

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

**SPRING 2018** 

# 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 ways 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.



Experience the craft and expertise of chefs, brewers, bakers and creators throughout north central Vermont. Vermont Taste features advance ticketed events, plus a host of opportunities allowing you to choose where and when you want to participate. The event benefits Copley Hospital's Charitable Care Program.

#### **FEATURED RESTAURANTS**

10 Railroad Street, Morrisville

The Bench, Stowe

The Bistro at Ten Acres, Stowe

**Black Diamond Barbeque**, Morrisville

Charlie B's Pub & Restaurant, Stowe

Copley Hospital Café, Morrisville

Flannel at Topnotch Resort, Stowe

Harrison's Restaurant & Bar, Stowe **Highland Lodge on Caspian Lake**, Greensboro

**Private** 

Tasting & Dinner

ON TRAPP BREWING

**BIERHALI** 

**Idletyme Brewing Company, Stowe** 

Junior's, Stowe

**Lost Nation Brewing**, Morrisville

Moog's Place, Morrisville

Piecasso Pizzeria & Lounge, Stowe

Positive Pie, Hardwick Rock Art Brewery, Morrisville

Sushi Yoshi, Stowe

Tres Amigos, Stowe

Vermont Artisan Coffee & Tea, Waterbury Center

von Trapp Brewing Bierhall, Stowe

The Whip Bar and Grill, Stowe



See the full schedule at **VERMONTTASTE.ORG** 

Paul O'Kane, RN, MS, Director of Quality, Informatics and Education wants to remind patients that the survey is private and at no time is any of the information provided linked to a patient name. "While the survey helps us evaluate service and make improvements, it does not provide specific information, i.e. a patient's concern." 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.



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.

#### **TRUSTEES**

Henry Binder, MD, Stowe Bob Bleimeister, Stowe Kathy Demars, Morrisville Walter Frame, Stowe Sharon Green, Morrisville Ira Marvin, Hyde Park Art Mathisen, Copley CEO, Elmore Harry Miller, Craftsbury Common Elaine Nichols, Stowe Dan Noyes, Wolcott Nancy Putnam, Jeffersonville Janice Roy, Wolcott David Silverman, Morrisville Joseph Subasic, MD, Wolcott Carl Szlachetka, Hyde Park Jamey Ventura, Hyde Park Richard Westman, Cambridge

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Amy Fitzgerald, Director Human Resources
Leah Hollenberger, Vice President Development,
Marketing & Community Relations
Vera Jones, Chief Operating Officer
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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.

#### [COPLEY CLOSE-UP]

#### Steven S. Levine, MD

Dr. Levine is with Apogee Physicians and he joined Copley's clinical team as a Hospitalist in April 2018. He has nearly 30 years of experience serving as a general internist and hospitalist in New Hampshire.

Where did you grow up? I was born and raised in New Rochelle, New York.

What is your favorite food? Pizza.

What are your top three hobbies? Skiing, biking and golfing. What's your handicap? (laughs) I'm trying to lower it.

What is your favorite color? Red.

What word best describes you? I don't know. I'm a good guy.

**Who do you look up to the most, and why?** My father. He's just turned 92. I admire his honesty and fierce family values.

What makes Copley a special place to work? When I finished training in the mid-80s I became a general internist so I could follow my patients in and out of the hospital. Over the years, the system has changed and I can better use my training as a hospitalist. I enjoy having a relationship with my patients and their families, the communications. I enjoy managing their care and it is great care at Copley.

**Why did you pick your career?** My father was an optometrist. My two brothers are doctors; one is a primary care physician and one is a gastroenterologist. My daughter will begin studying internal medicine at the University of Colorado this year. It runs in the family. (laughs)

# Become a Member of the Auxiliary

For the cost of a mocha latte grande, or a movie ticket, a \$10 membership to the Copley Hospital Auxiliary can help provide:

- a single mother with a career suit to help secure a job
- affordable outfits for families
- support for newborns and families
- life-saving medical equipment

The Copley Hospital Auxiliary's mission is to provide funds and volunteers to support the critical work of Copley Hospital. The Auxiliary recently gifted more than \$100,000 to the James and Mary Louise Carpenter Surgical Center, purchased defibrillators, and upgraded digital imaging equipment for our community hospital.

Auxiliary Volunteers enjoy:

- Luncheons in May and October
- Bake sales in February, June, and November
- Volunteering at Second Chance, the thrift and consignment shop on Brigham Street in Morrisville or in the Copley Hospital Gift Shop

Become a member of the Copley Hospital Auxiliary. Learning how building a healthier community is a better deal for us all. Call the Copley Hospital Gift Shop at 888-8229 or Jill Baker at 888-8302.





# 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.



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

#### **MORNING EXERCISE AT COPLEY WOODLANDS**

required as well as an evaluation by a physical therapist.

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

1:1 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
- $\bullet \ \ how to improve strength, flexibility and endurance$
- 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.

## 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, safer injection supplies, 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

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 888-1357 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.** 

#### **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.



#### Saturday, July 7

Stowe Country Club, Stowe, VT
Register now! copleyvt.org/CopleyScramble

# 31st Annual Copley Scramble Golf Tournament

This year's event is honoring former hospital trustee and passionate golfer Cynthia Borck.

Over the years, the Scramble has helped purchase needed medical equipment and technology, renovate and outfit patient rooms, as well as ensure care is available for those in need through the hospital's charitable care program. Combine this good cause with friends and a great course and it's a win-win.

Last year, thanks to the support of our golfers and more than 40 local and regional businesses, the Scramble raised \$19,000 for Copley. With your help, we can do that again!

Sponsor and player packages includes 18 holes of golf with cart, awards luncheon and a tax deductible donation to our community hospital. An early bird discount is available through May 31.

For more information please contact Jill Baker at 888-8302 or visit copleyvt.org/copleyscramble

#### **Thank You to Our Sponsors**

Platinum: NFP, Vermont Federal Credit Union Gold: MVP, Union Bank, Vermont Mechanical, Inc Hole: Coca Cola Bottling Co. of Northern New England, Community National Bank, Downs Rachlin Martin, Freeman French Freeman, Hickock & Boardman Retirement Solutions SILVER: Country Home Center, Sunset Motor Inn HOLE-IN-ONE: McMahon Chevrolet



Check out Copley's FY2017 Annual Report online at



copleyvt.org/annual-report

#### PHYSICIAN DIRECTORY & HOSPITAL SERVICES

**Medical Records** Naturopathic Modicine

PHYSICIAN DIRECTORY
Anesthesiology
Birthing Center/Obstetrics
Cardiology
Clinical Nutrition/Dietitian
<b>Dentistry</b>
Diabetes Educator
Emergency Medicine
Family Practice Hardwick Health Center (NCHC)
Kim Bruno, MD Allison Christie, MD, MPH David Coddaire, MD Cheryl Holton, FNP, CDE Philip Kiely, MD Sheldon Raven, DO David Roy, MD
Stowe Family Practice (CHSLV)
Gastroenterology 888-3111 Independent Practice Joel Silverstein, MD
General Surgery
Gyn/Obstetrics/Nurse Midwifery 888-8100 The Women's Center, a Copley Hospital Practice William Ellic MD

Naturopathic Medicine Stowe Natural Family Wellness253-2340
Jennifer Tuttle, ND  Neurology888-5688
Neurology Clinic (CHSLV) Jean Marie Prunty, MD
Oncology & Cancer Care
Elaine Owen, APRN Eswar Tipirneni, MD
Ophthalmology
Optometry
Orthopedics & Sports Medicine 888-8405 Mansfield Orthopaedics, a Copley Hospital Practice Nicholas Antell, MD Brian Aros, MD Jennifer Fabian, CNOR, RNFA Alexis Gagne, PA-C Mae Hickory, AGNP-C Bryan Huber, MD
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Patient & Family Services888-8311
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Appleseed Pediatrics (CHSLV)
Pulmonology
Quality Management
Richard Bennum, MD Hartley Neel, MD Candice Ortiz, MD Robert Smith, MD
Rehabilitation Services All Copley Hospital Practices
Copley Hospital
Therapy888-8634
Urology
Wellness Center



888-8173

888-8340

COPLEY HEALTH SYSTEMS 528 WASHINGTON HIGHWAY MORRISVILLE, VT 05661

HOSPITAL www.copleyvt.org



Compliments of David Vinick, Director of Nutritional Services

#### Spinach and Artichoke Dip



2 cups (8 ounces) shredded part skim mozzarella cheese, divided ½ 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 (14 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

½ (10 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 1½ cups of mozzarella, sour cream, 2 tablespoons parmesan cheese and remaining ingredients in a large bowl, stir until well blended. Spoon mixture into a 11/2 quart baking dish and sprinkle with remaining ½ 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.

Yields 5 ½ cups; serving size: ¼ cup dip with about 6 chips; Calories 148; Fat 5g (2.9 grams saturated, 1.5 grams monounsaturated, .5 grams polyunsaturated); Protein 7.7 grams; Carbohydrates 18.3 grams; Fiber 1.5 grams; Cholesterol 17mg; Iron .06 mg; Sodium 318mg; Calcium 164mg

## 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 WOODLANDS





**BEHAVIORS** 

- No Physical Activity
- Poor Diet

William Ellis, MD

Jackie Bromley, CNM Marje Kelso, CNM April Vanderveer, CNM

**Hospitalist Program** 

Steven Levine, MD

Jennifer Peters, MD

**Laboratory Services.** 

**Apogee Physicians** 

Alexandra "Kipp" Bovey, CNM

Tobacco Use

**DISEASES** 

- Cancer
- Heart Disease & Stroke
- Type 2 Diabetes
- Lung Disease

**MORE THAN PERCENT OF DEATHS IN VERMONT** 

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.

LEAD TO

**RESULT IN**