



Community Health Needs Assessment 2025 Progress Report

Healthcare Need Priority #1: Access to Primary Care

Increase access to primary care providers (PCPs)

Strategies	Measures	2025 Updates
Screen patients in the Emergency Department and Women’s Center (TWC) for PCP and connect patients to primary care providers	<ul style="list-style-type: none"> Number of referrals to the TWC Care Coordinator for primary care needs Number of TWC patients connected to PCPs Implement tracking system for the ED Care Coordinator 	<ul style="list-style-type: none"> TWC Care Coordinator received more than 120 referrals: 2 for primary care needs. (*Note: TWC Care Coordinator was on leave for 3 months during this time.) TWC connected two patients to PCPs
Assist patients in accessing health insurance	<ul style="list-style-type: none"> Number of referrals to the TWC Care Coordinator for insurance needs Number of TWC patients connected to insurance or Vermont Health Connect Assisters Offer training to Copley staff to become Assisters 	<ul style="list-style-type: none"> TWC Care Coordinator received more than 120 referrals: 11 for insurance needs. TWC connected 7 patients to Medicaid or other insurance. ED Care Coordinator received Assister certification Financial Assistance staff member maintained their Assister certification

Healthcare Need Priority #2: Substance Use

Increase access to substance use providers

Strategies	Measures	2025 Updates
Screen patients in the Emergency Department and Women’s Center (TWC) for substance use	<ul style="list-style-type: none"> Number of visits and total number of unique patients seen in the ED by the Recovery Center’s Peer Coaches program 	<ul style="list-style-type: none"> North Central Vermont Recovery Center’s Recovery Coaches provided 152 visits for 107 unique patients in the ED in 2025.

and connect patients to supports	<ul style="list-style-type: none"> • Number of referrals made to Medication Assisted Treatment/Spoke Team, and other treatment programs from TWC • Implement tracking system for the ED Care Coordinator 	<ul style="list-style-type: none"> • TWC Care Coordinator received more than 120 referrals: 2 for substance use needs. (*Note: TWC Care Coordinator was on leave for 3 months during this time.) • TWC Care Coordinator referred one patient to a substance use program.
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Decrease the amount of unused prescription medications in the community

Strategies	Measures	2025 Updates
Promote proper medication disposal through an on-site Prescription Drug Drop Box	<ul style="list-style-type: none"> • Number of pounds of medications disposed of annually 	<ul style="list-style-type: none"> • The hospital collected approximately 720 lbs. of medication in the drop box.

Healthcare Need Priority #3: Mental Health

Increase access to behavioral health providers

Strategies	Measures	2025 Updates
Screen patients in the Emergency Department and Women's Center (TWC) for depression and suicide, and connect patients to supports	<ul style="list-style-type: none"> • Number of screenings completed ED/MS • Number of TWC patients provided brief intervention and short-term counseling by the embedded clinician • Number of referrals to behavioral health providers from TWC • Implement tracking system for the ED Care Coordinator 	<ul style="list-style-type: none"> • The ED screened 8,232 patients for suicidality with the Columbia-Suicide Severity Rating Scale. • Med-Surg screened 1,057 patients for safety. • TWC Care Coordinator received more than 120 referrals: more than 70 for mental health needs. (*Note: TWC Care Coordinator was on leave for 3 months during this time.) • TWC Care Coordinator provided brief intervention and short-term counseling for 40

		patients and made another 7 referrals to behavioral health providers
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Increase safety for patients and staff

Strategies	Measures	2025 Updates
Make Emergency Department and Med-Surg rooms safer for patients at risk of self-harm	<ul style="list-style-type: none"> Update patient safety policy, implement a screening tool to determine the level of risk, and provide interventions accordingly. 	<ul style="list-style-type: none"> The patient safety policy was updated, and staff received education on the screening tool and interventions for each risk level.
Utilize a hospital-wide system to provide patient care observers for patients at risk for self-harm	<ul style="list-style-type: none"> Number of patient “sitter” hours for the Emergency Department and Med-Surg units. 	<ul style="list-style-type: none"> 4,558 sitter hours were provided in the Emergency Department, and 338.5 hours were provided on the Med-Surg unit.
Provide workplace violence prevention and de-escalation training for staff in specific departments	<ul style="list-style-type: none"> Identify key staff to be AVADE and Crisis Prevention Institute (CPI) trainers Number of AVADE trainings provided and the number of staff who complete them. Number of CPI trainings provided and the number of staff who complete them. 	<ul style="list-style-type: none"> Copley designated and trained two staff members as AVADE and CPI program trainers. 8 AVADE courses were provided, and 48 staff completed them 10 CPI training courses were provided, and 45 staff completed them
Mandatory training for all staff on workplace violence prevention	<ul style="list-style-type: none"> Number of staff who completed the online module 	<ul style="list-style-type: none"> Unable to attain for 2025, TBD for 2026
Increase hospital security measures	<ul style="list-style-type: none"> Embed a security department within the hospital Implement a contraband policy 	<ul style="list-style-type: none"> Copley created a security department that is staffed 24/7. A contraband policy was created and implemented to address items/substances

		<p>brought into the hospital that are potentially harmful for patients and staff.</p> <ul style="list-style-type: none"> • Signage regarding violence against healthcare workers were posted
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Strengthen partnerships to address suicide in the community

Strategies	Measures	2025 Updates
Engage in community suicide prevention work	<ul style="list-style-type: none"> • Identify a Copley representative to participate in the Zero Suicide Committee 	<ul style="list-style-type: none"> • The hospital’s Community Health Integration Manager attends the Zero Suicide Committee meeting.
Promote coordination of services and reduction of system barriers	<ul style="list-style-type: none"> • Participate in the Lamoille Health Collaborative and its identified initiatives 	<ul style="list-style-type: none"> • The hospital’s Quality Director actively participates in the Lamoille Health Collaborative. Facilitation of the collaborative was assumed by the Community Health Integration Manager beginning in November 2025.

Healthcare Need Priority #4: Obesity/Nutrition/Food Insecurity

Increase access to food resources

Strategies	Measures	2025 Updates
Screen patients in the Women’s Center (TWC) for food insecurity and provide resources	<ul style="list-style-type: none"> • Number of referrals to TWC Case Manager for food insecurity • Number of TWC patients connected to food resources (includes food shelves, 3SquaresVT, WIC, and Meals on Wheels) 	<ul style="list-style-type: none"> • TWC Care Coordinator received more than 120 referrals: 10 related to food resources. (*Note: TWC Care Coordinator was on leave for 3 months during this time.) • 6 TWC patients were connected to food resources.

		<ul style="list-style-type: none"> • Med-Surg screened 1,057 patients for food insecurity
Collect food donations for Lamoille County Food Share	<ul style="list-style-type: none"> • Amount of food collected for donations 	<ul style="list-style-type: none"> • Approximately 400 lbs. of food were collected and donated

Increase awareness of healthy lifestyle resources

Strategies	Measures	2025 Updates
Promote the My Healthy Vermont diabetes prevention and chronic disease self-management programs	<ul style="list-style-type: none"> • Provide education to staff about My Healthy Vermont self-management courses • Offer information to patients through brochures and digital monitors in patient care areas. 	<ul style="list-style-type: none"> • The Community Health Integration Manager met with the My Healthy Vermont engagement specialist to develop an outreach plan.
Share healthy living information through Copley's blog and social media	<ul style="list-style-type: none"> • Number of related blogs and social media posts annually 	<ul style="list-style-type: none"> • The hospital posted two wellness-related blogs between June 2024 and December 2025 and 7 wellness social media posts in 2025.

Encourage employees to adopt and maintain healthy lifestyle habits

Strategies	Measures	2025 Updates
Implement an Employee Wellness Program	<ul style="list-style-type: none"> • Hire an Employee Wellness Nurse 	<ul style="list-style-type: none"> • Pending for 2026
Increase the amount of fresh fruit and vegetables offered in the cafe	<ul style="list-style-type: none"> • Percent change of fresh produce (cases) purchased by the hospital year to year 	<ul style="list-style-type: none"> • The hospital increased the number of cases of fresh produce it purchased by 140.5% from 2024 to 2025.

Healthcare Need Priority #5: Lack of Dental Care

Increase access to dental providers

Strategies	Measures	2025 Updates
Screen patients in the Women’s Center (TWC) for dental care and connect to resources	<ul style="list-style-type: none"> • Number of referrals to TWC Case Manager for lack of dental care • Number of TWC patients connected to dental resources 	<ul style="list-style-type: none"> • TWC Care Coordinator received more than 120 referrals: 3 for dental needs. (*Note: TWC Care Coordinator was on leave for 3 months during this time.) • 3 TWC patients were connected to dental clinics
Assist patients in accessing health insurance	<ul style="list-style-type: none"> • Same as Healthcare Need Priority #1 	<ul style="list-style-type: none"> • See Healthcare Need Priority #1