

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

WINTER 2018

Prescription Medication Drop Box

Community members now have an additional location to drop off unused and unwanted prescription medications year-round. A secure medication drop box was installed in the main hallway outside of the Laboratory check-in. The drop box allows community members a safe and convenient way to dispose of unwanted or expired prescription medications. Community members can access the drop box during normal business hours 8am-6pm.

Drop off is anonymous, no ID is required. Before dropping of any medication, please cross your name off the container and put all medications together in a sealed clear plastic zip lock bag. If you do not have the original container, place the medications in a sealed zip lock bag with the name of the medication/s on the bag.

The Drop Box accepts prescription, over-the-counter and pet medication in any form:

• Pills Creams

Capsules

- Patches
- Gels Powders
- Blister Packs Inhalers
- Sprays





Meg Morris, RPh, Copley Hospital's Director of Pharmacy, with Sheriff Roger Marcoux, Copley CEO Art Mathisen and Chief Medical Officer Donald Dupuis, MD, flank the area's newest prescription medication drop off box for unused or expired medications.

Zero Suicide Project

Copley Hospital is pleased to be participating in the planning process for our community's Zero Suicide project. The project is geared toward healthcare providers working together to create safer suicide care. According to Michael Hartman, the Behavioral Health Director at Lamoille County Mental Health Services (LCMHS), Lamoille County ranks #1 in binge drinking, depression, substance abuse and suicide among young and older people.

Last month, several Copley employees, along with staff from Community Health Services of Lamoille Valley (CHSLV), Lamoille Home Health & Hospice (LHHH), and LCMHS, began Collaborative Assessment and Management of Suicidality (CAMS) training. Funding for the training is provided by United Way. CAMS is an evidenced-based therapy approach, helping healthcare professionals be more effective in suicide prevention efforts. The training helps providers better identify signs and symptoms, evaluate risks, and how best to refer a person to appropriate resources for more help.



Increasing Access to Care

Copley Hospital, in partnership with Dartmouth-Hitchcock (D-H) Connected Care, is expanding Copley's Telehealth services to include Tele-Nephrology and TelePulmonology in addition to TeleRheumatology. The partnership brings together D-H specialists and Copley's patients via telemedicine, improving access for people living with renal and respiratory diseases and disorders in the area. Learn more at copleyvt.org/ copley-dartmouth-hitchcock-expand-telehealthcollaboration.

Nephrologists Charles Hopley, MD, MPH and Brian Remillard, MD.

[COPLEY CLOSE-UP]

Brian Aros, MD

Dr. Aros is Chief of Surgery at Copley Hospital. He specializes in sports medicine, disorders of the knee, hip, and shoulder, and joint replacement with a focus on minimally-invasive techniques. He is certified by the American Board of Orthopedic Surgery.



Why did you choose your career?

I enjoy helping patients maintain an active lifestyle by reducing joint pain and recovering from injuries.

experience happen for our patients.

What makes Copley a special place to work? Being a part of the Copley care team that is responsible for making the wonderful Copley

What would you describe as Copley's greatest strength? The staff and the technology that we choose to use here at Copley. It is really patient specific, based on the patient's disorder and what their preferences are for the different available options. I feel very fortunate because we do have options here at Copley and I'm able to do what I feel is the best for my patients.

Where did you grow up? Ohio.

What are your top three hobbies? In the summer I enjoy mountain biking, in the winter downhill skiing. I enjoy spending time with my family doing outdoor activities.

Copley Health Systems, Inc. Annual Meeting

Guest Speaker: ADAM HERGENROTHER

UVM graduate Adam Hergenrother is Founder and CEO of Adam Hergenrother Companies. Fearless and purposeful; unconventional and systematic, Adam shares his leadership philosophy coaching, training, and inspiring leaders worldwide.

Monday, January 14, 5:30pm **Charlmont Restaurant, Morrisville**

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.



HOSPITAL 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 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

SENIOR MANAGEMENT TEAM

Arthur Mathisen, Chief Executive Officer
Randy Chesley, Director Information Technology
Donald Dupuis, MD, co-Chief Medical Officer
Amy Fitzgerald, Director Human Resources
Leah Hollenberger, Vice President Development,
Marketing & 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

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.

[COMMUNITY UPDATE]

As 2018 draws to a close, I want to thank you for choosing Copley as your health care provider. Integral to Copley's mission is ensuring access to needed care for all in our community. That commitment to ensuring access is constantly on my mind, especially as our state and our country struggle to determine how to best fix a fractured health-care system. There is no one right answer and it will be challenging, but I remain confident that Copley has the expertise, the ability, and most importantly, the passion to meet our mission.





MANSFIELD ORTHOPAEDICS

We recently learned that Dr. Bryan Huber will be out on medical leave. We continue to support and encourage him while also respecting his privacy during this time. His colleagues,

Dr. Brian Aros and Dr. Nicholas Antell (shown above), talented surgeons themselves and longtime collaborators with Dr. Huber, are seeing his total joint replacement patients so that their care continues uninterrupted. Dr. Aros will continue to see sports medicine, disorders of the knee, hip, and shoulder while Dr. Antell will continue to see acute skeletal injuries and disorders of the knee and hip. Dr. John Macy, Dr. Bryan Monier and Dr. Joseph McLaughlin continue to provide the same quality orthopedic services. We are making adjustments at Mansfield Orthopaedics and across the hospital to ensure continued care for all of our orthopaedic patients. We appreciate the consideration so many of you have shown during this time. I want to thank the team at Mansfield Orthopaedics and our entire Medical Staff and our Clinical and Ancillary Services teams for their flexibility.

INFRASTRUCTURE – PLANNING FOR THE FUTURE

Master Facility Planning is a key part of our strategic plan work. In July, we contracted with Environments for Health (E4H) of Williston, VT to assist with developing a master facility plan. E4H's Jennifer Arbuckle has been meeting with staff and community members to learn more about their needs and concerns. Our goal is to create a plan that provides for an improved operational physical plant that addresses immediate needs as well as planning 5-10 years out.

A multi-disciplinary committee has been reviewing ways to build a more functionally integrated Electronic Health Information System at Copley. Staff and providers have tested and reviewed several platforms and solutions. We are currently performing a long term cost analysis between the proposed solutions.

DEPARTMENT MOVES

You can now find Patient Financial Services on the 1st floor of the Health Center Building. They moved into the space previously occupied by Green Mountain Eye Care. The move improved accessibility for our patients wishing to pay their hospital bill or to speak with a financial counselor.

Our entire Human Resources team, which includes Chaplain Alden Launer, Copley Wellness Center and the Health Sciences Library, are now together in one suite located on the 2nd floor of the Health Center Building.

FISCAL HEALTH

Copley, like so many small community hospitals, is facing some complex challenges: provider and clinical staff recruitment and retention, double-digit medical inflation, and rising fixed costs as we invest in our infrastructure to meet current standards of care. Over the past several years, we have seen the costs of the hospital rising faster than the state-regulated 3% cap on Net Patient Revenue. In order to meet the cap, the hospital must reduce its expenses.

The mix of services Copley provides makes the hospital more vulnerable to variable costs. More than half of Copley's patients use our Orthopaedic and Infusion services. Both of these services use more supplies and medication compared to other service lines, making them sensitive to variable costs. As we see more patients at Mansfield Orthopaedics and in our Infusion Center, our supply costs increase. And these supplies and medications are where we are seeing double-digit inflation.

Labor, including benefits, makes up 60% of Copley's expenses. Several years ago we did a market adjustment to bring our salaries to the 50% median and we offer a 2% cost of living adjustment annually, keeping us competitive for recruitment and retention purposes. Competition continues to be fierce to attract physicians, nurses and specialty-skilled staff.

For the past two years, Copley has worked to reduce our expenses by nearly \$2 million. We no longer offer Sleep Medicine, we froze some hires, have aggressively recruited RNs to replace travelers, reduced our supply costs, and we brought our new general surgeon onboard, reducing our costs for locum coverage. We have invested in education and training, with a goal of "growing our own." Copley is working with 14 educational institutions to provide opportunities for onsite clinical rotations and with 8 graduate programs in nursing, medicine, and healthcare administration. We continue to work to improve efficiency, at the same time we are evolving our practices and collaborations with local providers and community agencies and organizations with a focus on population health.

Unfortunately, this has not been enough and the hospital ended FY2018 \$2.2 million in the red.

We have taken additional steps to reduce labor and supply costs to further address our ongoing challenges. In November, our Board of Trustees approved a revised budget for FY19, reflecting the expense reduction. It has a 0.3% operating margin, giving Copley a net operating margin of \$232,541 if our budget projections and assumptions hold.

We anticipate FY19 to be challenging and we don't see the next several years getting any easier. This also affects our planning for needed infrastructure improvements such as the ones mentioned earlier, making capital planning even more complex.

The ongoing sustainability of Copley – of any small rural community hospital – will be challenging until state and federal healthcare reform has truly been made. It is imperative that Vermont's small community hospitals receive support to remain viable during this transition. Everyone here, from staff to providers to volunteers, including our Trustees, are committed to continuing to provide high quality care to our community, helping people live healthier lives.

Art Mathisen, CEO

Extraordina	ary care <i>starts with you</i> .	
YES, I/WE WISH TO	SUPPORT COPLEY HOSPITAL	
Please accept my gift of:	\$25 \$50 \$100 \$250 \$500	\$1000 Other \$
Check enclosed payab	ole to COPLEY Hospital. Please charge my gift to:	□Visa □ MasterCard
NAME		
ADDRESS	TOWN STATE ZIP	
CARD NUMBER	EXPIRATION DATE	
		COPLEY
PLEASE PRINT NAME AS IT APPEARS ON	CARD	HOSPITAL
SIGNATURE OF CARD HOLDER		Please return this card to:
		COPLEY HOSPITAL – DEVELOPMENT
Check if you wish to b	e anonymous	
☐ Please contact me		528 WASHINGTON HIGHWAY
	nation on how to include Copley Hospital in my will	MORRISVILLE, VT 05661

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

SYRINGE SERVICES & HARM REDUCTION MOBILE VAN

1st Monday of every month | 10am-12pm **North Central Vermont Recovery Center** 275 Brooklyn Street, Morrisville

Vermont Cares provides this free, anonymous, safe and easy to use mobile van service. The Syringe Services and Harm Reduction Program provides free syringes, safe disposal of used syringes, safer injection supplies, overdose reversal kits, HIV/HCV testing, treatment options and safer sex supplies. For more information or to enroll, call Vermont Cares at 371-6222 or 748-6802.

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

Call Erica Coats 888-6035 to register or for more information.

DIABETES PREVENTION PROGRAM

It's important to take steps to reduce your risk and prevent diabetes. This is because diabetes can lead to serious health problems. You have a greater risk of getting diabetes if you:

- · are overweight or obese
- · don't get enough exercise
- have high blood pressure
- have abnormal cholesterol
- have a parent, brother, or sister with diabetes The good news is there's a lot you can do to help prevent diabetes - and we can help. Get started today by joining a Nationally Recognized Diabetes Prevention Program near you. Call Erica Coats at 888-6035 for more information.

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. Call Erica Coats at 888-6035 for more information.

1:1 QUIT SMOKING WITH COPLEY COACH

Copley's Wellness Center provides 1:1 coaching to help you develop a quit smoking plan, talk through barriers and provide you the necessary support for a successful quit smoking story. Call Rebecca Wheeler at 888-8632 to register or for more information.

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. BEHAVIORS

- No Physical Activity
- · Poor Diet
- Tobacco Use

LEAD TO

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

MORE THAN OF DEATHS IN VERMONT

RESULT IN

Life Skills

HEARTSAVER: BEGINNERS & RECERTIFICATION

January 15, February 19, March 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.

COMMUNITY BASED FIRST AID COURSE

March 26 | 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.

DRIVERS SAFETY CLASS

April 17 | 8:30am-1pm

Fee: \$15 AARP member / \$20 AARP non member A one-day, four-hour course designed for drivers age 50 and older. Participants will learn and recognize links between driver, vehicle and road environment. Participants may receive a discount, depending on your automobile insurance carrier.

Parenting Programs

CHILDBIRTH EDUCATION CLASSES

January 10-February 7 | February 21-March 21

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 12 | 4:30pm | 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.

LiveWellLamoille.com



Copley Woodlands, Where Retired Living is Easy

Here you'll enjoy your independence in a friendly, supportive community. We're located in the heart of Stowe; within walking distance of the Stowe Free Library, art galleries, the post office and a number of restaurants and shops. At Copley Woodlands you have options. You may lease or own your spacious condominium, while enjoying fine dining service and the many in-house activities and social events.

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



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. For more information call 888-8303.



Anesthesiology	000 0000
Birthing Center/Obstetrics	
Cardiac/Pulmonary Rehabilitation	
Cardiology Copley Hospital Medical Group Practic Adam Kunin, MD	ce
Clinical Nutrition/Dietitian	888-8233
Emergency Medicine	888-888
Family Practice Hardwick Health Center (NCHC) Emily Alfano, NP Brendan Buckley, MD Mckalyn Leclerc, MD Sarah Morgan, MD Peter Sher, MD	472-3300
Martha Whitfield, FNP Jeri Wohlerg, FNP Morrisville Family Health Care (CHSLV) Kim Bruno, MD Allison Christie, MD, MPH David Coddaire, MD Cheryl Holton, FNP, CDE Philip Kiely, MD	888-5639
Sheldon Raven, DO David Roy, MD Stowe Family Practice (CHSLV)	
David Bisbee, MD Gastroenterology Independent Practice Joel Silverstein, MD	888-3111
General Surgery Copley Hospital Medical Group Practic Donald Dupuis, MD, MS Courtney Olmsted, MD, MSCI	
Gyn/Obstetrics/Nurse Midwifery The Women's Center, a Copley Hospital William Ellis, MD Alexandra "Kipp" Bovey, CNM Jackie Bromley, CNM Marje Kelso, CNM April Vanderveer, CNM	
Hospitalist Program	888-8173
Laboratory Services	888-8340
Medical Records	
Naturopathic Medicine Stowe Natural Family Wellness Jennifer Tuttle, ND	253-2340
Nephrology Charles Hopley, MD, MPH Brian Remillard, MD	
Neurology Clinic (CHSLV)	888-5688

Neurology Clinic (CHSLV)

Jean Marie Prunty, MD

Oncology & Cancer Care	888-837 reach Clini
Ophthalmology Doyle Eye Care Brian Doyle, MD	229-955
Optometry Green Mountain Eye Care Francis Pinard, OD	888-308
Orthopedics & Sports Medicine Mansfield Orthopaedics, a Copley Hosp Nicholas Antell, MD Brian Aros, MD Jennifer Fabian, CNOR, RNFA Alexis Gagne, PA-C Mae Hickory, AGNP-C Bryan Huber, MD John C. Macy, MD Sharon Mansfield, RN, MS, FNP-C, Joseph S. McLaughlin, MD Bryan Monier, MD Leah Morse, PA-C Margaret Rowell, RN, BSN, ONC Janessa Vandette, PA-C Nella Wennberg, PA-C	oital Practic
Pain Management Independent Practice Anne Vitaletti-Coughlin, MD	888-839
Patient & Family Services	888-831
Pathology	
Pediatrics	
Copley Hospital Birthing Center	888-830
Diane Szlachetka, APRN, NNP-BC Appleseed Pediatrics (CHSLV) Sarayu Balu, MD Susan Sykas, DNP	888-733
Pulmonology	888-837
Quality Management	000 025
Radiology/Diagnostic Imaging	
Rehabilitation Services	000-033
All Copley Hospital Practices	
Copley Hospital	888-830
Hardwick Physical Therapy	
Orthopaedics Rehabilitation Hand Therapy	
Rheumatology	
Daniel Albert, MD	
Stephanie Mathews, DO	
'	888-882
Stephanie Mathews, DO Urology	888-882



COPLEY HEALTH SYSTEMS 528 WASHINGTON HIGHWAY MORRISVILLE, VT 05661

COPLEY 802-888-8888

HOSPITAL www.copleyvt.org



Various venues around the greater Lamoille Valley. Look for updates, schedules and tickets at: vermonttaste.org

Community celebration of the area's chefs, brewers, bakers, and creators. Events at restaurants, resorts, breweries to benefit Copley Hospital.





Compliments of David Vinick, Director of Nutritional Services

Roasted Root Vegetables with Maple Glaze

11/2 cups (1/2" sliced) carrots 1½ cups (½" sliced) parsnip 11/2 cups (1/2" sliced) cubed peeled turnip 1/4 teaspoon fresh ground black pepper

½ teaspoon kosher salt 2 tablespoons maple syrup 4 teaspoons olive oil

Acceptable substitutions: cubed butternut squash or sweet potatoes

Preheat oven to 450 degrees. Combine carrots, parsnip, turnip, olive oil,

and golden.

salt and pepper in a 13" x 9" baking dish coated with cooking spray. Toss well to coat. Bake for 10 minutes. Stir in maple syrup and bake an additional 20 minutes or until tender

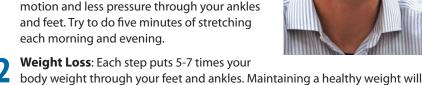
Yields 4, ½ cup servings: calories: 150; fat: 4.9g; protein: 1.7g; carbohydrate: 261g; fiber: 3.8g; cholesterol: 0.mg; iron: 0.8mg; sodium: 379mg; calcium: 63mg



Tips to Maintain **Good Foot Health**

BY BRYAN MONIER, MD

Stretching: Focus on your calves, hamstrings and Achilles tendon. This will allow the muscles to work properly and allow more motion and less pressure through your ankles and feet. Try to do five minutes of stretching each morning and evening.



minimize the strain and stress that your joints see.

Weight Bearing Activities: Walking, running, stair climbing, dancing, etc. are all ways to strengthen the muscles in your lower legs which will help stimulate growth and strength of the bones in your skeleton to prevent breaks or injuries. 30 minutes of exercise three times a week is a good place to start.

Stop Smoking: Smoking has bad effects on all of the organs and tissues in your body. Nicotine found in cigarettes causes the blood vessels to constrict which will diminish the delivery of oxygen to the tissues in your feet and toes which can make healing any type of injury more difficult.

Comfortable Shoes: Any shoe that constricts your foot and causes pain is not good as it prevents the normal joint motions and puts stress and strain through your ankles and feet. Measure your feet each time you shop for shoes as your foot shape can change over time. Look for shoes with plenty of room for your toes and good support through the arch.

Bryan Monier, MD is a fellowship trained attending orthopaedic surgeon specializing in care of the foot and ankle and lower extremity trauma at Mansfield Orthopaedics at Copley Hospital. He is skilled in working with athletes, trauma, and geriatric patients. Dr. Monier is an expert in total ankle replacements.