

EXCEPTIONAL CARE. COMMUNITY FOCUSED.

annual report 2015



highlights from the year

Excellence Close to Home

- For the fourth year in a row, Copley was named a HealthStrong Hospital by iVantage Health Analytics. Hospitals are measured across various performance metrics, including quality, outcomes, satisfaction, affordability and efficiency. Nationally, 572 hospitals were named as HealthStrong.
- *Vermont Sports Magazine* readers gave Mansfield Orthopaedics high marks as “best orthopedist or group.” The practice was awarded the 2015 Black Diamond Award for Excellence. This is the third year in a row that the Copley practice has received this recognition.

Brian Aros, MD; Joseph McLaughlin, MD; Bryan Huber, MD; John Macy, MD and Saul Trevino, MD of Mansfield Orthopaedics



Quality

We continue to be committed to providing high quality care that meets the needs of our community and encourages a healthier population. Copley continues to collaborate with area resources including Community Health Services of Lamoille Valley (CHSLV), Hardwick Health Care, Lamoille Home Health and Hospice, the Manor, Vermont Department of Health, and Lamoille County Mental Health Services on initiatives to reduce avoidable visits.

- Patients presenting at the Emergency Department without a primary care physician (PCP) are referred to a care coordinator for help in securing a PCP. In 2015, 176 patients without a PCP were referred to a care coordinator. More than 640 patients have been referred since the program started three years ago.
- We continue to work with area PCPs to reduce avoidable patient readmissions. We are addressing this by performing medication reconciliation and scheduling follow up appointments with the patient's PCP prior to hospital discharge, and, with the patient's permission, care coordinators at each practice are notified when their patients are seen in the Emergency Room.

Continued on back.

“We are so happy that we have such a wonderful hospital in Morrisville. Such caring doctors, nurses and Auxiliary team members make us proud to be living in Lake Elmore and to have such great healthcare at our fingertips.” COPLEY HOSPITAL PATIENT

During FY2015 Copley contributed more than \$8 million in community benefits. Included in our community benefits are:

- Access to care with our charitable care program
- Subsidized health services
- Wellness, prevention and education programs
- Community-building activities
- Health professionals education and training
- In-kind contributions

Patient Visits	
Admissions	2,878
Births	210
Emergency Room Visits	12,035
Patient Days of Care	5,684
Diagnostic Tests	
Laboratory	313,733
Radiology/Diagnostic Imaging	30,916
Outpatient Visits	
Outpatient Clinic Visits	78,767
Rehabilitation Treatments	55,880
Respiratory Therapy	10,790
Procedures	1,542
Surgeries	1,940
Community Wellness Attendees	4,121

“I am so amazed at how well my knees are doing. Dumped the walker on day four at home. I can see how patients fall in love with their doctors. I can’t begin to tell you how appreciative I am of all the care, concern and total trust I have in Dr. Huber’s skills as a doctor and surgeon. The care I received while in the hospital was kind, gentle and caring. Maybe it seems strange to love a hospital, but I do love Copley!” BARBIE KOIER, UNDERHILL

[EVENTS]

The annual **COPLEY SCRAMBLE** was held at the Stowe Country Club. More than 100 golfers enjoyed 18-holes of play followed by a BBQ and awards ceremony. The event raised more than \$20,600 for the hospital’s charitable care program. This year’s tournament will be held July 9th at the Stowe Country Club. For more details or to register visit copleyvt.org.

The **STOWE WINE & FOOD CLASSIC** was again, an extraordinary celebration of good food, exquisite wines and refreshing craft beer, thanks to the hard work of Stowe Charities, Inc. The Stowe-based not-for-profit organization donated \$12,000 raised at the event to outfit two Chemotherapy/Infusion Rooms. This year’s event will be held at the Stowe Mountain Lodge, August 26-28. Visit stowewine.com for details.



The inaugural **5K RUN FOR THE HEART** family friendly run raised \$2,500 for Copley. Thank you to all our runners and walkers pictured here pre-race. This year’s 5K Run for the Heart is Saturday, October 1.

Copley Hospital is grateful to the following individuals and organizations that supported our not-for-profit community hospital in Fiscal Year 2015: October 1, 2014-September 30, 2015. In addition to the donors listed, we also extend thanks to our many anonymous donors.

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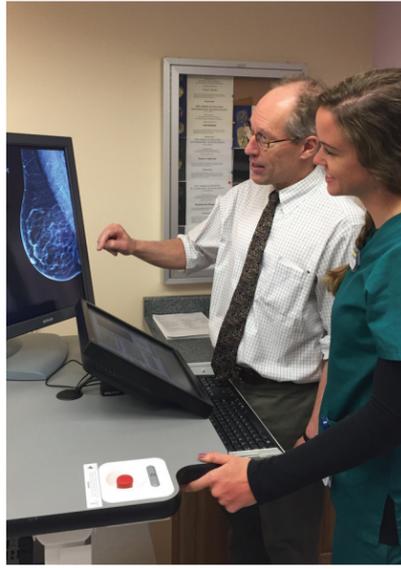
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Facility Improvements

We continue to invest thoughtfully in our facilities and services to meet community needs.

- Copley now offers 3D Mammography for breast cancer screening. The upgrade enables doctors to view breast tissue one layer at a time.
- In September, we rededicated the Edward Wing Memorial Garden. The garden's courtyard was renovated when a new elevator was installed, providing handicap-accessible access to the courtyard for patients, visitors, and staff.
- In March, the Emergency Department transitioned from paper to electronic health record. Training and implementation of Computerized Physician Order Entry (CPOE) continued in 2015. CPOE allows for providers to enter their medication and other physician instructions electronically instead of on paper.



Technologist Sandy Sartelle with Radiologist Richard Bennum, MD

Staff/Volunteer Achievements

We are proud of our 516 employees and more than 100 volunteers for the commitment they have to ensuring excellence.

- Dorothy Cook, RN in our Emergency Services, was named Copley's employee of the year.
- Surgical Services' Denise Marcoux, RN was recognized for her 45 years of service and Diagnostic Imaging Department Manager Lise Hamel was honored for her 40 years.
- Volunteers Judy Shanley, Lois Keith and Edna Snow were honored by the Lamoille Valley Chamber of Commerce as Volunteers of the Year.

At right: Copley's speech language pathologist Penny Hester Ingram and therapy dog Beau working with a patient.

New Faces

Copley continued to attract experienced clinicians and administrators.

- In August, board-certified general surgeon Donald Dupuis, MD, FACS joined Copley. Dr. Dupuis specializes in laparoscopic and minimally invasive surgeries.
- We welcomed Arthur (Art) Mathisen, FACHE as Chief Operating Officer (COO) in July.
- New trustees Kathy Demars (Morrisville), Harry Miller (Craftsbury) and Carl Szlachetka (Hyde Park) were elected to the board at the annual meeting.



Left to right: Tonia Gray, Receptionist; Johanne Jackson, LPN; Donald Dupuis, MD; and Practice Manager Treva Southworth.



[FINANCIALS]

COPLEY HOSPITAL INC. STATEMENT OF REVENUE & EXPENSE

Revenue	FY2015	FY2014
Gross revenue	\$109,268,832	\$102,790,023
Less: Charges not paid by payers	(\$43,142,613)	(\$39,325,528)
Less: Bad debts	(\$1,891,472)	(\$2,320,138)
Less: Charity care	(\$770,281)	(\$1,196,689)
Other operating revenue	\$1,416,044	\$1,816,002
Total operating revenues	\$64,880,510	\$61,763,670
Expenses		
Salaries, fees and benefits	\$36,588,259	\$35,794,250
Supplies and other	\$17,648,131	\$15,458,434
Depreciation and amortization	\$2,412,029	\$2,412,729
Medicaid provider tax	\$3,578,061	\$3,211,851
Insurance	\$607,306	\$592,425
Interest	\$36,804	\$44,863
Total expenses	\$60,870,590	\$57,514,552
Operating income (loss)	\$4,009,920	\$4,249,118
Total non-operating revenue	\$642,352	\$191,809
Net income (loss)	\$4,652,272	\$4,440,927

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.

BALANCE SHEETS

Assets	FY2015	FY2014
Operating cash and cash equivalents	\$14,151,649	\$11,577,141
Patient accounts receivable, net	\$4,286,387	\$3,898,658
Inventory	\$2,817,606	\$2,837,588
Prepaid expenses	\$1,378,025	\$1,447,552
Other accounts receivable	\$203,809	\$252,958
Assets limited as to use	\$3,268,462	\$3,189,432
Property and equipment, net	\$16,444,527	\$15,934,875
Donor restricted assets	\$6,514,833	\$6,449,645
Deferred compensation	\$1,571,860	\$1,439,218
Total assets	\$50,637,158	\$47,027,067
Liabilities and net assets		
Accounts payable and accrued expenses	\$2,396,363	\$2,122,512
Accrued payroll and related expenses	\$2,784,021	\$2,501,411
Estimated third-party payer settlements	\$1,400,000	\$2,900,000
Deferred compensation	\$1,571,860	\$1,439,218
Long-term debt	\$2,413,226	\$2,709,698
Restricted net assets	\$6,514,833	\$6,449,645
Unrestricted net assets	\$33,556,855	\$28,904,583
Total liabilities and net assets	\$50,637,158	\$47,027,067

