

# Alice Hyde Medical Center

TRUSTED LOCAL CARE. A NETWORK OF EXPERTISE.

Alice Hyde Medical Center provides compassionate, community-focused health care for more than 37,000 residents in northern New York. We bring the best of community and academic medicine together: giving patients access to leading-edge technology and advanced treatment options through our connection to the UVM Health Network, while providing long-term, primary, specialty, urgent and emergency care to communities across our rural region.

## KEY INITIATIVES:

**Fostering Partnerships for High-Quality Care:** As our communities' needs change, we are working closely with colleagues within — and outside of — the UVM Health Network to strengthen our primary and specialty care services, with a focus on team-based approaches to care. Leveraging recent advancements in telehealth technology, we are creating regional clinical-support systems for our providers.

**Investing in Workforce Development:** We are reimagining recruitment and retention in health care through innovative professional development programs like The Alice Center's CNA Training Course, which offers the chance to earn a CNA credential as an Alice Center employee and guarantees full-time employment after completing the six-week course and passing the certification exam.

**Creating a Culture of Engagement:** Given the pandemic's impact on health care workers across the country, we are helping our people re-discover what initially attracted them to careers in health care. From reinvigorating Alice Hyde's shared governance council — a process that ensures nursing teams are involved in decisions about care — to hosting community forums focused on impactful changes at our hospital and across our region, we are creating spaces for our people and our community to reconnect.

**Enhancing Existing Health Care Resources:** We are working directly with local and regional partners to build clinical resources that support the current and future needs of our patients and people. In collaboration with our Network's Care Coordination Service, we are creating an operations hub that will support hospital transport services. With the generosity of our local donors, we have also created a simulation lab to help train our nursing, emergency department and inpatient clinical teams across a variety of acute and outpatient care settings.



## BY THE NUMBERS:

ALICE HYDE MEDICAL  
CENTER HAS

141,360



PATIENT CARE  
ENCOUNTERS

at our hospital and  
clinics, including 13,305  
emergency room visits

SERVING MORE THAN

37,615 

PEOPLE in our region.

WE PROVIDE A 

70 BED  
MEDICAL  
CENTER

and a 165-bed Long Term  
Care facility

AS WELL AS

21 CARE &  
SERVICE  
PROGRAMS 

located in our region.

66 PROVIDERS  
SERVE OUR  
PATIENTS: 

39 physicians and 27  
advanced practice providers.

WE EMPLOY 

747 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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