

# Central Vermont Medical Center

TRUSTED LOCAL CARE. A NETWORK OF EXPERTISE.



At Central Vermont Medical Center, we are dedicated to our mission: *Central to our community. Caring for a lifetime.* Our hospital and 27 community-based medical practices provide 24-hour emergency care and a full spectrum of inpatient and outpatient services. Additionally, our main campus includes Woodridge Rehabilitation and Nursing, a 153-bed skilled nursing facility providing both long- and short-term care.

## KEY INITIATIVES:

**Health Equity:** We are committed to reducing disparities in health care outcomes. By adopting new practices for collecting and incorporating candid and confidential feedback, we create a care environment that honors the diversity of our community, expands cultural knowledge, and adapts services to meet the unique needs of patients, Woodridge residents, staff and our community.

**Social Drivers of Health:** We are expanding our patient-screening processes to include additional factors that impact health outcomes, such as economic stability, housing status and access to child care and transportation. This data helps us align referrals and care management resources, address systematic inequities and build a healthier community for all.

**Workforce Development:** We continue to invest in our people and their professional growth by offering educational programs in partnership with Community College of Vermont, Vermont Technical College and the Vermont Department of Labor. In addition to certification programs for Licensed Practical Nurses and Registered Nurses, we offer similar programs for Pharmacy Technician and Surgical Technician positions in partnership with the UVM Health Network.

**Culture of Safety:** We are working directly with local law enforcement and community partners to ensure CVMC is a safe place to provide and receive health care. In addition to enhanced security features in our emergency department and other areas, we are implementing new training modules and response planning to support our staff in managing conflict and employing de-escalation techniques. Our goal remains zero harm to all CVMC staff, patients and visitors.

## BY THE NUMBERS:

CENTRAL VERNON MEDICAL CENTER HAS

**369,780**

PATIENT CARE ENCOUNTERS

at our hospital and clinics, including 25,530 emergency room visits

SERVING MORE THAN

**69,385**

PEOPLE in our region.

WE PROVIDE A

**122** BED MEDICAL CENTER

and a 153-bed Long Term Care facility

AS WELL AS

**29** CARE & SERVICE PROGRAMS

located in our region.

**245** PROVIDERS SERVE OUR PATIENTS:

175 physicians and 70 advanced practice providers.

WE EMPLOY

**1,518** PEOPLE IN TOTAL.

# 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.



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