

VPCH Advisory Committee

11/25/24

Attendees: Wendy Shapiro, Nicole Garcia, Jacee Sutton, Grace Winters, Karen Barber, Missy McGibney, Dr. Sam Evenson, Ann Donahue, Greg Tomasulo

CEO Update: (Wendy Shapiro)

Our Executive leadership team is fully staffed, which has allowed us to embark on new projects. We recently partnered with Courtemanche & Associates to complete a Joint Commission mock survey, have a contract with them for 5 years to provide both a clinical and life safety lens while conducting a mock survey. They came to VPCH a couple months ago, there were a few projects that we needed to work on and those are almost complete.

We recently had an Electronic Health Record (EHR) Optimization with our vendor TruBridge, they came out at end of October. They sat with many different disciplines and reviewed our EHR and how to streamline the workflow. Just received report back from vendor and will work with our two Clinical Informatic Analysts after reviewing.

Started a Health Equity committee recently to review what barriers hospitalized individuals face when they are trying to receive care and how we can help them when they discharge.

Staff completed a culture of safety survey, employee engagement survey, and top workplace survey. Started employee run committee (EPIC) to review all the data from these surveys and to ensure employees have a voice and making positive changes in the hospital.

Continuing work on staff retention and recruitment, we have seen an increase in RN applicants and are able to onboard them, but still struggling with MHS positions. We have been trying new marketing techniques and have radio ads running and our nursing managers and recruitment meet every other week.

Hospital Operations Update: (Nicole Garcia)

Helping to lead the EPIC committee, we are looking at different surveys we have run, focusing on select markers. We are currently not at point to implement change but getting there. Seeing common themes and use those to help increase employee engagement and retention.

Activity yard was revamped with new sidewalks that have radiant heat, and just waiting for that to be hooked up. The radiant heat is an additional safety measure that will help both staff and patients.

Physician Update: (Dr. Sam Evenson)

Our physician team is now fully staffed, recently hired full time psychiatrist, Dr. Nicole Smith, who will start on July 7th. We have been fortunate to have Dr. Dudek, an on-call physician, serving full time while we searched for full time psychiatrist.

Social Work Update: (Missy McGibney)

We continue to have a full Social Work team. One of our Social Workers had been working toward her license and is now fully licensed. The team presented at the VT NASW conference recently, spearheading it on their own.

Nursing Update: (Grace Winters)

Our recruitment efforts are ongoing for our nursing department. For the first time since starting the honoree of the month we had the nomination completed by a hospitalized individual.

Psychology and Recovery Services Update: (Greg Tomasulo)

Both teams are fully staffed. Exciting to have an intern in both departments as well and have begun exploring relationship with UVM for other intern possibilities.

Our biggest project that started last year was finished this summer, have created pamphlets for each county in VT that has many of the needs for folks who are discharging. This information was largely collected and worked on by hospitalized individuals. Every time someone discharges, they get a pamphlet to the county they will be going to. Will be going back through all the information to make sure everything is updated.

Quality Update: (Jaceé Sutton)

The quality team is fully staffed, and we are currently in our Joint Commission Survey window. Focus since joining VPCH in June has been how we use our data and how it can improve processes. Working on process improvement plan currently.

To review dashboard, see attached.

Other Business:

Looking at our plans for 2025, we will continue to look at retention and recruitment. Will be working towards VPCH become a high reliable facility. Making sure our data ensures that every process is being maintained. Partnering with BGS Security to train all staff on Run, Hide, Fight. Planning to work with BGS Security and Department of Health to conduct drills here once everyone has been trained. We have an emergency management plan in place and will work with EPP within BGS to make sure our plan is set up the same way as the rest of the state. Wendy went with the Faculties Manager a month ago to a live active shooter drill where they were evaluators and have been meeting with CVMC emergency management team to create a relationship.

Ann D.- Questioned what the functioning of this group and its members looked like since unsure what the typical involvement looks like.

Wendy S.- There have been some staff changeover with our advisory partners and have new partner, Mad Freedom, waiting for them to assign a representative. Have asked members at past meeting what they would like to see and not seeing consistent attendance.

Ann D.- Could you create an informal email group to send out reminders? Could bring topics to the meeting instead of waiting for members to bring them up. Felt giving updates doesn't leave much room for discussion.

Ann D.- Any concerns following the news from CVMC?

Karen B.- This is more of a discussion at the Commissioner's level. VPCH shouldn't see any change, it is a topic that DMH is discussing.