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Are You Doing Maintenance for Your Heart?

by Jeff Harr, RCEP

Approximately every 26 seconds, an American will suffer a coronary event, and about every one minute someone in the U.S. will die from one. Heart disease is the number one killer of men and women in the United States. It is estimated that there are 600,000 new attacks and 320,000 recurrent attacks each year. So, it's always a good time to raise awareness of heart disease.

The installation of a recently installed new state-of-the-art nuclear scanner at Brattleboro Memorial Hospital offers the latest advancement in helping diagnose heart disease (*see article on next page*). State-of-the-art images from heart exams help physicians like BMH cardiologists Michael Cohan, MD, and Burton Tepfer, MD, locate areas where the heart muscle is not receiving enough blood. But I want to talk about avoiding that problem.

I'm betting there are probably only a few people reading this article who have not been touched by heart disease in some way: having a heart condition yourself, having a loved one living with heart disease, or having lost a loved one to heart disease. But, take heart! Amazing progress has been made in the treatment of heart disease, and new surgical procedures and medications are being developed to help those living with it.

Many people take their heart for granted until it fails them due to a heart attack, angina (chest pain), or a surgical procedure. If this occurs, it is vitally important that lifestyle changes are made to prevent a reoccurrence of heart disease. I had a patient say to me once, "I would have taken better care of myself had I known I was going to have a heart attack". We depend on the medical establishment to help us when something goes wrong, but

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New BMH Outpatient Building – A Welcome Addition!

On November 17, 2008, the new Outpatient Building at Brattleboro Memorial Hospital, featuring 35,000 square feet on three spacious sun-lit floors, was opened for patient care. The building offers patients larger and more private space, along with easy accessible parking.

Patients can enter the new BMH Outpatient Building by either the convenient covered drop-off entrance on the back side or through the new glassed-in entrance off the front parking lot (shown on right). The three floors of the building are numbered to match the main hospital (G, 1, 2). Patients entering on the ground floor will find a large reception room with patient registration offices and other services, including the Laboratory where all outpatient blood drawings now take place. Pre-operative Assessment including the nurse interview, blood tests, X-rays, EKGs, and/or other needed testing is also now located in one convenient location on the ground floor. Also on the ground floor are the Nuclear Medicine Department, digital X-ray, stress testing, and cardiac services/ EKG.

One level up, on the 1st floor of the new Outpatient Building (which aligns with the 1st floor of the hospital),



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New Scanner At BMH Combines High-Quality Diagnostic Images With Patient Comfort

A new nuclear scanner at Brattleboro Memorial Hospital provides high-quality images to help doctors quickly and accurately diagnose heart disease and cancer – with optimized X-ray doses. The nuclear system from GE Healthcare gives doctors information about both the nature and the precise location of disease, all in a single exam that is quick and comfortable for patients.

"This is the latest advance in hybrid scanners, which combine nuclear imaging with computed tomography (CT)," according to Lynne Cordery, Director of the BMH Radiology Department. "It provides sharp, high-quality images that help our doctors make confident diagnoses. It's a big step forward in comfort and diagnostic confidence for the patient, and takes considerably less time than earlier instruments."

Our cardiologists and radiologists use the scanner mainly to diagnose heart disease and to identify and locate cancerous tumors. BMH cardiologist Michael Cohan, MD, has been very impressed with what the new technology can do for cardiac patients. Dr. Cohan says, "With the now available CT attenuation correction, our diagnostic accuracy is better than ever. Also, we can now get diagnostic quality images in many patients who previously could not be scanned."

Before the scan, the patient is injected with a safe level of radioactive substance which travels in the bloodstream. During the exam, a detector records the radioactive emissions, and the CT scanner takes pictures of the person's anatomy. Images from heart exams help doctors locate areas where the heart muscle is not receiving enough blood. Images from cancer exams show doctors the exact location of active tumors so that they can effectively plan surgery or other treatments.

The new versatile imaging system helps physicians determine both the nature and precise location of disease. It is a powerful diagnostic tool for many types of studies, and it is ideal for functions such as disease monitoring, treatment monitoring, and pre-surgery planning. It has applications in trauma studies, as well.

"A typical exam takes as little as ten minutes," according to BMH Nuclear Medicine Tech Vicky Jelly. "The exam table is designed to let patients get on and off easily. It is also comfortable, which means patients have less of a problem holding still, letting doctors get the best possible images."

The new nuclear scanner is easily accessible to patients, as it is located in the BMH Outpatient Building on the ground floor, just across the hallway from Patient Registration. The hospital is pleased to be able to offer this new technology to our community.



New BMH Nuclear Medicine SPECT instrument

Saturday Lab Services To Move to the New Outpatient Building

As of Saturday, April 25, 2009, hospital lab blood drawings will take place in the new Outpatient Building (just as they currently do on the weekdays). This means all lab drawings will now take place in one convenient location very near the Outpatient Registration on the ground floor. BMH has been offering lab drawings on Saturdays, 8:00 am to 12 noon for the convenience of our patients for many years, and now they'll be done in the same easily accessed location as those blood drawings done during the week.

When the new Outpatient Building opened last November, the Saturday lab service remained in the main hospital to avoid increasing staff hours. However, Saturday morning is a popular time and BMH wants to ensure that our patients have the best experience possible.

So, again, as of Saturday, April 25, the patient can go directly to the new Outpatient Building, register and have their blood sample taken in one convenient location.

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 ~ Nicole A. Zinn

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

Maintenance for Your Heart

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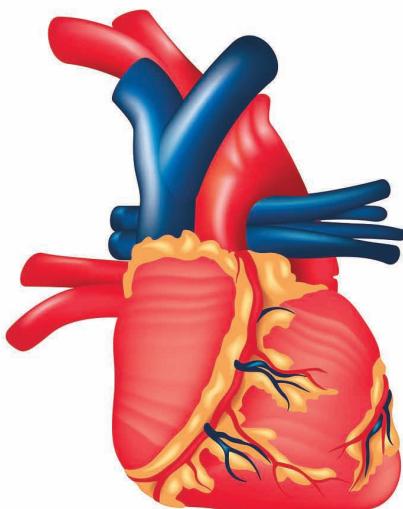
there are many things we can do to help ourselves to good health. I won't say it's easy...it takes some effort. Change is hard.

We all have routines and habits that have been established over years. The staff at the BMH Cardiac Rehab often asks patients if they have regular maintenance done on their car, such as oil changes. And, the answer is always 'yes'. Why? Because we hope that with regular maintenance our car will last longer and have fewer mechanical problems. So, why is it that we do not also put that effort and money into our bodies? There are many things we can do for maintenance on our bodies to help prevent heart disease. And these four important things will work to ward off an initial event and/or prevent it from occurring again if you are already living with heart disease.

1. Avoid all Tobacco products: Tobacco use is the number one preventable cause of death. Our bodies do not need nicotine or any of the other chemicals linked with smoking and tobacco. Stopping smoking will not only reduce your risk of heart disease, but also your risk of cancer, emphysema, and chronic obstruction pulmonary disease.

2. Healthy diet: This will help in many areas. First, a healthy diet will help you maintain a healthy weight or could help you lose pounds if needed. Obesity is now the number two preventable cause of death in the United States. Second, a healthy diet will help lower cholesterol levels and blood pressure which are both major risk factors for heart disease. Also, a healthy diet will help control high blood sugar if you have diabetes. In case you are wondering what is considered a healthy diet, the Mediterranean diet based on whole

grains and lots of fruits and vegetables is highly recommended. Many fad diets being marketed in the media are not healthy. It's also important to avoid all trans fats (partially hydrogenated oils – check out the ingredient list), eating very limited amounts of meats, and using only no-fat or low-fat dairy products (milk and cheeses). You need to limit or eliminate processed foods. You have more



control if you prepare the food yourself. Use locally grown foods whenever possible, and shop the outside aisles of your local supermarkets where the fresh produce and dairy products are. Lastly, if you're looking to lose weight, you will need to limit your calories with smaller portions.

3. Exercise and increase your activity level: It's a good idea for all of us to make ourselves a little uncomfortable every day, get our blood flowing, and be a little short of breath.

Jeff Harr is a registered clinical exercise physiologist at Brattleboro Memorial Hospital. He is the director of the BMH Cardiac Rehabilitation Program.



See your physician if you start an exercise plan, especially if you have any risk factors for heart disease. The intensity of exercise should make you a little short of breath, but you should be able to carry on a conversation. If you can sing along with your MP3 player, you need to pick up the pace. Thirty or more minutes for five to six days a week is ideal. Exercise also helps us maintain a healthy weight or lose extra pounds. Any activity will burn calories. Find an exercise you like and then increase your time and intensity doing it as your body becomes stronger and more fit. The more you do, the healthier you will be.

Dr. Tepfer emphasizes exercise to his patients, telling them that exercise is not only good for your bones, joints, mood, and fitness, but also that exercise can help correct most of the other cardiac risk factors. It can bring down blood pressure, relieve stress, improve blood sugars for diabetics, and lower cholesterol levels, so it's good for you in many ways.

4. Stress management: We all have some stress in our lives and a little stress can help motivate us. The important thing is learning a stress management technique to reduce the impact of stress on our bodies. Examples are deep breathing, guided imagery, progressive muscle relaxation. Take time to do some type of relaxation technique every day.

A little work in these four areas will have lasting health benefits not only to reduce your heart disease risk, but also to reduce your risk for cancer, diabetes, hypertension, depression, anxiety, and Alzheimer's. The estimated direct and indirect cost of coronary heart disease alone in 2008 was \$156.4 billion. Taking your body for granted without maintenance will lead to mechanical failure at some point. Making changes now can help keep you healthy. Now that you have read this, get up out of that chair and go for a walk!

Old Otis Elevator in Main BMH Corridor Is To Be Closed

The small elevator patients come upon first in going down the main hallway of the hospital will be closed to any traffic as of May 4. Three more modern elevators are available for patients and visitors just a little way farther down the hallway. The old Otis elevator has served us well, so well that it was allowed to be 'grandfathered' for the convenience of our lab and rehab patients going to the basement for their treatment when newer elevators were replacing it. Now that both those services are being offered in the convenient new BMH Outpatient Building, the need for its service is complete.

BMH Updates Logo to Reflect Our Clinical Excellence and Community Roots

Early this year, Brattleboro Memorial Hospital opened a new, modern Outpatient Building – and response was overwhelmingly positive. People love the look and feel of our new space, which has been carefully designed to maximize patient care and comfort and to support excellence in the delivery of cardiac care, orthopedics, oncology, and radiology services.

The success of the new Outpatient Building prompted the hospital to take a fresh look at our logo and tag line, which we have been using for over 10 years. It was generally agreed that while our New England “townscape” logo had a certain charm, it also suggested a small, rural hospital. But BMH today is much more than that. In fact, over the last decade we’ve become a modern medical center, with an accomplished medical staff and advanced technology, including digital mammography,

MRI, multi-slice CT scanner, and a new SPECT scanner in the Nuclear Medicine Department.

The time was right for a new logo and tag line that would reflect everything we’ve become – while keeping continuity with our core mission of caring for our community.

A modern “tree of life” logo was developed, with a clean, contemporary look that also honors our rural roots. The tree was selected for several reasons. One, it introduces a hopeful, engaging image that symbolizes life and health and two, it speaks to our Vermont heritage. Use of the word “exceptional” with the existing BMH tag line – Caring for Our Community – broadens the meaning from simple “caring” to “medical excellence.” This excellence includes our doctors and clinical staff, our updated technology, and now our new building.



Of course, the current economic downturn was taken into consideration when we weighed the timing of introducing a new logo. But upon reflection, we agreed that unveiling a new logo just after the grand opening of our new Outpatient Building actually made a lot of sense. It allows us to capitalize on the energy, excitement, and goodwill toward BMH that already exists throughout the community. We will conserve resources by replacing the old logo over time as we use up our current supply of letterhead, brochures, etc.

We hope you will join us in celebrating our new logo and tag line and all that they represent. Brattleboro Memorial Hospital - Exceptional Care for the Community.

New BMH Outpatient Building *continued from page one*

the newly located Rehabilitation Services Department offers all outpatient physical therapy, occupational therapy, and speech therapy in one spacious, convenient area. Other 1st floor services include the new orthopedic offices of Drs. Thatcher, McLarney, and Vranos.

The top floor of the new Outpatient Building provides space for the 2nd Floor Imaging including digital mammography, bone density testing, breast ultrasound, and stereotactic breast biopsy. Other 2nd floor services include comfortable space for cancer patients coming to BMH in the new Oncology/Hematology Unit, along with the Comprehensive Care Clinic and the Breast Care Program.

All services in the new BMH Outpatient Building are accessible by elevators which are also available for use by patients going to physicians’ offices on the upper level of the Medical Office Building.

The Ribbon Cutting Ceremony on January 14, 2009, was attended by Vermont Governor James Douglas who spoke to a group of a couple hundred community residents in attendance, after which he, hospital CEO Barry Beeman, and board chair Jim Baker ‘cut’ the ribbon.

The new BMH Outpatient Building provides private, modern, comfortable space for our patients and has also helped to ease the space crunch for departments remaining in the main hospital. The hospital is very pleased to now be able to offer facilities that match the excellent care and advanced technology BMH provides.

For more information about the new building’s green design elements,



BMH President/CEO Barry Beeman, hospital board chair Jim Baker, and Gov. Jim Douglas (l. to r.) cut the ribbon to the new Brattleboro Memorial Hospital Outpatient Building.

see the separate article on page 11. For services in the new BMH Outpatient Building, and for maps to help you find your way, go to the BMH website: www.bmhvt.org.

How Prevention Can Save On Healthcare Costs

by Mary L. Morgan, VP Quality / Patient Safety

In a report released by Trust for America's Health (TFAH) "Prevention for a Healthier America: Investments in Disease Prevention Yield Significant Savings, Stronger Communities," (<http://healthyamericans.org/reports/prevention08/>) the group concluded that an investment of \$10 per person per year in proven community-based programs to increase physical activity, improve nutrition, and prevent smoking and other tobacco use could save the country more than \$16 billion annually within five years. *Prevention for a Healthier America* was developed through a partnership of Trust for America's Health, The New York Academy of Medicine (NYAM), The Robert Wood Johnson Foundation (RWJF), The California Endowment (TCE), and Prevention Institute.

Keeping Americans healthier is one of the most important, but overlooked ways we could reduce these costs," said Jeff Levi, PhD, Executive Director of TFAH.

People can have a big impact on their health and the quality of their life based on the choices they make. A major topic in these difficult economic times is the rising costs of health care and demand for healthcare reform. Experts agree that the country will never be able to contain healthcare costs until we start focusing on how to prevent people from getting sick in the first place, putting an emphasis on improving the choices we make that affect our risk for preventable diseases. Experts widely agree that three of the most important factors that influence our health are:

1. Physical activity;
2. Nutrition (including eating foods of high nutritional value and in the right quantities); and
3. Whether or not we smoke.

According to the report, the evidence shows that programs which support these initiatives in communities reduce rates of type 2 diabetes and high blood pressure by 5 percent within two years; reduce heart disease, kidney disease,



and stroke by 5 percent within five years; and reduce some forms of cancer, arthritis, and chronic obstructive pulmonary disease by 2.5 percent within 10 to 20 years.

As healthcare consumers, one way we can participate in reform and saving healthcare dollars is to be responsible for our health and make responsible choices. This study identifies the areas where we can start to ensure good health. Check with your physician to see how you can actively participate by asking specifically about these three areas: physical activity, nutrition, and quitting tobacco use if you currently use tobacco.

Brattleboro Memorial Hospital recognizes the importance of prevention in helping reduce healthcare costs, and therefore the hospital provides free community education programs throughout the year. A Wellness Calendar listing these programs to assist in achieving individual health goals developed by you and your healthcare provider is available at the front desk of the hospital or on the BMH website (www.bmhvt.org).

Another way Brattleboro Memorial Hospital strives toward fulfilling its mission:

To provide community based quality health services delivered with compassion and respect

And its vision:

Best patient care experience - every patient; every time.

Best place to work - employees / volunteers / medical staff

BMH and Grace Cottage Hospital Announce Collaboration

Barry Beeman, CEO/President of Brattleboro Memorial Hospital, and Mick Brant, CEO of Grace Cottage Hospital in Townshend, announced recently that through an exciting new collaboration, the two hospitals are now sharing a key staff member. Mary Morgan, RN, is the Vice President of Quality & Patient Safety at Brattleboro Memorial Hospital and at Grace Cottage Hospital.

"I am excited about being able to perform the same function at both hospitals," said Morgan, "and it's working well. Such collaboration is increasingly common between major institutions as a means to share resources and address the corporate bottom line. While the focus of the two hospitals is different, the need for quality care, patient safety, and regulatory compliance is very much the same. One of my favorite quotes is 'In the race for quality there is no finish line', and I am glad to bring this perspective to both hospital settings."

Beeman says, "We are pleased to be collaborating with Grace Cottage Hospital on this shared position. This sharing of resources is consistent with good practice in this age of increasingly higher healthcare costs."

According to Brant, "Quality of care and patient safety are of paramount importance at Grace Cottage, where we've just finished a highly successful Critical Access Hospital survey conducted by the Vermont Department of Licensing and Protection, with no quality of care issues."

Morgan has been employed at BMH since 2005 and at Grace Cottage Hospital since October. She has a BSN in nursing and an advanced certificate in Health Care Management from Stony Brook University in Stony Brook, NY, and is completing her Masters in Health Care Management at New England College. She and her family reside in West Townshend.

BMH Initiates a Facility Master Plan

by Prudence MacKinney, Vice President, Planning/Professional Services

Brattleboro Memorial Hospital is in the middle of a Facility Master Plan process with Lavallee Brensinger Architects of Manchester, NH, one of northern New England's most experienced healthcare planners. This master planning process presents a wonderful opportunity to enhance the work of BMH and shape our future. When the final plan is accepted by the Board of Trustees it will include:

1. A long-term (5- to 15-year) component focusing on use of the BMH campus, including parking and potential sites for any new construction.
2. A short-term (1- to 5-year) component that focuses on the top priorities not addressed by the new BMH Outpatient Building. The short-term plan will also finalize use of any spaces vacated by opening the new Outpatient Building.

The master planning process includes:

- the assessment of existing buildings and site;
- evaluation of the space needs of our current programs;
- exploration of opportunities for change and growth;
- consideration of plan costs and implementation.

An important consideration of any hospital space plan is for patients to find their way, so it will be a focus of this effort.

During this process, we are reaching out to many constituencies in our community to seek their insights and advice. The architects and BMH administrators met with local fire and police, along with planning officials, community leaders, and the BMH neighbors (in February). BMH employees and medical staff members

will continue to be involved as the plan evolves. Look for information on the final results of the BMH Master Plan in the next issue of *Healthwise*.

Prudence
MacKinney



BMH Brings Latest MRI Technology to the Community

Brattleboro Memorial Hospital is now offering patients the opportunity to undergo significantly more comfortable magnetic resonance imaging (MRI) exams with the recent acquisition of the Vantage™ MRI system made by Toshiba. Magnetic resonance imaging is one of the most accurate and advanced non-invasive imaging tests available today.

The updated MRI at BMH is designed to improve the patient experience with new, exclusive patient comfort features. These include an ultra-short bore platform, which offers greater openness for claustrophobic patients by minimizing the feeling of being inserted into a tube-like machine. In addition, the system is equipped with Toshiba's patented Pianissimo™ noise reduction technology, which effectively reduces scan noise by as much as 90 percent.

"We are thrilled to have the new Vantage system and its technology available to our patients. Over the years, patients have had concerns with claustrophobia and overall comfort during MRI scans. Now, we can alleviate many of these issues," said Lynne Cordery, Director of BMH Radiology. "The short-bore design also makes the system feel more open, and the quietness of this new instrument during scanning is more calming for the patient. When the patient is more at ease, we have greater success with the scan and capture better images to help the physician make a confident diagnosis."

In addition to its patient comfort features, the new BMH instrument is a high-field MRI system that performs a wide variety of non-invasive exams including the latest state-of-the-art imaging techniques. Using a magnetic field and a computer to construct your images, MRI technology is also used to identify tumor masses and other abnormalities in the head, spine, chest, abdomen, pelvis, and extremities, as well as to examine bone and joint injuries. Frequently, this type of diagnostic information cannot be acquired with any other medical procedure, except surgery.

"The Toshiba 1.5 T MRI unit was selected for its advanced patient comfort features, excellent image quality, and advanced technology. Enhanced sensitivity and accuracy are essential for early detection and treatment of diseases," commented BMH radiologist Edward Elliott, MD. "With the latest advanced angiography software, we are especially excited about the ability to perform MRI angiography - the evaluation of blood vessels - without the need for injecting contrast intravenously, especially for studying the brain, kidneys, and extremities."

MRI is one of the safest imaging technologies available. By using magnetic fields and radio waves, MRI is able to provide excellent images of the body and without using X-rays. It greatly expands the ability to evaluate abnormalities and diseases affecting the patient. Highly-trained and experienced MRI Technologists perform the 30 - 50 minute exams under the guidance of the board-certified radiologists at BMH.

The new MRI scanner at BMH is housed in a completely redesigned, spacious enclosure, located next to the BMH Emergency Room, more accessible for inpatients and outpatients. Days and hours of use have been expanded to Monday, Tuesday, Friday, and Saturday. A referral from the patient's health care provider is required. A highly-trained staff assists patients and their doctors' offices with scheduling and precertification and preauthorizations, as required by many insurance companies.

BMH is pleased to offer these significant advancements in medical MRI imaging to our community.

Health Services Corporators Elect New Board Chair

At the Southern Vermont Health Services Corporation (SVHSC) annual meeting held at Brattleboro Memorial Hospital in December, James F. Baker, II, was elected Chairman of the SVHSC and BMH Board of Directors. Baker is vice-president of Baker's Inc, a three-generation family business founded by his grandfather, James Baker, in 1925, and is the principal of Baker's wholly-owned subsidiary, Business Interiors.

Baker holds a Bachelor of Arts degree from Middlebury College and an MBA from Northwestern's Kellogg School of Management. He is a past board member of the Brattleboro Retreat, TD Banknorth Vermont, the Winston Prouty Center, and the Brattleboro Chamber of Commerce. He lives in Dummerston with his wife Stephanie, and their sons Ian and Morgan. In his first official duty, Baker thanked outgoing chairperson Jeffrey Morse for his service as chair of the Corporation.

The hospital corporators also elected Kirsten Beske as Vice Chairman and John Meyer as Secretary. In addition, the corporators re-elected board member Benjamin Taggard, and elected new board members Thea Lloyd and Burton D. Tepfer, MD. Other Directors are Nancy Heydinger, Thomas Evans, MD, Carl Lynde, Jeff Morse, and Richard C. Carroll. *Ex-Officio* members are Paul Righi, MD, and Barry Beeman. Catherine Coonan and Peter Gibbons, MD, were thanked for their service to the board.

New corporators of SVHSC were also welcomed following their election at the annual hospital meeting. They are Jane Buckingham, Heidi Kendrick, Donna McElligott, Mark

Reinhart, Barbara Sondag, Burton D. Tepfer, MD, Tonia Wheeler, Barry Waxman, and Richard Epstein.

Corporators of the Southern Vermont Health Services Corporation help determine leadership, and serve on committees and other community liaison activities.

BMH physician Carolyn Taylor-Olson, MD, was the keynote speaker at the annual meeting of SVHSC, parent of Brattleboro Memorial Hospital. She spoke to the corporators about the relatively new Hospitalist Program at BMH, talking about the merits of the initiative, and telling various anecdotes.

In addition, BMH President and CEO Barry Beeman, who also serves as President of the Corporation, addressed the corporators at the annual meeting where he spoke about the recent completion of the hospital's major building project, the BMH Outpatient Building, among other items, including warning of what he calls 'the perfect storm' – the nationwide shortage of healthcare workers coinciding with the aging of the baby boomers. Beeman cited that only 5 percent of graduating medical students are going into primary care. Due to the weather, the Thompson Trust trustees were unable to make this year's annual meeting, and were missed.



Jim Baker

BMH 2009 Board of Directors



(Front row – sitting, l to r): James F. Baker, II, Chair; Burton D. Tepfer, MD; Paul Righi, MD, *ex-officio*; John M. Meyer, Secretary; Richard C. Carroll; and Jeff Morse, immediate past Chairman.
(Back row – standing, l to r): Nancy Heydinger; Thea Lloyd; Barry Beeman, *ex-officio*; Thomas Evans, MD; Benjamin Taggard; Kirsten Beske, Vice Chair; and Carl Lynde

BMH Strives for Patient Satisfaction *by Jan Puchalski*

Brattleboro Memorial Hospital looks to its Vision to help us achieve a high level of patient satisfaction. This Vision states that "**Best patient care experience - every patient, every time. Best place to work - employees / volunteers / medical staff**"

One way we determine initiatives that will improve patient satisfaction is to carefully review the information we receive from our Press Ganey patient satisfaction surveys. If you have been a patient at BMH, you have probably received one of these to fill out and return to the company in Indiana. The surveys are mailed to inpatients, outpatients, and those patients who have visited our Emergency Department. The results of these surveys are tabulated by Press Ganey and, subsequently, the information is returned to us in various modes. It is used hospital-wide to create initiatives and to provide training for the steps we can take to provide a more comfortable and caring environment for our patients and their families.

One score that we receive from these surveys is the score in Overall Assessment which comprises three areas: 1) Staff worked together to care for you, 2) Likelihood of recommending the hospital, and 3) The overall rating of care given. Overall assessment is measured in order to reflect how well the hospital is doing in general, but it also tells us how we compare to other hospitals.

Our overall inpatient assessment score for 2008 was 90.5 with several nursing units scoring higher. The Birthing Center and the Special Care Unit have both reached an overall score of 95 or greater at one point during the past year.

A question that focuses on service has achieved a score of greater than 90 for our Admissions Department, and a question that focuses on room cleanliness has resulted in a score greater than 90 for our Environmental Services Department. The introduction of a new patient menu in the Birthing Center moved the Nutrition Services score to close to 92 for one month.

Outpatient departments rank very well in their scores: Rehab Services (Physical and Occupational Therapy) at 93, Laboratory at almost 95, Radiology at 92, and Oncology at 96. Each higher increment attained takes a lot of focus and effort, and represents a milestone.

Our goal of an overall assessment score of 95 by 2010 continues to provide us with opportunities to focus on the needs and concerns of our patients and their families. Many of these initiatives are formulated in the Journey to Excellence committee – a

group of employees and volunteers from throughout the hospital who introduce a variety of initiatives to increase our patient satisfaction...initiatives such as recognizing employees for their focus on patient care, and providing staff with the appropriate way to address complex situations. The Journey to Excellence committee attempts to view each situation through the patients' and families' eyes when working to create that "**best patient experience... every time... for every patient.**"

BMH Committee Gives Holiday Party for Children of Community House



The Journey to Excellence (JTE) committee at BMH sponsored a party for the children of the Community House, a local residential and day program for students with personal and educational challenges. They had come for a tour of the hospital and the chair of the JTE committee, who conducted the tour, recognized that this well-behaved group of students might enjoy a party to help celebrate the holidays.

Students (all 29 of them) and their teachers came for an afternoon at Brattleboro Bowl where they bowled as teams and ate cookies made by members of the hospital committee. Members also donated candy, bears, and books, all of which were packaged into gifts for each child. The committee funded the party completely from personal donations.

The teachers at the Community House, which is located in the former Winston Prouty Center building in town, expressed their appreciation to the committee saying that many of the children would not have had much of a Christmas were it not for this event. The BMH 'Journey' committee was pleased to help brighten the lives of these children.

BMH Nutrition Services Participates in Worldwide Initiative

The Nutrition Services Department at Brattleboro Memorial Hospital is participating in the worldwide organization *Health Care Without Harm's* "Healthy Food in Healthcare" initiative. BMH has taken a pledge toward meeting criteria as a commitment to our patients, staff, and community patrons. In taking this significant step, BMH joins more than 160 hospitals across the country that have signed this pledge, among them Dartmouth-Hitchcock Medical Center, Hackensack University Medical Center (the fourth largest healthcare facility in the country), and Catholic Healthcare West health system (the largest US Catholic healthcare system).

BMH Nutrition Services Director Jamie Baribeau, who initiated this effort, says, "During the next several months the hospital plans to meet many of the criteria set forth in this initiative. We currently participate in the Vermont Farm Fresh Network and purchase locally-produced foods throughout the year – some directly from farmers, and other items distributed by Black River Produce in Vermont and Sid Wainer Produce in Massachusetts. We will be working with the local Brattleboro Farmers' Market

and local producers to set up a farmers' market on the hospital grounds throughout the summer (watch for more information at a later date)."

The hospital will be constructing an herb garden for its own use, and will continue to add eco-friendly products as they become more readily available and financially feasible. In addition, BMH has begun a small composting program with a local farmer in Westminster, Vermont, for the hospital's produce waste. BMH will also be featuring locally-baked breads on a monthly basis.

According to Barry Beeman, President/CEO of BMH, "Across the country, hospitals are looking at ways to encourage preventive medicine as one way to try to help curb healthcare costs and we recognize the food we serve plays a role. Hence, I am pleased to count BMH among the forward-thinking hospitals who have taken the pledge."

The MapleView Café at BMH is open to the public for lunch (11:30 - 1:30) and for dinner (4:30 - 6:00). It is located on the lower level of the main hospital, and if you haven't tried it, you should! Weekly menus are published on the hospital website – www.bmhvt.org.

BMH Honored by BDCC with Award

At their 55th annual meeting recently, the Brattleboro Development Credit Corporation (BDCC) presented the 2008 Founders Award to Sen. Bob Gannett, Mark Richards, and Barry Beeman for their leadership on the BMH *Building on Excellence* capital campaign. Peter Van Oot, the presenter said, "All have accomplished much for the community and in their communities outside of the *Building on Excellence* capital campaign, but their success in that campaign, especially in these trying times, was just what the doctor ordered for the economic health and sustenance of our community." After accepting the award, Sen. Gannett said, "It's a real community moment for me, and one I will always remember." The campaign he and Mark co-chaired resulted in raising more than the goal of \$2.5 million for the construction of the new 35,000 square-foot Outpatient Building. The Founders Award is given to community members whose actions have helped promote a climate enhancing the economic vitality of the region. During the BDCC annual meeting, new trustees elected included Barry Beeman.

Safe Sitter® at Brattleboro Memorial Hospital Turns 10! *by Wendy Cornwell*

2008 was a special year for the Safe Sitter® Program, as it marked the 10th anniversary of Safe Sitter® at Brattleboro Memorial Hospital. BMH has received a certificate recognizing its ongoing commitment to the safety of young children and the positive development of adolescents. As of 2008, BMH has trained 217 Safe Sitters. Special thanks go to Cathy Tallen, Jane Lunt, Mindy Unwin, and Wendy Cornwell for their commitment to this important training throughout the years.

The Safe Sitter® program trains 11 – 13 year olds with a comprehensive curriculum that includes management of injury, age specific behaviors, child care essentials, safety for the sitter, rescue breathing, and managing babysitting as a business.

Students must pass a rigorous hands-on and written test to receive a completion certificate.

There are over 900 Safe Sitter® teaching sites in the U.S. and internationally that, to date, have graduated over 5,000,000 Safe Sitters. BMH is happy to have helped.



(l. to r.) Mindy Unwin, Cathy Tallen, Wendy Cornwell, Jane Lunt

One Way to Fight Infection



It takes less than a minute, and it's easily the best way to avoid the common cold, flu, and nasty stomach viruses. Yet, surveys show many people still don't wash their hands as often as they should.

Some 91 percent of American adults say they always wash after using a public restroom, but surveys (American Society for Microbiology) have shown only 83 percent do so.

According to the healthcare officials, keeping your hands clean is the single-most important way to keep from getting sick and spreading illness.

BMH has taken a number of initiatives to ensure infection control and one of these is assurance that the clinicians handling patients wash their hands thoroughly and often. As reported by the American Public Health Association (Washington, DC), for most of us these illnesses are just unpleasant. However, for those already ill in the hospital, or with a compromised immune system, or the very young or the elderly, these hand-borne germs cause diseases that pose a serious health threat.

Remember that you can even infect yourself by touching your eyes, nose, or mouth with a 'germy' hand. Doorknobs, faucets, and money are other culprits that help spread germs.

To wash effectively, wet your hands and lather up with soap (health officials say antibacterial soap is no better than regular soap at killing germs), and rub them together for at least 15 seconds. (A helpful way to time this is to sing Happy Birthday all the way through two times!) When scrubbing, include the wrists, backs of hands and between the fingers. Rinse well and dry with a clean or disposable towel. Taking these steps could help reduce the spread of germs, and keep us all healthier!

BMH Wound/Ostomy Clinic Now Taking Patients

The Brattleboro Memorial Hospital Wound/Ostomy Clinic opened its doors to patients via physician referral on February 9. The focus of the BMH Wound/Ostomy clinic is to care for and improve the outcomes of patients with chronic wounds. Chronic wounds can occur for a number of reasons such as poor healing from chronic diseases including diabetes, Peripheral Vascular Disease, and malnutrition.



Joan Punt, RN, WOCN

The new area for the Wound/Ostomy Clinic is on the 1st floor of the main hospital where the orthopedic offices were formerly located and is in close proximity to our Diabetes Educator and Nutritionist. These three dynamic care focuses for chronic diseases with wound complications provide an in-depth service for these patients. Ostomy maintenance and education will also be a focus of the Clinic.

Joan Punt, RN, WOCN (Wound-Ostomy Certified Nurse) is the primary care giver in the BMH Wound Clinic. All patients will have physician-driven treatment plans. Joan will be introducing patients to new wound products and providing patients and families with the education they need to continue treatments at home. Each patient referred to the Clinic will be evaluated by a physician upon their first visit. Dr. Greg Gadowski provides the medical direction for the Clinic, and Drs. Bookwalter and Leibow also provide initial exams. The number for the BMH Wound Clinic is 802-257-3145.

BMH Recognized at Annual Meeting by AHA

In recognition of its membership in the American Hospital Association (AHA) for 75 years, BMH was awarded a plaque by Jack Barry, the AHA Region I executive, at the recent annual meeting of the Vermont Association of Hospitals and Healthcare Systems held in Burlington. The plaque recognizes BMH on the occasion of its 75 years of membership in AHA and says, "The Association honors this hospital for its leadership in advancing the health of the community." Grace Cottage Hospital was also recognized for 50 years as a member of AHA.

Brattleboro Memorial Hospital Outpatient Building Green Design Elements

Sustainable Sites

- On site storm drainage mitigation
- Bicycle accommodation

Building Envelope

- Insulated metal panel wall system provides high insulation, exterior finished wall surface, superior edge seals, accelerated construction time (panels are ultimately recyclable)
- Full insulation layer (walls & roof) fully wraps outside of structure, eliminating thermal bridging, assuring very tight construction assemblies
- Light colored roofing membranes and use of more insulation than required by codes make for a building envelope that is effective at maintaining a comfortable interior environment while needing a minimum of energy input.
- High performance glazing systems
- Windows with a high U-Factor were installed (meaning that less heat energy is lost through the glass on the window).
- Windows are designed to limit the solar gain on the building in summer to reduce the need for cooling.

Mechanical Systems

- Building commissioning assures advanced energy systems perform as designed
- Energy-efficient heating, ventilating and air conditioning system (HVAC) was installed - incorporating a desiccant heat wheel to conserve energy while providing fresh air.

Electrical Systems

- Occupancy sensors used in all bathrooms and typically non-occupied spaces to automatically turn lighting on and off.
- Efficient lighting (T5) for all of the standard lighting was installed. They last twice as long and they use less electricity.



Water Efficiency

- Low flow plumbing fixtures
- Dual flush toilets

Materials and Resources

- Recycled construction waste
- Incorporation of local materials: slate flooring, maple woods
- New construction blended with reuse of existing structures

Indoor Environmental Quality

- Low volatile organic compounds (VOC) materials & finishes
- Floor plan layouts enable daylighting to nearly all spaces
- Sun-filled solarium spaces used for entries, commons, lobbies, and lounges
- Lively, rich color palettes enrich patient and staff experiences
- Environmentally green "Harmony" odorless paint from Sherwin Williams was used on all walls.

Additional Features

- Use of local design and construction teams
- Building structural layout enables future flexibility
- Occupant recycling program
- Green cleaning policy

Rescue Inc.: The Critical Link

by Barry Beeman, President / CEO Brattleboro Memorial Hospital

In the more than one hundred years that Brattleboro Memorial Hospital has been serving the community's healthcare needs, the quality and sophistication of medicine have evolved dramatically. The advances have impacted every aspect of patient care, but nowhere is this more evident than in the field of emergency medicine where critical interventions are often initiated in the field, well before a patient arrives at the BMH emergency department. In Brattleboro and 13 surrounding towns, the crucial link in the chain of emergency care is provided by Rescue Inc., a Brattleboro-based nonprofit EMS service established in 1965.

The field of emergency medicine was in its infancy when a group of Rescue Inc. volunteers first began to respond to emergencies in the 1960s. Protocols were minimal, and the primary role of the responders was to provide a way to get the sick and injured to the hospital where they could then be treated.

Over the ensuing decades, medical studies directly linked positive patient outcomes to effective and immediate field interventions, especially in critical cases requiring speedy patient stabilization such as cardiac arrest or major trauma. In our community, where some patients live in outlying towns, the added transport time to BMH underscores the importance of the field care administered by Rescue's EMTs.

As our community's primary provider of advanced life support in the field, Rescue Inc. has consistently proven to be at the leading edge of emergency medicine. Working under the medical direction of Dr. Chris Schmidt (Director of Emergency Medicine at BMH), Rescue Chief Mark Considine leads a highly-skilled organization comprised of volunteer and paid EMTs who provide critical interventions in the field for patients experiencing heart attacks, drug overdoses, diabetic emergencies, breathing difficulties, traumatic

injuries, and countless other presentations. By the time these patients reach our emergency department, the Rescue crew, often working on scene with first responders, has taken the required steps to stabilize the patient and has provided our doctors with critical information that saves valuable time in the ED and directly contributes to positive patient outcomes.

The caseload demand on the BMH hospital emergency department has risen dramatically over the last ten years, mirroring a national trend. In 2009, Rescue Inc. will treat and transport some 3,000 ill patients to our ED. This is in addition to the patients who



Rescue Inc. transports to Grace Cottage Hospital and out-of-area hospitals such as Dartmouth Hitchcock on a daily basis. The quality of the care that these patients receive from Rescue Inc. in the field is exceptional.

On behalf of the staff at

BMH, I wish to extend a sincere thank you to the providers at Rescue, Inc. As emergency medicine continues to evolve, we are extremely fortunate to be able to count on Rescue Inc. as our partner in the field. BMH is committed to continuing our work together to deliver state of the art emergency care to the community.

BMH Honored at Brattleboro Area Chamber of Commerce Annual Meeting

BMH was recognized on two fronts at the recent annual meeting of our local Chamber of Commerce. In addition to electing new officers at this meeting, the Chamber gives out various awards to local businesses and institutions such as the hospital.

The first award was in recognition of the hospital's generous support of Chamber activities in 2008, both in volunteerism and financial support. According to the BMH Vice President of Human Resources, Michael Kelliher, who represents the hospital on the Chamber board, activity between the hospital and the Chamber has been ramped up. BMH hosted the community picnic for the July 4th parade on its grounds, which is also on the parade route. The award we received is called "The 1906 Club", and it's named in recognition of the year the Chamber was established – which was just a scant two years after BMH began caring for the community in 1904.

The second award BMH received was the annual Chamber Business award which is given to companies who are celebrating some type of milestone (for instance: the Latchis turning 70 years old this year). BMH was recognized for our new Outpatient Building and the added benefits it brings to community members and businesses. The award, called "Special Recognition Award", stated:

You have demonstrated, with consistency and energy, an operational ethic that has made a positive contribution to our organization, setting the standard for many to follow. The Board of Directors (of the C of C) acknowledges, with gratitude and respect, BMH for devotion to the Brattleboro community, and for exemplifying the vision and mission of the first business service organization in Greater Brattleboro.

Both awards, signed by Chamber President Burl Penton and Jerry Goldberg, Executive Director, were received by Mike Kelliher at the Chamber's annual meeting.

BMH Affiliates With Norris Cotton Cancer Center

The Brattleboro Memorial Hospital Oncology Department recently affiliated with Dartmouth-Hitchcock Norris Cotton Cancer Center, strengthening an already excellent program for BMH cancer patients.

The affiliation reflects the connection between BMH oncology and the Norris Cotton Cancer Center Kingsbury Pavilion in Keene, a regional location of the prestigious Norris Cotton Cancer Center (NCCC). The new association offers BMH cancer patients increased access to the research knowledge and clinical expertise of the Cancer Center, which is one of 40 centers nationwide, and the only one in northern New England, to hold the comprehensive cancer center designation from the National Cancer Institute (NCI).

Established in 1972, NCCC combines extensive cancer research at Dartmouth Medical School with advanced, patient-centered cancer care provided at Dartmouth-Hitchcock Medical Center (D-HMC) and through regional locations and partnerships with community hospitals throughout New Hampshire and Vermont. Brattleboro Memorial is one of two hospitals in the state to be affiliated with NCCC.

“Our affiliation with Norris Cotton Cancer Center reflects our commitment to providing the highest quality cancer care in Southern Vermont,” according to BMH oncology nurse practitioner and Oncology Manager, Agnes Mikijanic. “Our Oncology Unit is known and respected for high-quality patient care, and now our patients and families will benefit not only from our continued personalized, local cancer care, but from increased access to the latest options and expertise from one of the top cancer centers in the country.”

“It is important that our community knows that this does not change who we are, how we provide care or how we refer out patients,” says Mary Urquhart, BMH VP of Patient Care Services. “What it does do is to acknowledge our existing strong relationship with the Kingsbury Pavilion in Keene, and improves avenues of resource and support to D-HMC.

“Through our affiliation with the BMH Oncology Unit, we are able to bring the knowledge and expertise of an NCI comprehensive cancer center directly to people in southern Vermont, helping patients stay close to home for their treatment,” says Mary Chamberlin, MD, an oncologist at the Kingsbury Pavilion and D-HMC who also provides care at BMH.

Fellow Kingsbury oncologist, James Nickerson, MD, says, “I’m excited about the new relationship. The improved communication and efficiency of information flow will benefit our patients.” Dr. Nickerson also provides care at BMH.

“We are committed to excellence in research, and to building dynamic partnerships throughout our region that connect new discoveries in cancer to improved care for patients,” says Norris Cotton Cancer Center Director Mark A. Israel, MD.

Brattleboro Memorial Hospital is pleased to be able to augment our already excellent care for cancer patients with this new affiliation with Norris Cotton Cancer Center.

Robin Heald Promoted to Director of Human Resources



Robin Heald

Michael Kelliher, Vice President, Human Resources, named Robin Heald to a new position, Director of Human Resources. Mike cited Robin’s competency and helpfulness in giving her a broader level of responsibilities within the HR Department. Chief among her priorities are employee retention and maintaining oversight for the BMH wage program and the new enhanced hospital 403b plan.

Robin has been with BMH since 1996, when she was hired as the Compensation and Benefits Manager, a role which she has greatly expanded over time. She has been honored as Employee of the Year, and is an active member of the Brattleboro Area Human Resource Network, and the Vermont Hospitals and Healthcare Human Resource Association, for which she serves as chair of their membership committee.

Patient Liaison adds Warm Touch to the Emergency Department

Brattleboro Memorial Hospital is fortunate to benefit from the highly skilled expertise of its nursing staff and physicians in its Emergency Department who care for patients with a wide range of conditions from the mild to the life threatening. In order to meet the needs of family members and friends while their loved one is being treated, BMH has implemented the position of Patient Liaison.

The responsibilities of the Patient Liaison are varied and challenging. Their primary role is to facilitate communication among the patient, their families, and the medical staff. Examples of the services the Patient Liaison may provide include getting a warm blanket for the patient, getting a cup of coffee for a family member who has been up all night, providing coloring books for young children, holding the hand of an Alzheimer’s patient, or comforting the family of a deceased loved one. Gestures such as these are coupled with updating the patient and family about wait times.

Currently, BMH has two regular staff members who cover the position seven days a week between 2:00 and 10:00 p.m. To supplement these hours, a Patient Liaison *volunteer* position was created to cover the morning hours. At the present time, four volunteers are trained or are being trained for the Patient Liaison position.

The Patient Liaison position has improved communication between the medical staff and the patient, and provides both the patient and family with some of the caring gestures that reinforce our vision of the “Best patient experience, every time for every patient.”

Hospital CEO Addresses Primary Care Doctor Shortage

by Barry Beeman

Across our country there is a significant and growing shortage of many types of physicians – particularly those who choose to enter the primary care field. We define primary care as Internal Medicine, Family Practice, and Pediatrics. This shortage has impacted Vermont, and more specifically, the Brattleboro region. At Brattleboro Memorial Hospital we are attempting to address this issue in the following ways:

1. We have established this at the Board level as one of the key annual organizational objectives to address.
2. I am involved in the recruitment of all physicians to our community and lead the process.
3. We have appointed a committee, *Medical Staff Recruitment and Retention Committee*, which reports to the Medical Staff and Planning Committee of the Board on the status of physician recruitment.
4. We are currently undergoing an independent physician needs assessment which is looking at internal and external data to help us plan for physician personnel needs into the future.

Currently within the Brattleboro Medical Staff, access to primary care is somewhat limited – particularly for new patients looking for a physician. I wanted our community to know that we are aware of this and that we are putting our time and effort into recruiting new primary care physicians into our community. Due to the shortage and the fact that many other hospitals are recruiting primary care doctors as well, this process will take some time. I ask your patience and cooperation – I will keep you posted.

BMH Welcomes New Radiologist



Walter C. Wagenknecht, MD

Walter C. Wagenknecht, MD, has joined the Brattleboro Memorial Hospital medical staff. He was welcomed by fellow radiologists Edward F. Elliott, Jr., MD; Peter D. Gibbons, MD; Christopher J. Ladner, MD, PhD; and Michael D. Resnik, MD.

Born in the Midwest, Dr. Wagenknecht has lived since age three months in New England where he received his education, after which he was staff radiologist at several New England hospitals, the most recent being Northwestern Medical Center in St. Albans, Vermont.

Dr. Wagenknecht received his doctor of medicine from Boston University, after having received degrees in history and also biblical studies from the same university. Immediately before medical school, Dr. Wagenknecht graduated summa cum laude with a bachelor of arts in biology from the University of Massachusetts. He served an internship in internal medicine at the Faulkner Hospital in Boston, and his residency in diagnostic radiology was at St. Vincent Hospital in Worcester, both in Massachusetts.

He is board-certified in radiology and holds a fellowship in pediatric radiology from the University of Massachusetts Medical Center in Worcester. He has received numerous awards and certifications, among them: Phi Beta Kappa and Jacob Sleeper Fellow, both from Boston University, and Diplomate status in diagnostic radiology from the American Board of Radiology.

Dr. Wagenknecht and his wife have three sons, ages 14, 20, and 29, plus two cats (ages unknown). With one of his interests being classical music, he is pleased to have come to a community so rich in the arts. His wife is a weaver, among other things, and she looks forward to becoming a part of our community, also. In addition, they like the idea of being a couple of hours closer to Boston and its outlying areas where Dr. Wagenknecht grew up. The hospital is pleased to welcome the new radiologist to our hospital medical staff.

Brattleboro Memorial Hospital became a



tobacco-free institution in November 2008.

BMH DEVELOPMENT OFFICE NEWS

"Giving From The Heart" Raises \$8,000 for Comprehensive Breast Care Center



Gloria Solar, RN, and Barry Beeman



Agnes Mikijaniec, NP, and Joseph Rosen, MD

On Saturday, February 14, 2009, the Brattleboro Memorial Hospital Auxiliary and Development Office co-hosted "**Giving from the Heart**", a gala Valentine's Day fundraiser for the hospital's Comprehensive Breast Care Program. One-hundred-and-fifty festively clad community members attended the event at the brand new Riverside Hotel in Chesterfield, New Hampshire. Attendees danced to the sultry sounds of jazz and blues vocalist Samirah Evans and her quartet and dined on delicious fare from the Vermont Country Deli. (The Windham Foundation sponsored the musical portion of the evening.)

The evening culminated with a dazzling fireworks display produced by Atlas Pyro Vision Productions of Jaffrey, New Hampshire. The fireworks display was underwritten by Atlas Pyro Productions, IPG Employee Benefits, and UltraBenefits. As guests were departing they were given a complimentary copy of a single from Samirah's recently released CD "My Little Bodhisattva". Dr. Rosen and his wife, Marcia, underwrote the cost of creating the single cut CD, which features Samirah's rendition of "My Funny Valentine".

This first-time benefit raised \$8,000 to support the Comprehensive Breast Care Program of BMH, which offers breast health diagnostic treatment and support services for patients that help them navigate the healthcare system. The program also gives women greater access to specialists and coordinates the additional services necessary to treat breast disease.

Samirah Evans



BMH Pediatric Practice Receives Grant from Holt Fund

Cornerstone Pediatrics in Bellows Falls, a practice affiliated with Brattleboro Memorial Hospital, is the recipient of a two year grant from the Fanny Holt Ames and Edna Louise Holt Fund. The grant, in the amount of \$50,338, will assist approximately 13% of Cornerstone Pediatrics patients who have been diagnosed with chronic medical conditions needing case management services. The goal of this grant is to develop a Medical Home-based case management system which will increase and streamline access to pediatric, specialty and ancillary care, thus improving health and wellness of chronically ill children.

Cornerstone provides quality care to children, many of whom present with chronic medical problems. Chronic illness in children adversely affects all areas of life. The grant will cover the complex care coordination among the pediatricians, specialists, mental healthcare providers, ancillary services, and schools.

The case manager will free up physicians Susan Slowinski's and Valerie Rooney's time to increase direct patient care. Medical Home-based case management is structured to facilitate improved health and wellness; the prevention of secondary disease complications, and management of other health needs, resulting in healthier youth in the Bellows Falls community.

Donor Profile



Helen Lord surrounded by her daughters

"This is about Mom."

Sue Flagler and Jane Deubler wanted to make that clear, as the two sisters sat side-by-side on the living room sofa in the Deubler family's Brattleboro vacation home. Jane and her husband, Tom, had come up from Brockton for the holidays, while Sue and her husband, Rick, drove over from their home in nearby Richmond, New Hampshire, so the four could catch a matinee.

For the past 40 minutes they had been reminiscing about their mother, Helen, who passed away in autumn 2008. But the memory of their father couldn't help but insinuate itself into the narrative from time to time. After all, it was John Lord who grew up in the Brattleboro area. Helen was from Lake Placid, and the two met in Schenectady while she was in nursing school and he was doing his medical internship.

The Second World War intervened within months after they were married, sending John overseas for

three years while Helen worked as a nurse in Schenectady. It wasn't long after his return from the service, however, that the young couple moved to Brattleboro. John established a private family practice while Helen took on the full-time position of mother to three daughters: Nancy, Jane, and Sue.

"We used to walk home from school for lunch every day. She had a homemade meal ready every day, with cookies for dessert," recalled Jane, while acknowledging that she wasn't sure she could have done that with her two boys, Jim and John, both of whom are now adults.

Helen also played an integral role in the growth of Brattleboro Memorial Hospital in the 1960s. John would often bring doctors over to the house for dinner as part of the recruitment process, a kindness that was repaid this summer when Helen had to spend time in the Intensive Care Unit.

"When we were in the ICU waiting room, they would stop by

and visit us. It wasn't like we were holding court..." said Sue.

"Well, Mom was," Jane pointed out.

"Yeah," Sue nodded. "The older doctors would stop by and talk about our parents when they were younger. And it was really very... I hadn't thought about this for a while but it was great!"

"It *was* great," Jane confirmed.

"We were sort of nourished by it," Sue said, crediting the ICU staff. "The nurses were so competent and so on top of things and wonderful to Mom, really tuned into her and treated her respectfully. They were wonderful to us."

The level of care given their ailing mother prompted them to seek ways to show their appreciation. Sue found information on the BMH web site about the Grateful Patient Fund and the family requested that in lieu of flowers, donations be made to BMH in Helen's honor because, "she felt strongly that there was great medical care there."

The family also made a gift to the hospital to have a plaque honoring their parents placed by a tree planted in front of the hospital's new addition. John had passed away in 1993 from Parkinson's, leaving Helen to look after herself in the Guilford home they moved to after his retirement. Not that she would have it any other way, according to Jane.

"She was tough. She had a helper who came in once a week who would drive for her sometimes, but she would also drive herself sometimes," Jane said. "When she would lose power she would fill her bathtub with water and fill jugs with water. She was like a pioneer woman. We admired her."

And with that the two sisters agreed to stop by and look at the plaque after the matinee. Because this time it was about Mom.

BMH DEVELOPMENT OFFICE NEWS

Lovingly-made Gifts for Healing



(standing l-r) Helen Marynuk, Rose Ashworth, Jackie Kerylow, (seated) Shirley King

During 2007, 45 women were diagnosed with breast cancer at Brattleboro Memorial Hospital. Not all of these women had mastectomies, but a number of them did. On Saturday, February 28th, there was a front page article in the *Brattleboro Reformer* on knit prosthetic breasts. These are an option for women who have had breast surgery and they are now offered to BMH patients.

A group of BMH volunteers became excited after reading the *Reformer* article and decided to learn how to make these breasts and donate them to BMH patients. Oncology Clinical Coordinator Agnes Mikijanic thought it was a wonderful idea and offered to help cover the cost of high quality soft yarn from the Belcher-Timme Fund, a special restricted fund at BMH that helps cover the cost of a range of cancer patient needs. Gloria Solar, the Breast Care Navigator for the Comprehensive Breast Care Center at BMH, was also very excited about this development. *"What a wonderful option to offer our breast cancer patients. A soft lovingly made gift of healing."* Gloria plans to incorporate a discussion about the knitted prosthetic breasts as part of the pre-op assessment for women who are going in for breast surgery. The knit breast will be offered to the patient at the time of discharge.

If you are interested in joining this knitting group, would like to make a donation to the Belcher-Timme Fund, or would like a knitted prosthetic breast, please call Ellen Smith at 802-257-8314.

Technology Tours Being Offered

Do you ever wonder what a CT Scan or a procedure room (read operating room) or a hospital lab looks like? Or do you read in the newspaper about the new technology at Brattleboro Memorial Hospital and wonder *"what is that, what does it do?"*

You are not alone, and because a number of community people have asked just those questions we are now offering **Technology Tours**. Now is a time to come visit Brattleboro Memorial Hospital (when you are in good health) and learn about the various technologies and how they work to diagnose and/or intervene.

The series started with one on March 10 – when we showed off our digital mammography and the SPECT scan in Nuclear Medicine, and one on April 14 to show the new OR suite. The Development Office, in coordination with the Community Relations Department, will be holding two more **"Technology Tours"** on the second Tuesday of each month starting at 5:30 p.m. If you are interested in attending, please call the Development Office at 802-257-8314.

Remaining Technology Tours



May 12

3D Imaging & CT Scan

June 9

The Science Behind Your Lab Work

**Save The Date
July 11, 2009**

**24th Annual
Clambake & Auction**



Brattleboro Memorial Hospital – A Subsidiary of Southern Vermont Health Services Corp. - 2007/2008 Annual Giving Program

BENEFACTORS

Antoinette M. Franke
In memory of John R. Franke
Anonymous
Anonymous
George and Hilda
Schneeberger**

PATRONS

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Fran Burrows**
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FELLOWS

Dennis D. Agallianos, MD
*In memory of Georgia-Lee
V. Agallianos*
Hugh W. Barber and
Joanne B. Barber*

Brattleboro Memorial Hospital is an outstanding community resource, because we have earned the trust and ongoing support of the people we serve. In this report, we are pleased to recognize the following individuals and businesses who have made annual contributions between October 1, 2007 and September 30, 2008. The hospital deeply appreciates your active partnership and life-giving gifts. We thank you for joining us in caring for our community.

Barry and Kathy Beeman
Anonymous**
Diana Bingham
*In memory of a precious
sister-in-law, Sheila*
Brattleboro Memorial
Hospital Auxiliary
C & S. Wholesale
Grocers, Inc.*
David and Joanne Corey***
*In memory of Margaret
Sinclair Corey*
Crispe & Crispe
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Roland and Harriet Fisher
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Dr. Jeremy S. Hoffman*
Mike Kelliher
Edmund and
Margaret Maloney
*In memory of Mary Alice
Riccardi*
Sue and Armand Nadeau
*In honor of Birthing Center
Staff and Debbie Partrick*
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Melvin and Norma Shakun*
Peter and Susan Sherlock**
Ellen Smith and Alan Jordan
Mary Ann Bertles Stewart
Swiss Precision Turning, Inc.
Jon and Kathryn Thatcher**
Winifred Vogt**

Lucy McVitty Weber
*In memory of E. Bruce
Weber, Esq.*

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American Construction,
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Kathy Anderson*
Anna S. Boemig
In honor of Jane McCauley
Brattleboro Retreat
Mary Lou Buchanan*
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Catherine M. and Robert
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*In memory of Joyce White
Hamilton*
Elizabeth R. Harrison
In memory of Jim Oakes
Huntly and Rick Hashagen**
Robin Heald
*In memory of Harold E.
Rogers, Jr.*
Dr. Tom and Nancy
Heydinger**
IPG Employee Benefits

Contribution Categories

Contributions to the
2007-2008 Annual Giving
Program are listed in the
following categories:

Benefactors.....\$5,000 & Up
Patrons....\$1,200 to \$4,999
Fellows.....\$600 to \$1,199
Associates\$300 to \$599
Friends\$150 to \$299
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In memory of Ann Ingalls
Prudence MacKinney*
*In memory of Henry &
Gretchen MacKinney*
Mr. and Mrs. Edward
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*In honor of Mark and
Liz Richards*
Roger and Judith Miller*
Elizabeth F. Moore
Mary L. and Jay Morgan
*In memory of Peter Lockwood
and In honor of Ethel Lockwood*
Jeff and Tammy Morse*
Harold and Elizabeth
Newton
Debbie Partrick
In memory of Edie Dennison

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