

DANILOW ACTIVITIES ROOM AT THE COMMUNITY WELLNESS CENTER

Thanks to an extremely generous gift of \$100,000, the Wellness Room at Grace Cottage's new Community Wellness Center is now dedicated to Wes and Jean Danilow.



"I'm an extremely private person and I didn't make this gift because I wanted attention or praise," said Jean Danilow, of Townshend. "The expression 'Do your giving while you're living so you're knowing where it's going!' sums up why I gave. I wanted to help the community that Grace Cottage Hospital serves while I'm still alive, hoping that others might decide to do the same. I also made this donation to thank the staff at Grace Cottage for the incredible care they gave to

my husband when he was ill. Everyone there blended their areas of expertise with kindness, compassion, and friendly assistance to both of us during his final weeks of life."

Wes and Jean Danilow were high school sweethearts who met in 9th grade and were married right out of college. "We worked very, very hard in our careers," said Jean, "and we've always believed in the importance of giving back to the communities in which we lived."

Residents of Florham Park, N.J., Wes and Jean bought a second home in Townshend in 1987. "We loved our weekends in Vermont, and hated to leave on Sunday nights," said Jean. "We finally decided that it was time for us to retire to our Vermont home and enjoy life up here together. Unfortunately, Wes was diagnosed with cancer in 2001, and he died in March, 2006.



Yoga in the Danilow Wellness Room

"Wes and I have always been so grateful for the comprehensive health care and dedicated staff at Grace Cottage," said Jean, "and he would be so pleased that our names are now forever associated with the Community Wellness Room. Grace Cottage Hospital's ongoing mission of coordinated health services and excellent patient care are exemplary," said Jean. "I'm so proud and pleased that Wes and I have been able to help Grace Cottage in this way, and our estate planning includes Grace Cottage as well." A grateful community salutes the Danilows.

TELEMETRY SYSTEM, ULTRASOUND ADDED

Grace Cottage Hospital is now able to accept some inpatients who might have had to leave the area for care because of a recently-installed telemetry system.

"It's thanks to the generosity of Grace Cottage's Auxiliary and the community that we've been able to ramp up our patient care in this way," said Mick Brant, CEO. "The Auxiliary's \$50,000 donation from Fair Day 2009 was used to purchase and install this new system."

The wireless telemetry system enables patients' heart rhythms to be monitored at the nurses' station, so that any changes are immediately known.



Grace Cottage's new ultrasound in use.

Thanks to a grant from the Fanny Holt Ames and Edna Louise Holt Fund and gifts in memory of Don Kissel of Grafton, a new ultrasound machine will enable patients to have a wider variety of diagnostic procedures done at Grace Cottage, without having to travel longer distances.

A WORD FROM THE CEO



When Grace Cottage Hospital was recently named by U.S. News and World Report as one of the “Top Hospitals” in the nation, the first question was: how could a small, rural hospital have come to their attention? We discovered that Grace Cottage had achieved this “Top Hospital” designation because of high patient satisfaction scores.

Grace Cottage’s patient satisfaction surveys are conducted by a third party (Press Ganey Associates) to assure that we’re getting the most accurate feedback possible. These surveys are sent to a random cross-section of patients who visit Grace Cottage’s ER, stay in the hospital, or visit the doctors’ offices.

Thanks to our patients’ ratings, Grace Cottage is number one in overall patient satisfaction among hospitals in Vermont (and Vermont’s hospitals generally receive higher ratings than hospitals in other states). Our highest ranking in patient satisfaction is wonderful news, but it also makes us a bit nervous, for two reasons. First: we’re only as good as our last survey. Also, Grace Cottage is relatively small and many patients don’t take the time to fill out and mail their surveys back, so our results can be considered statistically insignificant. One bad or one good survey can make a huge difference in the statistics.

However, the good news is that Grace Cottage’s patient satisfaction scores have been consistently high over the years and, if they dip in any category, we take immediate action to correct the situation. Feedback is what enables us to make improvements. We value yours - if you’ve been a patient here, and you receive a survey in the mail from Press Ganey in Indiana, please fill it out and send it back to them so that we can make any changes necessary to continue to be in the ranking of one of the “Top Hospitals” in the nation. It’s you, our patients, who have put Grace Cottage there, and you who will help to make sure that we stay there (or improve where and when we need to), by returning your Patient Satisfaction Survey.

To view bar graphs which detail all questions asked on the surveys and the results for all of Vermont’s hospitals, go to www.gracecottage.org and click on Hospital Report Card at the bottom of the page, and then click on Patient Satisfaction Scores.

Mick Brant

‘GRACE’ HAPPENS...

“Many of us who live in the southwestern part of the state drive frequently from Manchester to Brattleboro passing through Townshend without realizing we are driving by what is truly one of Vermont’s hidden treasures.

“I [Brian] recently had reason to stay at Grace Cottage Hospital in Townshend after surgery at Dartmouth Medical Center. We had the choice of several rehabilitation centers and chose Grace Cottage primarily because it was closest to our home in Manchester and was highly recommended by our advisors at Dartmouth.

“The ‘rehab’ from a double hip replacement seemed like a daunting task and we approached Grace Cottage with some trepidation. Our concerns were for naught. The operation was a complete success due not only to the orthopedic surgical team at Dartmouth, but also in large part to the knowledge, care, and skill of the doctors, nurses, and physical therapists at Grace Cottage.

“Everyone we encountered was concerned, caring, warm, and friendly. They took what was to be a difficult rehab and turned it into a rewarding memory.

“We are truly fortunate to have this oasis of skilled health care in our community. We consider ourselves very fortunate to have been in their care.”

Jean & Brian Knight
Manchester, VT



Cottage Door is published by:
Grace Cottage Hospital
185 Grafton Rd. (Route 35)
Townshend, VT 05353
(802) 365-7357
www.gracecottage.org
info@gracecottage.org

Mick Brant, Administrator & CEO
Andrea Seaton, VP Planning/Development
& Editor

C.J. King, Assistant Editor

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.

NEW EMPLOYEES

Fran Clark	Clinical Info. Services Manager
Brenda Horgan Smith	Sonographer
Bonnie Peistrup	Practice Manager

EMPLOYEE MILESTONES

30 years	Carol Vandertuin	Social Services
25 years	Berenice Brooks	Registration
25 years	Kerry Capponcelli	Nursing
25 years	Barbara Williams	Nursing
20 years	Deborah Wilson	Nursing
15 years	Christine Aither	Housekeeping
15 years	Sindy Hassig	Physical Therapy
15 years	Amie Leavitt	Family Health
10 years	Mary Gyori	Foundation
10 years	Alana Mammone	Nursing
10 years	Carol Reeve	Medical Records
10 years	Elaine Swift	Quality/Safety
5 years	Margaret Bourbeau	Pharmacy
5 years	Dee Gibson	Family Health
5 years	Mike Ingersoll	Nursing
5 years	Timothy McNulty	Human Resources
5 years	Jason Stover	Info. Services
5 years	Janet Thomas	Human Resources

WISHES FULFILLED . . .

- ♥ Nick & Anita Mercede donated the funds to purchase an Automated External Defibrillator for the Messenger Valley Pharmacy.
- ♥ Jackie Sharwell donated the funds to purchase an Automated External Defibrillator for the Community Wellness Center.
- ♥ The Vermont Country Store's Community Partnership Team made a donation for an accurate and sturdy commercial scale for the Community Wellness Center.
- ♥ Jennifer Crawford donated the funds to purchase a flat-screen television in the Hospice Room, in memory of her mother, Barbara B. Crawford.
- ♥ Dr. Evan & Lil Ginsberg gave a donation to purchase a flat-screen television for the new infusion room.
- ♥ Betty Saunders donated the funds to purchase a flat-screen television for hospital patient bed #5A, in memory of her husband, Joe.
- ♥ Abe & Faith Schuster gave the funds to purchase a flat-screen television for hospital patient bed #10A.
- ♥ Richard & Margaret Bilda gave the funds towards the purchase of a flat-screen television for patient bed #10B.
- ♥ Dr. John Chard gave the funds to purchase an upper body exerciser for rehab patients, in memory of his wife, Nancy Chard.
- ♥ Nancy Chard's family donated the funds for a hydrangea in the Garden of Grace, in her memory.
- ♥ John & Sue Eastwood contributed the funds to purchase a full-body skeleton for the Rehab Department.

WISHES MADE . . .

- ♥ Patients in the outpatient Rehabilitation Department are in need of an upright bicycle for therapy, so that they can work to strengthen important leg muscles and joints. The cost is \$1,600.
- ♥ The Dietary staff needs to replace a few commercial-grade heavy-duty appliances that are used constantly: a blender (\$600), 6-qt. mixer (\$600), food processor (\$725), and a slicer (\$3,200).
- ♥ Walker baskets are needed for hospital patients so that they can take personal items to the garden or dining room with them. \$85.
- ♥ Temporal thermometers are needed for the Emergency Room. \$500 each.
- ♥ An alternating pressure mattress is needed for hospital patients. The cost is \$1,800.

To respond to one of these Wish List items, or to learn about other opportunities, please call (802) 365-9109.



Warren Patrick, 98, and 25 members of the Eisenberg family completed Grace Cottage's first-ever 5K Fun Run/Walk on May 15th along with many other participants. The third Annual Community Health Fair on the same day was a huge success! Save the date: May 14, 2011, for the next Grace Cottage 5K Community Health Fair.



GRACE COTTAGE'S TALENTED ARTISTS IN RESIDENCE

If you've been in the hallways at Grace Cottage Hospital or the Community Wellness Center recently, you've probably notice a wealth of artistic talent displayed on the walls. Most of this art has been created by employees who have generously agreed to display their work here in order to share it with co-workers and guests of Grace Cottage. In alphabetical order, here's what they do artistically and in their day jobs!



Diane Bousquet - Diane is a certified occupational therapy assistant and a photographer whose work has recently been published in *Vermont Life*. Four of her photos are on display near the CT scanner, and you can see more of her work at www.dianealousquet.com.



Brian Condon - The retail manager of Grace Cottage's Messenger Valley Pharmacy, Brian is an avid photographer. You can check out his work on Flickr (www.flickr.com/photos/brianmelc) or near Grace Cottage's dining room.



Diane DiVenere - An occupational therapist, Diane has exhibited many of her works at Grace Cottage over the years, in the hospital and in the Community Wellness Center. She uses pastels, vivid colors, and bold strokes.



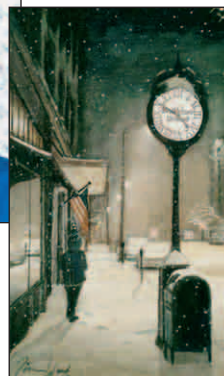
Dee Gibson - Formerly a night nurse in the hospital, Dee is now working with Dr. Maurice Geurts' patients at Grace Cottage Family Health. Several of Dee's paintings are on exhibit in the hospital.



Helen Holmes - A registered nurse who works on the night shift, Helen creates amazing collages, two of which are on display outside the digital X-ray room. She finished this collage, called *On The Road to Heaven*, in 2006.



Patti Winter - Patti is a physical therapist who is also a talented quilter. One of her creations is hanging in the long hallway in the Community Wellness Center. Patti is part of the Grace Cottage quilting group that meets every Wednesday.



Tim Wood - A night nurse at Grace Cottage, Tim is a prolific painter, and his street scenes of Brattleboro (found at www.yessy.com/timwood) are particularly popular. Many of his paintings and prints grace the hospital hallways.

SUCCESS ON A SHOESTRING

Grace Cottage Hospital was recently presented with the "Success on a Shoestring" Award by the New England Society of Healthcare Communicators for a 9-minute video about the hospital.

This video has been viewed over 1,000 times on YouTube - the easiest way to access it is to go to Grace Cottage's website, www.gracecottage.org, and click on the YouTube icon on the home page.

Special thanks go to Anne Leith of AllArt Studios in Weston, VT, the video's producer. To receive your free DVD, call (802) 365-9109 or e-mail info@gracecottage.org.

AUXILIARY NEWS

HOSPITAL FAIR DAY:

A 60-Year Tradition, This Year with Some New Twists



Change, change, change ... the American people want change. Well, this year, we are getting it at Hospital Fair Day on Saturday, August 7th.

The Auction will start at 9:30 a.m. (instead of 10:30 a.m.), so come early and stay late.

The Grafton Band will be playing at 5:30 p.m. instead of 6 p.m. This will allow the BBQ dinner guests who line up at 5 p.m. to enjoy music with their meals. Also, a

new crew will be managing the BBQ. Cameron Howard will be coordinating the dinner, and Mike Fontaine from NewBrook Fire & Rescue will be grilling the chicken.

In place of the art show, we are setting up a booth for costume jewelry, and donations would be appreciated.

Artists are invited to paint tote bags for a silent auction. If anyone wants a tote bag to decorate, please contact the coordinator of the project, Claire Adams, of West Townshend (874-4923). The painted bags will be on display at the West Townshend Community Center prior to the Fair. Artists, of course, we always appreciate your paintings for the Auction.

We are celebrating the 60th Anniversary of the Hospital Fair, so in between acts by the New England Center for Circus Arts performers, we will have a short ceremony.



Our needs for this year: Auction items; volunteers for different booths in the late morning to relieve some of the early-bird volunteers; servers for the BBQ dinner starting at 4 p.m.; and last but not least, a Fortune Teller for a Fortune Telling booth. We have the Tarot cards to facilitate the teller's predictions.

If you are willing to help with any of these, please call me at 365-4455.

Stan Holt, Auxiliary President

A TRIBUTE TO ISABELLE WESTCOTT (1929-2010)



Isabelle Puffer Westcott's whole life centered around the Townshend area. She was born in the Puffer home (which eventually became Warren Kronemeyer's home, donated for Valley Cares) just 1500' north of Grace Cottage.

Isabelle's 44 years of dedicated service meant that she knew everybody and everything pertaining to Grace Cottage Hospital. She was a long-time member of the Hospital Auxiliary, and our Second Vice President for the past nine years.

When we had our monthly Auxiliary meetings, we sometimes had a hard time finding data needed for our Fair Day preparation. Isabelle, in her own special way, would lean forward with that mischievous, little grin on her face and say, "Well, I'm sure I can find some information for you." And she always did! She was our walking, talking time capsule, whose laugh and smile were as colorful as the beautiful scarves that she always wore.

While we have our memories of her, it's not the same as having her right here working with us on the 60th Anniversary of Hospital Fair Day. Isabelle's kind and generous spirit will be missed by everyone she touched.

Barb Barber, Auxiliary Vice President

A grateful patient writes:

"My husband recently brought our son to Grace Cottage because he was sick. One of the nurses gave our son one of your quilts to keep, made by the Newfane Sew Whats for Project Linus.... The quilt will always be a reminder to us of the selfless love and generosity that people can have for others, even strangers."

*Jill Neitlich
Wardsboro, VT*

DIAGNOSTIC IMAGING SUITE PLANNED



Dr. Carlos Otis, Grace Cottage's founder, with the hospital's first X-ray machine.

The patients, physicians, and other medical professionals at Grace Cottage Hospital are unanimous in agreeing that the hospital's digital X-ray, ultrasound, bone densitometer and CT Scanner are crammed into spaces that are too small and inadequate for the increasing number and type of diagnostic procedures being performed. Despite the best efforts of the staff, the basic needs of patients for privacy and comfort are difficult to meet.

"My mother recently needed to have two separate diagnostic imaging procedures, but couldn't go directly from one to the other. Unfortunately, she had to wait in the main public hallway, because there was no place available at that time," said Grace Cottage employee, Catherine Nemchek. The first major gift towards the new imaging suite came from Catherine. "Because I've seen first-hand how great the need is, I wanted to start the fundraising right away."

A diagnostic imaging suite is needed, located adjacent to the Emergency Room. The new imaging suite would include a private waiting area for patients, a dressing room, and a bathroom that is easily and

quickly accessible when contrast studies have been completed. Thanks to the Brattleboro Development Credit Corporation and architect Robin Sweetapple, plans have been drawn up, gratis to Grace Cottage. The plans call for a 17' x 38' "bumpout" of the current radiology area, towards the hospital's parking lot.

Grace Cottage Hospital's Board of Trustees approved the \$250,000 construction project in May, plus the purchase of the \$325,000 CT scanner. It's a very ambitious fundraising goal for this rural hospital that serves so many patients, but with the support of a generous community, it's attainable. To learn more about the new diagnostic imaging suite, or to join the exciting project with a gift restricted for this purpose, call (802) 365-9109, e-mail info@gracecottage.org, or write to Andrea Seaton or Mary Gyori at PO Box 1, Townshend, VT 05353.



Grace Cottage's CT scanner enables physicians to work with radiologists for quick patient diagnosis.

GRACE GREETERS

Grace Cottage has always been blessed to be in a community made up of so many devoted supporters, and dozens have stepped forward recently to be trained in the new Grace Greeters program.

The task is to meet and greet patients coming to the doctors' offices, help them find their way to the lab or X-ray, offer them coffee, and generally make them feel "at home".

Want to join them? All we ask is three hours of volunteer time, morning or afternoon on a weekday, once every two weeks. In exchange, you'll receive a green Grace Greeter vest, an ID badge, and a free lunch on the day you volunteer. If you're interested in joining the fabulous group of people participating in this program, call (802) 365-9109 or e-mail info@gracecottage.org. You'll be welcomed with open arms!

CHITTENDEN BANK

Chittenden Bank, a division of People's United Bank, has donated \$4,440 to Grace Cottage Hospital for the purchase of a recumbent bike for use by outpatients in the Rehabilitation Department.



Mick Brant & Crystal Mansfield of Grace Cottage Hospital accept a generous donation from Judi Ragnarsson and Paul Copeland of Chittenden Bank.

"This equipment will help patients build important leg muscles as they recover from strokes, joint replacements, and other medical issues," said Crystal Mansfield, Grace Cottage's Rehabilitation Director.

GIFTS WERE RECENTLY RECEIVED

IN HONOR OF:

Dr. Robert Backus
Grace Cottage Rehab Staff
Dr. Moss Linder

WOODS TEA CO. CONCERT



The Woods Tea Company will give their eleventh annual free concert in Townshend on Saturday, August 14 at 7 p.m., on the Common. Bring a picnic and a lawn chair. In case of rain, the concert will be held in the Townshend Town Hall. (802) 365-9109.

ARE YOU A FACEBOOK FAN?



Yes, it's true, Grace Cottage Hospital now has a Facebook page and if you become a fan, you'll learn about upcoming events and hospital services, you'll see updated photos, and you'll be able to see what other people are saying about Grace Cottage.

Grace Cottage Hospital &
Grace Cottage Foundation
are 501(c)(3) non-profit 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 Mary Gyori, Director of Development,
at (802) 365-9109.

An audit of Grace Cottage Hospital,
which includes
Grace Cottage Foundation,
is available upon request.

MEMORIAL GIFTS

*Donations have been received between
February 1st and May 31st in memory
of the following individuals:*

Seward & Ruth Baker ❖ Chris Ballou ❖ Russ Barber
Ralph Beck ❖ Bill Berry ❖ Ethel Beverage
Joseph & Patricia Boyle ❖ Gladys Brown
John & Emma Castle ❖ Phillip Castle ❖ Nancy Chard
Chris Coleman ❖ Ken Coleman ❖ Phil Coleman
Walter & Doris Comstock ❖ Harry Conklin
Barbara B. Crawford ❖ Casey Crozier ❖ Wes Danilow
Dewey & White ancestors ❖ Lucina Dippel
George & Ann Dupont ❖ Donald Elliott
Brian Evans ❖ John & Dorothy Fornuto ❖ Hank Grabowski
Shirley Greenwood ❖ Dick Haas ❖ Skip Hall
Cliff Heilig ❖ Ted Henderson ❖ Julia Holland
John & Marge Jacobs ❖ John Paul Jones
Arnold & Claire Judd ❖ Arnold Judd, Jr. ❖ Jim King
Don Kissel ❖ Beatrice Kleppner ❖ Billy Knight
Gertrude Knight ❖ Dick Kraft ❖ Warren Kronemeyer
Norman Lake ❖ Jack Lambert ❖ Barbara Lamprey
Raymond Landman ❖ Richard Lapan ❖ Barbara Litchfield
Joseph Martinson ❖ Mathrani Family Members
Jim Mayer ❖ Katherine Moseley ❖ John O'Connor Sr.
Herbert & Evangeline Osborn ❖ Dr. Carlos Otis ❖ Andy Payne
Kim Perry ❖ Albert Phillips ❖ Doug Prouty
Connie Redford ❖ Doc Roberts ❖ Winnie Rogers
Marge Romaine ❖ Marguerite Ryan ❖ Hank Sanders
Joe Saunders ❖ Joyce Scheuerman ❖ Don Severance
Clarence & Lena Southworth ❖ Lorraine Stark
Francis Stowell ❖ Arthur Styles ❖ Jakov & Iva Sucic
Ralph Temple ❖ Marion Thomas ❖ Mary Torrey
"Tom" ❖ Timmie Vinton ❖ Richie Waugh, Jr.
Isabelle Westcott ❖ Jo Williams
Lester Williams ❖ Myrtle Wilson ❖ Catherine Wright
Bunny Young ❖ David Young

*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).*



P.O. Box 216
Townshend, Vermont 05353-0216

NON-PROFIT
U.S. POSTAGE
PAID
PUTNEY, VT
PERMIT NO. 1

ADDRESS SERVICE REQUESTED

Are you lugging this newsletter to the dump without even reading it?



Call or E-mail us now at (802) 365-9109 or info@gracecottage.org
We'll take you off the mailing list or we'll E-mail *Cottage Door* instead!

Tour de Grace Bicycle Rally
Saturday, September 11, 2010
 Stratton Mountain to Grace Cottage Hospital in Townshend, VT

19 Mile Mostly Downhill Route

\$25 Registration: 8-10 a.m. at Stratton Mountain
 or www.gracecottage.org
 (802) 365-9109

Registration benefits Grace Cottage Hospital

Helmets required
Return bus transportation provided

STRATTON VT

Grace Cottage Hospital

Design & printing courtesy of Howard Printing, Inc.