

Annual Report

FISCAL YEAR 2017: OCTOBER 1, 2016–SEPTEMBER 30, 2017



Copley strives to help people live healthier lives by providing exceptional care and superior service.

With our 524 employees, Copley works collaboratively with other healthcare providers, social service organizations, community leaders and local businesses in this endeavor.

We hope you enjoy these highlights from 2017.



EXCEPTIONAL CARE. COMMUNITY FOCUSED.

[TRANSITIONS]

FY2017 was historic as Copley worked through transitions and had a number of reasons to celebrate.

Most notably, we celebrated 20 years of midwifery services and replaced our 40-year-old operating rooms with the new James and Mary Louise Carpenter Surgical Center. Through it all, we kept our focus on providing outstanding patient care and increasing access to affordable care.



After years of planning for the new surgical center and seeing the center become a reality, it was time to update the hospital's strategic plan. A multi-disciplinary team of medical staff, department managers, senior leaders and trustees worked for most of the year to develop the plan. In July, the Board of Trustees approved the committee's recommendations and work began to roll the strategic plan out to the staff. The foundation of our plan is balancing our commitment to quality, patient centered care to help improve the health of our community while securing the financial stability of the hospital.

On behalf of the Trustees, I want to personally thank each of you for your support of Copley. The staff and my colleagues were honored by your incredible generosity, enabling us to open the new surgical center, offer charitable care to those in need, and purchase needed medical equipment. In particular, the Copley Hospital Auxiliary was instrumental. They made the very first pledge to the campaign for the new surgical center in 2013, offered a challenge grant in 2016 and helped us close the campaign this year with a matching grant. What an extraordinary group of volunteers and what an incredible community dedicated to taking care of one another. Thank you.

A handwritten signature in black ink that reads "Elaine K. Nichols".

Laine Nichols
Chair, Board of Trustees

On the cover: Copley Hospital Trustee Nancy Putnam, VP of Community Relations Leah Hollenberger, Board of Trustees Chair Laine Nichols, Chief of Surgery Dr. Bryan Huber, Senator Rich Westman, and CEO Art Mathisen cut the ribbon to open the James and Mary Louise Carpenter Surgical Center at Copley Hospital.

Copley built more than brick and mortar

in FY2017. The hospital continued with its effort to build and sustain a highly effective workforce. We successfully recruited for and redefined key leadership positions to strategically meet the challenges of healthcare today. Vera Jones was promoted from Vice President of Operations to Chief Operating Officer. Michael Brigati, RN was hired as Nurse Director of the Emergency Department and also oversees Respiratory Services and House Supervisors. Paul O'Kane, RN, MS was welcomed as the hospital's Director of Clinical Informatics & Nursing Practice, an increasingly critical role as data collection and management becomes more digitally based. Elizabeth (Liz) Houtsma, RN, joined Copley as Supervisor for our Acute Care Nursing Unit and she was joined shortly thereafter by Kelli Converse, RN, our new Director of Inpatient Nursing. We also filled many other key clinical and administrative positions throughout the hospital with dedicated professionals coming to Copley with excitement and new ideas on how to help us sustain the many great things we do and improve in key areas of the hospital.



We also pursued initiatives to help improve the health of our community. LiveWellLamoille.com, our collaborative community blog, was honored with two Gold Lamplighter Awards from the New England Society of Health Care Communications. It was featured in the October 2017 edition of Healthcare Marketing Report as the first community blog of its kind in the country. The blog has reached 10% of all households in Lamoille County. LiveWellLamoille.com has averaged 670 views per month, with readers viewing an average of 2.63 pages per session. Community leaders and experts in the social determinants of health contribute to the blog, creating a valuable resource for community members and encouraging each one of us to make healthy choices.

We continued our work with the multi-disciplinary Unified Community Collaborative as part of OneCare and the Blueprint for Health. In addition to medically-based initiatives and community wellness events and activities, we also contributed to prevention efforts with Healthy Lamoille Valley, the Lamoille Hunger Council, and supported bike and pedestrian-friendly initiatives in Morristown.

I am proud of Team Copley and all we have accomplished this year and it is only because of your support that we can continue to make a difference to our community. Healthcare will continue to be challenging, but together, we can all nurture a healthier community and continue to ensure access to needed care is available. Thank you for making a difference to Copley.

A handwritten signature in black ink, appearing to read 'Art Mathisen'. The signature is fluid and cursive.

Art Mathisen
CEO



1



2



3

TYPICAL DAY IN COPLEY'S EMERGENCY DEPARTMENT

47 people seen in ER per day

5% critical

37% urgent

44% less urgent

12% non urgent

11% admitted to the hospital

81% discharged

3% transferred

2% left before treatment completed

0.7% leave without being seen



4

1 Social Workers Dominique Couture and Claire Hancock work with patients with complex health issues. They play a key role in community efforts to reduce preventable visits, reduce readmissions and help people live healthier lives. 2 Twenty years of midwifery was celebrated with an "I was born at Copley" photo. 3 Jack Mittrani, with Hannah Rose, is ready for discharge following successful surgery. 4 Dr. John Macy and his surgical team use a green light during arthroscopic shoulder surgery to heighten visibility. An arthroscope is a small tube with optical fibers and lenses connected to a video camera so the interior of the joint can be viewed on a monitor.

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 the state’s health care system with 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. The initiative continues, assisting with both clinical and social determinants of health. You can read more about Care Coordination at Copley on the Live Well Lamoille blog www.livewelllamaille.com/care-coordination-at-copleyhospital.

Helping Addicted Mothers-to-Be Close to Home

The Women’s Center and Copley’s Birthing Center work closely with the area’s Medically Assisted Treatment (MAT) program on the “Close to Home” program. “Close to Home” provides high quality, low intervention prenatal, obstetric, newborn, and post-partum care at a local level. It is for mothers-to-be already stable in a medication assisted treatment program. Weekly and quarterly reviews ensure these patients get connected to available resources and the participants meet with anesthesia and pediatric providers prior to birth for education on the program. Newborns of women in this program are required to stay at the hospital for 96 hours as it can take 24-48 hours for symptoms of withdrawal to show up. The Women’s Center and Copley’s Birthing Center also refer patients to the Lamoille Family Center’s Rocking Horse program for families living with substance abuse.

James and Mary Louise Carpenter Surgical Center Opens

Jack Mitrani, host of the X Games and co-founder of the Frendly Gathering was the first patient to use the James and Mary Lousie Carpenter Surgical Center. Jack broke his leg while out of state and chose to return home and come to Copley for his surgery.

More than 200 community members turned out for the Ribbon Cutting Ceremony for the new Surgical Center. The event also marked the completion of the largest successful capital campaign in the hospital’s history. Donors contributed more than \$3.2 million toward building the new center which opened in July 2017.



1 Milo Newton was our first baby of 2017. Proud parents Erica and Brant Newton of Sheldon celebrated Milo with certified nurse midwife Jackie Bromley and Birthing Center staff including Annie Price-Smith, RN. Older sister, Kaia, was also born at Copley. 2 Our new portable digital x-ray machine enables providers to view images immediately after exposure while in the OR or ED. 3 Copley encouraged folks to move more with two fundraising events: the Copley Golf Scramble and the Copley 5K Run for the Heart. More than \$24,000 was raised with these events which also encouraged people to use resources in their community to stay active.

[QUALITY]

Quality Assurance

Both our Computed Topography (CT Scanning) and Echocardiography Laboratory received accreditation from the American College of Radiology. ACR accreditation represents the highest level of image quality and patient safety. The hospital had to demonstrate ACR Practice Parameters and Technical Standards during a peer-review evaluation by board-certified physicians and medical physicists who are experts in the field. With ACR accreditation, patients can trust they are receiving the best possible quality imaging from experts using the best technology in a safe environment.



We are devoting more resources to data collection and benchmarking to measure and improve our quality of care. These efforts include participation in the American College of Surgeons National Surgical Quality Improvement Program (NSQIP) to measure and improve the quality of surgical care and decrease costs. We are participating in the Medicare Beneficiary Quality Improvement Project (MBQIP) to increase quality data reporting by Critical Access Hospitals for the purpose of driving quality improvement activities. We also initiated the Antibiotic Stewardship Program (ASP) to optimize the treatment of infections and reduce adverse events associated with antibiotic use. Together these quality initiatives support value-based payment and health care delivery reform.

Growing the Workforce

Copley is partnering with the nursing programs at Norwich University, University of Vermont Medical Center, Castleton University, and Vermont Technical College to encourage current students to remain in Vermont. Copley is now a clinical practicum site for nursing students and is active with the area's Healthcare Workforce Development Committee.

During FY 2017 Copley contributed more than **\$7.7 million** in community benefits.

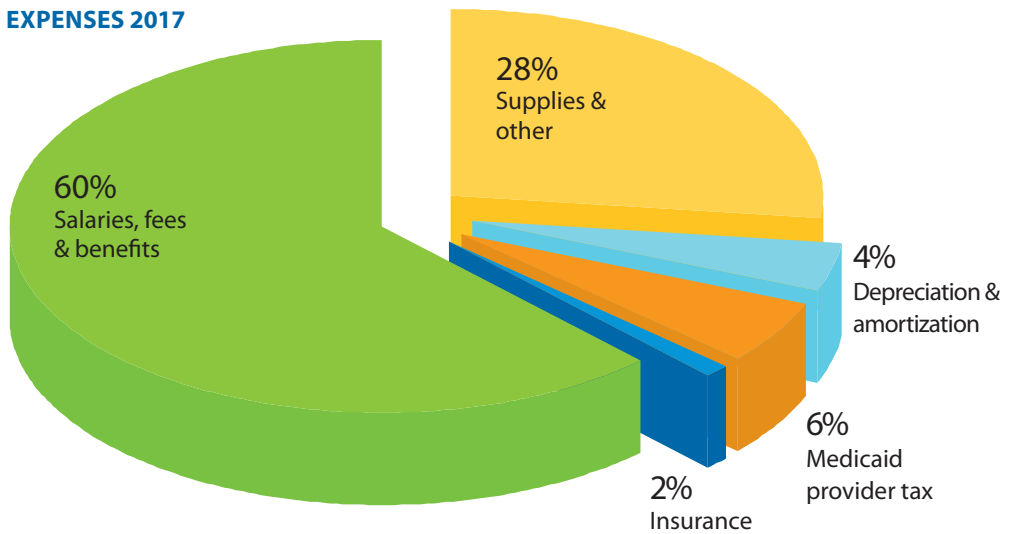
- Access to care with our charitable care program
- Subsidized health services
- Wellness, prevention and education programs
- Community-building activities
- Health professionals education and training
- In-kind contributions

Patient Visits	
Admissions	2,639
Births	194
Emergency Room Visits	12,461
Patient Days of Care	5,991
Diagnostic Tests	
Laboratory	338,241
Radiology/Diagnostic Imaging	31,547
Outpatient Visits	
Outpatient Visits	79,701
Rehabilitation Treatments Hours	14,150
Respiratory Therapy	11,292
Procedures	1,427
Surgeries	2,091
Community Wellness Attendees	2,473

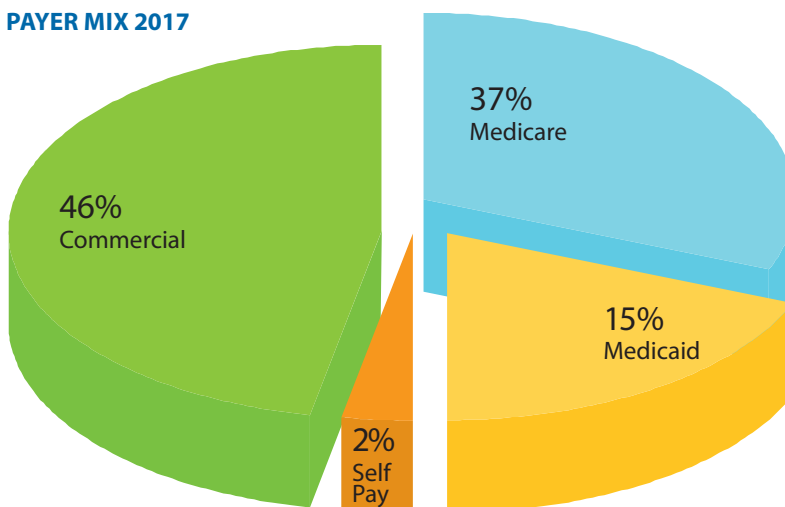
[FINANCIALS]

Copley has reduced our rates by 11% over three years. We have committed to cost savings of \$3 million over two years (FY17 and FY18). This is a significant undertaking for a small critical access hospital and demonstrates our willingness to take on additional risk.

EXPENSES 2017



PAYER MIX 2017



*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.*

COPLEY HOSPITAL INC. STATEMENT OF REVENUE & EXPENSE

Revenue	FY2017	FY2016
Gross revenue	\$109,770,218	\$109,806,793
Less: Charges not paid by payers	(\$42,667,373)	(\$44,794,496)
Less: Bad debts	(\$1,428,812)	(\$1,386,798)
Less: Charity care	(\$690,041)	(\$821,151)
Other operating revenue	\$1,442,746	\$1,437,376
Total operating revenues	\$66,426,738	\$64,241,724
Expenses		
Salaries, fees and benefits	\$39,941,000	\$38,694,661
Supplies and other	\$19,533,021	\$18,091,263
Depreciation and amortization	\$2,384,021	\$2,488,051
Medicaid provider tax	\$3,747,213	\$3,794,131
Insurance	\$1,148,240	\$1,211,760
Interest	\$26,868	\$32,541
Total expenses	\$66,780,363	\$64,312,407
Operating income (loss)	(\$353,625)	(\$70,683)
Total non-operating revenue <i>(reflects fundraising for Surgical Center)</i>	\$3,029,737	\$248,399
Net income (loss)	\$2,676,112	\$177,716

BALANCE SHEETS

Assets	FY2017	FY2016
Operating cash and cash equivalents	\$13,409,572	\$13,115,754
Patient accounts receivable, net	\$4,978,617	\$4,667,731
Inventory	\$3,337,286	\$3,112,888
Prepaid expenses	\$1,578,154	\$1,390,159
Other accounts receivable	\$199,406	\$509,907
Assets limited as to use	\$1,478,371	\$763,011
Property and equipment, net	\$28,145,738	\$19,125,503
Donor restricted assets	\$4,634,446	\$7,040,732
Deferred compensation	\$2,248,762	\$1,921,889
Total assets	\$60,010,352	\$51,647,574
Liabilities and net assets		
Accounts payable and accrued expenses	\$3,227,354	\$3,560,808
Accrued payroll and related expenses	\$3,366,736	\$3,003,814
Estimated third-party payer settlements	\$1,200,000	\$250,000
Deferred compensation	\$2,248,762	\$1,921,889
Long-term debt	\$8,922,371	\$2,135,760
Restricted net assets	\$4,634,446	\$7,040,732
Unrestricted net assets	\$36,410,683	\$33,734,571
Total liabilities and net assets	\$60,010,352	\$51,647,574

[GIVING]

Copley Hospital is grateful to the following individuals and organizations that supported our not-for-profit community hospital in Fiscal Year 2017 (October 1, 2016 through September 30, 2017). In addition to the donors listed, we also extend thanks to our many anonymous donors.



"In a big hospital, half the battle is having staff treat you as a person, not just 'the patient with a broken leg.' The staff at Copley are kind, genuine, authentic human beings who are respectful and nice to deal with. It's a calm setting with cutting-edge equipment and good staff that have good training. Copley felt like the best of both worlds."

MEGAN GRAY
Greensboro

Action Collection Agency of Boston
Lester & Janet Adams
James P. Adams
Richard & Deborah Alderman
Michael & Judy Alexander
Robert Aliber
Dale & Pamela Allen
Lynn P. Altadonna
Amazon Smile Foundation
American Legion Post #33
Thomas Anastasio & Virginia Jenkins
John & Sharon Anderson
Peter & Genevieve Anderson
Wendy Andres
Dawn Andrews
Rufus Ansley
Brian Aros, MD
Carole Artman Hodge
Gail Asam
Anne Atherton
Michael Babcock
Bryna Bailey
Baker Plumbing & Heating Inc.
Carl & Jill Baker
Gary & Nancy Banks
Stu & Marion Baraw
Cynthia B. Barnett
Mrs. Pietertje A. Barnett
William T. Bates
Hillel Becker
Jeanette Beckley
Benefit Strategies, LLC
Jeff & Francie Bennett
Benoit Electric Inc.
Joel Benson
Joan & Richard Bernhard
Leonora Bernheisel
Berry Dunn

Steven Berson & Cynthia Allen-Berson
Paul & Barbara Bertocci
David Bertrand
Mr. & Mrs. Dona Bessette
Susan Bickford
Christopher S. Biddle
Faith Bieler
Father Leo J. Bilodeau, *in honor of the Emergency Room staff*
Henry & Joan Binder
Leslie Black
Robert Bleimeister
Ld Bliss
George H. Bloom
Steve & Gail Blumsack
Cynthia Borck
Henry & Carol Borst
Paul & Kathy Bosland
Bourne's Energy
Juliette Bourne
Jessica Boutin
Deborah Bouton
Ann & Alan Boyea
Sam & Dusty Boynton
Linda Brailey
Philip A. Branton
Lucile Adams Brink, *in honor of Jennifer Ranz & Family*
T.H. & S.C. Breen
Mark & Jackie Bromley
Scott A. Brooks
William C. & Patricia G. Brower
Conchessa Brownell
Lyndon Burkholder, *for my family Glenn & Christel Burkholder & Family*
Sue Burleson
Robert M. Burley
Henry L. Busetti
Elizabeth C. Bushueff

Mrs. Pamela Byrne ❖
 C.P.S.I.
 Lucy & Clark Callender
 Joan Camp, *in memory of*
Gerald B. Camp ❖
 Chris Cappello
 Mary T. Cardinal ❖
 Dr. Nan Carle Beauregard
 Casella Waste Systems, Inc. ❖
 Jean Cass, FNP,
in honor of Nursing
 Mike & Anne Cassidy ❖
 Cellars at Jasper Hill
 Charles F. Leone & Associates
 Mr. & Mrs. James A. Chauvin
 Ying Cheng
 Randy Chesley
 Cora D. Chiaravalle ❖
 Peter & Patricia Chiaravalle,
in memory of Philip D. Chiaravalle, Sr.
 William & Joyce Chilton ❖
 Dale & Ginnie Choukalos ❖
 Allison Christie ❖
 Peter & Brenda Christie ❖
 Joseph & Florence Ciccolo
 Marilyn Clark, *in memory of*
Helen Anderson
 Skip Clark ❖
 Debra Clark ❖
 Ashley Clough
 Coca-Cola Bottling Co. of
 Northern New England, Inc. ❖
 Dr. Theodore O. Cochran
 Dr. David & Mary Jean Coddair ❖
 Beth Putnam Cole
 Community National Bank ❖
 Concept2, Inc. ❖
 Dorothy & George Cook ❖
 Bruce Cooke
 Copley Hospital Auxiliary ❖
 Country Home Center, Inc. ❖
 Katherine L. Coppock,
in memory of Stanley Haggett ❖
 Dennis Coughlin
 Joe & Anne Cresci
 Richard & Sheila Cross
 Irene Culver
 Denise Burt Cushwa ❖
 Jessica Dambach
 Glenn Danziger ❖
 Kevin B. D'Arcy ❖

Chris & Penny Davis ❖
 Sharon Davis
 Arthur Day ❖
 Mildred Y. de Schepper, *in honor of*
Ercel Harvey ❖
 Nicholas & Elizabeth Deane ❖
 Merna DeCoveny ❖
 Beverly Vahlteich DeLaney,
in honor of Rev. Arnold M. Brown ❖
 Tod Delarichelieri
 Mrs. Jeanne A. D'Elia
 Fred & Lorraine Delman
 Demars Properties, LLC
 Steven & Kathleen Demars
 Robert Denning,
in honor of the Denning Family
 Jason Desrochers
 Debra & Michael Dewey ❖
 Christi Ruschp Dickinson &
 C. Patten Dickinson ❖
 Murray H. Diner, DDS ❖
 Mr. Robert F. Dobbin ❖
 Anne A. Dodge ❖
 Diane & Jay Dolan ❖
 Donald P. Blake, Jr. Inc. ❖
 Kevin & Debralee Dorain
 Dornseifer Family Fund
 Katrina Dornseifer
 Floyd & Nadir Douglass,
in memory of Ruby Boyce
 Wilfred & Theresa Douglass
 Francie & John Downing ❖
 Downs Rachlin Martin PLLC ❖
 Dr. & Mrs. Mark Dubay
 Ken & Diana Duclos
 Michael D. Dude
 John & Sherry Dudley
 Andrew & Stacey Duff ❖
 John & Rachel Duffy
 Billi Dunham
 Dr. Donald & Liza Dupuis
 Daniel & Christi Dussault ❖
 Dutchess Inn, Inc.
 E-Management Associates, LLC ❖
 Mr. Roger L. Easton Jr.
 Scott & Nancy Edson
 Jon R. Eggleston ❖
 Marcel & Caroline Elefant ❖
 D. Trowbridge &
 Claudia W. Elliman ❖
 Rick & Linda Ely ❖
 Rudolph Erno ❖

Dr. & Mrs. Arthur J. Esswein
 Patricia Eyler ❖
 John & Judy Farmer ❖
 Carol A. Farnham ❖
 Francis Favreau ❖
 Mr. & Mrs. Joseph F. Feeney, Jr.
 Robert & Diane Ferguson,
in memory of John Ferguson ❖
 Carol & Frank Ferrante ❖
 Firetech Sprinkler Corp ❖
 Neal & LilaLee Fisher
 Amy Fitzgerald
 Dr. & Mrs. Lawrence J. Fortier ❖
 Ted & Kim Lambert ❖
 Rita Foss ❖
 James & Barbara Fox
 Kristina & Walter Frame ❖
 Fraternal Order of Eagles, Green
 Mountain Aerie 3210 Inc.
 Jennifer Frantz
 Lisa Freda
 Paul & Diana Frederick
 Freeman French Freeman
 Cindy French
 Frederika & Edward French, Jr.
 Lois M. Frey ❖
 John & Mary Frost ❖
 Marsha D. Gadoury
 David & Marlene Gagnier
 Cathy Murphy & Jon Gailmor ❖
 D. Michael & Jane Gandy ❖
 Jared Gange
 Gloria Gardella
 Arthur Gardiner & Robin Nuse ❖
 Daniel & Robin Gauthier
 Jan Gearhart & Peter Farr
 Judy Geer & Dick Dreissigacker ❖
 Douglas & Sandi-Jo Geller
 Marie Gialloredo
 Ken & Janet Gibbons ❖
 Lady Gibbons ❖
 James & Gerri Gildea
 Stephen & Kathleen Gillen ❖
 Mr. & Mrs. Robert Giordano
 Gloria Godfrey, *in memory of*
Dale Lanphear ❖
 Bruce & Janet Godin,
in memory of Richard & Lois Wilkins
and Roland & Ida Godin
 Mr. & Mrs. Mark Gordon
 Scott Grabowski, *in memory of*
John Ferguson

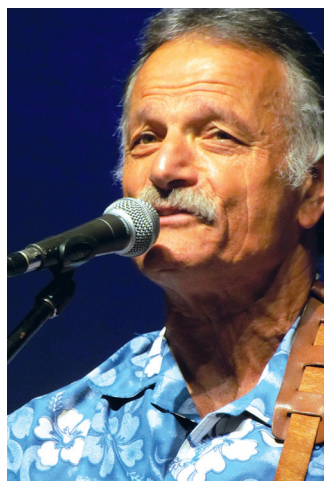
Omar & Becky Graddock
 Robert & Regina Gramss
 Gravel Construction, Inc.
 Krista Gravel
 Clive Gray ❖
 Ms. Ethne Gray
 Harold S. Gray ❖
 Phil Gray
 Esther L. Greaves ❖
 Sharon Green & David Vinick ❖
 Brian & Merri Greenia
 Gerry & Terri Griffin ❖
 Kevin Griggs
 Stephen L. Gross
 Judith M. Grosvenor ❖
 Paul O. Gruhler ❖
 Thomas Guare
 Sam & Lorna Guy ❖
 Ellen Hagman, *in memory of
Elena D. Hagman*
 Donald & Margot Hall ❖
 Lesley Halliday
 Ms. Anne C. Halvorsen
 Connie & Phil Hamel ❖
 Lise & Lawrence Hamel ❖
 Joseph Hameline Jr. ❖
 Jean Hamilton ❖
 Brenda Hammond
 Claire Hancock ❖
 Hannaford
 Betsy Harper ❖
 Susan C. Harris
 Joanne Harrison & Judith Wrend
 Maria Hartmann ❖
 Marsha Harvey ❖
 Patricia Haslam, *in memory of
Peter M. Haslam, Sr.*
 Hawk Rock Foundation
 c/o Steven Watson
 Steve Hayes
 Colleen Heaslip
 Sarah S. Hedberg
 Edward J. Heffernan ❖
 William T. & Marie J. Henderson
 Foundation Inc. ❖
 Theodate & Xavier Hernandez ❖
 Penny Hester Ingram ❖
 Mr. & Mrs. John B. Hewett ❖
 Shannon Hewett
 Eudalia P. Hicks, *in honor of the
hospital staff* ❖

Margaret Higgins ❖
 Elwin & Sin Hill
 Nancy Hill ❖
 Mr. & Mrs. Jim Hodge
 Elizabeth Holden ❖
 Leah Hollenberger &
 Christopher Demars ❖
 Valerie W. Hollis ❖
 David & Trina Hosmer ❖
 Katerina Hrdlicka
 Michael & Wendy Hubbard ❖
 Thomas & Natalie Hubbs
 Daniel & Susan Hudson ❖
 Johanne Jackson
 James E. Robinson Foundation Inc.
 Dr. Richard James & Dr. Clea James
 Tricia Jansen
 Karen Jaquish
 John R. Jenisch
 Nancy Jewett, *in memory of
Ruby Boyce*
 Jewish Community of Greater
 Stowe Tazadakah Committee ❖
 Richard & Marcia Johannesen ❖
 Gordon M. Johanson ❖
 Johnson State Athletics
 Gail Johnson
 Scott & Sally Johnson ❖
 Barry & Linora Johnson
 Kenneth & Janet Johnston ❖
 Penny Jones
 Vera A. Jones
 Travis & Shirley Jorde ❖
 Steven Justis
 Dr. John Kaeding ❖
 Sarah & Robert Kasten
 Jeffrey & Meg Kauffman ❖
 Lois A. Keith ❖
 David & Vangie Kelly ❖
 Beverly S. Kessler & Richard Kessler
 W. M. & V.B. Keyser
 Gail Kiesler
 Jan & Dick Kilburn ❖
 Thelma S. Kiley ❖
 Mary Elizabeth Killingbeck,
in memory of Fred Killingbeck
 Henry & Lanny King ❖
 Linus & Judith Kinner
 Lloyd Kinney
 Debra I. Kipp ❖
 CarolLynne & Bob Kirch

Travis Knapp, CRNA ❖
 Bonnie Knight ❖
 Richard Knowlton ❖
 Barbara & John Koier ❖
 Dominic & Dorothy Koval
 Linda Kramer &
 Peter G. Kramer, PT, DEd ❖
 Michael & Barbara Krancer
 Dan Kravitz
 John & Linda Kristan
 William Kropelin, *in memory of Mary
C. Kropelin* ❖
 Mike Kubic & Leesa Fine ❖
 John H. Kueffner &
 Carolyn Goodwin Kueffner
 Adam & Jane Kunin ❖
 L.N. Consulting, Inc.
 Christopher & Miranda Ladue ❖
 Gary & Jodie Lafaille
 Francis J. LaFountain, Jr.
 Kenneth S. Lamb ❖
 Lamaille Home Health Agency, Inc.
 Jack & Laura Lancaster ❖
 Mr. & Mrs. Russell Lanphear ❖
 John LaPan ❖
 Megan Larkin, *in honor of Robert,
Diane & John Ferguson* ❖
 Rhett & Sherida Larose
 Alden Launer ❖
 John & Cindy Lawrence
 Mr. & Mrs. Thomas M. Lepsic
 Ben & Sylvia LeRiche ❖
 Jason Lesperance
 Adam J. Lesure
 Carolyn Ruschp &
 Walter Levering Jr. ❖
 Laura Levering
 Carla Levin ❖
 Carolyn Levis ❖
 Carole & Steve Lichtenstein ❖
 Bodo Liewehr ❖
 Suzanne M. Liff
 Ramon & Daisy Lloveras ❖
 David & Karen Loh,
in memory of George Loh
 Janet L. Long ❖
 Tricia Long
 Mary Paul Loomis ❖
 J. Dirk & Marian B. Lorenz
 Susan Lucas
 Alan Lush

Jocelyne Lussier ❖
 MVP Health Plan, Inc. ❖
 Michelle MacDonald
 Arlene Mace
 Vicki Barrows Maitre ❖
 Gwen & Tod Mann ❖
 Thomas Mannion
 Pauline Manosh ❖
 Marlene Manosh ❖
 Manufacturing Solutions Inc. ❖
 Denise Marcoux, RN ❖
 Thomas Marhevko ❖
 Jane Marlin
 Audrey Marshia
 Leslie Martin
 Mary Anne Martindale ❖
 David & Lucy Marvin ❖
 JoAnn Masi, *in memory of*
Marjorie Miller
 Monte A. Mason
 Edward & Louise Mathews
 K. David & Deborah Maxwell
 Robin Mayes ❖
 Kristy Mayhew
 Betty McGill ❖
 Robert McKee
 Daniel Mckibben
 John & Virginia McLean,
in memory of Ruby Boyce
 Samantha McWherter
 John J. Mech, MD ❖
 Frances Melcher ❖
 Susan Menne
 Cody Mercer
 Merchants Trust Company
 Patricia Mercier
 Peter & Bunny Merrill ❖
 Caren & Howard Merson
 MetLife
 John & Kaaren Meyer
 Steve & Patty Meyer,
in honor of the ER Staff ❖
 John & Karen Miller ❖
 Donald & Susan Miller ❖
 Harry H. Miller
 Dr. William E. Mitchell ❖
 Peter & Cynthia Mix
 James & Patricia Mogan
 Sandra Montgomery ❖
 Darsey & Joseph Moon ❖
 Heinz & Hilde Morgenstern ❖

Jack Morrissey ❖
 Morrisville Lumber Co., Inc.
 Craig Myotte
 NFP ❖
 Robert R. Neilson
 William Nelson & Lisa Nelson, VMD ❖
 Paul Nesky, *in memory of*
Jefferson Grant
 New Fu Lin's Chinese Restaurant
 Bill & Linda Nicely ❖
 Barry & Florence Nielsen
 William & Martha Niemi,
in memory of Peter Haslam, Sr. ❖
 Scott & Sandy Noble
 Peter & Sally Nolan ❖
 Richard & Cathy Norman ❖
 Northeast Delta Dental ❖
 Jeffrey Nottonson
 Renaye Novogroski
 Benjamin Novogroski
 Nick Nunez
 John & Ramona Nutting
 Mr. & Mrs. Richard F. Oden, Jr. ❖
 Mardi Ohanessian
 Paul O'Kane
 Erik & Carol Olsen
 John & Eugenia O'Neil
 Dan & Barbara Orlovsky,
in honor of Randi Calderwood
 Sue H. Osborn ❖
 Elinor Osborn
 Mark & Laura Page
 Michelle Paige ❖
 Brent & Jane Paine
 Ronald & Lynn Paparella
 Bob & Wendy Parrish ❖
 Lisa Perrish
 Pamela W. Parshall
 Lynn Pasette
 Tammy Pasette ❖
 Patricia Passmore Alley,
in honor of Alden Launer ❖
 Jack & Caroline Patten ❖
 Cleveland & Virginia Patterson ❖
 Erika Pearl
 Rich & Tina Pearson
 Cole Pearson
 Loraine M. Pease ❖
 Robert Pennington
 Barbara Percy
 David R. Perkins, *in memory of*
Helaine Perkins



“We enjoyed meeting
 Dr. Dupuis. He was
 thorough in his
 explanation of how to
 fix my hernia. He spoke
 in lay terms and was
 very clear. My procedure
 was phenomenal, not
 invasive. I was never in
 any pain. I am feeling
 great and signing the
 high notes again,
 life is good!”

JON GAILMOR

Elmore

Richard G. Perkins, *in memory of Helaine Perkins*
Walter Pesaresi
David & Elinor Peters ❖
Eliza Peters
Jennifer Peters, MD
Bertil Peterson
Leslie & Robert Petrichko
Doug & Mary Philipsen ❖
Carrie Phillips ❖
Bruce & Kathy Piispanen
Merton S. Pike ❖
Mary Plourde & Peter Tripp
Deborah Pomeroy & Ruthanne Rust ❖
Sylvia Pope
Heather Dale Porter ❖
Eugene Posnick ❖
Francis Potter ❖
Dan Predpall
Michele Pressman ❖
Lori & Tim Profota
George & Nancy Putnam ❖
William Ramsey
Marvin & Eleanor Randall, *in memory of Michael D. Randall*
Cliff, Sue, & Jeremy Randall, *in honor of Gloria Farnham* ❖
Rassoul & Ann Rangaviz ❖
ReArch Company
Harvey C. Reed ❖
Linda Reeve
Stephen & Kathleen Rhinesmith, *in honor of Jennifer Peters* ❖
Anthony J. Risitano, Jr. ❖
Pat Robins & Lisa Schamberg
Christopher Rohan, MD ❖
Sandy & Donald Romoser ❖
Geraldyn Roscoe ❖
Stephen Rosenbloom
Catherine G. Ross ❖
Robert Ross
Marilyn & Skip Roskam ❖
Fran Roy
Janice Roy & Steven Young ❖
David & Ruth Roy ❖
Charlotte Royer
Sarah & Allen Rubin ❖
Marion Russell ❖
Carolyn L. Ryan, *in memory of Willie Ryan*
Travis Sabataso

George & Jayne Sabbagh
Paul Sakash
Elaine Santini
David J. & Ann Louise Santos ❖
Richard & Heather Sargent ❖
John Sargent & Caroline McKinney ❖
Sue Sargent ❖
Stella B. Sargent ❖
John & Robyn Savage
James Sawyer
Paula Schneider
Jim & Joanna Schoff ❖
David & Debbie Schoop ❖
Robert J. Schulz ❖
Mr. & Mrs. Sam Scofield
Robert & Sally Searles
Larry Shane
Dick & Judy Shanley ❖
Elizabeth J. Sheahan
Janet & Bernie Sheltra
Kathy Shepard, *in honor of Colton & Delaney Blaisdell*
Andrea & Alan Sheredy, Esq.
Arthur & Gail Shinnars
Amy Shopland ❖
Janet Showers & Day Patterson ❖
Barbara J. Sidock
David & Barbara Siegel
David & Janet Silverman ❖
Katharine Simonds ❖
Kate Simone ❖
Barrett Singer
Gordon & Lucille Siteman
Mary Ann Skelton
Shapleigh & Peggy Smith
Sarah C. Smith ❖
Alton Smith
Judith Smith
Olea Smith-Kaland
Treva Southworth ❖
Dr. & Mrs. James Sowles ❖
Mr. & Mrs. Kermit R. Spaulding ❖
Mary C. Speare
Lee & Alice Spencer, *in honor of Lee B. Spencer, Jr.*
Mr. & Mrs. Harold G. Sprague ❖
Steve & Peggy Sprague ❖
Jane Sprenger ❖
Michael & Donna Stafford
Ashley Starr
John & Anne Stee ❖

Ed & Karen Steele ❖
Robert & Janet Stein
Pamela D. Stengel
Shelley & George Stern
Robert & Judith Sterns ❖
David C. Stevens
Harold & Carol Stevens ❖
Bayne Stevenson ❖
Cynthia A. Stockwell ❖
Stanley & Helen Stoney ❖
Bernard & Merle Stotland
Stowe Charities, Inc. ❖
Stowe Motel, LLC ❖
Bill & Vi Stritzler ❖
Irene D. Strong ❖
Zarina Suárez O'Hagin ❖
Dr. Joseph Subasic ❖
Lynne F. Suddaby
Sultan & Consultants
Sunset Motor Inn
Mark Sutton
Michael & Meike Sweatman
Dawn & Kenneth Sweetser ❖
Richard & Valerie Swinchoski
John & Marilyn Sykas, *in honor of Jack & Mary Beth Sykas*
Mary Beth & Jack Sykas ❖
Carl & Diane Szlachetka
Mr. & Mrs. Scott Taylor ❖
Irwin & Sara Tauben ❖
Joyce & Carroll Tenney, *in memory of Ruby Boyce*
Joyce & Carroll Tenney ❖
Paul Thabault
The Lenore Broughton Fund
The Mill Foundation, LTD
The Oakland Foundation
The Sugarman of Vermont, Inc.
Tanya D. Thomas
Brian R. Thomsitt
Bob & Susan Titterton ❖
Barsha Tolin
Randy Tomlin
Beverly Tornrose ❖
Alison Torres
Mr. & Mrs. JG Torres
Walt Towslee ❖
Trapp Family Lodge ❖
Saul Trevino & Margaret Rowell
TruCode
George & Martha Twombly ❖
Union Bank ❖

United Church of Johnson
 John & Jeannette Van Blarcom ❖
 John & Jeannette Van Blarcom,
in memory of Heather Van Blarcom
Gumuchian
 Neil Van Dyke
 Roland R. Vautour ❖
 Jamey & Elly Ventura
 Gaetano & Susan Vicinelli ❖
 Cheryl J. Vince
 Shapleigh Smith &
 Dr. Melissa Volansky ❖
 George & Patricia von Trapp ❖
 Karin Vossler ❖
 Nancy Wagner ❖
 David & Renee Wahler,
in honor of Steve Cothalis
Respiratory Therapist
 Margaret M. Walker ❖
 Judith L. Walls
 Greg & Judi Ward
 Jeffrey L. Warren
 Lisa Washburn
 Douglass & Marjorie Washburn ❖
 Mary & Marty Waterman ❖
 James Watson, *in memory of*
Ann Marie & James F. Watson
 Peter & Katherine Watson ❖
 Richard & Sally Watts ❖
 Joe & Bonnie Wauters ❖
 Dr. John & Marianne Weaver,
in honor of Morris Rowell
 Stacy A. Wein ❖
 Margaret Weiss
 Barbara & Francis Welch ❖
 The Weller Family
 Rick Wells ❖
 Mary West ❖
 Bill & Claire Westermann ❖
 Richard Westman & Joan Nagy
 Deborah Wheeler ❖
 Rebecca Wheeler
 Theadore Whitcavitch
 Alice G. Whiting
 Judy & Bill Whitman ❖
 Irene Wilkins,
in memory of Glenn Wilkins ❖
 Emily Willems
 Russell & Ronda Williams,
in memory of Ruby Boyce
 Elsa Williams ❖
 James Wills
 Theodore Winokur

Harry & Brenda Winslow
 Susan Wisheart &
 Howard Duchacek ❖
 Charles V. Wolf
 Joan Wolf
 Judi Womack ❖
 Joe & Susan Wood
 Cathy & Robert Wright ❖
 John Wysolmerski & Caroline Hendel
 Paula Yankauskas, *in memory of*
Anthony E. Yankauskas
 Linda Hazen & Stephen Yanow ❖
 Andre & Frances Yokana ❖
 Matt Young
 Oran Young & Gail Osherenko ❖
 Alice Zelman
 Ronna & Arny Ziegel ❖
Anonymous, in memory of
Midge Lechevalier
Anonymous, in memory of
Neil McNally ❖
Anonymous, in memory of
Kenneth Pfitzenmayer
Anonymous, in memory of
Marcia Schafer ❖
Anonymous, in memory of Dr. Peters

LEGACY CIRCLE

Lucy D. Nisbet Charitable Fund
 Jenneke Barton
 Benjamin Campbell
 Arthur Dana
 Paul Decelle
 Oneal Demars
 Jack Drowne
 Virginia Eddy
 George Fearons
 Eleanor Garland
 Sumner House
 Ida S. Thorpe Charitable Trust
 James Kelley
 Gerald Kirchner
 Jane Lande
 Dorothy Marsha
 Sandra Montgomery
 Nancy Nevells
 John Newberry
 Russel Page
 William Riley
 Alice Sabin Estate
 Paul St. Aubin
 Barbara Stevens
 John Stevenson
 Genevieve Story
 Howard Williams
 John Wood
 Constance Young

SPONSORS

We thank our area businesses for their generosity and support of Copley events and activities.

Lead Sponsors

Bourne's Energy
 Coca Cola Bottling Co. of Northern
 Community National Bank
 MVP Health Care
 NFP
 ReArch Company
 Union Bank

Benefits Strategies, LLC
 Benoit Electric, In.
 Berry Dunn
 Baker Plumbing & Heating
 Casella Waste Systems, Inc.
 Cellars at Jasper Hill
 Concept2, Inc.
 Country Home Center, Inc.
 Demars Properties, LLC
 Donald P. Blake, Jr., Inc.
 E-Management, Associates, LLC
 Freeman French Freeman
 Gravel Construction
 Johnson State Athletics
 L.N. Consulting
 Manufacturing Solutions, Inc.
 MetLife
 Morrisville Lumber Co., Inc.
 McMahon Chevrolet
 Northeast Delta Dental
 Stowe Motel, LLC
 Sunset Motor Inn

COPLEY HOSPITAL MISSION

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

COPLEY HOSPITAL CORE VALUES

Community
Service Excellence
Respect and Compassion
Life-long Learning
Not-for-Profit

TRUSTEES

Henry Binder, MD, Stowe
Kathy Demars, RN, Morrisville
Walter Frame, Stowe
Sharon Green, Morrisville
Art Mathisen, CEO, Elmore
Harry Miller, Craftsbury Common
Elaine Nichols, Stowe, Chair
Nancy Putnam, Jeffersonville
Jan Roy, Wolcott
David Silverman, Morrisville
Joseph Subasic, MD, Wolcott
Carl Szlachetka, Hyde Park
Jamey Ventura, Hyde Park
Richard Westman, Cambridge
David Yacovone, Morrisville

SENIOR MANAGEMENT TEAM

Art Mathisen, FACHE, CEO
Randy Chesley, Director, Information Technology
Donald Dupuis, MD, Co-Chief Medical Officer
Amy Fitzgerald, Director, Human Resources
Leah Hollenberger, VP Marketing, Development & Community Relations
Vera Jones, Chief Operating Officer
Adam Kunin, MD, Co-Chief Medical Officer
Lori Profota, DNP, RN, NE-BC, Chief Nursing Officer
Rassoul Rangaviz, Chief Financial Officer

FOUNDATION COMMITTEE

Michael Cassidy, Greensboro
Denise Cushwa, Stowe
Clive Gray, Greensboro
Peter G. Kramer, Morrisville
Tod Mann, Greensboro
Art Mathisen, CEO, Elmore
Elaine Nichols, Stowe
Heather Sargent, Morrisville
Jamey Ventura, Hyde Park



COPLEY HEALTH SYSTEMS
528 WASHINGTON HIGHWAY
MORRISVILLE, VT 05661

802-888-8888
www.copleyvt.org

Copley Hospital is operated by Copley Health Systems, Inc. (CHSI). CHSI also owns the Health Center Building in Morrisville, Vermont. CHSI supports, in collaboration with the Lamoille Area Housing Corporation, the residential housing facility Copley Terrace in Morrisville; and with University of Vermont Medical Center, the residential housing facility Copley Woodlands, Inc. in Stowe, Vermont.