

How may we help you?



 **GraceCottage**
FAMILY HEALTH
& HOSPITAL

We Go Beyond Patient Care



1949

Year established

3,087

Emergency
department visits

4,085

Patient days in hospital

33%

of all food purchases
are locally produced

**The numbers reported in this booklet
are from Fiscal Year 2018.
Oct. 1, 2017 – Sept. 30, 2018.*



February 12th marked my first-year anniversary as the CEO of Grace Cottage Family Health & Hospital and as a Townshend resident. I am incredibly pleased and honored to serve in this rewarding role in this wonderful community.

With 36 years of experience in healthcare, I can honestly say that I have never seen an organization with such a high degree of talent, teamwork, dedication, and compassion; and where the primary focus is always on excellent patient care.

While Critical Access Hospitals and Rural Health Clinics are closing across America at unsettling rates, I am confident that our strengths will carry us into the future — allowing us to not only survive, but to thrive.

Please take a few moments to look through this booklet which provides a snapshot of our current services, our latest improvements, and our recent accolades.

Rest assured that Grace Cottage is always here for you and your family, to address your individual needs, in sickness and in health.

Sincerely,

Doug DiVello
President & CEO

Grace Cottage Hospital: 802-365-7357 • Family Health: 365-4331 • Rehabilitation: 365-3637 • Lab: 365-3639 • www.gracecottage.org



GRACE COTTAGE HOSPITAL: At Your Service 365 Days a Year

In 2017 and again in 2018, Grace Cottage was recognized as a Top 20 Critical Access Hospital in the U.S. for Patient Satisfaction by the National Rural Health Association. We credit our skilled staff, small size, independence, and collective sense of duty which allows us to serve our patients with a higher degree of individual attention than one might find at a larger, more corporate facility.

EMERGENCY DEPARTMENT: Our emergency personnel are excellent at stabilizing patients in critical condition and in caring for all patients with talent, efficiency, and sensitivity. Recent improvements include the addition of a safe room, an ultrasound, a non-invasive ventilation system, and a new cardiac monitoring system.

LAB & DIAGNOSTIC IMAGING: Services are available daily to anyone with a provider order — no appointment necessary.

INPATIENT CARE: Grace Cottage has a growing reputation as a destination for medically-supervised, short-term rehabilitative care. Our hospital is an ideal place to recover from joint replacements, falls, illnesses, strokes, surgeries, and more. Patients benefit from having a doctor available 24/7, an experienced nursing staff educated and certified in rehabilitative care, daily physical and occupational therapy, nutritious and delicious meals, and personal assistance navigating the healthcare system and transitioning safely back home.

END-OF-LIFE CARE: When medical and nursing assistance is necessary during a loved one's final days, we are here, with a team of compassionate experts; a private, comfortable room for family members adjoining the patient's room; and a new three-season porch for peaceful shared moments with caregivers, family and friends.

Questions about a stay at Grace Cottage Hospital? Contact Director of Admissions Jessica Emerson at **802-365-3614**.



"I recently had my first experience at Grace Cottage's ER, and I was so impressed. I can't speak highly enough about one and all. 'Thank you' seems a small phrase for my care."

Cheryl Cook, Jamaica, VT



"After I had a heart procedure at Dartmouth-Hitchcock, I came to Grace Cottage because I had heard a lot of good things about the care here. This place is like an oasis in the desert. I never met any employee who didn't know what to do and who didn't step in to help. The staff members all fit together like a family and this is also how they treat patients — just like family."

Ken Moulton, Weston, VT



20,696
Patient visits to Grace
Cottage Family Health

6,323
Outpatient
rehabilitation visits

4,338
Community
Health Team visits

3,584
Visits to wellness
classes and events

*Fiscal Year 2018

GRACE COTTAGE FAMILY HEALTH: New Patients Welcome!

At Grace Cottage Family Health, we firmly believe in the value of strong provider/patient relationships. The better your primary care provider knows you, the better he or she can address your health needs. That is why we encourage patients to come here not only when you are sick, but also for annual wellness visits and preventative screenings.

Some people may not know that many preventative care visits are covered by insurance plans with no co-pays, even if your deductible has not been met.*

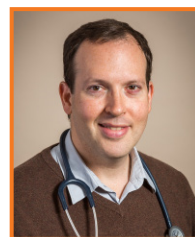
At Grace Cottage, not only do patients have access to their primary care provider, but also to members of our mental health department, our substance abuse program, and our Community Health Team.

For registered patients with urgent care needs, same day appointments are now usually available.

NOW ACCEPTING NEW PRIMARY CARE PATIENTS:



Natalie Harding,
PA-C



Ted Lefer,
MD



Elizabeth Linder,
MD (Pediatrician)



David McCormack,
FNP



Ron Vallario,
MD

For more information on our practice or providers, visit www.gracecottage.org. To schedule your first appointment, call 365-4331.

*For a listing of what visits are covered under the ACA, visit www.healthcare.gov/coverage/preventative-care-benefits or consult your insurance provider.



OUTPATIENT REHABILITATION

Rehabilitation therapy is a medical specialty that helps people affected by disease, disability, surgery, or injury. At Grace Cottage, our mission is to help patients get to their highest level of functioning in the shortest amount of time possible. We specialize in individualized care and have helped thousands of patients recover independence and improve the quality of their lives.

SERVICES OFFERED:

- Physical Therapy • Occupational Therapy
- Lymphedema Therapy • Custom Orthotics

Voted “Best Physical Therapy in Windham County” in the 2017 and 2018 *Brattleboro Reformer's* Readers Choice Poll.



COMMUNITY HEALTH TEAM



All local residents are welcome to use the free services of our team of skilled healthcare professionals to help reach personal health goals. Based on your individual needs, members of the CHT work with you to assess your situation, develop a plan, establish goals, and provide motivation to move you in the right direction, one step at a time.

SERVICES OFFERED:

- Chronic Disease Management • Diabetes Education
- Short-term Mental Health Counseling • Health Coaching
- Weight Management • Financial Resource Assistance



“I needed a hip replacement but my surgeon said he couldn’t do it unless I lost 40 pounds. I never would have been able to do that without my health coach, counselor, and the support group here at Grace Cottage.

I had my operation in November and after six weeks of physical therapy here, my life is SO much better. Thank you!”

Dan Daigler, W. Dummerston, VT



194

Number of Grace
Cottage employees

80%

of employees live in/within
25 miles of Townshend

419

volunteers contributed
5,739 hours of service
to Grace Cottage

2,025

Individual donations
to Grace Cottage

EMPLOYMENT

Grace Cottage Family Health & Hospital employs nearly 200 people as doctors, nurses, therapists, counselors, cooks, business specialists, technicians, and more. We offer competitive wages, generous benefits; and we understand the importance of a safe, supportive, and congenial workplace.

It's no wonder that in 2017 and again in 2018, we were named **"Best Place to Work in Windham County"** in the Brattleboro Reformer's Readers Choice Poll.

While we take our work very seriously, our staff also enjoys good times together — seen here learning new skills, celebrating holidays, sharing information, and volunteering at events.



ECONOMIC AND SOCIAL IMPACT

Our staff members and our families contribute a great deal to the local economy. Not only do we work here, the majority of us live in the region. We own homes, we shop at local stores and markets, we hire professionals for home improvements and repairs. This is where we get our hair cut and our cars inspected. We understand the value of supporting local business.

Beyond, many Grace Cottage staff are actively involved in their communities. A few of the roles that our employees hold include scout leader, select board member, preacher, coach, volunteer firefighters, rescue squad members, and good neighbors!

Finally, Grace Cottage offers health and wellness classes, support groups, and annual community events for all local residents. Examples include a weekly weight loss support group, yoga and tai chi classes, and of course Fair Day. Held every August since 1950, Fair Day brings together hundreds of volunteers, residents and visitors in celebration of all that is good in our community.

From all of us here at Grace Cottage, to all of you in our service area — Let us know how we can help you, and thank you for your support!



"The buzz of activity at Grace Cottage encompasses all of the challenges that are pulling at our social fabric and yet there is a vibrant, welcoming, steadfast optimism permeating through the whole facility.

I encourage anyone in our community to visit Grace Cottage, not only for emergency or family health care needs but for wellness activities.

Please utilize their facilities to enhance your family's health and well-being and support this valuable resource in any way you can."

Rep. Kelly Pajala, Independent;
Windham/Bennington/Windsor



Questions or comments? Call **802-365-9109** or email info@gracecottage.org.
For more information, visit www.gracecottage.org.



Grace Cottage Family Health Clinic



Grace Cottage Hospital

What's new at Grace Cottage? Find out inside!

Messenger Valley Pharmacy



A friendly and convenient location for prescription fulfillment. Pharmacist available for consult at all times. Stop by and check out our inventory of health-related items, vitamins, household goods, gifts, greeting cards and more!

170 Grafton Road, Townshend, Vermont



FREE TOTE BAG!

Bring in this booklet for a free, petite reusable tote bag. Available while supplies last!

**Open Monday - Friday 8 - 6.
Saturday 8 - 2.**

GRACE COTTAGE FAMILY HEALTH & HOSPITAL

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