

Community Health Improvement Plan

2025 Annual Report



Addison County, Vermont



**University of
Vermont Health**

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A Message From Leadership



Bob Ortmyer

President

University of Vermont Health—
Porter Medical Center

Porter Medical Center is pleased to share the 2025 Community Health Improvement Plan (CHIP) annual report, developed in direct response to the 2024 Community Health Needs Assessment (CHNA). Conducted every three years, the CHNA helps us understand the unique strengths and challenges of health in rural Addison County and guides the collective work of Porter and our community partners.

The 2024 CHNA, informed by community voices and a strong commitment to equity, reaffirmed three priority areas critical to rural health: access to healthcare, safe and affordable housing, and mental health and substance use services. These priorities reflect the reality that health is shaped not only by medical care, but by the conditions in which people live, work, and age—especially in rural communities where access and resources can be limited.

Through the CHIP, we are focused on reducing barriers to care, strengthening housing stability for residents and the healthcare workforce, and expanding access to mental health and substance use services. Each of these efforts is essential to building a healthier, more resilient rural community.

This work is only possible through partnership. We are grateful to the many organizations, agencies, and community members who contributed to the CHNA and continue to collaborate on implementing the CHIP. Together, we are working to improve health outcomes and strengthen the well-being of Addison County.

Thank you for your continued trust and partnership. Together, we can support a healthier, more resilient future for our rural communities.

Sincerely,

Bob Ortmyer

President

University of Vermont Health—Porter Medical Center

Introduction

Annual Report Overview

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.

An annual progress report is best practice for Community Benefit. This report spotlights programmatic highlights, investments made, and collaboration with our key partners to improve the health of our community in 2025.

Community Health Priorities

- ▶ **Healthcare Access**
- ▶ **Housing**
- ▶ **Mental Health and Substance Use**

About Us

Since 1925, Porter Medical Center (PMC) has been providing high-quality health care to the residents of Addison County, Vermont and its surrounding communities. Our mission is to improve the health of our community, one person at a time. PMC is comprised of a 25-bed acute care facility, a 105 bed skilled nursing facility which includes a memory care unit, short-term rehabilitation unit, and a long-term care unit. Porter operates a network of primary care and specialty medical practices throughout the region, as well as an infusion center and “Porter ExpressCare.”



Summary of Accomplishments

This annual report for calendar year 2025 details key actions taken to advance population health initiatives and community health priorities.

Highlights

Porter Medical Center in the Community

- ▶ In June, PMC celebrated its 100th anniversary of serving Addison County! PMC hosted a Centennial Birthday Party on the hospital lawn, bringing together staff, volunteers, patients, families and community partners for a day of music, food and family-friendly fun.
- ▶ PMC providers and staff are joining more boards to support community partners. For example, PMC is represented on boards for Southern Vermont Area Health Education Center, Hannaford Career Center, Addison County Home Health and Hospice, and Open Door Clinic.

Healthcare Access

- ▶ Middlebury and Vergennes Primary Care clinics opened up to new patients. Patient capacity increased from 86% to 106%, giving more primary care access to patients in our community.
- ▶ \$15,000 of Community Health Investment funding was awarded to Open Door Clinic (ODC) to support their Outreach Program.

Housing

- ▶ \$10,000 of Community Health Investment funding awarded to John Graham Housing & Services (JGHS) to support the organization's emergency shelter in Vergennes. JGHS provided onsite access to a clinical social worker and alcohol and drug counselor for 4 hours each week – an annual total of 208 counseling hours.

Mental Health and Substance Use

- ▶ In 2025, TPCAC received 154 referrals from PMC ED. Referral numbers consistently improve after TPCAC presents to ED staff, and we are working together to identify ways to sustain higher referral rates in 2026.
- ▶ Community partners across Addison County participated in and promoted the Building Resilient Communities Initiative (an interagency collaborative led by CSAC that focuses on trauma healing systems and team-based care).

Partnerships

Key Community Partnerships

- ▶ Addison County Home Health and Hospice
- ▶ ACORN
- ▶ Charter House Coalition
- ▶ Counseling Service of Addison County
- ▶ Elderly Services Inc.
- ▶ HOPE
- ▶ John Graham Housing & Services
- ▶ Middlebury Office of Local Health
- ▶ Mountain Community Health
- ▶ Open Door Clinic
- ▶ Turning Point Center of Addison County
- ▶ Tri-Valley Transit
- ▶ United Way of Addison County
- ▶ Veggie Van Go
- ▶ Hannaford Career Center

Grants and Community Sponsorship

Community Health Investments

John Graham Housing and Services, Shelter Counseling Services: \$10,000

Open Door Clinic, Outreach Program: \$15,000

To learn more about Community Health Investments, visit UVMHealth.org/CHI-PMC or contact Justin.Graham@uvmhealth.org or Amanda.Froeschle@uvmhealth.org.

In-Kind Donation of PMC Campus Grounds for Events:

Addison Independent Maple Run

Turning Point Center of Addison County: Hope in Motion 5K and Wellness Fair

PMC Grants and Sponsorship

ACORN, Farmacy Program: \$45,000

Turning Point Center of Addison County: \$25,000

Middlebury Car Show: \$2,500

Addison Housing Works, Homegrown Under the Stars: \$2,500

Counseling Service of Addison County, Bocce Tournament: \$2,250

Addison County Home Health and Hospice, Buster Brush Golf Tournament: \$2,000

Vergennes Day: \$1,400

Bristol Harvest Fest: \$1,250

Addison Independent Maple Run: \$1,000

Total: \$107,900

Work Underway & Anticipated for 2026

- ▶ The CHAT workgroup focused on expanding access to health at community events has the goal to co-host multiple opportunities: a training for clinical staff on how to support people with mental health conditions, a community event that increases understanding of food insecurity, and support the roll out of one free community clinic at PMC.
- ▶ PMC will continue working closely with United Way of Addison County and Blueprint for Health to grow CHAT engagement and support the group with implementing the CHIP.
- ▶ PMC will host lunch and learns for staff around CHNA priorities, and invite CHAT members to join as well.
- ▶ In 2025, PMC hosted a skills trainings for staff on how to care for different hair types with hands on activities. Materials to provide inclusive hair care are now stocked at PMC to use as needed. Booster training sessions can be planned in 2026 as needed to maintain skills and train new staff.
- ▶ The Senior Community Health Liaison will identify opportunities to align with both the VDH State Health Improvement Plan as well as local Addison County efforts.
- ▶ PMC and Turning Point Center of Addison County will meet quarterly to review the ED and referral data, discuss how the process is going, and troubleshoot together.
- ▶ The Community Health Investment Advisory Council is expanding to 5 members for 2026! It is a mix of Patient and Family Advisors and Porter staff. We look forward to kicking off our 2026 grant process in January, with a goal to award the funding in April.
- ▶ DEI Committee will identify 2026 goals and expand membership. The DEI Committee will be available to PMC teams as a consultant to add the DEI lens to any projects that are underway, in addition to the projects that the DEI Committee leads themselves.





Calendar Year 2025: Work to Date

Access to Healthcare

Goal: Advance health and well-being through equitable access to timely, responsive and integrated systems.

Objectives:

- ▶ By 2028, increase the number of patients who receive substance use treatment and mental health services.
- ▶ By 2028, increase availability of primary care physicians and preventative services.
- ▶ By 2028, expand transportation-related efforts to improve healthcare access.

Strategies:

- ▶ Increase referrals to and raise awareness of new and/or underutilized community resources.
- ▶ Create strategic plan in collaboration with United Way's Substance Use Prevention Coalition, with focus on health equity across the spectrum of prevention, treatment, recovery, and harm reduction.
- ▶ Collaborate with Porter's DEI committee to strengthen DEI initiatives in the hospital.
- ▶ Collaborate with CSAC to identify and prioritize feasible ways to make the physical environment of emergency room more comfortable for people experiencing a mental health crisis.
- ▶ Assess panel management and openings for new patients (eg. primary care, dental, vision) to determine what the gaps are, especially for Medicaid patients. Create new openings for patients at primary care by leveraging ongoing panel management work at UVMHN, an effort that balances panel size based complexity of patients' needs.
- ▶ Plan and co-host preventative care clinics with community partners.
- ▶ Explore opportunities to support the local street outreach team that connects unhoused community members with services.
- ▶ Support ACHHH's project to expand access to free health services such as: footcare, blood draws and vaccinations for homebound, vulnerable, and underserved older adults.
- ▶ Collaborate with transit providers and planners to explore ways to increase transportation to mental health, substance use, and healthcare services.
- ▶ Partner with academic institutions to engage in future workforce development.
- ▶ Identify ways to support or strengthen existing interagency workgroups that manage care coordination and referral pathways.
- ▶ Invest in DEI efforts to create a culturally supportive, environment/community to attract and retain diverse staff across the healthcare delivery sector.

Primary Care and Preventative Services

- ▶ Middlebury and Vergennes Primary Care clinics opened up to new patients due to panel management efforts. Patient capacity increased from 86% to 106%, giving more primary care access to patients.
- ▶ PMC staff shadowed Community Benefit partners at Elizabethtown Community Hospital to learn about workflows at a free preventative care clinic that ECH hosts with their community partners. Our goal is to host one free clinic at PMC in 2026.

Transportation

- ▶ PMC and Tri-Valley Transit (TVT) are collaborating to increase access to transportation and medical care. Transportation for patients from rural areas poses many challenges because the rides can be lengthy, especially when the patient requires care outside of Addison County– which often results in one vehicle being used for an entire day for only one patient. This limits access for other patients and is costly. This is especially true for dialysis patients in Addison County who must seek treatment outside their county.
- ▶ PMC and TVT have been working together to find opportunities to cluster patient rides and problem solve as barriers arise. Given the regularity and length of dialysis appointments, ensuring barriers were addressed to allow for patients to ride share provided an excellent place to start this work together. While the dialysis and transportation teams were already finding ways to encourage ride sharing, the collaborative work allowed for more problem-solving and advocacy for patients. We expect the work will continue.

Community Health Investment Funding

- ▶ As Addison County's population ages, the demand for footcare has increased. Through last year's Community Health Investment Funding, Addison County Home Health and Hospice completed 102 visits, totaling 328 nursing hours in 2025. Difficulties for accessing footcare in Addison County include: getting an appointment with a podiatrist, the pre-Covid free community clinics are no longer operation, and barriers to transportation.
- ▶ \$15,000 of the 2025 Community Health Investment funding was awarded to Open Door Clinic (ODC) to support their Outreach Program. ODC is a key provider of free, quality health care services to uninsured or underinsured individuals in Addison County. The clinic's work includes outreach to populations that have proven significantly challenging to reach – such as seasonal workers employed in landscaping, hospitality, construction, farms, orchards and other agricultural businesses.

By the Numbers

11,591

Distinct patients served at Porter Primary Care.

4,268

Distinct patients served at Porter Obstetrics, Midwifery, and Gynecology.

4,037

Distinct patients served at Porter Pediatrics.

9,413

Distinct patients served at the PMC Emergency Department.

Addison County Community Health Action Team

- ▶ Addison County's Accountable Community for Health is Community Health Action Team (CHAT). This year, CHAT rolled out a new structure in an effort to reengage members. United Way of Addison County, Porter Medical Center, and Blueprint for Health now co-lead the group. Each meeting has a theme that intentionally ties to the CHIP. Examples include:
 - ▶ Vermont 2-11 presented to CHAT about the services they offer and their new website layout. 26 people attended and discussions about 211 capabilities and how it can help improve referrals to existing community resources were robust.
 - ▶ We hosted a panel discussion to on back to school topics and 30 people attended. Panelists included an office-based clinician at CSAC, a primary care provider at Rainbow Pediatrics, and a school-based social worker.
 - ▶ In December, CHAT hosted our annual Advocacy Day. This is an opportunity for organizations to share what they are seeing with local legislators and suggest potential solutions. There were 50 attendees, 5 of which were legislators! This year had an excellent turn out and meaningful discussion. Housing was a key theme that came up in almost presenter's key points.
- ▶ A new CHAT workgroup focused on expanding access to health at community events was established. Members include people from Middlebury Office of Local Health, Blueprint for Health, PMC, United Way of Addison County, Vermont Prevention Lead Organization – Region 2, Mountain Community Health.
- ▶ This year we developed a shared box of tabling resources, and co-tabled at two events (Middlebury Pride Parade and TPCAC's 5K). We also started co-planning an mental health training for clinical staff and a community education event on food security.



DEI Efforts

- ▶ PMC staff participated in the Middlebury Pride Parade for the third time this year by both walking in the parade and tabling. PMC truck featured colorful, handmade supportive posters. Staff shared pride-themed items (flags, leis), helping spark positive engagement—especially with youth. At the PMC tent, staff offered swag and LGBTQ+ support resources.
 - ▶ CHAT's Community Events Workgroup was invited to co-table with PMC. United Way of Addison County, Middlebury District Office- Vermont Department of Health, and Vermont Prevention Lead Organization provided materials for the table. United Way helped staff the table which was a great opportunity for staff to collaborate with an external community partner.
- ▶ In May, the PMC Clinical Director of Education, PMC Clinical Nurse Educator, and UVMH Community Health Improvement staff co-hosted a Hair Equity skills training. Staff had training on how to provide hair care for different hair types with hands on activities. Materials to provide inclusive hair care are now stocked at PMC to use as needed.
- ▶ DEI Committee began strategic planning for 2026 and is working with members to identify meaningful projects that will improve inclusivity and accessibility. The DEI Committee will be available to PMC teams as a consultant to add the DEI lens to any projects that are underway, in addition to the projects that the DEI Committee will lead themselves.



Housing

Goal: Strong cross-organization commitment and engagement to expand opportunities for affordable and quality housing in Addison County.

Objectives:

- ▶ By 2028, strengthen collaboration and communication between PMC and community service providers.

Strategies:

- ▶ Identify ways to support or strengthen existing interagency workgroups that manage care coordination and referral pathways.
- ▶ Support effort to establish new supportive housing for medically frail.
- ▶ Lead strategic planning process for the Addison County Housing Coalition. Work in collaboration with the Addison County Housing Coalition's Strategic Planning Subcommittee.



Community Health Investment Funding

- ▶ \$10,000 of the 2025 Community Health Investment funding was awarded to John Graham Housing & Services (JGHS) to support the organization's emergency shelter in Vergennes, which is the only shelter in the region that supports families with children that are experiencing housing insecurity.
 - ▶ JGHS provided onsite access to a clinical social worker and alcohol and drug counselor for 4 hours each week- annual total of 208 counseling hours.

Housing Coordination

- ▶ During the extreme cold weather event, PMC's Emergency Preparedness Specialist collaborated closely with the Charter House, Tri-Valley Transit, the Middlebury Inn and Middlebury's Emergency Management Director to ensure the safety and well-being of unhoused individuals in our region.
 - ▶ Through coordinated efforts, transportation and emergency sheltering options were made available for individuals presenting to the Emergency Department seeking refuge from the severe conditions.
 - ▶ This partnership-driven response helped connect vulnerable community members with critical resources, reinforcing our shared commitment to protecting those most at risk during times of crisis.

Food Security

- ▶ 1,405.5 lbs. of food donated at PMC's Thanksgiving food drive in partnership with New Community Project Food Share Program and HOPE.
- ▶ \$45,000 donated to ACORN's Farmacy Program to support fresh food access for patients. In addition, PMC printed bound copies of the 2025 Farmacy Handbook so all participants had an updated version of the resource.

By the Numbers

6,978

Distinct patients screened positive for needs related to social drivers of health (SDOH).

Housing: 1,526

Transportation: 492

Food Insecurity: 819

Utilities: 357

Interpersonal Safety: 60

Financial Strain: 2,346

Employment: 726

Social Connections: 653

Education: 706

Physical Activity: 4,512

Mental Health and Substance Use

Goal: Cultivate resilient communities to support mental and social wellbeing across the lifespan.

Objectives:

- ▶ By 2028, identify and implement resources to promote resiliency and protective factors for community members.

Strategies:

- ▶ Participate in and promote the Building Resilient Communities Initiative (an interagency collaborative led by CSAC that focuses on trauma healing systems and team-based care).
- ▶ Explore opportunities to provide trauma-informed care trainings for medical staff (eg. ED, EMT, primary care), with a focus on how to support people who are unhoused.
- ▶ Support and promote peer support groups.
- ▶ As part of UVM Health-wide effort, identify and co-sponsor evidence-informed, accessible mental health trainings that help community members identify, understand, and respond to signs of mental distress in youth and/or adults.
- ▶ Collaborate with community partners to plan a provider training on gender diversity and inclusive care.
- ▶ Promote existing toolkits such as United Way of Northwest Vermont's Employer Guide to Substance Misuse and Employers Guide to Supporting Mental Health.
- ▶ Amplify VDH's effort to end addiction stigma.

Education Opportunities and Support Groups

- ▶ In June 2025, CSAC provided 2 day training in Emotional CPR (eCPR) to community partners and members of the public with Community Health Investment Funding. 7 people from 4 different community programs were trained. eCPR was created by people with lived experience, and helps community members understand how to effectively respond to people experiencing mental health distress.
- ▶ UVM Health Culture Talk - Working with 2STLGBQIA+ Peoples Training: PMC promoted a UVM Health training for staff on best practices designed to deepen understanding of what it means to be part of the LGBTQIA+ community, aiming to expand awareness of gender diversity, clarify common misconceptions and explore the current landscape of LGBTQIA+ rights, healthcare access and community support.



- ▶ Community partners participated in and promoted multiple events hosted by the Building Resilient Communities Initiative. This is an interagency collaborative led by CSAC that focuses on trauma healing systems and team-based care.
- ▶ 240 people were supported through Death Cafes– a welcoming space for open, honest conversations about death, dying and what it means to truly live.

Referral Pathways

- ▶ PMC is working with Counseling Service of Addison County (CSAC) to formalize a care agreement that will strengthen collaboration and improve referral pathways for mental health needs. Having a formalized care agreement in place will also support CSAC's Certified Community Behavioral Health Center (CCBHC) application.
- ▶ PMC and Turning Point Center of Addison County (TPCAC) staff met regularly to define strategies for improved referral pathways. In 2025, there were 262 substance misuse encounters in the PMC ED. TPCAC received 154 referrals from PMC ED. Referral numbers consistently improve after TPCAC presents to ED staff, and we are identifying ways to sustain higher referral rates.

Porter Medical Center

Community Health Improvement



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