



**COPLEY
HOSPITAL**

Expert care with a personal touch

2008 ANNUAL REPORT



O U R V I S I O N

Vision

Copley envisions a community with wellness at its core and clear access to a comprehensive continuum of quality care.

Our Mission

Copley Hospital is a not for profit health care provider whose purpose is to improve the health status of the people of the community by providing the highest quality of care regardless of the ability to pay.

Our Core Values

- Compassion and respect for human dignity
- Commitment to professional competence
- Commitment to a spirit of service
- Honesty
- Confidentiality
- Good stewardship and careful administration

Our History - Our Future

In 1908 Dr. George L. Bates spearheaded a community initiative to build a hospital. In 1932 Alexander Hamilton Copley's philanthropic support generously made the dream a reality when Copley Hospital first opened its doors. From the beginning, we defined ourselves as a non-profit provider of health care, governed by patient-centered values and supported by the community. More than 75 years later, we continue to provide expert, compassionate care, introducing new services and technologies that are needed by our patients and to maintain the recognized excellent standard of care. With this report, we share our accomplishments of 2008; accomplishments made possible by our unwavering commitment to excellence backed by the generous support of this community.



Ruth Roy, PT Supervisor of Pediatric Therapy, with Georgia.



Karen Willett, RN, OCN

"Thanks again to everyone who made having our first child a great experience. We appreciate all your help."

B. Walsh, Cambridge

MESSAGE FROM THE LEADERSHIP TEAM

During a recent community meeting it was said “Copley takes care of the community and the community takes care of Copley.” This simple, but powerful, statement is true. We thank you for your ongoing support - be it as a volunteer or a donor - and we appreciate the ongoing trust we receive from our patients and their families.

We embarked in early 2008 with an inclusive strategic planning initiative to develop a road map that would outline Copley's direction for the next five to seven years. The process included input from community leaders, community partnerships, and internal stakeholders, including trustees, employees, medical staff, volunteers and senior administration. The plan was adopted by our Board of Trustees in July, with goals focusing on both clinical programs and infrastructure (facilities and technology) needs. Key goals include: continued focus on Quality Management; addressing the physical plant concerns of the hospital and Information Technology (IT) issues; expanding services to meet current and future community needs; including wellness and the promotion of healthy lifestyles.

A key accomplishment occurred in May when Copley Hospital and the United Nurses and Allied Professionals Local 5109 finalized a three year labor contract for Copley's nurses. Our nurses are critical to delivering quality patient care, and we feel this agreement acknowledges their vital role. Hard work, respect and a commitment by each side to patient care and safety were key factors in reaching this agreement in record time.

Copley continues aggressively to recruit physicians and nurses. We welcomed otolaryngologist Paul Julien, M.D. to our Center for Outpatient Services, providing much needed access to an Ear, Nose & Throat specialist for our community. Copley piloted a Nurse Extern program to provide student nurses with mentors for a hands-on internship. Two participants successfully worked through the pilot program this summer. We anticipate this will become a valuable recruitment tool.

We began the year proposing an \$18-\$20 million building plan. By the end of the summer, our Trustees were beginning to re-evaluate these plans given the uncertain financial times. They want to ensure that our hospital continues to meet the health care needs of the community without increasing Copley's long-term debt burden to an unmanageable level. We have taken a hard look at absolute priorities and have scaled back appropriately. In 2009 we will replace the hospital's two conventional boilers at an estimated cost of \$1.9 million. We will spend an additional \$800,000 to address the most urgent of space needs affecting our Ambulatory Care Unit and our Operating Suite. This will allow us to continue to meet the community's demand for surgery and outpatient services in the immediate future.

Health care is dynamic and we are in an unprecedented time of change. Two national trends are impacting Copley. The first is an evolving model of family practice that is solely office-based. The second reflects an emerging area of specialty called Hospitalist medicine. Hospitalists are physicians that do not have an outpatient practice; they specialize in caring for inpatients. Copley is developing a comprehensive hospitalist program to replace the traditional on-call system. Once implemented, a hospitalist will take over the care of admitted patients for those community physicians who choose this path. Those community physicians who wish to continue to manage their own patients when admitted may continue to do so.

Our community will benefit from a hospitalist program. Primary Care Providers (PCPs) will have more time to spend in their offices, resulting in shorter wait times for appointments. Those patients whose physicians choose to use the hospitalist service will receive the same quality of care to which they are accustomed. To ensure continuity of care, hospitalists and PCPs are in constant communication so that a patient's medical history and course of treatment while in the hospital are shared. All involved see a hospitalist program as a win-win. We plan to have the program up and running by late summer 2009.

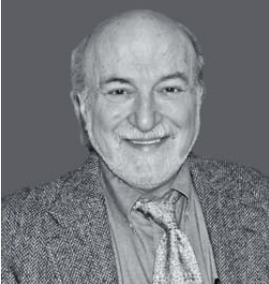
Nationally, standards of care evolve as new research, technology and treatments are discovered or created. Keeping Copley “state-of-the-art” means making sure Copley continues to keep pace with technology and new clinical techniques. This year we replaced the equipment in our Digital Radiography and Fluoroscopy Room. This is a digital “x-ray video” that is used for gastrointestinal procedures, orthopedic injections, and more. It supports integration into electronic medical records and captures images with a significantly lower dose of radiation. The Freeman Foundation also provided a \$1 million grant to install a full-time MRI on the Copley campus. We expect to procure the MRI by mid-2009.

That's just a quick snapshot of how “Copley takes care of the community and the community takes care of Copley.” It is our privilege to be your health care provider. We are proud of your support and the dedication, technical expertise and the quality of our staff. Both keep Copley well-positioned clinically and financially to provide expert, compassionate care in a friendly environment.

Sincerely,  Melvyn Patashnick
President & CEO

 Jan Roy
Board Chair

 Joel Silverstein, MD
Medical Staff President



C O P L E Y M E D I C A L S T A F F & S E R V I C E S

Anesthesiology

Ann Bartlett, MD
Joan Fox, CRNA
Mirjam McCormack, MD
Colleen Parker, MD

Cardiology

Kevin T. Carey, MD
Walter Gundel, MD
Steffen Hillemann, MD
Janet Kirwan, MD
Adam Kunin, MD
Daniel Raabe, MD
Joseph Winget, MD

Dentistry - Pediatric

Murray Diner, DDS

Dermatology

Kathryn Schwarzenberger, MD
Christine Sowle, PA

Diabetes Educators

Loretta Schneider, RN, CDE
Nancy Wagner, RD, CDE

Emergency Medicine

Liam Gannon, MD
Jacqueline Goss, PA
Patrick Heaghney, MD
John Kaeding, MD
Neil Nigro, MD
Charles Osler, FNP
Joseph Subasic, MD
Daniel Wolfson, MD

Family Practice

David Bisbee, MD
Kim Bruno, MD
David Coddair, MD
Cheryl Holton, FNP
Clea James, MD
Patrick Keith, MD
Philip Kiely, MD
Mark Lichtenstein, MD

Katherine Marvin, MD
Sarah Morgan, MD
Paul Rogers, MD
David Roy, MD
Michael Sampson, MD
Melissa Volansky, MD
Gary Waring, MD

Gastroenterology

Joel Silverstein, MD

General Surgery

Patricia Jaqua, MD
C. Dyeane Racette, MD
Brian Smale, MD

Internal Medicine

Brendan Buckley, MD
Henry Southall, MD

Neurology

Jean Marie Prunty, MD

Nurse Midwifery

Jackie Bromley, CNM
Marjorie Kelso, CNM

Obstetrics/Gynecology

Kris Plociennik, MD
Fred Rossman, MD

Oncology

Julie Jae Olin, MD
Liesl Steiner, NP

Ophthalmology

Mark Iverson, MD

Optometry

David Garbutt, OD

Orthopedics

& Sports Medicine

Pierre Delfausse, PA-C
Bryan Huber, MD
Richard James, MD
John Macy, MD
Eric Mullins, MD
S. Glen Neale, MD
Nella Wennberg, PA-C

Otolaryngology

(Ear, Nose & Throat)
Paul Julien, MD

Pain Management

Anne Vitaletti-Coughlin, MD

Pathology

Catherine Antley, MD
John Mech, MD

Pediatrics

Sarayu Balu, MD

Psychiatry

Judith Nepveu, MD

Pulmonology

Veronika Jedlovsky, MD

Radiology

Richard Bennum, MD
Hartley Neel, MD
Candice Ortiz, MD
Robert Smith, MD

Rheumatology

Nicole Hynes, MD

Sleep Lab

David Alsobrook, MD

Urology

Betsy Perez, MD
Wynn Kirschbaum, PA

S M A L L H O S P I T A L - B I G I M P A C T

Copley Health Systems is a key economic driver as well as a vital community resource for health care. Vermont Business Magazine ranks Copley as 59th in their 2009 Vermont Top 100 Companies, recognizing this non-profit's role in the economic health of the state.

\$96 Million Ripple Effect

Copley Health Systems is one of the largest year-round employers in Lamoille County, supporting a range of positions for workers with varying skill levels. In addition, our operations support other local industries, such as linen service, fuel and construction. According to a recent American Hospital Association report, every dollar spent by a hospital supports more than \$2 of additional business activity. With an operating budget of \$48 million, Copley Health Systems produces quite a ripple effect! Applying this multiplier, Copley brings an additional \$96 million dollars in economic stimulus to the area.

Keeping Skilled Workers in the Area

Like many organizations, Copley works hard to attract skilled workers. We invest in workforce development and retention activities, contributing to the economic base of Lamoille County. For example, we offer tuition reimbursement programs, partner with local colleges to provide training programs for employees to update or develop their skills, and support mentoring programs for less experienced staff.

Stable Community Anchor

Copley serves as an anchor for other health care jobs in the area, such as physicians, pharmacists, home health workers and therapists. Nationally, 10 to 20 percent of a rural community's direct and indirect employment and payroll is generated from the dollars spent in the area by health care businesses and their employees.⁽¹⁾

Copley Health Systems' Local Economic Impact by the Numbers

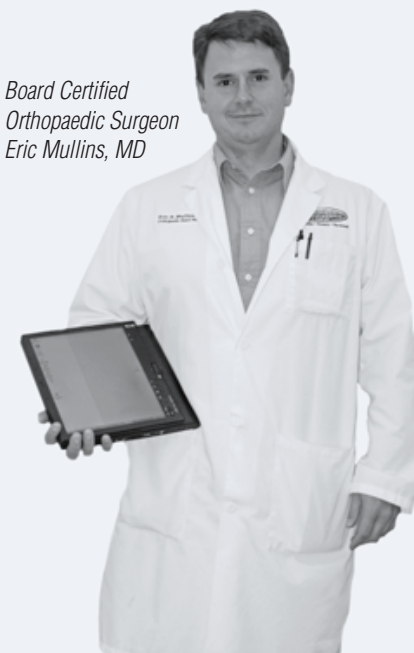
- 470 full-time, part-time and per diem staff; nearly 3% of Lamoille County's labor force.⁽²⁾
- \$96 million additional dollars in economic stimulus to the area.
- \$25,821,388 paid out in salaries, fees and benefits in FY2008.

⁽¹⁾ Deekson, G.A., & Schot, V. (2003) *The Economic Importance of the Health Care Sector on a Rural Economy, Rural and Remote Health, 3 (135)*.

⁽²⁾ Bureau of Labor Statistics, *Current Employment Statistics Survey, 2005*.



Laboratory Technician
Cindy Naples



Board Certified
Orthopaedic Surgeon
Eric Mullins, MD

"We were so pleased with the excellent care we received in your ER— I am a retired nurse, and my husband is a retired surgeon. It was great to find such professional medical care while we were away from home."

Comment from a Patient Survey

YEAR IN REVIEW

Fiscal Year 2008 Service

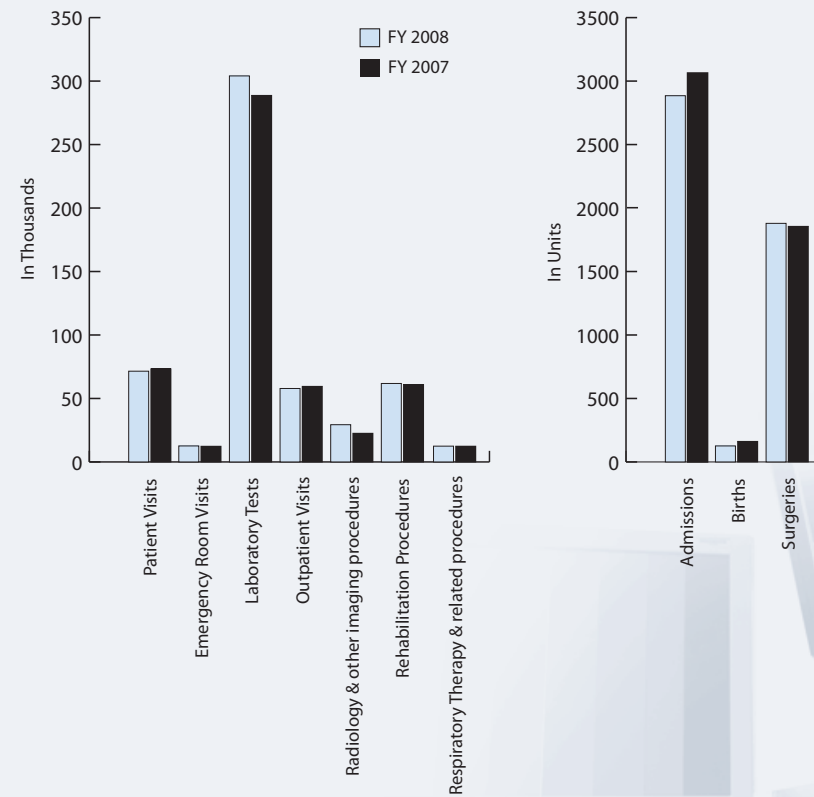
October 1, 2007 – September 30, 2008

- 71,483 Patient Visits
- 2,874 Admissions
- 275 Births
- 12,614 Emergency Room Visits (with 96 critical care transports)
- 304,077 Laboratory Tests
- 57,582 Outpatient Visits
- 29,332 Radiology and other imaging procedures
- 61,811 Rehabilitation Procedures
- 12,440 Respiratory Therapy and related procedures
- 1,895 Surgeries



“While skiing with a friend I had a pretty bad ski accident and ruined one of my knees. I was trying to find a good surgeon and the name that continued to come up was Dr. Glen Neale of Mansfield Orthopaedics. What’s so remarkable . . . Dr. Neale did such a great job with my surgery that today I forget which knee I injured! I would highly recommend Mansfield Orthopaedics to anyone in need of orthopaedic care.”

Caroline Scribner, Montpelier



HIGHLIGHTS FROM THE YEAR

Facilities

Renovations to enhance privacy and security for mothers-to-be, visitors and staff were completed in the hospital's Birthing Center. Construction included a new entrance, and upgrades to the nurse's station, nursery and each patient room.

Enhancements to the hospital's Emergency Department were made to improve patient safety and privacy. A more private area was created, allowing nurses to triage patients at the time of arrival and visitors are now required to stop at the admissions desk before entering the patient care area.

Copley goes greener. Eco-friendly "take-out" dishes, disposable plates and disposable flatware are introduced in the cafeteria for use only when necessary. "Real" everyday dishes and flatware continue to be preferred.

Wellness and Outreach

Copley collaborates with the Swimming Hole to offer "Movement for Life," a program teaching bone-density health and fall prevention. Mansfield Orthopaedics Physician Assistant Nella Wennberg spearheads the program which launched in March.

Copley Hospital now offers Better Breathers Support Network, a free monthly workshop for adults living with emphysema, chronic bronchitis, sleep apnea and other forms of lung disease and breathing disorders. Respiratory Therapist Steve Cothalis, collaborating with the American Lung Association, facilitates the support group.

Copley's Wellness Center collaborates with the Johnson Free Community Lunch program to offer monthly health assessments.

Copley Hospital is one of several local businesses leading the way for Lamoille County's annual LACiNg Up for Cancer walk, a June event that benefits Lamoille Area Cancer Network's emergency fund.

Copley's Wellness and Outreach activities have a new home: the Demars House on Copley's Campus. Now called the Wellness Center, it is where you'll find Linda Shaw, our Community Outreach and Wellness Manager, and Copley's certified Diabetes Educators.

Copley staff donates more than 270 pounds of food to the Lamoille Community Food Share in recognition of National Nutrition Month.



*Nella Wennberg, PA-C
Mansfield Orthopaedics*



Copley and Stowe/Flake Resort team up to encourage women to take a step against breast cancer with a program that offers spa incentives with proof of their mammogram at Copley.

*Denise Marcoux, RN,
Paul Carnahan, Library Director
of the Vermont Historical
Society Leahy Library,
and Mel Patashnick.*

*April Tuck, Senior Director Human
Resources receiving the Employer
Award on behalf of Copley Hospital.*



People

Glen Neale, M.D., an orthopaedic surgeon with Mansfield Orthopaedics, served as president of the Vermont Medical Society.

Long time Nutritional Services employee Esther Greaves retired in February after 34 years of service with Copley. Hospital staff, trustees and community members joined Esther and her family for a special gathering honoring her years of dedication to our community hospital.

Leah Hollenberger, a Morrisville resident, joined Copley Hospital in March as Senior Director of Development, Marketing and Public Relations. Copley also appoints Laura Cole, MPA, of Hyde Park, as Director of Quality Management.

A DVD containing stories of Copley nurses past and present was presented to the Vermont Historical Society in May. Copley's Denise Marcoux, RN produced this Copley oral history project.

Copley welcomes three new members to the Foundation Committee: Denise Cushwa of Stowe, Lisa Hunt of Morrisville, and Henry King of Greensboro.

Board Certified Otolaryngologist (Ear, Nose & Throat specialist) Paul Julien, MD, FRCS, FACS joins Copley Hospital's medical staff bringing a much needed service to our community.

Kudos

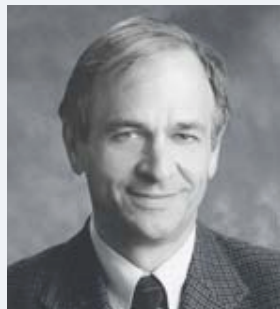
In May, Copley Hospital is honored by the Vermont Division of Vocational Rehabilitation for outstanding support employing people with disabilities

Copley Hospital is named 2008 EMS Hospital of the Year by the Vermont Department of Health Office of Emergency Medical Services and Injury Prevention. Copley was recognized for excellence in communications between EMS and the Emergency Department, as well as for support it provides in the areas of education and EMS personnel development, resources, technical assistance and integration of EMS in the spectrum of care.

*Accepting the EMS Hospital of the Year award are
Leah Hollenberger, Senior Director Development, Marketing
& Public Relations and - Emergency Department staff
Donna Toohey, RN; Tammy Lurvey, LNA and Dale Porter, RN*



*Esther Greaves
with Max Paine,
Director Plant Operations*



Dr. Paul Julien



STAFF RECOGNITION

At Copley, we know that our success is based on teamwork. As a result, you will never find a more dedicated group of caring and exceptional employees than those at Copley. Comments of appreciation we receive from our patients prove that we're on target. We've shared some of those comments throughout this report.

We are deeply grateful for our staff and physicians who understand that treatment and compassion are both needed for healing. It is their expertise in both that enable your community hospital to provide outstanding patient care, care that places us in the top 8% (for inpatient) compared to national averages.

Honoring excellence is a long standing tradition at Copley. In May, as part of National Hospital Week, we honored staff members for their many years of outstanding service. In addition, Doctors Dyeanne Racette and Brendan Buckley presented awards on behalf of the entire medical staff.

This year's recipient of the Edward French Award, an award that honors nursing excellence, was Fran Roy, RN of the Hospital's Operating Room and Outpatient Services. Dr. Racette noted that she [Roy] goes out of her way to help others, exemplifies leadership skills and is known as the provider of resources. "There is no doubt that Fran is exemplary in delivering the high quality health care that Copley is known for. It is a pleasure and an honor to work with Fran, as well as the entire nursing team at Copley," said Dr. Racette.

In his presentation of the Goddard Family Award, Dr. Buckley described this year's recipient as soft spoken, calm in a crisis, and one who is always there. This award, which recognizes excellence in a non-nursing position, was presented to Rev. Alden Launer, Copley's Chaplain. Dr. Buckley expressed thanks to Alden on behalf of the entire medical community, noting that when Alden was presented with the position of Hospital Chaplain in 2001 he took off running and has not stopped yet, "a true testament to who you are."

The evening culminated with Copley President Mel Patashnick naming Jill Baker as Employee of the Year. Baker is Copley's Volunteer and Project Coordinator and was nominated by other staff members for the award. Patashnick praised Baker for her role as an ambassador for Copley in the community, acknowledged her gentle, respectful mentoring skills with peers, and noted that colleagues refer to her as "a rock of stability."

Part of what drives the Copley team to excel is recognition that we are caring for members of our community. Whether the person is a patient, family member, visitor or colleague, we relish being able to make a difference in that person's life.

Edward French Award:
Fran Roy, RN (left) with Sandy Grace, RN
and Dr. Dyeanne Racette



Employee of the Year:
Jill Baker with Copley President
Melvyn Patashnick



Goddard Family Award:
Rev. Alden Launer



COMMITMENT TO SERVICE

40 Years of Service:

Bonnie Marshall, *Waterbury*

35 Years of Service:

Dorothy Cook, *Hyde Park*

20 Years of Service:

Annette Jones, *Craftsbury*

Susan Lucas, *Morrisville*

15 Years of Service:

Carol Brooks, *Morrisville*

Tammy Lurvey, *Johnson*

Penny Paquette, *Craftsbury*

Ann Slayton, *Waterville*

Tracy Webster, *Stowe*

Barbara Welch, *Morrisville*

10 Years of Service:

Suzanne Arel, *Lowell*

Cindy French, *Morrisville*

Steven Hemenway, *Morrisville*

Kay Johnson, *Wolcott*

Gale Martin, *Morrisville*

Robert Moeck, *Stowe*

Geralyn Roscoe, *Wolcott*

Karen Willett, *Morrisville*

Pamela Byrne, *Eden*

Sandra Grace, *Hyde Park*

Bradford Huston, *Stowe*

Stephen Knight, *Elmore*

Gregory McLelland, *Elmore*

Steffany Mosley, *Wolcott*

Margaret Walker, *Hyde Park*

5 Years of Service:

Midge Anthony, *Wolcott*

Ann Bartlett, MD, *Morrisville*

Amy Carruthers, *Eden*

Diane Choquette, *Newport*

Karen Conger, *Jeffersonville*

Suzanne Granger, *East Calias*

Heather Griggs, *Craftsbury*

Kevin Griggs, *Morrisville*

Jeffrey Limoge, *Morrisville*

Deena Masten, *Morrisville*

Zachary Mayo, *Jeffersonville*

Helen McElroy, *Johnson*

Meredith McGee, *Morrisville*

Patricia Murphy, *Wolcott*

Lisa Paskerian, *Wolcott*

Bonnie Strong, *Craftsbury*

Susanne Sullivan, *Wolcott*

April Vanderveer, *Waterville*

Debra Webb, *Hardwick*

Armand Williams, *Morrisville*

Daniel Wolfson, MD, *Richmond*



40 Years of Service:
Bonnie Marshall, *Waterbury*



35 Years of Service:
Dorothy Cook, *Hyde Park*

Melvyn Patashnick, President & CEO with
Penny Paquette, RN; Barb Welch, LNA;
Carol Brooks and Ann Slayton



VOLUNTEER PROFILE

He doesn't have a medical degree, but is certified within his specialty as caregiver. His primary job while at the hospital is to visit patients, visitors and staff, lifting spirits and brightening days. It's not uncommon to see him resting on a patient's lap or bed while volunteering! From the moment Chester arrives, people are bending over to greet our little furry friend. He knows the hospital like the back of his paw and he moves with ease looking very comfortable with the task at hand.

Pet therapy has become a common occurrence at hospitals, nursing homes and other health care organizations around the country. Certification can be rigorous for both the owner and the animal. And why not, their purpose weighs heavily.

A certified pet therapy dog through the Delta Society, Chester is a longhaired dachshund who provides weekly visits at Copley with owners Michele and Abigail Lesoine of Cambridge. Chester is joined by another therapy dog named Buster. Buster is a male beagle owned by Ben Edwards of Johnson.

Therapy dogs play an important role in redirecting a patient's focus by lifting their spirits. Even for a brief moment these special volunteers can take away the pain or provide a moment of "real life" during a hospital stay. "Chester's visits are heartwarming, not to mention good medicine for people of all ages," says Jill Baker, Volunteer Coordinator.

Thank you Chester and Buster for all your work.



June Allaire, Gift Shop Volunteer, Jill Baker, Volunteer Coordinator and Chaplain Alden Launer with Buster



Chester



*Michele Lesoine, Copley patient
Marcia Shafer, Chester, and Abigail*

VOLUNTEER RECOGNITION

The phrase 'actions speak louder than words' truly describe the value of volunteers and their contributions to Copley Hospital. Our volunteers are a gift. They provide an important and much appreciated service to patients, visitors and staff. Their contributions are far reaching in their effectiveness in helping assure the highest quality of care to the sick and injured in our community. They deepen the definition of our community hospital.

Volunteers range in age and come from all walks of life. One commonality they all share is their willingness to make a difference in the lives of others. Copley offers a variety of ways for volunteers to make a difference. Opportunities range from welcoming and assisting patients and visitors at the information desk, working in the hospital gift shop or Second Chance Thrift Shop, to delivering mail, providing clerical support and assisting nursing units by providing a caring presence to patients.

We are fortunate to have such a committed group of individuals and extend heartfelt thanks to all those that together donated more than 17,500 hours of service during 2008.

- | | | | |
|----------------------|--|-----------------------|---------------------------------|
| June Allaire | Ben Edwards
and Buster | Eleanor Mercia | Edna Snow |
| Helen Anderson | Connie Edwards | Donna Merriam | Robert Snow |
| Pat Ainsworth | Sigrid Endreson | Pearl Metayer | George Spear |
| Hazel Allen | Lilalee Fellows | Bil Minton | Jeanne Spear |
| Anne Atherton | Betty Flory | Josh Mollander | Judy Stancliff |
| Virginia Atherton | Esther Fontaine | Sally Nolan | Dorothy Stannard |
| Rosemary Arnold | Elaine Foster | Robert Norton | Peter Stearns |
| Lorraine Bailey | Gerry Furlong | Vivian Norton | Barbara Stevens |
| Marge Bliss | Judy Grosvenor | Jean O'Rourke | Ruth Tuthill |
| Judy Bolio | Becky Harston | Gurli Olsen | Mackenzie Tyer |
| Julie Bourne | Ann Harwood | Nancy Patterson | Jan Uggerholt |
| June Boudreau | Barbara Hayford | David Peters | Angie Vanasse |
| Wanda Bradford | Joan Hazeltine | James Philbrook | Marie Wallinger |
| Benjamin Brayton | Bertha Hooper | Dorothy Piche | Joyce Ward |
| Elinor Brayton | Madeline Hooper | George Piche | Mary Lou Ward |
| Joan Brown | Betty Hunt | Millie Piper | Pat Ward |
| Linda Brown | Lois Keith | Arlen Preston | Jeff Wasserman |
| Molly Brown | Steve Kennison | Jeannette Randolph | Nicole West |
| Betty Busch | Lisa Kirk | Liz Raymond | Fonda Whitmore |
| Philip Camley | Christina Laine | Jeannette Ring | Debbie Wheeler |
| Joan Camp | Joyce LaRow | Sue Roberge | Irene Wilkins |
| Linda Cannon-Huffman | Joyce Lawrence | Jean Roberts | Carmeline Williams |
| Alice Chase | Midge Lechevalier | Cathy Robinson | Arlie Williamson |
| Joanne Chase | Michele & Abigail
Lesoine & Chester | Janice Rushford | Gloria Wing |
| Joan Churchill | Lisa Anne Loucka | Sam Ruggles | Margaret Woodard |
| Florence Ciccolo | Elvira Loyola | June Russell | JoAnn Wyckoff |
| Joe Ciccolo | Jean Lumbr | Ann Sabino | Joe Yacovone |
| Martha Clelia | Mac Manning | Addie Salls | Carol Young |
| Martha Corey | Karen Mattison | Ken Salls | Jennifer Young |
| Gretchen Damon | Gabrielle McCorkill | Dolores Schaarschmidt | Jenna Zukswert |
| Shelia Darrah | Rebecca McLeod | Shayde Shaffer | Common Thread
Quilting Group |
| Seline Deciucies | Fran Melcher | Judy Shanley | |
| Phyllis Despault | | Carol Smith | |
| Priscilla Draper | | Donna Smith | |



*Gift Shop Volunteers
Minnie Gould and
Irene Wilkins*



*Becky McLeod,
Second Chance Store
Manager with Volunteer
Fonda Whitmore*



*Volunteers Ben Brayton,
Elinor Brayton and
Jeanne Spear*

AUXILIARY REPORT

A Message from Copley Auxiliary President Judy Shanley

Copley Hospital Auxiliary was formed in 1933 shortly after the opening of the hospital in 1932. In 2008 we proudly celebrated 75 years as an organization. Over the years the focus has changed from gathering supplies, taking care of patients (Gray ladies), repairing sheets and “johnnies,” as well as fundraising through Auxiliary sponsored events to primarily providing monies for the hospital.

Funds are raised for the hospital through Second Chance Thrift Store, the hospital Gift Shop, bake sales and membership dues. Since the late 1970's, the Auxiliary has gifted Copley Hospital Foundation more that \$700,000. Also, our group has supported employee education programs and department requests for other smaller purchases. In 2008 we gave Copley Hospital a total of \$14,500. Infant shirts continue to be purchased and given to every newborn in Copley's Birthing Center.

Today there are over 90 Auxiliary members who reside in Lamoille County and beyond. Our volunteer board meets once a month. Two meetings are hosted annually and are open to all the membership and their guests. These dining gatherings include a business agenda and a guest speaker. This year botanist Dr. Phil Chiaravalle and Copley Respiratory Therapist Steve Cothalis, Vermont's Respiratory Therapist of the year, presented.

In August, Cathy Snow, a part of Second Chance for 25 years, resigned her position as manager. We appreciate her devoted service. Becky McLeod, a three-year volunteer at Second Chance, served as Interim Manager and was subsequently hired full time. We thank Becky for her help during this transition. The shop, established in 1978, now has more than 25 volunteers and continues to be the major revenue source for the Auxiliary.

The Gift Shop first started as a display case in 1950. It became a full service gift shop in 1983 and continues to serve hospital guests, patients and employees. Martha Clelia, with the help of many volunteers, has successfully managed it over the past year.

The two bake/plant sales were popular with hospital staff, volunteers and visitors, adding \$800 to the Auxiliary's treasury.

Thank you to all the volunteers for their dedication and efforts on behalf of our community hospital.



Auxiliary Officers;
Judy Grosvenor, Secretary;
Judy Shanley, Chair
and Gurlie Olsen, Treasurer



Gift Shop Manager
Martha Clelia (right)
with incoming Shop
Manager Susan Burrill



Gift Shop Volunteers
Elvira Loyola,
Esther Fontaine and
Susan Burrill

FOUNDATION REPORT

A message from Development Director Leah Hollenberger

Your generous support makes it possible for Copley to care for our community; to be here when family, friends and neighbors need us the most. The next few pages are a wonderful display of the kind individuals, companies and organizations that supported our non-profit community hospital in FY08, October 1, 2007-September 30, 2008.

A special thank you to an extraordinary group of volunteers: our Foundation Committee. They work year round, helping with our two fundraising events, spearheading the Annual Fund Campaign, and inspiring others to join them in supporting Copley. This year's annual fund campaign raised more than \$222,000 from more than 530 donors. The funds were used to upgrade the equipment in our Digital Radiography and Fluoroscopy Room, fund our Chaplaincy program, and fund charitable care - a safety net to ensure care for all, regardless of ability to pay.

The Freeman Foundation graciously provided a \$1 million grant to Copley Hospital to fund an MRI machine. An MRI is an essential piece of diagnostic equipment that a modern up-to-date radiology department, such as ours, needs to offer to the patients in the community we serve. Copley has been contracting with a traveling MRI to be on-site two days a week. The grant is being used to ensure Copley Hospital has an MRI machine on our campus full-time, seven days a week, to better serve our community.

We were moved by the thoughtfulness expressed through gifts received this year; many of you included a note or a letter. One Legacy Circle gift in particular was quite moving. Sumner “Joe” House was a former volunteer who had moved out of the area several years ago. One of his daughters contacted me saying that her father had asked in his will for his family to remember Copley Hospital. His daughters shared with me the stories he had told of volunteering in Copley's Center for Outpatient Services and how much his friends at Copley had meant to him. When I contacted staff members and volunteers who had worked alongside him, they too shared their stories, allowing me to bring them back to his family to come full-circle. His daughters asked that the gift be used for the Center for Outpatient Services. What a wonderful legacy to leave: stories and memories reinforced by a gift that ensures expert, compassionate care is here, close to home.

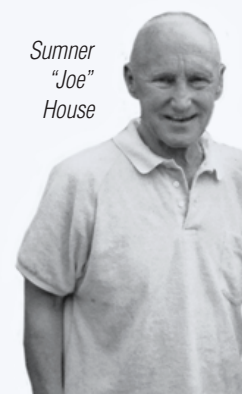
Thank you again for your generosity and your confidence in our work.



Leah Hollenberger,
Senior Director
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Sumner
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2008 REPORT OF GIVING

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for any inadvertent errors or
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errors to our Development
Office at 802.888.8302
so that we may correct
our records.*

*"I am sold on Copley. Cardiac Rehab at Copley has made a great change in my life
since my heart attack."*

*George Fearons, Stowe with Betsy Harper, PJ Supervisor
and Erin Smith, Cardiac Rehabilitation Practitioner*

FOUNDATION EVENTS

Stowe Wine and Food Classic

Copley Hospital is grateful for the incredible support provided by Stowe Charities, Inc. One would be hard pressed to find a more dedicated group of volunteers committed to hosting a one-of-a-kind benefit - the Stowe Wine and Food Classic - while having a grand time doing so. They certainly know how to keep the "fun" in fundraising. The 10th Annual Stowe Wine and Food Classic at Trapp Family Lodge raised \$15,000 for Copley's charitable care program. The event featured cooking demonstrations with celebrity Chef Art Smith and Tony Campos of New England Cooks and more than 100 wines from around the world. The Saturday night gala dance included a memorable five course dinner and wine pairings that people are still talking about. Nearly 300 people - double last year's attendance - sampled wine and gourmet cuisine during the Sunday afternoon Grand Tasting. Plans for next year are already underway and Stowe Charities is committed to making it a destination event. We hope to see you at next year's event: June 19-21, 2009 at Trapp Family Lodge.



Stowe Wine and Food Classic Donors

Thank you to the generous Stowe Charities, Inc. donors for their help with the Stowe Wine and Food Classic to benefit Copley Hospital:

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FOUNDATION EVENTS

Copley Scramble

More than 50 golfers enjoyed a perfect Vermont summer day, raising \$17,000 for Copley with the 21st Annual Copley Scramble at the Stowe Country Club. We appreciate the ongoing support from several of our vendors who helped underwrite the Scramble. It was nice to see some of our staff members' children hold their own, and in some cases, improve the performance of their teams! A special thanks to volunteers John and Millie Merrill and Polly Manosh for their help in running the Scramble. If you're interested in playing in this year's Scramble, scheduled for July 14th at the Stowe Country Club, give us a call at 802-888-8302.

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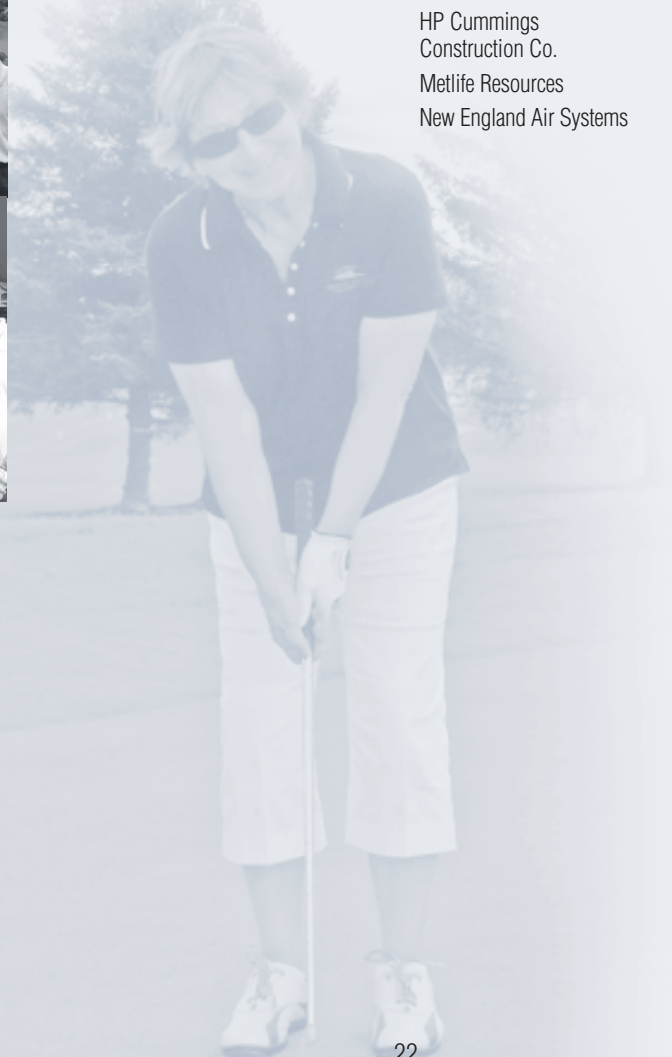
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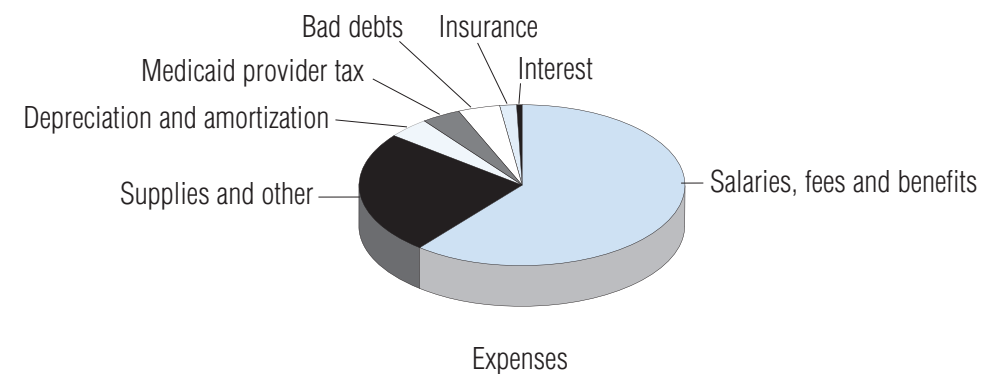
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REVENUE & EXPENSES

COPLEY HOSPITAL INC. STATEMENT OF REVENUE AND EXPENSE (Audited)

	FY 2008		FY 2007	
Revenue				
Gross revenue	\$65,131,093		\$60,903,864	
Less: Charges not paid by payers	(\$21,233,826)		(\$18,059,951)	
Less: Charity care	(\$ 795,628)		(\$ 1,014,005)	
Other revenue	\$ 1,010,560		\$ 1,291,918	
Total Revenues	\$44,112,199		\$43,121,826	
Expenses				
		%		%
Salaries, fees and benefits	\$25,821,388	60.8%	\$24,891,898	60.6%
Supplies and other	\$10,594,461	24.9%	\$10,209,981	24.9%
Depreciation and amortization	\$ 1,693,340	4.0%	\$ 1,627,672	4.0%
Medicaid provider tax	\$ 1,669,257	3.9%	\$ 1,556,053	3.8%
Bad debts	\$ 1,804,082	4.2%	\$ 1,823,860	4.4%
Insurance	\$ 756,674	1.8%	\$ 749,036	1.8%
Interest	\$ 145,989	0.3%	\$ 192,351	0.5%
Total Expenses	\$42,485,191	100.0%	\$41,050,851	100.0%
Excess of Revenue over Expenses	\$ 1,627,008		\$ 2,070,975	
Community benefit grant	\$ 0		(\$ 1,000,000)	
Increase in unrestricted net assets	\$ 1,627,008		\$ 1,070,975	



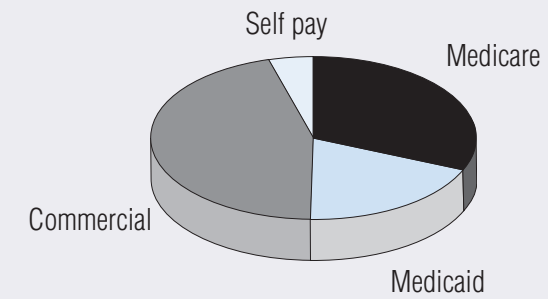
BALANCE SHEETS

COPLEY HOSPITAL INC. BALANCE SHEETS (Audited)

	FY 2008	FY 2007
Assets		
Operating cash and cash equivalents	\$ 1,670,175	\$ 1,121,932
Patient accounts receivable, net	\$ 3,305,283	\$ 3,311,399
Inventory	\$ 1,683,582	\$ 1,549,370
Prepaid expenses	\$ 946,043	\$ 975,117
Other accounts receivable	\$ 130,157	\$ 43,953
Assets limited as to use	\$ 5,625,929	\$ 5,365,679
Property and equipment, net	\$ 9,533,973	\$ 9,214,404
Donor restricted assets	\$ 4,578,878	\$ 3,509,009
Deferred financing costs, net	\$ 68,493	\$ 71,679
Deferred compensation	\$ 408,396	\$ 342,617
Total assets	\$27,950,909	\$25,505,159
Liabilities and net assets		
Accounts payable and accrued expenses	\$ 2,440,191	\$ 2,292,630
Accrued payroll and related expenses	\$ 2,039,813	\$ 1,810,173
Estimated third-party payer settlements	\$ 450,341	\$ 605,274
Deferred revenue and other	\$ 0	\$ 449,174
Deferred compensation	\$ 408,396	\$ 342,617
Long-term debt	\$ 3,960,000	\$ 4,050,000
Restricted net assets	\$ 4,578,878	\$ 3,509,009
Unrestricted net assets	\$14,073,290	\$12,446,282
Total liabilities and net assets	\$27,950,909	\$25,505,159

PAYER MIX

	FY 2008	FY 2007
Medicare	31.6%	32.7%
Medicaid	18.8%	18.9%
Commercial	45.2%	43.2%
Self pay	4.4%	5.2%
Total	100.0%	100.0%



“When my routine mammogram revealed something to be concerned about, I was pleased that my hospital was so quick to respond and had such a kind and encouraging team.”

K. Audy, Morrisville

TRUSTEES & SENIOR MANAGEMENT TEAM

Trustees

Jan Roy, Chair Wolcott	Arthur Gleiner, MD Stowe
Ken Gibbons, Vice Chair Hyde Park	Melvyn Patashnick Morrisville
Dana Wildes, Treasurer Morrisville	Elizabeth Rouse Hyde Park
Anne-Vitaletti-Coughlin, MD, Secretary Stowe	Brian Smale, MD Elmore
Michael Alexander Stowe	Sue Sargent Morrisville
Brian Coles Morrisville	John Steel Stowe
Willla Farrell East Hardwick	Mark Woodward Johnson
	Dave Yacovone Morrisville

Senior Management Team

Melvyn Patashnick, <i>President</i>
Rassoul Rangaviz, <i>Chief Financial Officer</i>
Carol Ferrante, <i>Senior Director Facilities and Support Services</i>
D. Aaron French, RN, BSN, BS, <i>Senior Director of Nursing</i>
Leah Hollenberger, <i>Senior Director Development, Marketing and Public Relations</i>
April Tuck, <i>Senior Director Human Resources & Corporate Compliance Officer</i>



Deb Webb preparing instruments for the sterilizer unit.

"When I was diagnosed again with breast cancer, I knew I needed a very capable and caring surgeon. Many breast cancer survivors whom I spoke with had been pleased under the care of Dr. Dyeanne Racette...now I know why."

Mary Hoisington, Lake Elmore

Dr. Dyeanne Racette
and Mary Hoisington



CORPORATE MEMBERS

Members of Copley Health Systems, Inc. hold responsibility of ensuring that the needs of the community are always represented and remain at the forefront of policy and operational development.

As a community not-for-profit organization, Copley relies on its Corporate Membership to guide the governance of the hospital. Members play a very important role in helping Copley meet the healthcare needs of our community by approving proposed bylaw changes and electing trustees representative of the community to govern our community hospital.

At Our January 2008 Annual Meeting, our Governance Committee presented a new process for applying for membership. This new process includes the criteria that members must be 18 years old or older and that members must live part or full time in Copley's service area or be employed in Copley's service area or, in the case of physicians or other health care professionals, credentialed by Copley. It also allows for interested applicants to describe talents and/or skills they may be willing to share with Copley. The new process will affect membership for the upcoming year.

Copley is grateful to its entire membership for their involvement:

Leslie Abramson	Morrisville	Brian Coles	Morrisville	Willla Farrell	East Hardwick
Michael Alexander	Stowe	Barbara Conn	Wolcott	Francis Favreau	Morrisville
Judith Alexander	Stowe	Edward Connors	Green Valley, AZ	George Fearons	Stowe
Sue Alexander	Belvidere Center	George Cook	Hyde Park	Lori Ferguson	Roxbury
Pamela Allen	Morrisville	Dorothy Cook	Hyde Park	Carol Ferrante	Wolcott
Dawn Andrews	Morrisville	Erika Couture	Hyde Park	Frank Ferrante	Wolcott
Jill Baker	Hyde Park	John Couture	Hyde Park	Emily Fisher	Jeffersonville
Deborah Bell	Morrisville	Johanna Darrow	Stowe	Anita Fletcher	Irasburg
Richard Bennum	Stowe	David Davison	Hardwick	Holly Flynn	Kirkland, WA
Cynthia Borck	Waterbury Center	Sue Davison	Hardwick	Carla Frappier	Hardwick
Catherine Bordas	Elmore	David Deciuces	Wolcott	Stephanie Frederick	Hyde Park
Gorden Bowen	Morrisville	Corey Decker	Jeffersonville	Lois Frey	Johnson
John Burgess	Morrisville	Chris D'Elia	Jeffersonville	Edward Gale	Johnson
Virginia Burgess	Morrisville	Debra Dewey	Morrisville	Alex Garven	Morrisville
Jane Campbell	Morrisville	Diane Dolan	Morrisville	Conrad Garven	Morrisville
Michele Cardinal	Eden Mills	Mary Doonis	Johnson	Michele Gerin-Lajoie	Waterville
Scott Carruthers	Eden	Debralee Dorain	Wolcott	Kenneth Gibbons	Hyde Park
Phillip Chiaravalle	Hyde Park	Kevin Dorain	Wolcott	Arthur Gleiner	Stowe
Diane Choquette	Newport	George Dyke	Woodsville, NH	Sandy Grace	Hyde Park
J. Alfred Chouinard	Hyde Park	Lisa Dyke	Stowe	Clive Gray	Greensboro
David Coddaira	Morrisville	Kenneth Eardley	Underhill	Sharon Green	Morrisville
Colleen Coffey	Morrisville	John Egenberg	Stowe	Jane Greene	Morrisville
Laura Cole	Hyde Park	Joseph Falworth	Westfield	Kevin Griggs	Morrisville

Roger Hale	Graniteville	Cheryl Morse	Morrisville	Norma Spaulding	Hardwick
Larry Hamel	East Hardwick	Douglass Morse	Morrisville	Duane Sprague	Morrisville
Lise Hamel	East Hardwick	Cathy Murphy	Elmore	Jane Sprague	Morrisville
Claire Hancock	Morrisville	Floyd Nease	Johnson	Jeanne Stearns	Johnson
Betsy Harper	Cambridge	Hartley Neel	Stowe	John Steel	Stowe
Laurie Hart	Morrisville	Amy Noyes	Wolcott	Zarina Suárez O'Hagin	Hardwick
Brian Harwood	Waterbury	Jane Oliphant	Wolcott	Joseph Subasic	Wolcott
Carol Hayden	Hyde Park	Susan O'Neill	Troy	Nancy Sweeney	Barton
Penny Hester-Ingram	Wolcott	Max Paine	Morrisville	Scott Thompson	Morrisville
Leah Hollenberger	Morrisville	Melvyn Patashnick	Morrisville	Donna Toohey	Danville
Ethel Hunter	Jeffersonville	Edward Pearson	Stowe	Terry Trombino	Morrisville
David Jaqua	Stowe	Richard Pelletier	Stowe	April Tuck	Jeffersonville
Patricia Irons Jaqua	Stowe	Michelle Pelton	Elmore	Holly Turner	Waterbury Center
Anne Johnson	Waterbury	Elizabeth Perez	South Hero	David Vinick	Morrisville
Lois Keith	Morrisville	Joan Petrolito	Wolcott	Anne Vitaletti-Coughlin	Stowe
Kenneth Kelly	Eden	Paul Petrolito	Wolcott	George von Trapp	Waterbury Center
Ann Kerbs	Burlington	Dorothy Piche	Elmore	Patricia von Trapp	Waterbury Center
Rolf Koob	Lowell	George Piche	Elmore	Margaret Walker	Hyde Park
Peter Kramer	Morrisville	Dean Pineles	Stowe	Richard Watters	Morrisville
Wendy Kruger	Hardwick	Heather Porter	North Hyde Park	Francis Welch	Morrisville
Chris Ladue	So. Burlington	Nancy Potak	Greensboro	Barbara Welch	Morrisville
Theodore Lambert	Hyde Park	Carl Powden	Johnson	Deborah Wells	Wolcott
Alden Launer	Greensboro	Dyeanne Racette	Morrisville	Stuart Weppler	Morrisville
Linda Leahy	Morrisville	Rassoul Rangaviz	Morrisville	Michel Weppler	Morrisville
Hubert Lechevalier	Morrisville	Jessica Reed	Johnson	Warren West	Morrisville
Mary Lechevalier	Morrisville	Amy Renaud	Hardwick	Don West	Burlington, NC
Mark Lichtenstein	Greensboro	Fred Rossman	Morrisville	Martha West	Burlington, NC
Susan Lucas	Morrisville	Elizabeth Rouse	Hyde Park	Lindsey West	Morrisville
Brieanna-Lee Magnant	Waterville	Frances Roy	Wolcott	Jane White	Alexandria, NH
Denise Marcoux	Hyde Park	Janice Roy	Wolcott	Jeffrey White	Alexandria, NH
Linda Martin	Wolcott	Kenneth Roy	Wolcott	Peter Wilder	Morrisville
David Marvin	Hyde Park	Charlotte Royer	Morrisville	Katherine Wilder	Morrisville
Janice Mayo	Jeffersonville	Beverly Ryder	Morrisville	Dana Wildes	Morrisville
Edward McGrath	Oneonta, NY	Heather Sargent	Morrisville	Cynthia Wiltshire	Morrisville
David McLane	Hyde Park	Richard Sargent	Morrisville	Gloria Wing	Morrisville
Dennis McLaughlin	Williamstown	Sue Sargent	Morrisville	Alena Wood	Hyde Park
Bunny Merrill	Morrisville	Roy Schwarz	Hyde Park	Carol Wood-Koob	Lowell
John Merrill	Stowe	Linda Shaw	Morrisville	Mark Woodward	Johnson
Millie Merrill	Stowe	Peter Shaw	Morrisville	Peter Wright	Elmore
McDonald Miller	Morrisville	Joel Silverstein	Hyde Park	Steven Young	Wolcott
Warren Miller	Elmore	Brian Smale	Morrisville	Melissa Zebrowski	Barton
Eric Montminy	Morrisville	Shapleigh Smith	Morrisville		



“After being diagnosed with diabetes I went to Copley Hospital’s Diabetes Clinic. Their program is unbelievable. The things I’ve learned about food and way of life has made a difference in taking control of my diabetes.”

Beth Conner, Morrisville



**COPLEY
HOSPITAL**

Expert care with a personal touch

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