2010 was a year of challenges and celebrations. Fears of a possible flu pandemic; the uncertainty of a deep financial downturn; undertaking needed facility upgrades without sacrificing quality of care or service or taking on debt; evolving federal and state health care reform, and the uncertainty and stress shared as families and friends served overseas. These challenges were tempered by the many milestones we celebrated: successfully completing two major facility renovations – our new boiler plant and expanded Outpatient Services Center – on time and on budget; opening our new Sleep Medicine Clinic; being honored for our Outstanding Patient Satisfaction scores; successful completion of initial stages of our hospital-wide Electronic Health Record initiative; positive feedback from Vermont’s Banking, Insurance, Securities and Health Care Administration (BISHCA) acknowledging the prudent stewardship evident in our budget, and welcoming several new physicians.

Through it all, the Copley family remained focused, doing that which we do best – caring for those who live in the area, improving the health of the community regardless of their ability to pay.

We offer a unique blend of quality, compassionate, personalized, state-of-the-art medical care in a small, warm, friendly environment. In addition to providing essential services for our community’s overall health, we are also one of the largest employers in the area, directly employing nearly 500 people. A recent study indicates Copley Hospital generated more than $32.7 million in total economic impact in Vermont in 2009. This includes direct spending of approximately $14.2 million within the state. In addition, there is indirect spending of more than $18.5 million representing downstream spending by employees, vendors and contractors.

We are thankful for your support and that of our associates, physicians and friends for helping Copley finish this challenging year financially healthy. It is our privilege to be your healthcare provider. We look forward to serving you and your family for generations to come.

Melvyn Patashnick
President and CEO

Elizabeth Rouse
Board Chair
Electronic Health Records

Nurses in our Med Surg and SCU Units now have the capacity to electronically update medical records at the patient bedside. During FY2010, Copley focused on building the infrastructure needed to support a fully integrated Electronic Health Record. Wireless coverage is now hospital wide, new servers and hardware (including laptops and mobile carts like the one pictured) were installed. Much of the year was spent researching, planning and preparing to implement Computerized Physician Order Entry (CPOE) in FY2011 and laying the groundwork for upgrading electronic medication verification. Funding for the CPOE implementation was provided in part by the Lucy C. Nisbet Charitable Fund.

Award Winning Care

Copley Hospital was honored with an award from Press Ganey Associates for its outstanding patient satisfaction. Press Ganey is a national organization that works with more than 7,000 health care organizations to measure quality of service based on patient feedback. “This recognition clearly demonstrates the personal commitment to patient-centered care that each Copley staff member makes,” says Valerie Koczara, Copley’s Chief Nursing Officer. Carla Alexander of Hyde Park has this to say of her Copley experience:

“It’s really tough having cancer. My experience with Copley’s Cancer Team was awesome. Copley scheduled my chemo appointments around my time and my family. This made it easier for my kids to join me and to know everything was going to be ok. This was so important to my healing process.”

Community Support

In May, the community celebrated the expansion of Copley’s Outpatient Services Center including the new Sleep Medicine Clinic and renovated Main Lobby. The Copley Hospital Auxiliary donated $20,000 to help purchase equipment and furniture for the Sleep Study bedrooms. Pictured ready for a sleep study are Copley Hospital Auxiliary Executive Board members Judy Grosvenor, Judy Shanley and Lois Keith. In March, more than 40 community members turned out to see Copley’s new energy efficient Utility Plant. Its advance technology allows for maintenance personnel to monitor various heating functions throughout their work stations and from remote locations. The hospital switched over to the new system mid February.
Excellent quality of care and patient satisfaction is an ongoing hospital-wide initiative. Clinical and non-clinical staff work closely with Copley’s Quality Management Team, reviewing data analysis and implementing problem resolution.

Members of Copley’s Quality Team also play a key role in supporting patients and their families, providing information regarding services and community resources, and also serving as a point-of-contact for patients concerns and comments.

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.


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.

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<tbody>
<tr>
<td>Ambulatory Surgery</td>
<td>93.2%</td>
<td>90.3%</td>
<td>93.8%</td>
<td>90.3%</td>
<td>92.2%</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>90.8%</td>
<td>89.8%</td>
<td>91.2%</td>
<td>88.6%</td>
<td>88.3%</td>
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<tr>
<td>Inpatient Units</td>
<td>91.1%</td>
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<td>90.2%</td>
<td>88.8%</td>
<td>88.3%</td>
</tr>
<tr>
<td>Obstetrics</td>
<td>93.7%</td>
<td>94.3%</td>
<td>89.5%</td>
<td>85.1%</td>
<td>88.3%</td>
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**Components of Care**

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<tr>
<td>Respect &amp; Caring</td>
<td>92.2%</td>
<td>93.5%</td>
<td>88.9%</td>
<td>92.2%</td>
<td>89.3%</td>
</tr>
<tr>
<td>Information/Communication Sharing</td>
<td>94.1%</td>
<td>93.4%</td>
<td>91.4%</td>
<td>94.1%</td>
<td>91.2%</td>
</tr>
<tr>
<td>Coordination of Care</td>
<td>94.9%</td>
<td>95.1%</td>
<td>93.2%</td>
<td>94.9%</td>
<td>92.2%</td>
</tr>
<tr>
<td>Involving Family</td>
<td>90.0%</td>
<td>91.2%</td>
<td>89.1%</td>
<td>90.0%</td>
<td>88.0%</td>
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Press Ganey Patient Satisfaction Scores October 2009 – September 2010
A Healing Environment

In February, Copley fully switched over to our new Utility Plant boiler system. More than 40 community members turned out to tour the plant. People, including Copley Trustee Chair Elizabeth Rouse, loved seeing how clearly the flame burned in the new boiler.

Earlier in the year, Director of Plant Operations Max Paine marked the moment the new boilers arrived. In May, Rouse was joined by former employee Esther Greaves and Copley President Mel Patashnick to cut the ribbon opening Copley’s expanded Outpatient Services Center. Community members toured the new area, including Copley’s new Sleep Medicine Clinic and renovated Main Lobby. In late July we began our renovation project to increase storage space in our Operating Suite. This project will enable us to reopen our third operating room, which has been used for storage.

Recognizing and Treating Concussions

Area high school coaches met with Copley Hospital physicians and therapists to learn more about concussions, the most common type of brain injury sustained in sports. Neurologist Jean Marie Prunty, MD; orthopedic surgeon Bryan Huber, MD; certified athletic trainer Vin Faraci and physical therapists Peter Kramer and Jane Eliason met with the coaches to provide information ranging from recognition of signs and symptoms of concussion, emergency care, to home care and ImPACT testing. A copy of Copley’s Guide to Recognizing and Treating Concussion is online at www.copleyvt.org/orthopedics.

...you’re family now

Copley’s 2010 New Year’s Day Family: Karen and Josh Holmes, of Hardwick, with son Sawyer Hennesey Holmes and Dr. Katie Marvin (left) and Karen Gosselin, RN.

Copley’s Birthing Center is small with a loyal, experienced staff that loves what they do. In September, Dr. Jessica Veltkamp joined Fred Rosman, MD; Katie Marvan, MD; and Certified Nurse Midwives Jackie Bromley and Marjorie Kelso, along with Copley’s team of experienced nurses. Dr. Marvin led a successful pilot program to provide low-risk VBACs (vaginal birth after cesarean) at Copley. We also teamed up with the Vermont Department of Health to present a series of “Baby Parties.” Open to any pregnant woman, they feature professionals sharing information about breastfeeding education and support, smoking cessation, child development, car seat installation, healthy prenatal care and more. It is another example of Copley’s commitment to doing everything possible to help each mom fulfill her personal birth plan (www.copleyvt.org); from supporting a VBAC, providing pain management including epidurals, to 1:1 labor support.

Pandemics...Disasters...Copley is Ready

Copley Hospital was kept extremely active early in the year with Emergency Planning in the event of an H1N1 Flu pandemic. The multi-disciplinary Copley H1N1 Flu Team met weekly and we were – and remain - well prepared to respond in the event of a surge of patients. A separate triage area has been established that would limit others from potential exposure, a negative pressure room (to keep viruses from circulating) was established and we were active in providing vaccine clinics and assisting with school-based vaccine clinics. Our emergency preparedness did not stop there. We participated in a county-wide tabletop exercise facilitated by Morrisstown Town Administrator Dan Lindley. We joined first responders in walking through emergency response in the event of a Green River Dam break.

Workplace Wellness Program Featured

Union Bank collaborated with Hickok and Boardman Group Benefits and Copley Hospital to successfully launch their wellness program entitled “Well Now!” Union Bank’s Jeff Coslett, Senior Vice President for Human Resources and Branch Administration, and Linda Shaw, RN, Director of Copley’s Wellness Center, joined Hickok and Boardman Group Benefits’ Bob Crews and Lori Smith to present a seminar outlining the program at the 2010 Green Mountain Business Expo.

MRI On Site Full Time

Thanks to a generous grant provided by the Freeman Foundation, Copley was able to purchase a MRI machine and now offers state-of-the-art diagnostic imaging full-time, with appointments available throughout the week. The hospital had been contracting with a for-profit company based in Massachusetts to provide a mobile MRI on site two days a week. In addition to providing better care and convenience for our patients, the purchase will reduce Copley’s MRI expenses nearly $290,000 over the next five years. Plus, all of the revenue generated by these procedures stay within Vermont as opposed to sending nearly $500,000 annually to a for-profit company located out of state. In addition to MRIs, Copley provides x-rays, CT Scans, digital mammography, Ultrasound, bone density testing and nuclear medicine.

Follow Copley on:

Copley Hospital was kept extremely active early in the year with Emergency Planning in the event of an H1N1 Flu pandemic. The multi-disciplinary Copley H1N1 Flu Team...
A Healthier Community with Smoke Free Campus

Copley spent this year laying the ground work to move Copley to a Smoke Free Campus in FY 2011. A Smoke Free Campus committee was formed with members from a cross section of employees and departments. The committee was instrumental in creating and implementing a communications plan for employees, patients, visitors and neighbors; creating and sharing different strategies staff may use when talking with patients, families and coworkers who may be smoking on the property; and developing our smoke free policy for staff, patients, families and visitors. Our Employee Health and Wellness program reached out to tobacco users on our staff to help them develop individualized strategies for this policy change as they would not be able to smoke while at work. Some staff chose to quit smoking, while others worked with Employee Health to develop strategies to comply with the policy.

Copley Hospital has also worked with its Employee Health to develop strategies for this policy change as they would not be able to smoke while at work. Some staff chose to quit smoking, while others worked with Employee Health to develop strategies to comply with the policy. Resource kits were developed for visitors to help them not smoke while on Copley’s campus and community physicians worked with us to develop protocol for prescribing nicotine replacement for their patients.

Clinical research has shown that toxins in second hand smoke can cause asthma, cancer and other serious problems. The toxins aren’t just in the smoke – they’re also in the residue that clings to a smoker’s hair, clothes and surroundings.

Lower Back Pain Research

Copley Hospital Rehabilitation Services, in conjunction with The University of Vermont Department of Rehabilitation and Movement Science, is participating in a research study on lower back pain. The purpose of the study is to examine whether or not matching treatment to specific symptoms is better at decreasing pain and increasing function than a non-specific strengthening/conditional program. “We’re helping to create new evidence-based practice standards for the profession,” says Copley’s Director of Rehabilitation Services, Ellen Adams.

Pulmonary Rehab Graduates’ Car Wash

Graduates of Copley’s Pulmonary Rehabilitation Program held a car wash on the 4th of July weekend to say “thanks” to Copley Hospital. The group raised $750, helping pay for signage about Copley’s “Smoke-Free Campus” program. This event was especially moving to Copley staff because the “car washers” have chronic conditions such as COPD and asthma that they have learned to better manage with Copley’s rehab program and our ongoing Better Breathers Support Network.

Promising Research

Initial results from a Mansfield Orthopaedics clinical research study show promise that could ultimately help combat the bone loss associated with osteoporosis. The study, now in its second year, is focused on improving bone strength in women over the age of 55 with low bone mass.

Dr. Bryan Huber is conducting the research at Copley Hospital in collaboration with Dr. Jim Howe of Fletcher Allen Health Care.

Addressing Childhood Obesity

In 2010, Copley and CHSLV piloted the “Pediatric Outreach Program” (POP) for obese children ages 6-18 in Lamoille County. Recent research shows that only high-intensity programs (more than 25 contact hours over 6 months) are successful in lowering the body mass index (BMI) of these children and promoting a long-lasting healthier lifestyle. Participants are referred by their primary care physician and meet with a dietitian, therapist and fitness specialist. They meet regularly, sometimes 1:1, sometimes in a group-format. A highlight is the group cooking classes and physical activities that the families participate in along with their children. Aggregate data regarding the changes in BMI of participants is being collected to determine if the program is successful.

A Blueprint to Good Health

Copley Hospital continues to offer free Healthier Living Workshops, helping those with chronic conditions learn to better manage their conditions. In 2010, we began collaborating with Community Health Services of Lamoille Valley (CHSLV), Northern Counties Health Care and the Vermont Department of Health to expand Vermont Blueprint for Health-related activities throughout the Copley service area.

Valuable Training

Future physicians are receiving valuable training from a clinical rotation program offered by Orthopedic Surgeons Bryan Huber, M.D. and Eric Mullins, M.D. of Mansfield Orthopaedics, a practice of Copley Hospital. The practice offers a Preceptorship Program with Fletcher Allen Health Care and the UVM School of Medicine, coordinated by Dr. Huber. The practice provides a similar program with the University of New England Physician Assistant Program. Copley Hospital also mentors student nurses via a clinical rotation program established with the Nursing Program of Vermont Technical College.

Mentoring our Future Workforce

Copley Hospital again worked with the Vermont Department of Labor and Vocational Rehab to host “Health Careers for Youth.” Five women, ages 18-22, participated in the five week program, learning more about health careers including Licensed Nursing Assistant, Radiology Technician, Human Resources, Medical Records and Admitting personnel.

These young women did so despite significant challenges including homelessness, child care, dysfunctional relationships and lack of transportation. Members of Copley’s staff worked directly with each woman, providing specific career mentoring as well as helping them develop effective workplace habits. All five women who started the program completed the program. Two have begun working in health care (one at Copley) and the rest are pursing additional education.
We welcomed OB/GYN Jessica Veltkamp, MD to the Copley Birthing Center team in September. Dr. Veltkamp is a graduate from the University of Florida College of Medicine and recently completed her residency at Fletcher Allen Health Care.

Hospitalist Iulian Benatato, MD
Dr. Benetato is board certified specialist in Internal Medicine that cares exclusively for hospitalized patients. He is a graduate of the Carol Divila School of Medicine in Romania, fulfilled his internship at Budimex Hospital specializing in Pediatrics Echocardiography, and served his Residency at the Brooklyn Hospital Center in New York.

Orthopedic Surgeon Ben Geer, MD
Dr. Geer joined Mansfield Orthopaedics, a service of Copley Hospital, in June. Previously, Dr. Geer served as Chief Resident in Orthopedic Surgery at the University of Vermont/Fletcher Allen Health Care. He received his medical degree from Wayne State University School of Medicine in Detroit, Michigan. He completed his internship in General Surgery at the University of Vermont, Department of Surgery. Dr. Geer will be with Copley for a year before going on to a fellowship in California.

Anesthesiologist Sarah Blair, MD
Dr. Blair received her BA at Colorado College followed by her medical degree from the University of Vermont College of Medicine. She fulfilled her internship in Internal Medicine at the University of Vermont and recently completed her anesthesiology residency program at the University of Utah. She joined Copley in August.

Certified Registered Nurse Anesthetist, Susan Lawlor
Lawlor received her certificate in Nurse Anesthesia from Dartmouth-Hitchcock School for Nurse Anesthetists and has more than twenty-four years of experience. Lawlor has served as a relief CRNA, providing coverage at several Vermont hospitals, including Gifford Memorial Hospital, Porter Medical Center and Alice Peck Day Memorial Hospital. She began her career as a staff CRNA at South Shore Hospital in Weymouth, MA and has also served at Thomas Jefferson University Hospital in Norristown, PA.

Awards for Excellence
Honoring excellence is a standing tradition at Copley. This year Copley was honored for our record for outstanding patient satisfaction with an award from Press Ganey Associates. Press Ganey is a national organization that works with more than 7,000 health care organizations to measure each organization’s quality of service based on patient feedback.

Every day, our staff demonstrates their personal commitment to patient-centered care. Each week, our staff may recognize colleagues that have gone “above and beyond” in providing care or assistance. Each year, in a hospital-wide celebration, we honor several employees who best exemplify our commitment to patient care and satisfaction. Our honorees this year include:

Donna Powell, a registered nurse on our Medical Surgical Unit, received the Edward French Memorial Award. Donna truly exemplifies the meaning of this award, which recognizes nursing excellence. Her attention to the needs of our patients as well as to the needs of our staff and medical staff is truly appreciated. Ward Secretary Leslie Martin was honored with the Goddard Family Award, recognizing excellence in a non-nursing position. Leslie provides clerical support for the Medical Surgical Unit and is truly an asset and resource to the physicians, nursing staff and visitors.

Copley’s most prestigious award, Employee of the Year, was presented to Peter Kramer. A physical therapist, Peter founded Copley’s Rehabilitation Services more than 36 years ago. In announcing the honor, colleagues said he is an outstanding example of exceptional customer service, a talented and creative problem solver and an unselfish leader held in great esteem throughout the hospital and the community.

We recognized Denise Marcoux, RN, Pre-Surgical Care Nurse, for her 40 years of service.

This past year both Lise Hamel, Manager Radiology Services, and Laboratory Technician Carol Hayden celebrated 35 years of service.
Copley Hospital seeks to have the greatest impact in our community with the resources available to our hospital. The hospital has a long tradition of being a community partner to many organizations and programs whose goals and activities are compatible with our own mission, vision and values.

**During FY2010, Copley proudly contributed $5.6 million – 8% of total expenses – in community benefits.**

In addition, many of our employees choose to volunteer on their own time with variety of organizations throughout the community. Copley’s contributions include:

### Access to Care via Charitable Care, Medicaid, Other Programs

Copley provides care to everyone that walks through our door 24 hours/7 days a week. We support principles of Vermont Health Care Reform at the same time we continue to provide care and financial assistance to uninsured persons of limited means. Our Patient Financial Counselors help patients qualify for financial assistance. Details about our charitable care program are available online and posted in multiple locations within the hospital.

### Community Health Improvement Services: Wellness and Prevention

Copley provides a variety of programs to assist community members in leading a healthier lifestyle. These include Vermont Blueprint for Health programs such as Healthier Living Workshops and the Pediatric Outreach Program, Quit Smoking Classes, Diabetes Management, Support Groups including the Better Breathers Network, vaccine clinics, seminars on aging gracefully, childbirth and infant safety classes, CPR and first aid instruction, free blood pressure and blood sugar screenings, and a concussion seminar for high school coaches. We collaborate with other organizations, including Lamoille Community Connections as they develop a program to assist public inebriates. In addition, Copley’s newsletter, The Courier, with wellness tips and a healthy recipe, is distributed quarterly to 25,000 households in the area and the hospital’s website features a variety of health information.

### Health Professions Education and Training

Copley provides a variety of learning opportunities, both for students and young adults interested in pursuing health careers to continuing education programs for nurses, physicians and allied health practitioners. We host a proctorship program with the University of Vermont at Mansfield Orthopaedics and mentor student nurses in collaboration with Vermont Technical College. The hospital also participates in clinical research that we hope contributes to the future health of our community.

### Subsidized Health Services

Copley provides and subsidizes vital health services, including emergency care, birthing center, surgical care, cardiovascular care, cancer care, outpatient services, patient and family services.

### Cash and In-Kind Contributions

Copley provided cash and non-cash items such as meeting room space to area community organizations for charitable purposes.
Community Members
Sharing the Caring

Copley is grateful to have so many community members involved in helping Copley save and change lives. They understand that it is not the size of the gift that counts, but their participation that matters. Copley’s philanthropy efforts are led by an extraordinary group of volunteers: our Foundation Committee.

This year, in addition to helping coordinate the Copley Scramble, serving as ambassadors for Copley at a variety of events, and assisting with the Annual Fund Campaign, members of the Foundation Committee helped launch the Copley Consecutive Club (CCC). The CCC honors loyal donors who have given to Copley’s Annual Fund consecutively for three or more years. We were quite moved to find there are more than 300 founding CCC members and that twenty-five of them have supported Copley annually for more than 25 years.

We also extend a special thanks to retiring Foundation Committee members Abbott Brayton and Jack Patten. We are grateful for their many years of service, extraordinary kindness and steady guidance.

Copley Scramble Nets $14,000

It was a perfect golf day for the 60 golfers participating in the Annual Copley Scramble. Coordinated by the Copley Foundation Committee, this year’s tournament was held at the Copley Country Club. Following a great round of golf, players celebrated with a BBQ and trophies. It was wonderful to welcome so many new faces to the Scramble. Please join us for the next Copley Scramble on July 16th!

First Place Team:
Jim Adams,
Shawn Goodell,
Val Hollis, and
Tom Brooks

Second Place Team:
Union Bank’s Team:
Tom Meshako,
Jason McArthur, Cynthia
Borck, and Schuyler Sweet

Stowe Charities Donates $15,000 to Copley

Fine wines, superb cuisine, and an auction of collectible wines and luxury items during the Stowe Wine & Food Classic at Trapp Family Lodge raised $15,000 for Copley’s Charitable Care Program. We thank the Board and Event Committee of Stowe Charities, Inc. for their extraordinary good taste and commitment to their local community hospital. The event has become a signature summer event, attracting local residents along with visitors from Boston, New York and Montreal. Already on board for the 2011 event (June 24-26) are renowned Chef/Co-owner Eric Warnstedt of Hen of the Wood, Trapp’s Executive Chef Brian Tomlinson and vintner Joe Davis of Arcadian Winery.

Foundation Committee

Marion Baraw, Stowe
Kevin D’Arcy, Stowe
Denise Cushwa, Stowe
John Egenberg, Stowe
Kenneth Gibbons, Hyde Park
Clive Gray, Greensboro
Lisa Hunt, Morrisville
Henry King, Greensboro
Peter Kramer, Morrisville
Lawrence Kreider, Greensboro
Pauline Manosh, Morrisville - Chair
John Merrill, Waterbury
Elaine Nichols, Stowe
Melvyn Patashnick, Morrisville
Elizabeth Rousse, Hyde Park
Jan Roy, Hólaott
Heather Sargent, Morrisville

If you would like more information on how to include Copley Hospital in your will or making a Legacy gift, please contact Leah Hollenberger at 802-888-8301.

Leaving a Legacy

After retiring and moving away from the area, Paul St. Aubin, M.D kept in touch with staff from the Copley Radiology Department. He was a radiologist and a friend. Like many people, Dr. St. Aubin made a meaningful legacy gift to Copley Hospital as a way of honoring people and a place that was personally important to him and valuable to the overall community.

These gifts provide an estate tax deduction. They also have a tremendous impact on Copley Hospital’s ability to continue to provide the best possible care and services to others.

Anyone, at any point in their life, can create a legacy gift. It is as easy as naming Copley on the beneficiary form for a savings, checking or pension account, or naming Copley in your will.

A legacy gift can be designated to: purchase new equipment, underwrite outreach programs, support clinical training or name a program or facility as a permanent expression of gratitude.

If you would like more information on how to include Copley Hospital in your will or making a Legacy gift, please contact Leah Hollenberger at 802-888-8301.
The next couple of pages are a wonderful display of the kind individuals, companies and organizations that supported our not-for-profit community hospital in FY2010, October 1, 2009 – September 30, 2010. In addition to the many detailed, we also extend thanks to our many anonymous donors.

honors the loyal members of the Copley Congregational

Legacy Circle
Paul St. Aubin, MD
Jack Drowne
George H. Fearons
Jack Drowne
Paul St. Aubin, MD
Lucy D. Nisbet Charitable Fund

$50,000 and Greater
Founders Society
Legacy Circle
Fellows $1,000-$2,499
Patrons $2,500 - $4,999
Benefactors $5,000 - $9,999
anonymous donors.
extend thanks to our many donors listed, we also

September 30, 2010. In addition to

The next couple of pages are a

Copley Hospital Auxiliary

Joel and Elizabeth Silverstein
Mr. and Mrs. James S. Schoff, Jr.
Jack and Caroline Patten
Stowe Mountain Resort
Judy Geer and Dick Dreissigacker
Antimicrobial Therapy, Inc.

David and Debbie Schoop
Stella B. Sargent

Stowe Charities Inc.

Melvyn and Helenmarie Patashnick
Judy and Ray Ford, Ford Family

Lucy and Lillian Coppola

2010 Report of Giving

9

2010 Report of Giving

2010 Report of Giving
New England Air Systems, LLC
Mark Woodward
Gloria A. Wing
Peter and Katherine Watson
Donald and Susan Miller
Margaret M. Miller
Dr. and Mrs. Peter Monsen
Sandra and Roger Montgomery
Joseph and Marian Mooney
Heinz and Hilde Morgenstern
George and Rachel Mullen
Dr. and Mrs. Dale R. Neil
Sally Nelson
Jeffrey and Elaine Nichols
Gary and Shelley Nolan
Peter and Sally Nolan
Richard and Cathy Norman
Mr. and Mrs. Richard F. Otten, Jr.
George and Eleanor Oseborn
Max and Lorraine Paine
Nick and Eleanor Paris
James W. Parker
Kathy Parsons
Day and Janet Patterson
Mr. and Mrs. John Patterson
Donald and Linda Peet
Dr. Elizabeth Perez
Merton and Ora Pike
Rhoda and Joel Pinksky
Pamela Plummer
Heather Potter
William G. Post
Carolyn Roberts and Edward Connors
Paul Roger, M.D. and Betsy Field
Sandy and Donald Romoser
Catherine G. Ross
Marilyn and Skip Rossman
Mary Anthony Rowell
Carolyn Ruschp
Mary Anthony Rowell
Carolyn Ruschp
Carole Russell
Ann and Ken Savela
Evelyn G. Schein
Caroline and Barbara Ulman
Dr. and Mrs. Robert Ulman
Arnold Tschetter
Marjorie and Charles Betz
George Bickford
Faith Bieler
Leo Birch
Sarah Black
Larry and Dot Bliss
Ld and Marjorie Bliss
Betsy M. Borucki
Randolph and Kathleen Boyd
Linda and Gary Briggs
Mr. and Mrs. Edward Bronstein
W. Averell Brown
Mort Butler
Pamela and Tony Byrne
The Rev. Dr. Charles and Mrs. Charles P. Calcagni
Joan Camp
Jane Campbell and Ted Zilius
George C. Caner, Jr.
Mr. and Mrs. Benjamin O. Chase
William and Joyce Chilton
Dale and Ginnie Choulakos
Martha Cleha
Nancy Cohn
Mr. and Mrs. Carl Colombo
Geoffrey and Martha Corey
Bob and Margaret Cort
Stewart Dugs
Margaret Dary
Clara L. Day
Merna DeCoveney
Hazel Demars
Mrs. K. Boley Deterding
Kathy Dever
Rusty DeWee
Debra and Michael Dewey
Mary Jane Dexter
Thomas Dixon
Irene Edwards
John and Josephine Emery
Marina Etingan
Charles and Patricia Eyler
Florence Favorite
Will Farrell and Kathleen Henty
Herbert and Ruth Fishman
William and Kris Flanders
Anita Fletcher
Francis and Betty Flor
Dr. and Mrs. Lawrence J. Fortier
Carl and Elaine Fortune
Eleanor M. Gaines
Charles G. Gannon, M.D.
Dr. and Mrs. Edward Gannion
David and Mary Gibson
Emmund and Susan Gilbert
Jared S. Gilbert
Dr. Arthur Gillman
Rosalind and Morris Goodman
Krista Gravel
Ethelva Grays
Aurlie Gray
Coreila Gray
Harold Gray
Esther Greaves
Judith M. Grosvenor
Arthur and Linda Hartin
Maria Harmann
Deanna Heiser
Edward J. Heffernan
John and Lisa Hewett
Scott Dowart and Lyndall Heyer
Mrs. Larry Heyer
Andrea Hugginbottom
Donna and Stephen Holbrook
Valerie W. Hollis
Madeline Hooper
Raymond and Barbara Hunicke
Bradford K. Houston
Jeanne Hutchins
Edzard W. Jansen
William and Nancy Jewett
Kenneth and Janet Johnston
Dorcas Jones
Travis Jorde
David and Vangie Kelly
Marjorie Kelly, C.M.
Sheldon and Doris Klein
Dominic and Katharine Kettle
Richard Knowlton
Dominic and Dorothy Koval
William Kropelin
in memory of Mary Kropelin
Wendy Krigel
Mike Kubic and Leesa Fine
Kenneth S. Lamb
Nancy Lemeunx and William Metzler
Adam J. Lesure
Robert and Susan Letwenski
Daniel and Nancy Lewis
Bodo Liezewer
Averill L. Loh
Mary Paul M. Loounis
Alan W. Lukens
Laurie Luneau
Josephine Lussier
Marie T. Mallon
Donald and Joyce Manning
Boonne Marshall
Gale and Timothy Martin
Kristy Mayhew
Carolyn and Curtis Mayo
Robert Mendenel
in honor of Betty & Fred Kellingick
William E. Mitchell
Sarah Morgan, M.D.
Judith Nepveu, M.D.
Bernard Newton
Raymond Nicolias
Martha and Bill Nienni
Raymond Novakowski
Dr. and Mrs. Edwin J. Olsen
Shawn and Kelly O'Meara
Beaver Osterberg
Irene and Kathy Parsons
David and Andrea Perham
Dolly Peters
Joan Petzolino
Louisa and Michael Pfaelzer
George and Dorothy Piche
Cornelia and Spencer Potter
Frank Potter
David and Glenna Pound
Stephen Rae
The Randall Family - Cliff, Sue & Jeremy Randall
Harvey C. Reed
Liesl M. Reichelt
Tom and Kathleen Reilly
Eleanor and Richard Reilly
Beverly Ryder
David J. and Ann Louise Santos
James and Ruth Santos
Jeff and Caya Schumacher
Kathryn Schwarzenberger, M.D.
Dick and Judy Shanelar
Elizabeth J. Sheehan
B. Clay and Katherine Simpson
Dr. Beth Singer
William and Marilyn Stocum
Charles B. Smith
Mrs. Edna Snow
Mr. and Mrs. Arnold Sonweber
Priscilla P. Sparks
Leatrice and Harold Sprague
Steve and Peggy Sprague
Lauren Stagnitti
Estelle R. Stiehle
Douglas Steimle
Robert and Judith Sterns
Harold and Carol Stevens
Robert Stimson
John and Maria Stone
Irene D. Strong
Zarina Suarez O'Hagin
Dawn and Ken Sweetser
Paul and Geraldine Sweterlitch
in appreciation of Copley's
Billing Department
Jack Sykas
Carl and Diane Szachterka
Cynthia Kurtiz and Mason Eber, Jr.
Dave Tate
Jane Taylor
Anne Thursby
David and Loru T linger
Bob and Susan Titterton
Beverly Torrrose
Shirley Touissant
George and Martha Tworkin
Mary Waterman
Jane Weaver
Tracy and Edwin Webster
Stacy Wein
Mary West
Bruce and Lillian White
Kathryn and Cecelia Wilbur
Susan Wisehart and Howard Duchacek
Arthur and Marion Wittels
Cathy and Robert Wright
Mary Young
Arnold and Ronna Ziegel
Jewish Community of Greater Stowe
in honor of Mel Patkashnik from the
Board of Trustees
Johnson Woolen Mills, LLC
Katy-Win
S. R. Miller & Son, Inc.
Sargent & McKinney Advertising
Stonewall Hardscapes, LLC
Matching Gifts
IBM International Business Machines
Machines Matching
FM Global Foundation
Memorial Gifts
in memory of Oscar Young
Mr. and Mrs. York Da Corte
George and Eugene Hubbard
in memory of Douglas Baker
Carol A. Baker
Mr. George Baranaski and Mrs.
Christine Baranaski
Beatrice Peck
in memory of Jerry Brown
Sandy and Bernie Nisenholz
Betty Marigrail
Charles and Patricia Eyler

Every effort has been made to ensure this report is accurate and complete. Please accept any apology for any inadvertent errors or omissions. Please report any errors to our Development Office at 802.888.8301 so that we may correct our records.
Copley Hospital Inc. Statement of Revenue and Expense (Audited)

Revenue

<table>
<thead>
<tr>
<th>FY2010</th>
<th>FY2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross revenue (billed for services)</td>
<td>$71,901,048</td>
</tr>
<tr>
<td>Less: Charges not paid by payers (did not receive full payment for amount billed; includes Medicare, Medicaid &amp; other contracted payors)</td>
<td>($24,582,109)</td>
</tr>
<tr>
<td>Less: Charitable care (those unable to pay)</td>
<td>($715,221)</td>
</tr>
<tr>
<td>Other revenue</td>
<td>$945,326</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$47,547,044</strong></td>
</tr>
</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>FY2010</th>
<th>FY2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, fees and benefits</td>
<td>$28,505,163</td>
</tr>
<tr>
<td>Supplies and other (wear and tear on buildings and equipment)</td>
<td>$11,755,031</td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>$1,715,603</td>
</tr>
<tr>
<td>Medicaid provider tax (paid to the State of Vermont)</td>
<td>$2,047,262</td>
</tr>
<tr>
<td>Bad debts (unable to collect on payment)</td>
<td>$1,621,408</td>
</tr>
<tr>
<td>Insurance</td>
<td>$615,175</td>
</tr>
<tr>
<td>Interest</td>
<td>$60,907</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$46,320,549</strong></td>
</tr>
</tbody>
</table>

Excess of Revenue over Expenses (funds remaining to invest in the hospital's future, including new and replacement equipment, new technology, new services, facilities, etc.)

<table>
<thead>
<tr>
<th>FY2010</th>
<th>FY2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$1,226,495</strong></td>
<td><strong>$1,457,073</strong></td>
</tr>
</tbody>
</table>

Balance Sheets

Assets

<table>
<thead>
<tr>
<th>FY2010</th>
<th>FY2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating cash and cash equivalents</td>
<td>$4,165,932</td>
</tr>
<tr>
<td>Patient accounts receivable, net</td>
<td>$3,353,224</td>
</tr>
<tr>
<td>Inventory</td>
<td>$1,066,877</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>$975,034</td>
</tr>
<tr>
<td>Other accounts receivable</td>
<td>$157,674</td>
</tr>
<tr>
<td>Assets limited as to use</td>
<td>$5,682,217</td>
</tr>
<tr>
<td>Property and equipment, net</td>
<td>$11,629,463</td>
</tr>
<tr>
<td>Donor restricted assets</td>
<td>$3,787,207</td>
</tr>
<tr>
<td>Deferred financing costs, net</td>
<td>$62,121</td>
</tr>
<tr>
<td>Deferred compensation</td>
<td>$680,722</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>$32,180,471</strong></td>
</tr>
</tbody>
</table>

Liabilities and net assets

<table>
<thead>
<tr>
<th>FY2010</th>
<th>FY2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$2,951,772</td>
</tr>
<tr>
<td>Accrued payroll and related expenses</td>
<td>$2,649,101</td>
</tr>
<tr>
<td>Estimated third-party payer settlements</td>
<td>$1,579,811</td>
</tr>
<tr>
<td>Deferred compensation</td>
<td>$680,722</td>
</tr>
<tr>
<td>Long-term debt</td>
<td>$3,775,000</td>
</tr>
<tr>
<td>Restricted net assets</td>
<td>$3,787,207</td>
</tr>
<tr>
<td>Unrestricted net assets</td>
<td>$16,736,688</td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>$32,180,471</strong></td>
</tr>
</tbody>
</table>

The accounting records for Copley Hospital, Inc. have been audited by Certified Public Accountants. The complete audited report is on file and is available for inspection at Copley Hospital’s Finance Office.
Thank you to our medical staff, for their dedication, expertise, and shared commitment to improving the health of our community.