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**Sent on:** Thursday, October 26, 2023 6:11:39 PM

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**Subject:** Public Comment: Community Engagement: Hospital Sustainability and Act 167 2023-10-26T18:11:37Z

A new GMCB Public Comment has been received.

**Submit Time:** 10/26/2023 6:11:37 PM

**Name:** Sarah Jewell

**Affiliation:**

**Town/City:** St Johnsbury

**Topic:** Community Engagement: Hospital Sustainability and Act 167

**Comment:** I am writing in support of hospital reorganization and sustainability within the healthcare system as a whole. I believe there are many areas for improvement. I grew up in Vermont and appreciate much of what Vermont has to offer. I moved away for several years and then returned back home. I was not prepared for the poor healthcare system when I returned. When I attempted to find a PCP for myself and my son, I was stunned when the Pediatric clinic in this area would not see him because he did not have a "health record". He was 10 at the time and had no medical problems -only well child visits and a vaccination record. We then opted for and were seen without issue in neighboring New Hampshire. For me, establishing care with a PCP was just as poor. I was able to transfer my records to the office, wait several weeks for an appointment with a Family Practitioner to hear these comments on my first visit: "Oh, I marked your record that you have diabetes, but you don't and I don't know how to remove it so I will just leave it there" (SERIOUSLY! Can you say record falsification, unprofessional, and the list goes on); "I don't do pap smears - you will have to make another appointment with Women's Wellness." (Um, you are a family practice provider - pretty sure it is in your scope which is why I went with a Family Practitioner so I wouldn't have to see multiple providers); and the last comment - "Let's make an appointment for you to come back in 6 months." (Me: "For what? This was a yearly physical of which there was nothing else of concern and you are already sending me to another office for items you choose not to do." Them: "Well, we just want to have an appointment on the books".) Needless to say, this first visit has still scarred my experience to this day and I can continue on with the poor experiences I have encountered since. Most recently, this year through the death of my mother and multiple hospitalizations with my father, I have personally seen more of the inadequacy of our current healthcare structure. We still continue with poor patient and family centered care, preventative medicine and follow up options. I understand the goal and idea to have Hospitalists admit patients to the care and care for them during their stay. It allows for the PCP to care for their primary load and gives focused attention to the patient while in the hospital. However, we are still lacking in the communication and follow through for consults/ancillary cares on follow up. Brief examples include: Primary Physicians in this area cannot/will not admit to the hospital "because the hospitalists" are too busy to take the admission or there are typically no beds available, so just go to the ER. They will admit you." This clogs up the ED unnecessarily, increases the costs on both the patient and health care system with unnecessary charges that could be avoided if we were able to streamline the steps and coordinate cares. While in the hospital on one stay, my mother saw the palliative care provider who indicated that she would then be followed by her and have cares in place when she got home. This did not happen and

dropped after one short hospital visit. When she was discharged, with the Home Health Care Service involved, I still had to load her in the car take her to her PCP, for that provider to be completely embarrassed at what we had been put through. We still not had the "official" palliative care home visit that was "required" to get Social work & hospice involved before she finally died waiting to get supplies out to the house for comfort. This is inexcusable! There should not have been so many steps needed to get teams involved. If the PCP had been involved appropriately, she makes house visits & would have helped. I have been even more involved in my father's care and continually push for needed consults and services. I cannot imagine what others go through that do not have an advocate in their corner.

**Post Comment:** Yes