

MEASUREMENT GROUP

The Measurement Group provides data analytics and informatics services to support the clinical, operational and research missions of Fletcher Allen.

The Measurement group provides expertise in the following areas:

- Data mining in multi-source organization-wide relational data environments.
- Custom report development, including data integration from multiple independent sources.
- Data analysis and interpretation services.
- Database design and development.
- Data systems management.
- Web reporting systems management.
- Automated electronic data extractions.
- System administration of dashboard monitoring and monitoring of performance indicators.
- Benchmark data system administration.
- Update, refinement and expansion of data mining tools.

For further information, call (802) 847-8295.

INFECTION PREVENTION

The Infection Prevention team is led by the hospital epidemiologist and includes staff certified in effectively deploying infection prevention strategies. As a critical component of improving health care quality, they lead organization-wide efforts to reduce and prevent health care-associated infections.

Infection prevention expertise includes:

- Consultation on infection risk assessment, prevention and control strategies including activities related to occupational health, construction and disaster planning.
- Collection and analysis of infection-related data.
- Evaluation of products and procedures.
- Education directed at interventions to reduce infection risks.
- Interpretation and implementation of system improvements designed to achieve compliance with accrediting and licensing agencies' standards and regulations.

- Effective application of epidemiological and performance improvement principles to improve patient outcomes.
- Support of research activities.

For further information, call (802) 847-6468.

OFFICE OF PATIENT AND FAMILY ADVOCACY

Supporting patients and their families occasionally requires resources in addition to the primary care team. The Office of Patient and Family Advocacy fills this role by providing the patient and family with a “voice” within a large, complex health care delivery system:

The Office of Patient and Family Advocacy provides expertise in:

- Service recovery and crisis hospitality in all patient care settings.
- Maintaining an accurate and comprehensive record of compliments and complaints, including interventions and actions taken.
- Processing formal grievances and ensuring compliance with related regulatory requirements.
- Risk mitigation.
- Trend analysis and support of targeted performance improvement to improve service quality.

For further information, call (802) 847-3502.

PATIENT SAFETY

The Patient Safety Department focuses on proactive risk reduction and promotion of patient safety initiatives across the health care delivery system.

Patient Safety expertise includes:

- Promoting a positive safety culture that encourages reporting of errors, near misses or other patient safety concerns without fear of retribution.
- Use of investigative and analytical techniques to identify systems or process issues that reduce variation in patient care delivery.
- Working with staff and physicians to develop strategies to implement safe patient care processes through the

development and use of protocols, checklists, standardization of clinical processes and automation, where possible.

- Use of electronic event reporting systems and data analysis to identify improvement opportunities.
- Providing oversight and expertise for implementation of state and national patient safety initiatives.
- Deploying risk assessment strategies such as patient safety surveillance rounds to identify processes with latent error potential and correct them before patients are impacted.

For further information, call (802) 847-5619.

CONTINUOUS SYSTEMS IMPROVEMENT

The Continuous Systems Improvement team consists of an internal team of consultants with knowledge in project management, analytics and process improvement techniques.

This group provides expertise in a number of areas:

- Clinical and operational performance improvement.
- Workflow analysis and process redesign.
- Survey tool development, fielding and analysis.
- Implementation of evidence-based best practices.
- Clinical variation analysis and redesign to promote standardization, optimization of clinical outcomes and patient satisfaction, and reduction in health care costs.
- Benchmarking services.
- Team facilitation and change management.
- Grant writing and clinical research, which support academic publications.

The consultants interact with clinicians and staff throughout the organization to identify opportunities for clinical and operational improvement and to deploy innovative solutions.

For further information, call (802) 847-2468.

REGULATORY READINESS

The primary function of this department is to ensure a state of continuous regulatory readiness for Fletcher Allen. The Regulatory Readiness Department supports key customers in interpretation of and compliance with local, state and federal health care delivery

regulations, including those from the Joint Commission, the Centers for Medicare & Medicaid Services (CMS) Conditions of Participation and specialty accrediting bodies.

This team provides support for:

- On-site surveyor activities and survey coordination.
- Interpretation of national, state and clinical specialty regulations and clarification of how these regulations relate to quality and safe patient care practices.
- On-site support for regulatory-related education.
- Survey preparation, including deployment of internal survey activity to assess risk points.
- Educational offerings designed to increase awareness and compliance with regulatory standards.
- Post-survey response coordination and action plan development, in both the acute care and clinic settings.
- Chart review and data abstraction that advance the organization's performance improvement and clinical research agendas.
- Coordination of external reporting to regulatory and licensing agencies.
- Policy development to ensure compliance with regulatory requirements.

For further information, call (802) 847-5007.

COMMUNITY HEALTH IMPROVEMENT

Through our Community Health Improvement Office, Fletcher Allen makes broad and measurable improvements in community health with a number of programs.

Community Health Improvement programs include:

- **Adult Outreach:** Assisting the elderly and disabled population to live healthy and independently through the Falls and Fires Program, the home alert system Lifeline, and Matter of Balance.
- **Community Benefits:** Supporting a broad array of community health initiatives by assessing needs and supporting community partners.
- **Community Outreach:** Offering health education through Healthsource classes and other media venues.

- **Employer Health Management:** Helping Vermont employers achieve a healthy workforce by providing on-site health and wellness services.
- **The Employee and Family Assistance Program (EFAP):** In partnership with Fletcher Allen Wellness, EFAP helps all Fletcher Allen employees and their families balance their lives to attain optimal health and well-being.
- **The Frymoyer Community Health Resource Center:** Connecting individuals with medical information and resources through extensive library services.
- **The Health Assistance Program:** Linking underinsured and underserved people to medical services and resources to keep individuals healthy and independent.
- **Health Ministries:** Building strong, healthy communities with prevention and education programs such as Faith in Action and the Winooski Network.
- **Pediatric Outreach:** Supporting child safety and prevention programs through Safe Kids Vermont, The Governor's Highway Safety Program and the Hearing Outreach Program, a partnership with the Vermont Department of Health to identify potential hearing problems for children birth to four years of age.
- **Poison Prevention:** Providing information and education to Vermont about the potential hazards of poisonous substances.
- **The Vermont Blueprint for Health:** Improving the lives of Vermonters at risk for and living with chronic conditions, through a medical home pilot, prevention and self-management programs and provider Microsystems change.
- **Tobacco Cessation:** Supporting Vermonters in giving up tobacco use through community, clinical and workplace programs.

For further information, call (802) 847-2278.

MEDICAL STAFF OFFICE

This group supports all functions of the Fletcher Allen medical staff.

Responsibilities include:

- Processing initial medical staff appointments and required reappointments in compliance with CMS regulations, The Joint Commission standards, and Fletcher Allen Medical Staff Bylaws and Rules and Regulations.
- Developing and administering policies and procedures for primary and/or secondary source verification as required.
- Validating accuracy and completeness of all necessary credentialing information and requests for clinical privileges submitted on required provider applications, supplemental forms and privilege applications; locating and compiling all relevant documents and related detailed information when any adverse information is uncovered or disclosed through the internal review process.
- Maintaining strict confidentiality of all information received in accordance with State Peer Review and Confidentiality laws, National Practitioner Data Bank (NPDB) regulations, and hospital policy.
- Maintaining working knowledge of applicable federal, state and local statutes.
- Providing advisory support for medical staff leadership; medical staff committee; division and health care service leaders; members of the medical staff; and hospital leaders, directors and managers.
- Maintaining regulatory compliance with the Joint Commission Medical Staff standards.
- Ensuring accuracy and integrity of information maintained in the credentialing database.

For further information, call (802) 847-2702.