Champlain Valley Physicians Hospital

TRUSTED LOCAL CARE. A NETWORK OF EXPERTISE.

At Champlain Valley Physicians Hospital, each member of our team is a leader, doing their best every day to care for our patients and each other. We approach our mission with a sense of pride, an unwavering commitment to safety and quality, and a promise to keep learning and improving. Providing a full spectrum of health care services close to home, we also offer all the benefits of being part of an integrated, academic health network.

KEY INITIATIVES:

Right Care, Right Place: We work proactively and collaboratively to ensure our patients receive the right level of care in the appropriate setting. To reduce wait times in our emergency department and extended stays in our hospital, we have adopted a multi-pronged approach. Progressive patient rounding, a team-oriented process to establish expectations and goals for each patient's care, is just one example of this work. We also continue to work with our community partners to support patients throughout the continuum of care.

Workforce Development: In today's health care environment, we need to think differently about how to recruit new employees and retrain those wanting to grow their career. With that challenge before us, we are developing innovative solutions, including:

- Growing our **clinical assistant team** through a six-week, paid course where students develop the skills and confidence needed to provide direct patient care.

- Establishing a **career advancement program** that provides tuition assistance to current employees in exchange for commiting to a defined length of employment.

- Creating a new **patient logistic assistant** position to provide those with little or no clinical background the opportunity to develop the necessary skills to work as a clinical assistant.

- Establishing a **dedicated nursing unit** for nursing orientation and education.

- Bolstering our recruitment efforts by fully utilizing the UVM Health Network shared services human resources team.

Culture and Connection: To move forward in the wake of the COVID-19 pandemic, we must connect to what was initially attractive about a health care career — the desire to help others. By offering opportunities for all to reset and rediscover our "why," we can more fully embrace the changes of the last few years and keep close the joy felt from making a difference in people's lives.

BY THE NUMBERS:

CHAMPLAIN VALLEY PHYSICIANS HOSPITAL HAS

418,023 PATIENT CARE ENCOUNTERS at our hospital and clinics, plus 35,350 emergency room visits

SERVING MORE THAN

93,885 PEOPLE in our region.

WE PROVIDE A

334 BED MEDICAL CENTER with 300 Acute Care and 34 Long Term Care beds

AS WELL AS

19 CARE & SERVICE PROGRAMS located in our region.

415 PROVIDERS SERVE OUR PATIENTS: 215 physicians and 200 advanced practice providers.

WE EMPLOY

2,135 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
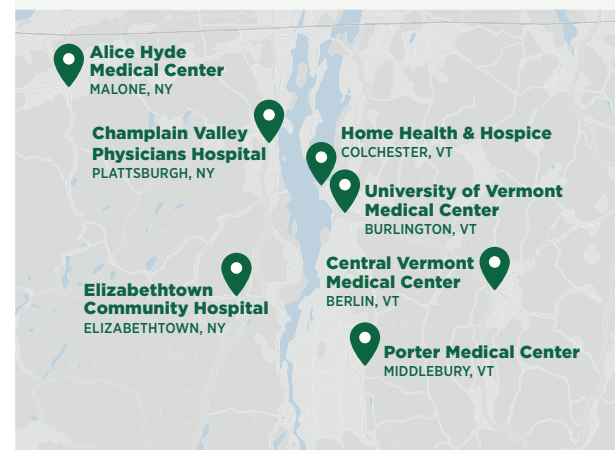
Our network by the numbers:

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.

- **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

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