Van Go program leader**

GOAL: Improve equity in the health care system by developing a collective approach and coordinated impact within the community.

GOAL: Cultivate resilient communities to support mental and social wellbeing.

Housing



Porter Medical Center

2023 SNAPSHOT

- **SDOH screening standardized and conducted at every Wellness visit.** Includes: housing insecurity questions; screening positive triggers an automatic referral to Care Management.

2023 SNAPSHOT

- **Expanded Palliative Care Support Volunteers** offering bereavement groups and 1:1 support for grief.

GOAL: Reduce displacement and homelessness in Addison County.

GOAL: Promote a safe environment for youth, families, and older Vermonters in the home setting.

University of Vermont Medical Center

2023 SNAPSHOT

- Provide **sub-grant to CVOEO to conduct the Winooski Tenant Rights training.** CVOEO capitalized on established relationships with tenants and worked in alignment with their current program offerings.
- **CACH evaluated previous community trainings** to determine potential demand and interest. Responded to demand by offering additional trainings and workshop sessions.

Progress on Measures:

- **Tracked diverse participation in tenant rights training and community leader involvement.**
 - ◇ Five participants attended the Swahili session, 16 attended the Somali session, and four attended the English session.

GOAL: To foster a resilient community through funding trainings for housing retention and supporting mental health and housing direct service providers.

- ◇ Obtained post-secondary trauma workshop session survey data and documented attendance for each session to date allowing for a better understanding of the reach and impact of our educational/support initiatives.
 - ◆ Total number of attendees for session #1: 18 and session #2: 14
 - ◆ Post session survey data displays the following:
 - 100% of respondents strongly agreed or agreed with the statement, “I will implement the tools and strategies I learned during the workshop.”
 - 75% of respondents strongly agreed or agreed with the statement: “My understanding of secondary trauma, burnout, and wellness has improved as a result of attending this workshop.”
 - 50% of respondents rated the workshop as “Excellent” and 37.5% rated the workshop as “Very Good.”



BY THE NUMBERS

Tracked diverse participation in **tenant rights training and community leader involvement.**

5 participants attended the **Swahili session**

16 participants attended the **Somali session**

4 participants attended the **English session**

A total of

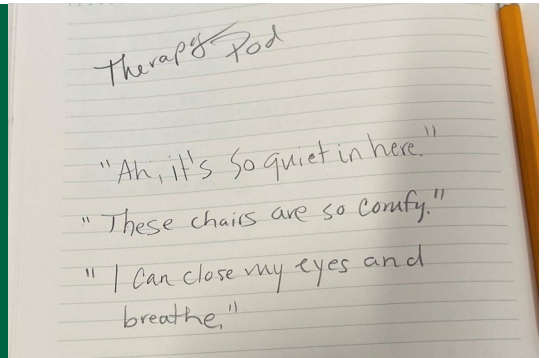
32

people attended **trauma workshops**

100%

of post-workshop survey respondents agreed with the statement, **“I will implement the tools and strategies I learned during the workshop”**

Mental Health and Wellbeing



Alice Hyde Medical Center

2023 SNAPSHOT

- To address the dramatic increase in patients arriving to the ED with a mental health crisis, and in order to meet these unique needs while ensuring the best care outcomes possible, AHMC has **established a community-wide multidisciplinary Mental Health Intervention Team**. Rebecca Shutts, CNO, leads this team, comprised of nursing leaders, ED leaders, and community agencies, including public health/social services, law enforcement, mental health agencies (Citizen Advocates), and Community Connections of Franklin County.
- A **targeted relationship between AHMC and OPWDD and the Adirondack Arc** aims to positively impact the mental health and developmental disability needs of patients. AHMC and Arc have collaborated to develop services, education, training and support for their staff members. Successes to date include:
 - ◇ A process developed for alerting the ED when residents are incoming.
 - ◇ Monthly calls to discuss concerns and opportunities.
 - ◇ Partnerships for AHMC to assist Arc staff with specific training to better serve their residents with special needs.

IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS:

1. **Strengthen opportunities to build well-being and resilience across the lifespan.**
2. **Facilitate supportive environments that promote respect and dignity for people of all ages.**
3. **Prevent opioid and other substance misuse; reduce prevalence of major depressive disorders; reduce/support those living with serious mental illness in the general population.**

Central Vermont Medical Center

2023 SNAPSHOT

- **Joined the state Community Health Team (CHT) Expansion pilot** via the Vermont Blueprint for Health Program. Aim: to increase screening for mental health concerns and social drivers of health among our population to improve access to mental health care and initiate interventions.

GOAL: Strengthen and support community initiatives that promote mental wellness, recovery and resilience.

Elizabethtown Community Hospital

2023 SNAPSHOT

- ECH **hosted the first Mental Health Fair** where collaboration with community-based organizations, leadership and county agencies was encouraging. Coordination allowed for the event to be held at both the Elizabethtown and Ticonderoga locations.

GOAL: Promotion of wellbeing and prevention of mental and substance use disorders.

Champlain Valley Physicians Hospital

2023 SNAPSHOT

- **Participated in Clinton, Essex, and Franklin County Single Point of Access (SPOA) for children and adults.** SPOA works to facilitate amore coordinated, cohesive community-based mental health system. This has resulted in better communication and knowledge on cases in the community.
- **Increasing engagement and collaboration with community agencies** that serve and support our most vulnerable populations. Focusing on communication and educating on what the hospital can and cannot do.

IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS:
Promote Wellbeing and Prevent Mental and Substance Use Disorders

1. **Strengthen opportunities to build well-being and resilience across the lifespan.**
2. **Facilitate supportive environments that promote respect and dignity for people of all ages.**

Porter Medical Center

2023 SNAPSHOT

- Multiple **collaborative meetings between Porter and Counseling Service of Addison County (CSAC)** to improve clinical and operational workflows. CSAC regularly sends relevant notes for shared patients.
- **SDOH screening**, which includes alcohol screening, is now done at every wellness exam.

2023 SNAPSHOT

- **Clinical psychologist providing care** in primary care offices.
- **Active recruitment for adult psychiatrist.**
- **Two Social Work Care Managers shared among the three primary care sites** and active recruitment for another. CSAC has an embedded mental health clinician with law enforcement.
- **Child/Adolescent Psychiatrist joined PMC Pediatrics** staff in fall 2023.
- **No longer licensing restriction for medication-assisted treatment (MAT)**; partnering with Dr. Sanjit Maruti and his team to better support our clinicians who are or are interested in delivering MAT.

GOAL: Advance mental wellness through equitable access to timely, responsive, and integrated system.

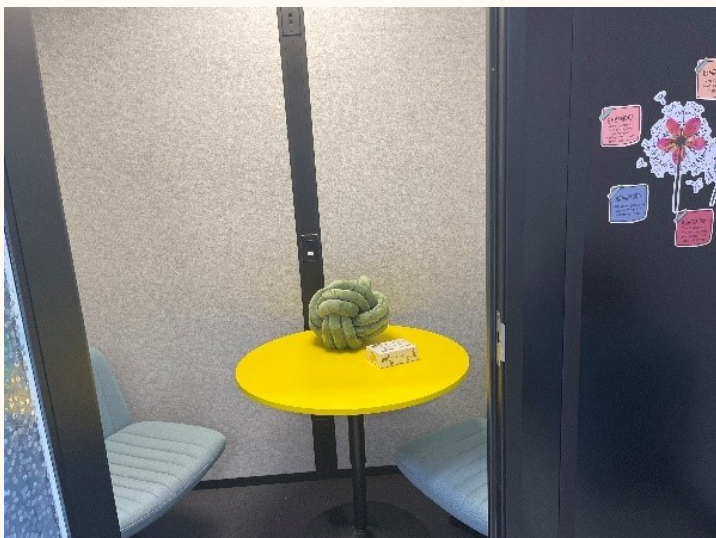
GOAL: Strong cross-organization commitment and engagement to increase access to mental health care.



2023 SNAPSHOT

- **CACH Mental Health and Wellbeing Health Priority Team evaluated multiple sources of quantitative and qualitative data related to current support for youth mental health in school.** The team identified a recurring barrier to receiving mental health support for youth in school: a lack of confidential space.
- This spurred the installation of the first of its kind **"Youth Wellness Pod" at Edmunds Elementary and Middle School.** Currently in use by multiple providers. Data collection ongoing; data on access to mental health services access to be displayed in 2024.
- The Health Priority Team has been laying the groundwork for standardized mental health and well-being supports for K-8 students. Uncovering variation in available supports provided to students, the Team sought to identify **a robust platform that could be streamlined across schools and meet identified population-specific needs.**
- Formed a team of professionals who specialize across developmental areas to **customize the Engage Platform.** Worked collaboratively to understand the features and functionalities of the platform.

GOAL: Advance youth mental health support in schools by addressing barriers and promoting standardized well-being supports.



Preventing Chronic Disease



Alice Hyde Medical Center

2023 SNAPSHOT

- Through its partnership with the Healthy Heart Network (HHN), AHMC has **implemented a Chronic Disease Self-Management Program** to provide support to patients with chronic diseases, through education, resources and self-management tools. The program links providers and other care managers with patients who are at risk of chronic diseases like diabetes to help them access evidence-based mitigation or self-management programs.

Central Vermont Medical Center

2023 SNAPSHOT:

- CVMC **launched 12 evidence-based Healthy Living Workshops** aimed at improving health and wellbeing. Workshops focus on conditions of High Blood Pressure, Chronic Pain Management, Diabetes Prevention, Diabetes Self-Management and Tobacco Cessation and support participants in learning the skills and behaviors needed for sustained health.
- CVMC Women's Health and Washington County Mental Health have **worked to ensure access to Doula support services for pregnant individuals during and after delivery** to support healthy families. All patients are screened for social determinants of health and teams work to connect patients to resources when needs are identified.

IN ALIGNMENT WITH NYS PREVENTION AGENDA GOALS:

1. **Decrease the percentage of adults ages 18 years and older with obesity.**
2. **Promote school, childcare and worksite environments that increase physical activity; increase access, for people of all ages and abilities, to indoor or outdoor places for physical activity.**
3. **Expand access to evidence-based self-management interventions for individuals with chronic disease.**

GOAL: Identify barriers and change processes to ensure equitable access to health care and community-based services.

In response to the devastating floods in July 2023, **CVMC took action to serve our community** in several ways:

- **CVMC staff established Flood Relief Pop Up First Aid/PPE stations** in community centers to assist those who needed medical attention, with many providers and staff volunteering their time to support this effort.
- Pharmacy worked with our community partners to **provide bridge medications for victims of the floods** at no charge to the patients.

- Work completed translating several different patient materials into languages other than English, including **translating the Edinburgh Postnatal Depression Scale (EPDS) into Pashto, French and Spanish.**
- Work continues to **enhance understanding of perinatal mental health expectations for Afghan cultures.**

Elizabethtown Community Hospital

2023 SNAPSHOT

- In FY23, **Wellness Rx was offered to 62 participants** which exceeded the hospital's goal of 50.
- **The hospital was able to expand the program to southern communities through partnerships** with local farms and the Ticonderoga Food Co-op. The program coordinator presented at the Adirondack Food Justice Summit in February 2023 which allowed for increased collaborations within the agricultural community.
- Throughout the year, **ECH coordinated conversations with NY partners to expand the program** to other hospital sites. A team has been created to explore this possibility.
- **Participated in 17 community health education events** around Essex County in 2023, including two heart health, mental health awareness, and women's health events, a STEM event to inspire youth as it relates to a career in healthcare, and a cancer screening event through a partnership with Cancer Services Program of Northwestern NY.
- **Health Fairs were completed** and internal collaboration with our communication and marketing teams to increase participation in 2024 and beyond.
- **Provided free A1c/lipid screen to 99 individuals** in 2023.

GOAL: Reduce the risk of chronic disease.

BY THE NUMBERS

Wellness Rx was offered to

62

participants, **exceeding ECH's goal** by

24% 

Participated in

17

community health education events around Essex County

Provided free A1c/lipid screen to

99

individuals

- ECH **held an off-site wellness fair for employees of Sylvamo** in Ticonderoga. Their insurance carrier offered an incentive to staff to participate. With many staff members reporting that they do not regularly visit a PCP, it was an important outreach event.
- ECH **added blood pressure checks to their tabling event** at the Essex County Fair in August.
- **Numerous blood drives were held.**



Social Determinants of Health



Alice Hyde Medical Center

2023 SNAPSHOT

- **Worked collaboratively with** one of our community agencies, **Community Connections of Franklin County, to provide a vast array of social support services** for patients who enter AHMC via the ED, but who may have specific social needs in addition to their medical needs. This program has had prior success in reducing high utilization rates, with a navigator conducting a SDOH questionnaire for medically cleared patients, and connecting patients with the correct social services they may need that address the following areas: transportation, food insecurity, heat, behavioral health, mental health, substance use, health insurance, housing assistance, finances, and more.

In the city of Barre, 55.3% of single female head of households with children lived below the federal poverty threshold in 2018, a sharp 10% increase from 2016 and 2017. Community partners are working to identify additional data sources with more updated information that can be leveraged to assess progress over time.

Central Vermont Medical Center

2023 SNAPSHOT:

- **THRIVE was a recipient of a Vermont Health Equity Partnership (VTCHEP) grant** funded by the CDC to create a public health framework for reducing health inequities exacerbated by the COVID-19 pandemic. A consultant was hired through the VTCHEP grant to conduct outreach and engage with diverse groups of individuals to gather information and better understand how these individuals experience the healthcare system. The testimonials were integrated into discussions when policy questions arose related to needs such as homelessness/housing.

GOAL: Strengthen and support community initiatives that create social conditions that promote health.

◇ CVMC, as the fiscal sponsor for THRIVE, provided support for Washington County Mental Health Services Crisis Intervention Team project.

- **Partnered on the greater Barre area Working Communities Challenge**, a three-year and \$300,000 grant with the Green Mountain United Way as the backbone organization. Using the Working Bridges approach, services are delivered at the place of employment, using a navigator who works with employees and focuses on employer policy and practice changes.
- **Partnered with the Vermont Foodbank to offer Veggie Van Go food distribution** at no cost to members of the community at the Barre Auditorium year-round on the fourth Friday of each month. There is no application or barrier to access, and public health advocates are available to assist with connection to supports for WIC, SNAP benefits and other social supports.
- **Partnered with Vermont Youth Conservation Corps to provide the Healthcare Share program** to our patients from June-October, never missing a week, even during the July floods. With distribution sites in Berlin, Northfield, Montpelier, Waterbury and five SASH sites in Barre, CVMC was able to provide around 165 families with organic veggies and some additional protein options for 17 weeks.

BY THE NUMBERS

Through the **Healthcare Share program**, CVMC and VYCC provided around

165

families with organic vegetables for

17

weeks

Champlain Valley Physicians Hospital

2023 SNAPSHOT

- **Work in progress developing screening workflows:** who and how SDOH screening is completed for ED patients with an identified Mental health DX or SUD (NYS OMH/DOH guideline released 10/1/23).
- Opportunity identified: **Need assistance from EPIC to build NY resources in system as it relates to SDOH.**

Elizabethtown Community Hospital

2023 SNAPSHOT

- **The food pantry**, co-located in Crown Point Health Center, **was renamed to reduce the stigma associated with food pantry utilization**. A designated coordinator was hired which has greatly improved the service provided to the community. Anyone can refer patients or community members to the food pantry, however, food can also be sent to eight sites throughout the county to reduce the barriers related to social determinants such as transportation.



Substance Use Disorders



Central Vermont Medical Center

2023 SNAPSHOT

- **Peer recovery/support services** in both community and emergency department settings.
- **Access to MAT in the emergency department** and coordination of follow-up treatment.
- **Education and training related to: distribution and use of opioid overdose reversal medications, opioid prescribing, chronic pain management, and MAT protocols for prescribing practitioners.**
 - ◇ The CVMC MAT team with our community partners have continued our strong collaboration to address the impact of problematic substance use.
 - ◇ Education and distribution of harm reduction supports and resources has been a key strategy with efforts made to expand clean needle distribution sites and increase easy access to harm reduction kits across our community.
 - ◇ CVMC placed an emphasis on training primary care and express care staff and we now have nine sites offering harm reduction kits.
 - ◇ In collaboration with our local prevention coalition, Central Vermont Prevention Coalition, distribution of NaloxBox can be found in 8 sites in our community with 11 more pending.

GOAL: Strengthen and support a harmonized network where there is no wrong door, no wrong time to get help and support for substance use disorders, and to prevent the initiation of substance use (adapted from Central Vermont Prevention Council mission.)

BY THE NUMBERS

In collaboration with **Central Vermont Prevention Coalition**, distribution of NaloxBox can be found in

8

sites in our community with

11

more pending

- ◇ Monthly meetings of the Central Vermont Opioid Council with representation from the local Spokes, Hub, Central Vermont Turning Point Recovery Center and CVMC Emergency Department occur to track,
- ◇ coordinate and modify services to better meet the needs of those seeking help for opioid treatment.
- **CVMC serves as the convener for Central Vermont Prevention Coalition (CVPC)**, supporting monthly meetings and CVPC activities:
 - ◇ Support CVPC in building safe harbor initiatives to prevent substance use.
 - ◇ Support elimination of stigma and misunderstanding of substance use.
 - ◇ Address equitable and affordable access to services.
- **ROAD (Refocus on Alcohol Dependence) program collaboration continues** with CVMC and several key community partners.
 - ◇ Through October 2023, members of the ROAD team interacted with 253 patients in the CVMC ED presenting with symptoms of alcohol use disorder, of which 17% successfully engaged in treatment through the program.
 - ◇ Several primary care sites have begun offering this as an outpatient treatment.

BY THE NUMBERS

Members of the ROAD team interacted with

253 patients in the CVCM ED

17% successfully engaged in treatment

Champlain Valley Physicians Hospital

2023 SNAPSHOT

- **CVFC provides a full-time recovery coach from their Peer Engagement Services to CVPH.** Provides groups in inpatient Psychiatric unit and engages with patients in inpatient medical setting with an SUD issue.

GOAL: Prevent opioid and other substance misuse and deaths.

Elizabethtown Community Hospital

2023 SNAPSHOT

- **Pharmacy staff hosted quarterly Opioid stewardship meetings** to promote and encourage prescriber education and familiarity with opioid prescribing.
- In collaboration with the Alliance for Positive Health, **ten ECH employees were able to complete the train the trainer program for Narcan use and distribution.** Training can now be delivered throughout the year as requested by staff and/or leaders. Narcan kits are available for distribution from the emergency departments in Elizabethtown and Ticonderoga free of charge to patients and community members.

GOAL: Promotion of Wellbeing and Prevention of Mental and Substance Use Disorders



Investments

Health care partners invest annually in initiatives that advance our priorities and strengthen community partnerships.

Total amount invested across network: **\$1,263,184.92**

Cross-sector partners funded: **44+**

Community Benefit Initiatives

UVM Health Network Community Health Improvement Department has allocated \$25,000 for the last two years to each health care partner to invest as they choose.

Alice Hyde Medical Center

- **Alice Hyde Community Connections of Franklin County:** \$10,000
To increase opportunities for navigation to Social Supportive Services for community members with low means/various social disadvantages in Franklin County, NY (mental health, areas affecting SDOH for those in need).
- **Franklin County Office for the Aging:** \$5,000
To support OFA meal services programs throughout multiple townships in the AHMC service area to create greater opportunity for access to healthy foods and other social supportive services among disadvantaged, elderly or veteran populations.
- **North Country Healthy Heart Network:** \$10,000
CDSM Program Implementation through AHMC support, including training, education, and classes for members of Franklin County to support chronic disease self-management to reduce disease burden in this county.

TOTAL: \$25,000

Central Vermont Medical Center

Central VT Prevention Coalition (CVPC): \$25,000

The CB Investment dollars were used on the following community projects:

1. NaloxBox project: Ensuring access to emergency use naloxone in community organizations and businesses
2. Project BEACON: A community based post-overdose response project in partnership with EMS that links overdose survivors at high risk of subsequent fatal overdose to community resources in harm reduction, treatment, and recovery.

As a member of THRIVE, CVMC provided \$25,000 of VTCHEP funds in support to nine organizations and projects that directly support diverse and underserved populations within our community. The distribution is as follows:

- Working Bridges: \$2,500
- Vermont Kindness Project: \$3,500
- Pride Rides: \$3,500
- Peer Plus: \$1,000
- Montpelier Roxbury Public Schools Partners in Education (MRPSPIE): \$5,000
- Mosaic Vermont: \$1,000
- Education Justice Coalition of Vermont: \$2,000
- Community Resilience Organizations: \$3,500
- All Brains Belong: \$3,500

TOTAL: 50,000

Elizabethtown Community Hospital

- **The Paramedic Education Program:** \$14,225
To offset the tuition rate for this ECH program designed to increase the workforce in this area.
 - **ECH:** \$1,223.50
Tent and banner purchase for outside events such as StreetFest, E'town Days, and Stop the Bleed where ECH is providing community education.
 - **ECH:** Staff time for community out-reach events. A1c/lipid screen for 99 individuals - costs ECH \$8.50 each.
 - **Durable Medical Equipment:** \$9,650.50
DME purchases for underinsured and uninsured patients and patients with diabetes.
- TOTAL:** \$24,999

Champlain Valley Physicians Hospital

- **Medical Village Space:** \$2,800
Creation of space in Mental Health Unit (MHU) at CVPH.
- **Firearm Safety Awareness in Clinton County:** \$2,500
Clinton County Health Department Locked and Unloaded: Increasing Firearm Safety Awareness in Clinton County.
- **Cycling Without Age - Adirondack Coast:** \$15,000
To create a unique outdoor engagement opportunity for elderly and less abled citizens to experience life beyond the confines of a home, residence or facility by taking them on free bike rides utilizing trishaws.
- **National Alliance on Mental Illness: Champlain Valley:** \$2,200
The purchase of five HOPE boxes around Clinton County. stocked with food items, gloves/hats, hygiene items, local resources for mental health/substance use treatment, etc.
- **Town of Plattsburgh Park Revitalization:** \$2,500
Funds will support a new inclusive playground with accessible swings, elevated sandbox, communication board and an accessible path at East Morrisonville Park, part of the Parks & Recreation Department's park revitalization efforts.

TOTAL: \$25,000

Porter Medical Center

- **Counseling Service of Addison County (CSAC):** \$25,000
Providing support for the "Living Room Model" as well as to help expand community-based training in Emotional CPR to help address the mental health crisis in a community framework.

TOTAL: \$25,000

University of Vermont Medical Center

- **On-Site Youth Wellness Pod for Edmunds Middle School:** \$20,083.92
To improve access to mental health services in school, CACH purchased a 'therapeutic pod' which was installed at Edmunds Elementary and Middle School

TOTAL: (FY23 and FY24) - \$20,083.92

The Housing Team received a \$25,000 Program Grant from the Community Health Investment Committee. The team has used said funds to provide a sub-grant to CVOEO for the Tenant Rights Training and to Rhiannon Kim for conducting the Workshop on Secondary Trauma.

Community Health Investment Fund Grantees, FY2023

Total Amount Awarded in FY23: **\$1,093,102**

Collective Impact Grants

- **United Way of Northwest Vermont, Northwest Vermont Prevention Network** Amount Awarded: \$100,000, Year 1
- **United Way of Northwest Vermont, Mental Health Initiative** Amount Awarded: \$100,000, Year 3

Program Grants

- **Boys and Girls Club of Burlington, Improving Equitable Access to Mental Health and Wellness Support** Award: \$50,000, Year 1
- **Chittenden Accountable Community for Health, Housing Health Priority Team** Award: \$25,000, Year 1
- **Chittenden Community Television Center for Media and Democracy, Vermont Language Justice Project** Award: \$50,000, Year 1
- **Dad Guild, Fatherhood Support Network** Award: \$50,000, Year 1
- **Janet S. Munt Family Room, Family Strengthening Workers at the Building Strong Families Clinic** Award: \$50,000, Year 2
- **Pathways Vermont, Chittenden County Housing First Program** Award: \$50,000, Year 1
- **The DREAM Program** Award: \$25,000, Year 2
- **Turning Point Center of Chittenden County (TPCCC), Outreach and Recovery Coaching Program** Award: \$50,000, Year 1
- **University of Vermont and Agricultural College, New American Girls on the Rise** Award: \$50,000, Year 1
- **Vermont Racial Justice Alliance, Wellness Working Group and Richard Kemp Center** Award: \$50,000, Year 1
- **Vermonters for Criminal Justice Reform, Re-entry and Recovery with Contingency Management** Award: \$50,000, Year 1

Emerging Needs Grants

- **ANew Place, Bridge Funding** Award: \$34,400
- **Champlain Housing Trust, Pearl Street Sober Living Community** Award: \$101,094
- **Chittenden County Homeless Alliance (CCHA), Strategic Planning for the Alliance** Award: \$17,000
- **Sustainability Academy, Burlington School District, Mentorship Program** Award: \$13,000
- **Vermont Recovery Network, Recovery Partners of Vermont** Award: \$27,608

Annual Awards

- **Community Health Centers (CHC), Health Access Sliding-Fee Scale and Patient Support** Award: \$100,000
- **United Way of Northwest Vermont, Strategic Investments in Health Improvement** Award: \$100,000

Looking Ahead

All UVM Health Network Partners

- For more detailed information on community health priorities and progress made, please refer to each healthcare partner's CHNA and CHIP. In-depth annual progress reports are forthcoming for each hospital.
- 2023 saw increased collaboration and strategic planning as a Network from a Community Benefit lens. Community Benefit leads across healthcare partners will continue to convene at monthly cohort meetings and deepen collaboration. This looks like: sharing resources and best practices, strengthening regional partnerships and cross-sector collaborative models, and examining opportunities for strategic alignment and investment.
- Community Health Improvement, working in partnership with hired experts and health care partners, will facilitate analysis of CHNA strategic alignment in early 2024. Analysis will inform a clear vision and road map for a coordinated, cross-Network CHNA model that best leverages existing local strengths, successes and resources.
- Identifying and integrating a shared mental health strategy into all CHIPs/CSPS is in process. This data-informed effort aims to complement and build on existing initiatives and resources, including participation in regional population health collaboratives. A landscape assessment of UVM Health Network and community-based mental health initiatives was conducted, capturing cross-departmental input.
- Measurement planning will continue for each CHIP/CSP. Roll-out and adoption of [Clear Impact Scorecards](#) has been in process via support from CHI. CHI will continue working with partners to measure and communicate our progress, with specific attention to addressing health disparities and advancing health equity.

Looking Ahead

Alice Hyde Medical Center

- Through its partnership with AHMC, Hudson Headwaters Health Network plans to build a contemporary 13,000 square foot primary care health center on the AHMC Campus, to accommodate 5-7 providers and 15 exam rooms. Services within the health center will include enhanced primary care, care management and integrated behavioral health.
- AHMC is working to increase its level of Geriatric Emergency Department Accreditation (GEDA) from bronze status to the Gold Standard by 2026 to address the specific needs of its aging patient population.
- Increase resident engagement and begin tracking participation in the Chronic Disease Self-Management and “Get Healthy North Country” programs.
- Healthy Heart Network and AHMC plans to partner on the “Get Healthy North Country” Program which will create outreach and networking to expand programs and initiatives focused on physical activity, tobacco cessation efforts for adults, healthy foods in schools, and more, to increase opportunities for residents to join a program locally. Data and tracking will become available in 2024.

Central Vermont Medical Center

- In partnership with four different Vermont colleges, continue to expand healthcare career pathway training programs.
- In FY24, CVMC has set a goal for 80% of leaders, defined as those with direct reports, to complete Everyday Inclusion education.
- In 2024, increase by 25% patient and family adviser engagements to help develop organizational priorities to ensure high-quality care.
- Review hospital-wide communications for cultural sensitivity and health literacy.
- Plan to promote the newly launching the UVM Health Network Cultural Resource Guide to adopt organizational and institutional practices that advance equity.
- Work continues to enhance understanding of perinatal mental health expectations for Afghan cultures.
- CVMC is assessing a possible collaboration to increase daycare services for CVMC employees. Evaluating the potential purchase of a property in Berlin for a Learning Center.

If the project moves forward, the property will house a daycare, before and after school programs, and summer camps, as well as workforce training spaces for CVMC pipeline programs.

Champlain Valley Physicians Hospital

- Work in progress for 2024: Expand access to evidence-based self-management interventions for individuals with chronic disease: need to identify trainers to meet goals and objective.

Elizabethtown Community Hospital

- FY 2024 will be spent closing out the current Community Service Plan while preparing for the release of the 2025 Prevention Agenda.
- ECH already has a number of screening events planned that will highlight Heart Health, Women's Health, Stroke Recognition, and Outdoor Safety to name a few.
- Wellness Rx will expand through collaboration with NY partners and other community-based organizations. Funding opportunities are currently being explored.
- The hospital and county health department will continue to partner on priorities identified with the next community health needs assessment.
- Improved collaboration as a Network with reporting and marketing strategies for Community Events.

University of Vermont Medical Center

- Health Priority Team will work with additional schools identified to install Pods.
- Launch awareness campaigns within schools that adopt Engage. Promote the availability and benefits of the standardized well-being platform, encouraging widespread adoption.
- Expand Cultural Resource Guides for new groups identified. Work is underway to embed into EPIC to allow providers easy access. Guides in development: People of Jewish faith, people who are neurodiverse, patients who are multilingual, and older adults.
- Cornerstone training provided for equitable patient hair care, as well as hands on earning opportunities.
- Cultural humility trainings available for the wider community, including: a session in the spring of 2024 with Deaf Vermonters Advocacy Services to better support our Deaf, Hard of Hearing, and Deaf Blind patients and community members.

- Future Cultural Humility and Inclusive Healthcare Projects planned:
 - ◇ Postmortem Community Education around autopsy processes and procedures and Policy Review Project.
 - ◇ Language Justice Community Education Video collaboration – Poison Awareness, education around when to use the ER vs. Primary Care.
 - ◇ New American Patient Family Advisor Committee/Wisdom Council developed to teach through storytelling, and give feedback on policies, programs and services. Inform UVM by completing surveys and questionnaires, design or review documents, facilities and spaces, and provide UVM with general community support.
- Expansion of Tenant Rights training to other towns in the Health Service Area in 2024.
- Research on current and past law enforcement training for best practice supporting unhoused individuals. If research results indicate a lack of or minimal training for law enforcement on this topic then the team will pursue an initiative to provide such training.



**Thank you to our new and longstanding partners!
We look forward to collaborating in 2024 to
improve the health of our communities!**

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