



2023-2024 Community Need Priority One: Preventative Care

Action Item Specific Tactic	Current Progress Outcomes	Next Steps
Influenza Vaccination Status	<ul style="list-style-type: none"> • Oct 2021-March 2022: 616/745 = (82%) of employees, volunteers vaccinated for Influenza. • Oct 2022-March 2023: 708/795 = (89%) of employees, volunteers vaccinated for Influenza. • Oct 2023-March 2024: 657/703 = (93%) of employees, volunteers vaccinated for Influenza. 	<p>Staff, volunteer, students & community Medical Staff Influenza vaccination clinics are offered each year at Copley Hospital. Vaccination status tracking is completed annually during October-March and submitted for public mandatory requirement reporting.</p> <p>This data is publicly reported on Hospital Compare and contributes to our overall hospital star ratings.</p>
The Women's Center And Emergency Department referrals to address Social Determinants of Health (SDoH)	<ul style="list-style-type: none"> • Hired OB/GYN MD who started in May 2023. • Collaboration with Lamoille Health Partners to strengthen Pediatric coverage in Lamoille County and to expand Pedi-OB group collaboration for 24/7 call coverage. • In 2023 461 referrals for Social Determinants of health (SDoH) were completed for patients across the organization, 	<p>Continue to screen individuals in The Women's Center and the Emergency Department to identify Social Determinants of Health (SDOH) needs for referrals to address:</p> <ul style="list-style-type: none"> • Lack of Dentist or PCP • Substance/Alcohol Misuse • Food Insecurities • Housing Insecurities • Domestic Violence/Safety • Transportation Needs
Referral to Primary Care Practitioners (PCP) for patients seen in the ED who do not have a PCP.	<ul style="list-style-type: none"> • In 2022 169 pts were referred to 4 PCPs offices in the Morrisville HSA. <ul style="list-style-type: none"> o 108 of the referred patients were confirmed as having been accepted by local PCP offices. • In 2023 282 patients were referred to local PCP practitioners. 	<p>ED Care Coordinator continues to connect patients and provide resources to patients if they report they do not have a PCP.</p> <p>We are currently working to fill the ED Care Coordinator position.</p>



<p>Dental Care Referrals by ED</p>	<ul style="list-style-type: none"> • In 2022-23 referrals were made to local dental clinics. • In 2023-67 referrals have been made to local dental clinics. 	<p>Lamoille County continues to need more local dental providers located within our in-referral network or who accept Medicaid.</p>
<p>ED referrals to community resources</p>	<ul style="list-style-type: none"> • In 2022 712 referrals for 666 unique patients were completed. • In Jan 2023-Oct 2023 648 referrals were made for patients being seen in the ED. <ul style="list-style-type: none"> ○ 73 for Insurance eligibility or high cost of medications. ○ 38 for Transportation needs. ○ 66 for Housing needs ○ 44 for Home Health service needs ○ 23 for assistance with nursing home or assisted living assistance. 	<p>Continue to track referrals with a focus on expanding to include closing the loop by confirming patients given referrals were seen by the referred to source.</p>



Community Need Priority Two: Mental Health

Action Item Specific Tactic	Current Progress Outcomes	Next Steps
<p>Mental Health Referrals</p>	<ul style="list-style-type: none"> • In 2022 64 referrals for outpt mental health treatment services were made. • Jan-2023-Oct-2023 69 referrals were made for Mental Health outpt services were made. 	<p>Working with community partners to continue to support shared ED Care Coordinator position with PCP office to increase referrals with warm handoffs and follow up for ED patients.</p> <p>Continue to explore potential opportunities with community partners for alternatives to using emergency rooms for acute psychiatric episodes.</p> <p>In late 2023 a pilot project was initiated for a social worker to assist police with crisis/welfare check calls. This was implemented across Lamoille County.</p>
<p>Participate on Zero Suicide Committee</p> <p>Initiative to use a standardized and validated (Columbia Suicide) assessment tool on all patients seen in the ED over the age of 16.</p>	<ul style="list-style-type: none"> • Suicide prevention focused mock survey was completed in ED. • Counseling on Access to Lethal Means (CALMS) training was provided and completed by 47 staff members. • ED Suicide Screening for patients 16 and above increased from 42% of pts screened in July 2022 to 66% of all pts screened in January 2023. 	<p>The ED will be establishing care pathways for patients seen who are experiencing suicidality, to ensure alignment with recommended treatment best practices.</p>
<p>Patient Safety Observers (PT Sitters)</p>	<ul style="list-style-type: none"> • Jan 2023-Mar 2023 912 sitter hours were logged in the ED. • Sept 2023-Jan 2024 <ul style="list-style-type: none"> ○ 914 hours on M/S unit ○ 1199 hours in the ED 	<p>Continue to expand and train staff in de-escalation training to ensure staff are knowledgeable and comfortable with sitter duties.</p> <p>Working in collaboration with LHHA to send a Copley staff member to receive grant funding to become certified in de-escalation and to provide continued de-escalation training to staff.</p>



Community Need Priority Three: Chronic Health Conditions

Action Item Specific Tactic	Current Progress Outcomes	Next Steps
<p>Information and tips around chronic health conditions, healthy recipes and community wellness local events and class availability provided.</p>	<ul style="list-style-type: none"> • Continue to offer and update community education about chronic health condition informational sessions at Copley Hospital: Brain Injuries, Urinary Incontinence, Cardiac Rehab, Chronic Heart Failure, Heart Healthy tips. 	<p>Continue putting out information and provide training to staff and community members through newsletters, advertisement and educational offerings.</p>
<p>Prescription Drug Drop Box: Safely disposing of unneeded/expired medications.</p>	<ul style="list-style-type: none"> • FY 2022 196 pounds of medications were collected and disposed of from Copley Hospitals Medication drop box. • FY 2023-87 pounds of medications were collected and disposed of from Copley Hospitals Medication drop box. 	<p>Continue education outreach efforts and tracking of medication disposal quantities.</p>
<p>Created Critical Care pathway for pediatric patients with bronchiolitis and treatment of high flow nasal cannula.</p>	<ul style="list-style-type: none"> • Implemented care pathways and protocols into electronic health record and staff workflows to improve patient outcomes through standardization and use of evidence-based treatment protocols 	<p>Continue implementing electronic care pathways and protocols across outpatient and inpatient care units.</p>
<p>Implemented an internal tracking system to monitor the number of outpatient newborn hearing screen referrals made as a partner in the VT Early Hearing Detection and Intervention Program (VTEHDI).</p>	<ul style="list-style-type: none"> • In 2022 34 of the 143 newborns were referred for an additional hearing screen. • In Jan 2023-Sept 2023 23 of the 115 newborns were referred for an additional hearing screen 	<p>Continue monitoring and tracking.</p>



Community Need Priority Four: Substance Misuse

<p>Medication Assisted Treatment (MAT)</p>	<ul style="list-style-type: none"> • 2022 -ED Practitioners received training and licensure to prescribe short term MAT to ED patients to cover needs until the pt could be seen by an outpatient MAT prescriber. • 2023-Practitioners no longer need DEA to prescribe suboxone to patients as they have loosened the waiver to increase practitioners who can prescribe. 	<p>Increase use of short-term MAT prescriptions in the Emergency Department to provide appropriate pts short term prescriptions until they can be referred to a MAT treatment provider.</p>
<p>ED Columbia Suicide Screening Assessment on all patients over the age of 16 who are seen in the ED for a visit.</p>	<ul style="list-style-type: none"> • Implemented the Columbia Suicide Screening Tool into the ED electronic health record. Reeducated staff to assess all patients using the Columbia Suicide Screening Tool who were 16 and older who came to the ED for services. • Created a Suicide screening and treatment pathway for assessment, screening, and treatment process in Emergency Room. 	<p>Continue to educate and train staff on the importance of using a validated tool and assessing patients who come to the ED for services.</p> <p>Added Suicide tip line information to all patient discharge Instructions.</p> <p>Will implement and educated staff ion the ED Suicide care pathway.</p>
<p>Recovery Coach Peer visits to see patients in ED to support and provide information about available resources</p>	<ul style="list-style-type: none"> • In 2022-122 referrals were made to request a Peer Recovery Coach visit a patient who was being seen in the Ed for support and sharing of available resources for alcohol and substance misuse. • In Jan 2023-Oct 2023- 34 referrals were made for MAT/RAM/AA outpatient. 	<p>Modified the Recovery Coach referral form for ease in tracking.</p> <p>Created community referral contact spreadsheet with availability, services provided for ease and efficiency in referral completion to meet patient needs.</p> <p>Involved in the Lamoille Rural Health Collaborative to implement FindHelp referral tool in TWC and ED.</p>



<p>ED Substance Misuse Referrals</p>	<ul style="list-style-type: none"> • In 2022 63 referrals were made for services to assist with substance misuse. • In June 2023, we lost the community ASAP beds which was a free voluntary 2 bed facility which provided a clean and safe environment away from substances facility funding. 	<p>Continue tracking of referrals. Looking to expand to be able to demonstrate % of patients who received a referral to ensure successful follow-up.</p>
<p>ED Rapid Treatment for patients seen in ED for Alcohol Misuse Disorder</p>	<p>Collaborated with local partner organizations on a joint National Alcohol Awareness Month campaign Included 4 weeks of a full-page, color ad in the News & Citizen and Stowe Reporter, 75 one-minute radio ads on WLVB and 4 interviews on Roland Lajoie's morning show.</p>	<p>Continue to priority projects that focus on solutions to focus on awareness around Alcohol Use in Lamoille County. Interests over the last year (medical respite beds, MHFA, local crime trends, Findhelp referral tool, Embedded clinician w/law enforcement, alcohol use presentations throughout community, interactions at school based events.</p>
<p>Close to Home Program for low risk pregnant patients with history of substance misuse to be able to receive local prenatal care at The Women's Center versus having to travel a distance to receive prenatal care at another facility.</p>	<p>Created new consent forms, and informational/educational packets for potential patients who may be eligible for the close to home program at the Women's Center</p>	<p>Continue to educate and assess potential eligibility to expand the program for those patients who are low risk to be cared for locally.</p>