

New BMH Outpatient Building Named in Honor of the Richards Family



Members of the Richards family pose in front of the new BMH outpatient building named for them at dedication ceremony on June 23rd.

continued on page 2

Cases of Type 2 Diabetes Rise by 90% in Last Decade

by Houghton Smith, RN, CDE

Don't become part of the trend

New figures released by the Centers for Disease Control and Prevention (CDC) have revealed that the incidence of type 2 diabetes in the United States has risen by 90 percent within just ten years. We have all heard about the nation's obesity epidemic, and how it is affecting the health of our nation. Obesity can lead to diabetes, and often does.

First, some definitions: Diabetes mellitus is a disorder in which blood sugar (glucose) levels are abnormally high because the body does not produce enough insulin to meet its needs. There are two types. In type 1 diabetes (formerly called insulin-dependent diabetes or juvenile-onset diabetes), more than 90 percent of the insulin-producing cells of the pancreas are permanently destroyed. The pancreas, therefore, produces little or no insulin. Only about 10 percent of all people with diabetes have type 1 disease. Most people who have type 1 diabetes develop the disease before age 30.

Type 2 Diabetes is the more common type. In type 2 diabetes (formerly called non-insulin-dependent diabetes or adult-onset diabetes), the pancreas continues to produce

continued on page 3

Inside

BMH web now featuring eGreeting.....5

Green Initiatives at BMH.....7

New athletic trainer joins BMH Sports Med Program.....10

Head of BMH ER receives emergency medicine board certification.....13

BMH Welcomes New Physician



John R. Silkensen, MD

John Richard Silkensen, MD, who practices internal medicine, has joined the medical staff at Brattleboro Memorial Hospital. Dr. Silkensen is a board-certified internist with a subspecialty in nephrology (the diagnosis and treatment of kidney diseases). He is associated with Brattleboro Primary

continued on page 2

New Physician at BMH

continued from page 1

Care in the Gannett Building.

Dr. Silkensen comes to Vermont via San Francisco, where he was a transplant nephrologist at the Department of Transplantation, California Pacific Medical Center. Prior to that he spent many years at the University of Minnesota in Minneapolis, both at the University Hospital as well as Hennepin County Medical Center.

The new physician on the BMH Medical Staff received his Doctor of Medicine degree from the University of Arkansas College of Medicine, Little Rock, Arkansas. He served his residency in internal medicine at the University of Minnesota Hospitals and Clinics in Minneapolis, where he also completed a fellowship in nephrology. Dr. Silkensen is a diplomate of the American Board of Internal Medicine (ABIM), and holds ABIM Certification in Nephrology.

Dr. Silkensen is author of numerous publications, and holds memberships in various nephrology organizations, along with being a member of the United Network for Organ Sharing.

Dr. Silkensen enjoys living in Vermont, with its rural qualities combined with sophisticated arts offerings. He particularly enjoys music, and was quite impressed that Brattleboro actually presented an opera recently. In addition, Dr. Silkensen enjoys tennis, snowshoeing, and reading.

If you would like more information about Dr. Silkensen, call Brattleboro Primary Care at 802-258-3905.

Outpatient Building Named in Honor of the Richards Family

continued from page 1

Late on the afternoon of Tuesday, June 23, 2009, Brattleboro Memorial Hospital held the official naming ceremony for the new outpatient building. The building, finished last year, is now named the Richards Building. This name – and family – was chosen because of their deep commitment to the community and the hospital in particular.

Founder of Richards Insurance Group, the late Ed Richards was a former BMH board member and corporator for many years. His wife, the late Bobbie Richards, was 13th president of the BMH Auxiliary in 1956, and Auxilian of the Year in 1976. Their son, Mark Richards, a former BMH board member, has served on both recent capital campaigns as co-chair along with former state Senator Bob Gannett. His wife, Liz Richards is also very active in the community and in hospital projects, so it seemed very appropriate that this new outpatient building on the BMH campus be named the Richards Building.

Many people from the community including corporators and hospital donors were on hand for the Richards Building Dedication Ceremony. In addition, a significant contingent of members of the Richards family including Mark and Liz Richards were also at the naming ceremony.

BMH board chairman Jim Baker welcomed the invited guests and asked them to step outside for the unveiling of the new name adorning the front of the new BMH outpatient building. Baker then asked Mark Richards to make a few remarks, after which he invited Thompson Trustee Dan Fawcett to add a few comments. The Thompson Trust is a long-time benefactor of the hospital and a significant contributor to the “*Building on Excellence*” capital campaign for the BMH outpatient building.

Following the unveiling of the name, the group was invited back inside the Richards Building for the further unveiling of a plaque across from the information desk on the ground floor which acknowledges appreciation for all the Richards family has done on behalf of Brattleboro Memorial Hospital. While guests mingled, members of the Richards family gathered in front of the newly named building for a ceremonial photo.

The first new space added to the hospital in 25 years, construction of the new BMH Outpatient Building project was started in the summer of 2007 and was finished on time and on budget. More than \$2.8 million was raised in the BMH “*Building on Excellence*” capital campaign, helping to defray the cost of the 12-million-dollar-building project. The three-floor 34,000 square-foot sun-lit Richards Building not only offers better space for the excellent technology and staff at BMH, but provides for more space for services in the main hospital.

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.*

The people we care for are **exceptional**.
That's why we have to be.



At Brattleboro Memorial Hospital, we're recruiting skilled, compassionate caregivers. Investing in advanced technology for faster, more accurate diagnoses. And expanding outpatient services with our new 34,000 square foot Richards Building.

Now, we've introduced a vibrant new look that represents our renewed commitment to your health, rooted in respect for your way of life.

Why are we doing all this? Because our community deserves a hospital that's just as exceptional as the people we serve.



Brattleboro Memorial Hospital
EXCEPTIONAL CARE FOR OUR COMMUNITY

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

BMH Website Features Patient eGreetings

In the interest of continuous improvement to its website, the Brattleboro Memorial Hospital is now offering a new service. Called “Patient eGreetings”, it allows family and friends of our patients to send a greeting to let them know they’re being thought about. The service is free and available for any inpatient currently at BMH.

If you go to our website at www.bmhvt.org/patient_info.shtml, you will see information about the new program. Browsers need only to complete the form at the link to eGreeting on the hospital website, send it, and a member of our volunteer department will hand-deliver the message to the patient.

Messages received before 12:00 noon, Monday through Friday, will be delivered that day. Messages received after 12:00 noon, or received on weekends or holidays, will be delivered on the next business day. The hospital cannot forward e-mails received after a patient is discharged, or if the patient has requested that his or her presence in the hospital remains confidential.

BMH is currently also updating the look of the hospital website. The new site will be even easier to navigate, and will feature the new hospital logo and colors. Watch for its unveiling in late August.

And, Speaking of Our New Hospital Logo

Across from this page you will see an ad originally prepared for the media but due to budget constraints, we are featuring it in this issue of *Healthwise*. The artwork represents our new ‘tree of life’ logo, which in turn reflects everything BMH has become and is becoming now that we’ve opened the new Richards Building for outpatient care, and installed updated technology such as the nuclear med instrument and digital mammography.

Diabetes and The Eye by Dana McGinn, MD

Diabetes mellitus is an abnormality in the body’s ability to use and store sugar properly. High blood sugar levels can have a profound affect on blood vessels throughout the vascular system. Some of the earliest functional problems are manifested in the retina, the nerve layer in the eye that receives light and sends images to the visual cortex in the brain. This vessel damage is referred to as diabetic retinopathy.

The two types of retinopathy are: non-proliferative (NPDR) and proliferative (vessel growing) (PDR.)

NPDR is generally called background retinopathy and as a rule does not initially affect the vision unless the macula (the best vision portion of the retina) is involved. PDR is abnormal vessel growth (neovascularization) on the surface of the retina, iris, or optic nerve. The changes occur because of widespread closure of retinal capillaries which alters normal blood flow and decreases oxygen for the retina. These new vessels do not supply nourishment and can bleed into the eye cavity, create scarring, retinal detachment, and grow on the iris (the colored front of the eye) which may cause intractable glaucoma.

A medical eye evaluation with dilation of the pupil is the only way to determine if there are diabetic changes in the eye. Additional testing can determine the extent of retinopathy, and would be performed as necessary.

The best treatment is prevention as much as possible. Strict glucose control significantly reduces the long-term risk of vision loss. If present, high blood pressure and kidney problems need to be treated. Smoking cessation is crucial.

With proliferative changes, laser intervention in the form of directed or scatter photocoagulation may decrease fluid leakage and lead to regression (resolution) of abnormal vessels. On occasion, the new vessels bleed into the cavity of the eye and surgical evacuation of the blood with microsurgery may be required. Surgery is also the treatment for tractional (tugging) retinal detachments. If the macula is distorted and “out of shape” the visual outcome is worsened by the duration of the alteration.

Vision loss is largely preventable with current methods of diagnosis and treatment. Early detection is vitally important. You can significantly reduce the risk of vision loss with tight blood sugar control, healthy lifestyle implementation, and regular evaluations by your eye care professional.

continued on page 13



Dana McGinn, MD, is an ophthalmologist on the Brattleboro Memorial Hospital medical staff.

Finding Your Way Around the BMH Campus

Where do I go for Lab? What building is my radiology exam in? How do I get to my doctor's office? These are common questions at BMH now that we have opened a new building and moved some physician offices. We are undertaking a multifaceted plan to improve patients' ability to find their way at BMH.

Efforts include:

- Signage upgrades – new exterior signs are in the works.
- Parking lot designations – we will designate and provide signage for the five lots to help you park in the best location.
- Service location guide for physician offices, information desk volunteers, receptionists making appointments, etc. so patients get specific information on where the services they seek are located.

The BMH website (www.bmhvt.org) contains a "Where do you go for your services?" section under the Services tab that provides a guide by building. **Please remember that all lab visits now take place in the Richards Building ground floor.** You register right

outside the lab drawing area at Patient Registration. Lab hours are 7:00 a.m. – 6:00 p.m., Monday through Friday, and 8:00 a.m. -12:00 noon on Saturdays. Radiology services are offered in both the main hospital and the Richards Building, so be sure to ask the person who makes your appointment where to go.

You enter the Richards Building from the outside on the ground level (G). You enter the main hospital from the outside on the first floor (1) which corresponds with the Richards Building first floor (1). This was necessary to provide appropriate floor to ceiling elevations in the new building.

Please call the switchboard at 802-257-0341, or for more information, call Prudence MacKinney at 802-257-8367.

REMINDER! The Maple Street entrance (*next to Maplewood Family Practice*) is open Monday through Friday, 6:30 a.m. to 6:30 p.m. This new entrance to BMH may be the most convenient entrance for accessing the Richards Building and the Gannett Building.

Update on Electronic Medical Records at BMH

The next big roll-out for BMH nursing electronic documentation will be occurring in October. By the end of October, nurses at BMH will be administering patient medication using an electronic Medication Administration Record, or eMAR for short.

The eMAR system utilizes bar-coding, similar to what you see in grocery and department stores. In the case of health care, the eMAR is designed to scan the patient identification, the medication being administered, and the nurse who is administering the medication. Each of these elements is an important step in establishing and maintaining an error-free environment.

There is a fairly simple explanation as to how this new system works. When a physician orders the medications that a patient is to take while in the hospital, the hospital pharmacist enters into the eMAR the name of the patient, the dose, the route of administration, and the times the medications(s) are to be given.

Following the pharmacist's responsibility, the nurse double checks the medications with the original orders. When the medication is to be given to a patient, the

patient's wrist band (which contains the patient's identification) and the medication to be given are scanned. The data entered into the computer then recognizes that these two belong together and okays the administration of the medication(s). If the wrong patient or wrong medication (which includes dose, time, and route also) is scanned, the computer will alert the nurse to stop administration of the medication. Such safety measures have proven very effective in reducing medication errors nationwide. The eMAR system is being embraced as another technology BMH can use to improve our care and help keep our patients safe.

In the months and years to come, the Electronic Medical Records (EMR) for patient care at BMH will continue to encompass more and more technology. The EMR stores patient data, improves access to past data, keeps documentation compliant with regulations, and provides safety features that can help BMH and other hospitals stave off error. As a patient at BMH, you can expect to see more and more computer use in your hospital rooms by nurses and ancillary staff.

“Green” Initiatives at BMH

In the Spring issue of *Healthwise* we devoted a page to define the ‘green’ aspects of the new outpatient building, now named the Richards Building. The list mentioned various aspects of the building construction, mechanical and electrical systems, and such initiatives as water efficiency, and our recycling of construction waste. The list can be found on the hospital website at www.bmhvt.org/green_design_elements.shtml.

But, the Richards Building isn’t the only aspect of the hospital going ‘green.’ Since 2007, BMH has been a “Making Medicine Mercury Free” organization, and we were recently honored for our participation in the workplace commuter challenge. Coming in second place within our macro category of 450-499 employees, the hospital was successful in charging staff with walking, biking, carpooling, or taking public transportation to work.

Ongoing ‘green’ projects include the Nutrition Services Department constructing an herb garden on hospital grounds for use in meals served in MapleView Café to patients, staff, and visitors. The same department is providing a farmers’ market for local farmers to sell and for staff to buy good local food. The MapleView Café will continue to add eco-friendly products as they become more readily available and financially feasible.

In addition, our Environmental Services (housekeeping) staff uses green cleaning and maintenance products, and



any used electronics are recycled through a firm that employs environmentally-sound electronics recycling practices here in the United States.

The staff on the nursing floors at BMH are also recycling and looking for cost-saving initiatives for their areas including having a ‘go green’ board for suggestions, and there is an ongoing commitment at the hospital in its formation of a Green Task Force charged with reviewing additional green opportunities.

This list is continually being added to as opportunities arise for BMH to be a responsible citizen in our community and on our planet.

*Submitted by Rob Prohaska,
Director BMH Plant Services*

BMH Nutrition Services Is Open to the Public, and It Offers Good, Local and Fresh Food!

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! It has one of the best and freshest salad bars in town, and many of the cold and/or hot items on the daily menu are made with ingredients grown locally, and most are prepared to provide healthy eating. Weekly menus are published on the hospital website – www.bmhvt.org.

BMH currently participates in the Vermont Farm Fresh Network and purchases 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 including local cheeses and meats. BMH will be participating in its third Localvore Challenge in September. In addition, a small-scale monthly farmers’ market featuring many local producers and bakers is being offered to hospital staff now through the fall.

Most recently, the hospital has constructed an herb garden for its own use. BMH will also be featuring locally-baked breads on a monthly basis. As reported in the last issue of *Healthwise*, the hospital began a small composting program with a local farmer in Westminster, Vermont, for the hospital’s produce waste.

In the last article, we also reported that the Nutrition Services Department at Brattleboro Memorial Hospital is participating in the worldwide organization Health Care Without Harm’s “Healthy Food in Healthcare” initiative. As you may recall, BMH took a pledge toward meeting the criteria as a commitment to our patients, staff, and community patrons, joining more than 160 hospitals across the country that have signed this pledge, among them our neighbor to the north: Dartmouth-Hitchcock Medical Center.

*Submitted by Jamie Baribeau,
Director BMH Nutrition Services*

Pain Management and Physical Therapy

One in four U.S. adults say they suffered a day-long bout of pain in the past month, and one in 10 say the pain lasted a year or more, according to the government's annual, comprehensive report of Americans' health, Health United States, 2006, released in November by the Centers for Disease Control and Prevention's National Center for Health Statistics.

Low back pain is among the most common complaints, along with migraine or severe headache, and joint pain, aching, or stiffness. The knee is the joint that causes the most pain according to the report. Some of other pain statistics include:

- One-fifth of adults 65 years and older said they had experienced pain in the past month that persisted for more than 24 hours.
- Almost three-fifths of adults 65 and older with pain said it had lasted for one year or more.
- More than 25% of adults interviewed said they had experienced low back pain in the past three months.

The National Pain Foundation recently sponsored a Harris Interactive survey of U.S. adults to measure the incidence and types of pain they experienced during the last 12 months. The survey results reveal that while the majority of Americans reported experiencing pain in the last 12 months, many are reluctant to seek professional help or take prescription pain medications. People experiencing acute pain are especially reluctant to seek help or take prescription medications. More than half (57%) of respondents suffering from pain did not see a healthcare professional. Even among those who did see a doctor, 81% of respondents delayed going to a healthcare provider, hoping to deal with the pain on their own.

People should not think that there is nothing that can be done about their pain. Physical therapy can often help decrease or eliminate pain. A physical therapist may focus on decreasing pain with a number of different modalities or treatment options. Examples of physical therapy treatment options include TENS, (electric stimulation), ultrasound, stretching or strengthening exercises, aerobic exercise, or manual techniques such as mobilizations, myofascial release or trigger point release.

An important aspect to keep in mind about physical therapy is

that each individual is different and may respond differently to therapy. People have different types of bodies, different patterns of movement, different alignments, and different habits. That's why at BMH Rehab you will be evaluated by our experienced physical therapists to design a treatment program that best suits you. We can monitor each individual and attempt to correct improper habits, alignments, and movement patterns to help relieve and/or manage your pain. For more information or to schedule an appointment call 802-257-8255.

*Submitted by Eileen Casey, RT,
Director of BMH Rehab Services*

Mike Hill Named BMH 2009 Employee of the Year in April

At the annual Brattleboro Memorial Hospital Employee Recognition Dinner held in April, Barry Beeman, CEO/President of Brattleboro Memorial Hospital, introduced Mike Hill as the 2009 Employee of the Year.

Hill, a plumber by trade, had worked in the Plant Services Department at BMH from 1981 until his recent retirement due to illness. Hill succumbed to his disease in early July, but not before the hospital had a chance to honor his wonderful service to both patients and staff. Deb Berdan, Supervisor of Peri-operative Unit, described Hill as a team player, one who went out of the way to help his fellow employees. "It was always a great comfort to have someone ready to jump in when things got busy, and he just got the job done."

Hill's wife Joan and his brother D'Arcy were on hand at the BMH Employee Recognition Dinner when he was named 2009 Brattleboro Memorial Hospital Employee of the Year. The hospital thanked Mike Hill for his service that evening, and now posthumously.



Mike Hill (center) holds his certificate naming him Brattleboro Memorial Hospital 2009 Employee of the Year. He is flanked by his nominator BMH OR nurse manager Deb Berdan, RN (l), his wife Joan, and his brother

BMH Recognized for Increase in Patient Satisfaction Scores

Brattleboro Memorial Hospital recently received recognition from the company responsible for the patient satisfaction surveys issued to patients following their visits to the institution. The survey company (Press, Ganey located in South Bend, Indiana) noted that BMH had a statistically significant improvement in overall patient satisfaction of both inpatient and outpatient services.

The increase in outpatient satisfaction for the year-to-date (through April 2009) was applicable to the following surveyed areas of the hospital: Oncology, Radiology, Laboratory, and Cardio-Respiratory Therapy. All scores went up from those recorded for 2008. In a letter from Press, Ganey, Brattleboro Memorial Hospital was congratulated for its hard work and dedication to quality improvement which they noted BMH patients have clearly recognized. Knowing how difficult it can be

"I'm very proud of the efforts of the medical and hospital staff, and the volunteers, which have resulted in this excellent score."

~ Barry Beeman

to even bring scores up by one point, they further said Brattleboro Memorial Hospital should be proud of the organization's achievements in increasing their score.

In addition, Press, Ganey noted that satisfaction concerning overall assessment of the hospital as rated by inpatients also saw statistically significant improvement. Scores in this area went up from a mean score of 91.1 to 94.6 in the month of April (2009), pushing the hospital very close to the goal of a mean score of 95 as a

first marker established by Brattleboro Memorial Hospital in our efforts at continuous quality improvement.

BMH President and CEO Barry Beeman said, "I'm very proud of the efforts of the medical and hospital staff, and the volunteers, which have resulted in this excellent score. I'm also very aware that we have to remain vigilant in our quest for the best patient care experience, every patient, every time, something we will continue to pursue."

Press Ganey was started more than 20 years ago by two Notre Dame professors who saw the need to help healthcare institutions measure their patient satisfaction. Drs. Press and Ganey say, "In a world where health care is coming under closer and closer scrutiny, particularly by patients who have choices, nothing matters more than their experiences, and henceforth being able to measure those experiences."

More than 7,000 healthcare organizations—including nearly 40% of hospitals in the United States—use Press Ganey to measure and improve their patient services. The company sends surveys directly to millions of patients every year and receives them back to tally, after which they send monthly reports to the hospitals. Please be sure to help us improve by returning your survey following a visit to BMH.

For more information, contact Jan Puchalski, Patient Liaison.



BMH gastroenterologist Jeffrey Potash, MD, explains some of the procedures he performs in the hospital's new Procedure Room to people participating in one of the recent BMH Tech Tours.

People Enjoyed the BMH Technology Tours

People who wondered about how a MRI is created or what a real operating room or hospital lab looks like on the inside recently had an opportunity to find out. The Brattleboro Memorial Hospital Development Office in coordination with the BMH Community Relations Department offered four Technology Tours this past spring.

Monthly Technology Tours were conducted March through June, with the first tour featuring both the new nuclear medicine scanner and digital radiology at BMH. The April tour showed visitors the new Ambulatory Care Unit (ACU) for same-day surgery, the new Post-Anesthesia Care Unit (PACU), and the new procedure rooms. People attending this second of the BMH Tech Tours also got an inside look at the operating suites.

The May Technology Tour took those interested in seeing 3D Imaging and the Computed Tomography (CT) Scanner into the BMH Radiology Department once again. At the last tour in June, visitors were treated to an evening called "The Science Behind Your Lab Work" wherein participants learned the inner workings of a medical laboratory from medical technologists at BMH.

The next BMH Tech Tours will be offered this coming fall. Watch for further information about the areas to be visited.

New Athletic Trainer Joins BMH Sports Medicine Program



Stephanie Pruitt, ATC

The Sports Medicine Program at BMH welcomes its new certified athletic trainer, Stephanie Pruitt, ATC, who moved here from Florida recently to take this position.

Stephanie received her Bachelor of Science degree in Exercise Science with emphasis in Athletic Training from Florida International University, followed by a Master of Science degree in Sports Management from Southern New Hampshire University. She is certified by the National Athletic Trainers' Association.

Stephanie held positions at several educational institutions in Florida, including serving as Assistant Athletic Trainer back at her own high school where she supervised multiple sporting events including football, baseball, softball, volleyball, soccer, wrestling, and basketball. At the high school, and later at a charter school, followed by her most recent position at Stetson University in Deland, Florida, Stephanie worked with numerous allied health professionals through athletic training, physicals, conferences, and treating injured athletes.

In addition to her supervising various sports, Stephanie evaluated athletes, administered treatment,

assured the prevention of further injuries to athletes as well as performing administrative duties. She will be employing these same skills in her position as the new certified athletic trainer for Sports Medicine at Brattleboro Memorial Hospital.

The Sports Medicine Program at BMH incorporates orthopedic diagnoses, treatment, surgery; and rehabilitation for athletic and occupational injuries. Started a couple of years ago, this service brings first-class sports medicine close to home. Highly-skilled care is provided by the orthopedic team of Drs. Elizabeth McLarney, Jon Thatcher, and William Vranos, along with Physical Medicine and Rehabilitation Specialist, Dr. Brett Hynninen. The physicians and certified athletic trainer work closely with the BMH Rehabilitation Department.

All three orthopedic surgeons listed above are certified by the American Board of Orthopaedic Surgery, and all are fellows in the American Academy of Orthopaedic Surgeons. They each are involved in various athletics and all specialize

in sports medicine and total joint replacement/reconstruction. As such, they understand the needs of athletes and know how to get them back to their sport safely and quickly. For more information about this program go to http://www.bmhvt.org/services/sports_med.shtml.

The Sports Medicine Program is a cooperative effort of BMH and Brattleboro Union High School in the interest of helping make sports safer for students. As in previous years, the athletic trainer will provide injury prevention information for student athletes and serve as a liaison between the school, the BMH orthopedic offices, and BMH Rehabilitation Services (physical therapy) Department. The trainer can work with the orthopedic surgeon providing follow-up with injured athletes. She also will work with the BMH Rehab Services Department cooperating in the rehabilitation of sports injuries.

Orthopedic surgeon William Vranos, MD, serves as medical director of the Sports Medicine program and physical therapist Eileen Casey is the BMH Rehab Services director.

BMH Health Fair "Launch Into Motion", Saturday, September 26th, 9-noon, Showers or Shine!

The annual BMH Health Fair is Saturday, September 26th, 9:00 a.m. – noon. Once again called "Launch Into Motion", the fair will be held under the tents on hospital grounds, showers or shine.

This year we'll again feature groups showing us how to get up and move. We'll be offering free blood pressure, blood glucose, and cholesterol screenings. Blue Cross / Blue Shield will again offer body mass index tests and healthy snacks.

Selected community booths will be on hand to give out

information on ways to keep moving for health. There are door prizes for all and a grand prize bicycle (donated at cost this year by Burrows Specialized Sports). BMH is also planning entertainment including a clown and the Cheshiremen.

Children's activities include relay races for three age groups, the inflatable Moonwalk, and other activities under the children's tent. Just So Pediatrics and the YMCA are planning activities for children and families, so come one, come all!

News From The BMH Auxiliary



BMH Auxiliary Co-Chairs, Betsy Neumeister (l.) and Kathy Beeman (r.) flank co-Auxiliaries of the Year JoAnne Rogers and Debbie Lemnah

At the Brattleboro Memorial Hospital Auxiliary's Annual Meeting in May, Debbie Lemnah and JoAnne Rogers were named co-Auxiliaries of the Year. Both have been active in all Auxiliary fundraisers, giving many hours to events such as the Celebration of Lights, the Auxiliary Yard Sale, Trim-a-Tree for Breast Cancer, and the annual Welcome Center events. They were recognized for their contribution in time and energy to the Auxiliary's initiatives.

In addition to this announcement, the BMH Auxiliary named Fran Burrows an Honorary Director of the Auxiliary. Fran has been involved with both the Auxiliary and as a volunteer at BMH for more than 50 years.

Each year at this meeting, the Auxiliary takes the opportunity to announce its donations to hospital programs chosen for funding. All of the fundraising efforts engaged in by the Auxiliary are targeted for patient care at Brattleboro Memorial Hospital. Funds raised this year supported the following programs: the "Building on Excellence" capital campaign for which the Auxiliary garnered \$5000 toward the construction of the new Richards Building for outpatient care; \$3400 given toward Lifeline Personal Emergency Response System grants; \$4123 raised for the BMH Comprehensive Breast Care Program; and \$1500 allocated toward digital mammography instruments for the BMH mammography unit.

The meeting also featured keynote speaker, Kris Holloway, author of *Monique and the Mango Rains*, a book about her experience working with the people of the West African country of Mali and assisting the village midwife. Holloway's book has been an inspiration to many, and she continues to support efforts to improve the health of the villagers she met during her time as a Peace Corps Volunteer.

The mission of the BMH Auxiliary is to support patient care at Brattleboro Memorial Hospital. Membership in the organization is open to all. Individuals interested in joining the Auxiliary should call Christin Fagan at 802-257-8238.

BMH Offers Free 6-Session Healthier Living Workshop

Brattleboro Memorial Hospital is making available a number of six-week free (for VT residents) Healthier Living Workshops designed to help people with long-term health challenges maintain active and fulfilling lives.

Occurring on consecutive days, the next two six-week Healthier Living Workshops at BMH are scheduled to start on Wednesday, August 26, 6:00 p.m. – 8:30 p.m., and on Wednesday, October 7, 6:00 p.m. – 8:30 p.m. To register, e-mail wcornwell@bmbvt.org, or call 802-251-8459. A course textbook and CD will be provided.

BMH received a grant to serve as a regional provider of the Vermont Department of Health's Healthier Living Workshops. This highly interactive class, facilitated by Stanford-trained leaders, is for people with chronic conditions such as arthritis, diabetes, heart disease, fibromyalgia chronic pain, multiple sclerosis, asthma, emphysema, chronic pain, and other long-term conditions.

The grant also provided funding to be able to offer these sessions to Vermont residents for free. Full of fun activities and useful tools and skills, the group builds mutual support and confidence. For more information, check out the BMH website at www.bmbvt.org/events/0307-1.shtml

Participants need to attend all six sessions and stay the full time of each class. Family members and friends who help participants at home are also invited. Enrollment is limited, and future workshops will be offered. Call Jane Yetter Lunt, Regional Coordinator, Healthier Living Workshops at BMH, at 802-251-8459 to register, or for waiting list information or for fee information for those outside of Vermont.

BMH Surgical Practice Announces Evening Hours

Brattleboro General Surgery is now offering limited evening hours for the convenience of patients. Dr. Thomas H. Lewis is seeing patients by appointment on every other Monday evening. A general surgeon, Dr. Lewis joined the BMH Medical Staff early last year, and recently became associated with two other BMH surgeons, Gregory Gadowski, MD, and Joseph Rosen, MD, in the Brattleboro General Surgery practice in the hospital's Medical Office Building.

After graduating *summa cum laude* from Manhattan College (NY, NY) with a bachelor of science degree in biology, Dr. Lewis attained his doctor of medicine at the College of Medicine at University of Vermont. He completed both his general surgery internship and residency at Dartmouth-Hitchcock Medical Center (NH). He also has a fellowship in colon and rectal surgery from Sansum Medical Center (Santa Barbara, CA).

Dr. Lewis came to BMH after serving as a staff surgeon at the Veteran's Administration Medical

Center in White River Junction (VT). He also served as a *locum tenens* physician at BMH before joining the BMH Medical Staff in early 2008.

Dr. Lewis is board-certified by the American Board of Surgery and has

a special interest in colon/rectal surgery. He is a fellow in the American College of Surgeons. Appointments can be made by calling 802-254-5510.

For more information about Dr. Lewis' two surgeon associates, or any other physician on the BMH Medical Staff, go to the hospital's website www.bmhvt.org and click on Medical Staff.



Thomas H. Lewis, MD

BMH Actively Seeking New Physicians

One of the most challenging areas impacting hospitals today is the recruitment and retention of quality medical staff members to provide the needed health care to our community. In collaboration with the BMH Medical Staff, we have developed a Physician/Practitioner Recruitment and Retention Committee whose focus is developing strategies to recruit and retain practitioners. A key initiative of this committee was the oversight of a Medical Staff Needs Assessment which looked at qualitative and quantitative factors in determining our needs for additional practitioners now and into the foreseeable future. As a result of this process we determined that the immediate needs for BMH are:

Anesthesia

Emergency physician and extenders (physician assistants / nurse practitioners)

Pediatricians

Internal medicine

Family practice

We are pleased to communicate to you the following successes to date and the still-remaining open searches:

- Anesthesia

Ithiel Fuller, MD – joined the anesthesia group at BMH in July 2009.

Todd Fontaine, MD – will be joining the anesthesia group at BMH in September 2009.

- Emergency Physicians

Steve Hertford, MD, is joining the ER physicians at BMH full-time in August.

- Pediatrics

We currently are interviewing several candidates and hope to have a final choice in the near future.

- Internal Medicine

Recruiting continues.

- Family Practice

Recruiting continues.

The recruitment of primary care physicians is a significant challenge to hospitals across the nation. First, there is an overall shortage of physicians choosing to enter the primary care field at this time, and reimbursement cutbacks to primary care physicians through the years have also encouraged many to go into subspecialties, etc. We remain optimistic that we will have several additional primary care physicians joining the BMH Medical Staff and available to see new patients soon. We will keep you posted.

Christopher Schmidt, MD, Receives Emergency Medicine Board Certification



Christopher Schmidt, MD

Christopher Schmidt, MD, who has been serving as the Brattleboro Memorial Hospital Emergency Department Medical Director since 2007, received word that he has successfully fulfilled the certification requirements of the Board of Certification in Emergency Medicine of the American Board of Physician Specialties and is declared a diplomate of this Board.

Dr. Schmidt received his doctor of medicine from the University of Massachusetts School of Medicine. His residency was at Lancaster General Hospital in Pennsylvania. Dr. Schmidt started at BMH in family practice with Robert Orr, MD, in 1982. Dr. Schmidt took shifts in the BMH Emergency Department from time to time, and after Dr. Orr decided to pursue medical ethics in California, Dr. Schmidt went exclusively into emergency medicine in the Fall of 1990.

Having long had his board certification in family practice, we are pleased that Dr. Schmidt is now also board-certified in emergency medicine. He exceeded the minimum work requirement of 7000 hours in emergency medicine within five years to be eligible to sit for board certification.

The BMH Emergency Department has been making a number of measurable enhancements under the direction of nurse manager John Starkey, RN, and Dr. Schmidt. Among them are improved patient flow, triage, and satisfaction along with the initiation of patient liaisons (both staff and volunteers) who help keep communication lines open between staff and the patients and their families. Accelerated processing of ED patient admissions is being targeted by enlisting help from an admissions nurse during the daytime hours and streamlining physician ordering. The institution of hospitalists (doctors who cover inpatients from 7:00 p.m. to 7:00 a.m.) facilitates nighttime admissions.

The hospital is evaluating the potential of a renovation and expansion of the current Emergency Department which is more than 25 years old. The focus of the project is to significantly improve the patient

flow through the ED employing a new design, providing a separate entrance for patients not brought in by ambulance, and renovated waiting space for patients and families. BMH is moving forward with the addition of a physician assistant during the busiest of times, as another patient care improvement initiative.

Nationally, the percentage of patients admitted to hospitals through the ED has gone from 32% in 1983 (when the current BMH ED was built) to 62% in 2007, an increase likewise experienced at BMH. Emergency Departments are recognized as the “Front Door” of hospitals due to their increasing role in managing the many facets of patients’ acute healthcare needs. BMH is proud to have Dr. Schmidt’s commitment and expertise lead the way to our vision of the best patient experience in the Emergency Department.

Diabetes and The Eye *continued from page 5*

When first diagnosed with diabetes, an eye exam should occur within five years if you are under 30 years of age; within a few months if older than 30. Pregnant women should be evaluated in the first trimester as retinopathy can progress rapidly during pregnancy. Large fluctuations in blood sugar may also affect refraction (need

for glasses) and the strength of the glasses required.

The American Academy of Ophthalmology recommends that adult onset diabetics have annual dilated eye evaluations.

Being knowledgeable about this condition is essential for good care and long-term health.

*Written by BMH ophthalmologist
Dana McGinn, MD.*

BMH Medical Lab Hours

Monday – Friday, 7:00 a.m. – 6:00 p.m.

Saturdays, 8:00 a.m. – 12:00 noon

ALL IN THE NEW RICHARDS BUILDING

Triple T Trucking – Norman and Mary Mallory

Vernon Road's proximity to the Connecticut River, and subsequently the rail yard, has afforded it a significant historical role in Brattleboro commerce. And while the paper mills that once inhabited the windowless warehouses have come and gone, Triple T Trucking has been in the same spot for over 40 years, providing solid waste management solutions in Vermont, New Hampshire, and Massachusetts.

Norman and Mary Mallory purchased Triple T from founder Larry Titus in the 1970s. (The company name derives from the fact that Titus had three sons.) Since then, it has grown from a single employee operation

to 23, one of whom is general manager Peter Gaskill, whose environmental studies background has served him well in an industry that has evolved to include services like recycling and organic compost removal.

"In high school, when everyone would ask what are you going to do after you graduate, my joke was I was going to walk along the highways picking up returnables, and I'm kind of doing that on a larger scale," says Gaskill, whose desk, located at the immediate right of the entrance to Triple T's office, seems to float like a harbor buoy inside the vast open room that has little other furniture or decoration save for a long table strewn with blueprints, and some NASCAR posters along a wall in the back corner.

The Mallorys are both from local families – Norman grew up in Dummerston while Mary is from Winchester. Norman is president, Mary is vice president, and they also have a daughter and two sons-in-law who are integral parts of the business. Gaskill describes them as "under-the-radar people in town, content being hands-on business owners." And while "hands-on" includes providing a good retirement plan and 100 percent health insurance for employees and their families, "under-the-radar" did not preclude the Mallory's from recently making a charitable gift to Brattleboro Memorial Hospital.

The importance of a strong community hospital hit home for Norman when he lost his father back in 1976, according to Gaskill. Ultimately, he decided that one of the best ways a local business can make an impact in a community is contributing to financial support to improve health care.

"This is a way of giving back to everyone in the area that has made them successful. It's that cycle of keeping your money local," says Gaskill.



Brattleboro Memorial Hospital Selected by Hannaford Foundation

BMH was recently notified that their grant request for charitable support for Electronic Medical Records was one of three selected in the New England region. The \$5,000 grant will assist in covering the cost of Medication Administration Record/Medication Administration Check Software system to improve patient medication safety.

This medication system (eMAR), which is scheduled to be purchased in the next several months, improves patient safety by assuring that the right medication in the right dose gets to the right patient at the right time via the right administration route. Once the medication is logged into the patient's record electronically, nursing staff will pull up the patient's current medications and view them in a clear, legible format on the screen. The nurse then selects the correct medications and the computer communicates this information with the Pyxis automated dispensing cabinet (ADC). All of this information is logged into the eMAR system indicating the correct patient, correct time, correct medication, and correct dose via correct route. If there are any problems with the eMAR system, the computer will indicate as much.

BMH was thrilled to be selected in such a competitive grant process and pleased that it will be able to bring this technology to the Brattleboro community.

BMH Clambake & Auction...another successful year



The only thing constant is change...and the Annual BMH Clambake & Auction celebrating its 24th year and a mainstay in the Brattleboro community saw a real change this year. With the shaky economy and so many of our friends and neighbors struggling and the looming need for healthcare reform, the chairs of the BMH Clambake & Auction thought it was a perfect time to introduce a new twist...Fund-A-Need.

Paula Marie, a local 19-year-old and a past employee of BMH, became the voice and face of Fund-A-Need.

"I remember growing up my parents didn't really have a great insurance plan. I watched them struggle. There were some health issues that had come up and we had this insurance plan that would cover your pinky and not your thumb," recalls Paula. "So that's why I chose to donate to the program for people that don't have good insurance."

And not surprisingly, the greater Brattleboro area once again stepped up to fund this need. Clambake attendees raised their auction paddles - paddles with Paula Marie's face and the line "I'll join Paula Marie in Fund-A-Need for BMH" - showed their support, support not just of BMH but also the many community members without adequate insurance.

Just over \$6,000 was raised in the Fund-A-Need portion of the event and an additional \$10,000 was raised through the silent and chance auctions.

Approximately 400 people came together under the tent, old friends who have been attending for all 24 years and those who were attending for the first time. The great attendance, the generosity of our sponsors, the gifts from our auction donors, the bidding of the attendees, and all the time and help given by our volunteers and committee members helped Brattleboro Memorial Hospital raise just over \$40,000.



Annual Giving Update

Over and over, the generosity of the Brattleboro Memorial Hospital community astounds us. Day after day, year after year, BMH supporters give unstintingly of their time, talents, and treasure. They volunteer in the hospital, on committees, and at events. They provide guidance, insight, expertise, and feedback. They dig deep into their pockets even during the most difficult times and write checks. Whether the check is for \$5 or \$5,000, it adds up and provides the financial support that is so essential to a small community not-for-profit hospital.

This year, our Annual Giving goal is to raise \$175,000 and, as we enter the last quarter of the BMH fiscal year, we are thrilled to say that we are almost there. Supporters were given three options to designate their gifts this year - unrestricted, allowing the board and leadership to utilize the funds where there is greatest need; electronic medical records; or uncompensated care. Thus far the breakdown is as follows:

- Unrestricted - \$123,500
- Electronic Medical Records - \$12,000
- Uncompensated Care - \$7,500

A number of supporters also designated their gifts to the Grateful Patient Fund - \$1,500. This fund recognizes the quality healthcare staff at BMH and provides financial support for scholarships and loan forgiveness for BMH clinical employees.

At this point in time we are at approximately \$144,000 and working to reach our \$175,000 goal. If you have not had an opportunity to make your gift to BMH this year, or have the capacity and inclination to make an additional gift, please use the form on the next page, or visit us at www.bmhvt.org/giving and help us help our community.



Brattleboro Memorial Hospital
EXCEPTIONAL CARE FOR OUR COMMUNITY

17 Belmont Avenue
Brattleboro, VT 05301

Nonprofit
U.S Postage
PAID
Putney, VT
Permit 1
ECRWSS

Mission

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

POSTAL CUSTOMER

Vision

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

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.



BMH Annual Health Fair
Saturday,
September 26th
9:00 a.m. - noon
Showers or Shine

Save the Date
Touch-a-Truck
Saturday,
October 3, 2009
9:00 a.m. - 12:00 p.m.
Brattleboro
Memorial Hospital



<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
I would like my gift to support: <input type="checkbox"/> Electronic Medical Records <input type="checkbox"/> Uncompensated Care <input type="checkbox"/> Area of Greatest Need					
Name(s) _____ <i>Please print name(s) as you would like to be listed in acknowledgements.</i>					
Address _____					
I prefer to make my contribution by credit card: <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover					
Card Number _____	Exp. date _____	VTC #(3 digit # on back) _____			
Print name on card _____	Signature _____	My phone number _____			
<input type="checkbox"/> I prefer my gift to be anonymous					
This gift is made <input type="checkbox"/> memory of <input type="checkbox"/> 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					

