

Vail Health Community Benefit Implementation Plan Update 2023

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Engage, Enroll, and Connect People to Whole-Person Health

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• Launched a community-based Medicaid enrollment program for and public assistance programs (i.e. Medicaid, CHP+, etc.) +400 enrollments• Expand Vail Health's Behavioral Health Service Line<ul style="list-style-type: none">○ 23 licensed providers○ All accept commercial insurance and governmental programs• Support and partner with Community Market (Eagle Valley Community Foundation) to improve access to health food• Support and fund the Family and Intercultural Resource Center• Continue funding community efforts with >\$3M in grants across~ 12 local BH organizations• Supported Mountain Family Health Center, providing 2 new locations - Avon and Gypsum	<ul style="list-style-type: none">• Enhance comprehensive care coordination and closed-loop referral system for social determinants of health• Implement "Find Help" system for social determinant of health service navigation and connection• Work with Eagle County Government to streamline and improve the Medicaid enrollment process• Expand community health worker programs, including billable services• Continue to funding community engagement and prevention and education efforts across community organizations

Bring Care to the People

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• Launched high acuity outpatient behavioral health services at Wiegers Mental Health Clinic• Built out 12 additional outpatient offices for clinic engagement and case management.• Began construction on the new Precourt Health Center (28 bed regional BH inpatient facility)• Further expanded community Health Program on MIRA• Continue to expand mental health, substance use, and physical health services in the community• Integrated BH within primary care at CMM and MFHC• Expand Telemedicine services in English and Spanish at CMM, MFHC, and support for private providers• Olivia's Fund Scholarship Program-(Served over 3750 sessions in past 12 months)• Added 3 Bilingual Case Managers	<ul style="list-style-type: none">• Ensure funding and sustainability of Community Health Programs on MIRA• Explore options to expand mobile at-home health services with community partners (Eagle County Community Paramedics)<ul style="list-style-type: none">○ create a pro forma and explore legal structure• Engage with employers in programs to expand reach into the workplace

Focus Prevention & Early Intervention

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• CMM expanded Endocrinology, Internal Medicine Services, ENT & GI• CMM expanded pediatrics in both Eagle & Summit counties• CMM management of Urgent Care (UC)• CMM increased access with online scheduling• CMM added remote Triage Nurse program• Integrating Behavioral Health at CMM and Mountain Family Health Center (MFHC)• Expansion of telemedicine at CMM, Mountain Family Health Centers and with other providers• Funded multiple partners including (SURO, ECPs, VVMTA, Cycle Effect etc.)	<ul style="list-style-type: none">• Expand Metabolic Screening, Education, Testing, and Access• Increase maternal health screening through Family Connects program• Develop easily accessible lactation supports in multiple languages• Expand Gender-specific Preventative Health Programs• Implement family-focused Screening and Treatment for ACES, MH, and SUD• CMM to add bilingual RN to remote Triage Program• CMM to add PHQ2 depression screening to all appointments

Increase Utilization of Healthy Foods

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• Nutritional education & free meals on MIRA• Expanded SafeFit program for certain employer groups• Continue to work with Community Market to improve food bank space at Edwards Community Health Campus	<ul style="list-style-type: none">• Increase The Community Market's ability to source and provide nutritious foods• Maximize Utilization and Quality of Federal Nutrition Programs• Ensure successful implementation of Proposition FF to provide free school meals for all public school students

Address Healthcare Staffing Shortage with Focus on Diversity

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• Community Paramedics Partnership:<ul style="list-style-type: none">○ Social Determinant of Health (SDoH) screener○ BH assessments & bilingual BH Community Navigator referrals• Executed contract to build 87 new staffing units in Edwards• Enrich employee benefits based on staff feedback<ul style="list-style-type: none">○ \$1000 wellness credit○ Providing four weeks of paid parental leave for healthcare staff○ Increase minimum wage to \$20 for all positions○ implemented a housing subsidy• Created Patient Care Tech and Clinical Assistant 12 month training program for local workforce• Expanded Mountain Strong EAP to 13 businesses, and added 50 providers	<ul style="list-style-type: none">• Recruit to Optimize the Mix of Providers and Staff Across qualifications• Retain and Grow Healthcare Providers and Workforce• Accelerate Growth of Diverse Healthcare Leaders as a Part of Broader DEI Efforts<ul style="list-style-type: none">○ implement system wide approach at Vail Health• Implement Bilingual Pay Policies to Attract and Grow Language Acquisition for Health Care Workforce• Working on multiple housing projects to expand housing options for healthcare staff• Expansion of Patient Care Tech and Clinical Assistant training program• Adding more employers and providers to Mountain Strong

Increase Early Childhood & Family Supports

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• Expand home visitation through implementation of Family Connects program• Eagle Valley Behavioral Health (EVBH) funding for Early Childhood Partners• Launch of family/child peer support groups	<ul style="list-style-type: none">• Addition of 2 new child/adolescent psychiatrists• Addition of 2 more family therapists• Expand Parent/Family Peer Support• Further expand Family Connects program and partner with Valley View and Aspen Valley

Improve System Interoperability & Integration

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• Aligning Population Health work across Vail Health system, Mountain Family, Eagle County Paramedics and community partner organizations• Development of Vail Health Outpatient Behavioral Health Cerner Electronic Medical Record• Shaw Cancer Center added to Cerner• Sharing data with Medicaid care coordinators to improve care transition and health outcomes	<ul style="list-style-type: none">• Improve alignment of back office operations across healthcare organizations in the community• Launch outpatient behavioral health electronic health record (EMR) system• Develop EMR for inpatient facility (inpatient behavioral health facility to open in 2025)• Invest in health record interoperability, releases of information, etc., to enable seamless case management across various systems of care and human service organizations• Develop a data and evaluation system and rhythm to measure the system's performance and drive continuous improvement

Advance Policy to Improve Community Health

Prior 12 Months	Next 12 Months
<ul style="list-style-type: none">• Increased Vail Health's Financial Aid policy eligibility to 550% Federal Poverty Level (FPL)• Aligned Vail Health Financial Assistance Policy with Olivia's Fund• Case Managers crossed train to support clients to apply for the VH Financial Assistance Program	<ul style="list-style-type: none">• Explore availability of primary care for all residents at an affordable price• Implement Common Front Door Access for Patient Care at VH/ CMM• Ensure Financial Sustainability via Appropriate Contracted Reimbursement Rates for outpatient behavioral health