The Story Behind Charitable Care

Lani Wilson was just six months shy of qualifying for Medicare when she learned she was battling cancer again. Her doctor told her treatment could not wait. Paying for the needed diagnostic tests had already eaten up her resources. She contacted Angela Griggs in Copley’s Patient Financial Services for help. Angela helped her sign up for insurance through Health Connect and also talked to her about financial assistance offered through Copley’s Charitable Care program. “She said you should apply for assistance,” recalled Lani. “I said ok, I don’t really want to do that, but at that point, we had to do something.”

Tom and Laurie Silva (shown below) credit Copley’s Charitable Care program with helping them get back on their feet after a crippling health crisis kept Tom in and out of hospitals for three years. “We have a long way to go right now, but if we had that burden on us, we don’t know what we would do,” he said.

These are just two families helped by Copley’s Charitable Care program. The program provides discounted or free care for those in need of essential healthcare services and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay for their medical bills. Eligibility for, and the level of assistance awarded, is determined based on household income and assets. Last year, Copley provided $700,000 in charitable care.

Copley Financial Counselor Angela Griggs says every situation is different. “My goal is getting our patients the best help with the resources available to them,” says Griggs. “I serve as an advocate for them. I make them aware of other social service programs they may benefit from and will often help enroll them into these programs.”

Copley Calling to Help Improve Patient Experience

Copley has begun a new program that involves calling patients after an outpatient visit to any of our clinics or procedural areas. The program is designed to get a better understanding of patients’ experiences while at Copley clinics and to use this information in the hospital’s continuous quality improvement initiatives. Copley has contracted with NRC Health to conduct the surveys.

Copley continues to mail surveys to all patients who are seen in our emergency department or who have a hospital stay. NRC Health conducts these surveys as well.

“It is helpful for patients to tell us about their experiences,” says Art Mathisen, Copley CEO. “We share what we learn from the surveys with our providers and staff and it fuels our quality and process improvement initiatives.”

While Copley has long conducted patient satisfaction surveys, the addition of phone surveys enables the hospital to have “real-time” data. “Real-time” means the hospital has access to the aggregate data almost immediately, enabling staff to address an issue or concern should the surveys indicate the need.

WE CALL YOU
Through NRC Health, patients may receive an automated call following their Copley visit. The caller will say “Hello, this is Copley Hospital calling on behalf of your healthcare provider, Dr. (name).” The caller will then ask you to verify you are the person they are trying to reach. At no time, during the survey will you be asked to give personal information. You are asked only to rate your experience.

If you have a concern or issue regarding your hospital experience, O’Kane requests that you please contact Copley’s Quality Management Department at 888-8351.
COLEY HOSPITAL
526 WASHINGTON HIGHWAY
MORRISVILLE, VT 05661
802-888-8888
www.copleyvt.org

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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.

Learn How You Can Make Tax-free Gifts Directly From Your IRA to Copley Hospital.

If you have a traditional or ROTH IRA and are 70½ years or older and must take distributions, you have a great opportunity to make a significant gift to Copley Hospital. Federal law allows donors to make gifts of up to $100,000 directly from an IRA. This IRA Distribution gift reduces your taxable income. And it helps Copley continue to care for our community.

EXAMPLE: You plan to donate your $25,000 distribution from your IRA. If you take the distribution and then write a check to Copley Hospital, the full amount of your distribution would be taxable and you would only be able to deduct a portion of the gift. However, if you make the gift directly from your IRA, you avoid paying the income tax, you don’t need to itemize as there is no charitable deduction, and it may have other positive financial benefits for you.

For more information, contact your financial and planning advisors or Leah Hollenberger at Copley Hospital at 888-8301. You can also learn more at copleyvt.org/give-to-copley.

This is not intended to be legal or tax advice. We encourage you to consult your own legal or tax advisor.
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 strengthening and stretching/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 COPLEYS 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
May 24, June 28 | 1:30–3pm
Stevens Conference Room. Call 888-8369. Free and open to anyone affected by diabetes. Meeting topics vary.

Diabetes Education

YOU & YOUR DIABETES
1:3 Consultations Call 888-8826 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 COPLEYS 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.

SYRINGE SERVICES & HARM REDUCTION MOBILE VAN
1st Monday of every month | 10am–12pm
Free, Anonymous
Vermont Cares provides free syringes, safe disposal of used syringes, overdose reversal kits, HIV/HCV testing, treatment options and safer sex supplies. Call 802-371-6222 to enroll.

Life Skills

HEARTSAVER: BEGINNERS & RECERTIFICATION
May 15, June 19
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.

DRIVERS SAFETY CLASS
July 11 | 8:30am–1pm
Fee: $15 AARP member / $20 AARP non member
A one-day, four-hour course designed for drivers age 50 and older.

COMMUNITY BASED FIRST AID COURSE
September 25 | 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
June 21–July 19 | August 9–September 6 | 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
June 19 | 4–5:30 pm | Call 888-7357 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.

LSVT BIG & LOUD THERAPY
A therapy program for people living with Parkinson’s disease or other neurologic conditions. The LSVT Loud program has shown to improve vocal loudness, and Big teaches large movement to improve motor functioning. A physician referral is required.

Check out Copley’s FY2017 Annual Report online at copleyvt.org/annual-report

Thank You to Our Sponsors

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Independent Practice

Urology

Orthopedics Rehabilitation Hand
Copley Rehabilitation in Stowe
Copley Hospital
All Copley Hospital Practices
Rehabilitation Services
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Radiology/Diagnostic Imaging
Quality Management
Susan Sykas, DNP

Neurology Clinic (CHSLV)

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Neurology

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Oncology & Cancer Care
CMC/Copley Hospital Oncology Outreach Clinic
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Ophthalmology

Doyle Eye Care
Brian Doyle, MD

Optometry

888-3089
Green Mountain Eye Care
Francis Pinard, OD

Orthopedics & Sports Medicine
888-8405
Manfied Orthopaedics, a Copley Hospital Practice
Nicholas Amell, MD
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Pain Management

888-8392
Independent Practice
Anne Vratelitch-Coughlin, MD

Patient & Family Services

888-8311


Pathology

Independent Practice
Armando Campa, MD
888-8340
Vermont Dermatopathology
608-8249
Catherine Antley, MD

Pediatrics

Copley Hospital Birthing Center
888-8304
Diane Zoritchak, APRN, NP-BC
Appelleed Pediatrics (CHSLV)
888-7337
Sarayu Bali, MD
Rashmi Syaks, DNP

Pulmonology

888-8667
Northern Vermont Center for Sleep Disorders
Veronica Jedovinsky, MD

Quality Management

888-8351

Radiology/Diagnostic Imaging

888-8358
Vermont Radiologists
Richard Bennum, MD
Hartley Nixl, MD
Caridna Ortiz, MD
Robert Smith, MD

Rehabilitation Services

All Copley Hospital Practices
Copley Hospital
888-8303
Copley Rehabilitation in Stowe
888-8634
Hardwick Physical Therapy
472-6186
Orthopedic Rehabilitation Hand Therapy
888-8634

Urology

888-8823
Independent Practice
Betsy Perez, MD

Wellness Center

888-8369

Spinach and Artichoke Dip

2 cups (8 ounces) shredded part skim mozzarella cheese, divided
1/4 cup fat free sour cream
1/4 cup (10 ounces) grated fresh parmesan cheese, divided
1/4 teaspoon black pepper
3 garlic cloves, crushed
(1 1/4 ounce) can artichoke hearts, drained and chopped
(1 8 ounce) block 1/3 less-fat cream cheese, softened
(1 8 ounce) block fat free cream cheese, softened

1/10 (1 ounce) package frozen spinach; thawed, chopped and squeezed dry
(1 13.5 ounce) package baked tortilla chips (about 16 cups)

Preheat oven to 350 degrees.
Combine 1/3 cups of mozzarella, sour cream, 2 tablespoons parmesan cheese and remaining ingredients in a large bowl, stir until well blended.
Spoon mixture into a 1 1/2 quart baking dish and sprinkle with remaining 1/4 cup mozzarella and parmesan cheese. Bake at 350 degrees for 30 minutes or until bubbling and golden brown. Serve with tortilla chips.

This dip can be assembled up to 2 days ahead. Just refrigerate and bake before serving.

Yield 4-5 cups; serving size: 1/4 cup dip with about 6 chips; Calories 148, Fat 3.2 grams saturated, 1.5 grams monounsaturated, 3.5 grams polyunsaturated; Protein 10.7 grams; Carbohydrates 18.3 grams; Fiber 1.5 grams; OXaliwit 17mg; Iron 0 mg; Sodium 315mg; Calorbit 16mg

Come home to Stowe...
Enjoy an independent lifestyle in a friendly, supportive retirement community in the heart of Stowe. Copley Woodlands is within walking distance of the post office, art galleries, Stowe Free Library, and a number of restaurants and shops. Lease or own your spacious condo while enjoying fine dining service and the many in-house activities and social events available.

Contact Penny Davis for more information, (802) 253-7200 or visit copleywoodlands.com