

Drs. Orlan and Evans In New BMH Practices



Thomas O. Evans, MD

Recently, under the aegis of Brattleboro Memorial Hospital, two physicians on the BMH medical staff have formed new practices.

Thomas O. Evans, MD, whose office is still where it has been located on the 2nd floor of the Gannett Building at 21 Belmont Avenue in Brattleboro, is now known as Windham Family Practice. His telephone number remains the same: 802-257-7792. Dr. Evans is a board-certified family practitioner. Nurse Practitioner Barbara Evans, MN, WHCNP, also provides health care in Windham Family Practice. Her practice is limited to gynecology.

Richard M. Orlan, MD, one of the newer BMH physicians, is now in practice as Windham Internal Medicine on the 2nd

floor of the Gannett Building in Suite 1. (After the first of the year, the office will be located on the upper level of the Medical Office Building.) Dr. Orlan's office number is 802-275-3640, or for further information, his website is www.windhaminternalmedicine.com. Dr. Orlan is board-certified in internal medicine, geriatrics, and also in hospice (end of life) and palliative medicine (chronic disease / pain management).

More information about the providers is available on the BMH website at www.bmhvt.org. BMH is actively recruiting for a family practitioner to join Dr. Evans and Barbara Evans in the Windham Family Practice, and an internal physician to join Dr. Orlan in Windham Internal Medicine.



Richard M. Orlan, MD

Stroke, An Attack on the Brain

by Richard M. Orlan, MD

Millions of Americans are at risk for a brain attack and you, your family members, and friends may indeed be among them. You have an opportunity to change the course of events for them and yourself if you take a few minutes to read this information.

Hippocrates, the father of medicine 2400 years ago, recognized that a sudden onset of paralysis was a brain attack or stroke. Modern technology thousands of years later has allowed some people who have these 'brain attacks' to walk away with few or no disabilities, if they are treated promptly.

Studies show that brain injury occurs within minutes of a brain attack; that it can become irreversible within as little as an hour; and that it can continue to worsen for days afterward, if not treated.

Stroke is the third leading killer in the United States and the most common cause of disability in adults. Each year, more

than 500,000 Americans suffer from a brain attack, and about 145,000 die from stroke-related causes.

"...brain injury occurs within minutes of a brain attack...it can become irreversible within as little as an hour..."

A brain attack occurs when blood circulation to the brain fails. Brain cells die from decreased blood flow and the resulting lack of oxygen. Aging alone does not increase our risk of a brain attack. We actually have the same number of brain cells late in life as we had when we are born. The brain has the ability to create new cells and connections throughout our lives.

The two major causes of stroke are blockage of blood flow and diminished flow from bleeding. There are two key steps you can take to lower your risk of

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Vermont Ranks Top in National Scorecard

By Mary Morgan, VP, Quality Management & Patient Safety

In June, 2007 a National Scorecard on US Health System Performance was released. This was the first-ever multidimensional assessment of state-by-state health system performance; the first comprehensive means of measuring and monitoring healthcare outcomes, quality, access, efficiency, and equity in the United States.

The new recent update of the scorecard highlights trends in state performance in the previous two years. The national scorecard includes 37 indicators in five dimensions of health system performance: healthy lives, quality, access, efficiency, and equity. Vermont ranked the best in the nation on this scorecard.

Following are measures where hospitals played an important role in which Vermont ranked in the top ten:

- #2 – Percent of short-stay nursing home residents with hospital readmission within 30 days
- #2 – Percent of adult diabetics received recommended preventive care
- #3 – Percent of surgical patients received appropriate care to prevent complications
- #3 – Percent of children with a medical home (encouraging partnership between primary care physician, patient, and their families)
- #3 – Mortality amenable to health care, deaths per 100,000 population
- #6 – Medicare 30-day hospital readmissions as a percent of admissions
- #6 – Percent of hospitalized patients received recommended care for heart attack, heart failure, and pneumonia
- #7 – Percent of heart failure patients given written instructions at discharge
- #9 – Hospital Care Intensity Index, based on inpatient days and inpatient visits among chronically ill Medicare beneficiaries in last two years of life

The last page of the Vermont scorecard reports that if our state performed as well as the top performer on the hospital readmission measures, 131 fewer hospital readmissions would occur among Medicare beneficiaries, saving an estimated \$2,092,367. In addition, the report estimates that 28 fewer premature deaths (before age 75 from causes that are potentially treatable or preventable with timely and appropriate health care) would occur.

Hospital admissions might have been prevented if the patient had received better care through community support structures, such as home health. These are patients who should not have gotten so sick that they needed to be hospitalized.

Even though Vermont ranked best in the nation on this scorecard, Brattleboro Memorial Hospital realizes that there is always opportunity for improvement. Our hospital is continually striving to reduce readmissions and ensure that patients receive the right care, at the right time, in the right setting.

In this way BMH continually strives to fulfill its mission and vision:

Mission: To provide community-based quality health services delivered with compassion and respect.

and

Vision: The best patient care experience....every patient....every time

(The complete scorecard is available at www.commonwealthfund.org/Charts-and-Map/State-Scorecard-2009/DataByState/State.aspx?state=VT)



Mary Morgan

Stroke, An Attack on the Brain

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death or disability from a brain attack: to know a stroke's warning signs and to control a stroke's risk factors.

Warning Signs of a Brain Attack:

- Sudden numbness or weakness of the face, arm, or leg especially on one side of the body;
- Sudden confusion, trouble speaking or understanding;
- Sudden trouble seeing in one or both eyes;
- Sudden trouble walking, dizziness, loss of balance, or coordination;
- Sudden severe headache with no known cause.

Stroke prevention is still the best medicine. One way is to manage and control your risk factors. Just the absence of risk factors, however, does not necessarily prevent you from having a brain attack or stroke.

Risk Factors for a Brain Attack:

- High blood pressure
- Cigarette smoking
- Heart disease
- Diabetes
- High levels of cholesterol and triglycerides in the blood
- "Small Strokes" (sometimes called TIAs)

If you suspect you or someone you know is experiencing any of the described symptoms of a brain attack, DO NOT WAIT, CALL 911 IMMEDIATELY. There are now effective therapies for stroke, but they must be administered at a hospital, and they lose their effectiveness if not given WITHIN THE FIRST THREE HOURS after stroke symptoms appear. EVERY MINUTE COUNTS.

Modern technology has improved our ability to recognize the cause of the brain attack. It has also blessed us with unbelievable treatments that our ER physicians, neurologists, and

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hospital-based doctors can administer to treat strokes. Imaging equipment used to detect strokes at BMH are magnetic resonance imaging (MRI) and computed tomography (CT). Ultrasound is used less emergently. Its use is to determine possible causes of stroke.

Rehabilitation and post-stroke-care are often the keys to recovery. Physical therapy is the cornerstone of the rehabilitation process. It uses training, exercises, and physical manipulation with the goal of restoring movement, balance, and coordination. Occupational therapy involves exercise and training to relearn everyday activities of living such as dressing, bathing, cooking, reading, writing, and toileting. Speech therapy involves specific exercises and activities to improve eating and drinking (swallowing), speaking, language, and communication skills. BMH Rehab Services offers all three therapies mentioned above.

The brain's great ability to learn and change, called plasticity, allows other areas of the brain to adapt or take over some of the functions lost due to the brain attack.

There are many additional interventions that people can consider in consultation with their healthcare providers to prevent attacks, manage risk factors, and successfully recover from brain injuries. Nutrition, stress management, and cognitive (brain) exercises will clearly improve outcomes and lower the ever increasing costs of disease.

And my final advice is "How people think can really change their brains. Your opportunity includes challenging yourself every day to learn something new and to use as much of your brain as possible. Your mind is a horrible thing to lose."

A board-certified member of the BMH Medical Staff, Richard M. Orlan, MD, recently opened a new practice: Windham Internal Medicine.

Are You Concerned about the H1N1 (Swine Flu) Virus?

Even if you aren't, perhaps you should be. The Centers for Disease Control and Prevention (CDC) says that flu activity is now widespread in at least 48 states (as of 11-5-09). Nationwide, visits to doctors for influenza-like-illness are increasing faster than expected for this time of year, and the CDC says flu-related hospitalizations and deaths are increasing and are higher than expected.

Influenza is spread mainly person-to-person through coughing or sneezing of infected people. This is why we are advised to cover our nose and mouth (preferably with a tissue) and otherwise cough or sneeze into the inside of our elbow rather than into our hands. We are also advised to wash our hands thoroughly and often with soap and water, and this would be particularly applicable if we use our hands to cover our nose or mouth.

The H1N1 flu vaccine started to become available this fall, according to the CDC website. The seasonal flu vaccine reportedly does not protect against the 2009 H1N1 flu and, hence, they advise that people plan to get both inoculations. Because availability and demand can be unpredictable, there is some possibility that initially the vaccines will be available in limited quantities. Check with your healthcare provider to learn his or her information and/or advice.

If you do get sick with flu-like symptoms, the CDC says you should stay home and avoid contact with other people except to get medical care. To date, most people with H1N1 flu, and also the seasonal flu, have had mild illness and have not needed medical care or antiviral drugs.

The CDC recommends a person stay home for at least 24 hours after any fever is gone (except to get medical care, as needed). Drink fluids and get as much rest as possible along with the oft-said caveat to wash your hands thoroughly many times a day.

Following is a list of people who are more likely to have flu complications this season:

- ✘ children younger than 5, but especially younger than 2 years old
- ✘ healthy young people from age 5 through age 24
- ✘ pregnant women
- ✘ adults 25 – 64 who have underlying medical conditions (e.g. chronic lung disease; cancer; diabetes; heart disease; blood, kidney, liver, neurological disorders; weakened immune systems)

Symptoms of the flu vary. You may have the flu if you have some or all of the following symptoms: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, fatigue, and sometimes diarrhea and/or vomiting. It is important to note that not everyone with the flu will have a fever.

There are a number of emergency warning signs to be on the lookout for:

In children:

- ✘ Fast breathing or trouble breathing
- ✘ Bluish skin color
- ✘ Not drinking enough fluids
- ✘ Not waking up or not interacting
- ✘ Being so irritable that the child does not want to be held
- ✘ Fever with a rash

In adults:

- ✘ Difficulty breathing or shortness of breath
- ✘ Pain or pressure in chest / abdomen
- ✘ Sudden dizziness / confusion
- ✘ Severe or persistent vomiting.

If a combination of these emergency warning signs appears, call your doctor. Only go to the ER if it is recommended (or if you are very sick and can't reach a doctor), as most people with the flu have had mild illness and have not needed medical care or antiviral drugs.

More information is available by going to the BMH website at www.bmhvt.org and clicking on the link to the CDC. Hospital directives for the flu season are on the back page of this issue of *Healthwise*.

News from the BMH Emergency Department

In August of this year, a new ED physician was added to the staff in the BMH Emergency Department. Steve Hertford, MD, comes to our hospital from a family practice in Chester (VT). For various reasons, Dr. Hertford decided to change directions, and in doing so served in several different hospitals as an emergency physician *locum tenens*, among them BMH. He liked our hospital and working with our staff, and we liked him, so BMH offered him a full-time position. Following his undergraduate degree (attained at Rutgers University in NJ), Dr. Hertford received his doctor of medicine there also. He did postgraduate work in the Family Practice Residency Program at The Medical Center, Beaver, Pennsylvania, Inc., where he also later served on the faculty. In addition, he has taught medical students from UVM, Penn State, and Lake Erie College; and he is a published author. Dr. Hertford, who is board-certified by the American Board of Family Physicians, lives with his wife, a former family physician – now a lawyer. They have five children.

The ER at Brattleboro Memorial Hospital is also adding Physician Assistants (PA) to its clinical staff. Melinda Connors, PA-C, came to BMH after working in the Baystate ED (MA), and was an emergency department nurse before attaining her bachelor of science degree as a certified physician assistant from Springfield College (MA). The second PA is presently going through his credentialing process. It is hoped

BMH Participates in Community Needs Assessment

by Prudence MacKinney, VP Planning and Professional Services

This past summer, the United Way of Windham County presented the results of a recent Community Needs Assessment to more than 80 attendees at a meeting at the Brattleboro Retreat. The assessment was the result of more than a year of work by the Needs Assessment Committee which included the participation of Brattleboro Memorial Hospital, The Brattleboro Retreat, the Vermont Agency of Human Services, Alliance for Building Community (ABC), and the United Way of Windham County. Partial financial support for the assessment was provided to United Way by the Thompson Trust, BMH, and The Brattleboro Retreat.



Prudence MacKinney

Seven priority areas were identified, with strengths and weaknesses and recommendations for each. The priorities in alphabetical order are:

- ◆ Affordable Housing
- ◆ Child Care
- ◆ Education
- ◆ Elder Services
- ◆ Healthcare Access
- ◆ Jobs and Employment
- ◆ Transportation

The assessment will be used by many community organizations for planning, grant support, etc. The BMH Board and the hospital Planning Committee reviewed the results of the health-related information and will use the information for program planning.

The assessment contains a wealth of information about life in Windham County. It is available on the United Way of Windham County's website: www.unitedwaywindham.org

The Needs Assessment was conducted in Four Phases

- ◆ Data Analysis
- ◆ 305 Household Random Sample Telephone Survey
- ◆ 8 Focus Groups
- ◆ 11 Key Leader Interviews

“The BMH Board and the hospital Planning Committee reviewed the results of the health-related information and will use the information for program planning.”

that the addition of PAs to the BMH Emergency Department will continue to help with the flow of patients, and hence reduce the waiting times.

The BMH ER also now offers liaisons, both volunteer and staff, who help with communication between patients and their families. Many people have reported being appreciative of having someone keep them informed as to wait times and the status of the patient. This new feature in the BMH Emergency Department also adds to its efficiency and patient satisfaction. The hospital is aware of periodic long waits in the ER, and is formulating plans to address them, including considering adding a Fast Track System to the unit in the future renovation.

Healthwise is published for our patients and their families, our friends, and our community three times a year by Brattleboro Memorial Hospital.

EDITOR ~ Barbara Z. Gentry GRAPHICS ~ Nancy Burgess

Please call the editor at 802-257-8316, if you have comments about this newsletter and/or suggestions for future articles. Thank you.

BMH Welcomes New Breast Care Program Navigator

Brattleboro Memorial Hospital welcomes the new Breast Care Program Navigator to its Oncology Department. A qualified and experienced breast health nurse, Kelly McCue, RN, OCN, CHPN, will oversee the BMH program that provides diagnostic treatment and support services to women undergoing benign or malignant breast disease, or who have questions regarding their breast health. She will serve as a resource for patients and their families to answer questions, access specialists, and coordinate additional services. Kelly will work with the program's medical director, Joseph Rosen, MD, to help guide women through the healthcare system.

Kelly graduated from the Bridgeport (CT) Hospital School of Nursing in 1982. In 1990, she received her bachelor of science degree from Southern Connecticut State University, and is currently pursuing her master's degree in oncology at Loyola University, Chicago. Kelly worked at Yale New Haven Hospital, Yale Hospital Home Health Care, and Bridgeport Hospital, all in Connecticut, as staff nurse, charge nurse, and in oncology direct care, serving on the pain team while in Bridgeport.

Most recently, Kelly worked at the Middlesex Hospital in Middletown (CT), holding a number of positions leading to her continued interest in the field of oncology. She was Care Manager and Patient Navigator for the hospital's Cancer Center, assistant director for clinical operations and staff educator for the hospital's Homecare Program, and served as direct care staff for both the Hospice and Palliative Program and the Oncology Program at Middlesex Hospital.

Kelly, herself a breast cancer survivor since 2003, received certification as an oncology nurse (OCN) in 2006, and certification as a hospice nurse (CHPN) in 2007. She is a member of the Oncology Nurse Society, Who's Who in American Nursing, and Hospice and Palliative Care Association. *(For more information about Kelly, go to the BMH website: www.bmhvt.org.)*

Kelly is happy to finally live in Vermont, the state from which much of her family hails. She looks forward to enjoying such outdoor activities as kayaking, fly fishing, hiking, and cross-country skiing. Kelly also likes to cook.

The BMH Comprehensive Breast Care Program was developed, in part, with funds from the Susan G. Komen Foundation to help women with breast concerns navigate the healthcare system. It may also be helpful to patients who have other questions regarding their breast health. The former navigator of

the BMH Breast Care Program, Gloria Solar, RN, OCN, continues her care of cancer patients as a nurse in the BMH Oncology Department.

If you are interested in more information about the BMH Comprehensive Breast Care Program, you can contact Kelly at 802-251-8437.



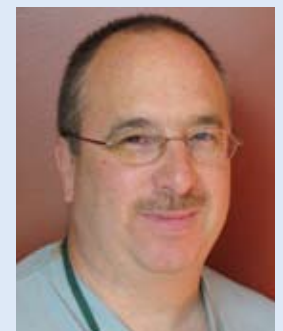
Kelly McCue

ER Nurse Certified for Emergency Nursing

Director of the BMH Emergency Department, John Starkey, RN, is pleased to announce that David McCormack, RN, recently passed the Certified Emergency Nurse (CEN) examination administered by the Board of Certification for Emergency Nursing. David, who has a background in emergency care as a paramedic, also has experience in the intensive care unit. He serves as the BMH liaison to the Emergency Medical Services District 13, and is co-coordinator of the hospital's Code Yellow drills with Entergy/VT Yankee. David, whom Starkey describes as a valuable member of the hospital's ED staff, and who is participating in the BMH clinical ladder, provides education to physicians and nurses on drills for various codes. We congratulate David on his latest achievement!

Hospital's Biomedical Engineering Technician Achieves New Level

The University of Vermont's Technical Services Program announces the advancement of James P. Dubois to the designation of Biomedical Engineering Technician, Level 3. Jamie's significant achievement is the culmination of years of continued self-improvement and superior medical equipment management support. Jamie is the first such technician in Vermont to have reached this level, according to the congratulatory letter from The University of Vermont, and BMH is proud and pleased to have his services.





Jamie DuBois

New IS Informatics Specialist Named

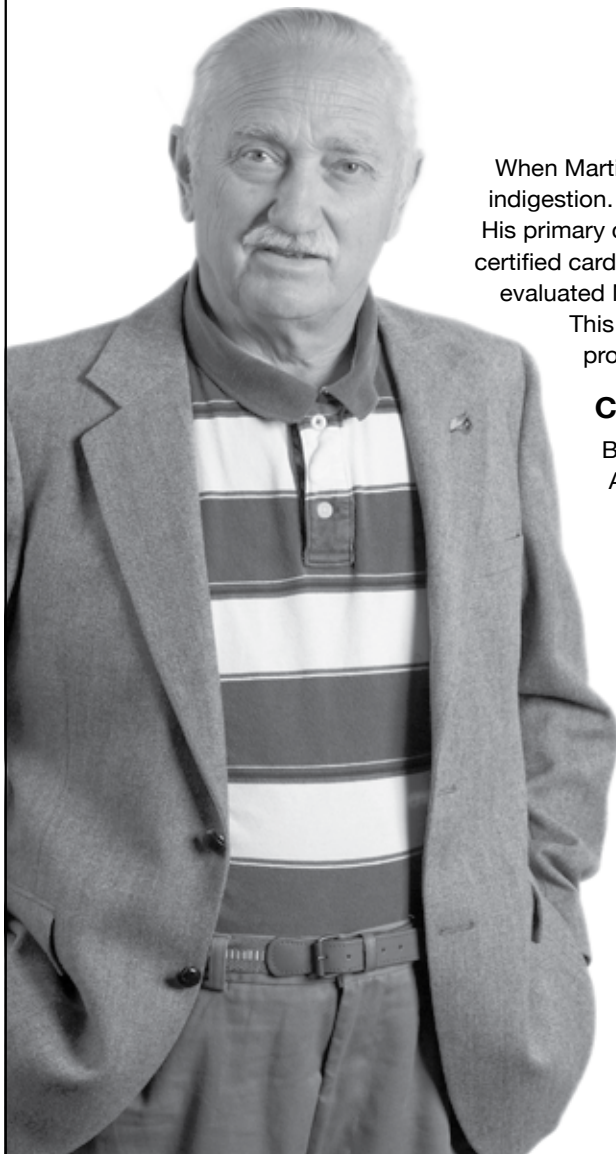
Stacy Wissman recently accepted the position of Information Services Informatics Specialist. Stacy was first hired as an RN in April 2000, was subsequently promoted to Clinical Coordinator in 2006, and most recently served as Clinical Projects Supervisor. Stacy, who has been working extensively on the BMH Medication Management Project, will continue to play a key role as the hospital brings more elements of the Electronic Medical Record to BMH.



Stacy Wissman


A time bomb in my chest...my heart was blocked and not getting enough blood. Thank goodness for Brattleboro Memorial Hospital.


— *Martin Collins, Westminster West*



When Martin Collins felt pressure in his chest, he hoped it was indigestion. But in his heart, he suspected it was something else. His primary care doctor sent him to Dr. Michael Cohan, a board certified cardiologist at Brattleboro Memorial Hospital. Dr. Cohan evaluated Martin and ordered a cardiac nuclear stress test.

This confirmed Martin's fears. There was definitely a problem with his heart.

Clinical Excellence in Cardiology

BMH offers exceptional cardiology care. EKGs. Arrhythmia monitors. Echocardiograms. Multiple kinds of cardiac stress tests. And comprehensive, nationally-certified cardiac rehabilitation. You'll also find genuine compassion—from experienced caregivers who know our community like they know the workings of Martin's heart. With two stents, a healthier diet and regular exercise, Martin feels well enough to get back to work himself.



Brattleboro Memorial Hospital
 EXCEPTIONAL CARE FOR OUR COMMUNITY

17 Belmont Avenue, Brattleboro, VT 05301
 802-257-0341 • www.bmhvt.org

American Flag Given to BMH in Appreciation for Good Care

An American flag has been given to the hospital by the daughter of a grateful patient. The regulation size flag, which was given with a certificate that it had been flown over a hospital in Mosul, Iraq, in honor of Brattleboro Memorial Hospital. It was handed over to Barry Beeman by Martin Collins, the father of Major Kristen Goodwin, US Army Nurse Corps. Major Goodwin arranged for the flag to be given in honor of BMH. The gift was accompanied by her thank-you note: “Thank you for taking such good care of my father – Martin Collins – while I was deployed to Iraq this summer.”

Collins is the subject of a recent advertisement for BMH following the diagnosis of heart disease by board-certified cardiologist Dr. Michael Cohan (See the ad on opposite page.). Following a cardiac stress test and nuclear imaging test, a blockage of blood to Collins’ heart was confirmed by Dr. Cohan. Once the patient had two stents in place, and started eating a healthier diet and getting regular exercise, he reported feeling well enough to get back to work. For



BMH President/CEO Barry Beeman accepts gift of an American flag flown over a hospital in Iraq from Martin Collins, the father of US Army Major Kristen Goodwin (a nurse) who was grateful for his good care at our hospital.

Martin Collins, work means tending to a syrup-making business including the chopping of much wood to feed the fire. Martin also tends to various properties near where he lives in Westminster West. He and his nurse daughter are very grateful for the wonderful care he received from his primary care physician Dr. Sczesny, Dr. Cohan and BMH.

Major Goodwin, who recently completed her second deployment to the Middle East, is currently serving

as chief nurse at a US Army clinic in Wiesbaden, Germany. Her father reports that she is completing her sixteenth year in the US Army, and that she hopes to retire from the service after twenty years. We, at BMH, hope she might consider continuing her career as a nurse here at our hospital! For now, we just thank Major Goodwin for her kind gift, and thank her and her father for their kind words and gratitude for our hospital.

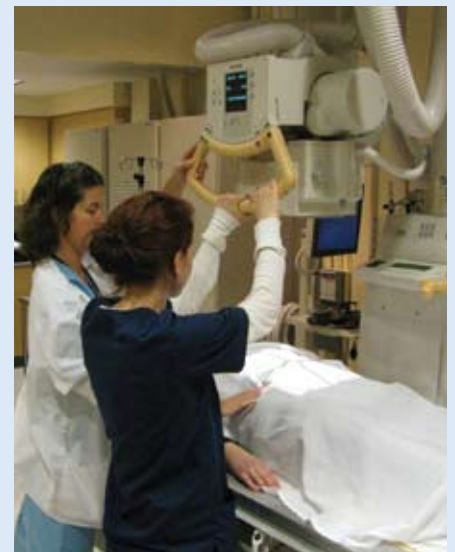
Education Opportunities at BMH

Student technologists come from Holyoke Community College (MA) Radiologic Technology Program to have hands-on training in the Radiology Department at Brattleboro Memorial Hospital. The College is in partnership with a number of healthcare facilities including BMH. The program gives students the opportunity to experience the radiologic technology field in a supervised hospital setting, working with experienced technologists and a variety of imaging equipment.

Through this program, students get started on their education requirements locally through bridge agreements with Holyoke Community College, The Community College of Vermont, and Greenfield Community College. Credits for general education classes completed at CCV and/or GCC can be transferred to Holyoke Community College and can be applied toward an Associates Degree in Radiologic Technology. The HCC program prepares students to work in radiology in a variety of settings including hospitals, physicians’ offices, clinics, and HMOs.

To learn more about a new career in the radiologic sciences, there is an opportunity to attend one of the information sessions for the Radiologic Technology Program held monthly at Holyoke Community College. Two information sessions will also be offered at Brattleboro Memorial Hospital in the Tyler Conference Room on Friday, December 18th at 2:00 and 6:00 p.m.

For more information, please contact Holly Martin-Peele – HCC Radiography Program Director at hmartin@hcc.edu, Melissa Affinito – BMH Clinical Instructor at maffinito@bmvhvt.org, or visit the HCC web site at www.hcc.edu.



Student technologists come from Holyoke Community College (MA) Radiologic Technology Program to have hands-on training in the Radiology Department at Brattleboro Memorial Hospital.

BMH Turns Coffee Shop Over to Nutrition Services

The Brattleboro Memorial Hospital Coffee Shop, which will remain open for the time being, is being operated by the hospital's Nutrition Services Department which also runs the MapleView Café (Cafeteria).

This decision was made following the announcement that the BMH Auxiliary had decided to no longer operate the Coffee Shop as of the end of the fiscal year, September 30, 2009. The Auxiliary's decision came as a result of the changing economic situation, and the fact that they are increasingly interested in exploring opportunities to more directly help the hospital with patient care.

For the time being, the BMH Coffee Shop will be operated Monday through Friday, 8:00 a.m. – 2:30 p.m., closing on holidays and weekends. Factors which will determine the long range future of the Coffee Shop include the outcome of the FY 2010 budget process; pending changes in both federal and state healthcare regulations (healthcare reform) and their impact on the hospital's financial position; the master facility plan which will include the identification of space needs to provide quality patient care; and finally, a review of the scope of the Coffee Shop level of food service, location and size of the space.

The BMH Nutrition Services Department offers a menu which includes homemade soups, freshly made sandwiches, fresh salad specials, freshly baked muffins, and desserts.

Meanwhile, the hospital extends appreciation to the BMH Auxiliary and the employees and volunteers who have worked in the Coffee Shop since its inception in 1954. The Auxiliary will continue to operate the Attraction Gift Shop. The hospital looks forward to continuing to serve our staff and community in both the BMH Coffee Shop and the Gift Shop next door.

BMH OFFERS OSTEOPOROSIS CLASS

The Brattleboro Memorial Hospital Rehabilitation Services recently offered a six week "Standing Tall Spine Health Class" for individuals diagnosed with osteoporosis or osteopenia or those at risk for low bone mass.

Osteoporosis is called the "Silent Thief" because in its early stages, it has no symptoms. It can, however, be prevented, detected, and treated.

Education and exercise are very important in the prevention and treatment of osteoporosis and osteopenia. The program offered at BMH consists of a brief educational session followed by a guided exercise session. The education topics include instruction in safe movement for fracture prevention, strength and flexibility exercises for improved body alignment, and nutrition for bone health.

For information about future classes, contact the BMH Rehabilitation Services Department at 802-257-8255, or for more information on osteoporosis, go to the BMH website at www.bmhvt.org.



Tobacco-Free Campus Update

A reminder that on Great American Smokeout Day in 2008, Brattleboro Memorial Hospital became a tobacco-free institution. If people choose to smoke off the hospital campus, we ask them to respect the hospital's neighbors' properties and properly dispose of their smoking remains. BMH has installed cigarette receptacles near these off-campus areas in the hope that they will be kept as clean as possible.

The hospital offers regular Tobacco Cessation programs. Call 802-251-8456 to get information about sign-up for the six-week series. Treatment is also available by calling the QUITLINE at 1-800-QUITNOW, or online at vtquitnetwork.org. Free nicotine patches, gum, and lozenges are available to Vermont residents.

BMH Medical Laboratory Now Fully Computerized

In September, the hospital Blood Bank became fully computerized when the BMH Medical Lab installed the Wyndgate Blood Bank system. The new computerization uses bar coding of blood to ensure the correct product goes to the correct patient. It increases patient safety by eliminating clerical and interpretation errors, and provides an electronic medical record of patient transfusion history.

The major work on the system was done by BMH Laboratory Technologists Dana Nelson and Robin Venable with support from Ron Sasarak and Carolyn Allen. The Information Services (computer) team included Nancy Burrington and Frank Field. Jon Farina served as the Information Services project manager.

The BMH Blood Bank operates under the Medical Director, pathologist Dr. Christopher Appleton. It is certified by the College of American Pathologists, and is inspected by the Food and Drug Administration.

BMH Now Offers WiFi in Lobbies for Hospital Visitors

BMH offers WiFi to people wishing to use laptops while visiting the hospital. WiFi is currently available in the main lobby of the hospital and on the ground floor lobby of the Richards Building. This service is separate from any network used to transmit patient data.

Update on the BMH Electronic Medication Administration Record (eMAR)

There has been a lot of news lately about President Obama’s healthcare reform initiative. One of his primary strategies is to accelerate the adoption of Electronic Health Records, or EHRs, by both physicians and hospitals. EHRs have the potential to improve patient safety, reduce duplication of services, and improve patient care by making key information available to all the patients’ healthcare providers regardless of their location.

BMH has been gradually building its comprehensive EHR for several years now. The hospital has had electronic lab results, dictated reports, and radiology images for some time. Last year, BMH began entering a significant portion of the nursing documentation in an electronic format. And at this point, the hospital is well along in the implementation of the next major piece – the electronic medication administration record, or eMAR.

Until now, when a doctor ordered a medication for a patient, he/she filled out a paper form and handed it to a nurse. The nurse then transcribed the doctor’s order onto another piece of paper (the paper MAR) and faxed the order to the pharmacy. The Pharmacy Department entered the order into their pharmacy software system manually, checked for allergy and drug-to-drug interactions, and loaded the medications into the appropriate dispensing machine. When a nurse started a shift, she/he looked at the paper MAR to determine what medications needed to be given, retrieved them from the dispensing machine, administered them to the patient, and recorded everything by hand back on the paper MAR.



With the BMH eMAR system in place, the nurse no longer needs to transcribe the physician order on a paper MAR – the order goes directly to the pharmacy. When a nurse starts a shift, she/he looks up the medications to be given on a computer. The drugs are then retrieved from the dispensing machine by the nurse who then scans the bar code of each medication, much like the checkout process in a grocery store. The nurse subsequently scans the bar code on the wristband of the patient who is about to be administered the medications. The computer checks to make sure it is the right patient, the right medications, the right dosage, the right time, and the right route of delivery, commonly referred to as the Five Rights. If anything is incorrect, the computer system will display an alert to the nurse who must resolve the conflict before proceeding. If everything is okay, all the medications will be recorded in the computer as having been administered.

As soon as the nurse completes this process, the patient’s medication list is immediately available to any other caregiver in any other part of the facility. In addition, the attending or referring physician can view the medications from his/her own office.

The project team, consisting of representatives from Nursing, Pharmacy, Respiratory and Information (computer) Systems is currently working on the system configuration based on workflow decisions made by the Medication Safety Committee and BMH policies. This fall, the team trained a group of super users who helped support the staff and physicians during the ‘go-live’ process. They also trained the rest of the staff in the Special Care Unit, Med/Surg Floors 2 and 3, the Ambulatory Care Unit, and the Post-Anesthesia Care Unit, all of whom began using the new system in mid-October. Training will also be available to show physicians how to access the eMAR through the hospital’s on-line service, Clinical Suite.

BMH Plans for More Tech Tours

Last season, Brattleboro Memorial Hospital instigated Technology Tours for the community to come learn about some of the hospital’s state-of-the-art instruments. The tours included visits to nuclear medicine, CT, MRI, in addition to one visiting the newly renovated Ambulatory Care Unit including the operating rooms and the procedure rooms, and a visit to learn the “Science Behind Your Lab Work”.

This Fall, BMH planned two more Technology Tours. At the first one in October, participants learned about digital mammography, bone densitometry, and ultrasound, all technology found in the women’s imaging department on the 2nd floor of the new Richards Building.

The November tour featured equipment to diagnose cardiac disease including the state-of-the art nuclear medicine, stress testing, and echocardiography.



Radiologic Tech Deana Parrish (r.), shows people attending a recent BMH Tech Tour some of the tests done on the Bone Density instrument.

BMH Medical Staff Welcomes New Anesthesiologists

Anesthesiologists Ithiel Fuller, MD, and Todd Fontaine, DO, recently joined the Brattleboro Memorial Hospital medical staff. Dr. Fuller came to BMH from Fletcher Allen Healthcare in Burlington (VT), where he served both his internship (internal medicine) and residency (anesthesiology) before becoming Chief Resident of Anesthesiology last year. Dr. Fontaine has come to BMH after a four-year tour of active duty with the United States Army where he served in hospitals in both Germany and Iraq.

Dr. Fuller graduated magna cum laude in 1995 from Marlboro College with a degree in psychology and ceramics, after which he worked as a research specialist before embarking on his medical degree in 2001. Dr. Fuller attained his doctor of medicine from the Virginia Commonwealth School of Medicine. While in medical school, he authored and co-authored a number of publications about electrophysiology and cardiology.

Dr. Fuller and his wife live in Guilford with their two daughters, age 16 and 8.

Dr. Fontaine received undergraduate degrees (in chemistry and medieval studies) from Washington and Lee University (VA), after which he received his Doctor of Osteopathic Medicine from Lake Erie College of Osteopathic Medicine (PA). He served an internship at the University of Massachusetts – Berkshire Medical Center, and an anesthesiology residency



Ithiel Fuller, MD

at Mercy Hospital of Pittsburgh where in his final year he was Chief Resident.

While in the service, Dr. Fontaine gained experience in trauma, orthopedics, general surgery, ENT, ophthalmology, urology, OB/GYN, plastic surgery, and pediatrics. He also brings expertise in the placement and management of peripheral nerve blocks and catheters using ultrasound and nerve stimulator guidance.

Dr. Fontaine says he enjoys cooking and hiking, and reports that he is an avid Pittsburgh sports fan. He and his wife have two children and have relocated to Vermont.

Drs. Fuller and Fontaine, who are both board-certified by the American Board of Anesthesiology, join fellow BMH anesthesiologists, Gregory Prah, MD, and Michael Burrell, MD.



Todd Fontaine, DO

BMH Medical Staff Elects New Officers

The Medical Staff at Brattleboro Memorial Hospital has elected new officers, with George Idelkope, MD, being named the new president. Dr. Idelkope, who moved up after serving as vice president, is in family practice in Hinsdale, New Hampshire.

BMH orthopaedic surgeon, Elizabeth McLarney, MD, will serve as vice-president. Judith McBean, MD, obstetrician/gynecologist at Brattleboro OB/GYN, was elected secretary-treasurer.

Congratulations to each of these new officers whose elections were approved by the hospital Board of Trustees, and whose terms are for two years. A special thanks to those physicians finishing their service as officers of the BMH Medical Staff.



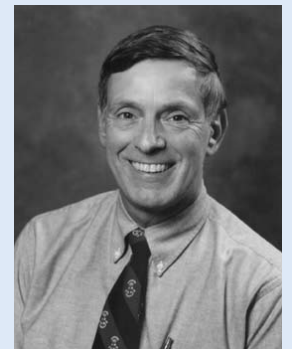
George Idelkope, MD

BMH Family Physician Named President of VT Medical Society

BMH family practitioner Robert Tortolani, MD, was named president of the Vermont Medical Society. The new president of the organization has taken over at a time of many changes including healthcare reform and the possibility of a flu epidemic.

Now that Dr. Tortolani is the spokesman for physicians in the state, he says he is looking forward to a very busy and interesting term, advocating for patients in Montpelier and Washington. He says, "Our main role at the society is to do everything in our power to help the people in the state stay healthy."

Dr. Tortolani has been on the BMH Medical Staff for 36 years, and was named Vermont Family Physician of the Year. He earned his medical degree from the University of Rochester and served a residency at the Medical Center Hospital of Vermont.



Robert Tortolani, MD

Pediatrician Valerie Rooney, MD, Named Adjunct Associate Professor at Dartmouth College

BMH pediatrician Valerie Rooney, MD, was recently recognized by the Dartmouth College Board of Trustees with the appointment as Adjunct Associate Professor of Pediatrics.

Dr. Rooney has served as Adjunct Assistant Professor at Dartmouth Medical School prior to her new appointment. In the letter thanking Dr. Rooney for her contributions, Dartmouth mentioned that its educational and research programs have been substantially strengthened due to the outstanding students, post-graduate trainees, staff, and faculty at the Medical School.

Dr. Rooney also serves on a number of Dartmouth committees. She is a pediatrician with Just So Pediatrics along with Jane Katz Field, MD. Dr. Rooney also practices with Cornerstone Pediatrics in Bellows Falls.



Valerie Rooney, MD

BMH Occupational Health Services Re-Accredited

E.J. Roberts, Director of Occupational Health Services at Brattleboro Memorial Hospital recently received notice that it has been officially re-accredited by the Drug & Alcohol Testing Industry Association (DATIA). The rigorous certification program requires experience in performing specimen collections, training of collection personnel to become proficient in urine specimen collections for drug testing in the workplace, as well as a comprehensive examination to test the proficiency level of the individual collector.

Services offered include pre-placement physicals by physicians, back assessments, D.O.T. pre- and re-certification exams, breath alcohol testing, drug screening (NIDA and MRO service certified lab), and HIV pre- and post-testing counseling. On-site and off-site screenings are also offered for vision, hearing, pulmonary function testing, and blood pressure.

The on-site staff, which is also certified in hearing testing, and spirometry and breath alcohol testings includes RNs and other clinicians. For information, or an appointment, call 802-257-8235.

THE BMH AUXILIARY TAKES A FRESH LOOK AT ITS FUTURE

Since its inception in 1923, members of the BMH Auxiliary have reviewed and revised their support of the hospital. They are currently in that phase, and invite members of the community or hospital staff to take part in a 'Listening Group' to discuss the future of the Auxiliary. Please contact Christin Fagan at 802-257-8238, or for more information about this initiative, check out the Auxiliary at the BMH website: www.bmhvt.org.

BMH Pediatric Practices Meet and Exceed National Goals for Childhood Immunization Coverage Rates

Cornerstone Pediatrics in Bellow Falls hosted an annual immunization site visit by the Vermont Department of Health last summer. Required by the Center for Disease Control and Prevention (CDC) National Immunization Program, the goal of the provider site visit is to ensure program implementation in accordance with federal and state guidelines. Cornerstone not only succeeded in meeting all the Vermont VFC Program standards, but was recognized for the excellent documentation of vaccine administration in the Immunization Registry for which they received a score of 100%!

Cornerstone pediatricians were praised for meeting the national goals for routine childhood immunization series with 80% of children in the practice being fully vaccinated by the age of 24 months. They were also cited for exceeding the national goals for completion of polio, Hib and Hep B series, and one vaccination each of MMR and varicella.

Just So Pediatrics, the BMH practice in Brattleboro, also recently hosted an annual immunization site visit by the Vermont Department of Health. Just So also met all the Vermont VFC Program standards, and was recognized for receiving an 86% score overall, excellent according to the VT Department of Health (VDH). Just So pediatricians were praised for meeting the national goals for routine childhood immunization series with two scores of 100%, 98% (on two levels), and an 88% score, all again excellent, according to the VDH.

Congratulations to
Brattleboro OB/GYN on their
10th Birthday of birthing babies and
taking care of women!

BMH THANKS ITS ANNUAL GIVING DONORS

Thank you very much to our annual giving donors for your generous gifts to BMH this past year (2009)! Our fiscal year runs October-September. Funds raised are spent during these months and we measure our fundraising goals based on this schedule. In this past year you helped us raise approximately \$180,000. Many gifts were made in support of our three priority areas, uncompensated medical care, Electronic Medical Records (EMR) and unrestricted use.

Gifts for uncompensated medical care help BMH to provide for those in need of medical care, but without adequate resources to pay. There are many people who have no health insurance and do not qualify for assistance. There are others who

have catastrophic insurance coverage and have to pay high co-pays before their insurance will kick in. Gifts for uncompensated care helped us to care for many in these circumstances.

Gifts to EMR make a significant impact on our ability to bring new technology to BMH. This past year, our Clinical Information Services Committee worked to bring electronic medications check with bar coding technology to our patients. Before delivery of medicine, bar codes are swiped on the patient, the medicine and the nurse. This technology assures that we give the right medication, in the right dose, via the right route, to the right patient.

Unrestricted gifts enable BMH to continue our reputation as a stable,

fiscally sound community institution. These gifts help cover the cost of ongoing operations. Running BMH efficiently and prudently, our leaders budget carefully to keep operating costs down, thus enhancing our ability to make needed equipment purchases for patient care.

These three areas of need will continue as priorities at BMH in the coming months as we reach out to the community during the 2010 Annual Campaign.

Community support helps us in our mission to provide community-based quality health services delivered with compassion and respect to all patients. We appreciate your kind and generous support. (A list of Annual Fund donors will be published in the next issue of Contributions.)

THANK YOU BMH Employees for your gifts of \$21,654 to help kickoff the 2010 Annual Giving Campaign!

Boston Red Sox Wally the Green Monster 'helped' BMH employees kick off their annual fund appeal.



"I support the BMH Employee Drive because BMH is an important part of our community and it is incumbent upon us to continue to provide high quality health care for our patients."

—Steve Kapral, Pharmacist

"I am inspired to contribute to the BMH employee campaign because of my talented co-workers. I know my donation supports the knowledge they contribute and the equipment needed to making people's lives better. We are only a great hospital because of all our co-workers talents. Donating to BMH just makes perfect sense to me."

—Debbie Lemnah, Patient Financial Services

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| <input type="checkbox"/> Other
\$ _____ | <input type="checkbox"/> Stewards
Up to \$2,500 | <input type="checkbox"/> Donors
Up to \$1,000 | <input type="checkbox"/> Associates
Up to \$550 | <input type="checkbox"/> Supporters
Up to \$250 | <input type="checkbox"/> Friends
Up to \$100 |
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I would like my gift to support: **Electronic Medical Records** **Uncompensated Care** **Area of Greatest Need**

Name(s) _____

Please print name(s) as you would like to be listed in acknowledgements.

Address _____

I prefer to make my contribution by credit card: VISA MasterCard Discover

Card Number _____ Exp. date _____

VTC #(3 digit # on back) _____

Print name on card _____ Signature _____

My phone number _____

I prefer my gift to be anonymous

This gift is made **memory of** **in honor of** _____
Please send a commemorative gift announcement to _____
Address _____

*Your gift is tax-deductible to the extent of the law. Please make your check payable to: **Brattleboro Memorial Hospital.**
Mail contribution to: BMH Development Office, 17 Belmont Avenue, Brattleboro, VT 05301*



BMH DONOR PROFILE – Mara Williams Oakes

The term “sense of place” can denote one’s space in an environment, culture, or community, among other usages. None of those registered with Mara Williams when she was first asked to be the director of the Brattleboro Museum & Art Center almost 20 years ago, however. For her, it only meant time.

“I came up fully intending to put in my five years, make my reputation and leave,” she says blithely. “I had no idea when I was dragged out of New York City kicking and screaming to take this job how perfect it was going to be for me.”

Indeed, Mara’s doctoral courses at NYU emphasized the aesthetics and critique of contemporary and visual arts, both of which she came to realize have a very strong presence in the region. Her five-year plan turned into nine, as other opportunities that came along didn’t seem as desirable. Finally, she decided to resign from the museum and spend a year in Europe before setting off to find her next career challenge.

All of this was in motion when she walked into the U.S. Post Office in Brattleboro one day and encountered Judge James L. Oakes, whose late wife had been a museum trustee. They exchanged pleasantries, which led to a phone call by Judge Oakes a few days later asking if he could take Mara out for dinner.

“I said sure, thinking that the ‘Deede Oakes Memorial Wing’ was in the offing. I was shocked when I found out this was a *date* date,” Mara recalls, and admits she fell in love with him quickly, but was still determined to follow through on her plans to spend a year in Europe.



Mara Williams Oakes

Jim called her every night for the first six weeks she was away. Finally, he flew to Scotland and tracked Mara down on Loch Fyne, presenting her with an engagement ring and a proposal. They were married a few months later, on New Year’s Day, and spent almost a decade together before Jim passed away in October 2007, at the age of 83.

Mara continues to live in their 210-year-old farmhouse with two very protective standard poodles. Her work with ArtsBridge, LLC, a curatorial and exhibition development consulting agency she co-founded, offers ample opportunity for travel, but she says she is ensconced in the Brattleboro community, as attested to by her planned gift to Brattleboro Memorial Hospital in the name of The Honorable James L. Oakes and Mara Williams Oakes.

“Brattleboro is my hometown now thanks to the museum and to my husband. Otherwise, I probably wouldn’t be making this gift,” says Mara. Her recognition of the value of community hospitals comes from her mother, who served as the director of community affairs at Cape Cod Hospital for over 20 years.

“Public health, emergency medical services, birthing babies—these services all need to take place in the context of your community and they are your first line of health defense,” she explains. “You have to have them at your *community* hospital and they have to be staffed properly. Emergency rooms have to run 24/7, 365 days a year even if no one goes in. And they have to be ready for disasters.”

Mara has also lent her fundraising expertise to the hospital by serving on the Development Committee, and as a major contributor to fundraising campaigns when she served as president of Brattleboro’s Rotary Club. “I was recruited by Bob Gannett to serve. Bob always pointed out, ‘the more people give money, the more they understand that they have the capacity to give.’ And he’s right. They may not be able to make a gift every year or they may spin a more substantial gift out over time, but people do come to understand that they have that capacity to give.”

“Public health, emergency medical services, birthing babies—these services all need to take place in the context of your community...”

SAVE THE DATES!

Giving From the Heart Gala
Friday, February 5, 2010

25th Annual BMH Clambake
Saturday, July 17, 2010

Golfers Thanked for Continued Support of Cancer Patients

Members of the Brattleboro Country Club Women's Golf Association were recently thanked at a reception in their honor with a tour of the BMH Comprehensive Breast Care Clinic on the second floor of the new Richards Building.

For over 30 years, the Association has hosted an annual Invitational Golf Tournament. It has always been a great day for women golfers and, for the last 15 years, has benefited hundreds of women in Southern Vermont suffering from breast cancer. With help from numerous area businesses and individuals who each year

participate as tournament sponsors, the Association has continued a tradition begun by members Diane Bassett and Alane Perkins who, as a breast cancer survivor, says,

"We all wanted to give back something to make life a little better for other women on a local level, something which crossed over boundaries of background and age and would be used to fill an immediate need. With my own experiences to draw from, we decided to help breast cancer patients and the breast care programs at BMH."

This year's tournament co-chairs, Jill Zachary and Judy Manley, presented the hospital with a check for \$4,100, bringing the total from the group to \$31,000 for the Oncology Department.

Many women who require radiation cannot continue to work during the treatment. They often require five to six weeks of five trips per week for services that cannot be provided in Brattleboro. According to Agnes Mikijanec, Breast Program and Oncology Department Manager, over 25% of patients spend their savings completely during their treatment program. The assistance provided by this fund is invaluable in helping patients keep up with rent payments, heating oil, food, gas money (for the extensive travel required for radiation treatments), freeing them to focus on their recovery.

Individuals can also donate directly to the Oncology Fund to support BMH cancer patients by calling the BMH Development Office at 802-257-8314.

Members of the Brattleboro Country Club Women's Golf Association at recent tour of the BMH Comprehensive Breast Care Clinic with its Nurse Navigator Kelly McCue, RN, OCN, CHPN (in white coat)



Inaugural BMH Touch A Truck Event Is Successful!

It may have been a little rainy and overcast, but that didn't stop the estimated 400 children who came to Brattleboro Memorial Hospital on Saturday, October 3rd, for the first "Touch A Truck" event. Children and adults came out to explore more than 45 vehicles. In the midst of the many honking horns, the sirens of the police cruisers, the mass of children in the school bus, and the numerous trips up and down the ramp of the Farnum Insulation truck, children and adults alike had a wonderful time.

Thank you to the many volunteers who pulled this event together and to the businesses and individuals who brought their trucks for the children to explore. More than \$2,000 was raised for Brattleboro Memorial Hospital's two pediatric practices, Just So Pediatrics and Cornerstone Pediatrics. The community response was so positive that a date has already been set for next year. Save September 11th.

Photos of many of the children/families who attended this past year are available for purchase online at www.kellyfletcher.smugmug.com/corporate. Contact the Development Office at 802-257-8314 for the password. Purchase of photos will help generate additional dollars to support these practices.



Child visiting Touch A Truck event tries out the "wheel" on a large tractor.

Hospital Ad Subject Finds Harmony at BMH

Suzanne Anderson came to BMH quite by accident. She had thought she wouldn't even have wanted to come *that* way, but fate intervened, and she's awfully happy it did!

It seems that when the Andersons moved to town from upstate New York, they went exploring to see what Brattleboro had to offer. Upon encountering the institution at the top of the hill on Canal Street, Suzie and her husband figured it was some kind of clinic, or some such, again having moved here from a larger city and its attendant big hospitals. Suzie remembers saying to her husband something like, "Oh, please, if I need medical care, be sure to get me to either Boston or New York."

Enter Suzie coming to the attention of the Community Relations Department through her orthopedic surgeon, William Vranos, MD. We were looking for a patient to talk about the good and expert care available through our hospital and its orthopedic surgeons, and Dr. Vranos instantly suggested his patient Suzanne Anderson, saying that she was incredibly positive about her whole experience at BMH.

Now, of course, her 'whole experience' ended up encompassing even more than Dr. Vranos was actually aware of initially, and so when he told us about her injuries, little did we know Suzie would have had so much more than even just multiple orthopedic experiences with the BMH Emergency Department, our surgeon, and the hospital OR.

As you may have read in our recent advertisement, Suzie fell and crashed into a wrought iron gate upon which she heard her ankle snap. Now, of course the ad is necessarily abbreviated, leaving many details of her experience on the cutting floor...details such as that she didn't want medical care locally; details such as that she was unable to reach her husband after her fall and, hence, all bets were off for her to get to a big city



Suzie Anderson

hospital on the east coast.

The hospital ad goes on to say that she crawled to her car and drove straight to Brattleboro Memorial Hospital where she learned her hurting ankle was just her first challenge, as she felt a blinding pain in her shoulder when trying to use the crutches provided by the ER. As it turns out, Suzie had also torn her rotator cuff which Dr. Vranos discovered through a high-definition MRI scan. He performed her complex rotator cuff surgery with great care and expertise...*élan*, even... something he does fairly routinely as rotator cuff injuries can happen to anyone, even though Suzie said she thought it only happened to athletes, as you may remember from her ad.

Of course, speaking of athletes (which Suzie does not claim to be!), the BMH Rehabilitation and Sports Medicine Department helped turn her ravaged body into a thing of grace and good movement once again. Suzie has nothing but good things to say about the physical therapists who pushed her to move those aching joints and bones, but ever so expertly and lovingly.

However, what her advertisement didn't allow space for Suzie to opine were praises for all the other people with whom she came in contact...from an amazing interaction with a liaison named Stuart in the ER (a service Suzie says she has never had the pleasure to

experience at any other hospital)...every department, whether it was Registration, Laboratory, Radiology, Surgery, Anesthesiology, or Nursing...as well as all the caregivers...greeted her on every occasion with smiles and a pleasant, positive attitude. As Suzie puts it, "With a back-up system like that at BMH, who wouldn't do well?"

It seems that Suzie – in a completely unrelated incident – was bitten on the leg and, when her husband saw the looks of the bite, he insisted on bringing her immediately to the BMH emergency room, one more time. Somehow, Suzie had been bitten by a poisonous brown recluse spider. The hospital took care of her wound initially, but further care was given at a hospital closer to their vacation spot in the Adirondacks, and it seems the wound not only wasn't healing properly as time went on, but it was becoming badly infected. Suzie says by the time she got back here to the 'good hospital', the bite was showing signs of a very dangerous infection, necrotic tissue even, and she was in indescribable pain. Suzie was eventually referred to two other exceptional BMH caregivers: our wound specialist, Joan Punt, RN, BS, WOC nurse, and BMH general surgeon Gregory Gadowski, MD, both of whom ended up treating Suzie for this spider bite, now completely healed, thanks to the expertise of Joan and Dr. Gadowski.

What the advertisement Suzie did for BMH could and did say – besides some of the *bon mots* above – was that Suzie found her whole experience at Brattleboro Memorial Hospital part of an efficient harmony among her many caretakers – from the surgeons to the nurses to the ER liaison to the technologists to the therapists – all in tune with each other, helping her to get well. Suzie is so very grateful that her husband was simply not available when she needed a hospital because she found so much more at BMH than she could have imagined...an up-to-date institution with an expert, caring, careful, harmonious, and super staff!



Brattleboro Memorial Hospital
EXCEPTIONAL CARE FOR OUR COMMUNITY

17 Belmont Avenue
Brattleboro, VT 05301

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Mission

Brattleboro Memorial Hospital will provide community-based health services delivered with compassion and respect.

Vision

Best patient care experience-
every patient; every time
Best place to work-
employees / volunteers / medical staff

POSTAL CUSTOMER

If you have received more than one copy of Healthwise, we request that you consider passing it on to a friend or neighbor. Thank you.

Brattleboro Memorial Hospital Interim Visiting Policy during H1N1 Flu Season

Brattleboro Memorial Hospital has made changes to its visiting policy in an effort to protect both high-risk patients and its staff during the outbreak of H1N1.

**Visiting Hours are from
11:00 am to 8:00 pm**

- ◆ **Visitors are limited to 2 persons: include only immediate family members or close friends if the patient has no immediate family.**
- ◆ **Visitors with signs of influenza-like illness (cough, cold or fever) will not be permitted to visit.**
- ◆ **No visitors under the age of 12 are allowed.**

- ◆ **Visitors will be asked to use hand sanitizers entering and leaving the patient's room.**
- ◆ **Visitors to patients who are sick with seasonal or H1N1 influenza will wear a protective gown, gloves, and mask while in the patient's room.**
- ◆ **Visitors will be asked to minimize contact with others in the hospital to reduce the risk of acquiring or spreading disease.**

These visiting precautions are in the best interests of our patients during the flu season. Patient safety and infection control are top priorities at Brattleboro Memorial Hospital. We recognize that this flu season will be different than

in the past and we have made plans that anticipate different levels of a flu outbreak. We appreciate your understanding and compliance with this policy.

If you think you have flu-like symptoms (*see article on page 3 of this issue*), please stay home. If you're worried about it, call your doctor who will advise you what to do. Please don't come to the BMH Emergency Department unless advised by your doctor to do so (or if you can't get through to a doctor and your symptoms are serious). We are requesting this so that we are able to treat those who do require emergent or acute medical treatment. It could also help stop the spread of the flu. Thank you again for your cooperation.