WHEN GRACE COTTAGE HOSPITAL opened the Messenger Valley Pharmacy as a service to the community on July 1, 1996, no one could have predicted that fifteen years later over 5,000 prescriptions per month would routinely be filled in this small space on the first floor of an old house across from Grace Cottage. With the nearest pharmacies located at least 20 miles in any direction (Brattleboro, Bellows Falls, Londonderry and Wilmington), many area patients rely on the convenience and high level of service provided by the pharmacists and pharmacy technicians at Messenger Valley Pharmacy.

However, no one would argue that Messenger Valley Pharmacy, made possible by a gift from his family in honor of Eli Messenger, outgrew the space years ago. Therefore, the services and space will be expanded this fall. In preparation for the expansion, the barn behind the pharmacy has been demolished, and a new structure will be constructed.

This expansion in services is being made possible by an initial grant provided by the Fanny Holt Ames and the Edna Louise Holt Fund; architectural services donated by Vance Hosford, AIA; and two weeks of labor donated by 30 ServCorps volunteers from Hartford, CT, in early October (the same group that helped to build Grace Cottage’s Community Wellness Center in 2009). The total project cost is $350,000 and 40% of this amount has already been raised; to make a donation, call (802) 365-9109 or go to www.gracecottage.org.

Pharmacists Margaret Bourbeau, Greg Dean, Valerie Hall, Jim Heal, and Joanne Ryan, and pharmacy technicians Dewey Barry, Kerry Capponcelli, Pauline Hopkins, Sharon Redfield, Jeanette Reynolds, and Sue Tweedy thank you for your support — they’ve all been tripping over one another to serve patients at this hometown pharmacy (voted The Best of Brattleboro in 2010) for many years!

The new design by architect Vance Hosford for the Messenger Valley Pharmacy doesn’t look much different from the original on the exterior, but the interior will provide much more space for pharmacy customers.

DR. EWA ARNOLD TO JOIN GRACE COTTAGE

DR. EWA (DZIEWIECKA) ARNOLD will begin seeing patients at Grace Cottage Family Health during the first week of September.

A native of Poland, Dr. Arnold relocated to Kingsville, Ontario, with her family when she was 12. “There was a great deal of civil unrest in Poland after the fall of communism,” she observed. After attending the University of Guelph in Ontario, she returned to Poland, Jagiellonian University in Krakow, where her medical studies included a rotation in Tanzania. In 2009, Dr. Arnold began her three-year residency at Fletcher Allen Medical Center in Burlington, where she became one of two chief medical residents (the top of her class). “I chose Fletcher Allen because of its focus on rural medicine, and because I love Vermont and the outdoor activities that are so readily available here,” she noted.

During Dr. Arnold’s residency in Burlington, she met and married Kyle Arnold, a real estate appraiser who has family ties to Putney, Vermont (his uncle is Governor Peter Shumlin). In celebration of Dr. Arnold’s completion of her residency this month, the couple is taking a delayed honeymoon, spending the summer riding bicycles through sections of Eastern and Western Europe. “We’ll be exhausted, but really, really fit!” Dr. Arnold laughed. In addition to riding bikes, the Arnolds enjoy hiking, snowboarding, scuba diving, and ultimate Frisbee.

Dr. Arnold has a particular interest in geriatrics and women’s health. “A good doctor has the ability to listen well and to find connections between health and lifestyle choices,” said Dr. Arnold. “I’m really excited about being at Grace Cottage!”
A Word from the CEO

ONE OF THE BIGGEST transformations in patient care is taking place at Grace Cottage right now, yet it’s happening quietly and behind the scenes. This is thanks to the many employees who have been working very hard for months to convert from paper to electronic medical recordkeeping for all of Grace Cottage’s patients.

Monday, June 4, 2012, was Grace Cottage’s “Go-Live” date for the implementation of Electronic Medical Records, and I want to applaud the tremendous team effort that went into making this transfer from paper records to electronic records a success. Yes, there were bumps and hiccups along the way, as employees in almost every department spent the last six months in intensive training, developing order sets, and learning new processes, in addition to providing the same high-quality patient care that Grace Cottage is known for.

The new Cerner Millennium system at Grace Cottage (dubbed GEMS by employees, which stands for Grace’s Electronic Management System) creates greater efficiencies for patients, but the most important benefit is that access to quality care becomes easier and safer when records can easily be shared. Quick access to records can be lifesaving if there is an emergency and information is needed immediately. The federal government has mandated a paperless national health information network, so the $2.2 million cost of the Electronic Medical Records implementation at Grace Cottage will be paid for by dollars allocated by the American Recovery and Reinvestment Act of 2009.

As Dr. Backus has said, “When we have bitten into Electronic Medical Records, chewed it, and digested it, we will be much better off and, most importantly, so will our patients.” Thank you for being patient patients during this process, and I want to extend my sincere appreciation and admiration to all of our staff, especially our many Grace Cottage/Cerner subject matter experts who have worked so hard to make this project a success.

As an e-mail from a Cerner employee said: “I wanted to send a huge THANK YOU! I have never had a client be this organized.” It helps enormously that Grace Cottage is a small hospital with dedicated employees who were willing to do the work needed to get this project done, and who are constantly willing to raise the bar to achieve the highest quality patient care.

Mick Brant, CEO

A grateful patient writes:

“Grace Cottage defies modern economics, modern health administration, modern anything other than good sense, commitment, and the tools that help bring good care about.”

Linda Woodbury
CAMBRIDGE, MA
Physician Assistant Danny Ballentine

Physician Assistant Danny Ballentine has been a wonderful addition to Grace Cottage’s Emergency Department, according to patients and his peers. A native of New Hampshire, Danny first came to Vermont when he attended Johnson State College, where he received a degree in Wellness and Alternative Medicine with a clinical track (part of his clinical/science education included attendance at Humboldt State University in northern California for a year).

Danny met his wife-to-be, Heidi, during his senior year at Johnson State, and they were married five years ago. The two spent some time volunteering as part of the Americorps program, and then went to Turkmenistan with the Peace Corps. When they returned to the U.S., Danny enrolled in the Physician Assistant program at Franklin Pierce College in New Hampshire and completed a rotation at Grace Cottage Hospital. “This place made such an impression on me,” said Danny. “The doctors here really know their patients and listen to them. And this seems like such a tight-knit community where Heidi and I can raise a family.” The Ballentines moved to Townshend in April, and their son, Cypress, was born on May 24th. Danny enjoys running in his spare time (he came in third in Grace Cottage’s Spring Into Health 5K), and he and Heidi plan to raise animals as well.
Grace Cottage’s third annual Spring Into Health 5K on May 12th was a huge success, with 136 participants and countless volunteers enjoying the glorious spring morning in Townshend. “I’ve never been in a more organized or fun 5K event,” said Jon Tobey of Brattleboro, “and my friend, who is 93, and I do a lot of 5Ks together!” The 5K shirt, given to all participants, was designed by Leland & Gray student Emily Stockwell.

The Woods Tea Company disbanded in early 2012 after 28 years of performances, so there will no longer be an August concert in Townshend.

A grateful patient writes:

“Thank you all for the wonderful care I have received at Grace Cottage. You are all tops in my book; very caring, compassionate people. I highly recommend you to everyone. You are the type of facility that gives the patient the true feeling that they will receive the best care possible.”

Elaine Touchette
Dummerston, VT

We’re pleased to announce that the Diagnostic Imaging Suite project and fundraising campaign are complete. Thanks to a very generous community, $800,000 was raised for this important addition, and patients can tell you firsthand what a difference it makes.

The following song was performed by Eddie Benoit, who works in Grace Cottage’s Maintenance Department, and Cindy Kenyon at the ribbon cutting ceremony last fall. (If you’re old enough to remember the singer Petula Clark, feel free to hum the tune of “Downtown” as you read Cindy’s lyrics!)

Tribute to Grace Cottage
Lyrics by Cindy Kenyon, Physical Therapist

When you feel bad and need to go see a doctor you can always come......Right Here!
Down to the clinic or come up to the ER, help is number one......Right Here!
We’ll listen to the rhythm of your heart, your lungs, your bowels,
And if you need a bath or shower we’ve got lots of towels....How can you lose?
We’ve got the medical gear; You can forget all your trouble, forget all your fear and come Right here.....We’ve got the greatest staff.....Right Here.....working on your behalf Right Here.....You’re going be all right now.
Hey did you know we’ve got a 40-slice CAT scan we can see it all.....Right Here Ultrasound, bone density and X-rays with PAC software, we do it all....Right here.
We thank our donors for their generosity and sharing, And Jason, Brenda, Deb, and Meghan for their skill and caring, Per diems Chris and Laura and our leaders Jeanne and Angie, And Housekeeping and Maintenance keeping it fine and dandy......
Thank you to all.
We’ve cut the ribbon.... WOW!
We’re so excited that this is available now And it’s right here, where we’ve got the greatest staff, Right here, we’re working on your behalf, Right here, caring is what we do, Right here, we go beyond for you Right here....You’re going to be all right now!
Louise McDevitt Lauded Nationally

Grace Cottage Family Nurse Practitioner Louise McDevitt has recently been awarded fellowship status by the American Association of Nurse Practitioners. A limited number of fellows are selected each year; McDevitt was one of only 43 Nurse Practitioners (NP) to be inducted in 2012 and the only one selected in Vermont.

Applicants for fellowship status must undergo a rigorous application process and must be sponsored by two current fellows. Applicants must show evidence of outstanding and continuous contributions and leadership in NP clinical practice, research, education, and/or health policy. The 2012 FAANP Induction was held on June 22 in Orlando, Florida.

McDevitt has been a certified NP since 1989. She joined Dr. Timothy Shafer’s practice in 1992 and moved with him to Grace Cottage in 2003, but her service to the profession reaches far beyond Vermont. In addition to seeing patients at Grace Cottage, Louise is a senior lecturer for Fitzgerald Health Education Associates; in this role she has taught classes in the U.S. and Canada as well as in Central and South America.

Louise is also a clinical instructor for medical programs at the University of Vermont, the University of Massachusetts, and Albany Medical School. Her resume includes volunteer and lobbying activities on behalf of her profession. Congratulations to Louise on this national honor!

Community Needs Assessment

Would you like to have input in assessing the health care and human service needs of the communities served by Grace Cottage? Please go to www.gracecottage.org and fill out a brief survey by August 1st, or call Elaine Swift at (802) 365-3620 and she’ll mail a survey to you.

A grateful patient writes:

“I received the best care imaginable while a patient at Grace Cottage Hospital. The ambulance attendants, the Emergency Room and nursing staffs and everyone without exception were professional, friendly and caring. Dr. Backus arrived early each morning with the Brattleboro Reformer and checked in each evening as well. I could not be more pleased with the superb care I received — even the food was excellent. Our community is fortunate to have such an outstanding hospital.”

George Hoye
Jamaica, VT

Road Conditions Force Cancellation of 2012 Tour de Grace

We regret to announce that the eighth annual Tour de Grace has been cancelled due to safety concerns. Two large sections of the 19-mile mostly-downhill route from Stratton Mountain to Grace Cottage Hospital were damaged during Tropical Storm Irene and will not be reopened to the public by the date of the event, July 14, 2012.

Many alternate routes were proposed and explored this spring, but due to their steeper terrain, higher vehicular traffic speed and volume, and many instances of narrow or non-existent shoulders, they posed potential safety hazards for the groups of families and friends of all ages who participate in this ride. In keeping with Grace Cottage Hospital’s mission, “Excellence in healthcare and well being, putting people first,” safety outweighed all other considerations.

Grace Cottage Hospital would like to thank the Tour de Grace sponsors: BB Landscaping, C&S Wholesale Grocers, D&K’s Market, Equipe Sport Ltd., Howard Printing, Solstice Condominium Owners’ Association, Stratton Resort, Stratton Village Square Shops, and Three Mountain Inn.

To view a virtual Tour de Grace (a compilation of photos from past rides), and to see the sections that are closed to the public this summer (Pike's Falls Road, West River Trail, and Scott Bridge), go to www.gracecottage.org/events. We hope you’ll plan to join us for the family-friendly Tour de Grace bicycle ride in 2013!
I’ve been pondering why it is that we are so fortunate in recruiting so many volunteers for Fair Day — over 200 people come out to help in so many different capacities. I concluded that people have different relationships with Grace Cottage Hospital. Some people were born here, some have received important care here or know someone who has (including hospice care), and still others have family or friends that are on staff. The hospital is an ongoing presence in people’s lives, and volunteering is a way of being part of this wonderful continuing story.

I am always amazed at the number of generous people in the West River Valley who want to support the Hospital through the Fair. Some people give their time preparing for the Fair and/or working at it. Others donate items to the auction, white elephant, costume jewelry, baked goods, gourmet, book, plant, and toy booths. Year after year, Entergy Vermont Yankee donates $1,000 for the hole-in-one golf challenge, and local artists donate paintings. Kit Martin and Art Monette of the Townshend Auction Gallery donate their whole day to the auction. For the last couple of months, volunteers and the Grace Cottage Hospital maintenance crew have been gathering furniture and other goods for the auction. When a nice piece of furniture needs repair, it goes to Ken Hoffman and when he’s done with it, it’s worth ten times more. A special donation this year for the auction is a rifle valued at $1,500.

At one o’clock on Fair Day this year, a special “Celebrity Dunk” will take place. CEO Mick Brant, Dr. Bob Backus, and other “celebs” have volunteered to get soaked. The highest bidder will get to throw the dunking balls. Come show your skill! And don’t forget to stay for the delicious chicken BBQ at 5 p.m. and the Grafton Coronet Band concert.

As we count down the days before the big event on August 4th, I remind you that there is still time to volunteer and/or donate to the booths. Just call Stan Holt at (802) 365-4455 or e-mail me at spenholt@svcable.net.

See you at the Fair on Saturday, August 4th, 9 a.m. – 7 p.m.; free admission, free parking. Is there any better way to spend a day than at the biggest little Fair anywhere?!

Stan Holt, Fair Chair
Forester and mountain climber
Bill Guenther of Newfane had a knee replacement four years ago and the manufacturer of his rotating platform knee received Bill’s permission to use his story in a nationwide advertising print and web-based video campaign to promote their product. Bill was paid by DePuy Orthopaedics for the use of his story and he donated half of the proceeds to what he calls “the most wonderful little hospital in the world!” On March 8th, he came to Grace Cottage to present the donation to the people he called “two of your mega-superstars, Dr. Tim Shafer and occupational therapist Wendy Stone.”

“I’ve had two knee replacements over the years, and both times I rehabbed at Grace Cottage. There’s no place better,” said Bill.


 Memorial Gifts

Donations have been received between January 15th and May 31st in memory of the following individuals:

- Samuel Abolafia
- Joseph & Grace Austin
- Dom Baccile
- Ken Baccile
- Peter Baccile
- Harold & Florence Barber
- Russ Barber
- Mollie Beattie
- Raoul Bedard
- Lawrence & Claire Bedortha
- Priscilla Behnk
- Virginia Berry
- Janet Bills
- Patricia Boyle
- Edwin Bristol
- Irene Brooks
- Clarence Brown
- Gladys Brown
- Dennis Butchko
- Earl Caddell
- Charlene Clayton Carey
- Tony Cersosimo
- Nancy Chard
- Raymond Clayton
- Chris Coleman
- Phil Coleman
- Barbara Colwell
- Neva Corse
- Wendell Covey
- Dottie Coyle
- Thelma Crosby
- Casey Crozier
- Ann Cummings
- Raymond Davis, Jr.
- Anne Dean
- Lucina Dippel
- Richard Dowley
- Judith Dupont
- Vincent Dupont
- Verne Eddy
- John & Dorothy Fornuto
- Catherine Atwater Galbraith
- Gladys Gale
- Joyce Gleason
- Larry Golde
- Hank Grabowski
- Valmore & Betty Guimond
- Bernice Hall
- Maryann Hall
- Martha Hass
- Jill Noss Hayes
- Bernice Hennessy
- Leslie Hitchcock
- Rosealine Hoffman
- George & Thelma Holden
- Julia Holland
- Burt Howard
- Bob & Luna Howe
- Edward Hurley
- Dr. John & Marge Jacobs
- Virginia Jones
- Arnold & Claire Judd
- Arnold Judd, Jr.
- Theresa Koenig
- Joseph Kohout
- Mimi Krakoff
- Warren Kronemeyer
- Norman Lake
- Richard Lapan
- Merrill & Norma Lawrence
- Albert Litchfield, Jr.
- Barbara Litchfield
- Gary Martin
- Lucille Martin
- Joseph Martinson
- Joan McConnel
- Helen Dexter McDonald
- Bruce & Ruth McGraw
- Sumner & Julia McIntire
- William Menard
- Hans & Mary Meyer
- Carolyn Moon
- Maureen Marsh Myers
- Dr. Robert & Beulah Northrop
- John O’Connor Sr.
- Dr. Carlos & Ruth Otis
- Phyllis Patrick
- Kim Perry
- Peter Pill
- Bob Pirie
- Ernest & Virginia Pomroy
- Isadore Quagliaroli
- Kevin Reid
- Marianne Reinemann
- Lois Riley
- Doc & Iva Roberts
- Oscar Robinson
- Ruby Robinson
- Winnie Rogers
- William & Florence Rounds
- Marguerite Ryan
- Hank Sanders
- Joe Saunders
- Joyce Scheuerman
- June Schlachman
- Shirley Schommer
- Helen Schumann
- Dr. Beverly Scott
- Susan Sebastian
- Jim Sheehan
- Phil & Fran Snyder
- Ken & Joan Swan
- Donna Taft
- Terry Tyler
- Henry Wallenstein
- Maria Walsh
- Lillian D’Amico Warner
- Eric Weindl
- Leonard & Bernice Welch
- Nola White
- Bill & Barbara Wilson

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.)

Gifts were recently received in honor of:

- Dr. Robert Backus
- William Dippel
- Grace Cottage employees
- Grace Cottage doctors
- Warren Patrick
- Stephen Pike
- Marion Robinson
- Wayne Rowell
- Andrea Seaton

Gifts were recently received in honor of:

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- Stephen Pike
- Marion Robinson
- Wayne Rowell
- Andrea Seaton

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 Mary Gyori, Director of Development, at (802) 365-9109. An audit of Grace Cottage Hospital is available upon request.
**Wellness in Windham**

**Health Festival**

*Saturday, September 22, 2012*

*11 AM – 2 PM*

Brattleboro Retreat Lawn
1 Anna Marsh Lane, Brattleboro, VT

For more information, call (802) 365-9109

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**Healthy Food in Health Care**

On Tuesday, June 5, Grace Cottage Hospital became the 371st hospital in the nation to sign a Healthy Food in Health Care pledge, created by Health Care Without Harm. “By signing this, we agree to improve the health of our patients and our community through nutrition, while also doing whatever we can to protect the environment,” said Denise Choleva, Grace Cottage’s Dietary Department manager. “We’re working with farmers in our area to increase the use of locally-produced foods, we’re cutting down on food and packaging waste as much as possible, and we’re increasing our offering of fresh fruits and vegetables on our salad bar and on patient trays. We want Grace Cottage to be a model of healthy eating for the community that we serve!”

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Former Vermont Secretary of Agriculture and Grace Cottage Hospital Board Member Roger Allbee, Grace Cottage Dietary Department Manager Denise Choleva, and Alyssa Nathanson, Healthy Food in Health Care Vermont Coordinator for Vermont Fresh Network, plant the first lettuce in the new planting boxes at Grace Cottage, made by Adam Bozetarnik of the Maintenance Department.