



ANNUAL IMPACT  
**REPORT**

**2022**

## Dear Friends,



Let me start with 4 words:  
**Compassion, Collaboration, Quality, & Innovation.**

For 17 years, Lamoille Health Partners has kept these words as a compass to create high-quality, affordable, and comprehensive whole-person-centered healthcare services and programs for all people in the Lamoille Valley. Our passionate, dedicated team of clinicians, leaders and staff ensures you have access to all the healthcare resources needed during every stage of life including pediatrics, family medicine, dental care, behavioral health, psychiatry, pharmacy, medication-assisted treatment, and social services.

2022 was an incredible year of growth. We addressed a wide range of health and wellness needs through 64,561 patient visits, supported 1,793 patients with community care coordination, provided 3,452 heart-healthy meals and provided more than \$186,000 in patient financial assistance to our community. Our annual report highlights these incredible results based on the tireless efforts by our employees and willingness of our community to take charge of their health with these beneficial services.

As we continue to expand access to personalized care, we are excited to highlight the following:

- We added **six family medicine providers** to improve access and grow new services within the Lamoille Valley. To continue to bring top clinical talent to our community, we have applied to begin the planning phase for a new Family Medicine Residency Program. This will be a statewide initiative to bolster primary care in Vermont.
- We earned **several quality healthcare recognitions**, including three from the federal Health Resources and Services Administration in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response. Our UnitedHealthcare partner also awarded us five stars for quality care and a positive patient experience.
- A new **on-site retail pharmacy** launched in Stowe. This convenient pharmacy provides medication fills and refills, ensures access to low-cost medications and is supported by a doctorate-level pharmacist who is a member of the integrated care team.
- Lamoille Health Partners Community Center in Morristown **opened its doors** as a dedicated space for teens, seniors, and our community to gather socially.

We continue to partner with other health organizations in the region to advance targeted community health support through The Lamoille Health Collaborative. This is a continuation of our quest to serve our community with healthcare that is innovative, efficient, and safe.

Lamoille Health Partners strives for excellence — working with you to manage your health care, providing you with patient education, facilitating connections with other resources for care outside our walls, or helping you with setting goals for the health of you and your family. We are extremely proud to not only greet you at our office doors with Saturday hours, but also to have dedicated providers and caregivers who will meet you at your door when needed.

Please learn more in this Annual Community Impact Report about how our commitment to serving our community continues to grow and thrive through partnerships, innovative care delivery, and a commitment to quality care.

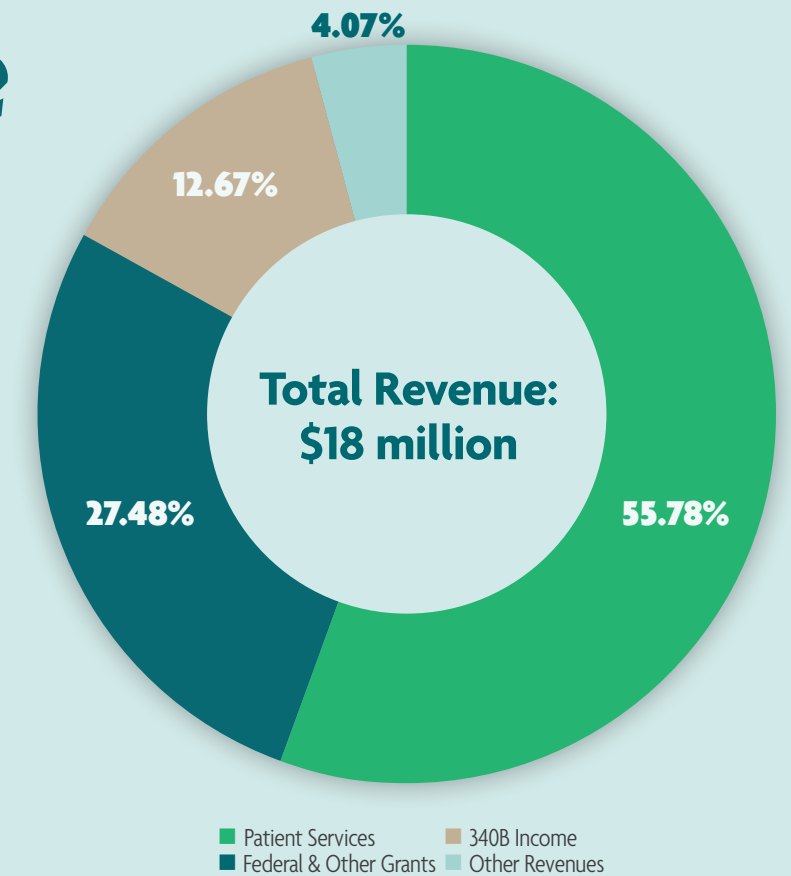
With gratitude,

**Stuart G. May**  
President and Chief Executive Officer

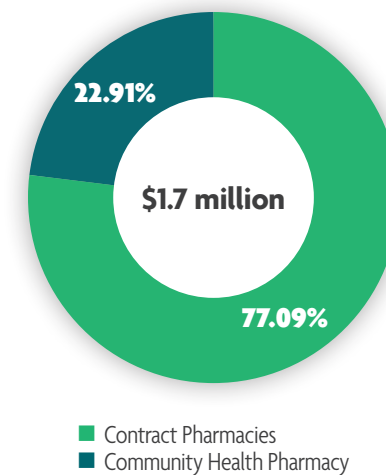
# 2022 by the Numbers

## Providing Access to Quality Healthcare Services

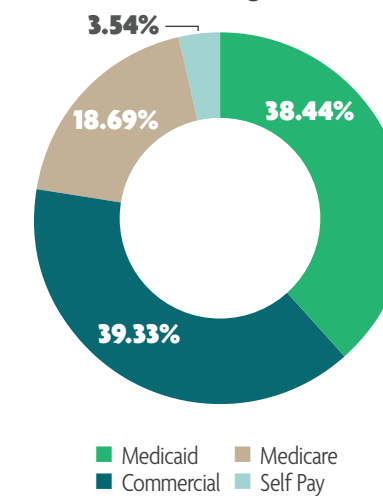
We are especially proud of the high-quality health and wellness services our team provided to infants, children, adolescents, adults, and seniors in 2022. Everyone thoughtfully enhanced the patient experience, delivering compassionate whole-person care with dignity, respect, and cultural sensitivity.



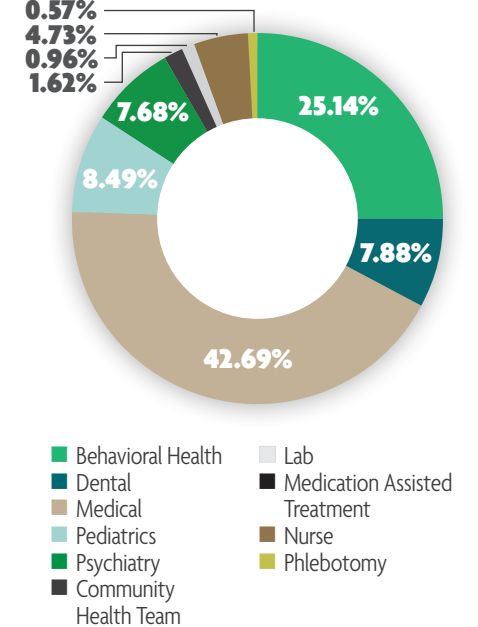
## Pharmacy Services



## Patient Coverage Sources



## Patient Visits



**\$186,842**  
in Patient Financial Assistance



# Community Health

## Community Health Team

The Vermont Blueprint for Health promotes high-quality primary care that is integrated with additional community services beyond the medical setting. Supported by commercial and public payers, the Blueprint provides for our multidisciplinary Community Health Team (CHT) professionals who offer coordination of care and personalized services not typically covered by insurance. Our CHT addresses the social determinants of health (SDOH) with a whole-person care approach.

**916**

patients served in 1,860 encounters

**150**

rides provided to medical appointments

**1,793**

patients served for post-discharge care coordination

**67**

families assisted with Vermont Health Connect enrollment

## Medication Assisted Treatment (MAT)

Medication assisted treatment (MAT) for opioid use disorder combines medications with specialized counseling support. Our rapid access to medication (RAM) program enables patients to access care within 72 hours so they can begin their recovery journeys quickly, leading to improved outcomes.

**125**

unique patients served

**18**

RAM appointments completed

# Nutrition Initiatives

Access to healthy food is a prevalent challenge, representing the most prominent SDOH that has a direct impact on the health and wellness of a community. Addressing food insecurity - even though it typically does not fall within the purview of healthcare — is an effective, integrated strategy to improve health status.

## Heart Healthy Meals

When individuals have the right nutrition, food can become medicine. Our Heart Healthy Meals program — a four-year grant-funded initiative delivered in collaboration with the Bi-State Primary Care Association and community resource partners — ensures those with food insecurity issues who may be at risk for cardiovascular disease can eat well and improve their heart health. Each program participant met with our CHT Registered Dietitian for meal planning and education specific to his or her needs.

**548**

heart healthy meals provided for individuals who are food insecure and at-risk for cardiovascular disease

## Food Insecurity

Many families who have food insecurity challenges find it difficult to locate resources. Even more so, it can be difficult to speak up and ask for help. That's why our CHT and clinical service providers engage patients in screening and referral processes, connecting families to the solutions they need quickly. In 2022, Meals on Wheels provided meal preparation and delivery, and Salvation Farms provided fresh produce to reduce barriers to good nutrition.

**2,903**

meals provided through Vermont's Everyone Eats program

**27**

families assisted with food insecurity solutions



# Leadership Across the Healthcare Ecosystem

We firmly believe that our leadership role in the Lamoille Valley can elevate the ability of the larger healthcare ecosystem in northern Vermont to positively impact both health and care. As we continue to extend our brand and service lines into our neighboring communities, we are simultaneously driving a foundational evolution toward a system that provides greater value and further strengthens outcomes.

## The Lamoille Health Collaborative

As a strategic solutions integrator, The Lamoille Health Collaborative is a partnership of dedicated community-health organizations that share resources and expertise to advance population health and wellness. Our exclusive investment in and bold leadership of The Lamoille Health Collaborative over the past two years has facilitated the vision to develop a seamless continuum of care so residents can receive the right care, from the right partner, at the right time.

### The Lamoille Health Collaborative Focus Areas

- Improving the health of pregnant women with complex needs
- Removing barriers to treatment programs for substance use
- Reducing and eliminating suicide risk



## “Growing The Health Of Our Community”

Lamoille Health Partners strategized, organized, and hosted an inaugural symposium event that brought together two dozen stakeholders for a full day of collaboration to address the sustainability of primary care and methods for maximizing health status of everyone in our community, regardless of their ability to pay. By working together, we laid the important groundwork to craft unique solutions, break down barriers, and amplify our impact.



# Service Enhancements

Our growth and sustainability strategy includes practical steps to increase our patient-centered service offerings and fortify the talented professionals who deliver and enable those services. Although many enterprises across America reduced their capabilities in 2022, we made incredible strides in enhancing our existing services, adding new lines of business, and reaching new areas of the community.

## New Clinical Capacity

Six new family medicine providers joined our clinical staff, allowing us to treat more patients and expand access to whole-person care. How pleased we were to welcome our experienced physicians Dana Kennedy, MD, and Tusa Van Vogelpoel, MD. We also welcomed talented family nurse practitioners Teia Foti, Steacy Suddaby, and Cassandra Verhusen, as well as our certified physician assistant Sarah Vredenburgh.



## Lamoille Health Pharmacy

In late 2022, we expanded our lines of business, launching the Lamoille Health Pharmacy at our Stowe site. The new retail pharmacy is truly a game-changer. Previously, patients would leave our offices with a necessary prescription, but lacking access to an affordable pharmacy option, some patients didn't receive their medications. By offering full-service medication fills, refills, consultations, and coordinated services in the same building as our primary care office, the new retail pharmacy closes gaps in care with an improved patient experience. The pharmacy is accessible to all in the community, even if they receive their medical care somewhere else.

## Mobile Dental Unit

We've already made an investment in the future with a mobile dental unit that will soon begin offering dentistry services wherever they're needed. By deploying experienced dental providers into the field who are focused on helping everyone, regardless of financial or insurance status, we can elevate dental health and hygiene for individual patients and across the population as a whole.

## School-Based Programs

Data shows that in the western portion of our county, residents access primary care at a lesser rate than other areas and score higher on vulnerability indicators. In 2022, we began extending access to care for these underserved communities with a school partnership. Students at Johnson Elementary School can now receive pediatric services, behavioral health, and dental hygiene visits on campus. School integration removes common barriers and promotes preventive services that improve health and wellness for our young people.



# Lamoille Health Partners Community Center



Building a thriving community means creating healthy opportunities for learning, discovering, growing, working, and playing. After taking over the operation of a building and revitalizing the space, we launched the Lamoille Health Partners Community Center in Morrisville in May of 2022. The community benefits from the free programs that promote healthy activities in a safe space, such as structured after-school workshops for grades 5 to 12, movies, games, and cooking classes. Through our partnership with the Lamoille South School District, the Center hosts life-skills programs that educate students with fun, hands-on experiences. Seniors also enjoy activities and complimentary tech tools. More new programs and features will be added in coming months.

It is through generous donations that we're able to offer the Center's programming for free. We're truly grateful that the ongoing campaigns continue to support our resources so we can foster healthy activities and gratifying fellowship among our neighbors and friends.

**18**  
senior community  
member  
participants

**80**  
after-school  
program  
participants



# Driven by Quality First and Foremost

We remain committed to always putting our patients first while delivering high-quality, whole-person care with a superior patient experience. Because of our accountability to lead with quality in everything we do, we're especially proud of our recognitions and awards.



## Partner Recognition

Strong relationships with payer partners are integral to our success. In 2022, we achieved a five-star overall quality ranking from UnitedHealthcare — the highest rating possible and a distinction that few achieve. First, we scored well on the insurer's patient experience survey known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS). We were also highly ranked for our ability to close care gaps, such as A1C testing, cancer screenings, hospital follow-up, medication adherence, and more. Additionally, UnitedHealthcare examined our follow-up actions for patients based on diagnoses. After weighing all these quality factors, our payer partner found Lamoille Health Partners to be a top performing network FQHC, making us a provider of choice for plan members.

## State Recognition

Our success begins with our people. We're thrilled that Lamoille Health Partners was chosen to receive a Governor's Excellence in Worksite Wellness Award. This honor highlights the way that we "walk the talk" by supporting the health of our community while also supporting the health, wellness, and quality of life for our own team of professionals.

## HRSA Quality Recognition

In its most recent review, the federal Health Resources and Services Administration (HRSA) ranked Lamoille Health Partners among the top 30% of all FQHCs in the nation. We earned positive ratings for all categories in the Uniform Data Set of measurements on patient characteristics, services provided, health outcomes, staffing, patients' use of services, revenue, and costs. In essence, this result means that HRSA has validated the outstanding quality we deliver through our clinical care services as well as our operations — as quantified against a high benchmark.

We also earned two HRSA Community Health Quality Recognition awards for notable achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response. In addition, we received HRSA's Advancing HIT for Quality award, which recognizes health centers that meet all criteria to optimize health-information technology services that increase access to care and advance the quality of care.





# Continuing Our Commitment

Throughout 2023 and beyond, Lamoille Health Partners remains committed to our core values and strives to create a healthy community where all people have access to the care they need. Our leadership continues to charter innovative practices to improve the delivery of services and to remove barriers to affordable and quality care. Ongoing, community-focused initiatives include:

- Enhancing access to care through convenient, same-day and walk-in appointments
- Supporting the next generation of primary care physicians through education
- Expanding programming at the Lamoille Health Partners Community Center
- Leveraging dynamic technology to improve patient convenience, **and much more**

## Our Values



Patient-Centered



Compassionate



Innovative



Trustworthy

## Chartering Innovative Care

### Board of Directors

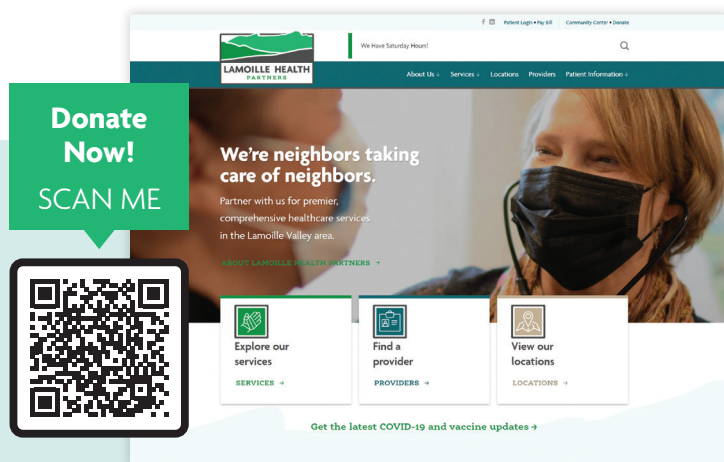
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609 Washington Hwy  
Morrisville, VT 05661

We are neighbors taking care of neighbors and our mission is simple:  
**Deliver premier, comprehensive healthcare for all people in the Lamoille Valley.**



### Thank You To Our Donors!

The Lamoille Health Partners Community Center is full of life, providing health-enhancing programs, meaningful services, and a connection place for the entire community. Your generous donations have ensured the continuity and longevity of programs, operations, and staffing, while investing in new opportunities for the future. Every dollar is directly allocated to this vibrant Community Center in the heart of Morristown.



802.888.0895



@lamoillehealthpartners