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UVM Health Network

Supporting Documentation for Vermont Senate Finance
Committee

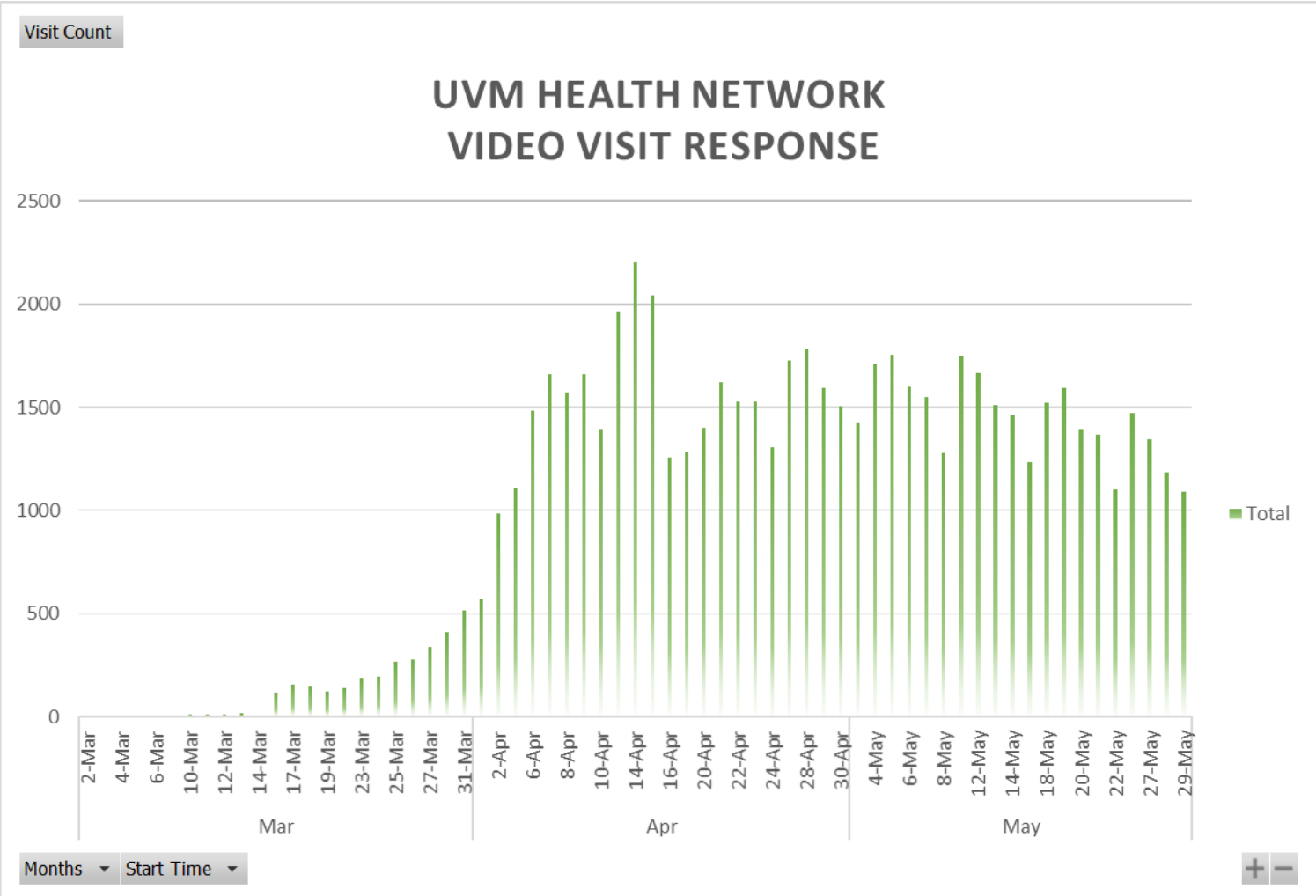
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— THE —
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HEALTH NETWORK

UVM Health Network Response

- All UVMHN Health Network Facilities
 - UVM Medical Center
 - Central Vermont Hospital
 - Porter Medical Center
 - UVMHN Home Health and Hospice
 - NY Hospitals (ECH, CVPH, AHMC)
- From 25 to 100+ Departments deployed including both ambulatory and inpatient workflows
- From 150 to 3000 Telehealth Platform Users (Providers and Staff)

Video Visit Volume



User Experience Assessment Findings Concerning Broadband

- **Patients**

- Patients are having to drive to locations to find network (*Even in Milton and Essex but more so in Central Vermont*)
- Unstable networks at home effect the quality of care
- Many patients are not able to afford broadband and mobile data plans

- **Provider**

- Technical assistance interferes with the time that should be focused on care
- Providers quickly transition to phone care when technical issues arise
- Providers have broadband availability issues at their homes that prevent them from providing optimal care
- It is frustrating to providers that they can't provide care because of social economic issues with low income Vermonters