



Courier

THE NEWSLETTER OF
COPLEY HEALTH SYSTEMS, INC.
528 WASHINGTON HIGHWAY
MORRISVILLE, VT 05661

WINTER 2017/2018



Social Workers Dominique Couture and Claire Hancock help coordinate care for Copley patients.

Care Coordination Helps Decrease Costs

Care coordination is a collaboration between providers, social services and the patient themselves. It often sounds simpler than it actually is. Thoughtful, consistent care coordination involving the patient and all members of their care team is needed over the long term to help someone become healthier.

Copley Hospital recently participated in an initiative to reduce the percentage of Emergency Department (ED) visits of 29 identified “super-utilizers” by implementing a shared care plan. The 29 “super-utilizers” accounted for 4% of the total ED visits in the initial 90-day time period; they accounted for only 1% in the second 90-day time period. A potential \$144,300 was saved by this decrease in ED visits. This collaborative initiative involved the Blueprint for Health Medical Homes (Community Health Services of Lamoille Valley, Northern Counties Health Care, Family Practice Associates in Cambridge and other primary care practices), Vermont Chronic Care Initiative with the Vermont Department of Health, and other local health agencies along with Copley Hospital. You can read more about Care Coordination at Copley on the Live Well Lamoille blog www.livewellamoille.com/care-coordination-at-copleyhospital.

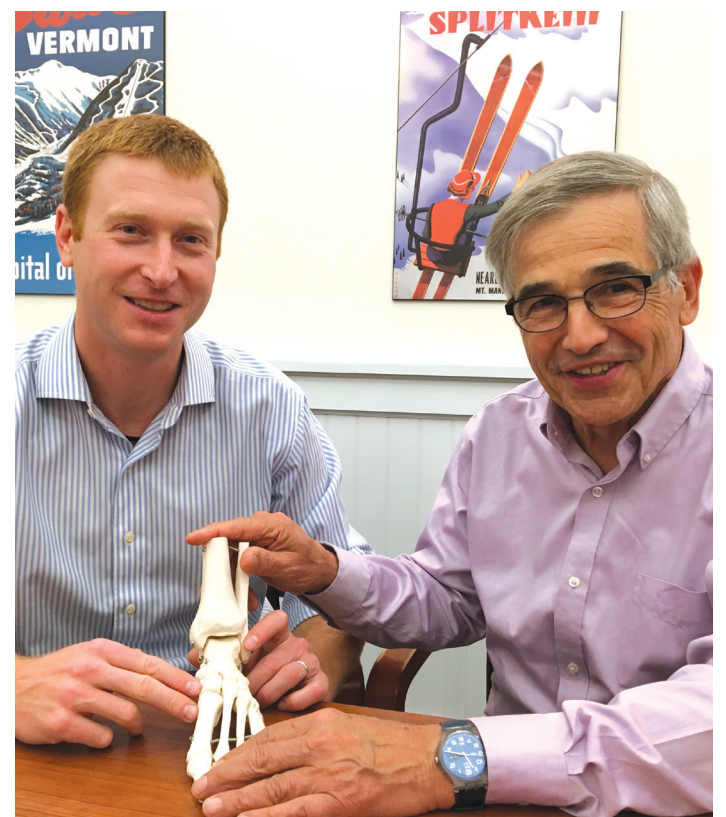
Monier and Trevino – Copley’s New Foot and Ankle Team

Dr. Bryan C. Monier, an orthopaedic foot and ankle specialist, has joined Mansfield Orthopaedics at Copley Hospital. Dr. Monier is working with Dr. Saul Trevino who has transitioned to a non-surgical clinical practice.

“Dr. Monier is a talented and skilled surgeon, bringing additional expertise to Copley. Dr. Trevino is the longest active foot and ankle specialist in Vermont, so this collaborative foot and ankle team provides our patients with a tremendous depth and range of experience.”

—Dr. Brian Aros, Copley Hospital Chief of Surgery

Dr. Monier completed his Medical Degree in his home state at the University of Texas Health Science Center at San Antonio School of Medicine in 2011 and his orthopaedic surgery residency at the University of Vermont Medical Center in 2016. Following his residency, Dr. Monier went to Seattle to the University of Washington and Harborview Medical Center for his service as a Fellow, specializing in the foot and ankle. He then completed an AO Trauma travelling fellowship at the John Hunter Hospital in Newcastle, Australia before returning to Vermont. Dr. Monier discusses his practice philosophy in a video you can view online at copleyvt.org/bryan-c-monier-md.



Dr. Bryan C. Monier and Dr. Saul Trevino



Copley Health Systems, Inc. Annual Meeting

Guest Speaker **AL GOBEILLE**, Secretary of the Vermont Agency of Human Resources, will talk about the Agency’s work in helping Vermonters live healthy and safe lives.

**Monday, January 8, 5:30pm
Charlmont Restaurant, Morrisville**

Agenda: Election of Corporate Members
Election of Trustees
Election of Governance Committee Member at Large

Public welcome. Your RSVP is needed to plan refreshments. Call 888-8291.



COPLEY HOSPITAL
528 WASHINGTON HIGHWAY
MORRISVILLE, VT 05661
802-888-8888
www.copleyvt.org

The Copley Courier is published three times a year by the Community Relations Department.

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OUR MISSION

To help people live healthier lives by providing exceptional care and superior service.

OUR CORE VALUES

Community: We promote and advocate for the physical, social, and mental health and wellness of all we serve and believe that partnership and collaboration among our colleagues and within the community is essential to achieving our shared goal of a healthy community.

Service Excellence: We provide service excellence through proactive and responsible management of our resources. We take a people-first approach in which we listen, advocate, anticipate, and strive to provide excellent care and exceed expectations.

Respect & Compassion: We respect the unique nature and needs of every individual. We recognize their right to be treated in an honest, fair, and appropriate manner with dignity, privacy, and respect. We believe in the compassionate delivery of care and services and strive to create an environment in which professionalism and caring combine to promote wellness.

Life-long Learning: We engage in continuous learning and collaboration in order to achieve excellence. We innovate, evaluate, and improve our services to best meet the needs of our community.

Not-for-Profit: We offer care and services of the highest quality at an affordable cost and regardless of ability to pay. This is an important part of our not-for-profit heritage. We are prudent stewards of our natural and financial resources.

It has been an eventful past couple of months, ranging from opening the much-needed new James and Mary Louise Carpenter Surgical Center to achieving our recruitment goals with permanent staffing to finalizing our three-year Strategic Plan. As always, our focus remains on providing outstanding patient care, staff satisfaction and financial viability.



UTILIZATION

Several news outlets have published articles regarding Copley and the Green Mountain Care Board (GMCB). Some members of the GMCB have expressed concern that the hospital has exceeded the projected Net Patient Revenue cap due to an unanticipated increase in patient utilization. [Note: Net Patient Revenue is defined as what hospitals are actually paid for patient care services after subtracting bad debt, charitable care, and Medicare Medicaid and other payers' discounts off of gross charges. Net Patient Revenue is not surplus as it does not account for patient care expenses.]

This unanticipated increase in patient utilization, which began in 2015, predates the opening of the new surgical center and is a fluctuation that does not follow the hospital's three year rolling average utilization trend. We do not believe this increased utilization will continue; it will flatten out. While we believe demand for Copley's high quality services will continue to grow, our ability to meet that demand will be limited by the capacity allowed by our current staffing and infrastructure. Any requests to increase our capacity would go through the GMCB's approval process.

Copley has, as supported by the GMCB with approval of our budget, reduced rates, increased efficiency and implemented cost savings. Altogether, Copley has reduced our rates by 11% over three years. The State as a whole has increased rates by over 8% during this time, making Copley one of the lowest cost hospitals in Vermont. We have committed to cost savings of \$3 million over two years (FY17 and FY18). In FY18, our budgeted operating margin will be less than \$80,000 or 0.1%. This is a significant undertaking for a small critical access hospital and demonstrates our willingness to take on additional risk.

Copley Hospital has always worked closely with the GMCB. We continue our collaboration with them and appreciate the mutual transparency in which we work. We believe our efforts to improve access to high quality care, while keeping costs low, support the GMCB's mission to reduce the rate of health care cost growth while ensuring high quality, accessible care for Vermonters.

CONSTRUCTION UPDATE

We are very close to closing our three-phase Surgical Center construction project. In addition to building the new James and Mary Louise Carpenter Surgical Center, and renovating the Infusion Suite, we used the "old operating room space" to create additional seating for our café and a more comfortable waiting area for our Birthing Center families. What was once the Recovery Room is now quiet and comfortable café seating. This

expanded area is open to staff and visitors 24/7 and will be outfitted with vending machines that will provide healthy snacks and beverages.

Copley's newly renovated Infusion Suite opened in December. It is located in the Multi-Specialty Clinic on the first floor of the hospital. We have increased our infusion treatment suites from two to four, all featuring a comfortable recliner, TV and room for family and friends to remain with their loved ones.

Please begin using the new parking spaces on Copley's campus. Once you turn into the hospital's driveway, continue to drive past the main entrance and the surgical center and you will see the large new parking lot. Rehab and MRI patients should continue to drive past that large lot, for parking closer to the Rehab building entrance. All hospital campus traffic should exit past Lamoille Home Health onto Farr Avenue. Please note that the temporary parking lot just before the main entrance to the hospital is now closed.

LSVT BIG & LOUD THERAPY AT COPLEY

We are very pleased to now be offering LSVT Big & Loud therapy for people living with Parkinson's disease at Copley. Named for Mrs. Lee Silverman, the LOUD program has been shown to improve vocal loudness, with a success rate with 80% of patients maintaining improvements for 12-24 months post treatment. LSVT BIG was created using the principals of LSVT Loud, teaching effective large movement to improve motor functioning. It too has documented improved walking and balance as well as improved mobility for activities of daily living. Kate Simone, PT and Penny Hester-Ingram, SLP are Copley's certified professionals offering LSVT Big & Loud Therapy.

GIVING THANKS

In this season of giving, I reflect on the things for which I am grateful. I am truly grateful for Team Copley and the dedication they show caring for our patients and our community. I am thankful to have such a supportive community; Copley Hospital is able to provide care for our community because of your tremendous financial support and because you choose Copley for your care. Also at the top of the list is my family, friends, my job, my health, and the freedom we enjoy. From my family to yours, Happy Holidays!

Best,

Art Mathisen, CEO

Your gift today helps us to be here *when neighbors need us the most.*

YES, I/WE WISH TO SUPPORT COPLEY HOSPITAL

Please accept my gift of: \$25 \$50 \$100 \$250 \$500
 Check enclosed payable to COPLEY Hospital. Charge my gift to: Visa MasterCard

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Please return this card to:
COPLEY HOSPITAL – DEVELOPMENT
528 WASHINGTON HIGHWAY
MORRISVILLE, VT 05661



wellness calendar



A calendar of classes and screenings to help you live a healthier life. Register in advance online: copleyvt.org/wellnessclassesandevents | 888-8369

Exercise Class

STEP UP EXERCISE PROGRAM

Mondays & Fridays | Noon-1pm

Fee: \$36 for 12 sessions

Copley Rehabilitation Services. Call 888-8303.

This supervised group exercise program includes independent warm-up with use of cardio equipment followed by stretching and strengthening/balance activities. Participants must be capable of independent exercise. A written referral from your physician is required as well as an evaluation by a physical therapist.

MORNING EXERCISE AT COPLEY WOODLANDS

Mondays & Thursdays | 9-10am

Fee: \$25 for 10 sessions

Copley Woodlands, Stowe. Call 253-7200.

A blend of strength training, balance, stretching and free weights.

Support Groups

DIABETES EDUCATION & SUPPORT GROUP

January 25 | 6:30-8pm

Copley Hospital Wellness Center. Call 888-8369.

Free and open to anyone affected by diabetes.

Meeting topics vary.



Diabetes Education

YOU & YOUR DIABETES

1:1 Consultations | Call 888-8226 for an appointment

Diabetes can cause long-term health problems. Work 1:1 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 WORKSHOP

A free program for anyone dealing with a chronic condition, including family members and caregivers. You can feel better by learning:

- how to manage symptoms, medications and nutrition
- how to improve strength, flexibility and endurance
- how to communicate with health professionals, family and friends

To register or for more information, call 253-9171.

TOBACCO CESSATION

Once a week for 4 weeks.

The "Quit in Person Program" provides free individual or group stop smoking and chew tobacco services within the community to help you quit. You can choose to have free or reduced cost Nicotine Replacement

Therapy such as gum, lozenges or patches. To register or for class listing, call Erica Coats at 253-9171.



1:1 QUIT SMOKING WITH COPLEY COACH

As a Tobacco Treatment Specialist, Nancy Wagner of Copley's Wellness Center provides 1:1 coaching. Nancy will help develop a quit plan, talk through barriers and provide the necessary support for a successful quit smoking story. To register or for more information, call Nancy Wagner at 888-8226.

Life Skills

HEARTSAVER: BEGINNERS & RECERTIFICATION

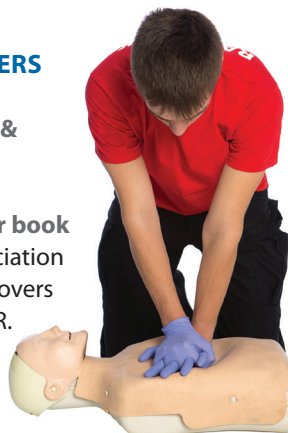
January 16, February 20 & March 20

6:30-8:30pm

Fee: \$25 for class; \$15 for book

This 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 27 | 5:30-9:30pm

Fee: \$40 for class; \$15 for book

Meets OSHA, state or employer requirements for individuals to possess knowledge of immediate first aid.

Parenting Programs

CHILDBIRTH EDUCATION CLASSES

January 11-February 8 &

March 8-April 5

6-8pm

Fee: \$110 (covered by most insurance plans)

Join other expectant parents for this five-week class. You'll gain knowledge, confidence and increased comfort so you can be actively involved in the birth experience.



BABY SHOWER FOR PREGNANT WOMEN

March 20 | 4-5:30 pm

Call 888-1357 to register

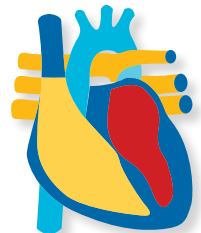
Come celebrate, chat with other parents, and talk about what you can do to be as safe and healthy as can be during your pregnancy. Topics include healthy eating, weight gain, breastfeeding, oral health, birthing information, and more. Bring your partner, friend or family member too! Offered by Copley Hospital and the Vermont Department of Health.

Rehabilitation Programs

CARDIAC REHABILITATION

This comprehensive outpatient program improves your quality of life following a cardiac event such as a heart attack.

Call 888-8230 for an appointment.



PULMONARY REHABILITATION

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



3-4-50 is a simple concept to help us grasp the reality that 3 health behaviors contribute to 4 chronic diseases that claim the lives of more than 50 percent of Vermonters. The same three behaviors: lack of physical activity, poor diet, and tobacco use, can also make other chronic diseases worse including Alzheimer's, Parkinson's and liver disease. Learn more online at healthvermont.gov/3-4-50.

Check out
Copley Woodlands'
new website.

copleywoodlands.com



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Laboratory Services 888-8340

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Copley Rehabilitation in Stowe 888-8634
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Orthopedics Rehabilitation Hand
Therapy 888-8634

Sleep Medicine 888-8667
Northern Vermont Center for Sleep Disorders
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Veronika Jedlovsky, MD
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Urology 888-8823
Independent Practice
Betsy Perez, MD

Wellness Center 888-8369



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COPLEY HEALTH SYSTEMS
528 WASHINGTON HIGHWAY
MORRISVILLE, VT 05661



healthy
recipe

Compliments of David Vinick, Director of Nutritional Services

Double Maple Roasted Chicken
Thighs with Sweet Potatoes



- 2 large sweet potatoes peeled and cut into 1" chunks
- 2 tablespoons olive oil
- 1/2 cup granulated maple sugar (you can substitute with dark brown sugar)
- 1/2-1 teaspoon kosher salt
- 1 teaspoon ground black pepper
- 2 lbs bone in chicken thighs (skin removed)
- 1/3 cup maple syrup
- zest of 1 lemon

Heat oven to 350. In large Dutch oven, combine the sweet potatoes and olive oil. Toss well to coat.

In a small bowl, mix together the maple sugar, salt and black pepper; sprinkle half of the mixture over the sweet potatoes, then toss to coat.

Arrange sweet potatoes in an even layer over the bottom of the Dutch oven. Use your hand to rub some of the remaining maple sugar mixture over the chicken thighs. Arrange the chicken over the sweet potatoes, drizzle the maple syrup over the chicken.

Cover the pot and roast for 20 minutes. Remove the cover and roast for another 10 minutes or until chicken reaches 165 degrees at the thickest point.

Serve the chicken with the sweet potatoes. Just before serving, sprinkle the lemon zest over the chicken.

Serves 4; Calories 506; Calories from Fat 143; Fat 16 grams (3g saturated / 0 grams trans fat); Cholesterol 180mg; Carbohydrates 43 grams; Protein 46 grams; Fiber 2 grams; Sodium 397-596 mg

[COPLEY CLOSE-UP]

Kelli Converse, RN

Kelli is Copley's Director of Inpatient Services. She joined Copley in August, bringing thirteen years of nursing experience, including eight years in management and leadership roles.



Where did you grow up? I grew up in Newport, VT.

What is your favorite food? I enjoy surf and turf!

What are your top three hobbies? While I enjoy outdoor activities including golf and boating, I also enjoy reading and spending time with my niece and nephews.

What is your favorite color? My favorite color is blue.

What word best describes you? I am a very *caring* person.

What is something about you that would be surprising to others? Believe it or not, I don't care for ice cream.

Who do you look up to the most, and why? I don't have one person. I have been very fortunate to have several mentors in my life that have helped guide me professionally and personally.

What makes Copley a special place to work? Copley provides excellent patient care. I feel very lucky to be part of this great team.

Why did you pick your career? I chose nursing because I have always enjoyed helping others. I want to make a difference in people's lives and be an advocate, especially for those who are unable to speak for themselves.

COMING IN MARCH!

FABULOUS FOOD, FUN & DRINKS – ALL FOR A GREAT CAUSE

Restaurant and food and drink purveyors will offer special promotions or a special event with a portion of the proceeds to benefit Copley Hospital. The March event is designed to encourage people to go to their favorite neighborhood hangout or check out a new place, supporting both local businesses and our community hospital. **Watch for details.**

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