

MESSENGER VALLEY PHARMACY RIBBON CUTTING



On Friday, December 14, Grace Cottage's Director of Pharmacy Jim Heal (wielding the scissors), Board President Deborah Boyle (in red), and other dignitaries cut the ribbon for the newly expanded and renovated Messenger Valley Pharmacy. The new space, which is almost triple the size of the original pharmacy, provides pharmacists and pharmacy technicians the ability to provide customers with expanded services, including additional over-the-counter items and pharmaceuticals. (See more photos, page 4.)

A DIFFERENT PERSPECTIVE ON "DOWNTOWN" TOWNSHEND & GRACE COTTAGE HOSPITAL



CEO SEARCH

OVER 200 APPLICATIONS have been reviewed for Grace Cottage's CEO position, vacated when Mick Brant relocated to Nebraska in November. Meg Cleary, an experienced hospital administrator with Helms & Company, a New Hampshire company specializing in health-care consulting and management, is serving as Grace Cottage's interim CEO. Cleary's most recent assignment was as CEO of the physician practices at Southwestern Vermont Medical Center (Bennington Hospital).



Grace Cottage Hospital Board Trustee Roger Allbee heads the search committee, which includes board members, employees, physicians, and community members. The field of candidates is being narrowed to a few top prospects, who will visit Grace Cottage and meet with the board, staff, and members of the community. We'll keep you posted!



ALONG WITH TWELVE other Vermont hospitals, Grace Cottage has joined OneCare Vermont, an accountable care organization (ACO) created by Dartmouth-Hitchcock and Fletcher Allen Health Care.

OneCare Vermont is made up of health care providers who have agreed to be accountable for the quality, cost, and overall care of more than 100,000 Vermont Medicare beneficiaries. For more information, go to www.onecarevt.org

A grateful patient writes:

“Grace Cottage is the best little hospital in the country. The care that’s given to patients there is amazing.”

Jim Quillard
HINSDALE, MA

NEW ENGLAND Alliance for Health

GRACE COTTAGE HOSPITAL has recently joined New England Alliance for Health, along with five other Vermont hospitals and ten New Hampshire hospitals and other health care organizations. The mission of this collaborative effort is to share knowledge, resources, and solutions to challenging health care issues in order to improve the quality of patient care and contain health care costs. For more information, go to www.neahllc.org.

A grateful patient writes:

“I just wanted to let you know how beautiful and wonderful your hospital is—from maintenance for fixing Bill’s AC in his room, to the dietary kitchen staff to housekeeping to the laundry—outstanding! Your nurses—LNAs, LPNs and RNs give such personal care and attention—they were just wonderful. Your PT department—all of them put him through his paces. We love you all. We think Grace Cottage Hospital is topnotch.”

Bill & Linda Bedard
BRATTLEBORO, VT



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The mission of Grace Cottage Hospital is to provide excellence in health care and well-being, putting people first. The vision for the future is to be the standard for patient care.

We Go Beyond Patient Care

Meet one of our "Grace's Gems"



Liz Harrison
Volunteer Coordinator

Where are you from? I grew up in Atlanta, but we spent every summer at our family home in West Townshend. My heart was always here. After I graduated from Western College for Women, I lived in Seattle, and then Austin, Texas.

And your family? In 2002 I semi-retired and decided to move "home to Vermont." I met Ian Harrison shortly thereafter, and we were married in 2008. We both have sons. My son lives in Brattleboro, and Ian's son is in Germany working on his MA in Physics.

What are your hobbies? Far more than a hobby for me is my lifelong profession and passion: I am a board-certified clinical nutritionist and I maintain a part-time practice locally. "You are what you eat" rings true for me, ever since I resolved my own debilitating case of rheumatoid arthritis in the 1980s through changes in nutrition.

And at Grace Cottage? I've enjoyed my job at Grace Cottage for over two years. I'm blessed to work in an environment that is so compassionate. At Grace Cottage, people always come first! The volunteers, patients, and staff are the greatest!

EMERGENCY DEPARTMENT

DR. CHRISTOPHER SCHMIDT

A NEW AND VERY WELCOME FACE in the Grace Cottage Hospital Emergency Department is Christopher Schmidt, M.D. Dr. Schmidt has had a long career in emergency medicine. A graduate of the University of Massachusetts Medical School in Worcester, he completed his residency at Lancaster General Hospital in Pennsylvania (coincidentally, at the same time Grace Cottage's Dr. Tim Shafer was there). Dr. Schmidt joined the Brattleboro Memorial Hospital Emergency Department in 1990 and became their Emergency Department Medical Director in 2007. He has also served as the medical director for Rescue, Inc. in Windham County for the past 10 years.

Dr. Schmidt and his wife, Deborah, live in Brattleboro. They have four grown children and two grandchildren.



WISHES GRANTED...

- ♥ Tom & Irene Buzby donated a brand new, high-powered microwave for the hospital's coffee station.
- ♥ Shirley Covey donated the funds to purchase a Wood's lamp to detect certain skin conditions.
- ♥ The Crosby-Gannett Fund of the Vermont Community Foundation purchased a bariatric wheelchair and a radiology imaging cassette for Grace Cottage Hospital.
- ♥ Lisa's Love Charitable Fund donated the funds to purchase a Critikon vital signs monitor for inpatient care.
- ♥ Sher Ward donated the funds to purchase a step stool for patients using the bone density machine.
- ♥ West River Radio Club donated the funds to purchase two new tables for the dining room, in memory of Ed Phoenix.
- ♥ Funds to purchase an IV Smart Pump were donated by Dr. Marvin & Connie Wool.
- ♥ At the request of David & Nancy Wyman, the Panwy Foundation donated funds for a conveyor toaster.
- ♥ An anonymous donor contributed the funds, in memory of Leona Tabell, to purchase a metal rack storage system for the Dietary Dept.
- ♥ Sue Hadden, Ken & Ellie Lemire, and Priscilla Sherwood donated funds to purchase dinner plates for patient meals.
- ♥ Reverend William & Lee Salt donated the funds to purchase a multi-bottle gel warmer for Ultrasound in memory of Helen Moore Salt.
- ♥ The Edna Louise Holt & Fanny Holt Ames Fund donated funds to purchase Emergency Department equipment and gave matching funds for a pick-up/plow truck. (The Auxiliary matched this gift.)
- ♥ Meeting Waters YMCA awarded a "Healthy Communities" grant to Grace Cottage for the purchase of snowshoes and a bike rack to encourage employees to be active, and contributed towards a fresh fruit fund so that fruit is always available for employees and patients.

WISHES MADE...

- ♥ A standing pivot disc is needed to help hospital patients make the transfer from their beds to a standing position (\$560).
- ♥ A drop-arm commode is needed for hospital inpatients (\$300).
- ♥ A set of six color-coded cutting boards for the Dietary Dept. (\$211).
- ♥ A recliner chair for the comfort of patients and family members (\$1,625).

To learn about additional items not on this Wish List, or to fund one of these items, call (802) 365-9109.

NEW EMPLOYEES

JACKIE BENNETT
Registered Nurse

MERIDYTH BURBANK
Receptionist/Family Health

KAREN CUSATO
Physician Assistant/Emergency Dept.

CAMRON KENNEDY
Patient Care Coordinator

SHERRY LAWRENCE
Licensed Nurse Assistant

ROBERT LOFTHOUSE
Patient Care Coordinator

JIM MARTIS
Dietary Aide

PATRICIA MORRILL
Registered Nurse

CHRIS SCHMIDT
MD/Emergency Dept.

CHRISTINA TAFT
Licensed Practical Nurse

MESSENGER VALLEY PHARMACY RENOVATION



Pharmacists Greg Dean and Valerie Hall and the rest of the pharmacy staff spent an entire weekend in October stocking the shelves in the new addition with pharmaceuticals.



ServCorps volunteers from Hartford, CT, spent ten rainy, cold days in Vermont in September, helping John Brunelle & Son and Grace Cottage's maintenance crew build the new addition for the Messenger Valley Pharmacy.



Sharon Redfield helping Ken Bailey of East Dover in the new pharmacy.



Messenger Valley Pharmacy staff (l. to r.) Sue Tweedy, Valerie Hall, Sharon Redfield, Dewey Barry, Joanne Ryan, Greg Dean, Jeanette Reynolds, Jim Heal and Jane Cyr. (Pauline Hopkins is missing from photo.)



Grace Cottage's newly expanded Messenger Valley Pharmacy.

A grateful family writes:

“The care and compassion our aunt [Leona Tabell] received at Grace Cottage was extraordinary. She was able to live her last days with grace and dignity, with minimal medical interference. We wish for more hospitals to adopt this enlightened philosophy. Then ‘extraordinary’ would simply and rightly be ‘the norm.’”

Rich & Melinda Lindauer
STROUDSBURG, PA

A grateful patient writes:

“What a welcoming, warm and friendly atmosphere you all have there in your Emergency Department. Thanks for everything!”

Paul Taylor
REDDING, CT

Another grateful patient writes:

“WHILE I WAS RECUPERATING at Grace Cottage after a total knee replacement, my 15-year-old dog became so ill that he was about to die. I had to see my beloved Casey one last time so that he wouldn't feel that I'd abandoned him as he died. A nurse suggested that my son bring him in to see me, and the arrangements were made. Two nurses took me to a waiting room, and there was Casey, so sick that he was lying on the floor. He raised his paw to me, and I hugged him close. My family took him home and he died later that day.

For nurses and other staff to care so much for a patient's personal need is beyond what one would expect in a busy hospital. They solved my problem with skill and sensitivity. Everyone there was outstanding in their care, friendliness, and interest in my comfort and well-being. At Grace Cottage, everyone goes beyond patient care and I share this experience with others so that they may realize the quality of care provided at Grace Cottage Hospital.”

Bettyann Runge
NEWFANE, VT



VERMONT NAMED HEALTHIEST STATE...AGAIN

FOR THE FOURTH YEAR IN A ROW, Vermont ranked number one as the nation's healthiest state in a study by the United Health Foundation. Vermont has the lowest rate of infectious disease, as well as the second lowest rates of violent crime, low birthweight babies, and premature deaths. High school graduation rates in Vermont are the second highest in the country. Vermont ranked third in access to health insurance, fourth for number of primary physicians per capita, and fifth for adults living an active lifestyle. For more information, go to www.americashealthrankings.org

WINDHAM COUNTY COMMUNITY HEALTH NEEDS ASSESSMENT

GRACE COTTAGE HOSPITAL, Brattleboro Memorial Hospital, and The Brattleboro Retreat recently finished a collaborative 2012 Community Health Needs Assessment (CHNA) for Windham County. The completed document is available on the websites of all three organizations; go to gracecottage.org and click on the link on our home page.

The purpose of the CHNA was to identify community health needs, concerns, and issues; major risk factors and causes of ill health; resources required to meet the needs; and identification of services that community members would like to see offered. Grace Cottage's implementation plan includes increasing diabetes awareness, management, and education, and increased coordination and integration of transportation resources for patients. For a printed copy of the CHNA, call (802) 365-3620.

SPRING INTO HEALTH 5K



Grace Cottage's fourth annual Spring into Health 5K will be held on Saturday, May 11th (starting and ending on the Townshend Common). Registration opens at 7:30 a.m.; the 5K begins at 8:30 a.m. and proceeds up Route 35 and back. Runners, walkers, sprinters, and strollers are all welcome. The fee of \$15 for adults, \$10 for children ages 13 and under, includes a race shirt for the first 150 registrants. To sign up go to www.gracecottage.org/events. Last year, the 136 participants ranged in age from 3 months to 101 years old!

TEE UP FOR HEALTH



Grace Cottage Hospital's fourth annual Tee Up for Health golf benefit will be held on Sunday, June 9, at Tater Hill Golf Club in Windham, Vermont. Last year's event raised just over \$25,000 for the expansion and renovation of Messenger Valley Pharmacy. Registration is \$125 per golfer; an online auction will again be part of this year's fundraiser. Go to gracecottage.org/events for more information.

DOLLAR BILLS ADD UP!

FOR THE PAST 17 YEARS, Billy Morse of Newfane has permitted and encouraged Grace Cottage volunteers to collect \$1 parking donations to benefit Grace Cottage Hospital at the Original Newfane Flea Market on Sundays of holiday weekends, including Memorial Day, July 4th, Labor Day, and Columbus Day. For 13 years Walter Meyer coordinated these parking volunteers; Jim Crozier took over the responsibility four years ago. This year's volunteers were Mike Adrian, Dewey & Lynda Barry, Jim Crozier, Ken Denzel, Patrick Lapan, Tom Lyman, Charlie Marchant, and Andrea Seaton.

It's wonderful to hear people tell their stories of how Grace Cottage saved their lives (many, many people do say this) or how we helped them in the Emergency Room, or how great Grace Cottage's staff is...the praise goes on and on.

A total of \$41,484.92 has been raised, mostly in the form of \$1 bills, since 1995. A special thanks to Billy Morse and to all of the volunteers over the years who have helped to make this possible.

TOUR DE GRACE



Late-breaking news! Repairs to Pikes Falls Road in Jamaica have been completed after the extensive damage caused by Tropical Storm Irene, and Tour de Grace will be held again, after a one-year hiatus. Mark your calendar for the eighth annual Tour de Grace on Saturday, July 13, 2013. This 19-mile, mostly-downhill ride from Stratton to Grace Cottage Hospital is fun for the entire family. Go to gracecottage.org/events for more information and to register.

AUXILIAN OF THE YEAR

AT THE AUXILIARY'S ANNUAL MEETING this past October, Effie Chamberlin was named Auxilian of the Year. According to Dr. Backus, "Effie is a woman of untiring loyalty to Grace Cottage, rich in common sense, born to help others, imbued with a work ethic that says 'If you see a job that needs doing, do it, and do it until it is done.'"



ANOTHER GREAT FAIR DAY ON THE WAY!

DON'T FORGET TO MARK Saturday, August 3rd, on your calendar for the 63rd annual Hospital Fair Day. If you'd like to volunteer, call me at (802) 365-4455 now. (At the rate time flies, August is just around the corner.)

Last year's Fair Day raised \$50,000 for Grace Cottage Hospital, and you can see the results of this gift to the hospital in so many very tangible ways. Thanks to all of you who helped in any way at Fair Day 2012 (on one side of the booth or the other, either volunteering or buying). You can be proud of the new inpatient gymnasium renovations (\$19,000), the new 1-ton pickup truck and plow (\$23,000, matched by The Edna Louise Holt and Fannie Holt Ames Fund), the acoustical renovations that are about to take place in the Dining/Community Room (\$6,000), and a Critikon to monitor a patient's vital signs (\$2,000).

Stan Holt, Auxiliary President

Leading the Birthday Parade around the Townshend Common, bagpipers are a big hit at Fair Day every year.



A grateful patient writes:

“Grace Cottage is such a wonderful hospital. I don’t know what I would do without it.”

Merrilee Harlow
LUDLOW, VT

GIFTS WERE RECENTLY RECEIVED IN HONOR OF:

Dr. Bob Backus
Effie Chamberlin
Aaron Connor
Edna Denton
Dietary Department staff
Rev. James Kowalski
Dot Maggio
Freda Maggio
Tego Maggio
Louise McDevitt
Rehabilitation Department staff
Andrea Seaton
Dr. Tim Shafer

Grace Cottage Hospital & Grace Cottage Foundation are 501(c)(3) nonprofit organizations. The mission of Grace Cottage Foundation is to raise funds on behalf of Grace Cottage Hospital.

Donations to Grace Cottage Foundation are tax deductible to the extent allowable by law. Grace Cottage Foundation’s Federal Tax ID # is: 03-0343282.

Donations may be made by cash, credit card, check, stocks, bonds, or other tangible assets. Call Andrea Seaton, Executive Director, at (802) 365-9109.

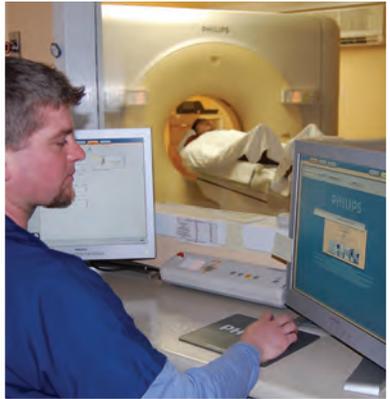
An audit of Grace Cottage Hospital & Grace Cottage Foundation is available upon request.

✧ MEMORIAL GIFTS ✧

Donations have been received between October 15th and January 15th in memory of the following individuals:

Madeline Abbott ✧ Harlan Allbee ✧ Alwin Ameden ✧ Gene & Marie Avenia
Russ Barber ✧ Mollie Beattie ✧ Raoul Bedard ✧ Priscilla Behnken ✧ Taffy Benson
Jack & Shirley Benson ✧ Bill Berry ✧ Cecil Bills ✧ Janet Bills ✧ Leon Bills
Stanley & Margaret Bills ✧ Edwin Bristol ✧ Gladys Brooks ✧ Roy & Margaret Brooks
John & Ruth Broutsas ✧ Clarence Brown, Jr. ✧ Gladys Brown ✧ Oliver Buckland
Dennis & Judy Buttinger ✧ Earl Caddell ✧ Charlene Clayton Carey
Rose Ann Carsley ✧ George Chamberlin ✧ Ginny Chamberlin ✧ Dr. Kenneth Chao
Nancy Chard ✧ Patrice Chaves ✧ Ruth Clark ✧ Raymond Clayton ✧ Jean Clouse
Chris Coleman ✧ Kenneth Coleman ✧ Phil Coleman ✧ Phyllis Coleman
Harry Conklin ✧ Lisa Cooper ✧ Lewis Corse ✧ Neva Corse ✧ Wendell Covey
Dottie Coyle ✧ Casey Crozier ✧ Dana Danforth ✧ Anne Dean
Dr. Forbes Delany ✧ Scott Denton ✧ Garner & Mary Dewey
Ken & Stella Dowley ✧ Richard Dowley ✧ Lorena Eaton ✧ Marjorie Eginton
Don Elliott ✧ Alice Chuck Eng ✧ Edmund Field ✧ Dick Flynn
John C. Follett ✧ Bertha Frothingham ✧ John Kenneth & Catherine Galbraith
Bob Gannett ✧ Louise Godt ✧ Henry Grabowski ✧ Ellis Greenwood
Val & Betty Guimond ✧ Richard Haas ✧ Maryann Hall ✧ Cliff Heilig
Florence Hicks ✧ Jack Hill ✧ George & Thelma Holden ✧ George Holden, Jr.
Mabel Holden ✧ Pamela Holton ✧ Herbert & Louise Howard ✧ Robert & Luna Howe
Ed Hurley ✧ Silver Husky ✧ Dr. John & Marge Jacobs ✧ Mary Jencks
Arnold & Claire Judd ✧ Arnold Judd Jr. ✧ Eda Kent ✧ Willard Kenyon
Dorothy Kingsley ✧ Don Kissel ✧ Beatrice Taub Kleppner ✧ Dr. Ronald Klinger
Charles & Ruth Knights ✧ Gerda Krajewski ✧ Gerald Lamprey
Richard & Barbara Lamprey ✧ Richard Lapan ✧ Maurice Laselle ✧ Don Leigh
Barbara Litchfield ✧ Howard Lott ✧ David Lowe ✧ Bernice Luskin
Jack & Ruth Lyman ✧ Gertrude MacDougall ✧ Alice MacMenamin ✧ Susan Maggio
Otto Marx ✧ Jim Mayer ✧ Joan McConnel ✧ Thomas, Viola & Edward McGee
Bruce & Ruth McGray ✧ Jim & Barbara McMennamin ✧ Mary Meyer ✧ Dr. Ajay Misra
Carolyn Ekstrom Moon ✧ Florence Moore ✧ Patrick & Jacqueline Motte
Connie Nelson ✧ Thomas Nicholson, Sr. ✧ Lisa Young Noble ✧ John O’Connor
Mavis Oliver ✧ Herbert & Evangeline Osborn ✧ Dr. Carlos & Ruth Otis
Cynthia Oxenberg ✧ Marion Parks ✧ Phyllis Patrick ✧ Jeremy Paulus
Neil & Ruth Pelsue ✧ Kim Perry ✧ Gladys Petersen ✧ Oliver, Esther & Iver Peterson
Albert Phillips ✧ Ed Phoenix ✧ Earl Pickering ✧ Celia Theresa Romano Pike
Peter Pill ✧ Oscar & Bernadette Plumley ✧ Doug Prouty ✧ Janet Puglisi
Gerhardt & Margaret Rast ✧ Connie Redford ✧ Carol Rees ✧ Dan Reynolds
Lois Riley ✧ Doc & Iva Roberts ✧ William & Florence Rounds ✧ Buster Runnels
Marguerite Ryan ✧ Helen Moore Salt ✧ Hank Sanders ✧ Margaret Savanella
Joyce Scheurman ✧ Patricia Seaton ✧ Don “Punk” Severance ✧ Robert Short
Rose-Marie Short ✧ Mildred Smith ✧ Magnor Somme ✧ Eric & Gertrude Spafford
Della Stowell ✧ Val Streeter ✧ Ken Swan ✧ Leona Tabell ✧ Sally Taft
Don Tarinelli ✧ Kay & Marian Torrey ✧ Elaine Touchette ✧ Shalin Vaidya
Norma Vlahides ✧ Henry Wallstein ✧ Samuel Warren ✧ Alma Welker
Wanda Welker ✧ Dutch & Norma Werthamer ✧ Mona West
Richard & Isabelle Westcott ✧ Arlene P. White ✧ Harry & Phyllis Wolff
Howard & Mabel Wright ✧ Richard Zahacewski

We extend our sympathy to the families and friends of these loved ones and our appreciation to those who have given in their memories. When memorial gifts are received by Grace Cottage Hospital, the donor is thanked and the next of kin are notified of the gift. (The amount given is never divulged.)



FRIEND US ON FACEBOOK

“Like” us on Facebook for up-to-the-minute news about what’s going on at Grace Cottage Hospital. You can be part of the conversation and connect with other Grace Cottage friends. You’ll be surprised at how many of us there are!




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HOSPITAL

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Grace Cottage Hospital ranked among most advanced EMR hospitals

Grace Cottage Hospital in Townshend has been named one of the most advanced hospitals in the world for its use of comprehensive Electronic Medical Records (EMR), a key factor in providing the safest, highest-quality patient care possible.

According to HIMSS Analytics, a nonprofit subsidiary of the Healthcare Information and Management Systems Society (HIMSS), Grace Cottage Hospital is currently at Stage 6 for adoption of EMR. Only 397 of more than 5,300 hospitals in the U.S. have achieved this status; Fletcher Allen Healthcare Center in Burlington is the only other Vermont hospital that has reached Stage 6. HIMSS scores hospitals based on their progress in completing eight stages towards creating paperless patient records.

Hospital officials spent the past two years preparing for and implementing a facility-wide EMR system, a \$2.5 million investment funded by the American Recovery and Reinvestment Act.

HIMSS’ Stage-6 designation indicates that a hospital:



Grace Cottage Hospital in Townshend has been named one of the most advanced hospitals for its use of comprehensive electronic medical records.

- Has made significant executive commitments and investments to reach this stage.
- Appears to have a significant advantage over competitors for patient safety, clinician support, clinician recruitment, and competitive marketing for both consumers and nurse recruitment.
- Has almost fully automated/paperless medical

records when implementing its information technology applications across most of the inpatient care settings.

- Is either starting to evaluate data for care delivery process improvements or has already documented significant improvements in this area.
- Has made investments that are within reach of most hospitals and recognizes the strategic value of improving patient care with electronic medical records.
- Has begun to create strategic alignments with its medical staff to effectively utilize information technology to improve the patient safety environment.
- Is well positioned to provide data to key stakeholders, such as payers, the government, physicians, consumers, and employers, to support electronic health record environments and health information exchanges.

Founded in 1949, Grace Cottage Hospital is a critical-access, 19-bed hospital; it also includes an outpatient rural health clinic with family-practice doctors and a mental-health department; a community wellness center; and a full-service pharmacy open to the public. ❖