

October 12, 2021

UVMHN Access Action Plan: At a Glance

Building upon years of work to improve the patient experience, the UVM Health Network’s Access Action Plan includes investments in staffing, technology and infrastructure, and partnerships with health care institutions outside of the Network and with the State of Vermont. The Action Plan addresses three main goals: hire successfully amid national staffing shortages, reduce wait times for specialty care, and improve hospital inpatient and emergency capacity.

<p>Goal: Hire Amid National Staffing Shortages</p> <p><u>Actions</u></p>	<p>Goal: Reduce Wait Times for Specialty Care</p> <p><u>Actions</u></p>	<p>Goal: Increase Hospital Capacity</p> <p><u>Actions</u></p>
<p>Increase Hiring Efforts Add 12 additional HR recruiters Hire physician and nurse recruitment experts for hard to recruit roles</p>	<p>Complete Epic Implementation Complete the second and third phases of the multi-year Epic electronic health record installation by April 2022</p>	<p>Pursue CVMC Inpatient Psychiatric Care Unit Plan for and seek CON application for a psychiatric inpatient care unit at Central Vermont Medical Center</p>
<p>Competitive Wages Conduct market analyses to ensure our compensation rates are competitive</p>	<p>Launch eConsults Allows primary care providers to review patient care options with specialty physicians without need for a patient referral</p>	<p>Pursue Expanded UVMHC ED Plan for and seek CON application for a redesigned and expanded emergency Department at UVM Medical Center</p>
<p>Incentivize Hiring and Retention Additional shift bonuses for targeted positions Increased use of stipends and sign-on or retention bonuses</p>	<p>Expand Surgical Capacity With approved conceptual CON, plan a new outpatient surgery center to replace Fanny Allen and expand surgical capacity</p>	<p>Develop UVMHC ED Observation Unit Create an emergency department observation unit at UVM Medical Center to increase capacity</p>
<p>Prioritize Diversity, Equity and Inclusion Make major investments in DEI to hire and retain diverse talent</p>	<p>Expand Patient Access Service Center Increase centralized scheduling across the Network and add 19 new employees in FY22</p>	<p>Develop UVMHC Acute Care at Home Program Create an acute-hospitalization-at-home program to reduce demand for inpatient beds, where appropriate</p>
<p>Traveling to Permanent Engage with recruitment experts to “convert” traveling nurses to permanent employees</p>	<p>Patient Self-Scheduling Launch capability for existing primary care and select specialty care patients in MyChart in FY22; further expansion in FY23</p>	<p>Strengthen Partnerships Continue to work with the State of Vermont and hospitals in VT to staff open nursing and mental health beds and increase capacity</p>
<p>Affordable Housing Seek partnership with local developers to make more affordable housing available for employees</p>	<p>Expand Use of Telehealth Increase the use of telehealth appointments and improve the workflow of telehealth visits</p>	