Copley’s Emergency Department (ED) is open 24 hours a day, seven days a week and we do not turn away any patient. This service plays a crucial role in our community’s overall healthcare system, providing timely, critical care close to home when people need it most. Some also come to the Emergency Department for treatment of non-emergency illnesses and conditions that could be treated by a primary care physician (PCP) or family doctor. They do so for a variety of reasons: perhaps because they do not have a family physician, or do not have insurance, or the only time they have transportation or childcare is after their physician’s office hours, or simply because they feel it is more convenient. We call such visits “avoidable.” Because emergency care is more costly, reducing the number of avoidable visits to the ED can help reduce the rising costs of healthcare in our community.

As part of Copley Hospital’s Community Needs Assessment and the Copley Service Area Blueprint for Health program, Copley, in conjunction with other area healthcare providers, social service organizations and community leaders, created a quality improvement initiative to help reduce the number of avoidable visits to the ED. With a patient’s permission, Copley already provides the patient’s PCP with discharge and diagnosis information regarding their treatment in the ED. This is done so that the PCP may provide proper follow-up care and help the patient better manage any ongoing condition. Our collective goal is to do more to reduce the rising costs of healthcare.

Data Driven Initiative

The hospital first established benchmark data, tracking the total number of visits, number of visits with patients that had a PCP and number of visits with patients without a PCP quarterly over the past three years. We also tracked the number of visits considered “avoidable,” meaning the visit was for a problem that was not an emergency and was medically minor in nature and needed simple, limited services that are typically available in a PCP’s office.

Of all the visits to Copley’s Emergency Services in that time period, an average of 400 visits every quarter were done when the patient did not identify a PCP. Of the ED visits considered “avoidable,” meaning they were not an emergency visit, an average of 18 visits per quarter were with patients without a PCP. A higher percentage of the “avoidable” visits – an average of 43 visits per quarter, were with patients that did identify a PCP. (See graphs on back page.)

Based on this data, we developed our initiative with a focus on two goals that would have the most wide-reaching impact: connecting patients to a PCP in our service area and helping educate patients on the importance of calling their PCP first for non-emergency concerns.

Helping Patients Get a Primary Care Physician (PCP)

Copley’s Patient Access team worked closely with the local Blueprint Community Health Team to create a process to help connect patients with a PCP. When registering in the ED, every patient is asked if they have a PCP. When a patient residing in our service area responds that they do not, they are asked if they would like help in securing a PCP. If the patient says yes, they give Copley permission to share their contact information with a member of our area’s Community Health Team (CHT). A member of the CHT then contacts the patient to connect with them a PCP that is accepting patients.

We are reaching our three month mark with this process. So far 65 patients have been referred to the CHT for assistance in connecting with a PCP. Of that group, 29 patients spoke with the CHT member and received PCP information. An additional 23 patients received a letter after they could not be reached by phone. The CHT has shared that all 29 of the patients that received PCP information wanted to call the physician’s office themselves to make the appointment.
I am often reminded of the wonderful care our staff provides through notes of thanks, conversations and surveys with patients and their families. I am proud of our staff. While constant challenge is the one consistent theme confronting hospitals across the country, staff compassion, skill and personal pride are the consistent themes apparent in the care Copley’s team provides.

On November 15th The Green Mountain Care Board (GMCB) approved Copley Hospital’s FY2013 budget. Through the process, we had good discussions around the two allowable exemptions we requested regarding the transfer of The Women’s Center from the community’s Federally Qualified Healthcare Center to Copley Hospital and the employment of an orthopaedic surgeon currently in private practice who already performs the majority of his surgeries at Copley. The Women’s Center will become a practice of Copley Hospital at the end of this year.

The Board (GMCB) was also interested in learning more about shared decision making. This is a collaboration between a patient and their care provider to agree about a health care decision. Orthopedic Surgeon Bryan Huber, MD shared examples of Copley’s practice of shared decision making. In shared decision making, care givers provide information about the full range of treatment options along with the risks and benefits of each option and potential outcomes. Patients are encouraged to think about what is best for them and their family and participate fully in selecting the treatment option that is best for them. As one of our physicians describes it: “My role is to provide expert information and guidance to help each patient make the decision that is best for them.” In addition to information provided by our physicians, additional resources can be requested through Annual Fund.

For more than 80 years, community support has helped Copley provide charitable care for those unable to pay their medical bills, purchase needed medical equipment and renovate patient care areas. Such support enables Copley to provide excellent care close to home regardless of ability to pay. Gifts to Copley Hospital’s Annual Fund can be made online at www.copleyvt.org, by calling 802-888-8301, or by completing the reply slip and mailing to Copley Hospital Development Office, 528 Washington Highway, Morrisville, VT 05661.

### ANNUAL FUND Focuses ON HEART DISEASE AND CHARITABLE CARE

Every day Copley professionals treat the sick and injured, provide diagnostic tests, and welcome new babies, providing expert, compassionate care. That care is supported by gifts to Copley Hospital’s Annual Fund. This year, funds raised will help Copley’s cardiology, chaplaincy and charitable care programs.

Heart disease is one of the top causes of death in Lamoille County and one of the most common conditions requiring hospitalization. Your gift to the Annual Fund will help fight this statistic by helping Copley purchase a gamma camera which is needed in cardiology.

Cardiologist Adam Kunin, MD uses the camera to determine how various organs in the body are functioning. At Copley, more than half of the tests performed in our Nuclear Medicine use the gamma camera for heart imaging. Dr. Kunin uses the camera during cardiac stress tests to evaluate how ones heart is performing during exercise (stress) and when at rest. The images allow Dr. Kunin to see how blood is flowing through the heart. In addition to Cardiology, Copley’s Oncology also uses the gamma camera for critical diagnostic images. The camera will improve patient care and safety by reducing testing time as well as the radiation dose.

Your support helps us to be here when neighbors need us the most.

Yes, I will show my support in honor of Copley’s 80th Anniversary

Check enclosed (Please make the check payable to Copley Health Systems, Inc.) or Visa / Mastercard / American Express

Credit Card # ____________________________ Expiration Date ____________________________

Name_____________________________________

Address____________________________________

City________________ State________ Zip________

E-Mail____________________________________

☐ Check if you wish to remain anonymous

☐ Please send me information on how to include Copley Hospital in my will
DIABETES EDUCATION
You & Your Diabetes
1:1 Consultations
Call 888-8226 for an appointment
Diabetes can cause long-term health problems. Work one on one with Copley’s Certified Diabetes Educator to learn how to control your blood sugar and reduce the impact diabetes can have on your health. Copley’s Diabetes Educator works in coordination with your physician.

FOR A HEALTHIER YOU
Healthier Living Workshops
The Healthy Living Workshop is an evidenced-based program that has been proven to improve your quality of life, and reduce unscheduled visits to your healthcare provider and admissions to the hospital. Classes are free of charge and open to family members and caregivers. You will learn:
• how to deal with frustration, pain, fatigue, and isolation
• exercise techniques for maintaining and improving strength, flexibility, and endurance
• use of medications
• how to communicate with health professionals, family, and friends
• nutrition and healthy lifestyles… and more!

Upcoming workshops include:
Morrisville
March 6 – April 10
5:30 – 8:00pm
March 15 – May 20
1:00 – 3:30pm
Copley Hospital
Wellness Center
Health Center
Hardwick
April 15 – May 20
6:00 – 8:30pm
Hardwick Health Center

To register for one of the above classes, or for more information contact Copley Hospital’s Wellness Center at 888-8369.

LIFE SKILLS
HeartSaver for Beginners
January 22nd
March 26th
6:30 – 8:30pm
February 26th
March 26th
6:30 – 7:30pm
March 26th
Fee: $30.00
American Heart Association basic life support course covers adult, child, and infant CPR. Class also includes Automated External Defibrillator (AED) training.

Community Based First Aid Course
March 12th
6:00 – 9:30pm
March 12th
Fee: $30.00
Meets OSHA, state or employer requirements for individuals to possess knowledge of immediate first aid.

AARP Driver Safety Program
January 29th
8:30am – 1:00pm
Copley Hospital
Fee: $12.00 AARP member
$14.00 AARP non member
This one-day, four-hour course is designed for drivers age 50 and older.

PARENTING PROGRAMS
Childbirth Education Classes
January 10th – February 21st
February 21st – April 4th
6:00 – 8:00pm
Fee: $110.00 (covered by most insurance plans)
Join other expectant parents for this six-week class. You’ll gain knowledge, confidence and increased comfort so you can be actively involved in the birth experience. You’ll also learn basic infant CPR and valuable nutritional information for mom and newborn.

Infant CPR Instruction and Nutrition Education
February 21st
6:00 – 8:00pm
Fee: $10.00
Learn basic infant CPR instruction and nutritional information.

Car Seat Fitting Station
Tuesdays and Thursdays by Appointment Only
Free
Registration required, call 888-8304
Four out of five car seats are not installed properly. Have your child’s car seat inspected and installed by a Copley Hospital certified child passenger safety technician.

REHABILITATION PROGRAMS
Cardiac Rehabilitation
Call 888-89230 for an appointment
This twelve-week comprehensive outpatient program improves your quality of life following heart events.

Pulmonary Rehabilitation
Call 888-8230 for an appointment
If you live with a disease affecting the lungs, pulmonary rehabilitation can help you.

TOTAL JOINT CLASS
Tuesdays January 15th, February 19th and March 19th
1:00 – 3:00pm
FREE
Registration required, 888-8405
Learn what to expect before, during, and after total joint surgery. You don’t need to be scheduled for surgery to attend.

SUPPORT GROUP
Breathe Easier Support Group
Wednesdays January 9th, February 13th and March 13th
3:00 to 5:00pm
Free
Call 888-8673 to register
A monthly support group for adults living with lung disease and breathing disorders. A Copley Hospital and American Lung Association collaboration.

Diabetes Support Group
Thursdays January 24th, February 28th and March 28th
6:30 – 7:30pm
Copley Hospital Wellness Center
Free
Call 888-8226
Diabetes Support Group is free and open to people with diabetes and their families. Meeting topics vary.

FREE SCREENING
3rd Thursday of each month, 12noon-1:00pm.
Blood sugar and blood pressure screenings, United Church of Hardwick.

WOMEN’S HEALTH SERVICES TRANSITION
The Trustees of Copley Hospital and the Trustees of Community Health Services of Lamolle Valley (CHSLV) are pleased to announce that “The Women’s Center” will officially become a Copley Hospital-owned practice as of December 28, 2012.

CHSLV currently operates “The Women’s Center,” which offers comprehensive obstetric and gynecological care from its clinic at 530 Washington Highway in Morrisville.

“The midwives-always work so closely with the hospital that it makes sense to have them fully within the hospital,” said Dana Wildes, Chair of Copley Hospital’s Board of Trustees. “By bringing this service under the hospital, we continue to provide seamless women’s health services for all phases of a woman’s life. It is important that we keep access to these services available and close to home.”

802-888-8100
www.copleyvt.org/OBGYN

COPELY HOSPITAL
THE WOMEN’S CENTER

COPELY REHABILITATION SERVICES
Rehabilitation services for people of all ages and abilities.
Therapists Heidi Wehr-Kubalova of Copley’s Stowe Clinic and Craig Luce of Copley Rehab in Hardwick and Mansfield Orthopaedics.

Clinic Locations
Copley Hospital..........................888-8303
Orthopaedics Rehabilitation/Hand Therapy...............................888-8634
Hardwick Physical Therapy............472-6186
Copley Rehabilitation in Stowe........888-8634

Therapies offered include:
• Physical • Occupational
• Speech • Hand • Aquatic
• Athletic Training • Pediatric
• Cardiac • Pulmonary
• Urinary Incontinence

COPELY WOODLANDS
Independent Living in a Supportive Community
Now is a great time to act upon your retirement plans to secure an independent lifestyle in a friendly, supportive community. Stowe’s premier retirement community offers leasing or ownership of spacious condos with prices starting at $169,000.

Located in the heart of Stowe, Copley Woodlands provides close proximity to local establishments including the post office, art galleries, Stowe Free Library and a number of restaurants and shops as well as offers on-site management, dining services and an abundance of in-house activities and social events.

For more information on leasing opportunities, or ownership, contact Site Manager Penny Davis
802-253-7200 or visit copleywoodlands.com.
Call Your PCP First – Educating Patients on When to Go to the ED

Physicians participating in the Blueprint program and Copley Hospital will do more to educate patients on when to use the ED. Our shared goal is to have patients visit their primary care physician for nonemergency health care needs. In doing so, the patient may save money and reduce the cost of healthcare in the community overall. The Blueprint team is in the initial stages of developing this education material. Here are some guidelines:

**You should go to the ED when you experience:**
- Difficulty breathing, shortness of breath
- Chest or upper abdominal pain or pressure
- Fainting, sudden dizziness, weakness
- Sudden changes in vision
- Confusion or changes in mental status
- Any sudden or severe pain
- Uncontrolled bleeding
- Severe or persistent vomiting or diarrhea
- Suicidal feelings
- Difficulty speaking
- Unusual abdominal pain
- Traumatic injury
- Severe or sudden hives, rash and/or swelling (allergic reaction)

This is not a complete list. If you are unsure, please call your PCP.

Call your PCP for non-emergency conditions such as:
- Sore throat
- A cold
- Earache
- Rash

In addition to the above activities, Copley Hospital continues to provide a discount and free care program. Copley’s Patient Financial Counselor helps patients apply for various financial assistance programs to ensure access to needed health care.