

**From:** LaJeunesse, Kristen<Kristen.Lajeunesse@vermont.gov>  
**Sent on:** Thursday, November 9, 2023 4:40:21 PM  
**To:** GMCB - Health Systems Finances<GMCB.HealthSystemsFinances@vermont.gov>; Bredice, Tara<Tara.Bredice@vermont.gov>; LaJeunesse, Kristen<Kristen.Lajeunesse@vermont.gov>  
**Subject:** Public Comment: Hospital Budget 2023-11-09T16:40:18Z

A new GMCB Public Comment has been received.

**Submit Time:** 11/9/2023 4:40:18 PM

**Name:** Robyn Klein  
**Affiliation:** Member, Northwestern Medical Center Patient and Family Advisory Council  
**Town/City:** Highgate

**Topic:** Hospital Budget

**Comment:** I am a medical social worker with ten years at a level one trauma center. Moving to Vermont and getting to know my local rural hospital was a big change, but NMC is dedicated to providing an enhanced experience to our community. Executive leadership consistently shows dedication to making the hospital a destination so that community members can receive superior care without having to drive an hour or more, but doing so does not come without cost. It is impossible to embody the notion of whole-person care and meeting patients where they are with the funding for staff, education, and resources. To reduce health care costs we need to invest in staffing. The medical model finally got on board with including social workers within the patient's medical home, but one clinician to hundreds of patients doesn't serve anyone well. Child Life Specialists are shown to significantly enhance the experience and recovery of pediatric patients and their parents, but even adding just one isn't feasible under the current budget. We need to stop budgeting reactively and start proactively engaging the empirical evidence that shows how to improve the health of our community.

**Post Comment:** Yes