

Brattleboro Physician Services

In this rapidly changing healthcare landscape, Brattleboro Memorial Hospital wants to ensure your continued access to high quality primary care and specialty services. Through Brattleboro Physician Services, BMH now provides practice management functions (staffing, scheduling, billing, etc.) to over 25 providers in nine locations. We are currently in the process of deploying an electronic medical record system throughout our physician network to promote seamless care for our patients.

The establishment of Brattleboro Physician Services enables BMH to recruit and retain providers at a time where there is so much uncertainty in the future of our healthcare system. In a reorganization of hospital leadership, President and CEO Steve Gordon recently appointed Prudence MacKinney as VP, Physician and Business Development. In this new role, Prudence is responsible for the operation of Brattleboro Physician Services. Gordon stresses that



Andrea J. Galasso, DO

physician-hospital integration enhanced by Brattleboro Physician Services will continue to ensure that Brattleboro Memorial Hospital remains a vibrant organization and will successfully weather the changing climate of healthcare.

When BMH can make it easier for doctors to practice in the local area, more caregivers will want to be part of our medical community. In the past few months several new providers in Brattleboro and Putney



Kari Dickey, DO

have begun accepting patients, reducing the distance you have to travel to see a doctor.

In May, **Dr. Andrea J. Galasso** opened her internal medicine practice on the second floor of the Gannett Building. Dr. Galasso received her doctor of osteopathic medicine degree from the New York College of Osteopathic Medicine in Old Westbury, NY, after which she served her internship and residency in internal medicine at

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Osteopaths a Growing Option for Primary Care

Perhaps the last time you used the Find-A-Doctor quick-link on bmbvt.org or saw one of our newspaper ads or received a postcard, you noticed that several new physicians have a designation of D.O. following their names. The initials stand for Doctor of Osteopathy and, like its more traditionally recognized M.D. counterpart, the degree offers full medical practice privileges in the United States.

This increase in D.O.s at BMH reflects a national trend. More than 60,000 osteopaths currently practice medicine in the United States and that figure is projected to top 100,000 by the year 2020. The rise of osteopathy is spurred by the growing awareness of the connection

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BMH Participates in Way To Go! Commuter Challenge *by Robert Probaska, Director of Plant Services*

Steven Gordon
President/CEO

David Albright
Chief Medical Officer
Quality & Patient Safety

Prudence MacKinney
VP Physician & Business
Development

Michael Rogers
VP Finance

Mary Urquhart
VP Patient Care Services

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

Healthwise articles are written by the editor unless other attributed. Please call Ellen Smith, Executive Director of Development & Community Relations at 802-257-8314 if you have comments about this newsletter and/or suggestions for future articles.

Mission

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

Vision

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

Brattleboro Memorial Hospital for the third year in a row participated in the Way To Go! Commuter Challenge. This initiative supports and encourages environmentally friendly transportation options.

For nearly a decade, a growing number of Vermonters have pledged to try a new way of commuting during the week-long Way to Go! Commuter Challenge. The Way to Go! program in 2010 received one of ten awards granted nationwide as part of the Federal Highway Administration's Exemplary Human Environment Initiatives (EHEI). The EHEI recognizes outstanding examples of transportation projects that either create or improve conditions for human activities while protecting the natural environment. Way to Go! is an incentive-based event that encourages the use of cheaper, healthier, and more earth-friendly transportation.

This past May more than 3,504 Vermonters pledged not to drive alone. Together those commuters eliminated more than 404,260 vehicle miles traveled, and saved nearly \$91,000 in transportation-



related expenses. Their efforts resulted in a net reduction of about 352,156 pounds of transportation-related pollutants, including 191,000 pounds of greenhouse gas-producing carbon emissions.

In Brattleboro alone, there were 269 participants, 158 commuting to Brattleboro and 111 commuting from Brattleboro. The top three business participants were Landmark College with 61, Brattleboro Memorial Hospital with 40 and World Learning with 38 participants. This marks the first year that BMH had some serious competition here in Brattleboro. Previously most of the participants, other than BMH, were from the Burlington area.

Upcoming Events at BMH

Healthier Living Workshops - Tuesdays, August 16th - September 20th
6:00 - 8:30 PM, Brew Barry Conference Center
To register, email wcornwell@bmhvt.org or call 802-251-8459.

Touch A Truck - September 10th
9:00 AM - 2:00 PM, BMH Parking Lot
For more information, please call 802-257-8314

BMH Health Fair - September 24th
11:00 AM - 2:00 PM, Under the tents at BMH
For questions or more information, please call 802-251-8459



Osteopathy Services *continued from page 1*

between a patient's mind, body and spirit and the belief that each depends on the other for good overall health.

"As osteopathic physicians we are trained to assess the whole person," says Andrea J. Galasso, D.O., who is part of BMH's department of internal medicine. "Not only do we evaluate and treat medical issues, we are also attuned to the many outside influences that can affect one's overall health. This approach really allows us to offer comprehensive care."

Until the post-Civil War period, western medical practice was characterized by surgical techniques and medicines that dealt with a particular illness or injury rather than what caused the condition. An M.D. named Andrew Taylor Still from Baldwin City, Kansas believed he could better treat disease if he understood more about how the body heals itself. He coined the term osteopathy (from the Greek word for bone, *osteon*) for his new approach, which used bodily systems as a starting point for learning how medicines, exercise and nutrition can play a role in preventing illness.

Today, D.O.s and M.D.s take the same path to become practicing physicians. Both must have a four-year undergraduate degree and complete the MCAT test to get into a four-year, accredited medical college. They both have to pass the same three-step board examinations and complete a residency program

before taking the state licensing exam.

The only difference in training between an M.D. and a D.O. is the latter's instruction in osteopathic manipulative treatment (OMT). Because of this "hands-on" education osteopaths become very comfortable with the human body, enabling them to diagnose, treat and prevent illness or injury in a patient through stretching, resistance and gentle pressure.

The osteopath's approach lends itself well to primary care, where there is the greatest need for more doctors. As an M.D.'s career progresses he or she tends to move into specialized areas of medical treatment, whereas D.O.s graduate with a well-rounded perspective on injury and illness prevention.

"Traditionally, osteopathic physicians have chosen to take on the role of primary care provider. This is a natural fit given our belief of treating the whole person which may include discussing stress, lifestyle and how each can act upon the body and contribute to ill health," Galasso says.

Your choice of a primary care physician ultimately should be determined by your relationship with the doctor. Whether that doctor is an M.D. or a D.O., you can be sure that your family is being cared for by someone who is well-trained and qualified to practice medicine.

BMH Starts Hospitalist Service *by Mary Urquhart and Dr. Carolyn Taylor-Olson*

In May 2011, BMH completed the final steps in instituting a Hospitalist Service for inpatient care. The Hospitalist Service is a 24 hour specialized medical management service that cares for adult hospitalized patients. The Hospitalist serves as the attending physician during the length of the hospital admission and is available at the hospital 24 hours a day, seven days a week. BMH primary care physicians can sign on to the Hospitalist Service. By signing on to the program, they are forwarding the care of their patients to the Hospitalist in the event that one of their patients needs admission to the hospital. The primary care physicians that use this service notify their patients that they have signed on so their patients understand they will have a different physician if they need to stay at BMH.

The BMH Hospitalist mission is: *To create a care environment for all hospital inpatients, where a team of healthcare professionals implement best practices for the management of medical problems.*

The Hospitalist Service Core Values include:

- **Promoting Patient Safety and Quality Care** - Quality standards have been designed using evidence based practice and regulatory quality initiatives. Provider communication systems will enhance safety.
- **Improving the efficiency of hospital operations** - Hospitalist will be in the facility 24/7, thus responding to needs faster and improving wait times in the ER for admission to the hospital.
- **Enhancing Patient Satisfaction** – consistency of providers, response to need, availability for family questions and concerns
- **Access to Primary Care** – Hospitalists enable community PCP's to focus on their office practices.

The Director of Hospitalist Services at BMH is Dr. Carolyn Taylor-Olson with Drs. Christopher Meyer, David Albright, John Silkensen, Amy Gadowski and Claudio Reader rounding out the team.



Robert Felix, MD

Albert Einstein College of Medicine/Jacobi Medical Center in Bronx, NY. She followed this with a fellowship in geriatric medicine at North Shore University – Long Island Jewish Health System, Long Island, NY. Prior to coming to Brattleboro, Dr. Galasso was a hospitalist on staff at Mt. Ascutney Hospital and Health Center in Windsor, VT. Board certified in internal medicine and in geriatrics, Dr. Galasso is a welcome addition to our medical community. To make an appointment with Dr. Galasso please call **802-257-2611**.



Lewis Mehl-Madrona, MD

With the recent retirement of Dr. Walter Slowinski, there was a gap in services for the Putney area. Brattleboro Memorial Hospital purchased the practice and recruited a new physician, **Dr. Kari Dickey**. Richard Fletcher, FNP and Maggie Lake, FNP are happy to have Dr. Dickey joining them. Dr. Dickey, like Dr. Galasso, is a doctor of osteopathic medicine. She received her degree from the University of New England College of Osteopathic Medicine, after which she completed her residency at NH Dartmouth Family Practice. Prior to joining the Putney practice, Dr. Dickey practiced at Harrison Peeples Health Care Center in Carnville, SC, and its affiliated hospital, Hampton Regional Medical Center. She is thrilled to be back in the greater Brattleboro area, having grown up just over the river in the Monadnock region of New Hampshire. To schedule an appointment with Dr. Dickey at Putney Family Healthcare call **802-387-5581**.



Jeffrey Meckling, RPA-C

Joining Brattleboro Primary Care are Drs. Robert Felix (Pediatrics), Lewis Mehl-Madrona (Family Practice), and Jeffrey Meckling, RPA-C (Family Practice).

Dr. Robert Felix received his medical degree from the Medical University of South Carolina. Prior to joining Brattleboro Primary Care, Dr. Felix had a private practice in Greenwich Village, NY, and was a voluntary attending physician at Lenox Hill Hospital Well Baby Nursery and St. Vincent's Medical Center Department of Pediatrics. Dr. Felix is currently taking new patients. To make an appointment please call **802-258-3905**.

Dr. Lewis Mehl-Madrona received his medical degree from Stanford University and his PhD in clinical psychology from Psychological Studies Institute. Dr. Mehl-Madrona is currently the Director of Education/ Training at the Coyote Institute for Studies of Change and Transformation in Brattleboro. He's also a staff psychiatrist at the Rochester General Hospital in Rochester, NY. Dr. Mehl-Madrona is board certified in family medicine, internal medicine, psychiatry and neurology. In June, Dr. Mehl-Madrona started accepting new patients. To make an appointment please call **802-258-3905**.

Jeffrey Meckling, RPA-C joined Brattleboro Primary Care in June. Jeffrey will be coming to Brattleboro Primary Care from Ellis Family Health Center (NY) where he provided comprehensive primary medical care. Jeffrey attended the physician assistant program from the Hudson Valley/Albany Medical PA Program and is a member of the American Association of Physician Assistants and New York State Society of Physician Assistants. To make an appointment with Jeffrey at Brattleboro Primary Care, please call **802-258-3905**.

Putney Family Healthcare, a family practice office, is now owned by Brattleboro Memorial Hospital. Putney Family Healthcare is currently located at 126 Main St. in Putney; however, BMH is in negotiations to purchase a new home for Putney Family Healthcare that will remain centrally located in Putney. We look forward to sharing more news about our new location in the near future. In the meantime, patients can call 802-387-5581 now to schedule an appointment with Dr. Dickey, Richard Fletcher, FNP or Maggie Lake, FNP.

BMH, a Pink Ribbon Facility

by Marcy Rushford, Director of Radiology

Brattleboro Memorial Hospital is committed to the fight against breast cancer. In offering both the MammoPad® breast cushion and digital mammography, BMH provides the latest in imaging quality and comfort technology.

With these additions to breast imaging services, BMH became certified as a Pink Ribbon Facility.

This distinction is awarded to a small group of healthcare facilities that exhibit a dedication to providing quality women's imaging services.

BMH Imaging Center combines full-field digital mammography with a new breast cushion that dramatically eases the discomfort many women feel when they get a mammogram. MammoPad® creates a softer, warmer mammogram and has been clinically demonstrated to reduce discomfort for most women. Selenia digital mammography incorporates revolutionary imaging technology that provides incredibly sharp images. MammoPad® and Selenia digital mammography together provide a more positive experience for women.

According to Dr. Edward Elliott, radiologist at BMH:
"The discomfort many women feel during mammography compression is widely known to be a reason that many don't get regular screenings. The (MammoPad®) breast cushion answers these complaints by providing a soft, warm cushion for the breast during mammography."

Selenia digital mammography offers a number of other practical advantages and patient conveniences. Because there is no waiting for film to be developed, it can significantly reduce the time patients spend in the breast center, as well as reduce the need for repeat exams due to under or over exposure. Digital images are easily stored and transferred electronically, eliminating the dependency on one set of original films, which can be misfiled or lost in transit

Breast cancer is the second leading cause of cancer death among women, exceeded only by lung cancer. Statistics indicate that one in eight women will develop breast cancer sometime in her life. The stage at which breast cancer is detected influences a woman's survival. If detected early, the five-year survival rate is 97%.

By offering women a softer mammogram, the facility hopes to increase the number of area women who follow recommendations for regular screenings. If you would like to schedule a mammogram or have questions about this important breast health procedure, please call 802-251-8431.



...one in eight women will develop breast cancer sometime in her life. The stage at which breast cancer is detected influences a woman's survival...

"Routine" by Ellen Wapner

Many times throughout the day we experience "routine" situations: we routinely care for family, home and for ourselves. Within the health care community, periodic routine.

Checkups (or screenings) with your health care provider will help you to maintain and enjoy good health. Screenings like clinical breast examinations, screening mammography and breast self awareness are good effective actions for ensuring breast health. With one of every 8 women diagnosed with breast cancer, routine screening is more important than ever. Screening tools, like mammography, can help physicians diagnose your cancer early when it is very small, sometimes years before it can be felt, and before the cancer has time to invade other parts of the body. Early diagnosis of breast cancer increases your survival rate. That is why the American College of Radiology recommends an annual screening mammogram beginning at age 40. Here at Brattleboro Memorial Hospital we support the recommendation of the American Cancer Society to start mammography at age 40 and to be screened annually. We are equipped with low dose digital mammography, breast ultrasound, and many other diagnostic services.

We also have breast surgeons on staff and a nurse navigation program, to help guide and support you if you are one of the eight women annually diagnosed with breast cancer.

Please, make mammography and breast cancer screening a routine part of your health care today.

BMH Employee of the Year

by Marcy Rushford, Director of Radiology

Annually in April, Brattleboro Memorial Hospital recognizes their employees for their years of service. This past year more than 82 employees were publically thanked for the jobs they do in service of the community.

This annual celebration is also an opportunity to publicly recognize an employee who has gone above and beyond, an employee

nominated by peers for the exceptional job they do daily. A few of the adjectives used to describe this year's nominee were, "highly professional, good listener, positive force and well-liked." While

this could be a number of the employees at BMH, it was also added that she shares her knowledge, values diversity and encourages cross-departmental relationships.

This year's employee of the year works in a fast-paced tech department that requires close attention to detail and constant communication within the department and across the hospital. She is described as always thinking of the greater good of the patients and BMH, willingly takes calls off hours at home and consistently steps up whenever there is a need. She is a single mom of two busy teenagers who juggles both her professional and personal duties with determination and compassion. This past year in addition to her routine responsibilities she also assumed the interim Director of Radiology position.

All were thrilled to recognize Nancy LaBeau as the BMH Employee of the Year, 2011. Thank you, Nancy, for all your hard work. It is a recognition that is well deserved.



Nancy LaBeau

On call for **1,105 years and counting**

We can tell you how many years of combined service these exceptional employees and doctors have given to our community's hospital. However, there's no way to count all the dinners they've skipped to be with patients, double shifts they've pulled to keep BMH running, hands they've held and lives they've touched. Caring can't be measured with numbers.

Congratulations to all of these employees and physicians who were honored at the annual BMH Recognition Dinner in April at the Putney Inn.

Forty-Five Years

Dr. John Chard

Forty Years

Vikki Butynski
Marty Fenn

Thirty Five Years

Cindy Curtiss

Thirty Years

David Ashworth
Nancy Baker
Wendy Kerlin
Richard Nelson
EJ Roberts
Connie Stockwell

Twenty-Five Years

Jeri-Lynn Atwood
Kathleen Coulombe
Lynda Gundry
Linda Houston
Pamela King
Ron Scherer
Kathryn Whitney

Twenty Years

Susan Gautot
Melissa Shuey
Mary Therieau
Cathy Turner
Susan West

Fifteen Years

Dr. Greg Gadowski
Barbara Henry
Chris McKay
William H.
Monahan, III
Heddy Pomazi
Dr. Jeff Potash
Denise Rivers
Anita Robinson
Jane Siano
MaryRose
Spetelunas

Ten Years

Barbara Baribeau
Marilyn Boudreau
Anita Buchiane
Janice Cutler
Laurie Dix
Jake Duby
Adrienne Finney
Jill Howe
Lynette Latham
Dr. Elizabeth
McLarney
Dr. Eric Pofcher
Dr. Gregory Prah
Jean Riccardi
CindyAnne
Santorelli
Becky Steele
Lois Trezise
Tara Tuffy
Stacy Wissmann

Five Years

Jenifer Ainsworth
Jamie Baribeau
Deb Berdan
Sally Brunton
Peg Canal-Wittler
Karen Chalmers
Beth Clark
Kathleen Clark
Maureen Duca
Suzanne Ducharme-
Sweeney
John Field
Terri Finigan
Joanne Gutt
Brenda Harwood
Merry Haskell
Nancy Hodecker
Nancy Howes
Mike Kelliher
Andrew Leclair
Gail LeVasseur
Susan Martin
Mary Morgan
Emily Patno
Rob Prohaska
Carrie Quimby
Belinda Sargent
Houghton Smith
Jaime St. John
Tabitha Weeks
Lori Wood
Michael A.
Woodruff
Nicole A. Zinn



You may have noticed the Maple View Café began a single price structure in mid April. The separate visitor prices were eliminated and diners now pay the same amount as the lower price for staff whether they are staff, patients, visitors or community members.

As part of this new initiative, there is a small price increase in some food and beverage items in the cafe and coffee shop as we incur rising food and fuel costs nationally. You may not know, but the Food and Nutrition Department at BMH is part of a Windham County Farm to Plate Initiative which provides us with locally grown and produced food items.

Over the past several years we have been increasing our purchases buying locally sourced foods from various farms and distributors throughout Vermont and New Hampshire. Some of the local producers include: Grafton Cheese, Cabot Creamery, Mountain Meadows Organic Beef, Misty Knoll Chicken, Green Mountain Orchards, Scott Farm, Old Athens Farm,

Lilac Ridge Farm, Westminster Organics, Walker Farm, Dutton Farm, and Northeast Cooperatives. Our goal is to continue to expand our sustainable and local food purchasing program which allows us to support our community, provide high quality fresh food to our customers and save money on transportation costs.

The food prices at the BMH Maple View Café will continue to be lower than area restaurants. This new price structure will also allow the café and coffee shop to continue to serve popular items such as fish dishes, locally grown foods, use eco friendly disposables as well as introduce other suggested meal options and expand gluten-free options.

Another new development that we are working on is a patient room service menu. This menu will be available to all patient floors and will incorporate local sustainable foods along with other popular items. A room service format will allow for orders to be made at the patient's request. Please stay tuned as there are more details to come.

20th Annual BMH Health Fair *by Wendy Cornwell, Director Community Health/Hospital Education*

Save the date for “Launch Into Motion”, the Brattleboro Memorial Hospital Health Fair on Saturday, September 24, 2011.

Focusing on staying healthy and keeping active, the fair will feature activities, exercise and healthy foods. The 20th annual fair will provide practical information and demonstrations from community and hospital groups including free blood pressure and breathing tests, balance tests, and an opportunity to evaluate individual body fat composition. Free and accurate blood tests will be available by vouchers given out at the Health Fair. Blood glucose, cholesterol, and triglyceride screening tests will be done on a specific later date at the BMH Lab for those with vouchers. Using this free voucher after the Fair will allow the individuals to schedule a time to fast prior to having the blood work which will ensure test result accuracy.

Come to the screening tent at the BMH Health Fair to pick up a voucher.

Also offered that day are stage demonstrations under the tent. Tai Chi, Belly Dancing, Hula Hooping and many other activities will be featured. Children will be able to try an inflatable obstacle course and enjoy Cheryl the Clown. For young participants there will be an opportunity to win a brand new bicycle by drawing a picture of something that helps keep them healthy.

The hospital's own Maple View Café will be selling delicious food, and WTSA radio will once again be on hand broadcasting the Fair.

The fair will be held under tents on the hospital grounds, showers or shine, from 11 AM until 2 PM. Come one, come all and find fun ways to be healthy! For more information, check out our website at www.bmbvt.org or visit us on Facebook at www.facebook.com/BMHVT.

BMH Comprehensive Care Clinic on the 30th Anniversary of AIDS

The first diagnosed cases of Acquired Immune Deficiency Syndrome (AIDS) occurred thirty years ago. Thanks to advances in medical research, the HIV virus that causes AIDS does not have to be a fatal. It is, however, still a condition that requires a great deal of monitoring and treatment in order for patients to live their normal lives.

The Comprehensive Care Clinic at BMH is part of a four-clinic system in Vermont providing confidential treatment and services for all stages of HIV/AIDS, including free HIV testing, prevention counseling, social services and access to medicine. The clinic system was established in 1994 and continues with support from the Ryan White CARE act with additional locations in Burlington, Rutland and St. Johnsbury.

Deborah Jones, APRN, has been managing the BMH Comprehensive Care Clinic since 2002, and she says that the majority of the 70 patients who currently visit the clinic for treatment have successfully managed their condition for many years.

“Our main goal now is to help people to live their life to the fullest,” says Jones, while cautioning that the medications can still be difficult to take. “Our patients come from all walks of life. They are young and old. Each one is unique and a wonderful human being.”

The clinic is open on Mondays, Wednesdays and Thursdays from 9:00am to 5:00pm and is located in the oncology department on the second floor of the Richards

Building. The medical staff collaborates with the patient’s primary care physician to coordinate care. Dr. Kemper Alson and Dr. Jeffrey Parsonnet, infectious disease specialists, visit the clinic once a month to see patients. A dietician also attends the clinic to provide nutritional counseling. John Field is a medical social worker and part of the BMH clinic’s regular staff, guiding patients through issues with medical insurance, housing, making needed referrals and ensuring they continue to get the care they need.

Jones says patients are welcome to bring partners and family to the clinic. “Clients sometimes ask me to talk with their HIV negative partners about life expectancy, risk reduction and other issues. It’s an honor that some people trust me to do that,” she says.

According to the Center for Disease Control (CDC), one in five people who are HIV positive do not know they are infected. Because of this, the free, anonymous testing offered by the clinic is another important service.

“HIV-infection rates are increasing the fastest in the very young or in older people,” says Jones. “The CDC recommends everyone from age 16 to 64 to get an HIV test if they haven’t already had one, and we encourage those at risk to be tested regularly.”

Anonymous free testing is done by a simple oral swab and no longer requires a blood test. For questions or to schedule an appointment, call Deborah Jones at 802-257-8860 or John Field at 802-257-8856.

BMH Radiology Director Receives the Credential of Certified Radiology Administrator

Marcy Rushford, MBA, RDMS, RT (R,M), administrative director of Imaging and Cardiology Services at Brattleboro Memorial Hospital, has received the credential of Certified Radiology Administrator (CRA) through the Radiology Administration Certification Commission (RACC).

Rushford is one of less than 700 radiology administrators nationwide to pass the CRA exam. The CRA program is the only credentialing opportunity recognizing the imaging administrator’s range of skills and expertise.

Candidates who meet education and experience requirements and pass a national examination are awarded the credential CRA.

“We are very proud of Marcy’s most recent accomplishment, which recognizes her high level of professional competency and dedication to provide the highest quality of care to the patients we serve,” commented Mary Urquhart, Vice President of Patient Care Services at BMH.

Rushford joined the staff at BMH in March of this year. She has 20 years of experience in Imaging, including Radiology, CT, X-Ray, and Mammography. She is also a certified sonographer, holding credentials in abdominal, OB, gynecologic imaging, and neurosonography. In addition to the Certified Radiology Administrator credential, Marcy also just received an MBA from St. Joseph’s College of Maine.

For more information on the Radiology Administration Certification Commission and its CRA certification, please visit the website www.CRAinfo.org.



Marcy Rushford

Vermont Blueprint for Health

by Maria Webb, Manager, Employment & Program Support

Brattleboro Memorial Hospital and other area physician practices are participating in the Vermont Blueprint for Health. The Blueprint for Health is a state led program that aims to improve healthcare and health services and to decrease healthcare costs for the citizens of Vermont. The Blueprint has been fully implemented in three pilot communities: the St. Johnsbury Service Area, the Burlington Service Area and the Barre Service Area. The Blueprint is now expanding to the entire state of Vermont. This model includes Advanced Primary Care Practices with **patient-centered medical homes (PCMHs)** and **community health teams (CHTs)**.

The **patient-centered medical home** is an approach to providing comprehensive primary care. It is a health care model that seeks to strengthen the physician-patient relationship by coordinating care for those patients with chronic health conditions, such as diabetes, asthma and hypertension. The goal is to improve the lives of individuals living with and at risk for chronic conditions, and to prevent disease and improve the quality of care for people with chronic illness.

A patient-centered medical home uses a team approach to provide care to patients with chronic health conditions based on their medical

needs. Each patient has an ongoing relationship with their primary care physician who leads a **community health team** that takes collective responsibility for providing all of the patient's health care needs and, when needed, arranges for care with other qualified clinicians. Nurses, diabetic educators and social workers are examples of some typical members of this team. Community health team services are offered free-of-charge to the patients and practices, with no co-pay or prior authorization.

BMH's Windham Family Practice and Brattleboro Primary Care are the first practices in the Brattleboro Health Service Area to undertake the rigorous process to become certified as patient-centered medical homes. Physician practices become certified by meeting criteria as established by the National Committee on Quality Assurance (NCQA).

Moving ahead, BMH will focus on developing the community health team for the Brattleboro Health Service Area, and on encouraging more practices to become certified. One change for the upcoming year is that pediatric practices are now becoming recognized as part of the expansion. Statewide the Blueprint has a goal of expanding throughout the entire state, with a minimum of two practices becoming certified in each health service area by July 2011. Right now the Blueprint is well on its way to exceeding this goal!

Dr. Laura Metsch Stays in Brattleboro

by Kate McGinn, Practice Director



Laura Metsch, MD

Starting September 1st, Dr. Laura Metsch will be joining Dr. Andrea Galasso (*see front page*) at Brattleboro Internal Medicine, located on the second floor of the Gannett Building. Dr. Metsch has been practicing medicine in the Brattleboro area for the past 17 years. Dr. Metsch received her medical degree from New York University School of Medicine and completed her internship/residency at Yale-New Haven Hospital. Dr. Metsch is board certified in internal medicine. To schedule an appointment (*as of September 1*) please contact Brattleboro Internal Medicine at 802-257-2611.

BMH is on Facebook...Join the Discussion

We share the latest BMH news and information about special events. You can also watch videos of BMH staff members talking about one of our great services.

You can access the hospital Facebook page by the icon on the BMH website or you can access it directly at www.facebook.com/BMHVT.

Try it out and then check it regularly...it's where any urgent info will be made readily available, and in the meantime, it's just fun to read and a great way to keep up with BMH.

DONOR PROFILES – Dr. Karen Hein

“Even when I was an intern in the Bronx, I would be on from midnight to 4:00 am and then I’d get in the car and come to Vermont. It was always a magnet,” says Dr. Karen Hein, who bought a dilapidated house in Jacksonville at a time when she was still finishing her medical degree at Columbia. The house has since been rebuilt from scratch with her husband, Dr. Ralph Dell. Yet forty years later the mountainside plot continues to be the sanctuary from whence she draws energy before launching back out into the larger world.

Karen’s illustrious career in health and health policy began with a domestic focus. In 1987, she founded the first comprehensive adolescent HIV/AIDS program in the U.S. and authored the book *AIDS: Trading Fears for Facts*. She also served as President of the William T. Grant Foundation, which strives to improve the lives of young people through investments in schools, neighborhood organizations and other social settings that influence youth. But her affinity for the communal lives found in central Asian culture -- she cites the teachings of Mahatma Gandhi as a guiding influence -- led her to devote a second stage of her career to international health and youth development through organizations that focus on Africa and India like the International Rescue Committee and Child Fund International.

“Indian and Asian cultures are proficient in making the elements of life and connections of family and community,” says Karen, who also uses it as a model for her home life. She raises Himalayan cashmere goats to harvest precious fiber for knitting and weaving and makes her own paper. “We try to live in a way that reflects our values. I also jog. I ski cross-country and downhill. I hike.”

A year and a half ago, Karen was jogging the three and a half mile uphill road that leads back home from the general store when she experienced “classic signs of angina.” It dissipated after a couple of minutes of rest, but the same chest pains and shortness of breath manifested itself a week later while jogging the same stretch of road. “I thought: ‘Oh no! Not me,’” Karen says.

A meeting of the IRC brought her to New York around that same time. She had her former New York physician refer her for an angiogram that discovered an 80 percent blockage in one of her coronary arteries and had a stent inserted to clear it. Then back home in Vermont, she wondered what else she might be able to do to strengthen her heart and discovered Brattleboro Memorial Hospital’s Cardiac Rehab program.



Led by her cardiologist Dr. Burt Tepfer, (coincidentally a former classmate), Karen went through the three-month cardiac rehab program, learning more about dietary implications of controlling heart disease, the effects of the medications she would be taking and about the critical importance of reducing stress. The 67 year-old Karen loved the experience so much she refers to herself as “the poster child for cardiac rehab. It’s such a great example of saving lives by having people live in a more healthy way,” she says.

Karen’s relationship with her family practitioner, Dr. Robert Tortolani, gave her the confidence that the BMH medical staff would share her perspective on health care. But her experience with the cardiac rehab staff compelled her to become a first time BMH donor with a gift to that department.

“Of course we’re very fortunate to have such an excellent facility as we have at BMH but it really is the team, their skill and dedication and their knowledge,” says Karen. “Their emphasis was on health and well-being and not on disease and disability. Everybody should go do cardiac rehab, so you can learn about being healthy.”

Your Annual Gifts in Action~ BMH Uncompensated Care Fund

I felt great on a Sunday morning in early April, snowboarding with my friends at a local ski area. So what happened next came on so fast and unexpectedly I didn't think about how to react. I flipped my board and hyperextended my knee. Not realizing that this was a serious injury, I got myself down the mountain and the ski area medical techs looked me over and offered to bring me to a hospital. I was worried about the money and thought I would be able to manage ok on my own. I decided to wait for my friends. I felt bad that we had all paid so much for the lift tickets and it was only 9:30 am, so I just waited.

When I got home and was weighing my options, I thought if I could bypass the Emergency Room that would save me some money. The problem was, though I recently graduated from college, my student loans were coming due and I had only just started a new job...and now this. I needed to get medical help for my rapidly swelling and painful leg but insurance benefits at work wouldn't be available until July.

After all, I ended up in the Emergency Department at Brattleboro Memorial Hospital. X-rays and a CAT scan showed extensive damage that required surgery, one plate and six screws to fix my fractured tibia. And \$17,000.00 to cover the costs. Could I defer my student loans to pay my medical bills? I knew I would be out of work for several months. I didn't know what to do. Someone at the hospital gave me a form for getting financial help from the hospital and, really, I didn't think it would help pay for very much. But I sent it in anyway and started looking into other options.

After a few days, the BMH Patient Care Services representative called me and told me everything would be paid for by the BMH Charity Free Care Program. I almost didn't believe her. In tough times, it's difficult to get a break (unless its breaking your leg snowboarding). This was great news for me. That BMH would cover the cost of my entire medical bill changed my life! I tell everyone about the wonderful medical care and the amazing gift I got at a financially hard time in my life.

This is Ryan's story, a story about the way community partnerships with BMH have made a tangible difference in his life. By investing in BMH, your gifts do directly impact the lives of your friends, neighbors, co-workers and community.

...it's difficult to get a break (unless it is breaking your leg snowboarding). This was great news to me. That BMH would cover the cost of my entire medical bill...

As we move toward fulfilling our pledge to raise \$185,000 this fiscal year, won't you join us by making a gift to help community members like Ryan who unexpectedly find themselves in dire circumstances and needing a lift up?

| | | |
|--|---|--|
| <input type="checkbox"/> Benefactors \$10,000 & OVER* <input type="checkbox"/> Patrons \$5,000-\$9,999* <input type="checkbox"/> Fellows \$2,500-\$4,999* <input type="checkbox"/> Stewards \$1000-\$2,499* <input type="checkbox"/> Donors \$500-\$999 <input type="checkbox"/> Associates \$250-\$499 <input type="checkbox"/> Supporters \$100-\$249 <input type="checkbox"/> Friends \$1-\$99 <small>*Donors of \$1000 or more are President's Circle Members.</small> |  Brattleboro Memorial Hospital | <p>I wish to make a tax-deductible gift of _____.</p> <p>I would like my gift to support:</p> <input type="checkbox"/> Electronic Medical Records <input type="checkbox"/> Uncompensated Care <input type="checkbox"/> Area of Greatest Need |
| Name(s) _____ <small>Please print name(s) as you would like to be listed in acknowledgements.</small> | | |
| Address _____ | | |
| <input type="checkbox"/> 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 digits on back of card) _____ |
| Print name on card _____ | Signature _____ | My phone number _____ |
| <input type="checkbox"/> I prefer my gift to be anonymous | | |
| <input type="checkbox"/> This gift is made: <input type="checkbox"/> in memory of <input type="checkbox"/> in honor of _____ | | |
| 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, Suite 1, Brattleboro, VT 05301-3498 | | |



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Touch a Truck

Do you remember as a child being fascinated by trucks? Have you watched your children or grandchildren sit mesmerized watching as a dump truck raises its bed and the tailgate opens and dumps its contents? Or have you had to stop your car to see the tree trimmer or road grader? Come check out Touch A Truck at Brattleboro Memorial Hospital.

Saturday, September 10, 2011
9:00 AM - 2:00 PM