THE University *of* Vermont
HEALTH NETWORK

Porter Medical Center

TRUSTED LOCAL CARE. A NETWORK OF EXPERTISE.

Founded in 1925, Porter Medical Center serves Addison County, Vermont, and its surrounding communities. We operate a critical access hospital, skilled nursing facility with long-term, memory care and short-term rehabilitation units; a network of primary- and specialty-care medical practice; an infusion center and a walk-in clinic — PMC ExpressCare. Our mission is to improve the health of our community, one person at a time.

KEY INITIATIVES:

Workforce Development: We offer employees various clinical training programs that boost staff recruitment and retention and offer pathways for career-advancement, including a nurse residency program, an LNA training program in partnership with the Patricia A. Hannaford Career Center, and opportunities with the Vermont Physician Leadership Program.

Patient Access: We are committed to improving local access to care. Working with colleagues across the UVM Health Network, we are rethinking how our care teams manage appointments and conduct health screenings. We are also enhancing our ability to keep operating rooms at capacity through centralized, surgery capacity management.

Community Engagement: Our new Community Development Council is a group of community members and staff working together to drive community engagement and create opportunities to support Porter. After successfully creating an employee crisis fund in 2022, the council is now supporting philanthropy efforts for a $4.5 million update to Helen Porter Rehabilitation & Nursing, our skilled nursing facility, beginning in spring 2023.

A Culture of Safety: At Porter, every day begins with tiered safety huddles — brief meetings that call out safety incidents and precautions to protect our patients, residents and staff. Our commitment to safety is also driving performance improvement projects in 2023, ranging from Compassionate Communications and Lean Six Sigma training programs to a revision of our incident reporting processes. We will also publish performance scorecards, to share how we're doing with our patients and community.

BY THE NUMBERS:

PORTER MEDICAL CENTER HAS

192,517
PATIENT CARE ENCOUNTERS at our hospital and clinics, including 12,841 emergency room visits

SERVING MORE THAN

33,366
PEOPLE in our region.

WE PROVIDE A

45
BED MEDICAL CENTER and a 98-bed Long Term Care facility

AS WELL AS

12
CARE & SERVICE PROGRAMS located in our region.

130
PROVIDERS SERVE OUR PATIENTS: 100 physicians and 30 advanced practice providers.

WE EMPLOY

708
PEOPLE IN TOTAL.

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HEALTH NETWORK

University of Vermont Health Network

TRUSTED LOCAL CARE. A NETWORK OF EXPERTISE.

The University of Vermont Health Network is an integrated, academic rural health system serving a region of more than 1 million people across Vermont and northern New York. With a mission-driven commitment to providing quality care as close to home as possible, we work in essential partnership with the University of Vermont's Larner College of Medicine and College of Nursing and Health Sciences to bring the best in care and treatment to our patients, informed by innovation and research.

KEY INITIATIVES:

Innovative Approaches to Patient Access: Our Network is committed to improving the experience of our patients and access to care through innovation, including e-health services that reduce wait times for specialty care and allow provider-to-provider consultation across the region when patients require quick access to specialty care.

Electronic Health Records: Patients and our health care providers are supported with an electronic health record system that provides 24/7 access to patient health records wherever they go for care in our Network. Our digital patient portal, MyChart, provides convenient, real-time access to health information and test results along with the ability to message providers, make appointments, renew medications and pay bills.

Workforce Development: Amid a national shortage for health care professionals, our health system is innovating our approach to recruitment to focus on the front line roles we need the most, as well as offering a contemporary hybrid, remote and on-site approach to work to expand our candidate pool and increase employee satisfaction. We also are actively engaged in and pursuing new partnerships to enrich the training, growth and development opportunities we can offer our workforce for meaningful work in roles that we need to fill.

Overcoming Financial Challenges: Along with hospitals and health care organizations across the country, we face significant financial and operational challenges coming out of the pandemic. Teams across our health system are focusing on recovery efforts to accelerate our progress to improve patient access, promote innovative workforce development programs and leverage technological advancements to deliver care and attract talented employees, while minimizing impacts to patients.

Ongoing Commitment to DEI: Our Network is committed to embedding diversity, equity and inclusion in everything we do by establishing processes to advance health equity, promote cultural awareness and humility, identify opportunities to better support our diverse workforce and collaborate with others to foster health, well-being and inclusive, sustainable economies in the communities we serve.

The UVM Health Network is comprised of:

- An anchor academic medical center, five community hospitals and a children's hospital
- More than 350 outpatient sites
- A multispecialty physicians group
- Skilled nursing facilities
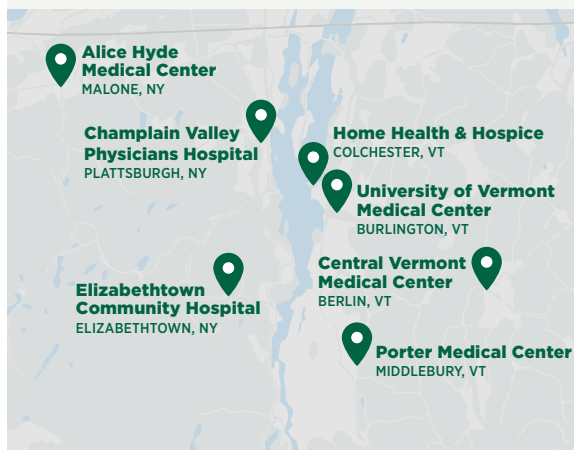- Home health and hospice partner serving residents of Chittenden and Grand Isle counties

Our network by the numbers:

13,973 total people employed, including 1,457 physicians and 539 advanced practice providers.

235 care and service programs

1,633 licensed inpatient beds, with 1,176 Acute Care beds and 457 Long Term Care beds.

2.1M patient care encounters, including 163,805 emergency visits.

Alice Hyde Medical Center
MALONE, NY

Champlain Valley Physicians Hospital
PLATTSBURGH, NY

Home Health & Hospice
COLCHESTER, VT

University of Vermont Medical Center
BURLINGTON, VT

Elizabethtown Community Hospital
ELIZABETHTOWN, NY

Central Vermont Medical Center
BERLIN, VT

Porter Medical Center
MIDDLEBURY, VT

LEARN MORE AT UVMHEALTHIMPACT.ORG

University of Vermont Medical Center | UVM Health Network - Medical Group | Central Vermont Medical Center | Champlain Valley Physicians Hospital
Elizabethtown Community Hospital | Alice Hyde Medical Center | Porter Medical Center | Home Health & Hospice

1/24/23