



# Champlain Valley Area Health Education Center

*Serving the counties of Addison, Chittenden, Franklin and Grand Isle  
Improving Access to Quality Healthcare*

# Annual Report

2006-2007



# January 2008

Mission Statement: *By supporting the recruitment, retention and continuing education of healthcare professionals in the Champlain Valley, the Champlain Valley Area Health Education Center improves access to quality health care for underserved populations.*

I am pleased to present this annual report for 2006-2007. It is such an honor to have been chosen as the new Executive Director of the Champlain Valley Area Health Education Center (CVAHEC). I have inherited leadership of a great organization with an inspiring mission. I plan to build on the work that has gone before me.

Through our work at CVAHEC, we attempt to bridge the gap between our local community needs and the resources available to mitigate those needs.

MedQuest Health Careers Exploration Program and Health Careers Shadow Day, our signature events for raising awareness of health careers among adolescents, received rave reviews from participants. When we check back with participants over time, we are finding a good percentage of them do go on to pursue careers in the health field.

With the collaboration of the Vermont Department of Health, our Emergency Preparedness trainings helped provider practices throughout our four counties become ready to deal with a variety of potential disasters. Another form of support for providers was helping to defray the cost of the UpToDate clinical diagnostic tool for their offices. And the ever-popular Outpatient Evaluation and Management Coding workshop was held again this year in St. Albans. We also provided guidance and support for a UVM medical student to revamp our "Cultural Competency for Health Care Providers" manual that has been getting positive marks.

We are also making progress in educating lawmakers about the importance of developing the existing and pipeline health care workforce. As I look to the future, I am thrilled that the Vermont AHEC network is the recent recipient of a Vermont Department of Labor grant to increase the awareness of health careers in middle schools and high schools. Our partnerships with educators, guidance counselors, and workforce development boards make us the ideal organization to accomplish this.

Some of the goals before us right now are to continue with strategic planning, ensure our financial sustainability, build on community partnerships, assess the educational needs of providers, and dream a little bit about the future.

We know that everyone needs health care at some point in their lives no matter how healthy they are. Even as a health-conscious state, Vermont needs primary care providers to maintain and improve the health of its citizens, especially in rural and underserved areas. I invite you to work together with us to make our precious resources even more effective.

Alice Christian, MPA  
Executive Director

## CVAHEC Board of Directors

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# Program Highlights

## Promoting Health Careers

### MedQuest Health Careers Exploration Program

The 2007 MedQuest Health Careers Exploration Programs took place on June 24–29 and July 8–13, 2007. Each program consisted of 15 students (30 total) entering 11th and 12th grades from Addison, Chittenden, Franklin and Grand Isle counties. These participants consisted of 25 females and 5 males. Of the participating students, 23% were from disadvantaged or underrepresented backgrounds. Catherine Avenir, Lyle Gerety, Anna Liberatore, Sarah Mulligan and Joseph Pare, first year medical students from the University of Vermont



MedQuest Assistant Lyle Gerety prepares a meal with MedQuest students at the University of Vermont.



Participants in the July MedQuest Program pose outside of Porter Medical Center before starting a day of shadowing experiences.

College of Medicine, were MedQuest Assistants, staffing the program. Laura Eichorn, 7th grade teacher at Missisquoi Valley Middle School, was also a MedQuest Assistant.

Twenty-eight graduation surveys were sent to MedQuest alumni who graduated from a high school in the Champlain Valley in 2007. Twenty-one surveys, or 75%, were returned. Of the students who responded, 95% were going on to college. And of these college-bound students, 85% were planning to pursue a health careers major.

In addition, a six-month follow up survey was sent to 2007 MedQuest participants. All of the students responding to the survey indicated that as a result of participation in MedQuest, their interest in pursuing a career

in the health field increased. In addition, 94% of the respondents indicated that their interest in attending college increased as a result of attending MedQuest. We also asked the students if, as a result of participation in MedQuest, they have done any volunteering, internships, additional job shadows, and/or began working in the health care field, and over 50% indicated that they had. The students have pursued job shadows at Fletcher Allen Health Care, Northwestern Medical Center and Vermont Children's Hospital, and have volunteered at Colchester Rescue and Fletcher Allen Health Care. Finally, we asked the students if participation in MedQuest changed any other aspects of their life and how. The following answer illustrates the impact of the program: "Since MedQuest I have gained greater awareness of what it takes to become a health care professional. And overall, I have a greater appreciation for the vast range of professionals providing health care. I better see its complexity, which is both interesting and a little stifling. The experience has also sparked my interest in health care policy."

The following is a quote from the parent of a 2007 MedQuest participant that speaks to the program's success and why it is so valuable:

**"My son is 'ignited' about the possibilities in the medical field. I asked him to rate the week from 1 to 10 and he said without hesitation that the experience was a 10."**

The following quotes are from MedQuest participants:

**"My MedQuest experience is unforgettable! It was an amazing experience I will take with me. I'm grateful that I got to be in the program and learn so much stuff. Many kids my age don't get to experience things like this."**

**"MedQuest allowed me to meet many people with similar interests and gave me information about how to continue my endeavors to be in a health career."**

# Program Highlights

## Promoting Health Careers, continued...

"Thank you very much for the opportunity to participate in MedQuest. It was such a great experience on many levels. Its full influence on my future is yet to be told, but I know that the exposure has shaped my knowledge and very likely my career direction."

The following is a quote from one of the MedQuest Assistant Directors:

"I have worked with many kids, but this group was the most driven and motivated. Very important traits to have in a health care career."

### Career Fairs

For the 2006-2007 academic year, CVAHEC attended the Franklin Region Career Expo, the Vermont Science Teachers Association Annual Science Conference and Vermont Recruitment Day, as well as career fairs at South Burlington High School and Essex High School. Information about health care careers, where to go to research health care careers, schools in Vermont with health care programs and Health Career Directories were displayed and available for students to take. These materials and information about CVAHEC were also available at Vermont Student Assistance Corporation's College Pathways Program held at St. Michael's College. At each of the career fairs for high school students there were approximately 1,000 students.

### Career Presentations

In October 2006, CVAHEC created a presentation "There's a Career In Health Care for Everyone," to bring to area classrooms to educate students on the many opportunities available to them in the health care field. This presentation has been given to the following high schools: Essex High School, Mt. Mansfield Union High School, Bellows Free Academy St. Albans, and Bellows Free Academy Fairfax. For the 2006-2007 academic year this presentation has been given to classrooms in the following middle schools: Essex Middle School, North Hero Elementary, and Richford Junior/Senior High School. It has also been presented to St. Albans Vocational Rehab professionals, CVAHEC's board of directors, and Health Careers Shadow Day Program participants at Fletcher Allen Health Care and Porter Medical Center. Over 400 students have seen this presentation. Students are given materials that contain information about the health care workforce, schools in Vermont that offer health-related programs, a list of websites and resources to get more information, and information about CVAHEC's Health Careers Exploration Program. After the presentation, students are asked to complete an evaluation of the presentation. Of the students that completed the evaluation, 89% stated that they had learned something new from the presentation, 52% stated that as a result of the presentation their interest in a health care career had increased, and 37.5% stated an increased interest in attending college due to the presentation.

### Missisquoi Valley Union UVM Field Trip

CVAHEC continues its partnership with Missisquoi Valley Union (MVU). CVAHEC helps coordinate the annual MVU field trip to the University of Vermont, including arranging the workshops, presentations, transportation and lunch for the four 7th grade MVU "Firebird Team" classrooms. There were 74 participants for the field trip on April 2, 2007. Sixty-six students completed a survey about the trip. Of those students responding, 55% said their interest in a health care career had increased and 49% stated that their interest in going to college after high school had increased, and 80% stated that they were planning on attending college after high school. It is because of results like these that CVAHEC plans on continuing its partnership with MVU.

# Program Highlights

## Promoting Health Careers, continued...

### Health Careers Shadow Day Programs

#### *Porter Medical Center Shadow Day Program*

A Shadow Day Program was offered on October 20, 2006 at Porter Medical Center in Middlebury. Nine students in grades 10-12 from Addison County participated in the program. The demographics of the students who attended are as follows:

- 8 females, 1 male
- 100% Caucasian
- 33% were from disadvantaged or under-represented backgrounds



Participants in the Porter Medical Center Shadow Day Program.

When surveyed after the Shadow Day, 89% stated their interest in a health care career had increased as a result of participating in the program. All participants stated that they did plan on attending college after high school.

#### *Northwestern Medical Center Shadow Day Program*

A Shadow Day Program was offered on January 15, 2007 at Northwestern Medical Center in St. Albans. Fifteen students in grades 9-12 from Addison, Chittenden and Franklin Counties were accepted into this program. Unfortunately, the program was cancelled due to bad weather and poor road conditions. Students in 12th grade were then reassigned to the Fletcher Allen Health Care Shadow Day Program, and all other students were guaranteed a spot in the 2008 Northwestern Medical Center Shadow Day Program.

#### *Fletcher Allen Health Care Shadow Day Program*

A Shadow Day Program was offered on April 25, 2007 at Fletcher Allen Health Care in Burlington. Seventeen students in grades 9-12 from Addison, Chittenden and Franklin Counties participated in the program.

The demographics of the students that participated are as follows:

- 16 females, 1 male
- 82% Caucasian, 18% Other
- 35% were from disadvantaged or under-represented backgrounds



Participants in the Fletcher Allen Health Care Shadow Day Program.

When surveyed after the Shadow Day Program, 82% of the students stated that their interest in a health care career had increased as a result of participating in the program, and 12% stated their interest had stayed the same. All the participants stated that they did plan on attending college after high school.

# Program Highlights

## Supporting Healthcare Students

### Freeman Summer Projects

CVAHEC recruited and supported medical students at the University of Vermont College of Medicine for Freeman Summer Inquiry. Completed summer projects include:

- A. Shams Helminski—Prescribing Knowledge in Vermont: Guidelines or Glitz?
- Sarah Mulligan—Cultural Competency Manual—An Update
- Trevor Pour—PACE Referral Perspectives Study
- Kristen van Woert—Changes in Caring for Children with Special Needs and Their Families
- Jessie Willow Janowski and David Iberri—Providing an Accessible Multilingual Patient Library for the Burlington Community Health Center

### Vermont Recruitment Day

CVAHEC attended Vermont Recruitment Day at the University of Vermont. Information on CVAHEC, loan repayment, and pipeline programs were available to the diverse participants including medical students and residents, nursing students, and community members.

## Supporting Healthcare Professionals

### Library Support

- Area medical libraries – CVAHEC continued to offer literature search and article retrieval support to the four Northern Tier Center for Health (NOTCH) centers in Franklin and Grand Isle Counties. CVAHEC provided virtual literature search and article delivery services at the Community Health Center of Burlington (CHCB). CVAHEC continued onsite staffing of the Northwestern Medical Center (NMC) library three days each week.
- CVAHEC completed over 106 literature searches and obtained almost 800 research articles for CHCB and NMC staff.

### Educational Loan Repayment

The CVAHEC Educational Loan Repayment committee awarded 15 Primary Care awards, for a total of \$112,500. Fourteen of these awards were retention awards and one was a recruitment award. The Vermont Educational Loan Repayment Program for Primary Care is funded by the State of Vermont through the Department of Health, and is administered by the University of Vermont in conjunction with the Champlain Valley Area Health Education Center. The goal of this program is to ensure a stable and adequate supply of primary care personnel through recruitment and retention to meet the health care needs of Vermonters.

### Preceptor/Provider Support

- CVAHEC hosted an Outpatient Evaluation & Management Coding Update workshop in October at Northwestern Medical Center. Over 30 people attended, including 11 physicians.
- CVAHEC administered a cost-sharing plan for the 2007 UpToDate database subscription reimbursement for area providers. Thirty-eight providers received reimbursement for their 2007 subscription.

# Program Highlights

## Supporting Healthcare Professionals, continued...

- With financial support from the Office of Rural Health and Primary Care and in partnership with Southern Vermont AHEC (SVAHEC), CVAHEC continued to expand the Practitioner to Practitioner HELP (PTOPHELP) website. The website was streamlined, additional practitioner date entry categories were added, and the user interface was improved for use by primary care providers to locate mental health practitioners. CVAHEC sent out letters to encourage enrollment by mental health providers in our region which included a new paper enrollment form that allowed practitioners to register in a one-step process. In addition, we worked with a University of Vermont College of Medicine student to develop a series of patient education briefs that were placed on the PTO website. Four studies from the biomedical literature were reviewed and put into “layman’s terms” by the student. Each brief was then written to an 8th-grade reading level and posted on the PTO website. CVAHEC and SVAHEC participated in the UVM/FAHC Pediatric Psychiatry Conference in May, demonstrating PTO to primary care practitioners. Finally, with funding from a grant by the Office of Rural Health, CVAHEC completed four patient education pieces for the PTO website: “What is Generalized Anxiety Disorder?”, “What is Depression?”, “Finding and Choosing a Mental Health Provider”, and “Chronic Pain & Substance Abuse.”

## Cultural Competency

- CVAHEC attended the Minority Health Conference in Burlington in September and also exhibited resources available to the health care community (both general and those related to our cultural competency work).
- CVAHEC attended the Hispanic Immigrant Panel Discussion at Middlebury College in October and was added to the online discussion list for the Addison County Migrant Farmworker Coalition.
- CVAHEC attended “Healthcare and the Farm Worker: Issues in Immigration” at UVM in December.
- CVAHEC worked with the director of the Vermont Department of Health Refugee Health Program, Kathleen Hall, to aid in disseminating information about the Vial of Life Project (Family Emergency Medical Sheet) to area providers via the CVAHEC newsletter.
- The Education Resource Coordinator rewrote the cultural competency section of the MedQuest Health Careers Exploration Program handbook for students so that it is now updated and written at an appropriate level for MedQuest students.
- The Cultural Competency for Health Care Providers manual was revised and updated thanks to the work of Freeman Medical Scholar Summer Project student, Sarah Mulligan, who worked with CVAHEC to update the manual as part of a paid summer project.



## Emergency Preparedness Lunch and Learn Training for Primary Care Practices

CVAHEC continued its partnership with the Vermont Department of Health, Northeastern Vermont AHEC and Southern Vermont AHEC to train primary care practices in Vermont about local, regional, and state resources for emergency preparedness. Along with the Pandemic influenza information that was incorporated into the trainings, additional resource hand-outs were added. CVAHEC conducted seventeen “Lunch & Learn” trainings to local practices. All work has now ended on this grant and a final report was sent to the Vermont Department of Health.

# Program Highlights

## Improving Access to Quality Health Care

### Primary Care Survey

CVAHEC created and distributed an annual Primary Care Survey with the aim of identifying the distribution of all primary care physicians, physician assistants, certified nurse midwives, and nurse practitioners in the disciplines of family practice, internal medicine, obstetrics and gynecology, pediatrics and psychiatry in Addison, Chittenden, Franklin and Grand Isle Counties. This information identifies underserved areas, and is used to help in making Educational Loan Repayment determinations.

### Wellness Programs

CVAHEC continues to participate in the Fit & Healthy Swanton grant as part of the Fit Family Coalition of Franklin/Grand Isle Counties.

# Financial Summaries September 2006 through August 2007

## Income Summary

### *UVM College of Medicine*

State of Vermont	\$129,000	25%
Community Hospitals	\$ 50,000	10%
Educational Loan Repayment	\$105,000	21%
Fletcher Allen Health Care	\$ 65,000	13%
HRSA	\$ 63,866	13%
Freeman Foundation	\$ 40,000	8%
Freeman Loan Repayment	\$ 3,000	1%

### *Vermont Department of Health*

Rural Health—PTOP Website	\$ 5,264	1%
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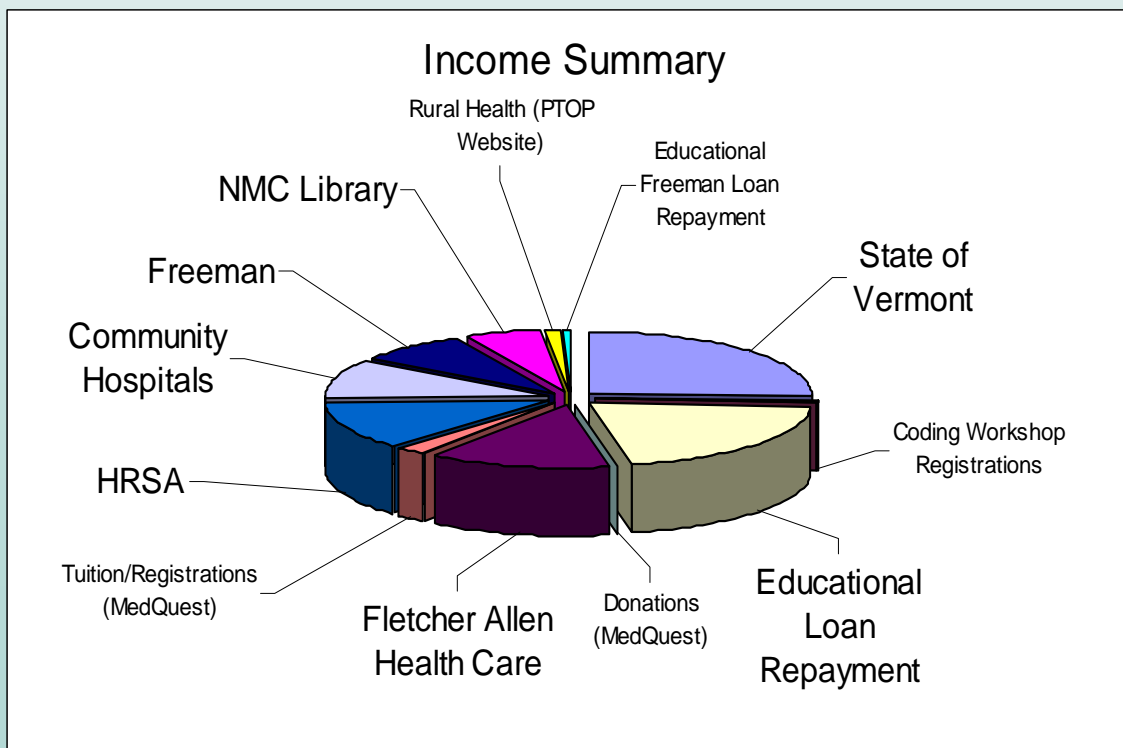
### *Community Services*

MQ Tuitions/Registrations	\$ 11,250	2%
NMC Library Oversight	\$ 28,803	6%
Coding Workshop Registrations	\$ 2,340	<1%

### *Miscellaneous*

Donations (MedQuest)	\$ 565	<1%
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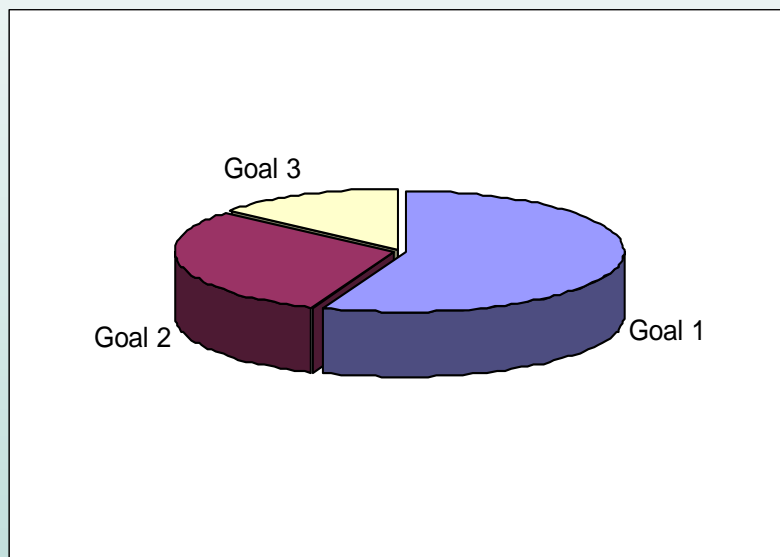
**Total** \$504,088



# Financial Summaries September 2006 through August 2007

## Expense Summary

<i>Goal 1</i>	Promote an appropriate and adequate healthcare workforce in Vermont	\$275,798	56%
<i>Goal 2</i>	Bring quality improvement programming to local healthcare practitioners	\$147,441	30%
<i>Goal 3</i>	Sustain and enhance a statewide infrastructure that improves access to quality healthcare for all Vermonters	\$67,542	14%
	<b>Total</b>	<b>\$490,781</b>	



# Thank You

## Thank You to the Following Organizations and Individuals for Their Support in 2006-2007

Tara Abele, NP	Pat Donehower, MSN, RN	Lisa MacCluskey	Dorothy Watson
Jennifer Abustan	Paula Duncan, MD	Charles MacLean, MD	Emily Willis
Sarah Adams	Laura Eichorn	Dolly MacNeil	Court Winters
Melissa Allaby, OT	Jennifer Elsinger, OTR/L	Sarah Malinowski, RTR	Curtis Wood
Kym Asam, MSW	Ann Espinoza	Kate McIntosh, MD	Sheri Youngberg
Catherine Avenir	John Fogarty, MD	Laurie McLean	Catamount Physical Therapy
JB Barna, MSW	Lis Fredriksen	Bentley Merrick, DMD	Champlain Valley Cardiovascular Associates
Meghan Barnes, CCLS	Jason Frishman, PsyD	Gabrielle Mikula, FNP	Fletcher Allen Health Care (FAHC)
Angus Beal	Stephanie Gagnon	Melissa Moore	FAHC Department of Surgery
Kathryn Beaudry	Lyle Gerety	Sal Morana, RPh, PhD	Helen Porter Healthcare & Rehabilitation Center
Marylou Beaulieu	Cheryl Gibson, MD	Sarah Mulligan	Henry Sheldon Museum
Brandie Benoit	Daniel Goodyear, MD	Jennifer Nachbur	Middlebury Eye Associates
Bob Bessette, MT	Neil Gruber	Elizabeth Nelson, DDS	Mister Up's
Marc Bessette	Ron Hallman	Sarah Nielsen, PT	Mountain Transit
Krista Billings	Marty Hammond	Lori O'Brian, RN	Northwestern Medical Center (NMC)
Jennifer Bockus, RN	Harris Dining Hall	Stephanie O'Brien, RN	NMC Family Birth Center
Ed Borrazzo, MD	Debby Haskins	Mary Val Palumbo, PhD	Porter Medical Center (PMC)
Marcia Bosek, RN	Karen Herrmann	Joseph Pare	PMC Laboratory
Steve Boudah	Karen Herrmann	Deborah Peate, RDMS, RVT	PMC Obstetrics
Judy Bragg, RN	David Hobbs, MD	Audrey Place	PMC Medical Surgical Unit
Jody Brakeley, MD	Peter Hofstetter	William Porter, MD	PMC Physical Therapy
Rebecca Brakeley	Brad Holcomb, BS, RRT	Chuck Powden	PMC Respiratory Therapy
Megan Brunovsky	Fred Holmes, MD	Mimi Reardon, MD	Sand Bar State Park
Cathy Buck	Meg Howard	Marcia Ring, APRN-BC	UVM AHEC Program Office
Tom Buley	Suzanne Hudon, RN	Mary Lee Ritter, PNP	UVM College of Medicine Telemedicine
Shaun Campbell	Kevin Hytten	Bill Roberts, MD	UVM Conference & Event Services
Jim Careau	Vikki Janze, CRT	Gail Rouillard	UVM Rescue
Michelle Carner, RRT	Melissa Jarvis	Joseph Salomone, MD	Vermont Student Assistance Corporation (VSAC)
Ron Chasse	Amanda Kennedy, PharmD	Janet Schwarz	VSAC Outreach Counselors
Rajan Chawla	Bruce Kimball	Martha Seagrave, PA-C	
John Chesarek, RPh	Bridget King, OT	John Sharrow	
Harry Clark	Kevin King, RN	Brenda Shinoski	
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Heide Cutroni	Sen. Virginia Lyons	Sue Vittum	
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Jim Daley		Tracey Wagner, RN	
Elsie Daly		Greg Ward, RPT	
Robert Dodds			

(We have made every effort to be complete. If you find an inaccuracy, please contact us.)