



150 Dorset Street  
Suite 245, PMB 358  
South Burlington, VT 05403

### Board of Director's Meeting

March 24, 2026

3:00-5:00pm

#### Agenda

- |   |                           |                  |
|---|---------------------------|------------------|
| 1. Call to Order                            | Emma Harrigan             | 5 min            |
| a. Vote on January Meeting Minutes*         |                           | *Action Required |
| 2. Chair's Report                           | Emma Harrigan             | 10 min           |
| 3. President's Report                       | Randy Farmer              | 10 min           |
| a. Key Statistics                           |                           |                  |
| b. User Adoption Update                     |                           |                  |
| 4. Finance Committee Update                 | Deb Royce / Cara Callanan | 15 min           |
| a. YTD Financial Statements                 |                           |                  |
| b. 2026 Projection                          |                           |                  |
| 5. CSS / Platform Update                    | Randy Farmer              | 10 min           |
| a. Follow-up from 2/27 meeting w/ AHS & ADS |                           |                  |
| b. RFP Process – Next Steps                 |                           |                  |
| 6. FY 2027 Contract                         | Cara Callanan             | 15 min           |
| 7. Business Update                          | Randy Farmer              | 10 Min           |
| a. Maestro Update                           |                           |                  |
| i. Customer Experience Tie-in               |                           |                  |
| ii. Results Delivery                        |                           |                  |
| iii. Enhancement & Growth                   |                           |                  |
| 8. HR & People Update                       | Cara Callanan             |                  |
| a. Org Goal Meeting 3/31 & 4/1              |                           |                  |
| 9. Adjournment                              | Emma Harrigan             |                  |

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



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**Board of Directors Meeting**

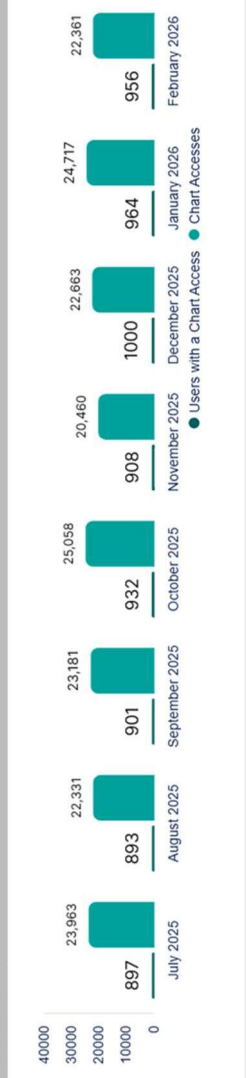
**Teams Conference Call**

**Board Members Present:**

- Jessa Barnard     Shawn Burroughs     Steve Cummings     Randy Farmer     Emma Harrigan     Carrie Hathaway
- Dr. Rick Hildebrant     Sarah Lindberg     James Mauro     Debra Royce     Dr. Norman Ward

**VITL Staff and Other Present** Cara Callanan, Justin Tease, Sarah Thompson, Sue Caswell, Kristina Choquette, Nikki Ball and Erica Pietricola.

Topic	Presenter	Discussion	Action
Meeting Convened		Emma Harrigan convened the meeting at 3:01pm.	
1. Meeting Minutes*	Emma Harrigan	<b>Motion:</b> Approve the January 2025 meeting minutes as presented.	<b>Motion:</b> Shawn <b>Second:</b> Dr. Norman Ward <b>Abstain:</b> none <b>Approved</b>
2. Chair's Report	Emma Harrigan	Leah Fullem has accepted a role at Dartmouth Health, and will be discontinuing her term as a member of this board, effective immediately.	
3. President's Report	Randy	<p>Key Statistics</p> <ul style="list-style-type: none"> <li>• 62 million clinical messages processed by VITL Annually</li> <li>• 5 million messages delivered through the HIW Annually</li> <li>• Request from Board for number and list for EMRs who contribute to our results delivery</li> </ul> <p>User Adoption Update</p> <ul style="list-style-type: none"> <li>• Chart access down MoM to 22,361, Active Users down to 956</li> </ul>	

		 <ul style="list-style-type: none"> <li>• Increased attendance for webinar onboarding after Continuing Ed Credit announcement, from average of about 5 per webinar to 19 attendees.</li> <li>• ENS- event notification service- Investigating bringing this in-house to eliminate using a vendor for notifications</li> </ul>
4. Finance Committee Report	Deb Royce	<ul style="list-style-type: none"> <li>• YTD Financial Statements</li> <li>• 2026 Projection <ul style="list-style-type: none"> <li>○ Projected savings on projects and personnel</li> <li>○ Plan to seek reimbursement for internal work done for cancelled projects and work in preparation for a new platform contract</li> </ul> </li> </ul>
5. Platform Update	Randy	<ul style="list-style-type: none"> <li>• Follow-up from 2/27 meeting w/ AHS &amp; ADS, still awaiting a response from either agency since the meeting.</li> <li>• The degradation involved with a move to CSS platform was material, the lack of being FHIR-enabled, the co-mingled data with other states, and significantly lower match rate compared to our current vendor (Verato) all lead us to the re-constitution of the RFP process</li> <li>• We have narrowed the RFP to 4 potential suppliers, who have been reviewed and scored by our leadership team</li> <li>• RFP Process – Next Steps: once we have the signal to move forward with the RFP process the top contenders will be invited to do a demonstration for VITL</li> </ul>
6. FY 2027 Contract	Cara	<ul style="list-style-type: none"> <li>• Received first draft on March 20</li> <li>• Walk-through of key updates and changes scheduled for Wednesday, March 25</li> <li>• Budget is flat against FY26 with some shifting of dollars from Projects to Management &amp; Operations.</li> </ul>

		<ul style="list-style-type: none"> <li>Working towards finalizing draft contract by deadline of April 20, with finalization of the project list and other reviews completed by June.</li> <li>Partnering with other RHT (Rural Health Transformation) stakeholders to help facilitate their projects with solutions and collaboration with VITL.</li> <li>Several Board members agree that the proposed project with the Dept of Corrections Connection Bilateral exchange of data to improve continuity of care</li> </ul>	
7. Business Update	Randy	<p><i>James Mauro joined at 3:42pm</i></p> <ul style="list-style-type: none"> <li>Maestro Update <ul style="list-style-type: none"> <li>VITL Service &amp; Market Assessment</li> <li>Customer Experience Tie-in</li> <li>Results Delivery</li> </ul> </li> <li>Enhancement &amp; Growth <ul style="list-style-type: none"> <li>Cost Reduction Options for Rhapsody</li> <li>VANC (Vermont Aging Network Consortium) Inquiry &amp; Care Coordination Services</li> <li>KONZA ADT Inquiry (NEISS – Nat. Elec. Injury Surveillance System)</li> <li>Pennsylvania (PA Patient &amp; Provider Network aka P3N) ADT Exchange</li> <li>RHT Related Projects</li> </ul> </li> </ul>	
8. HR & People Update	Cara	<p>HR / People Update</p> <ul style="list-style-type: none"> <li>Org Goals Meeting 3/31 &amp; 4/1</li> <li>Mid-year performance reviews completed</li> <li>Bonus/ at-risk compensation plan presented</li> </ul>	
9. Adjournment		Motion to adjourn at 4:13pm	<p><b>Motion:</b> Sarah Lindberg  <b>Abstain:</b> none  <b>Approved</b></p>

Erica Pietricola, Office Coordinator  
VITL