

Community Meeting Discussion Summary

1. Improving Patient Access to Health Information & Communication Tools

Participants discussed the upcoming transition to Epic and MyChart and the importance of ensuring patients can easily access their healthcare information and communicate with providers, especially older adults and Spanish-speaking community members — may struggle with technology adoption and patient portals.

Key Discussion Points

- Patient portals and EMRs need more proactive education and hands-on support
- Communication should happen repeatedly and through multiple channels, not just one-time announcements
- Concerns were raised about gaps in communication access for behavioral health patients.
- Community members emphasized the need for health information to be:
 - Easy access
 - Easy to understand
 - Written in plain, user-friendly language

2. Increasing Community Awareness & Outreach Efforts

Participants discussed challenges with community members missing important health events and outreach opportunities due to information overload and ineffective communication channels.

Key Discussion Points

- Even engaged community members reported difficulty keeping track of available events and programs.
- Traditional email communication may not always effectively capture attention.

3. Need for Better Coordination Across Healthcare Systems

Several participants discussed challenges with fragmented communication between healthcare organizations, particularly around referrals and continuity of care.

Key Discussion Points

- Better interoperability and communication between Vail Health and partner organizations
- More transparency and follow-up when patients are referred for services
- Improved provider-to-provider communication
- Greater clarity on what “success” looks like with Epic implementation and

Overall Takeaways

The breakout discussion reinforced several priorities for the CHNA implementation plan:

- Enhance patient-centered communication tools
- Improve public awareness of community health resources
- Strengthen collaboration across organizations and community partners
- Ensure healthcare information is accessible, understandable, and easy to navigate
- Use EPIC to create a more connected and coordinated care experience for patients.

Participants were engaged, solutions-oriented, and supportive of collaborative approaches to improving community health outcomes.