

To: Owen Foster, J.D. Chair, Green Mountain Care Board  
Alena Berube, Director of Health Systems Finance

From: Judi Fox, Chief Executive Officer  
Jennifer Bertrand, Chief Financial Officer

Date: April 30, 2024

Subject: Rutland Regional Medical Center, GMCB Budget Order Reporting Requirement

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Rutland Regional Medical Center (“RRMC”) is required to report referral and visit lag data pursuant to Condition J of the FY 2024 budget order. The following report, in compliance with RRMC’s obligations, will outline our efforts including challenges associated with the collection of referral lag and visit lag data.

## **J. Measurement and Reporting Update**

RRMC has consistently reported available visit data in good faith, per the GMCB’s FY 25 hospital budget guidance and as required in the FY 24 Budget Order Condition J(A).

RRMC has worked in conjunction with its electronic health record (“EHR”) provider to develop a customized reportable field to enable the capture of referral dates within our electronic system. These efforts are progressing with the goal of completion by the end of FY 24. Once completed, RRMC will have enhanced capabilities of tracking and trending this important data.

### **J.A. Referral Lag**

Imaging referrals are included in reporting if they are electronically ordered. Imaging referrals received/ordered via paper or fax are not included in the reported data. Notably, imaging orders are often placed in advance, with scheduling occurring closer to the appointment date, which extends the referral lag time. The longer referral times for CT and MRI scans are attributed to the prior authorization process required before scheduling can be completed.

As the Board is aware, RRMC does not own Primary Care Practices so this data is not presently required to be tracked per condition J(A). However, RRMC is working with its EHR provider to develop a method to capture specialty practice referral data.

## **J.A. Visit Lag**

Notable fluctuations in reported visit delays are predominately associated with provider vacancies and recently added providers within that specialty. Several examples of these fluctuations are as follows:

- Cardiology is experiencing a provider vacancy without the utilization of locum coverage to compensate for this vacancy;
- Nephrology is a contracted service at RRMC and has experienced significant provider vacancies over the last year;
- Behavioral Health services continue to experience provider vacancies;
- Gastroenterology currently has one provider vacancy and two recently hired Advanced Practice Providers that are establishing their practice; and
- Pulmonology currently has one provider vacancy, one pending provider vacancy, and one new Pulmonologist who is in the process of building his patient panel.

When possible, RRMC utilizes locum and per diem providers to ensure access to care is not limited to the detriment of our patients.

Furthermore, our staff prioritize patient triage to meet appointment needs based on clinical necessity.