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.livewelllamoille.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.

Social Workers Dominique Couture and Claire Hancock help coordinate care for Copley patients.
The Copley Courier is published three times a year by the Community Relations Department.

TRUSTEES
Henry Binder, MD, Stowe
Kathy Dwyer, Morrisville
Walter Frame, Stowe
Sharon Green, Morrisville
Art Mathisen, Copley CEO, Elmore
Harry Miller, Craftsbury Common
Elaine Nichols, Chair, Stowe
Nancy Allen, Stowe
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David Silverman, Morrisville
Joseph Subasic, MD, Wolcott
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Richard Westman, Cambridge
David Vacovone, Morrisville

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Donald Dupin, MD, co-Chief Medical Officer
Amy Fitzgerald, Director Human Resources
Leah Heilenberger, Vice President Development, Marketing & Community Relations
Vera Joke, Chief Operating Officer
Adam Kunin, MD, co-Chief Medical Officer
Lori Profta, DNP, RN, NE-BC, Chief Nursing Officer
Rassool Ranjavid, Chief Financial Officer

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 Vermonters and believe in 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 and believe in partnership and collaboration among our colleagues and within the community.

Respect & Compassion: We respect the unique nature and needs of every individual. We recognize their right to be treated with honor, trust, 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 professional development in order to achieve excellence. We innovate, evaluate, and improve our services and care for the needs of our community.

Not-for-Profit: We offer care and services at 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 ability to pay. This is an important part of our not-for-profit heritage.

COMMUNITY FOCUSED.

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 increased patient utilization.

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 the 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 approved 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 $5 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 cafe and a more comfortable waiting area for our Birthing Center families. What was once the Recovery Room is now quiet and comfortable cafe 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.

LTVT 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
EXCEPTIONAL CARE. 3 COMMUNITY FOCUSED.

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

Exercise Class

STEP UP EXERCISE PROGRAM
Mondays & Fridays | Noon–1pm
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
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.

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.

Check out Copley Woodlands’ new website.
copleywoodlands.com

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.

3 BEHAVIORS
• No Physical Activity
• Poor Diet
• Tobacco Use

4 DISEASES
• Cancer
• Heart Disease & Stroke
• Type 2 Diabetes
• Lung Disease

MORE THAN 50 PERCENT OF DEATHS IN VERMONT

LEAD TO

RESULT IN

Welcome Home to Copley Woodlands in Stowe, Where Living is Easy

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.
**Anesthesiology**
888-8888
Copley Hospital Medical Group Practice
Stephen Fischer, MD
Joan Fox, CRNA
Travis Kincaid, CRNA
Emile Nollet, CRNA

**Birthing Center/Obstetrics**
888-8304
Cardiac/Pulmonary Rehabilitation
888-8320
Cardiology
888-8372
Copley Hospital Medical Group Practice
Adam Kurty, MD
Clinical Nutrition/Dietitian
888-8233
Copley Hospital Practice
Alexandra Duquette, RD, LDN

**Diabetes Educator**
888-8226
Copley Hospital Practice
Nancy Wagner, RDN, CDE

**Emergency Medicine**
888-8888
Copley Hospital Medical Group Practice
Adam Boie, NP
Jordan Corey, NP
Lisa Cameron, MD
Patrick Heaghey, MD
John Kaeding, MD
J. Martin Linseisen, MD
Nargis Hooks, MD
Christopher Niles, MD
Charles Oder, FNP
Adam Putnam, MD
Joseph Subasic, MD
David Wolfinbarger, MD

**Family Practice**
Hardwick Health Center (NCHC) . 472-3300
Emily Affrata, NP
Mckayla Lecleir, MD
Sarah Morgan, MD
Peter Sheu, MD
Maria Wtheford, FNP
Jen Wohlbach, MD

**Johnson: Independent Practice** . 635-7325
Paul Rogers, MD
Kristy Garbarino, NP
Montevideo Family Health Care (CHSLV) . 888-5639
Kim Brun, MD
Allison Christie, MD, MPH
David Coddianne, MD
Sheryl Holton, FNP, CDE
Philip Kulesa, MD
Shelton Raven, DO
David Roy, MD

**Stowe Family Practice (CHSLV)** . 253-4853
Laura Felsen, DO
Cia James, MD
Richard James, MD
Monique Karrha, PA
Katherine Marvin, PA
Robert Quinn, MD
Melissa Volansky, PA
Angela Winchell, FNP

**Stowe Personalized Medical Care** . 353-5020
David Bisbee, MD

**Gastroenterology**
888-3111
Independent Practice
Joel Silverstein, MD

**General Surgery**
888-8372
Copley Hospital Medical Group Practice
Donald Dupuis, MD, MS

**Gyn/Obstetrics/Nurse Midwifery** . 888-8100
The Women’s Center, a Copley Hospital Practice
William EH, MD
Alexandra “Kipp” Bovey, CNM
Jackie Bromley, CNM
Marja Kelso, CNM
April Vandevelde, CNM

**Independant Practice (Gynecology only)**
Fred Rossman, MD . 888-1966

**Hospitalist Program**
888-8173
Apoagie Physicians
Jennifer Peters, MD

**Internal Medicine**
Hardwick Health Center . 472-3300

**Laboratory Services**
888-8340
**Medical Records**
888-8352
**Naturopathic Medicine**
Stowe Natural Family Wellness . 253-2340
Jennifer Tuttle, MD

**Neurology**
888-5668
Copley Hospital Medical Group Practice
Jennifer Fabel, CRNA, RNFH
Alexs Gage, PA-C
Mae Hickory, AGNP-C
Bryan Huber, MD
John C. Macy, MD
Sharon Manfield, RN, MS, FNP-C, RNFH
Joseph S. McGlaughlin, MD
Brian Morris, MD
Leah Morin, PA-C
Margaret Rawell, RN, BSN, OCN
Sadie Treihaus, DO
Jessica Vantetta, PA-C
Nella Wienberg, PA-C

**Pathology**
888-8392
Copley Hospital Practice
Anne Vitiatti-Coughlin, MD

**Patient & Family Services**
888-8311

**Pediatrics**
Copley Hospital Birth Center . 888-8304
Diane Salsichetta, APRN, NP-BC
Appoiled Pediatrics (CHSLV) . 888-7317
Sarahy Bala, MD

**Pulmonology**
888-8667
Northern Vermont Center for Sleep Disorders
Veronica Jedlovsky, MD

**Quality Management**
888-8351

**Radiology/Diagnostic Imaging**
888-8358
Vermont Radiologists
Richard Barnum, MD
Hartley Neel, MD
Candice Ortiz, MD
Robert Smith, MD

**Rehabilitation Services**
All Copley Hospital Practices
Copley Hospital . 888-8303
Copley Rehabilitation in Stowe . 888-8364
Hardwick Physical Therapy . 472-6196
Orthopaedic Rehabilitation Hand Therapy . 888-8364

**Sleep Medicine**
888-8667
Northern Vermont Center for Sleep Disorders
Well Gray, MD
Veronica Jedlovsky, MD
Diane de la Rue, NP

**Urology**
888-8823
Independent Practice
Betsy Perez, MD

**Wellness Center**
888-8369

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**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
- ½ cup granulated maple sugar (you can substitute with dark brown sugar)
- ½ teaspoon kosher salt
- 1 teaspoon ground black pepper
- ½ lbs bone in chicken thighs (skin removed)

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); Carbohydrates 100g; Sugars 4 grams; Protein 46 grams; Fiber 2 grams; Sodium 107–196 mg**

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**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 personally and professionally.**

**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.