CHANGING LIVES...
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 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

“Tearing your ACL is not something anybody wants to go through, especially not your senior year of high school. But luckily I had so many wonderful people along the way to help me and make things go as easily as possible. I want to thank everybody who has helped me throughout my entire ordeal, from the initial diagnosis right up through post-op physical therapy. My surgery went much better than I could’ve ever imagined; everybody made sure that I was more than comfortable. The staff at Copley are not only excellent and professional, they are genuinely friendly, kind, and make patient care a priority. Under much different circumstances, I’d love to go back again!”

Megan LaCasse, Elmure

“While on vacation from Florida I experienced your ER staff as well as orthopedic surgery the next day. We have never experienced such professional, efficient and personal care. Everyone was so helpful. Copley is Vermont’s best kept secret. Thanks to everyone for taking care of us. We couldn’t have found better care anywhere in the county!”

Ken and Deb Smith
Venice, Florida

“Having never been in Copley Hospital’s Emergency Department, I was (and am) totally impressed by the level of care and expertise I received. Copley Hospital obviously has a phenomenal team of health care professionals and I feel very fortunate indeed that I ended up there.”

Tessa Milnes
Stowe

“The care I got was excellent. My family was treated with as much respect and friendliness as I was; that is very important to me.”

Pauline Boyce
Wolcott

“Copley’s Staff was very professional and informative. The nurses and anesthesiologist were caring. They gave me, as a patient, a feeling of confidence. I was given good information, good advice. I knew what to expect. I’ve already told a number of people to go to Copley if they have a problem.”

Clark Maser
Greenbush

“The nurse was very considerate and the doctor listened. I explained my injury and the doctor treated me, giving me ownership of my recovery. The way I envision personal health care to be conducted.”

Myrna Locke
Hyde Park

CHANGING LIVES...
ONE PATIENT AT A TIME

Registered Nurses
Karen Willett
and Dave Denzies
Copley Health System’s leads in providing lifelong care that is comprehensive and well known for its quality. Our mission is to provide a range of sustainable services and programs that meet the evolving health care needs of our patients with the highest quality of care regardless of ability to pay. Simply put, Copley changes lives.

We are pleased to present our 2009 Annual and Community Benefit Report. It provides a snapshot of how Copley contributes significantly to the health and well being of our community.

Clearly it has been a challenging year for all of us. As a small Critical Access Hospital, it is a challenge to improve productivity measures when volumes fluctuate. The volume of inpatients, surgical cases and ambulatory care clinic visits were down, while emergency visits and ancillary referral services remained strong. The implication of these results is that consumers were reluctant to have elective procedures performed in these uncertain economic times. The Critical Access Hospital designation was created by the federal government to protect rural hospitals. The program provides additional federal funding to offset the impact relatively small volume fluctuations have on the fixed costs of care. Even with this understanding, Copley feels obligated to focus heavily on containing costs and improving operating efficiency. Regulatory changes and continued reductions in reimbursement will continue to challenge Copley as well as all hospitals in the state.

The following financial reports demonstrate our commitment to investing resources efficiently and effectively. Copley continues to evolve to meet the needs of the community. FY 2009 brought many positive changes, including: establishing Vermont Shared Services Network, a unique regional partnership among hospitals; offering a new alternative to knee replacement surgery; launching a Hospitalist program; welcoming three new physicians; and piloting a Workplace Wellness Program with area businesses. We also broke ground for an expanded Utility Plant and finalized plans to create a second Sleep Study Clinic. These plans include renovating portions of our Outpatient Services Center to increase efficiency and access to outpatient services.

Copley’s patient satisfaction scores continue to exceed state and national rankings. And while volume may have been down, consider Copley provided for more than 12,600 emergency room visits, more than 330,000 diagnostic tests, 1,850 surgeries and more than 7,600 outpatient clinic visits this past year. Our Wellness Center helped people manage their diabetes, learn to make healthy eating choices and generally improve the quality of their lives. The numbers come to life in this report with testimonials provided by neighbors whose lives we’ve changed. It is a demonstration of the commitment and leadership of our medical staff, employees, board of trustees, volunteers and community partners.

We are thankful for your support which enables us to continue to provide expert, compassionate care and contribute significantly to the health and well being of our community. It is our privilege to be your health care provider.

Sincerely,

Melynn Patashnick
President & CEO

Jan Roy
Board Chair

Joel Silverstein, MD
Medical Staff President

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Over a year ago, Beth Conner of Morrisville learned she had diabetes. She was “floored” and wanted to learn more about the disease. Beth’s physician recommended Copley Hospital, where she met with our team of diabetes educators at Copley’s Wellness Center and, as Beth puts it, “learned how to take control of my diabetes through education.”

When Beth was diagnosed with diabetes, her A1C was 10.1; a non-diabetic range is 4-6. The A1C is a blood test that measures your average blood sugar. Beth was determined to not let her diagnosis get her down. She embarked on a lifestyle improvement program that within three months brought her A1C down to 5.2 – a range that she continues to be at today.

“I feel like a new person,” says Beth. “Learning you have diabetes doesn’t mean you have to change your entire life – just your lifestyle. Having diabetes is figuring out what works for you. It’s learning how to live your own healthy balanced life.” Beth not only lowered her A1C to a healthy range, she has also lost 80 pounds and is within 20 pounds of her total weight loss goal.

Quality Care close to home
Copley Hospital provides a unique blend of quality, compassionate, personalized, state-of-the-art medical care in a small, warm, friendly environment. For more than 75 years, Copley has defined itself as a not-for-profit provider of health care, governed by patient-centered values and supported by the community. The Hospital works diligently to carefully and efficiently allocate limited resources to provide access to the latest advances in healthcare, from competent, caring staff with state-of-the-art equipment. We provide more than essential services to our community’s overall health; as one of the largest employers in the area, Copley contributes to the quality of life of every single resident.

As health care evolves, so too does Copley. We continue to mirror the national trend toward providing more outpatient services. Our collaborations with Community Health Services of Lamoille Valley (CHSLV), Fletcher Allen Health

MEETING THE NEEDS OF OUR COMMUNITY
24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR

John Kaeding, MD
Chief of Emergency Medicine

Nancy Natvig, RN, CEN
Director of Emergency Services

Copley’s Diabetes Education includes:
• 1:1 consultations
• Living with Diabetes Classes
• Research, medication & strategy updates to providers
• Workplace Wellness Screenings
• Free monthly community screenings

Nancy Wagner, RD, and Loretta Schneider, RN, Certified Diabetes Educators
Copley Hospital’s Wellness Center

Beth’s Story

Beth Conner with a photo of herself before she had her diabetes under control.

Copley’s Birthing Center offers personalized supportive care including a “birthing tub.” L-R, Registered Nurses Lori Dupuis, Sue Fitzgerald, Steffany Mosley and Wendy Anders.

Our Core Services
• Primary Care – including laboratory services and diagnostic imaging (x-ray, MRI, CT, ultrasound).
• Women’s and Children’s Services – with more than 250 births in our Birthing Center per year.
• General Surgery – a wide spectrum of surgical care including cancer (biopsies, breast, colon, melanoma), gallbladder and hernia, colorectal, trauma care, skin lesion removal and more.
• Emergency Services – the area’s resource for urgent care, trauma care and critical stabilizing care in life-threatening emergencies.
• Orthopedics – offering the latest in orthopedic surgery technology and the newest techniques with a focus on minimally invasive surgery.

Copley’s Birthing Center offers personalized supportive care including a “birthing tub.” L-R, Registered Nurses Lori Dupuis, Sue Fitzgerald, Steffany Mosley and Wendy Anders.

Nancy Wagner, RD, and Loretta Schneider, RN, Certified Diabetes Educators
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Beth Conner with a photo of herself before she had her diabetes under control.
Care, North Country Hospital, Champlain Valley Cardiovascular Associates, and other practices mean Copley provides access to specialists close to home, supported by the expert, compassionate care of Copley’s nursing and clinical services. We also have satellite clinics providing Rehabilitation Services in Stowe and Hardwick.

**Focusing on Wellness**

**Encouraging Wellness continues to be at the core of our mission. We have been providing healthy living education, classes and screenings outside the hospital’s walls for a number of years and we continue to develop and expand our outreach efforts. In 2009, we grouped our outreach efforts under one roof: Copley Hospital’s Wellness Center, located on Farr Avenue, behind the Hospital. The Center houses several nurses, diabetes educators and two ‘quit smoking’ coaches with a focus on wellness/prevention and education to help people personally manage their health.**

Copley’s Wellness Team worked with area preschool and elementary schools, providing education on nutrition, keeping your heart healthy and the importance of hand washing. Area schools we worked with this past year include Hyde Park Elementary, Cambridge Elementary, Hardwick Elementary, Wolcott Elementary, Eden Central School, Stowe Cooperative Nursery and Albany Preschool. Copley also worked with local senior living facilities and churches to offer free blood pressure and blood sugar screenings in the community as well as workshops and discussions on topics pertinent to our community’s aging population. Copley’s Wellness Center also offers 1:1 quit smoking support and diabetes management.

Quitting smoking is probably the most difficult task anyone could ever undertake. I had been a one pack per day smoker for 15 years. I learned I was very excited and nervous to go through the process, but I knew I had to. I reached my quit date, and I quit. Unfortunately two weeks later, I began smoking again. My quit smoking coach helped me realize that a lot of times it takes more than one attempt. It took a little time, but once more I made the decision to quit and my husband decided to join me his time.

I am now 2½ years smoke free, and so is my husband. We feel better than we have ever felt, and we are so very proud to be non-smokers. We know that we do not want to ever smoke again, and we’re confident that we won’t. We were provided all of the right tools to be successful. Although it was difficult at first, it actually did not take very long to get through the tough part. We are so grateful to be set free from the chains of nicotine, and we appreciate all of the help that we received from Copley’s quit smoking program.

**“This health assessment puts things in perspective. It’s harder to ignore things when you see it in black and white.”**

Manufacturing Solutions, Inc. Employee

**For many years local businesses have called upon Copley to provide on-site screenings, health fairs and seasonal flu vaccine clinics. In fact, Copley works with more than 30 local employers and continues to expand its wellness offerings.**

In 2009, Copley’s Wellness Center, in collaboration with the Union Bank and Manufacturing Solutions, Inc., piloted the Workplace Wellness Program. This program is designed to motivate healthier lifestyles for employees, and provide a healthier workforce for employers. The comprehensive program utilizes group and 1:1 health coaching and the confidential computerized Health Assessment. It encourages employees to take ownership of their own health by identifying behaviors such as unhealthy eating, tobacco use and inactivity that lead to chronic illness.

**“Copley offers a first class program. We have been working with the hospital’s wellness center for the past several years offering a variety of screenings to our employees. More recently we added the computerized health assessment tool. The investment has proven invaluable — the goal is healthier employees and a healthier bottom line. We look forward to a long term relationship with Copley as Union Bank advances our wellness program.”**

Jeff Coslett
Senior Vice President for Human Resources and Branch Administration

Worksite health screenings are an affordable highly effective way to encourage employees to improve their own health. By aggregating the data from the health assessment, each employer can develop educational plans and opportunities to address the health risks of their specific workforce. The aggregated data from across the county also enables Copley to begin tracking the impact of our wellness efforts.

You can learn more about Copley Hospital’s Wellness Center by calling 888-8369 or online at copleyvt.org.

**CHANGING LIVES...**

**BY FOSTERING A HEALTHY WORKFORCE**

**TREVA’S STORY**

Trev Southworth
Scheduler, Mansfield Orthopaedic, a practice of Copley Hospital

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Mansfield Orthopaedics at Copley First to Offer Patient Specific Knee Implants

Bryan Huber, M.D. was the first orthopedic surgeon in Vermont to introduce two new minimally invasive procedures utilizing patient-specific, custom-designed knee implants. Utilizing the ConforMIS iForma™ and the iDuo™ implants, the procedures use advance technology that converts CT and magnetic resonance imaging (MRI) data into personalized implants designed to conform to the unique structure of the patient’s joint.

Customizing the implants to a patient’s anatomy makes for a less traumatic procedure, which in turn reduces surgical and recovery times.

Eric Mullins, MD and Bryan Huber, MD
Mansfield Orthopaedics

Vermont’s first mini resurfacing of an arthritic knee was also introduced by Mansfield Orthopaedics at Copley Hospital. The minimally invasive procedure resurfaces only the damaged part of the patient’s knee. This new approach is far less invasive and less expensive than a traditional knee replacement surgery.

Community Hospitals Form Collaborative

Copley Hospital, Gifford Medical Center and Porter Medical Center created the not-for-profit Vermont Hospital Shared Service Network (VEHSSN). The three critical access hospitals created the organization to enhance clinical and supportive services and reduce costs as permitted by law. Among the areas of collaboration VEHSSN is exploring are: the joint negotiation and purchase of health insurance for the hospitals’ staff and families to reduce costs; shared service opportunities with information technology; allied health professional and physician staffing and recruitment; and identifying other opportunities to enhance service, quality and/or productivity.

Therapist of the Year

Steve Cothalih, a respiratory therapist at Copley Hospital, was honored with the Therapist of the Year Award by the Vermont/New Hampshire Society for Respiratory Care. Steve, a respiratory therapist for nearly 30 years, coordinates our monthly “Breathe Easier” support group for people with chronic pulmonary disease.

Electronic Health Records

Copley has a strong vision for the future that focuses on access to the health record across the community from Primary Care Physician, to Specialist, to Copley Hospital and reaching out to partner hospitals and health care providers. Copley conducted a hospital-wide Information Technology audit as the first step in coordinating a hospital wide initiative to implement an Electronic Health Records system. In addition, we welcomed Informatics Clinician Patrice Knapp, R.N. Patty works closely with Patient Care Services and Information Technology (IT) and is instrumental in our ongoing adoption of electronic health and medical records, ensuring computerized systems are consistent with professional standards of clinical practice.

Improvements in Patient Care

Copley is now providing peripherally inserted central catheter (PICC lines) using new Ultrasound Imaging Equipment. A PICC line is a long thin tube that is inserted into a vein in the arm above the elbow and below the shoulder. The catheter is then moved through the body via veins until it tips reaches the superior vena cava, one of the central venous system veins that carry blood to the heart. The PICC can be left in for weeks or months and is used for prolonged intravenous therapy, such as chemotherapy, so a patient can avoid the prick and poke of starting a new IV for each session. They are also used for patients with veins that are difficult to access. We are grateful to the Lucy Nesbit Charitable Fund for funding the purchase of the new Ultrasound equipment.

Providers in the Emergency Department now use a GlideScope to get a clear, real-time view of the patient’s airway. The scope uses a high resolution camera and color monitor to facilitate intubation.

“It is extremely useful for restricted or small airways, allowing for both normal and restricted views,” explains Nancy Natvig, RN and Copley’s Nurse Director of Emergency Services.

Greening Up

Copley continues efforts to reduce our environmental footprint. We are now utilizing LED (light-emitting diode) lights in our parking lots and are testing lower watt bulbs for indoor use. All of the scrap metal from our utility plant construction is being recycled. We continue to use china and silverware for our Nutritional Services, offering recyclable food containers only if requested. Our staff is doing a good job of recycling as many materials as possible.
Regular, ongoing check-ups are vital to your health. Regular check-ups are also vital to Copley Hospital; it is how we measure the quality of care we are providing to our community.

We collect and submit data to the Centers for Medicare and Medicaid Services (CMS) regarding appropriate core measures of care for inpatients with certain medical conditions or surgical procedures. These measures are research-based guidelines that represent widely accepted standards of care.

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Measuring how patients evaluated their Copley experience allows us to improve and also recognize staff for outstanding performance. We monitor our patient satisfaction through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and through our ongoing work with Press Ganey Associates to survey our patients.

![Hospital Consumer Assessment of Healthcare Providers and Systems](chart.png)
Copley Hospital is committed to providing health care to everyone in need, regardless of their ability to pay. We never turn anyone away from our hospital or emergency room. Copley provided $822,160 in charitable care this year.

Copley’s Financial Assistance Counselors are available to help patients benefit from our financial assistance program.

- We provide a discount to all patients of limited means who do not have health insurance
- We assist patients whose financial situation makes it difficult to pay their bill – regardless of whether they have insurance or not
- We assist patients in applying for additional assistance programs for which they may qualify. This includes applying for other federal, state and local programs including Medicare, Medicaid, VHAP and other local medical assistance programs.

Patients often come in to thank me personally after I’ve helped them receive the care they need. They are always so delighted. One of my fondest memories is of a woman from Morrisville. When I helped her fill out her Copley Financial Assistance application, she mentioned she wasn’t able to afford her medication, so we also filled out an application for Vermont Health Access Program (VHAP). She was approved for both Financial Assistance with her Copley expenses and the V-Pharm prescription plan which helped pay for her medication. I also helped her get set up with the local Food Shelf. When I went to her that night to bring the food from the food shelf, she hugged me and started crying; she said thank you so much. I saw her a few weeks ago and she looked so much better and she thanked me again for my help. It was satisfying to see that she had benefited from my help. I’m very glad that I can make a difference in our patients’ lives.

Jennifer Peters, MD
Director, Copley Hospitalist Program

In September, 2009, we launched our Hospitalist Service. Copley’s Hospitalists are available 24 hours a day, seven days a week to care for patients that are hospitalized. Hospitalists work closely with your primary care physician and coordinate care with nursing staff and other in-hospital care providers such as physical therapy, laboratory, dietitians and patient and family services. The Hospitalist enables primary care providers to spend more time in their clinics, increasing access to care for everyone.

Dr. Peters has more than 10 years of experience as a Hospitalist coming most recently from Jordan Hospital in Plymouth Massachusetts. A graduate of Middlebury College, Dr. Peters received her medical degree from the University of Utah School of Medicine. She completed her internship and residency in Internal Medicine at Dartmouth Hitchcock Medical Center.

“If I’m attracted to Urogynecology because it brings all the pelvic organs together — the reproductive organs, rectum and the bladder — in a supportive way. It enables me to treat my patient as a whole rather than just treat one part of their problem.”

Nurturing Future Nurses

Copley Hospital collaborates with Vermont Technical College’s Nursing Program to mentor student nurses, providing them with ability to provide clinical patient care under direct supervision of their clinical instructor in all areas. Copley mentored eight student nurses in 2009.
Honoring excellence is a long standing tradition at Copley. We are proud of our record for providing outstanding care. Copley continues to score in the top 5% for in patient care compared to national averages. This record is due to Copley’s wonderful staff and their commitment to providing expert care with a personal touch.

Each year, we honor three employees who best exemplify our commitment to patient care and satisfaction. Our honorees this year include:

Karin Vosler, a radiology technologist, was recognized with The Goddard Family Award, an award that recognizes excellence in a non-nursing position. Karin, known by her peers for doing what needs to be done, is an expert in trauma radiology. “Dependable, efficient and always smiling” is how she is described. We thank her for her 24 years of dedication and commitment to quality care.

Karin Vosler, Radiology Technologist, was given our Goddard Family Award for Excellence by Dr. Joel Silverstein.

The nominations for “Employee of the Year,” Copley’s most prestigious award, are driven by staff. Wendy Kruger, our Quality Management Coordinator, was honored as Copley’s Employee of the Year. Wendy is dedicated, helpful, and always willing to help other staff without compromising her own work responsibilities. Copley President Mel Patashnick praised her, saying, “Wendy is thorough and accurate with her work and enjoys taking on challenges.”

Andrew Duff, RN in Emergency Services, was presented with the Edward French Memorial. Medical Staff President Dr. Joel Silverstein described the award as one of true honor as the Medical Staff elected years ago to remember Dr. French with a nursing award that recognized exemplary caring, competence and clinical skills. Dr. Silverstein extended gratitude to Andrew, saying, “We appreciate all that you do for your patients, the Emergency Team and for taking care of us, the doctors.”

Karin Vosler, Radiology Technologist, celebrates her Employee of the Year Award with Copley President Mel Patashnick.
A hospital is only as good as its staff. Our staff demonstrates every day their expertise and dedication to providing outstanding care to all. In 2009, we honor these employees for their outstanding commitment.

**CELEBRATING OUR STAFF'S COMMITMENT TO SERVING OUR COMMUNITY**

40 Years of Service:
- Jean Williams, Central Supply Tech, Hardwick

35 Years of Service:
- Peter Kramer, PT, Montpelier

30 Years of Service:
- Shelley Bovin, Central Supply Tech, Hyde Park
- Mary Boyce, Phlebotomist/Receptionist, Hyde Park

20 Years of Service:
- Janice Borg, LNA, Montpelier
- Laura Denton, LNA, Staffing Coordinator/Service Aide, Craftsbury
- Suzanne Fitzgerald, RN, Staffing Coordinator/House Service Aide, W olcott

15 Years of Service:
- Jane Buonanno, Transcriptionist, Wolcott

10 Years of Service:
- Sarah Black, Transcriptionist, Montpelier
- Scott Carruthers, RN, Eden
- Elizabeth Daniels, RN, Island
- Patricia Driscoll, PA, Stowe

5 Years of Service:
- Kim Austin Pulto, Social Worker, Hyde Park

4 Years of Service:
- Abigail Earle, Pharmacy Technician, Eden Mills
- Margaret Higgins, PT, Stowe

3 Years of Service:
- Alton Inglis, Housekeeper/Security, Johnson
- Wendy Kragger, Quality Management Coordinator, Hardwick
- Angela Lamell, House Service Aide, Johnson

2 Years of Service:
- Robert Craig, Housekeeper/Security, Hardwick
- Donna Peake, LNA, House Service Aide, Hyde Park
- Susan Reed, RN, Jeffersonville

1 Year of Service:
- John Baker, Nurse Educator, Wolcott
- Terry Phillips, RN, Stowe
- Karen Rhodes, RN, Clinical Administrator, Montpelier
- Caroline Russell, Legal Coordinator, House Service, Hyde Park
- Benita Wyman, Senior Chef, Hyde Park

40 Years of Service:
- Jean Williams, Central Supply Tech, Hardwick
- Cathy Parson, Radiology Technologist, Jeffersonville
- Beverly Ryder, Patient Access Representative, Montpelier
- Linda Shaw, RN, Willow Center Manager, Wolcott

35 Years of Service:
- Melvyn Patashnick, President & CEO

30 Years of Service:
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- Jane Buonanno, Transcriptionist, Wolcott

10 Years of Service:
- Sarah Black, Transcriptionist, Montpelier
- Scott Carruthers, RN, Eden
- Elizabeth Daniels, RN, Island
- Patricia Driscoll, PA, Stowe

5 Years of Service:
- Kim Austin Pulto, Social Worker, Hyde Park

4 Years of Service:
- Abigail Earle, Pharmacy Technician, Eden Mills
- Margaret Higgins, PT, Stowe

3 Years of Service:
- Alton Inglis, Housekeeper/Security, Johnson
- Wendy Kragger, Quality Management Coordinator, Hardwick
- Angela Lamell, House Service Aide, Johnson

2 Years of Service:
- Robert Craig, Housekeeper/Security, Hardwick
- Donna Peake, LNA, House Service Aide, Hyde Park
- Susan Reed, RN, Jeffersonville

1 Year of Service:
- John Baker, Nurse Educator, Wolcott
- Terry Phillips, RN, Stowe
- Karen Rhodes, RN, Clinical Administrator, Montpelier
- Caroline Russell, Legal Coordinator, House Service, Hyde Park
- Benita Wyman, Senior Chef, Hyde Park

40 Years of Service:
- Jean Williams, Central Supply Tech, Hardwick
- Cathy Parson, Radiology Technologist, Jeffersonville
- Beverly Ryder, Patient Access Representative, Montpelier
- Linda Shaw, RN, Willow Center Manager, Wolcott

35 Years of Service:
- Melvyn Patashnick, President & CEO

30 Years of Service:
- Shelley Bovin, Central Supply Tech, Hyde Park
- Mary Boyce, Phlebotomist/Receptionist, Hyde Park

20 Years of Service:
- Janice Borg, LNA, Staffing Coordinator/Service Aide, Craftsbury
- Suzanne Fitzgerald, RN, Staffing Coordinator/House Service Aide, Wolcott

15 Years of Service:
- Jane Buonanno, Transcriptionist, Wolcott

10 Years of Service:
- Sarah Black, Transcriptionist, Montpelier
- Scott Carruthers, RN, Eden
- Elisabeth Daniel, RN, Island
- Patricia Driscoll, PA, Stowe

5 Years of Service:
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- Caroline Russell, Legal Coordinator, House Service, Hyde Park
- Benita Wyman, Senior Chef, Hyde Park

LACIng Up For Cancer, the annual walk-a-thon for the Lamoille Area Cancer Network, is an event that touches many within the Copley family as well as our community. Copley Hospital has been an integral part of the event since its inception. “It is a signature event for both the hospital and our staff,” says Copley President Mel Patashnick.

In addition to providing financial and in-kind support, many of the hospital employees and their extended families support the walk in a variety of ways. An event this size demands dedicated coordinators, organizers and on-site contacts. You’ll recognize many Copley faces serving in these roles as event planners, guest speakers, food servers, crew for site set-up, maintenance and tear-down, face painters and the cooks responsible for the delicious brick oven pizza served at the event.

Many more Copley employees participate in teams, walking in support and honor of loved ones. Copley’s presence is not only evident to the overall walk, it is gratifying and inspiring to watch as survivors and their families reunite with hospital physicians and nursing staff.

More than 60 Copley staff support this important community event and Copley Hospital continues to be an official sponsor. The event raised $134,000 to assist cancer patients in the Lamoille Area.
CELEBRATING VOLUNTEERS!

We are so truly grateful for the gift of volunteers. Our corps of more than 100 volunteers serve an important role within the Copley family. These men and women take great pride in their work, gaining satisfaction from performing meaningful tasks to enhance the patient experience at our community hospital.

Our Volunteers assist throughout the hospital. They are the warm, friendly faces greeting and assisting our patients and visitors at the information desk. They are an additional caring presence to our hospitalized patients on the Medical Surgical unit, offering conversation or simply companionship. They provide clerical assistance, assist with inventory and stocking of materials, and deliver mail. In addition to time, many volunteers share their unique skills. We are fortunate to have many home knitters who keep our newborns warm with hats, booties, sweaters and blankets. In addition, many of our volunteers assist in staffing the gift shop gift shop and Second Chance, a local thrift store. Both Second Chance and the Gift Shop are run by Copley Hospital Auxiliary, with proceeds benefiting the hospital.

It is with great pleasure that we recognize the following volunteers:

Siegfried Endersen, Gift Shop
Sally Niskanen, Second Chance
Robert Norton, Gift Shop
Vivian Norton, Gift Shop
Jean O’Hara, Gift Shop
Grace Olson, Hospital and Second Chance
Susan Parish, Second Chance
Kathy Patterson, Hospital
Susan Parrish, Gift Shop
Rosemary Arnold, and Second Chance
David Peters, Hospital
James Philbrook, Gift Shop
Dorothy Pelcar, Hospital
George Pelczak, Hospital
Arline Preston, Gift Shop
Jeanette Randolph, Hospital and Gift Shop
Liz Raymond, Gift Shop
and Second Chance
Jimmie Strow, Second Chance
Volunteer, continued

Sarah Rubinberg, Second Chance
Jean Roberts, Hospital
Janice Rudolph, Gift Shop
Scott Ruggles, Hospital
Sue Roberge, Second Chance
Sam Salmen, Second Chance
Addie Sale, Gift Shop
Ken Salz, Gift Shop
Dorothy Schneihs, Hospital
Sharon Siegel, Hospital
Judy Shany, Second Chance
Carol Smith, Gift Shop
Donna Smith, Second Chance
George Sprir, Hospital
Edna Stone, Second Chance
Robert Stone, Second Chance

Copley Hospital Auxiliary...
HELPING COIPLEY CARE FOR THE COMMUNITY

The Auxiliary is more than simply a fundraising group; socializing is important too! Each year, two luncheons are held, providing a chance to catch up with each other and hospital news as well as enjoy a little entertainment. This year’s luncheons featured a program on Aging Gracefully and a Second Chance Fashion Show.

In Fiscal Year 2009, 126 Volunteers Donated 16,136 hours of Service to Copley Hospital.

The 90 members of the Copley Hospital Auxiliary help keep the Gift Shop and the Second Chance thrift store fully stocked and open. The proceeds from these two shops make up the bulk of the funding raised by the Auxiliary to benefit Copley. The Auxiliary also holds two seasonal bake sales. Through these efforts, the Auxiliary provided $25,000 to Copley, funding the purchase of a Glidescope for intubations in the Emergency Department and equipment for the Operating Suite.

The first of two donations made by the Auxiliary this year honored an L.R. Carl Olson, Auxiliary Treasurer, Lash Hellenkamp, Copley’s Senior Director of Development, Judy Shankly, Auxiliary President, Millie Pfister, Ray Hard, Senior Director of Clinical Services and Judy Goiser, Auxiliary Secretary.
A special thank you to an extraordinary group of volunteers: our Foundation Committee. They work year round, helping with fundraising events, spearheading the Annual Fund Campaign and inspiring others to join them in supporting Copley.

Foundation Committee

Marion Barlow
Abbott Brayton
Eilen & Burlington
Kevin D’Arco
Denise Cusumano
John Egenberg
Kenneth Gibbons
Hyde Park
Clive Gray
Greensboro
Brian Harwood
Chat, Watertown
Lisa Hunt
Morrisville
Henry King
Greenboro

In addition to the many donors listed over the next several pages we also extend thanks to our many anonymous donors.

Legacy Circle

George H. Fraun
Gerald Kirkner
Summer “Joe” House
John M. Wood
John Stevenson

Founders Society

$55,000 and Greater
Lucy N. Nichter Charitable Fund

Philanthropists

$20,000 - $49,000
Copley Hospital Auxiliary
Stowe Charities Inc.

President’s Circle

$10,000 - $19,000
George and Mary Jean Brundick
George H. Frauns
Union Bank

Benefactors

$5,000 - $9,999
Stella B. Sargent
Genevieve H. Story
Antimicrobial Therapy, Inc.
Vicki Barlow Maint

Patrons

$2,500 - $4,999
Peter and Brenda Christie
Oenid and Margaret Demas, Jr.
Judy Greer and
Richard Dresbach
David and Debbie Schoop
ALT-Summit Mountain Resort
Stowe Rotary Club

Follows

$1,000 - $2,499
Dona and Patricia Benetto
Sam and Daisy Boynton
Lynn C. Cline and
Carroll A. Peters
Simone Cormier
in memory of Marie Philips

Dona helped Copley purchase new OR equipment.

In addition to the many donors listed over the next several pages we also extend thanks to our many anonymous donors.

Legacy Circle

Jack Dunsmoor
George H. Fraun
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The next several pages are a wonderful display of the kind individuals, companies and organizations that supported our non-profit community hospital in FY 09, October 1, 2008 – September 30, 2009.

2009 REPORT OF GIVING
22nd Annual Copley Scramble

There were many winners, but when all was said and done, Copley was the biggest winner of this year’s 22nd Annual Copley Scramble, raising more than $13,000 for Copley’s Charitable Care Fund. The event would not have been possible without the help of Copley Hospital Foundation Committee members John Merrill and Polly Manosh.

Presenting Sponsor
Absolute Resource Solutions, LLC

Platinum Sponsor
Hackett Valine & MacDonald, Inc.

Gold Sponsors
The Ruschp Family;
Helen M. Ruschp
Christi & Pat Dickinson
Carolyn Ruschp
Siemens Industry, Inc.
Union Bank

Silver Sponsors
Benson Electric Inc.
O. Dunn, McNeil & Parker, LLC
Butternut Mountain Farm
HP Cummings Construction Co.
Helens & Company
Metlife Resources
New England Air Systems
Pepsi Bottling Ventures

Hole Sponsors
E-Management Associates, LLC
Kleen Incorporated
Primmer Piper EGGLESTON & CRAMER, PC
Stowe Rotary Club

Hole-In-One Sponsor
McMahons Chevrolet

Bronze Sponsors
Downs Rachlin Martin PLLC
Gravel Construction, Inc.
Stowe Urgent Care

Save the Date!
2010 Scramble
July 17 at the Copley Country Club

Stowe Wine & Food Classic
The Stowe Wine and Food Classic continues to attract the attention of culinary aficionados both near and far. Coordinated by Stowe Charities, Inc. to benefit Copley Hospital’s Charitable Care Program, the three day event features an intimate wine tasting, a gala dinner/dance and rare wine and luxury item auction, culminating in a Grand Tasting Day that features celebrity cooking and wine seminars and a variety of tempting tidbits from Vermont’s renowned chefs. Trapp Family Lodge donates their resources, setting the Classic in their famous meadow, framing the unique experience with gentle breezes, fresh air and gorgeous views of the Green Mountains we love.

Our thanks to the Stowe Charities, Inc. Board and Event Committee for their passion for good food and drink and their commitment to their local community hospital.

Stowe Charities, Inc. raised $20,000 for Copley’s Charitable Care Fund with the Stowe Wine and Food Classic. Presenting the check to Copley’s Mel Pinchbeck and Leah Hollenberger are Stowe Charities’ Jack Sykas, Peter G. Anderson, Greg Fuso, Sam Von Trapp of Trapp Family Lodge and Tracy Comstock.

Committee members:
Marino Bartolomei
Waitsfield Center
Cynthia Beck
Morristown
Kira Cornstock
Stowe
Bruce Cooke
Harren
Lynn Espey
Stowe
Leah Hollenberger
Copley Hospital
Maureen Parker
Stowe
Jennifer Vincent
Stowe

Save the date! The 2010 Stowe Wine and Food Classic, June 18-20, features the wines of Owen Roe and cooking demonstrations with Chef Annie Coppins, Yankee Magazine’s Senior Food Editor

Our thanks to the Stowe Charities, Inc. Board and Event Committee for their passion for good food and drink and their commitment to their local community hospital.

Stowe Charities, Inc. raised $20,000 for Copley’s Charitable Care Fund with the Stowe Wine and Food Classic. Presenting the check to Copley’s Mel Pinchbeck and Leah Hollenberger are Stowe Charities’ Jack Sykas, Peter G. Anderson, Greg Fuso, Sam Von Trapp of Trapp Family Lodge and Tracy Comstock.

Save the Date!
2010 Scramble
July 17 at the Copley Country Club
## Financial Statements

### Balance Sheets

<table>
<thead>
<tr>
<th>FY2009</th>
<th>FY2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Operating cash and cash equivalents</td>
<td>$4,498,999</td>
</tr>
<tr>
<td>Patient accounts receivable, net</td>
<td>$3,888,720</td>
</tr>
<tr>
<td>Inventory</td>
<td>$1,711,478</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>$743,792</td>
</tr>
<tr>
<td>Other accounts receivable</td>
<td>$1,69,874</td>
</tr>
<tr>
<td>Assets limited as to use</td>
<td>$3,350,152</td>
</tr>
<tr>
<td>Property and equipment, net</td>
<td>$10,419,119</td>
</tr>
<tr>
<td>Donor restricted assets</td>
<td>$3,679,055</td>
</tr>
<tr>
<td>Deferred financing costs, net</td>
<td>$65,507</td>
</tr>
<tr>
<td>Deferred compensation</td>
<td>$45,828</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>$33,112,324</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FY2009</th>
<th>FY2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Liabilities and net assets</strong></td>
<td></td>
</tr>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$3,488,001</td>
</tr>
<tr>
<td>Accrued payroll and related expenses</td>
<td>$3,315,080</td>
</tr>
<tr>
<td>Estimated third-party payer settlements</td>
<td>$920,897</td>
</tr>
<tr>
<td>Deferred compensation</td>
<td>$45,828</td>
</tr>
<tr>
<td>Long-term debt</td>
<td>$3,865,000</td>
</tr>
<tr>
<td>Restricted net assets</td>
<td>$3,679,055</td>
</tr>
<tr>
<td>Unrestricted net assets</td>
<td>$15,530,345</td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td>$33,112,324</td>
</tr>
</tbody>
</table>

### Service to the Community

<table>
<thead>
<tr>
<th>FY2009</th>
<th>FY2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Visits</td>
<td></td>
</tr>
<tr>
<td>Admissions</td>
<td>2,365</td>
</tr>
<tr>
<td>Beds</td>
<td>252</td>
</tr>
<tr>
<td>Emergency Room Visits</td>
<td>12,601</td>
</tr>
<tr>
<td>Critical Care Transports</td>
<td>79</td>
</tr>
<tr>
<td><strong>Diagnostic Tests</strong></td>
<td></td>
</tr>
<tr>
<td>Laboratory Tests</td>
<td>308,775</td>
</tr>
<tr>
<td>Imaging (Radiology, Ultrasound, CT, MRI, Nuclear medicine)</td>
<td></td>
</tr>
<tr>
<td>Clinic visits</td>
<td>7,464</td>
</tr>
<tr>
<td>Respiratory Therapy and related Procedures</td>
<td>11,204</td>
</tr>
<tr>
<td>Surgeries</td>
<td>1,851</td>
</tr>
<tr>
<td><strong>Payer Mix</strong></td>
<td></td>
</tr>
<tr>
<td>Medicare</td>
<td>31.5%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>19.4%</td>
</tr>
<tr>
<td>Commercial</td>
<td>45.4%</td>
</tr>
<tr>
<td>Self pay</td>
<td>3.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
</tr>
</tbody>
</table>

### Copley Hospital Inc. Statement of Revenue and Expense (Audited)

<table>
<thead>
<tr>
<th>Revenue</th>
<th>FY2009</th>
<th>FY2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross revenue</td>
<td>$66,543,659</td>
<td>$65,131,093</td>
</tr>
<tr>
<td>Less: Charges not paid by payers</td>
<td>($22,429,550)</td>
<td>($21,233,826)</td>
</tr>
<tr>
<td>Less: Charity care</td>
<td>($822,160)</td>
<td>($785,628)</td>
</tr>
<tr>
<td>Other revenue</td>
<td>$3,288,457</td>
<td>$1,010,560</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>$45,130,356</td>
<td>$44,112,199</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>FY2009</th>
<th>FY2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, fees and benefits</td>
<td>$25,775,255</td>
<td>$25,821,388</td>
</tr>
<tr>
<td>Supplies and other</td>
<td>$27,525,498</td>
<td>$27,525,498</td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>$1,743,831</td>
<td>$1,693,340</td>
</tr>
<tr>
<td>Medicaid provider tax</td>
<td>$1,812,860</td>
<td>$1,669,257</td>
</tr>
<tr>
<td>Bad debts (unable to collect on payment):</td>
<td>$1,539,308</td>
<td>$1,804,082</td>
</tr>
<tr>
<td>Insurance</td>
<td>$651,557</td>
<td>$756,674</td>
</tr>
<tr>
<td>Interest</td>
<td>$76,594</td>
<td>$145,989</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$44,323,283</td>
<td>$42,485,191</td>
</tr>
<tr>
<td><strong>Excess of Revenue over Expenses</strong></td>
<td>$1,457,073</td>
<td>$1,627,008</td>
</tr>
</tbody>
</table>
Members of Copley Health Systems, Inc. hold responsibility for ensuring that the needs of the community are represented and guide the governance of the hospital. They vote on proposed bylaw changes and elect trustees representative of the community to govern the hospital. Copley is grateful to its entire membership for their involvement:

**New Trustees**
- Elaine Nichols
- Nancy Putnam

**Senior Management Team**
- Melvyn Patashnick
  - President
- Rassoul Rangaviz
  - Chief Financial Officer
- Carol Ferrante
  - Senior Director Facilities and Support Services
- D. Aaron French, RN, BSN, BS, Senior Director of Nursing
- Leah Hollenberger
  - Senior Director Development, Marketing and Public Relations
- April Tuck
  - Senior Director Human Resources and Corporate Compliance Officer
- Greg Ward
  - Senior Director Clinical Services

**Corporate Members**
- Sandy Grace
- Clive Gray
- Sharon Green
- Jane Greene
- Kevin Griggs
- Roger Hale
- Claire Hancock
- Betty Harper
- Brian Harwood
- Carol Hayden
- Leah Hollenberger
- Ethel Hunter
- Anne Johnson
- Kenneth Kelly
- Peter Kramer
- Wendy Kruger
- Chris Ladue
- Theodore Lambert
- Mary Lechevalier
- Mark Lichtenstein, MD
- Denise Marcoux
- Janice Mayo
- David McLane
- Dennis McLaughlin
- John Merrill
- Emily Merrill
- Warren Miller
- McDonald Miller
- Floyd Nease
- Hardley Neel, MD
- Amy Neyes
- Max Paine
- Sandy Grace
- Clive Gray
- Sharon Green
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- McDonald Miller
- Floyd Nease
- Hardley Neel, MD
- Amy Neyes
- Max Paine
- Melvyn Patashnick
- Dorothy Piche
- George Piche
- Dean Pinella
- Steve
- Rassoul Rangaviz
- Montpelier
- Fred Rossman, MD
- Morrisville
- Elizabeth Rosas
- Hyde Park
- Janice Roy
- Wolkott
- Sue Sargent
- Montpelier
- Richard Sargent
- Montpelier
- Joel Silverstein, MD
- Hyde Park
- John Steel
- Elmore
- Nancy Sweeney
- Elmore
- Donna Tosshee
- Danville
- April Tuck
- Jaffersonville
- David Vinick
- Montpelier
- Anne Vitaletti-Coughlin, MD
- Stowe
- Patricia von Trapp
- Willsboro
- Lindsey West
- Morrisville
- Katherine Wilder
- Morrisville
- Peter Wilder
- Stowe
- Dana Wilders
- Morrisville
- Cynthia Wilshire
- Hyde Park
- Gloria Wing
- Morrisville
- Carol Wood-Koob
- Lovell
- Mark Woodward
- Johnson
- Steven Young
- Wolkott