

Access Action Plan

OUR THREE-PART APPROACH TO
IMPROVING ACCESS ACROSS OUR NETWORK



Providing timely access to quality health care requires continuous attention and improvement. The pandemic has only made that more apparent. The UVM Health Network launched the Access Action Plan to improve the experience of our patients and to accelerate our ability to expand access to the care our patients need. Our plan focuses on three main goals:

- Hire successfully amid a national staffing shortage
- Reduce wait times for specialty care
- Increase hospital inpatient and emergency capacity

Access Action Plan: Our path forward

1. Build and strengthen our team.

■ Increase and improve recruitment efforts

- Add 12 additional Human Resources recruitment specialists
- Further build out our team of recruitment experts for hard-to-recruit roles.
- Expand workforce development and training programs for employees across the Network.

Progress as of 5/23/22

- Two of three available physician roles were filled. Applications are under review for the third.
- Network nurse recruitment team structure was created and launches June 2022. All but two recruiter roles are now filled, and offers are being presented for the final positions.

■ Competitive wages

- Analyze compensation for positions across the Network so they are competitive in the labor market

Progress as of 5/23/22

- Reached an agreement with NYSNA members at Champlain Valley Physicians Hospital, May 2022.
- Negotiated new and increased wage schedules at Alice Hyde Medical Center, Porter Medical Center, Central Vermont Medical Center and UVM Medical Center.

■ Incentivize hiring and retention

- Add bonuses for hard-to-fill shifts
- Launch an employee survey initiative to inquire about organizational health
- Establish remote and hybrid (in-person and remote) work opportunities

Progress as of 5/23/22

- Increase the use of stipends, along with sign-on bonuses and retention bonuses

■ Prioritize diversity, equity and inclusion

- Hire and retain diverse talent

Progress as of 5/23/22

- Hired Chief Network Diversity and Inclusion Officer who reports directly to the Network CEO

■ Converting temporary staff to employees

- Recruit traveling nurses to join UVMHN as employees

Progress as of 5/23/22

- Twenty traveling nurses converted to employee status

■ Affordable housing

- Increase housing for employees through partnerships with local affordable housing developers

2. Reduce wait times to see specialists.

■ Epic electronic health record implementation

Progress as of 5/23/22

- Phase Three successfully launched April 2022 across all New York affiliates: Champlain Valley Physicians Hospital, Alice Hyde Medical Center and Elizabethtown Community Hospital.

■ Expand surgical capacity

- Establish new outpatient surgery center in Burlington
- Reopened Fanny Allen outpatient surgery services

Progress as of 5/23/22

- Obtained approval for a Conceptual Certificate of Need from the Green Mountain Care Board for the new outpatient surgery center

■ Expand Patient Access & Service Center (PASC)

- Increase centralized scheduling across the Network and add 25 new PASC employees in FY22

Progress as of 5/23/22

- Supported the scheduling of more than 20,000 specialty care appointments
- Successfully hired nine new employees
- Made Urology and Rheumatology appointments available for scheduling through PASC, giving patients the option to choose appointments at various locations in the Network

■ Patient self-scheduling

- Increase MyChart patient self-scheduling capabilities in 2022 and 2023

Progress as of 5/23/22

- Self-scheduling now available for COVID-19 testing and phlebotomy appointments

■ Continue expansion of eConsults

- eConsults allow providers to consult electronically with specialists during a patient's appointment, creating quicker access to specialty care without additional appointments

Progress as of 5/23/22

- Second phase launched May 2022. UVM Medical Center offers eConsults for six additional specialties—gastroenterology, gynecology, infectious disease, pulmonology, urology and neurology (including three sub-specialties: headache, stroke and neurological oncology)

■ Expand and improve telehealth

- Increase use and improve workflow of eHealth through video visits

3. Improve hospital and emergency care capacity.

■ Adding behavioral health specialists into our primary care practices.

■ Reopened services in the Fanny Allen facility

Progress as of 5/23/22

- Service to patients through inpatient rehabilitation and outpatient surgery resumed in January 2022

■ Redesign and expand the Emergency Department at UVM Medical Center

■ Create an Emergency Department Observation Unit at UVM Medical Center to increase capacity and give more care options

■ Develop UVM Medical Center Acute Care at Home Program

- Provide more in-home care and reduce demand for inpatient beds when appropriate

■ Support the UVM Health Network Care Coordination System

Progress as of 5/23/22

- The Network Care Coordination System now manages bed planning, placement, provider consultations, transportation and transfers for all of our affiliate hospitals, plus 20 non-network hospitals and 25 ambulance providers in Vermont and northern New York.

■ Move outpatient Dermatology, Ophthalmology and Infusion services

- Submitting a Certificate of Need application to the Green Mountain Care Board to move these services to Tilley Drive in South Burlington to ease inpatient pressure at the UVM Medical Center's main campus

■ Increase capacity of mental health treatment

- Provide additional mental health bed capacity through partnerships with Burlington Health & Rehabilitation, Birchwood and others

Working together, we improve people's lives.

The University of Vermont Health Network is a health system serving more than one million residents across Vermont and Northern New York. We deliver trusted local health care connected to a network of expertise. We are your friends and neighbors, dedicated to improving the health of our communities and the patients we serve.

Learn more at uvmhealthimpact.org

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THE
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HEALTH NETWORK