

The heart and science of medicine.

UVMHealth.org/ECH

Rural Off-Campus Emergency Department – Ticonderoga, NY

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University of Vermont Health Network
Elizabethtown Community Hospital &
Porter Medical Center

THE
University of Vermont
HEALTH NETWORK

Elizabethtown Community Hospital

Discussion to Include:

- History of developing an off-campus ED following a hospital closure or specific need.
- Key operating statistics.
- Community reaction and engagement.
- How have you incorporated the operations of the off-campus ED into their health system clinical delivery model?
- How should this care delivery model evolve to address health access and equity of care?
- Future implications of care delivery.

Background

- 2015 Moses Ludington Hospital, Ticonderoga NY - 15 bed inpatient, ED, ancillary services struggling to survive- financially
- 2017 Affiliation with University of Vermont Health Network - Inpatient beds close.
- Transformation & VAP Grants applied for: \$9.1MM
2017 Construction began
- 2018 New facility opens- modern ED, up to date space
ED space includes 4 observation bed
- Fall 2018 Open for business as UVMHN Elizabethtown Community Hospital – Ticonderoga Campus
- Hudson Headwaters Health Network supporting community with new ambulatory campus on site.

University of Vermont Health Network



UVMHN – Ticonderoga Campus



Demographics

- Population
 - Essex County 38,000
 - Ticonderoga 3,250
- Top Healthcare Priorities – CHA
 - Chronic Diseases – Diabetes
 - Substance Use & Mental Health
 - Maternal & Fetal Health
 - Poverty – Essex County, Ticonderoga 14.9%

Campus Services

- Emergency Department - 5 treatment rooms, 4 OBS
- Lab Services
- Imaging
- Outpatient Rehabilitation
- Pharmacy
- Specialty Clinics: Supported by UVM Physicians
 - Women's Health
 - Dermatology
 - Cardiology, consults, stress tests, ultrasounds
 - Gastroenterology
 - Orthopedics
- Hudson Headwaters Primary Care – Adult and Pediatrics

Key Data Points

- 83 Employees (campus) ED - 33
- ED visits - 7500
- Imaging - 10,113 scans
- Lab - 51,372 tests

- Employee Engagement
- Culture of Safety

Care Delivery

- Physicians & APP's from Network – ED rotation
- Common Medical Record – EPIC - 2021
- Telemedicine-Trauma, Peds, Stroke
- Nursing Education - Critical and Emergency Care
- Radiology imaging with CT
- Care Coordination System
 - Right bed
 - Specialists for consultations
 - Rotating Specialists for ambulatory care

Communications

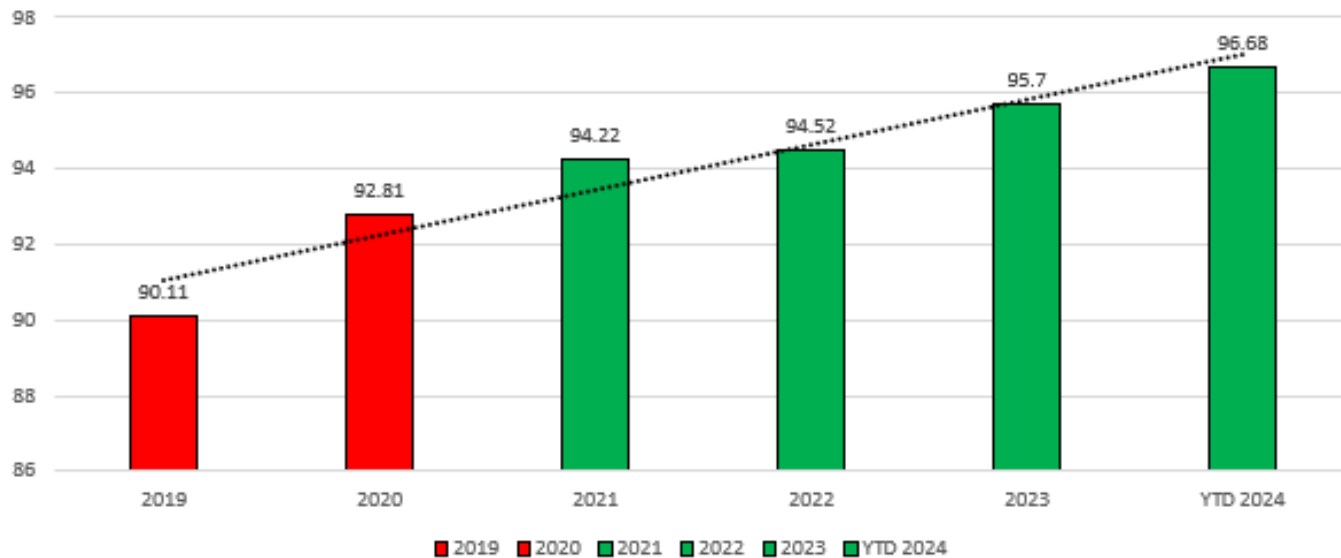
- Leadership worked with Key Stakeholder to communicate changes
- Town Hall events
- Senator Little Support
- Network Support
- Obtained Grant funding to transform campus

Partners in Success

- Former Moses Ludington Hospital Board, Elizabethtown Community Hospital, and UVM Health Network Leaders
- Hudson Headwaters Health Network
- Lord Howe Nursing Home and Adult Home
- Senator Betty Little, Dan Stec
- Ticonderoga Community

Patient Experience

Overall Satisfaction Ticonderoga Campus

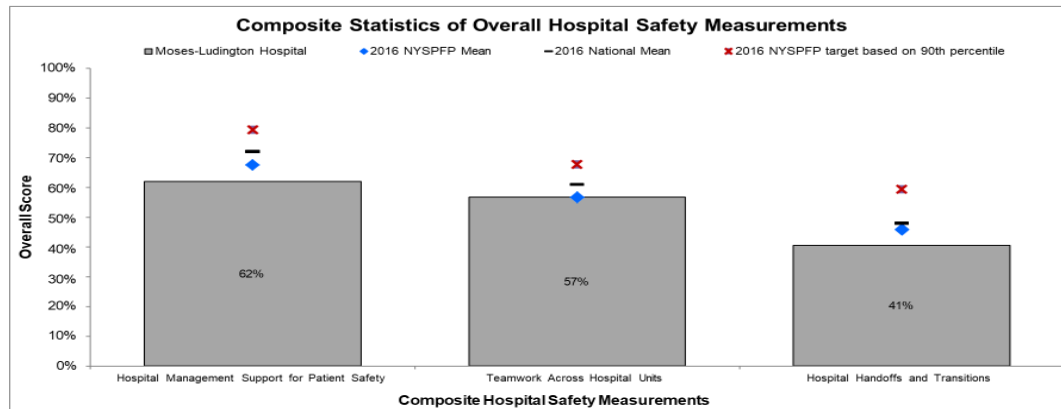


Culture of Safety MLH 2016



New York State
Partnership
for Patients

Moses-Ludington Hospital - AHRQ Culture of Safety Survey Results Hospital Response Rate = 44%

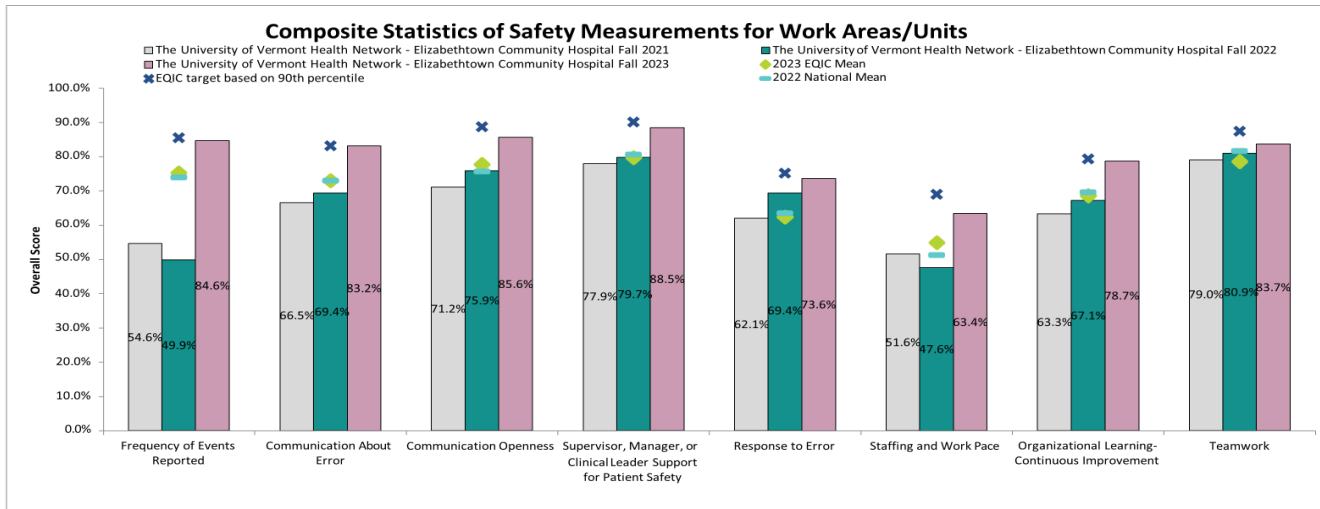


The data for this chart can be found in the "Data Table" Worksheet.

This analysis has been developed for your internal organizational use only. It is not intended to be shared with any external audience(s).

Culture of Safety

The University of Vermont Health Network - Elizabethtown Community Hospital - AHRQ Culture of Safety Survey Results Hospital Response Rate = 81.2%



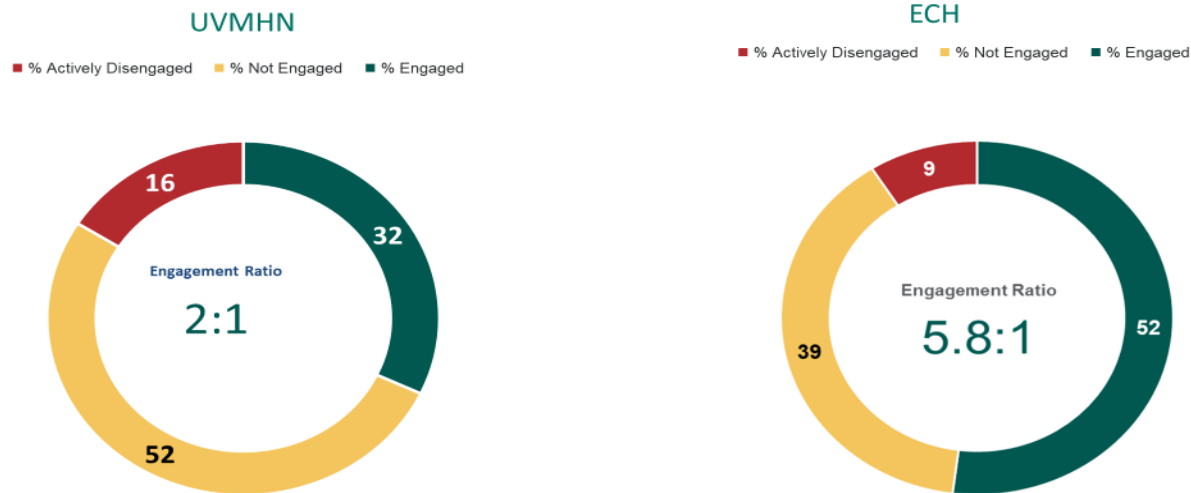
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Employee Engagement Results

2023 Engagement Index

(Ratio of Engaged to Actively Disengaged)



Note: Due to rounding, percentages may sum to 100% +/-1%; Numerical values shown when 5% or higher. Percent Engaged available when n ≥ 30. All categories available when n ≥ 100.

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Employee Experience

GALLUP®

EMPLOYEE ENGAGEMENT REPORT

UVM Health Network Employee Experience Survey 2023

Direct | Sprague, Tracy | All - All

May 15, 2023 - May 30, 2023 | Total Respondents : 33

Engagement Mean



Respondents
33

Percentile Rank



The mean is greater than 63% of those in the Gallup Overall database.

Highest Q¹² Items

Q01. Know What's Expected



Q03. Opportunity to do Best



Lowest Q¹² Items

Q02. Materials and Equipment



Q04. Recognition



Mean Scores compared to Gallup Overall Database: ■ < 25th Percentile ■ 25-49th Percentile ■ 50-74th Percentile ■ 75-89th Percentile ■ >= 90th Percentile

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Challenges

- Recruitment/Retention
- Housing
- Post Acute Resources
- Education/skills
- Interfacility Transport
- Reimbursement