



Copley Health Systems, Inc.
 528 Washington Highway
 Morrisville, VT 05661

Community Need Priority One: Preventative Care

Action Item Specific Tactic	Current Progress Outcomes	Next Steps
COVID-19 Clinics for Community	1882 doses of COVID vaccine administered during community booster vaccine clinics hosted at the VFW.	Review, update Copley Staff vaccination tracking policies and procedures for current staff, new hires, vendors and contractors
The Women's Center	<ul style="list-style-type: none"> Focus on increasing Pap screen testing for cervical cancer. Implemented screening for BRACA. Genetic testing ordered as indicated. Screening to identify Social Determinants of Health (SDOH) implemented to increase referrals to address community needs: <ul style="list-style-type: none"> Dental home Substance misuse food insecurity housing insecurity domestic violence 	Institute tracking program in the Women's Center to provide better data to demonstrate improved patient outcomes. Behavioral health resource to be implemented at The Women's Center in collaboration with Lamoille Health Partners.
Primary Care Practitioners (PCP) referrals	Identification of patients who do not have a PCP. Average of 31 per month provided with resources from Copley ED in 2021-22	Continue to provide resources to connect patients with PCPs.
Dental Care Referrals	ED referrals to Community Dental Clinic average 4/month	Increase dental providers in referral network.

Community Need Priority Two: Mental Health

Action Item Specific Tactic	Current Progress Outcomes	Next Steps
Behavioral Health referrals	Average of 4 referrals/month to behavioral health practitioners.	Working with community partners to support behavioral health staff member as a shared position/resource.
Zero Suicide Community Group	<ul style="list-style-type: none"> Participated in System of Care review. CALMS training for staff 	Identify populations at risk and increase outreach strategies with partner organizations. Counseling on Access to Lethal Means (CALMS) training to be completed for 5 additional staff.



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Patient Care observers	<ul style="list-style-type: none"> 4,202 sitter hours logged between ED and Med-Surg. 	Continue to expand and train the Clinical Resource Pool to provide resources across Copley.
Safe room in Copley ED	<ul style="list-style-type: none"> Safer room created and available in ED. 	Training on use of “Safer Room Checklist to allow safe placement in all patient rooms.
Activity program for adolescent ED mental health evaluation.	<ul style="list-style-type: none"> Grant from the Vermont Foundation funded activity materials for adolescent and juvenile ED patients awaiting mental health evaluation or placement. 	Continued tracking of activities and needs.
AVADE De-escalation Training	<ul style="list-style-type: none"> 110 staff members trained since May, 2021. 	Continue trainings. Offer refresher programs as needed.

Community Need Priority Three: Chronic Health Conditions

Action Item Specific Tactic	Current Progress Outcomes	Next Steps
ED referrals:	<ul style="list-style-type: none"> Average of 31 referrals/month for PCP coordination to Copley ED social work—typically for help finding a PCP. 	
Prescription Drug Drop Box: Safely disposing of unneeded/expired medications.	From 12/2020-5/22: 351 LBS of meds disposed of. 44% increase over previous period (2018-19).	Continue education efforts. Continue to track medication disposal quantity.

Community Need Priority Four: Substance Misuse

Action Item Specific Tactic	Current Progress Outcomes	Next Steps
ED Substance Use Disorder referrals for non-urgent	63 referrals were made to the Recovery Center and/or other programs.	Collaborate with community partners to standardize patient care referral pathway. Will begin tracking to include documentation of successful follow-up.



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MAT (Medication Assisted Treatment)	Average of 1 referral/month from Copley ED	ED Practitioners .
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