

Home Health & Hospice

TRUSTED LOCAL CARE. A NETWORK OF EXPERTISE.

We provide high-quality, compassionate home health and hospice care wherever our community members call home. We support families at every age and stage of life, from pregnancy and early childhood care to adults with acute and chronic illnesses and those at the end of life.

KEY INITIATIVES:

Compassionate Care with People at the Center: By creating patient-centered care plans, meeting our patients where they are, and developing collaborative discharge plans that foster strong relationships with our hospital partners, we ensure our patients and their families remain at the center of care planning and decision-making. Through this approach, we have maintained or improved our patient care and experience scores, and are preparing to continue our work in these critical, patient-centered spaces throughout 2023.

Charitable Care and Communicating Our Impact: Each year, we provide millions of dollars in charitable care for our neighbors in need, including nearly \$1 million to families at the McClure Miller Respite House. Understanding that our donors want more information about our work, our impact and the philanthropic support Home Health & Hospice needs to thrive, we are re-imagining how we communicate with supporters. In 2022, with a focus on transparency and storytelling that captures our positive impact for our patients and community, we raised over \$1M from more than 2,000 donors. In 2023, we'll continue this initiative and implement a Grateful Patient Program, to further increase philanthropic support.

Recruitment & Retention for Improved Patient Access: With staffing shortages impacting health care organizations across the country, our focus in 2022 was rebuilding our entire Finance and Human Resources teams, allowing us to implement new hire and retention bonuses essential for stabilizing our workforce, with two more rounds of retention payments forthcoming. Plus, a recent equity review will allow us to increase wages for many clinical positions, positioning Home Health & Hospice to become an employer of choice moving forward.



BY THE NUMBERS:

HOME HEALTH
& HOSPICE HAS

96,007

HOME VISITS by
our Caregiving Team
Members



TOTALING

234,695

HOURS OF CARE
PROVIDED



SERVING MORE THAN

4,101

PEOPLE in our region.



AS WELL AS

3,988 DAYS
OF CARE



provided at the McClure
Miller Respite House

WE EMPLOY

368 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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