2025

Annual Report

Contents

A Message from the Board Chair and CEO — 3

Leadership Transitions: Welcomes and Thank Yous — 4

Highlights of VITL's work in 2025 — 5

- Delivering One Health Record for Every Vermonter
- Partnerships That Turn Data into Action and Support Team-Based Care for Patients of All Ages
- Delivering the Right Data, to the Right Place, Right When it's Needed

VITL FY25 Financials — 11

The VITL Board of Directors — 12

About VITL: Our Participants, Data, Services, Mission, and Vision — 14

A Message from the Board Chair & CEO

Interoperability is a goal that is both urgent and achievable.

When the VITL team says “interoperability,” we mean that each Vermonter’s health data is available, understandable, and used everywhere they seek care. We’re not the only ones talking about this vision. This topic, which was strictly for the health IT crowd a few years ago, is now widely understood to be an essential component of effective, efficient healthcare. The VITL team was pleased to have conversations throughout 2025 with everyone from providers to policymakers about why interoperability matters to them, and how we will achieve this vision together.

There are many ways to advance interoperability, and we are enjoying the lively statewide debates about the “hows.” We listen and defer to providers and provider organizations, always, about what tools will work best to support patient care in their own organizations. We expect to see more electronic health record consolidation in the years ahead. And we know that no matter the number of electronic health records used by Vermont’s hospitals and health centers, there will always be an essential role for VITL in supporting those organizations’ information needs while connecting the last mile of health care in Vermont.

Many of the providers who care for Vermonters do so at organizations that are small, independent, and rural. They must remain connected to the larger health care ecosystem to support informed, coordinated, whole-person health care for all Vermonters. The goal of whole-person healthcare also requires data sharing with the organizations that provide specialty mental health care, substance use disorder treatment, school- and home-based care, emergency medical services, and more. VITL will continue to expand and advance our interoperability work in service of these essential members of Vermonters’ care teams.

2025 marked VITL’s 20th year serving Vermont. We are proud of the team’s work this year to advance interoperability — work we’ll share in the pages ahead. Highlights include expanding use of our unified health record, delivering even more data directly into the records providers use every day, and building new data sharing connections with public health programs.

But what excites us most is what’s ahead. Providers’ data and information needs continue to expand, available technology continues to advance, and we must evolve, too. The VITL team spent the end of 2025 mapping a new future — exploring new technologies that will meet our health system’s need for interoperability in 2026 and beyond. We can’t wait to share more about what’s next.

Emma Harrigan,
Board Chair

Randy Farmer,
President and CEO

Leadership Transitions: A Welcome and Thank-Yous

Welcome Randy

In December 2025, Randy Farmer joined VITL as President and Chief Executive Officer. Farmer spent more than a decade at the Delaware Health Information Network (DHIN), where he most recently served as Chief Operating Officer and led customer engagement, data analytics, project management, and new business strategy.

> **"I'm honored to join the VITL team and to partner with providers, policy makers, and the many other Vermonters who rely on effective health data sharing. VITL has a proud legacy of excellence and innovation, and I'm excited to build on that success. Safe and secure sharing of health information is essential for advancing the cause of medicine and improving care affordability. I'm looking forward to seeing the impact we can have together."**
>
> *– Randy Farmer, VITL CEO*

Farmer brings deep experience in health information exchange operations and a clear understanding of how trusted data and interoperability can drive better care coordination and system-wide value. As CEO, he is focused on strengthening VITL's partnerships, advancing data exchange and analytics, and ensuring the organization continues to meet the evolving needs of Vermont's health care community.

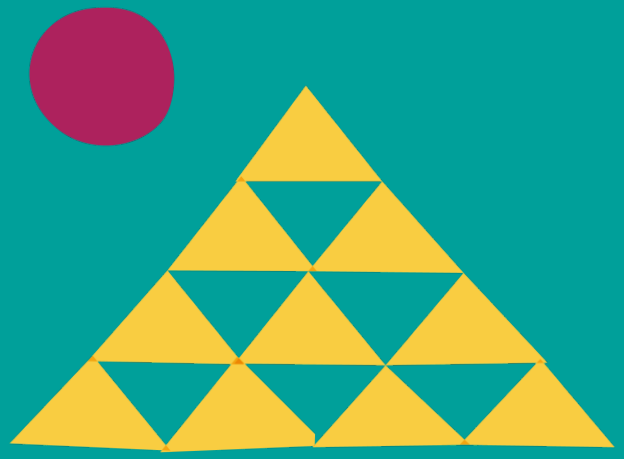
Thank you, Beth

Beth Anderson stepped down as VITL CEO in July 2025. During her five and a half years, Anderson led major expansions in the use and value of Vermont's statewide health information exchange, more than doubling access to unified patient records. She broadened the scope of shared data to include pharmacies, laboratories, and behavioral health providers, and strengthened VITL's partnership with the Vermont Department of Health. VITL Board Chair Emma Harrigan shares, "Under Beth's strategic, steady leadership, VITL has become an indispensable partner to heath care providers and everyone working to build a more connected, effective, and affordable system of care for Vermonters. The Board thanks Beth for her service." The team at VITL also thanks Beth for her exceptional leadership.

Thank you, Cara

From late July to early December 2025, VITL Chief Financial Officer Cara Callanan served as Interim CEO. Board Chair Emma Harrigan said "The VITL Board thanks Cara for expertly leading VITL over the last five months," a sentiment seconded by the VITL team.

Highlights of VITL’s work in 2025



Delivering One Health Record for Every Vermonter

VITLAccess: a unified source for patient data supports better health

VITL's work is all about creating one health record for every Vermonter, made up of data from the many places they receive care over the years — hospitals, health centers, private practices, specialists, laboratories, pharmacies, and more. VITL seamlessly delivers that data to health care providers and professionals through a variety of services, often behind the scenes. One service that is tangibly, recognizably, "VITL" is the **VITLAccess Provider Portal**.

VITLAccess provides a read-only, longitudinal patient health record that includes data from **142** contributing organizations.

Providers and staff of the **216** Vermont health care organizations that use VITLAccess access patient records an average of **23,331** times each month.

> **In FY25, 68% more providers and health care professionals accessed 100% more patient records in VITLAccess than just two years ago.**

In their words...

"VITL is our lifeline. It paints a picture of the patient — a full picture of the patient."

—Nurse, residential facility

"I definitely do use it every day…the amount of time I spend [gathering information] on five people would probably be the same amount of time I would spend on one person if I didn't have VITL."

—Nurse, telehealth

"Why would you chase down faxes when there's VITL?"

—Medical Director, hospital

One Health Record: Care Stories

VITLAccess users share their experiences

Complete Information Enables Complete Care

A new patient came to a naturopathic clinic with no records. The patient said that they were prediabetic, but the provider saw in VITLAccess that the patient's last few blood tests indicated full diabetes.

> **"Being able to access [VITLAccess] in the moment allowed me to plan for different care needs…to do much different things than we would have otherwise."**
>
> *– Naturopathic Physician*

Timely access to a more complete patient history led the provider to plan for podiatry and optometry appointments, essential to diabetes care. This informed care may have prevented future complications and costs for both the patient and Vermont's health care system.

Efficient Access to Patient History Supports Rapid Response

A patient with a severe seizure history entered a correctional facility. The health care staff knew the patient was on several medications, but the patient reported that they hadn't been able to get them recently and was unable to provide specific medication names and doses. The patient had experienced a medical emergency prior to arrival, and the staff were concerned about the patient's well-being.

This occurred on a weekend, so access to prior care providers was limited. A nurse was able to log into VITL and find out what medications the patient had been on and immediately initiate an emergency fill from the local pharmacy.

Timely access to critical medication for the patient avoided a trip to the emergency department and the resources involved in emergency transport and care.

Partnerships: Turning Data into Action

Rutland Mental Health Services is one of the many organizations that rely on VITL data every day to support high quality, well coordinated care for Vermonters

For more than 70 years, Rutland Mental Health Services (RMHS) has served Vermonters across Rutland County with comprehensive behavioral health services — supporting people from early childhood to elder care. As a cornerstone of the community, RMHS provides mental health, substance use disorder, and developmental services that are deeply connected to patients' overall health and well-being.

That work depends on timely, reliable access to health information. Through VITL, RMHS clinicians and care teams can see a more complete picture of the individuals they serve, regardless of where else patients receive care. "Mental health and physical health are closely related, and we're putting those pieces together," said Jit Singh, Director of Information Technology.

RMHS receives admissions, discharge, and transfer notifications that begin with data VITL collects from Vermont hospitals and emergency departments. These notifications provide real-time awareness when clients move through emergency departments or inpatient care, enabling RMHS to prepare for client transitions and ensure the right community-based supports are in place.

> **"From a clinical perspective, that information is critical."**
>
> *– Scott Louiselle, Director of Quality Improvement, Rutland Mental Health Services*

RMHS staff also rely on VITLAccess to quickly retrieve medical histories from multiple providers, eliminating time-consuming phone calls and faxes. This centralized data supports faster onboarding of new clients and strengthens care coordination across settings. "Our nurses can log in and immediately see what they need," noted Rob Mitchell, Director of Information Systems. "That saves time and improves continuity of care."

By delivering essential health data when and where it is needed, VITL empowers organizations like RMHS to coordinate care more effectively — helping ensure Vermonters receive the right care, at the right time, in the right setting.

Partnerships: Supporting Team-Based Care for Patients of All Ages

New Approaches Connect Care Teams for Children with Complex Conditions

For children with complex medical needs and their families, health care doesn't just happen at the pediatrician's office. They may frequently visit their local hospital, engage with multiple local specialists, travel for highly specialized services, and find day-to-day support from school nurses, home-based services, and a network of family and other caregivers. Shared plans of care are holistic, person-centered records of how this whole team works together to support the goals of the child and their family.

In 2025, VITL worked with The Vermont Child Health Improvement Program (VCHIP) at the Larner College of Medicine to develop new VITLAccess functionality that enables certain users to directly upload shared plans of care to the portal. Fellow care team members across organizations can access those plans. A group of primary care and specialty providers are piloting this approach as part of a multi-year VCHIP care coordination collaborative including providers, quality improvement professionals, public health professionals, family advisors, and others working to advance care for children with special health needs.

> **"This project demonstrates the power of collaboration to improve care and reduce cost. The team coalesced around the goal of improving care coordination for children with medical complexity, leveraging a novel use of health information technology. We believe this project has the potential to improve efficiency and support for Vermont primary care providers, who are the foundation of our health care system."**
>
> *– Keith Robinson, M.D., UVM Health Golisano Children's Hospital / Larner College of Medicine*

VITL Insights Help Older Vermonters Stay Healthy at Home, not the Hospital

Across Vermont, the Support and Services at Home (SASH®) model demonstrates how coordinated care, powered by timely health data, can improve outcomes while controlling costs. Serving more than 5,000 older adults and people with diverse needs, SASH has been shown to improve population health, reduce Medicare spending, and help people stay healthy and independent in their homes. Learn more about how VITL supports SASH's essential work in this post.

Delivering the Right Data, to the Right Place, Right When it's Needed

3 ways VITL is delivering more data right into providers' electronic health records

VITL is working towards a future where health care providers never have to leave their own electronic health records to access the comprehensive, multi-organization health records they need. More complete data supports the best possible patient care, while less switching between systems saves time, supporting a more efficient health care system.

1) In 2025 VITL delivered **1,307,615** laboratory results, radiology reports, and transcribed reports (notes) from hospitals directly into the electronic health records of **622** providers at Federally Qualified Health Centers and independent primary care practices.

2) In 2025 VITL delivered **675,926** medical records (in the form of Continuity of Care Documents) directly into the medical records of University of Vermont Health and the U.S. Department of Veterans Affairs / Department of Defense.

3) In 2025 VITL delivered **610,548** complete immunization histories directly into providers' electronic health records, a service one practice says saves an hour and twenty minutes of their nurses' time every day.

New data integration supports efficient access for public health professionals

In last year's VITL Annual Report, we shared how the Vermont Department of Health's Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) uses VITL data in their work. This data helps participants stay enrolled and program staff deliver customized, supportive services. The Hardwick Gazette reported on the partnership's impact.

In 2025, VITL built a new data sharing connection delivering health information for WIC participants directly into the record that WIC staff work in every day. Rather than searching for participant records in VITLAccess, or calling busy providers' offices for information, WIC staff stay in their own tool and push a button that delivers just the data needed to support WIC services. When needed data are available in VITL and successfully import into the WIC system, this saves valuable time for Health Department staff. This is one example of VITL's commitment to advancing seamless, efficient access to essential health data for public health professionals.

> **Since launching a new data sharing integration in May 2025, VITL delivered WIC participant data directly into WIC software systems 6,119 times.**

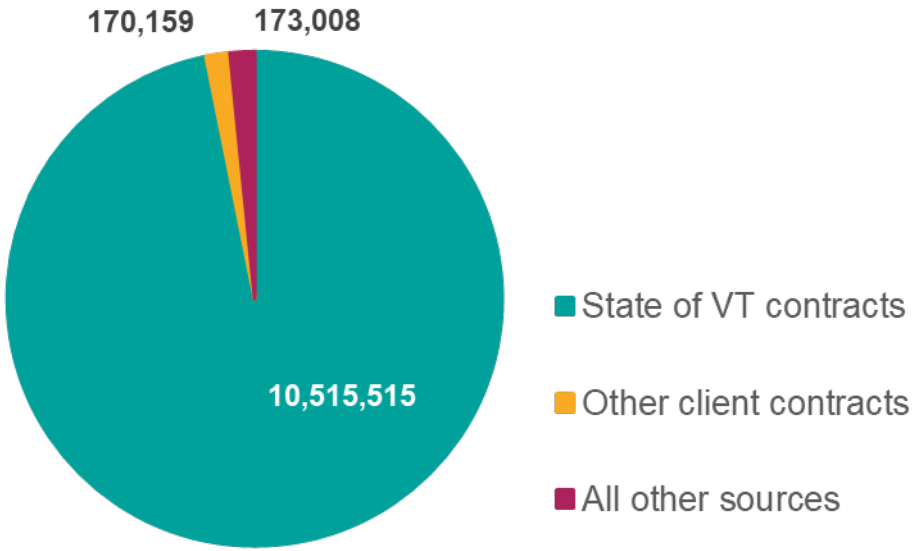
Fiscal Year 2025 Financials

Revenue and Expenses

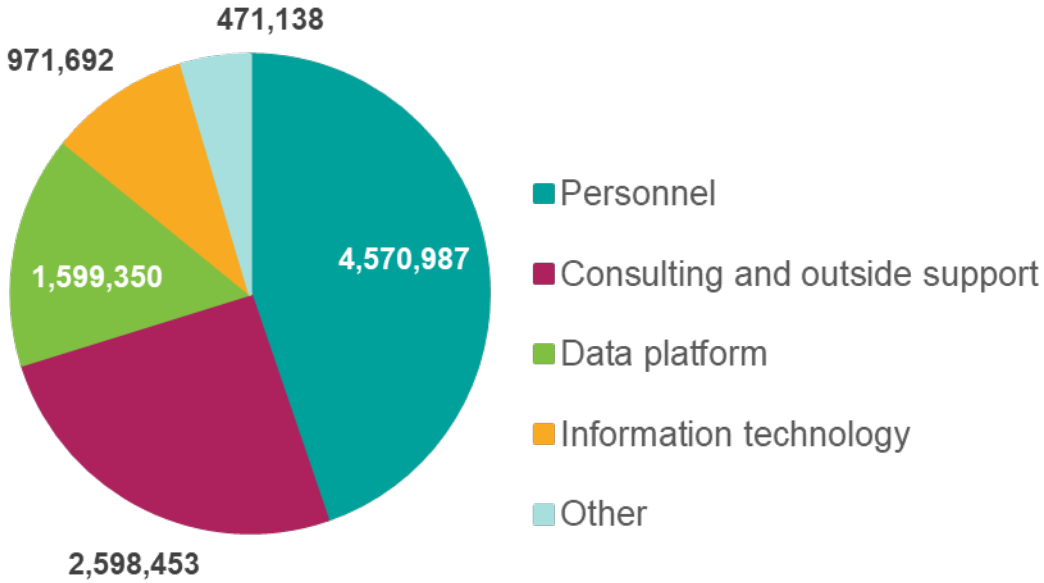
VITL's audited financials for Fiscal Year 2025 (FY25) show total revenue of $10,858,682 and expenses of $10,211,620. While overall performance was better than budget, revenue and expenses were below budget due to shifts in the scope of several projects during the contract year.

The complete FY25 financial statements, as well as historical financial statements, are available at www.vitl.net/about-vitl/financials.

FY25 Audited Revenues



FY25 Audited Expenses



The VITL Board of Directors

Emma Harrigan
Board Chair
Freedman Health Care

Shawn Burroughs
Board Vice Chair
Northeastern Vermont Regional Hospital

Jessa Barnard, Esq.
Board Secretary
Vermont Medical Society

Debra Royce
Board Treasurer
Gallagher, Flynn, and Company

Steve Cummings, BSN, MBA
Brattleboro Retreat
joined December 2025

Carrie Hathaway
Howard Center
joined December 2025

Leah Fullem, MHCDS

Rick Hildebrant, MD, MBA
Vermont Department of Health

Sarah Lindberg
Freedman HealthCare

James Mauro
Blue Cross Blue Shield of Vermont

Norman Ward, MD
UVM Medical Center

Randy Farmer
VITL

With Deep Gratitude...

We would like to thank these departing board members for their years of dedicated service, guidance, and wisdom.

Susan Besio, PhD

7 years of service

Kelly Champney

7 years of service

Beth Anderson

***5.5** years of service*

About VITL

a supplement to VITL's 2025 Annual Report

About VITL

VITL is a Vermont-based 501(c)(3) nonprofit that shares health information responsibly to help providers care for their patients.

We are designated by the Vermont Legislature to operate the Vermont Health Information Exchange — a health data sharing network that is creating one health record for every Vermonter.

VITL Participants

280 total organizations contribute and/or access data through VITL

	Contribute Data	Access Data
Hospitals (including Vermont hospitals and a border hospital, along with their inpatient and ambulatory services, emergency departments, and owned specialty and primary care practices)	15	14
Vermont Federally Qualified Health Centers	11	11
Independent Specialty & Primary Care Practices	74	109
Home Health Agencies	7	9
Housing Authorities, for SASH Program Delivery	-	6
Nursing Homes and Long-Term Care Facilities	4	3
Pharmacy Chains and Independent Pharmacies	14	1
Laboratories (State and Commercial)	14	-
Departments of the State of Vermont	3	3
Designated Mental Health Agencies and Specialized Services Agencies	-	11
Emergency Medical Services Agencies	-	53
Payers	1	1

VITL Data

Types of data VITL collects and shares

Health information exchange uses specific types of messages and data feeds, defined by international standards such as Health Level Seven (HL7) and Fast Healthcare Interoperability Resources (FHIR). Adhering to these standards, VITL ingests and shares the following data types:

- Admission, discharge, and transfer (ADT) message notifications
- Patient record summaries called Continuity of Care Documents (CCDs)
- Laboratory and pathology test results
- Radiology reports (radiologists' readings of diagnostic imaging, not the images themselves)
- Clinical notes and transcriptions
- Immunization records

VITL Data Delivery Services

VITL is a hub for efficient data sharing

VITL enables our data contributors to send data to one place — the Vermont Health Information Exchange — instead of building point-to-point connections with each of the organizations they need to send data to. The data that VITL delivers informs care delivery and coordination, public health, and population health efforts.

In 2025, VITL delivered data, on behalf of data contributors, to:

- Clinicians and staff at organizations that provide patient care
- Public and private payers
- The Vermont Department of Health
- The Vermont Blueprint for Health
- The Vermont Chronic Care Initiative

VITL Data Access Services

Secure access to comprehensive health records, when and where data is needed

The VITLAccess provider portal offers browser-based access to one consolidated health record for each of the 98.9% of Vermonters who are sharing their data through VITL. This record is made up of clinical data from many of the places they receive care, including independent practices, academic medical centers, health centers, pharmacies and labs, and more. VITLAccess is available at no cost to providers and staff at health care organizations, public and private payers, accountable care organizations (ACOs), and public health authorities.

Delivery of test results, imaging reports, and notes into electronic health records (EHRs) for greater efficiency compared to fax- and phone-based workflows.

Delivery of clinical summary documents into EHRs. Some health care organizations can pull clinical record summaries from VITL data contributors, called Continuity of Care Documents, into their EHRs.

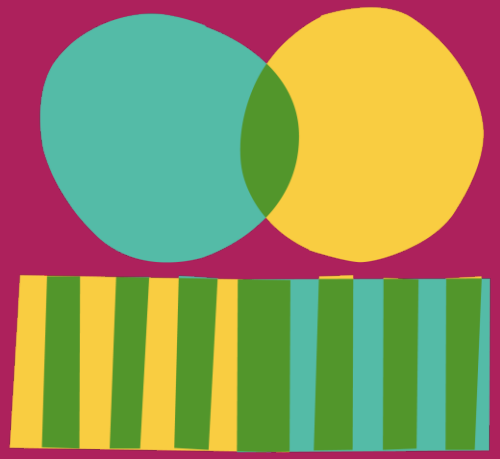
In-EHR Immunization Registry Query delivers comprehensive immunization histories from the Vermont Department of Health's Immunization Registry directly into the patient record along with a forecast of patient immunization recommendations based on Centers for Disease Control (CDC) guidelines.

Event notification through a partner delivers real-time data about patient care provided in Vermont's emergency departments and hospitals, helping the whole care team coordinate services and supports.

Custom reporting and analytics that provide data about patient and population health. This includes data from across organizations and regions of Vermont.

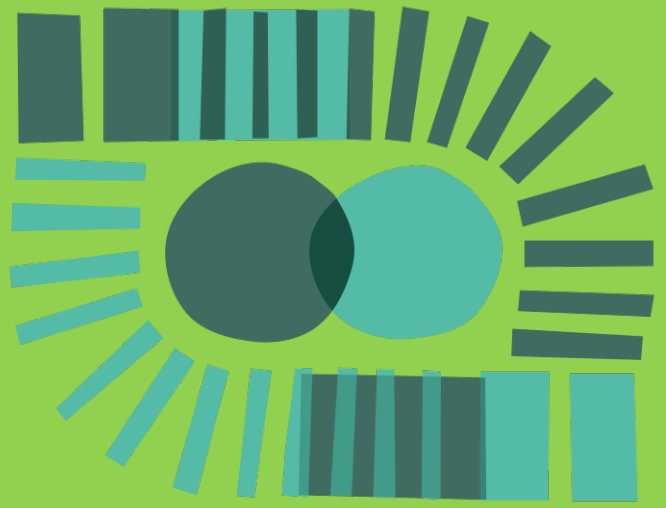
VITL's Mission

To securely aggregate, standardize, and share the data needed to improve the effectiveness of health care for Vermonters



VITL's Vision

To be a leader in collaboratively delivering data that leads to better health



VITL