

A new GMCB Public Comment has been received.

Submit Time: 10/23/2023 1:56:21 PM

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Town/City: North Bennington

Topic: Hospital Sustainability and Act 167 Community Engagement to Support Hospital Transformation

Comment: Thank-you for addressing the much-needed task of “health care transformation.” I am a retired Registered Nurse and past Director of Bennington’s Vermont Blueprint for Health initiative. Several root cause factors need to be considered to improve the health care nonsystem: 1) Vermont hospitals do a good job of delivering acute care (sick care) services and are well-paid for surgery and other invasive technology. Primary care is poorly reimbursed. 2) Public misperception that a good hospital provides good “health care”. Hospitals provide acute care. Vermont social institutions and primary care provide “health care” 3) Current electronic systems across services and agencies do not communicate with each other. This is ineffective, expensive and dangerous to citizens. In my own experience, I have yet to have a correct medication reconciliation or record of my medications. 4) Medical Billing consumes enormous amounts of human resources adding cost and waste. 5) Insurance denials take time and human resources. Nurses and providers are using their valuable time and clinical expertise to answer insurance denials instead of serving the public needs. 6) Medical and health care delivery is site centric. Efficiency and effectiveness could be improved by co-locating or organizing systems of care around the individual’s needs. There are good examples of innovation in this type of care delivery in other countries. 7) The Vermont Blueprint was a good attempt to change the organization of care. With little funding it did make some positive change in the model of care delivery and address the social determinates of health. I greatly appreciate your work on health care transformation. I am happy to answer any questions.  
Jennifer Fels North Bennington, Vermont

Post Comment: Yes