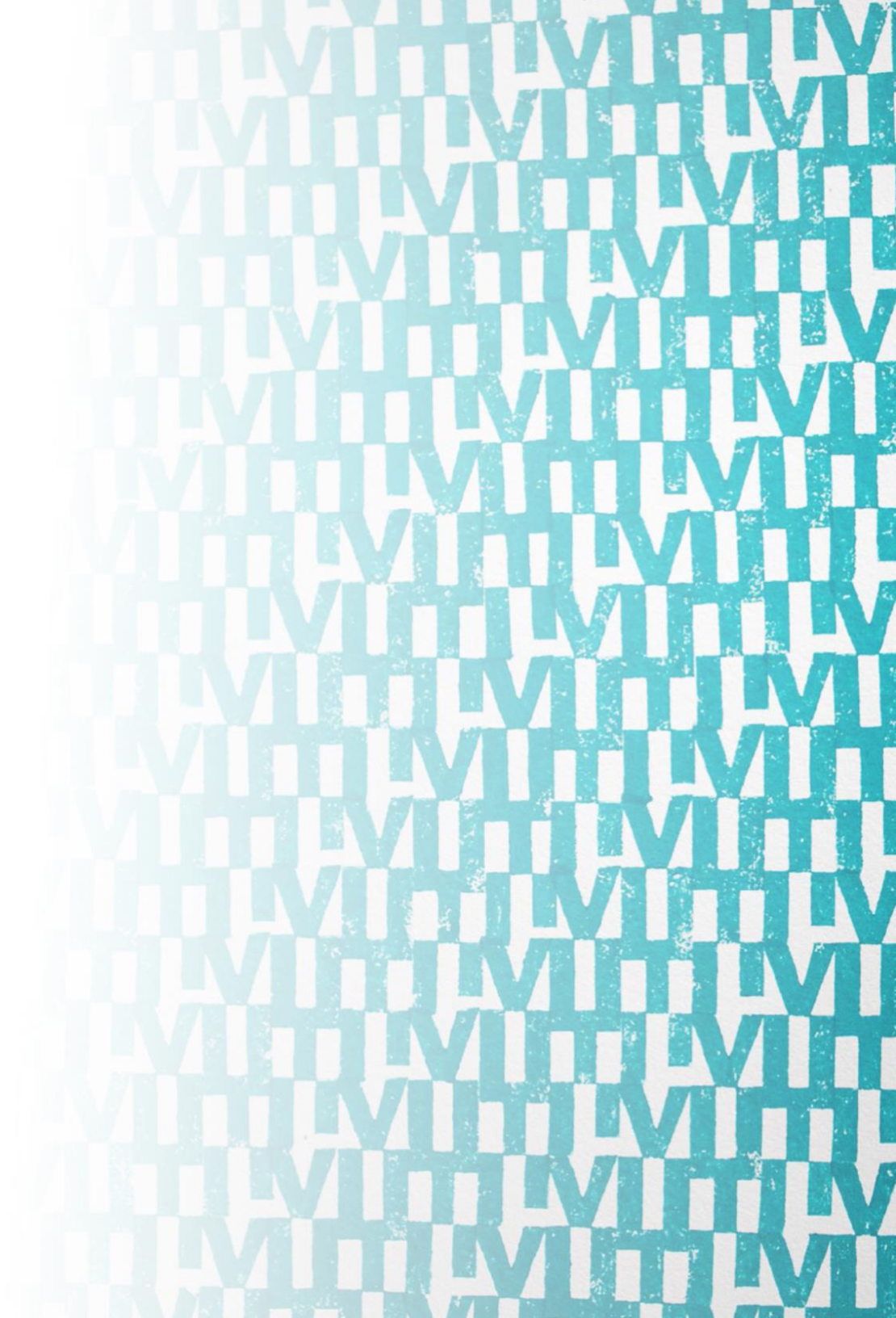


2022

Annual Report

VITL

Vermont Information
Technology Leaders, Inc.



VITL delivers secure, trusted health data for Vermonters every day to help improve health care outcomes and reduce costs.



98.9%

**of Vermonters are
sharing their health
records through VITL**

VITL's 1325 connections to health care organizations including hospitals, Federally Qualified Health Centers, and independent primary care practices deliver data in real time.

In 2022,

VITL securely delivered crucial information about vaccinations, lab tests, radiology results, diagnoses, and hospitalizations for the 98.9% of Vermonters who share health data through the Vermont Health Information Exchange. This data is building a more complete record of each person's health, which VITL makes available to the clinicians and organizations that care for them.

Nationwide, the role of a health information exchange is evolving to a new model of health data utility, and we are at the forefront of that evolution here in Vermont. Health data utilities are statewide entities, guided by a broad and diverse set of stakeholders, that deliver essential health data, always directed by the needs of the local health care ecosystem and the people it serves. As an emerging health data utility, VITL does more than just transmit raw data – we deliver high quality, actionable information at the point of care and beyond, for public health, population health management, care coordination, quality improvement, and value-based care.

This work is made possible by people, partnerships, and the advanced technology that VITL has implemented over

the last several years. The impacts are both personal and collective – for example, VITL data is used to notify a primary care physician when a patient needs help coming home from the hospital and VITL data also informs our state's public health response to emerging diseases.

VITL continues to serve and partner closely with stakeholders across Vermont, including the State of Vermont Agency of Human Services, the Vermont Department of Health, the Health Information Exchange Steering Committee, and 191 Vermont health care organizations including hospitals, Federally Qualified Health Centers, and independent practices.

The advancements we made together in 2022 are evidence of the health data utility model at work. In this report, we will highlight:

- VITL's launch of a new clinical portal in 2022
- VITL's partnership with the Vermont Department of Health
- VITL's continued necessity during cyberattacks
- Plus, a first-of-its kind federal recognition and a new regional partnership.

In the year ahead, we'll continue to build our partnerships and leverage our new technology to advance interoperability and ensure that comprehensive health data is always available when and where Vermonters need it.

On behalf of the VITL Board of Directors, Leadership, and Staff:

Beth Anderson, President and CEO

Richard Elmore, Board Chair

VITL Participants

191 organizations contribute and/or access data through VITL

	Contribute Data	Access Data
Hospitals (including all Vermont hospitals and a border hospital, along with their inpatient and ambulatory services, emergency departments, and owned specialty and primary care practices)	16	16
Vermont Federally Qualified Health Centers	11	10
Independent Specialty and Primary Care Practices	29	63
Home Health Agencies	5	6
Nursing Home and Long-term Care Facilities	0	4
Pharmacy Chains and Independent Pharmacies	10	1
Laboratories (State and Commercial)	20	0
Departments of the State of Vermont	2	4
Designated Mental Health Agencies and Specialized Services Agencies	1	12
Emergency Medical Services	0	37
Payers & Accountable Care Organizations	0	3



“

I've become an evangelist about it. When people at my practice need information, I'll just say again, 'Hey, everybody should be logging on to VITL.' ”

– Dr. Melissa Volansky, Physician, Chief Medical Officer, Lamoille Health Partners

VITL Services

Healthcare care organizations rely on VITL for secure data access and streamlined data delivery that informs patient care and public health.

VITL supports participants' health data needs when they need it most, through:

The VITLAccess clinical portal, which is accessible by web browser for access to health data across many types of health care organizations, such as rural practices, community health centers, and academic medical centers.

Electronic health records, where we're delivering laboratory results, radiology reports, and transcribed reports to 582 clinicians for greater efficiency compared to fax- and phone-based workflows. VITL is building application programming interfaces (APIs) to deliver more data types directly into electronic health records or in-electronic health record apps for the greatest efficiency at point of care.

Event notification, which delivers real-time data about patient care provided in emergency departments and hospitals, helping the whole care team coordinate services and supports.

Custom reporting and analytics, which answers questions about individual and population health. This includes data from across organizations and regions of Vermont.

VITL delivers value to Vermonters through data sharing

Data contributors benefit from the delivery of their data, via the Vermont Health Information Exchange, to a variety of stakeholders. The streamlines required data submission and reporting for clinicians and informs public health and population health efforts.

Data is delivered to:

- Clinicians and organizations that provide care
- The Vermont Department of Health
- The Vermont Blueprint for Health
- OneCare Vermont
- The Vermont Chronic Care Initiative

850 connections collecting data

475 connections delivering data

Commitment to Patients

VITL is committed to continuously securing patient data, and to helping patients understand how their data is shared and used.

VITL protects patient health information

The security and confidentiality of patient health records in the Vermont Health Information Exchange has always been a core focus of VITL's work. Here's how we do it:

- **A privacy officer and a security officer oversee policy development and implementation** and deliver education for all VITL staff.
- **Access to Vermont Health Information Exchange data is logged and audited regularly**, in compliance with federal and state laws and VITL policies. Patients can also request an audit of access to their data.

VITL will continue to regularly review and update our security tools and policies to ensure alignment with best practices and mitigate the ever-changing threat landscape. Our goal is to maintain effective, sustainable protections across all data managed by VITL.

98.9% of Vermonters share their health data

1.1% of Vermonters have opted-out of sharing their health data

VITL delivers public education

VITL believes every patient should have access to information about how their data is shared and be able to easily choose to continue or limit sharing. We also provide full patient records and audits of access of those records to patients on demand.

To build awareness, we continued offering a robust education toolkit to health care organizations to share with their patients. VITL also relaunched direct-to-Vermonters communications, with an education campaign including video and social posts, connected to a patient-friendly website.



In 2022, a VITL video about how health data is shared and why it matters was viewed 4.3 million times on Facebook and Instagram and 555,000 times on YouTube.

[Watch the video](#)

A New VITLAccess

The new VITLAccess clinical portal is designed to improve health data accessibility for members of Vermonters' care teams.

VITL launches new clinical portal, driven by participants' needs

In 2022, VITL launched a new VITLAccess clinical portal. This delivers the benefits of our new data platform, which include **improved people matching and data-parsing capabilities** from clinical documents into easily searchable fields.

The new portal is **informed by participants' feedback** and through piloting with a group of 49 clinicians and staff.

The rollout included **frequent trainings and introduced the VITLAccess Learning Hub** for on demand learning. **Participant feedback is strongly positive**, and use of the portal by health care organizations **continues to grow**.

2,258 VITLAccess users performed . . .

122,242 patient record queries in 2022.

The new portal is **extensible**. VITL continues to collect feedback and we look forward to adding new data sources and data types, while configuring new views – **all in service of participants' needs**.

Who uses VITLAccess?

- **A quality improvement professional at a Federally Qualified Health Center**, who uses VITLAccess to identify which patients have had recommended preventative screenings such as mammograms, colonoscopies, and Pap tests, then creates plans to close care gaps
- **A psychiatric care coordinator at a Designated Mental Health Agency** who checks patients' medication lists to ensure new prescriptions given at her agency do not have dangerous interactions with existing medications
- **A doctor in a naturopathic practice** who reviews his patients' records to understand the care they received in other settings since their last visit to his practice
- **A medical admissions professional at a Designated Mental Health Agency**, who checks VITLAccess first and only contacts other health care organizations with records requests if the data is not available
- **An emergency medical services crew leader** who assesses care quality delivered on ambulances by tracking his patients' subsequent diagnosis and treatment in the emergency room
- **A case manager at an insurer**, who helps members understand the self-care instructions and follow-up care they receive at the end of an inpatient stay

Inside the New VITLAccess

Patient Charts
Sources: All

VITLPERSON, ONE (M, 56)
DOB: 05/03/1966

Demographics

Address: 123 VITL Way Apt ABC, Burlington, VT

Summary
All Results ✕
Allergies ✕
Documents ✕
Medication ✕
Problems ✕

Problems 🗨️

Medication 🗨️

Allergies 🗨️

Vital signs 🗨️

Encounters 🗨️

Insurances 🗨️

Procedures 🗨️

Equipment Devices 🗨️

Documents 🗨️

All Results 🗨️

Immunizations 🗨️

Family History 🗨️

Social History 🗨️

Patient Relationships 🗨️

The widgets – such as “all results,” “immunizations,” and “documents” – are typically expanded on the summary screen, as shown in the medication widget above. The benefit to participants is a quick read of the latest entries in a patient’s chart from multiple organizations.

The tabs along the top present the same information in a more expanded view plus search, filter, and print functionality.

Medication ⌵	Route ⌵	Dose	Start/End Dates ⌵
METOPROLOL METOPROLOL	ORAL		Start: 10/15/2021 00:00 End:
ATORVASTATIN CALCIUM ATORVASTATIN CALCIUM 40 MG TABS	ORAL		Start: 04/26/2019 00:00 End:
LOSARTAN POTASSIUM LOSARTAN POTASSIUM 100 MG TABS	ORAL		Start: 12/31/2018 00:00 End:
BRIMONIDINE TARTRATE ALPHAGAN P 0.1 % SOLN	OPHTH		Start: 09/05/2017 00:00 End:
TRAVOPROST SOLN TRAVATAN Z SOLN	Unknown		Start: 10/13/2015 00:00 End:
TRAVOPROST TRAVATAN Z 0.004 % SOLN	OPHTH		Start: 10/13/2015 00:00 End:
AMLODIPINE BESYLATE AMLODIPINE BESYLATE 5 MG TABS	ORAL		Start: 10/06/2015 00:00 End:

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Essential Data for Public Health

VITL's partnership with the Vermont Department of Health will help Vermonters live healthier lives and will serve us in times of crisis.

The pandemic's lesson of the value of health information exchange to public health continues to be realized here in Vermont. In 2022, VITL and the Vermont Department of Health continued to implement solutions that will help Vermonters be healthier every day and serve us in times of crisis.

In 2022, **The Vermont Department of Health and VITL designed the first bi-directional immunization data feeds between the Vermont Immunization Registry and a Vermont hospital.** In 2023, we will build new bi-directional data connections with more hospitals, Federally Qualified Health Centers, and primary care practices. This will enable clinicians and staff in the community to query the Registry directly from their electronic health record. They will be able to efficiently determine, for example, whether a patient in the emergency department is up-to-date on their tetanus shots, or which primary care patients on tomorrow's schedule need a flu shot.

The Vermont Department of Health began using the VITLAccess clinical portal during the COVID-19 pandemic to conduct case investigations without burdening clinicians with record requests. **Today, more programs of the Vermont Department of Health have recognized the value of the information available and are using the VITLAccess clinical portal for essential public health work,** reducing the effort of manual data collection for the Vermont Department of Health and clinicians providing care in their communities.

MESSAGES DELIVERED TO THE VERMONT DEPARTMENT OF HEALTH

1,628,610 reporting immunizations

716,463 reporting COVID-19 results

For example, the VITL team is planning VITLAccess training for a large group of staff from the USDA Special Supplemental Nutrition Program for Women Infants and Children (WIC), who will monitor WIC participants' clinical measurements to help evaluate needs and direct appropriate nutrition support services to the mothers and children who need them.

Also in 2022, **VITL began working with the Vermont Department of Health to support their health data strategic planning.** Together, we interviewed hospital health IT leaders, who told us how we can make required reporting easier and access to essential data more efficient, information we will use to plan and prioritize the work ahead. Our partnership will produce a formal plan to better integrate data and technical capabilities, eliminating redundant efforts and producing better data. Our joint strategic planning is also **exploring how Vermont Health Information Exchange data can advance public health equity work,** which we look forward to continuing in 2023.

A photograph of a woman and a young child sitting at a dining table. The child is kissing the woman on the cheek. The table is set with a large bowl of green salad, a plate of spaghetti, a plate of bread, and a bowl of fruit. The entire image is overlaid with a semi-transparent teal color.

Health data helps keep Vermonters healthy.

Health Data for Continued Care During Cyberattacks

VITL supports health care organizations' health data needs in the face of cyberattacks, as part of disaster recovery, and every single day.

VITLAccess supports uninterrupted patient care during a cyberattack

VITL helped patient care continue uninterrupted at a Federally Qualified Health Center, during a nine-day cyberattack in June 2022 that abruptly left its clinicians without electronic health record access. Upon learning of the incident, VITL quickly began working with members of their team to ensure they had the access to information they needed while their own charts were unavailable. The patient records in VITLAccess provided critical information about patients' conditions, allergies, medications, and more, informing patient care at the health center during the attack.

Health center staff continue to use VITLAccess to obtain patient data, months after their systems were restored. They rely on VITL's portal to gather information about the care patients receive from other health care organizations around the state, helping build a more complete picture of patients' health. Comparing patient record queries by the health center today to the months leading up to the cyberattack, usage is up eighteen-fold.

VITLAccess continues to deliver value for daily patient care

The health center's Chief Medical Officer, Melissa Volansky, MD, said, "I've become an evangelist about it. When people at my practice need information, I'll just say again, 'Hey, everybody should be logging on to VITL.'" Dr. Volansky believes VITLAccess is useful not only to her own practice, but to the larger health care system in Vermont: "It's all the ways it's going to improve the quality of care by avoiding redundant tests. It should cut down on useless expenses in health care. And it should just create a situation where the patient has a sense . . . that we can get the right information at the right time and make the best decisions for them."

VITL is essential to Vermonters and their health care organizations facing cyberattacks and disaster recovery scenarios, as well as planned systems downtime. While we hope none of our participants experience a cyberattack or the need for disaster recovery, our team encourages health care organizations to contribute all the data they would need in the event of an outage, to include VITLAccess in their incident response plans, and to reach out for help. Advance planning will ensure clinicians and staff have access to and are prepared to use VITL's tools, and the data they need most is always available.

New CMS Certification & Regional Partnership

CMS recognition and regional partnerships deliver results for Vermonters.

VITL achieves Outcomes-Based Certification from the Centers for Medicare and Medicaid Services

VITL was certified in 2022 as a module of the Vermont Medicaid Enterprise as part of the Centers for Medicare and Medicaid Services (CMS) Outcomes-Based Certification Program. Vermont is one of the first states to receive this certification for its health information exchange. Certification allows Vermont to receive enhanced federal funding to support ongoing Vermont Health Information Exchange operations in service of Vermonters and our health care community. Preparing for and achieving this certification required a strong partnership of teams from the State's Agency of Human Services and VITL, supported by the State's Health Information Exchange Steering Committee.

VITL partners with other New England HIEs to deliver more complete health records, spur innovation, and improve operational efficiency

In June 2022, VITL announced a collaboration with the health information exchanges in Maine (HealthInfoNet/HIN) and Rhode Island (The Rhode Island Institute for Quality/RIQI). Our mission is to advance interstate interoperability to improve population health and patient care in and across each of the New England communities we serve. The three independent, non-profit organizations will work together to advance regional health data interoperability, develop new products and services to meet participants' needs, and improve operational efficiency. This collaboration also supports the development of more complete health records for Vermonters.

“We know that health and health care don't stop at state lines.”

– BETH ANDERSON, VITL PRESIDENT AND CEO

For Policymakers

Continue the Health Information Technology Fund

VITL's work has been made possible through several funding sources, with the majority of funding coming from the Agency of Human Services using monies made available by the Centers for Medicare and Medicaid Services (CMS) to support health information exchange activities. To access the CMS investment, the State is required to provide matching dollars. A portion of the Health Information Technology (HIT) Fund is used to provide much of that match. The HIT fund was established to advance health information technology adoption and utilization in Vermont, and to support initiatives that use health data to bolster the health care system and health care programs. In the 2022 update to the Five-Year Vermont Health Information Exchange Strategic Plan, "The HIE Steering Committee recommends that the Vermont Legislature continue the HIT Fund...to support execution of the work described in this Plan."

CMS's recent certification of the Vermont Health Information Exchange allows the State to access more favorable federal funding rates for the Vermont Health Information Exchange than previously anticipated with the expiration of the HITECH program.

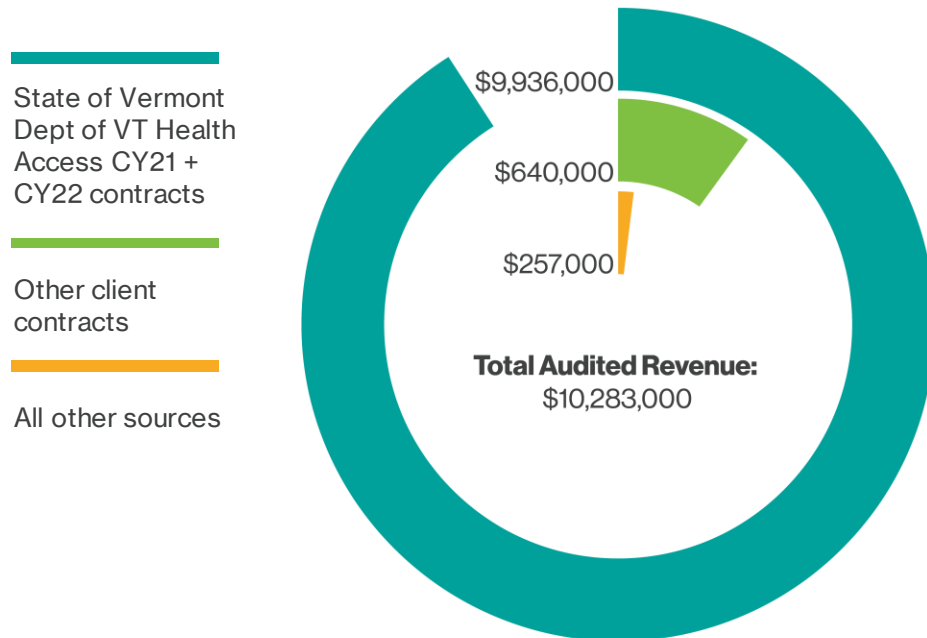
Renewing the HIT Fund will enable VITL to continue our work to operate the Vermont Health Information Exchange, expand the types of data available, support the data needs of the Vermont Department of Health, and continue to advance the availability of health data for hospitals, practices, and other health care organizations to inform and improve patient care. Therefore, we respectfully recommend that the Vermont Legislature extend the HIT Fund, which expires on July 1, 2023.

2022 Financials

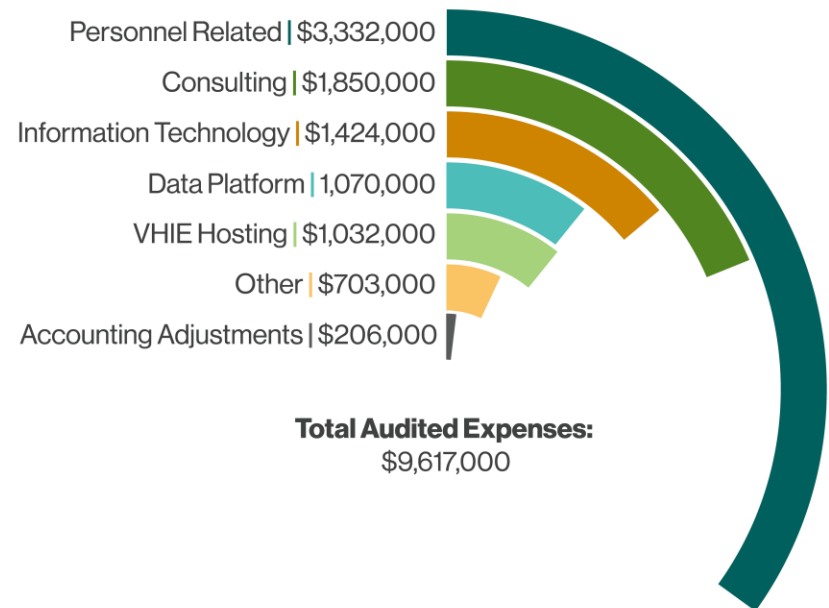
VITL's audited financials for Fiscal Year 2022 show total revenue of \$10,282,998, which was less than budgeted revenue due to the delay of recognizing some revenue when VITL shifted delivery dates of some projects to Fiscal Year 2023. Expenses were \$9,617,140 and were also below budget, largely due to the project delays. Overall, VITL experienced a larger than anticipated end of year surplus.

As of June 30, 2022, VITL's balance sheet reflected approximately 209 days of operating cash on hand. VITL's approved Fiscal Year 2023 Budget includes the use of a portion of the unexpected surplus to make improvements to our integration engine, which will allow for operational efficiencies.

FY22 Audited Revenue*



FY22 Audited Expenses*



The complete financial statements, as well as historical financial statements and annual reports, are available at www.vitl.net.

*Rounded to the nearest thousand



The VITL Board of Directors



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