



2024 Annual Report

VITL

Contents

A message from the Board Chair and CEO

Highlights of VITL's work in 2024

- VITL is a hub for efficient data sharing

- VITL is making more complete patient health data available in the tools providers use every day

- VITL clinical data serves public health programs

- VITL supports Vermont's Medicaid Data Warehouse and Analytics Solution

- VITL offers education about health data sharing to providers and all Vermonters

VITL FY24 Financials

The VITL Board of Directors

About VITL – our participants, data, services, mission, and vision





A Message from the Board Chair & CEO

Hello,

We all share the goal of an effective, sustainable health care system. At VITL, we know that informed, coordinated, and efficient health care requires data interoperability. What do we mean when we say interoperability? We mean that wherever and whenever a Vermonter gets health care, their data will flow to and be readily understood in all the other places they seek treatment.

Vermonters rely on providers working in a wide range of modalities, at many organizations across the state. From primary care to surgery to mental health care to emergency medicine, good health takes a team.

These providers use different types of record keeping systems, which don't always talk to each other easily and need support to achieve interoperability. That's what VITL is here for.

Vermont needs a flexible, extensible, and ever-evolving health data sharing system to connect all the providers that Vermonters rely on for care. The system must adapt and grow to incorporate data about mental health and substance use treatment, the social drivers of health, and more. This is the purpose, and the future, of the Vermont Health Information Exchange.

Our work involves understanding and implementing the latest health data sharing technology to collect and match patient records from different sources, to translate and standardize data, and to make it accessible across providers and settings including our smallest and most rural. It requires close attention to data governance, and adherence to the decisions about data sharing that we've made together as a health care community, along with federal and State regulations. And it involves constant attention to security, for the protection of Vermonters' health data.

VITL embraces this highly specialized work. It's the work that our team loves to do. And we are proud that by doing it, we help enable providers in the work *they* love to do – caring for Vermonters.

The stories in this report show how VITL is advancing interoperability and reducing the burden of data sharing for providers, health care staff, and patients, in support of an informed, connected, and efficient system of care.

Sincerely, Emma and Beth

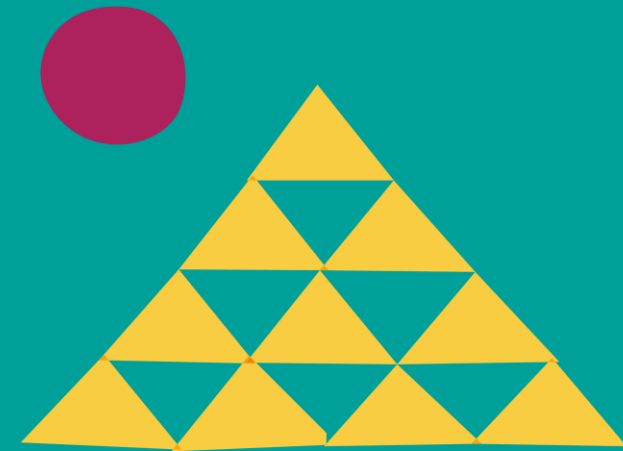


Emma Harrigan,
Board Chair



Beth Anderson,
President and CEO

Highlights of VITL's work in 2024



VITL is a hub for efficient data sharing

In 2024, we continued to expand the ways providers can use VITL to replace time-consuming manual processes and avoid building costly point-to-point connections

Electronic Laboratory Reporting is a way for providers to rapidly report test results to the Vermont Department of Health to enable fast response to public health threats. This new offering from VITL delivers results on behalf of hospitals, while also making the data available in VITLAccess and VITL reports.

Vermont's providers are responsible for delivering data about their patients to many places. They send data to other providers, to payers, to programs they participate in, and to public health authorities. Connecting to VITL can help streamline these efforts; often one connection will meet many of these needs.

VITL's Electronic Laboratory Reporting service expands on an offering we launched during the pandemic, when VITL built many data sharing connections to automatically deliver COVID-19 test results from hospitals and practices to the Vermont Department of Health. Subsequently we enhanced these data sharing routes to include Mpox results.

The new Electronic Laboratory Reporting service is much more robust, automatically delivering the more than 84 laboratory test results that providers are required by statute to report to the Vermont Department of Health within 24 hours. Reportable results include eastern equine encephalitis, measles, HIV/AIDs, Lyme, rabies, and more. Automated reporting through VITL ensures that the data arrives to the Health Department as fast as possible, while reducing burden for providers and laboratory staff.

In 2024, VITL built Electronic Laboratory Reporting connections with two hospitals, and is currently onboarding three more.

VITL automated delivery of 23,296 reportable laboratory results to the Vermont Department of Health in 2024.

VITL is making more complete patient health data available in the tools providers use every day

In 2024, VITL delivered more data directly into providers' electronic health records

For years VITL has been delivering essential data directly into providers' Electronic Health Records (EHRs), sending hospital laboratory results to Federally Qualified Health Centers, independent primary care practices, and Designated Mental Health Agencies.

In 2024, VITL delivered over 1.3 million test results and reports directly into 591 providers' EHRs.

At the same time, we have been planning for a future where we deliver more types of data directly into the tools that providers work in all day, every day. In 2024, VITL advanced that vision, building data sharing connections with 15 organizations to deliver immunization histories and forecasts from the Vermont Department of Health's Immunization Registry into their EHRs.

In 2024, providers and practice staff used VITL's Immunization Registry Query Service to integrate 253,378 immunization histories into the patient records in their EHRs.

One primary care practice group estimates that VITL's Immunization Registry Query Service saves an hour and twenty minutes of their nurses' time every day.

[This case study](#) offers more detail about how this service supports busy primary care practices in caring for their patients.

Also in 2024, VITL established a connection through eHealth Exchange to deliver Continuity of Care Documents to the University of Vermont Health Network's EHR. We are currently building a similar connection to deliver documents to the EHR of the U.S. Department of Veterans Affairs and Department of Defense. These documents are summaries of patients' medical records from other providers a patient has visited. Access to these records supports informed, coordinated care.

VITL clinical data serves public health programs

In 2024, many Health Department programs relied on VITL data to help Vermonters thrive

Many Vermont Department of Health programs rely on VITL for access to necessary clinical data. Public health programs that use VITL data include You First, fatality review teams, the Office of the Chief Medical Examiner, and Fostering Healthy Families.

By accessing data through VITL, Health Department staff save time and avoid burdening health care providers and practice staff with records requests.

Vermont Department of Health staff looked up data in VITLAccess 45,980 times in 2024.

An example of our work together is The Health Department's Special Supplemental Nutrition Program for Women, Infants, and Children, better known as WIC, where staff have built VITL data into their daily work. WIC is the public health nutrition program for pregnant, postpartum, and breastfeeding/chestfeeding people, infants, and children.

WIC staff use infant measurements and blood tests to monitor growth and health. Regular measurements and tests are required for continuous enrollment in the program. For the past two years, WIC staff have used the VITLAccess clinical portal to access participant health data already collected in pediatricians' offices, saving time on records requests for both WIC and health care organizations, and avoiding duplication of tests for participants.

WIC access to VITL data also enables participants to work with WIC staff through remote rather than in person visits, helping families with busy schedules or transportation barriers stay enrolled.

This year, we have also launched a project to deliver this data right into WIC's own data systems, saving even more staff time and narrowing access to precisely the data elements needed to support infants and families in the WIC program.

Read more about how WIC uses VITL data to support families in this [case study](#).

VITL supports Vermont's Medicaid Data Warehouse and Analytics Solution

In 2024, VITL worked towards delivery of Vermont Health Information Exchange data to Vermont's new centralized repository of Medicaid claims and clinical data

During 2024, the VITL team worked with a team from the State of Vermont, focused on delivering a new Medicaid Data Warehouse and Analytics Solution (MDWAS) which will utilize advanced technology and software to enhance access, security, integrity, and utility of the State's Medicaid data for Agency of Human Services (AHS) departments engaged in Medicaid service delivery. This system provides analytical tools to derive meaningful insights, allowing each Vermonter to have a single, comprehensive health record. Data from the Vermont Health Information Exchange was combined with data from a myriad of sources to help support Vermont's management of and reporting about its Medicaid program.

The MDWAS initiative, sponsored by the Agency of Human Services' Department of Vermont Health Access is an initial component of their strategy to modernize the Medicaid Management Information System and meet Medicaid Enterprise goals for improving the experiences of members and providers, and improving the health and well-being of Vermonters. The teams continue working together to identify and implement opportunities to leverage Vermont Health Information Exchange capabilities to support Medicaid's data needs.

VITL offers education about health data sharing to providers and all Vermonters

In 2024, VITL helped providers understand new reproductive health data sharing rules

The team at VITL is committed to continuous learning about health data sharing. From the latest technology to the newest regulations, it's our job to stay up to date on advancements in the field and our privilege to share what we learn with our community.

We hear that this type of sharing is especially useful to smaller health care organizations, where health information technology, security, and privacy roles may be among the many hats worn by a staff person or provider.

In 2024, there have been important changes to how reproductive and gender affirming care data can be used, designed to protect patient privacy and preserve the ability of providers to deliver care. VITL partnered with John Wallace at Primmer Piper Eggleston Cramer to help practices understand what was required of them, drawing a large audience to an informational webinar and supporting them with guidance about responding to records requests in ways that protect patient rights.

The webinar and supporting resources are [available at vitl.net](https://vitl.net).

In 2024, stories about EMS use of VITL showed Vermonters how and why we share data

VITL is committed to transparency and education for Vermonters about how we share their health data, why it matters, and every Vermonters' choices to keep sharing or limit access to their data. We encourage provider organizations to use education resources from our robust toolkit, and run yearly education campaigns, which in 2024 included educational messages in social media, Front Porch Forum, [radio](#), and two sponsored [news stories](#) in VT Digger.



This recent [television news story](#) about how Emergency Medical Services agencies are using VITLAccess also helped build public awareness about how and why Vermonters' health data is being shared through the Vermont Health Information Exchange.

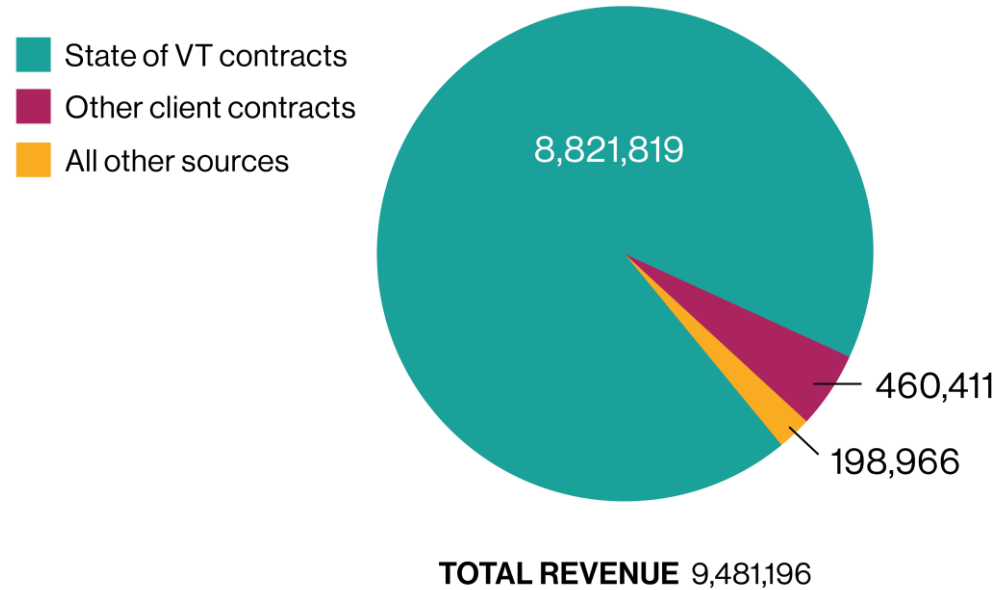
2024 Financials

Revenue and Expenses

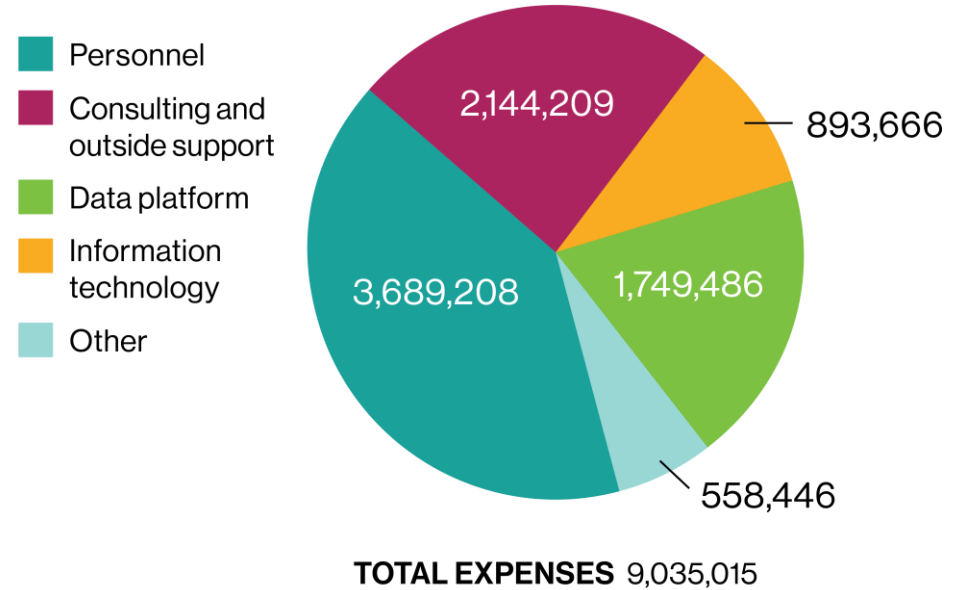
VITL's audited financials for Fiscal Year 2024 show total revenue of \$9,481,196, and expenses of \$9,035,015. While our overall performance was better than budget, revenue and expenses were below budget due to shifts in project scope during the contract year, and the delay of a large project.

The complete financial statements, as well as historical financial statements and annual reports, are available at www.vitl.net/about-vitl/financials.

FY24 Audited Revenues



FY24 Audited Expenses



The VITL Board of Directors



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UVM Medical Center



Beth Anderson

VITL



About VITL

a supplement to VITL's 2024 Annual Report





About VITL

VITL is a Vermont-based 501(c) (3) nonprofit that shares health information responsibly to help providers care for their patients.

We are designated by the Vermont Legislature to operate the Vermont Health Information Exchange – a health data sharing network that is creating one health record for every Vermonter.

VITL Participants

241 total organizations contribute and/or access data through VITL

| | Contribute Data | Access Data |
|---|-----------------|-------------|
| Hospitals (including all Vermont hospitals and a border hospital, along with their inpatient and ambulatory services, emergency departments, and owned specialty and primary care practices) | 15 | 16 |
| Vermont Federally Qualified Health Centers | 11 | 10 |
| Independent Specialty and Primary Care Practices | 49 | 91 |
| Home Health Agencies | 4 | 5 |
| Nursing Homes and Long-term Care Facilities | 0 | 4 |
| Pharmacy Chains and Independent Pharmacies | 11 | 1 |
| Laboratories (State and Commercial) | 15 | 0 |
| Departments of the State of Vermont | 2 | 3 |
| Designated Mental Health Agencies and Specialized Services Agencies | 0 | 12 |
| Emergency Medical Services Agencies | 0 | 50 |
| Payers & Accountable Care Organizations | 0 | 2 |



VITL Data

Types of data VITL collects and shares

Health information exchange uses specific types of messages and data feeds, defined by international standards like Health Level Seven (HL7) and Fast Healthcare Interoperability Resources (FHIR). VITL ingests and shares the following data types:

- Admission, discharge, and transfer messages (ADT) notifications
- Patient record summaries called Continuity of Care Documents (CCDs)
- Laboratory and pathology test results
- Radiology reports
Radiologists' readings of diagnostic imaging, not the images themselves
- Clinical notes and transcriptions
- Home health monitoring data
- Immunization records

VITL Data Delivery Services

VITL is a hub for efficient data sharing

VITL enables our data contributors to send data once – to the Vermont Health Information Exchange – instead of building point-to-point connections with each of the organizations they need to send data to. The data that VITL delivers informs care delivery and coordination, public health, and population health efforts.

In 2024, VITL delivered data, on behalf of data contributors, to:

- Clinicians and staff at organizations that provide patient care
- Public and private payers
- The Vermont Department of Health
- Bi-State Primary Care Association
- The Vermont Blueprint for Health
- The Vermont Chronic Care Initiative

VITL Data Access Services

Secure access to comprehensive health records, when and where data is needed

The VITLAccess clinical portal offers access to one consolidated health record for each of the 98.9% of Vermonters who are sharing their data through VITL. This record is made up of clinical data from many of the places they receive care, including independent practices, academic medical centers, health centers, pharmacies and labs, and more. VITLAccess is available to providers and staff at health care organizations, public and private payers, ACOs, and public health authorities. It is accessible by web browser.

Delivery of test results, imaging reports, and notes into electronic health records (EHRs), for greater efficiency compared to fax- and phone-based workflows.

Delivery of clinical summary documents into EHRs, some health care organizations can pull clinical record summaries from VITL data contributors, called Continuity of Care Documents, into their EHRs.

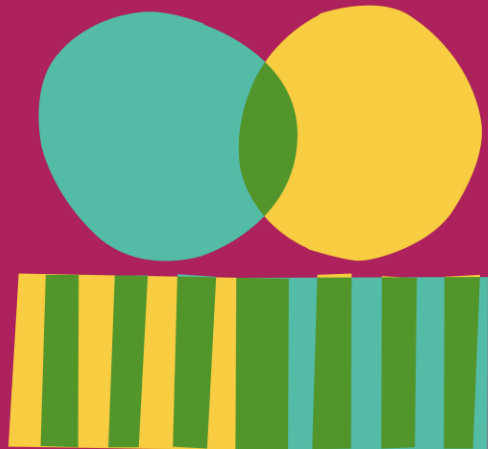
In-EHR Immunization Registry Query, a service that delivers comprehensive immunization histories from the Vermont Department of Health's Immunization Registry directly into the patient record along with a forecast of patient immunization recommendations based on Centers for Disease Control (CDC) guidelines.

Event notification, through a partner who delivers real-time data about patient care provided in Vermont's emergency departments and hospitals, helping the whole care team coordinate services and supports.

Custom reporting and analytics, which provides data about patient and population health. This includes data from across organizations and regions of Vermont.

VITL's Mission

To securely aggregate, standardize, and share the data needed to improve the effectiveness of health care for Vermonters



VITL's Vision

To be a leader in collaboratively delivering data that leads to better health





VITL