

# Partnering to Address Workforce Challenges

**Blueprint for Health Executive Committee**  
November 21, 2024

**Laurel Gray Robbins and Kris Reynolds**  
Vermont Center for Resiliency/Matrix Health Systems

**Emmy Wollenburg**  
Blueprint for Health/UVM Health Network

# Collaboration At a Glance

- Embedding **8** mental health clinicians in **6** practices across Chittenden and Addison Counties, working to expand to 3 additional positions

*“This position and not having to worry about things like billing insurance and having additional administrative time, have allowed me to really focus on client care.”*

**- Matrix Health Systems Clinician**

# The Model

- This model has supported clinicians evolving from a fee-for-service model to a value-based arrangement.
- Provides predictable payments for clinicians.
- The predictable payments have allowed for clinicians to focus on quality of care vs. the need to build a caseload for financial concerns.
- Working outside of a traditional payer model has reduced the administrative burden on clinicians.

# In Practice

- Workflows have been developed for each unique practice based on need and resources (administrative support/EHR) available.
- VCR has implemented specific weekly supervision for embedded clinicians to ensure robust clinical support.
- The weekly supervision has allowed staff to learn and collaborate with clinicians at other practices, aiding in the continued development of best practices across sites.

# Next Steps

- Exploring opportunities for telehealth at practices where hiring has been particularly challenging.
- Capturing qualitative feedback about the experience of clinicians.
- Navigating operational challenges around invoicing to ensure prompt payment and continuous feedback and communication.
- Advocating for continued, sustained funding to maintain the staffing and patient access.