



Implementation Strategy 2025-2027

Improved Communication and Accessibility

FEEDBACK

- Interoperability and Care Navigation/Coordination - Minimizing communication gaps, creating easier access to technology and increasing coordinated care across Vail Health service lines were all mentioned as areas of opportunity.
- Community Outreach - Improving upon inclusivity of all demographics and socioeconomics in Vail Health's engagement and education outreach efforts and adding topics around health literacy was voiced as an ongoing area of opportunity.

ACTION PLAN

- Vail Health will address this feedback and identified need through the adoption and integration of an enterprise-wide electronic medical records (EMR). Additionally, ongoing support and process improvement efforts related to the case management and care coordination teams across the system will continue to drive people and process in addition to technology.
- Vail Health will continue to build on the success of its newsletter and free community education and health-related events with an increased focus on ensuring equitable access through bi-lingual communication and inclusive topics. In 2025, the Elevating Health newsletter content has had a 37% open rate with at least two health education articles included in each issue. In 2024, Vail Health offered 7 free educational events with 1,050 attendees, as well as free community blood drives and other health-related offerings.



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Access to Healthcare (in particular for older adults)

FEEDBACK

- Gaps in Care – Opportunities related to meeting the needs of the older adult population across the care continuum to include skilled nursing, long-term care, end-of-life/palliative care, home health care, and aging-in-place strategies was included in the feedback.

ACTION PLAN

- Vail Health will adopt and implement tactics from the Age-Friendly Health System strategies to improve upon the quality of care provided to the older adult population and ensure it is effective, patient-centric, and drives equitable outcomes.
- Vail Health will continue its partnership and funding of programs with organizations that have a focus on older adult care, including Caregiver Connections, Castle Peak Senior Life and Rehabilitation, as well as Eagle County Community Paramedic and Home Health Program.
- Vail Health will collaborate with Eagle County Healthy Aging to offer educational programs (i.e. balance classes, educational seminars, Aging Well Expo event) and will engage as a key stakeholder in Eagle County's Aging Well Roadmap, including serving on their Advisory Council.



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Equitable Care/Whole Person Health

FEEDBACK

- Competence in providing equitable care to the diverse community - A reoccurring theme throughout all groups was a perceived lack of focus and competency in caring for the diverse population within Vail Health's community. This included an identified need and opportunities related to equitable access, clinical competency, and patient-centered education.
- Behavioral Health - Consistent feedback was provided regarding continuing Vail Health's focus on behavioral health and whole person health. While feedback was positive as to previous growth and initiatives, the community voiced a need for continuous improvement and ongoing support in this area.

ACTION PLAN

- Although Vail Health provides standardized cultural competence-related education, this will be expanded to drive additional and more effective education. Vail Health will offer professional development support for staff and physicians that will improve equitable care and promote optimal patient outcomes for minority groups (i.e. Hispanic, LGBTQ+, older adults).
- While Vail Health provided hospital discounted care (HDC) and financial aid (FA) for 528 patients in 2024, including 381 HDC patients and 147 FA approved patients, based on the feedback, Vail Health will work to evaluate its financial aid policy to ensure its effectiveness in meeting the needs of the community's lower socioeconomic population.
- Vail Health will continue its prioritization and support of its behavioral health service line, including inpatient, outpatient, and integrated. The utilization of quality data to drive decision making will be a key strategy in these efforts.