

Healthwise

FALL/WINTER 2018

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Individualized OB/GYN care for local families



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Meet our new clinicians

ONLINE RESOURCES

For the latest information and news, support, events, patient stories, and perspectives from our clinicians, visit our online resources:



www.bmhvt.org



[Facebook.com/BMHVT](https://www.facebook.com/BMHVT)



[YouTube.com/user/BMHospital](https://www.youtube.com/user/BMHospital)



[Pinterest.com/BMHVT](https://www.pinterest.com/BMHVT)

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FOR QUESTIONS about *Healthwise* magazine, call (802) 257-8314 or email mshaughnes@bmhvt.org.



President's Corner

Brattleboro Memorial Hospital recognizes the need for accessible, affordable dental care for individuals enrolled in Medicaid or are without dental insurance, as identified in our annual **Community Health Needs Assessment**.

For over a year, we have been collaborating with **Carmen Derby** and her team at the **United Way of Windham County (UWWC)** to evaluate the possibility of establishing a dental center to serve our community. I want to share our progress reaching this goal:

- The Dental Center will be located in space donated by BMH at **375 Canal Street**, formally the BMH Urology office. This space offers excellent access to public transportation and will require minor renovations to convert to a dental practice.
- After relocating to a new office, **Horizon Dental of Brattleboro** generously donated all dental equipment to set up three complete dental rooms.
- The BMH Board of Directors committed to fund the recruitment and employment of a **dentist** who will be member of the BMH Medical Group and UWWC will provide funding for the employment of office staff.
- We are collaborating with UWWC to identify funding sources, including grants and community support, to fund the Center's ongoing operations.
- Our hope is to have the Center open by **spring 2019**. If you are interested in helping, please contact BMH or the United Way.

This initiative is just one example of how BMH is addressing our community's **social determinates of health**. Other efforts include our work with **Groundworks Collaborative** by providing a nurse to care for the most vulnerable of our community; enhancing the services of our **Community Health Team**; establishing **care coordinators** in each of our medical practices to assist our patients in connecting with other local agencies to support their health and well-being; and expanding our clinical staff in the **Emergency Department** to help patients in a mental health crisis.

All of these efforts are supported by the dedicated, exceptional staff at BMH. I want to thank each of our 600+ employees as well as you, our community members, for your commitment to keeping our community healthy!



Best Regards,
Steven R. Gordon
President and CEO
Brattleboro Memorial Hospital



New Clinicians



Learn about these and other BMH Medical staff members at: www.bmhvt.org/medical-staff

We're accepting new patients! Call our Centralized Scheduling department to discover available clinicians: **(802) 251-8777**



1

1) **Danielle Boudreau, CNM, WHNP-BC**
Brattleboro OB/GYN



2

2) **Melinda Connors, MS, PA-C**
Brattleboro Internal Medicine



5



3



4



6



7

3) **Jennifer Black, MD** Brattleboro OB/GYN
4) **Matthew Dove, NP** Emergency Department
5) **Toller Wilson, DO** Brattleboro Internal Medicine
6) **Marc Ratte, MD** Brattleboro Family Medicine
7) **Audrey Johnston, FNP** Brattleboro Family Medicine

Home Grown



Two local moms share their experiences with Brattleboro OB/GYN and the BMH Birthing Center



“I wanted to find a practice that would feel like home.”

**-Taylor Patterson
Hinsdale, NH**

*Taylor with husband Sam,
daughter Charlotte (7 months),
and son Cole (2 years)*

Thousands of pumpkins scatter acres of farmland in **Hinsdale, New Hampshire** in a picture-perfect vision of autumn in New England.

However, for owners **Sam and Taylor Patterson**, the most perfect little pumpkins are right in their arms – their children Cole and Charlotte.

Originally from Sunderland, MA, the couple purchased the farm in 2015 and moved to the area in order to expand the family wholesale pumpkin business.

As she settled into her new surroundings, Taylor also searched for a new healthcare

provider. “I knew we would be growing our family and wanted to find a practice that would feel like home.”

After hearing recommendations from friends, Taylor contacted **Brattleboro OB/GYN**.

When she was pregnant with her son, Cole, Taylor was cared for by **Dr. Judith McBean** and the practice’s team of certified nurse midwives.

She appreciated the team’s coordinated care and support, “Being a first-time mom, I had a lot of questions. They were very reassuring.”

Two weeks after passing her due date, Taylor was anxious to finally give birth.

“I was in labor for a full day. Once I was dilated, I pushed for four hours, but Cole became stuck in the birth canal.” Dr. McBean and her team determined that Taylor would need an emergency C-section.

“It was a nerve-racking time, but the staff around me were confident. They took the time to explain to Sam and me what was going to happen and what they needed to do. I was scared, but we knew I’d be in good hands.”

A year and a half after the delivery of their son, Taylor and her husband were expecting another child.

“When I brought Cole along with me for my appointment, the staff greeted us both warmly, asking about our family and our farm. It really made me feel valued as a patient.”

Throughout her second pregnancy,



Taylor was cared for by **Meaghan Arthur, Certified Nurse Midwife**, and **Dr. James Bunker**. Her daughter, Charlotte, was delivered via a scheduled C-section, and Cole welcomed his little sister home a few days later.

Taylor was grateful for the exceptional care she received. “I can’t say enough good things about the teams in both the practice and in the Birthing Center. They were not only amazing to me, but to my husband and son as well.”

Family Matters

With four children under the age of twelve, **Alison Wheeler** is a busy woman.

As the **Children’s Integrated Services Coordinator at the Winston Prouty Center for Child and Family Development**, she spends her time managing child development initiatives and family support services for pregnant women and families with children up to age six.



“They encouraged me and made me feel like a strong woman.”

-Alison Wheeler, Vernon, VT

Alison with husband David and children: Dawson (age 9), Layla (age 5), Brayden (age 2), and Sydney, (age 11)



Though she is often absorbed with tending to other people, Alison ensures that she receives crucial support and care for her own health and wellness so that she can then care for others in her life.

A native of Dummerston, Alison and her husband, David, moved back to Vermont in 2008. In 2013, when she was expecting her third child, Layla, Alison did not even question where she would go for her prenatal care.

“At Winston Prouty, we partner closely with Brattleboro OB/GYN for women’s care needs, and I knew firsthand the high quality of services they provide.”

Three years later, Alison joyfully discovered she was pregnant with her fourth child, Brayden, and enrolled in the practice’s new program, **Centering Pregnancy**.

“What drew me to the program was the staff’s balance of individualized care with group support. Sometimes it can be weird

or uncomfortable to speak about what happens with your body during pregnancy, and I appreciated their nonjudgmental approach -- it really put me at ease.”

When it came time for Alison to give birth to her son, she was comforted by the staff in the hospital’s **Birthing Center**.

“While I was in labor with Brayden, the nurses were so supportive. They encouraged me and made me feel like a strong woman. Their encouragement and care made it a wonderful experience for myself, my husband, and our three older children.”

Because she can take for granted the exceptional care that she will receive at the practice, Alison is able to focus on the joys of raising her family and helping others to do the same. She appreciates the practice’s collaboration with Winston Prouty and experiencing first-hand their dedication to families, other agencies, and the community at large.

Aging with Dignity



with Eilidh Pederson, MPH
VP of Medical Group Management & Population Health



What if you had a serious accident or illness and couldn’t communicate? Would those closest to you know your healthcare wishes?

Often we want to avoid thinking about such questions, telling ourselves, “there’s plenty of time for that... later.” But all too often “later” comes too soon, and we face making difficult decisions at the last minute.

Planning in advance allows us time to discuss critical desires and decisions with our loved ones, to consider what is truly important to us as the end of our life nears, and to make plans that will respect what we hold dear. It lets others know our wishes, so they can honor them when we may be too ill to have such conversations.

An Advance Directive is a written document that gives directions for medical care if you become unable to speak for yourself. It allows you to appoint an “agent” (someone who will make decisions on your behalf) and to give directions to that agent about what you do and do not want.

Completing an Advance Directive gives you and your family the opportunity to discuss what you value most, and what

actions you want your health care team to take to honor those values.

Consider these questions:

If your heart stops do you want it to be restarted? (*Do you want CPR?*)

If you can no longer breathe on your own, do you want to be placed on a breathing machine?

If you have an illness that will not get better, do you want medication?

If you can no longer eat on your own, do you want to receive nutrition via IV or tube into your stomach?

Once completed, your Advance Directive is stored in a confidential and secure registry, accessible by hospitals and health-care providers across the country.

Completing an Advance Directive is an easy process. Your Primary Care Physician (or Care Manager if you are in the hospital) can give you a form that guides you through questions such as those listed above.

Additionally, volunteers from Taking Steps Brattleboro, a program of the Brattleboro Area Hospice and Vermont Ethics Network, are able to assist you in completing your directives. **They are available every Wednesday from 9am – 12pm in the BMH Richards Building Lobby.**

For more information, call (802) 257-0775 or visit brattleborohospice.org.



The Other End of the Line



How an area patient appreciates quality care close to her home.



“I was always treated with kindness and professionalism.

Great care, close to home- I couldn’t imagine going anywhere else!”

-Kathie Benson, Leyden, MA

Kathie smiles with Stephen Fox, MD, surgeon with Brattleboro General Surgery.

Kathie Benson, busy owner and manager of the Log Cabin Bed and Breakfast in Leyden, MA, is always on the phone.

On the other end are usually guests eager to make their reservation and inquire about area attractions. As she reaches for her calendar, Kathie chats away, making recommendations for dining and entertainment options for people looking to get away, relax, and enjoy the lovely New England countryside.

When the phone rang on a cold morning in

early January, Kathie again reached for her calendar, but the appointment was not for a guest; it was for herself.

After visiting Brattleboro Memorial Hospital for her routine mammogram, Kathie received a call back from hospital staff. The radiologist detected a suspicious area in her breast and wanted her to return for an ultrasound.

The ultrasound was a simple procedure and once it was over, Kathie was anxious to hear the results. As usual, she spent her days by

the phone, not waiting for a new guest to reserve a room, but for news about her health.

A few days later, she received another call from the hospital, asking her to return again. “I was told that I needed a biopsy to determine if that area was cancerous,” Kathie remembers.

She was referred to **Brattleboro General Surgery**, and met with **Dr. Stephen Fox**, one of the practice’s surgeons. He explained the procedure and what Kathie could expect during and after the appointment.

When Kathie arrived at the hospital for her biopsy, she felt a moment of reservation. “As a former nurse, I knew what to expect clinically, but as a patient experiencing this for the first time, I was nervous.”

Kathie was greeted by the staff, including **Medical Assistant, Kimberly Day**. “As I was being prepped, Kim laid her hand on my arm and stayed by me through the entire procedure. It meant the world to me. Something so simple as the human touch was completely reassuring and comforting.”

Following the procedure, Kathie was scheduled to review the results of the biopsy with Dr. Fox. The night before the appointment, a snowstorm left roads from Leyden to Brattleboro unsafe to drive.

Frustrated that she would not be able to get to the hospital, Kathie called the office expecting to make a new appointment.

“Rather than making me reschedule, Dr. Fox spent time with me on the phone discussing the outcome, and then made time in the afternoon, after the roads were cleared, to meet with my husband and me to explain everything that would be happening, what my options were for surgery, and answered all our questions with such calmness and patience.”

Reflecting on his patient care experiences, Dr. Fox adds, “The most rewarding aspect of my practice is to watch a woman, who is terrified because her mammogram is abnormal, become a survivor. When the therapy is complete, the initial fear has evolved into courage. It’s an awesome transformation to witness and a privilege to be part of the support system.”

Now when she answers the phone, Kathie knows that she has the support that she needs to deal with what’s on the other end of the line.

After undergoing a mastectomy, Kathie is fully on the mend and is filling reservations and events on her calendar far into the future.

“I can’t say enough good things about the staff here, especially Dr. Fox. Getting news like mine can be scary, but I never felt alone. I was always treated with kindness and professionalism. Great care, close to home - I couldn’t imagine going anywhere else!”



with JoAnne Rogers
Volunteer Services Coordinator and BMH Auxiliary Liaison

This past summer, we lost two members of the BMH Auxiliary, Claire Lavender and Donna Burgoyne.

Donna M. Burgoyne

Donna Burgoyne passed away in August after a brief illness. A native of Brattleboro, Donna was a longtime member of the Auxiliary and was also awarded the Auxilian of the Year distinction.



She enjoyed collaborating with Auxiliary members on the group's many events and activities, including the Celebration of Lights, Poinsettia Sales, and Victorian Teas.

Donna was also involved with the Brattleboro Floral and Garden Club, as well as the Saint Michael High School Alumni Association.

We will remember the kindness and dedication of Claire and Donna - they leave a legacy of philanthropy and generosity.

Though they may no longer be with us, both Claire and Donna's spirits will continue to be guiding forces of the BMH Auxiliary.



Claire M. Lavender

Claire Lavender passed away in July after a lengthy and courageous battle with cancer.



A member of the Auxiliary for over 25 years, Claire served in many roles for the group, including past President and Secretary, as well as Auxilian of the Year.

For many years she chaired the group's annual Giant Yard Sale at the Brattleboro Elks BPOE. Working tirelessly in preparation for months, she was known for her creative spirit and generosity for the hospital and community which she loved.

In addition to her work with the hospital, Claire was involved with the United Way of Windham County and Saint Michael's Roman Catholic Church.

In 2011, she received the Home Town Hero Award, honoring her 40+ years of volunteerism in our area; she also received a Presidential Award for her many hours of community service.

Interested in changing careers and making a difference in our community? Join our team at Brattleboro Memorial Hospital! We are a diverse and dynamic workforce comprised of over 600 employees and 120 medical staff members.

Our inpatient departments and outpatient practices provide care for thousands of our friends and neighbors each year. **To learn more and to apply for these and other positions, visit: www.bmhvt.org/careers**

Licensed Nursing Assistants (LNAs)



Licensed Nursing Assistants (LNAs) provide direct bedside care to patients within the hospital under the supervision of a RN.

LNAs are required to complete an educational training program and pass a state licensure exam.

Medical Assistants (MAs)

Medical Assistants (MAs) work with staff in primary care and specialty practices. They provide basic clinical care for patients, such as blood drawing and changing dressings.

MAs must complete an educational program and pass a certification exam. In partnership with BMH, CCV Brattleboro offers a medical assisting educational program.



Licensed Practical Nurses (LPNs)



Licensed Practical Nurses (LPNs) provide care for patients in both practice and hospital settings. Under the supervision of a clinician, a LPN provides treatment and education for

patients. LPNs are required to complete an educational program (often an associate's degree) and pass a state licensure exam.

Registered Nurses (RNs)



Registered Nurses (RNs) collaborate with a large team of clinical and administrative staff in both practice and hospital settings. RNs administer medications, operate clinical

equipment, perform diagnostic tests, among many other duties. RNs must be graduates of an accredited nursing program and pass a state licensure exam.



Brattleboro Memorial Hospital

EXCEPTIONAL CARE FOR OUR COMMUNITY
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Classes & Events

For more classes, location details, or contact info, visit www.bmhvt.org/events or call (802) 251-8604.

Discover FREE and low-cost health classes at BMH:

Bone Builders • Osteoporosis prevention exercises • MON & FRI, 10-11am

Tobacco Cessation • Nicotine replacement therapy • MON, 1:30-2:30pm, WED, 5-6pm

Lamaze Birthing Classes • Prenatal and labor preparation • MONTHLY, visit website for specific dates



Meet the MAKO Robot

Friday, November 30, 2018 • 11am - 3pm • BMH Main Lobby

Did you know that Brattleboro Memorial Hospital is the FIRST and ONLY hospital in Vermont to offer MAKO robotic-arm assisted orthopaedic surgery? Come to our open house to learn more about this new technology for knee replacement surgery.

See the robot and hear from orthopaedic experts, including BMH orthopaedic surgeon, Elizabeth McLarney, MD.

To learn more, visit www.bmhvt.org/MAKO or call (802) 251-8611.

Celebration of Lights

Monday, December 3, 2018

BMH Main Lobby Cafe 5pm - 6pm • Tree Lighting at 6pm

Join the BMH Auxiliary in honoring loved ones through the designation of a light on the hospital's holiday tree.

For more information, visit www.bmhvt.org/volunteers

To purchase a light, contact JoAnne Rogers, BMH Volunteer Coordinator and Auxiliary Liaison, (802) 257-8238.



Volunteering @ BMH

Wednesday, January 16, 2018 • 9:30am - 11am

BMH Tyler Conference Room

Interested in learning more about volunteer opportunities? Curious about joining the BMH Auxiliary? Come to our information session to meet with volunteers and discover how you can make a difference in the lives of local patients.