

## DELIVERED ELECTRONICALLY

March 17, 2022

Mr. Eric Miller, SVP and General Counsel  
The University of Vermont Medical Center  
462 Shelburne Road, Suite 301  
Burlington, VT 05401

**RE: Docket No. GMCB-001-17con, Expansion of Epic to The University of Vermont Health Network—Home Health and Hospice, Inc., Project Cost: \$7.2 Million Capital Expenses and \$5.9 Million in Net Annual Operating Expenses.**

Dear Mr. Miller:

We are in the process of reviewing the financial information provided in the application. However, to keep the process moving as quickly as possible, please provide the following information.

1. In a table format, by facility (UVMHC, CVMC, PMH, CVPH, AHMC and EHC and the proposed Home Health and Hospice (HH & H)) provide UVMHCN's Epic system by year from original implementation through 2027, showing the projected, actual and variance expressed as a dollar amount and a percent, plus /minus (a) Staffing Offsets and (b) Legacy Offsets.
2. Given that half of HH &H staff, approximately 250 users, will not have used mobile laptop devices in the field, please explain your contingency plan if projected staffing offsets are not attained due to longer training period and temporary staff and/or overtime pay must be continued for a longer period of time to replace permanent staff while in training.
3. Explain your plan for additional overtime and hiring temporary staff to back-fill, especially PCAs and LNAs, while permanent PCAs and LNAs and other staff are being trained for the use of devices in the field and synchronizing to the IT network once internet connection is reestablished.



4. Explain in detail the current annual operating cost associated with HH &H's Netsmart as compared to the cost of migrating to Epic, including an explanation of any savings and efficiencies projected in years 1-4.
5. Provide a detailed explanation of EpicCare Link, functionality, and access to patient medical records for non-network entities including: a) any cost associated with its use for non-network entities; and b) availability of any training and the cost associated with the training, if required for access and use of EpicCare Link by non-network users.

In responding, restate the question in bold font and respond in unbolded font. Send an electronic copy to me at [donna.jerry@vermont.gov](mailto:donna.jerry@vermont.gov) and one hard copy (three-hole punched) with a Verification Under Oath to my attention at the Green Mountain Care Board, 144 State Street, Montpelier, Vermont 05602.

If you have any questions, please do not hesitate to contact me at 802-760-8162.

Sincerely,

*s/ Donna Jerry*  
Senior Health Policy Analyst  
Green Mountain Care Board

cc. Laura Beliveau  
Staff Attorney

