

Vail Health Hospital Community Feedback Meeting

August 5, 2024

Partnering with the Community

 ASPEN VALLEY HOSPITAL	 CAREGIVER CONNECTIONS	 COLORADO Department of Human Services	 COLORADO BLUEPRINT TO END HUNGER	 BRIGHT FUTURE FOUNDATION	 THE COMMUNITY MARKET A PROGRAM OF EAGLE VALLEY COMMUNITY FOUNDATION	 EAGLE COUNTY
 EAGLE COUNTY PARAMEDIC SERVICES	 EAGLE COUNTY SCHOOL DISTRICT	 VAIL RESORTS EXPERIENCE OF A LIFETIME	 EAGLE VALLEY COMMUNITY FOUNDATION	 Eagle Valley Family Practice VALLEY VIEW	 Early Childhood Partners	 GUARDIAN SCHOLARS
 Health First COLORADO Colorado's Medicaid Program	 EAGLE COUNTY SHERIFF	 MIRA Mobile Intercultural Resource Alliance Alliance móvil de recursos interculturales	 Mountain Family HEALTH CENTERS	 My Future PATHWAYS	 Northwest Colorado COUNCIL OF GOVERNMENTS	 Nurse-Family Partnership Helping First-Time Parents Succeed®
 QUALITY HEALTH NETWORK	 SNAP Supplemental Nutrition Assistance Program	 THE SALVATION ARMY	 Speak Up REACH OUT Suicide Prevention Coalition of the Eagle Valley	 STEADMAN PHILIPPON RESEARCH INSTITUTE	 TOWN OF VAIL	 United Way United Way of Eagle River Valley
 VAIL VALLEY FOUNDATION arts • athletics • education	 vail valley PARTNERSHIP	 America's Choice in Home Care® Visiting Angels LIVING ASSISTANCE SERVICES	 WIC COLORADO	 VAIL VALLEY CHARITABLE FUND	 VAIL VALLEY FOUNDATION YOUTH POWER 365	 Your Hope Center

2022-2024 CHNA Implementation Strategy

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

2022	2023	2024/2025
<ul style="list-style-type: none"> • Launched a community-based Medicaid enrollment program 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 providers accept commercial insurance and governmental programs. • 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. • Shaw Cancer Center Survivorship Program (ongoing) includes counseling, nutrition and support groups 	<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 fund community engagement, prevention and education efforts across community organizations. • Howard Head Sports Medicine community fitness programs (run club, mountain bike club, MIRA and My Future Pathways) 	<ul style="list-style-type: none"> • Improve care coordination and transitions out of the Emergency Department through additional patient navigation/community health services. • Continued to support The Community Market, Your Hope Center, and My Future Pathways on our Edwards Community Health Campus to better connect community members to services at one location. • Added whole-person care within the outpatient Behavioral Health team with the addition of a functional medicine provider. • Continued both the fiscal and in-kind support to Mountain Family Health Centers, providing the space for both their Avon and Gypsum Clinics. • Continue to support research that helps improve health outcomes in the areas of orthopedics, oncology and behavioral health

Bring Care to the People

2022	2023	2024/2025
<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 Healing 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 Mountain Family Health Center. • Expand Telemedicine services in English and Spanish at CMM, MFHC, and support for private providers. • Olivia's Fund Scholarship Program: <ul style="list-style-type: none"> ○ Served >3,750 sessions in 12 months. • Added 3 Bilingual Case Managers. 	<ul style="list-style-type: none"> • Continue to have 2 Athletic Trainers in the two public high schools to care for high school athletes. • Ensure funding and sustainability of Community Health Programs on MIRA. • Explore options to expand mobile at-home health services with 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. • Provide to access to specialty care, i.e. cardiology, breast care, plastics and pulmonology 	<ul style="list-style-type: none"> • Supporting Eagle County Home Health Collaborative and support Eagle County Paramedics in the development of a Home Health Care agency • Ongoing support of MIRA • Ongoing support of Community Paramedics • Significant support to Your Hope Center. <ul style="list-style-type: none"> ○ Behavioral Health clinician in every school in the Eagle River Valley. ○ 24/7, 365 mobile crisis response, and a community support team • Continued and finalizing Precourt Healing Center construction. Scheduled to open in Spring of 2025.

Focus Prevention & Early Intervention

2022	2023	2024/2025
<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. • Funded multiple partners, including SURO, ECPs, VVMTA, Cycle Effect etc. • Offer community screenings through MIRA, high school sports physicals, Sun Bus and business health fairs. 	<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 added bilingual RN to remote Triage Program. • CMM added PHQ2 depression screening to all appointments. • Ongoing community health screenings. 	<ul style="list-style-type: none"> • Hosting free women and men's specific wellness educational events. • Improve accessibility/utilization of BH services by the LGBTQ+ population. • Expand care coordination and interoperability efforts related to health screeners. • Improve performance in CMM quality metrics related to health promotion (i.e. BP Mgt, Breast/Colon Cancer Screening, Depression Screening). • Fall Prevention education and exercise classes for aging population. • E-Bike Safety program with Shift Bikes and Eagle Police department, including helmet distribution. • Free Stop the Bleed Courses. • Life jacket stations @ Sylvan Lake and Eagle River Park

Increase Utilization of Healthy Foods

2022	2023	2024/2025
<ul style="list-style-type: none">• Nutritional education and free meals on MIRA.• Expanded SafeFit program for certain employer groups.• Continue to work with The 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.• Provide resources to Sol Center for launch of new community food bank in Summit County.	<ul style="list-style-type: none">• Support The Community Market and Salvation Army in sourcing and providing nutritious foods.• Vail Health composts food from each of the cafes.

Address Healthcare Staffing Shortage with Focus on Diversity

2022	2023	2024/2025
<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; Provide four weeks of paid parental leave for healthcare staff; Increased 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 healthcare workforce. Continue work 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 EAP. 	<ul style="list-style-type: none"> Focus on DEI education & awareness to employees. Incorporate DEI questions into annual employee engagement survey for the second consecutive year. Promote DEI holidays in monthly Employee Newsletter. Create DEIB Committee. Translate HIPAA and Just Culture Training in Spanish. Consult with Gartner DEI Advisors. Dallas College Apprenticeships to further education in SPD, MA and Coders positions. Hosted 25 students in clinical rotations and 41 in observations. Continue job shadow partnerships with My Future Pathways, CareerWise and Eagle County Schools. Continue Howard Head Sports Medicine Fellowships, Residencies and internships.

Increase Early Childhood & Family Supports

2022	2023	2024/2025
<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.• Teen Driving and Safety Fair programs to help with seatbelt and car seat usage.	<ul style="list-style-type: none">• Addition of 2 new child/adolescent psychiatrists.• Addition of 2 more family therapists.• Send new parents home with a free meal for their first night or two at home.• Family Connect program and Vail Health staff scheduled 218 home visits for new parents.	<ul style="list-style-type: none">• Open Mothers Milk Bank at Family Birth Center to increase the number of breastmilk fed infants throughout our community and provide a convenient donation location for local mothers.• Child Passenger Safety Education at VHH and throughout Eagle County• Further expand Family Connects program and partner with Valley View and Aspen Valley.

Improve System Interoperability & Integration

2022	2023	2024/2025
<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 (EMR)• 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 medical record system.• Develop EMR for inpatient facility• Invest in health record interoperability, releases of information, etc., to enable seamless case management across various systems of care and human service organizations.• Develop an evaluation system and rhythm to measure the system's performance and drive continuous improvement.	<ul style="list-style-type: none">• Expand utilization of “Find Help” Social HIE (Health Information Exchange) for community wide service navigation and referrals and partner with the state of Colorado on statewide social HIE efforts• Transitioned Your Hope Center to the Vail Health EMR, moving 24 clinicians onto VH system, coordinating care, streamlining compliance and increasing fiscal sustainability.• Expand utilization of and engagement with Healthcare Information Exchange (HIE), especially as this shifts to a statewide HIE (i.e. health screeners and advance care plan documents).

Advance Policy to Improve Community Health

2022	2023	2024/2025
<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 Vail Health and CMM.• Ensure Financial Sustainability via Appropriate Contracted Reimbursement Rates for outpatient behavioral health.	<ul style="list-style-type: none">• Significant advocacy work in collaboration with the American Hospital Association and the Colorado Hospital Association to help ensure health access, equity and quality are maintained and enhanced in a sustainable manner.• Funded the research and planning for Eagle County Paramedics community health program.

Hospital Transformation Program (HTP)

Statewide initiative to drive improved patient outcomes and reduce costs for the Medicaid population through community health neighborhood engagement (CHNE) and key quality initiatives

2023 Initiatives	2024/2025 Initiatives
<ul style="list-style-type: none">● Pilot screening for Social Drivers of Health (SDoH) and implement Social Health Information Exchange (HIE)● Develop processes increasing mutually agreed upon discharge plan from hospital for patients with Substance Use Disorder (SUD) or Behavioral Health (BH) needs● Enhance screening of anxiety, depression and suicidality of maternal population to best support behavioral health● Challenged providers to decrease opioid and increase alternatives to opioid (ALTO) prescribing habits along with non-pharmaceutical comfort controls for pain● Implement care conferences with case management staff across the patient's health needs to foster enhanced care coordination and health promotion	<ul style="list-style-type: none">● Operationalize screening for SDoH and referrals to appropriate resources through Social Work community connections supported with Social HIE technology● Operationalize referrals for SUD, BH, and physical health with VHBH, CMM, and our Medicaid providing partners● Added screening for Intimate Partner Violence for maternal patients to further assess wellness and safety● Continuous improvement cycle efforts with significant ALTO increases setting Vail Health far above its regional peers helping combat opioid epidemic and control pain● Increase care summary transmissions and scheduled follow-up visits to patient PCP prior to discharge from hospital

Focus on Health Equity and Reduction of Health Disparities

2023 Initiatives	2024/2025 Initiatives
<ul style="list-style-type: none">• Develop a Health Equity & Diversity, Equity, Inclusiveness, & Belonging (DEIB) Committee including members from nursing, quality, HR, & executive leadership• Assess hospital for current position on our health equity journey using American Hospital Association's (AHA) Health Equity Transformation Assessment. Reviews 6 Levers of Transformation:<ul style="list-style-type: none">○ Equitable & Inclusive Organizational Policies○ Collection & Use of Data to Drive Action○ Diverse Representation in Leadership & Governance○ Community Collaboration for Solutions○ Systemic & Shared Accountability○ Culturally Appropriate Patient Care	<ul style="list-style-type: none">• Assess hospital for current state of our DEIB journey<ul style="list-style-type: none">○ American Hospital Association and Gartner Assessment & Action Plan○ Culture of Safety Survey• Create Health Equity Plan & Action Plan based on the results of our Health Equity Transformation Assessment<ul style="list-style-type: none">○ Executive Leadership Commitment Letter to Staff○ Define basic concepts in staff newsletter, PULSE○ Added three optional, Health Equity education for all staff in the learning management system○ Engaged executive leadership & Board to add Health Equity & DEIB as a strategic priority○ Add specific, employee support/resource groups (e.g., LGBTQ, Veterans, Spanish-speaking)

**Break into Focus Groups for
Community Feedback
8:45am - 9:25am**

Contact Information

Amy Lavigne, MSN, RN, CPHQ

Sr. Director Quality and Patient Experience, Vail Health

lavigne@vailhealth.org

Chris Lindley, MPH, MSPH, MBA, PH.D(c)

Chief Population Health Officer, Vail Health

chris.lindley@vailhealth.org

Dana Erpelding, MA

Sr. Operations Director of Population Health and Behavioral Health, Vail Health

dana.erpelding@vailhealth.org

Kyler Hijmans, DNP, FNP-BC

Family Nurse Practitioner, Vail Health Behavioral Health

kyler.hijmans@vailhealth.org

Community Health Needs Assessment, Hospital Community Benefit Accountability Report, and additional information can be found at: <https://www.vailhealth.org/about/community-health-needs>