

## Responding to Our Changing Healthcare Environment

by Steven R. Gordon, CEO

During the past 18 months, Brattleboro Memorial Hospital has taken several measures to ensure it is prepared to continue providing the highest standard of medical care for the families of Windham County and surrounding areas. Some of the changes were necessary for more efficient operation of the hospital, while others were in anticipation of potential changes in Vermont's healthcare system.

### Bringing Costs Under Control

In the first half of 2011, BMH was projecting a \$2.5 million budget deficit. Every department looked long and hard at costs not directly related to patient care to see where savings could be found. In just six months, the hospital was able to cut the deficit by more than half. BMH also joined the New England Alliance for Health, whose 15 member organizations control costs through group purchasing agreements, sharing services, and staff training and development. These efforts have enabled the Hospital to achieve break-even status for the past several months.

### BMH Physician Group

The BMH Physician Group was established to improve patient access to primary care, pediatric and medical specialty practices. Hospital-owned practices have been a standard model of health care delivery throughout most of the U.S. for over a decade. With many physicians in the Brattleboro area nearing retirement, it was an essential move to aid in recruiting new physicians to our community.

The new Brattleboro Family Medicine practice was established to make more primary care physicians available to the community. Brattleboro Cardiology also welcomed cardiologist Mark Burke, MD, back to practice in Brattleboro, and new ENT and OB/GYN physicians will be on board in the next few months.

There have been physical changes as well. Brattleboro OB/GYN and Putney Family Healthcare relocated to larger spaces that better accommodate the growing number of patients, and Brattleboro Internal Medicine and Windham Internal Medicine merged into a single practice.

### Hospitalist Program

Another change in how health care services are provided has



Steven R. Gordon, CEO

been the advent of hospitalist programs. These are teams of physicians specializing in internal medicine who see patients coming to the hospital with acute conditions. They are on staff 24

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## Don't Ignore Swallowing Difficulties

by Jeffrey Potash, MD

Difficulty swallowing solid foods is a symptom which should never be ignored. This complaint is most often caused by scar tissue forming in the esophagus from chronic acid reflux. Since the esophagus is not constructed to withstand repeated acid exposure, the cycle of inflammation and healing can result in this scar tissue formation. This scarring results in a narrowed esophagus and difficulty swallowing foods such as chicken, bread, meat and rice.

Recently, however, several patients with difficulty swallowing did not have benign scar tissue formation. In fact, they had esophagus narrowing from cancer. Esophageal cancer is not as common as other cancers, but it is increasing in frequency at a substantial rate. This increase is blamed on the increase in reflux/heartburn in our country.

The point to be made is that any difficulty swallowing solid food should be reported to your doctor immediately. This is especially true as people age. I would not be concerned about a 20 year old who had food stick once when they swallowed a sandwich not properly chewed. I would worry about a 50 year old with any hold up of food.

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## Healthcare for the Community continued from page 1

**Steven Gordon**  
President/CEO

**David Albright**  
Chief Medical Officer  
Quality & Patient  
Safety

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Business Development

**Michael Rogers**  
VP Finance

**Mary Urquhart**  
VP Patient Care Services

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**Editor:** Ellen Smith,  
*Executive Director  
of Development &  
Community Relations*

**Graphics:** Nicole Zinn,  
*Communications &  
Graphic Design Specialist*

Please call Ellen Smith at 802-257-8314 if you have comments about this newsletter and/or suggestions for future articles.

*Mission*

*Battleboro 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*

hours a day, seven days a week to see patients who require a hospital stay. A hospitalist communicates with a patient's primary care provider while they are at BMH, ensuring a seamless transition between inpatient and outpatient care. Nearly all of the area physicians now participate in BMH's Hospitalist Program, knowing their patients will receive the highest standard of care. Dr. Carolyn Taylor-Olson helped found BMH's Hospitalist Program and was the medical director until this past May, when she accepted the position of Medical Director for the Hospital's Post-Acute Care Services. In her new position, Dr. Taylor-Olson coordinates care between the Hospital and residents of Vernon Green, Thompson House and Pine Heights. The current hospitalist team consists of Dr. Aida Avdic (medical director), Dr. David Albright, Dr. Christopher Meyer, Dr. Amy Gadowski and Dr. John Silksen.

### **Blueprint for Health**

The 10 practices that comprise the BMH Physician Group share a practice management system for patient scheduling and billing that provides greater efficiency. Electronic health records are being integrated into the practices as well. Once complete, resources can be devoted to getting each primary care practice qualified for the Patient Centered Medical Home (PCMH). This program is part of Vermont's Blueprint for Health which includes coordinating care under the federal Affordable Care Act. So far, Windham Family Practice and Brattleboro Primary Care (an independent practice in the community) are National Committee for Quality Assurance certified PCMHs, but others will follow next year.

### **Emergency Department Expansion Project**

BMH's most important endeavor for meeting the growing number of patients is just now beginning. Our current Emergency Department was built in 1982 to a scale that would accommodate 6,000 patients annually; yet in 2011, the Emergency Department served 13,000 visitors. The Emergency Department project will enable doctors and nurses to see patients at a faster rate, and with greater support and privacy than before. At the same time, the MRI that is currently in a trailer outside the ED will move to the previously built space in the Richards Building. Additionally, the Hospital will have a new front entrance complete with a gift shop and cafe.

### **Preparing for the Future of Healthcare**

Oversight of Vermont hospitals has just been turned over to the newly formed Green Mountain Cares Board and the Hospital is actively participating in deliberations around payment reform efforts. With Medicare reimbursements to BMH projected to be cut by \$1.5 million, the Hospital must continue to build on our initiatives that improve the quality and efficiency of patient care. It is an exciting time to be in healthcare, especially as Vermont leads the nation in looking at new ways to both deliver and finance healthcare!

## **BMH Physician Group Practices Move to EMR**

BMH Physician Group is moving to an electronic medical record. By late June Just So and Cornerstone Pediatrics, Putney Family Healthcare, Brattleboro Cardiology, Brattleboro Family Medicine and Windham Family Practice will be in full conversion mode. The remaining practices will go live on the Greenway electronic medical record (EMR) in September 2012.

An EMR is a system that stores health information in a computer instead of on paper. Personal and medical information is stored. Personal information includes you (or your child's) name, address, phone number, date of birth, and insurance

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## No Soft Landing with P.A.D.

**P**eripheral Artery Disease (P.A.D.) is a condition that frequently goes undiagnosed until it is in the advanced stages of the illness. But there is a fairly simple test that Brattleboro Memorial Hospital can perform to detect early stage P.A.D. and hopefully prevent some of the potentially fatal consequences.

P.A.D. stems from a build-up of plaque along the arterial walls of the body. The plaque reduces blood flow, especially when a person is exerting themselves physically. A person with P.A.D. may feel pain or numbness in her arms and legs, especially the legs. But the larger concern is that P.A.D. also restricts blood flow in the arteries around the heart and brain, increasing a person's risk for a heart attack or stroke.

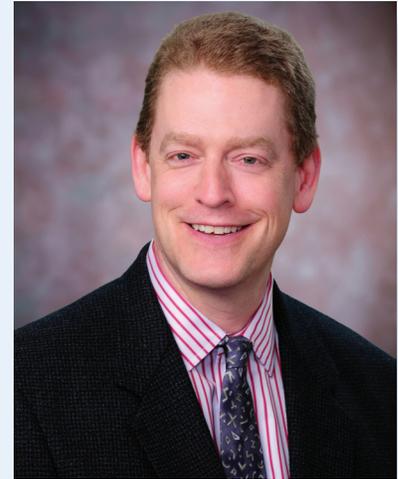
If a person who is a diabetic or has high blood pressure or high cholesterol is feeling leg pain while walking stairs, it may be an indication of P.A.D. Smokers are at particular risk: tobacco use has a serious effect on the circulatory system as well.

The test BMH runs for P.A.D. is called an ankle-brachial index test (ABI). An ABI can take up to an hour but it's not at all intensive. We wrap sensors that look like blood pressure cuffs on the upper and lower thigh of both legs, as well as one sensor just below each knee and ankle. A radiologist will look at the results for indications of diminished blood pressure in these different areas of the leg to determine if there is plaque build-up. Based on the results and the patient's medical history, the physician may request additional testing, like a treadmill stress test, echocardiogram or nuclear cardiac test, to further evaluate the extent of the disease.

The goal of the ABI test is early detection. If diagnosed during the early stages, P.A.D. can be managed through lifestyle changes and possibly medication. Like a silent heart attack, P.A.D. can manifest with no outward symptoms. It's a gradual disease with serious effects. Don't wait for it to worsen before getting it checked.

## Introducing

**William A. Wood, M.D., FACS, FAAOA**  
Otolaryngology, Allergy



**Before I joined BMH I was:** at Bayhealth ENT of Georgetown, DE, near Lewes/Rehoboth Beach, for three years. Prior to that I was in Pittsburgh PA for my five years of residency training, at one of the top three otolaryngology departments in the nation, as ranked by U.S. News. Medical School was at the University of North Carolina, Chapel Hill, where the sky is Carolina blue. Prior to medical school, I worked for a decade for the state PIRGs and similar organizations, as a grassroots environmental and consumer protection organizer and lobbyist.

**What I've learned about Brattleboro since coming here is that:** There's a great deal of community involvement and a lively local cultural scene. My family and I are very impressed with the local bookstores, performing arts scene, restaurants, and outdoor opportunities. I'm intimidated by the prospect of mud season, and welcome any tips for dealing with it.

**You may not guess it by looking at me, but I:** speak fluent German and passable Spanish, along with pretty rusty Arabic and Slovak; this is all related to my past as a spy and international man of mystery

**To me, "Exceptional care for our community" means:** Working with patients in depth to help them understand what I think is going on with their ENT health, and investing them in a treatment approach. I use models of the ear and sinuses, for example, to teach patients. I explain their scans (CTs and MRIs) to them in depth, pointing to findings as we look at the pictures together. I also communicate my thoughts in depth to referring primary care doctors, usually in a detailed letter, with a copy to the patient.

## Peripheral arterial disease

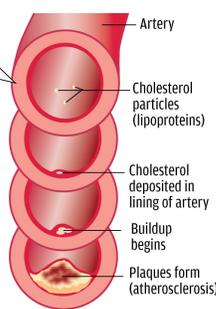
Peripheral arterial disease (PAD) is a common circulation problem; arteries that carry blood to the legs or arms become narrowed or clogged.

### Main cause of PAD

Hardening of arteries  
Plaque builds up in arteries; narrows, blocks blood flow (also called atherosclerosis)

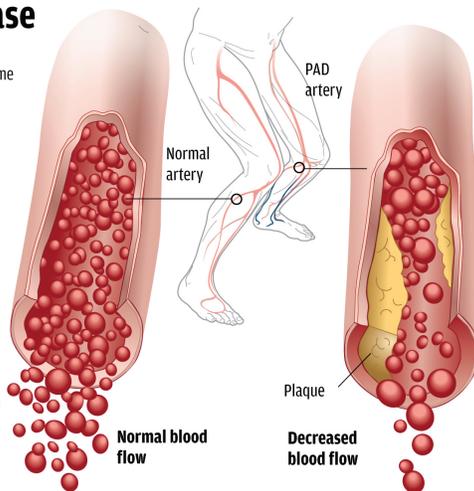
### Risk factors

- Smoking
- Diabetes
- Obesity (a body mass index over 30)
- High blood pressure (140/90 millimeters of mercury or higher)
- High cholesterol (total blood cholesterol over 240 milligrams per deciliter, or 6.2 millimoles per liter)
- Increasing age, especially after reaching 50 years of age
- A family history of peripheral artery disease, heart disease or stroke
- Excess levels of homocysteine



### Symptoms

- Painful cramping in your hip, thigh or calf muscles after activity, such as walking or climbing stairs (intermittent claudication)
- Leg numbness or weakness
- Coldness in your lower leg or foot, especially when compared with the other leg
- Sores on your toes, feet or legs that won't heal
- A change in the color of your legs
- Hair loss or slower hair growth on your feet and legs
- Slower growth of your toenails
- Shiny skin on your legs
- No pulse or a weak pulse in your legs or feet
- Erectile dysfunction in men



### People with PAD

- Have 6-7 times higher risk of heart attack, stroke
- An estimated 27 million people in Europe, North America have PAD; 60% have no symptoms

### Simple test

Ankle-brachial index compares blood pressure in ankle and arm to see how well blood is flowing

Source: American Heart Association, Medscape, Society of Interventional Radiology, Mayo Foundation for Medical Education and Research

McClatchy Newspapers

**802-258-6555**

## Physician Practices Move to EMR

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information. Medical information includes notes from past visits, laboratory and radiology results, and medicines.

We are converting to EMR because, over time, it will improve the quality of care our physician and practitioners can give. One benefit is less risk of medical errors due to handwriting. The computer can make notes and prescriptions easier to read. It can also give automatic reminders and alerts. For example, if you are taking more than 1 medicine the EMR can help warn of harmful side effects when different medicines are taken together. EMR also supports better service, as our staff can quickly search past medical notes, test results and medicines for example. We also plan to print education information from the computer.

Another benefit is that specialists in the BMH Physician Group have immediate access to your primary care physician's records on you.

We request our patients' understanding as we learn to use this new system. It is huge effort for the physicians and practitioners. Appointments may take a little longer and the provider must see fewer patients in the first weeks on the new system.

We also want the practices' patients to know that their records are safe. Records are protected by layers of security and a password. This means that only authorized people can see or make changes to your records. By law, we must take certain steps to ensure your records are safe and your privacy is protected. This is explained in the Health Insurance Portability and Accountability Act (HIPPA) Notice of Privacy Practices form you read and sign.

## Windham Internal Medicine to Merge with Brattleboro Internal Medicine

Brattleboro Memorial Hospital announced that Windham Internal Medicine and Brattleboro Internal Medicine are merging into a single practice, which will be known as Brattleboro Internal Medicine.

Starting July 15, 2012, Richard Burtis, MD and Roxanne Karter, ARNP will begin seeing patients in the Brattleboro Internal Medicine offices



on the 2<sup>nd</sup> floor of the Gannett Building. They will join Dr. Andrea Galasso, Dr. Laura Metsch, Dr. Thomas W. Lewis and physician assistant Anne Cloutier. The office will be expanded to comfortably accommodate the growing number of physicians and practitioners.

Patients should note the phone number for making appointments with these providers is 802-257-2611.

BMH Vice President of Physician and Business Services Prudence MacKinney says Windham Internal Medicine's Richard Orlan, MD, has accepted a position as medical director of the Brattleboro VA Community-Base Outpatient Care Clinic. He will maintain his staff privileges at BMH and continue to be an active participant in the medical community. "We encourage Dr. Orlan's patients to consider transferring their care to Brattleboro Internal Medicine." MacKinney said.

Brattleboro Internal Medicine is part of BMH Physician Group, a multispecialty group practice of primary care and specialty care providers employed by Brattleboro Memorial Hospital. Offices are located in Brattleboro, Putney and Bellows Falls.

## Don't Ignore Swallowing Difficulties continued from page 1

The procedure to investigate the problem is usually an upper endoscopy. Using sedation given through an i.v., and after numbing the throat/gag reflex, a thin flexible tube is passed through the mouth down the esophagus. There is no compromise of the airway. Tools passed through the scope can take tissue samples and benign disease can be stretched (dilated). If cancer is present, other treatments can be started.

Patients with difficulty swallowing should seek medical attention. If

you have the problem, you do not want to have a situation where food is stuck and the problem becomes emergent. Years ago, I wrote a similar article to this one encouraging "stoic Vermonters" to stop putting up with this problem. Ongoing experience leads me to repeat that message. If you have the problem, tell your doctor or medical provider. If you have a family member with this problem, encourage them to have it checked.



Jeffrey Potash, MD



## BMH Birthing Center Honored for Child Abuse Prevention Education

**P**revent Child Abuse Vermont (PCAV) presented an plaque to nurses in Brattleboro Memorial Hospital's Birthing Center during an April 18 luncheon, recognizing their efforts in educating new parents about infant crying and the dangers of shaking.

The plaque was presented by Doug Racine, Secretary of the Vermont Agency of Human Services, to Debbie Partrick, manager of the Birthing Center, during a ceremony coinciding with National Child Abuse Prevention Month. The BMH nurses have been participating in a statewide prevention program since 2009, and this year they had a 97 percent returned pledge form rate.

"We believe the work that these nurses have committed to has been a key factor to why the numbers of cases of Shaken Baby Syndrome and Abusive Head Trauma that we are aware of has dropped significantly," said Kay Shangraw, RN, manager for the PCAV Shaken Baby Syndrome Prevention program.

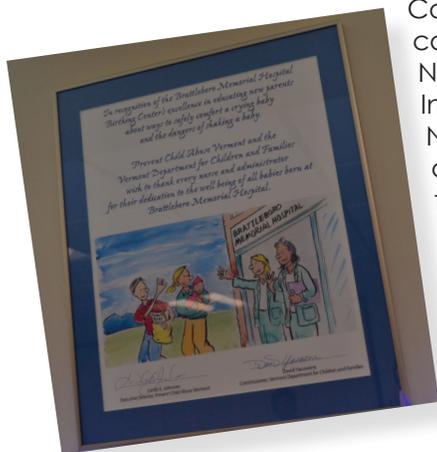
The education BMH nurses provide new parents includes talking with them about infant crying, asking them to watch a short 8 minute video about Shaken Baby Syndrome and then having them sign a pledge form that says they will keep their baby safe and share this information with care providers.

Vermont had seen a huge increase in cases of Shaken Baby Syndrome from October 2007- December 2010. In that time period, 23 cases were in the news or brought to the attention of Prevent Child Abuse Vermont. Six infants died during that time period as well as a young man who had been a victim of Shaken Baby Syndrome/ Abusive Head Trauma as an infant.

"We thank Kay Shangraw and the rest of the Prevent Child Abuse Vermont staff for their guidance and are pleased to know our efforts made a difference in lives of newborns and their parents. I would also like to thank my staff who made the commitment to educate our new parents, the 97% return rate is recognition of their dedication." said Debbie Partrick, Nurse Manager for the BMH Birthing Center.

The Birthing Center is one of several specialty areas of patient care at BMH. All Birthing Center nurses have training in BLS (Basic CPR), ACLS (Advanced Cardiac Life Support), NRP (Neonatal Resuscitation Program), and STABLE (Infant Stabilization). There are five board certified Lactation Consultants (IBCLCs) and three nurses that carry certifications in Maternal/Newborn Nursing, Advanced Fetal Monitoring, Inpatient Obstetrics, and Low Risk Neonatal Nursing. In addition, two nurses are certified Lamaze instructors and there are two nurses who are trained Bereavement Counselors for infant loss.

For more information, contact Debbie Partrick in the BMH Birthing Center at 802-257-8228.



**I would also like to thank my staff who made the commitment to educate our new parents, the 97% return rate is recognition of their dedication." Debbie Partrick, Nurse Manager for the BMH Birthing Center**

## Introducing

**Ellen Garvey, MD  
Brattleboro OB/GYN  
OB/GYN / Women's Health**



**Before I joined BMH I was:** I was an OB/GYN resident at Dartmouth Hitchcock Medical Center. While in college at Mt. Holyoke College, I developed an interest in advocacy programs for women which led to my interest in medicine and specifically OB/GYN.

**What I've learned about Brattleboro since coming here is that:** it's the home of the best parade- The Strolling of the Heifers!

**You may not guess it by looking at me, but I:** am about to start training for my first ever marathon. I also have two children, 5 years old and 2 1/2 months.

**To me, "Exceptional care for our community" means:** Providing excellent services to all who seek our help regardless of race, gender, age or socioeconomic background. It means listening to our patients and appreciating the diversity of our population and the unique features of each individual. It means having the ability to treat patients as they travel through life, from their first breath to their last.

**802-251-9965**

## Carolyn Taylor-Olson Appointed Medical Director for Post-Acute Care

In this position, Dr. Taylor-Olson will work with Pine Heights, Vernon Green and Thompson House to provide post-acute care for their residents. BMH President and CEO Steven R. Gordon says Dr. Taylor-Olson will perform these duties in collaboration with Andrea Galasso, DO and Suanne Petroff, NP. Previously, Dr. Taylor-Olson had been the Medical Director for BMH's Hospitalist Service.



Carolyn Taylor-Olson, MD

"As Dr. Taylor-Olson takes on this new opportunity, I want to thank her for her efforts and dedication in establishing the Hospitalist Service," says Gordon. "She has worked tirelessly with the Hospitalist staff to continuously improve patient care at BMH. We support her in this new position which will improve patient care coordination between the Hospital and our post-acute care providers. Recognition of the importance of this care coordination puts BMH at the forefront of Vermont hospitals."

## Aida Avdic to Head Up BMH Hospitalist Program

Aida Avdic, MD will assume the role of Medical Director for its Hospitalist Program effective July 17.

Dr. Avdic joined BMH in January of this year after serving as a Hospitalist and instructor of clinical medicine at the Hospital of the University of Pennsylvania for the past three years. She fills the directorship left vacant with the appointment of



Aida Avdic, MD

Carolyn Taylor-Olson, MD to Medical Director for Post-Acute/Nursing Home Care.

The BMH Hospitalist staff is a team of physicians specializing in internal medicine who provide care to patients experiencing acute medical conditions when they are admitted to the hospital. The other Hospitalists are Amy Gadowski, MD, Christopher Meyer, MD, John Silksensen, MD and David Albright, MD.

## BMH Names George Lagro, RN 2012 Employee of the Year

Brattleboro Memorial Hospital named George Lagro, RN its 2012 Employee of the Year during an employee recognition dinner held May 5 at the Eagles Club in Brattleboro.

During most of his 22 years with BMH, Lagro has primarily worked evenings and has been a night duty nurse since 2001. A native of Randolph, Vermont, Lagro was originally hired as a nurse assistant in 1989 and obtained his LPN credential from the Thompson School during that time. He left BMH in 1992, then returned a year later and went on to get his RN degree from Vermont Technical College in 1994.

Lagro received multiple nominations from his colleagues for the honor. Danielle Piper wrote of his commitment to patients: "George humbly fulfills his duties to his patients with a generous spirit. The patient comes first and he is quick to respond to his patients' call lights each time they ring."

Angela Dubray, who works the same shift as Lagro, wrote: "George is a great team player and co-worker. When asked for help with something he never hesitates. Everyone wants to work with George."



top: Steve Gordon, CEO congratulates George



right: George Lagro

## Wellness in Windham Health Festival

This year Brattleboro Memorial Hospital is collaborating with the Brattleboro Retreat and Grace Cottage Hospital for the first-ever Wellness in Windham Health Festival. This fun, family-friendly, free event will be held on September 22, 2012 from 11 AM to 2 PM on the Brattleboro Retreat lawn. The grounds will be filled with performances and demonstrations of fun ways to be active, exhibitors with health and wellness information, and interactive activities for all ages, as well as healthy and delicious foods. The festival will highlight Windham County's many resources for helping us lead healthy and active lives. Besides having an exciting day, we hope everyone who attends finds at least one new interest or piece of helpful information for themselves or their family.

In years past, Brattleboro Memorial Hospital and Grace Cottage hosted successful annual health fairs where people of all ages came out to learn new ways of getting and staying healthy. In early 2012, Brattleboro Memorial Hospital and Grace Cottage decided to partner with the Brattleboro Retreat, a private psychiatric and addictions care hospital also located in Windham County, to present a larger community health event with even more activities and demonstrations for area residents to enjoy. We are very excited about our newly created Wellness in Windham partnership which enables us to present a community wellness event to benefit families throughout the county.

Some of the activities planned:

- Demonstrations of yoga, hula hooping, Zumba, belly dancing
- Green Street Geckos and Happy Hearts Jump Rope Team
- Cooking demonstration by Brattleboro Food Co-op
- Face painting and obstacle course for kids
- Keene Cheshiremen Barbershop Chorus
- Vermont National Guard climbing wall
- A variety of prizes and giveaways
- Health screenings
- Fun Trail Run



**Wellness in Windham**  
*Health Festival*

### Fun Trail Run

To kick off this year's Wellness in Windham Health Festival, we will be holding a Fun Trail Run on the Retreat Trails on Saturday, September 22, 2012 at 10:00 AM. This activity is free and open to the public. The trail run will be approximately 1.5 to 2 miles, and runners will have the option of being timed. Registration: 9:15 – 9:45 AM, and the Fun Trail Run starts at 10:00 AM. Registration and the start/finish location is the front lawn of the Brattleboro Retreat, 1 Anna Marsh Lane, Brattleboro, Vermont.

For more information, check the festival website, [www.wellnessinwindham.org](http://www.wellnessinwindham.org), or contact Cathy Tallen at 802-257-8358. In case of rain on the day of the festival, you can also call that number to find out if it will go on or be canceled.

## Introducing

**Ann Wang-Dohlman**  
Allergy and Clinical Immunology



### Before I joined BMH I was:

I am an allergist practicing in Massachusetts. Beginning in June of 2012, I will begin seeing allergy patients at BMH one day a week. I plan to practice the specialty of allergy at both the Massachusetts and Vermont sites.

### What I've learned about Brattleboro since coming here is that:

Brattleboro is a wonderful community devoted to healthy lifestyle which bodes well for people with allergies.

**You may not guess it by looking at me, but I:** love to bake and cook! This is a plus since I see many food allergy patients.

**To me, "Exceptional care for our community" means:** PREVENTIVE medicine! Find the cause of the patient's presenting problem(s) and help the patient practice manageable preventive measures that will help their total body. In the specialty of allergy, one can do just that by listening to the patient, obtaining a detailed history of their presenting problem(s), carry out appropriate diagnostic tests and then teach the patient preventive measures to keep them well.

**802-451-1980**



## With Gratitude for our Volunteers

Every June, Brattleboro Memorial Hospital holds a special luncheon to say thank you to the many individuals who volunteer at the hospital. This past year, 110 people logged an astonishing 19,500 hours of service, and every minute of it made a difference in how patients receive care here.

Many of our volunteers come to us after accessing hospital services. Kathleen MacEachern was impressed with the care her son received during a visit. So as she was transitioning into retirement from life as an elementary school teacher, she decided she wanted to give back to BMH.

New people always start on shifts with experienced volunteers so they have someone to show them the ropes. There is also an orientation so they know what's expected, including the importance of patient confidentiality and privacy. Because it's a large organization, there are a wide variety of volunteer opportunities and the hospital works hard to make the assignment fit the individual's personality. There are people who are happy being behind-the-scenes filing or working on a computer, and those volunteers at the two front desks and in transportation who like to have patient interaction and be on the move.

"As volunteers, we have the time to provide warmth and friendliness, and that allows the professional staff to do the work they need to do to make sure people get well," says volunteer Barbara Tudda. "Patients, as ill as they are, they're so grateful for the helpfulness. That touches me."

The BMH slogan is "Exceptional Care for Our Community." But having so many members of the community give their time helps us reach that high standard of excellence. To all our volunteers, thank you so much for all you do.



### One for Dinner?

At the end of May, people requiring an in-patient stay at BMH began having the option to order meals from a room service menu. This innovative new concept from the Department of Food and Nutrition was developed to provide more flexibility for patients to have breakfast, lunch or dinner when they are ready and able to eat during their recovery.

Traditionally, patients have had to plan their meals 24 hours in advance by filling out their menu cards. With the room service option, patients have more flexibility to order a meal (breakfast, lunch and dinner) when they feel like eating, and their meal will arrive within 40 minutes of being ordered.

The new menu offers a variety of freshly prepared foods, including vegetarian and gluten-free selections, using locally-sourced produce, dairy products and meats from growers and producers whenever possible. Sample menu items include grilled Mediterranean-style chicken breast, pan seared pork medallions with local apple compote, Caesar salad, hummus and fresh vegetable crudité's, local Greek style yogurts, quesadillas, homemade chicken noodle soup, Asian vegetable stir fry, flatbread pizza, multigrain pasta with homemade meatballs made with locally-sourced grass-fed beef, and a variety of freshly made sandwiches.

BMH recognizes and appreciates the support of New Chapter, Inc. for helping this new program become a reality. New Chapter made a gift of \$5,000 to help purchase telephone hardware sets, nutrition analysis software, Momentum Menu System, and nutritional education packets. New Chapter Organics is the world's leading grower and provider of whole-food cultured vitamins, minerals, and organic food supplements. If you have occasion to utilize this room service option during a visit, please take a moment to think about the local producers and businesses who helped make this menu option possible.



# Contributions

...making a difference

## BMH Donor Profile - Christopher Appleton, DO

The next time you're down in the basement of BMH, maybe heading to the Maple View Cafe for lunch, stop and say hello to Chris Appleton, DO, who along with Dr. Bill Doyle runs the hospital's pathology department and laboratory services. Being a pathologist means spending a lot of time analyzing tissue and blood samples, so Chris is always happy for the opportunity to look up from the microscope and have a friendly chat.

Chris describes the pathologist's role as being "the doctor's doctor" because he works with a multitude of specialists, as well as primary care providers. His training as an osteopath allows him to have a holistic view of all types of patient cases that come his way, and ensures that he never forgets that the human is never too far away from the sample.

"It's not all cut and dry when it comes to diagnosing and treating a cancer, for example. You have to think about the people too," Chris says. "Even though we're working on these machines and we're doing chemistry and things like that, that little tube is a patient."

It was hard for Chris to give up seeing patients following his residency at University of Arizona, Arizona Health Sciences Center. Initially, he had enrolled at the University of New England College of Osteopathic Medicine with the notion that he would be a family physician. But ultimately the love for biology, chemistry and other hard sciences he developed in high school won out. By his third year in medical school, he knew



Christopher Appleton, DO

he was destined for life in the laboratory.

Still, he sought out social opportunities within the profession he chose. He found it by getting involved with the Development Committee at BMH and learning about the various fundraising projects and campaigns that reach out to the Brattleboro community he and his wife, Edie, had grown to love.

"One of the things that's delighted me is how much of a part of the community that the hospital considers itself, and how much a part of the community that the people of Brattleboro consider the hospital," says Chris. He adds that both his daughter, Tara, and son, William, cultivated a love of music thanks in large part to the music department at

Brattleboro Union High School and the Brattleboro Music Center.

In addition to his own giving, Chris is now heading up the Physician Campaign. His role as the "doctor's doctor," makes him a familiar face to area physicians. He says he loves meeting with them and sharing stories, and he tries to relate how their annual contribution will be used by BMH and its direct benefit for the patients the physicians serve.

"There are people who live in the outlying towns who would have no access to medical care if we weren't here," Chris says. "The people who are running this hospital are interested in doing what you need to do business-wise to keep it operating, but it's not like that's the first priority. Basically, I'm doing it because I believe in this place."

## The 1904 Legacy Society

Every May through June, Brattleboro Memorial Hospital recognizes those individuals who through a deferred gift have helped to ensure that BMH will be in the community caring for its members for years and years to come.

Whether by writing the hospital into their estate plans, making BMH a recipient on their life insurance or by establishing a charitable gift annuity, these planned gifts generate financial support that will help future generations. It was this type of long range estate planning that started Brattleboro Memorial Hospital back in 1904. Over the past one hundred years, this trust, established by Thomas Thompson and his wife Elizabeth Rowell Thompson, has helped millions and millions of people.

Just this year, the membership in the 1904 Legacy Society has grown by four. Three individuals/couples have executed gift annuities and one person has notified us that BMH has been included in their will. And there are many others that we do not know about until after they have passed away.

If you have included BMH in your estate plans, please notify us now, so we can properly thank and recognize you. And if you have not thought about an estate gift, please do. Think what a gift can do...helping provide an excellent hospital for the benefit of millions. To learn more about planned giving to BMH call 802-257-8314 or visit [www.bmhvt.org/giving](http://www.bmhvt.org/giving).

## No Envelopes, No Stamps, No Trips to the Mailbox...

"Why do I make my gift online? It's just an easier way to do it. There's no envelope, no stamp, no sweating on my way down to the mailbox. As I sit at my computer paying the bills, refilling a prescription or ordering DVDs, I browse over to the Brattleboro Memorial Hospital website and click on the "donate now" button. Anything I can do automatically makes my life easier. As for internet security, I consider it a reasonable risk to make my gift online. I am cautious, but the simplicity of doing business by computer outweighs the slight risk of a potential breach. Since it is so easy, I am able to space out my giving by making several gifts throughout the year until I reach the total amount I wish to donate."

Like Dr. Tom Evans, you might also consider making your gifts to BMH online. Not only is it easier, but it saves you and the hospital the expense of postage and it also helps to save a tree or two.

**BMH Thanks the 1904 Legacy Society Members**

The 1904 Legacy Society was created in remembrance of Thomas and Elizabeth Thompson who in the late 1800's left a large portion of their estate for the "kindred charitable purposes" of Brattleboro. Part of the fund, known as the Thompson Trust, was used in 1904 to build Brattleboro Memorial Hospital. This one generous gift has benefited millions of patients throughout its more than a century of service.

The 1904 Legacy Society honors those who have included BMH in their will or estate planning. These generous individuals automatically qualify for membership, no matter the size of the gift. Past and today's gifts will do the same for future generations. For more information about becoming a member of the 1904 Legacy Society, contact the Development Office at (802) 257-8314.

**Brattleboro Memorial Hospital**  
EXCEPTIONAL CARE FOR OUR COMMUNITY

*Names in bold indicate a deceased member.*

Mr. & Mrs. Charles E. Amidon  
*Estate of Hildred B. Babin*  
Bill & Linda Bealard  
*Estate of Helen Donat*  
*Estate of Lilian A. Ething*  
Sally E. Fejley  
Martha Jane Fenn  
Roland & Harriet Fisher  
*Estate of Elizabeth N. Foye*  
Robert T. Gannett  
*Estate of Virginia George*  
Christina & Peter Gibbons  
*Estate of Joan R. Ginnach*  
*Estate of Kate Hauger*  
Vernon R. Haglund  
Elizabeth J. Hartson  
*Estate of John N. Hoops, Jr.*  
*Estate of Edmund F. Huntly*  
Maria Luisa Lederer Yuste  
*Estate of Brian C. Lee*  
*Estate of Ruth B. MacMichael*  
Frederick K. Manson  
*Estate of Agnes McGregor*  
Elizabeth F. Moore

*Estate of Evelyn S. Oakes*  
Howard & Larue O'Brien  
Hospital Fund  
Anonymous  
*Estate of Wendy W. Reed*  
*Estate of Dorothy E. Robbins*  
*Estate of Edwina W. Rogers*  
Andrew Rome  
Susan & Peter Sherlock  
Ellen Smith  
*Estate of Annamie*  
Ricky Tarr  
Heddi Krennick &  
Robert G. Swacy  
*Estate of R. Swacy*  
Charitable Trust  
*Estate of Robert M. Sobotta*  
*Estate of Elizabeth R. Tallbar*  
Bob & Karen Trivoshani  
*Estate of Beatrice T. Warren*  
Arthur & Carol Westing  
Mara Williams Oakes  
*Estate of Lorna L. Wijnawitz*

*And the many other generous individuals who over the past 100 years have made deferred gifts to Brattleboro Memorial Hospital.*

## 2012 Community Gifts Update

One of the best parts about working in the Development Office at BMH is watching the mail come in each day. The steady outpouring of gifts from community members is positive feedback that Brattleboro Memorial Hospital is doing a good job. People are excited to partner with us in our lifesaving work through charitable donations. So far this fiscal year (which ends September 30th), we've received \$142,500 in gifts from over 600 people.

As our goal is \$200,000, we are still counting on the support of our patients and friends. Gifts are used to help people who neither qualify for government insurance nor have access to a private policy. Providing care for everyone is important at BMH and your partnership in this area is greatly needed. The other way to partner with the hospital is by giving a gift that can be use without restrictions. Unrestricted gifts help the board and leadership to put resources where they are most needed in the moment.

If you haven't made your gift, or even if you have and would like to make an additional gift, please use the tear-off card on the right or go to our secure website at [www.bmhvt.org/giving](http://www.bmhvt.org/giving).

# More Trucks, More Kids, More Fun

Saturday, September 8<sup>th</sup> is Touch a Truck—the day that so many children in the Brattleboro area wait to arrive. This annual event brings more than 50 vehicles to the Brattleboro Memorial Hospital parking lot for kids to climb on and explore. Last year we saw more than 800 people of all ages from infant - 80 climbing on tractors, exploring limousines and motorcycles, sitting in the fire truck or crane, while having a fun day and raising dollars for the hospital.

Each year brings a bigger crowd and an always changing variety of vehicles. So if you have a truck, motorcycle, mobile home, or helicopter and would like to take part, give us a call at (802) 257-8314. And if you just want to come and have fun, mark the date of September 8<sup>th</sup>, 2012 on your calendar and save the date.



- Benefactors**  
\$10,000 & Over\*
- Patrons**  
\$5,000 - \$9,999\*
- Fellows**  
\$2,500 - \$4,999\*
- Stewards**  
\$1,000 - \$2,499\*
- Donors**  
\$500 - \$999
- Associates**  
\$250 - \$499
- Supporters**  
\$100 - \$249
- Friends**  
\$1 - \$99

\* Donors of \$1,000 or more are President's Circle Members.



I wish to make a tax-deductible gift of \$ \_\_\_\_\_

I would like my gift to support:

- Area of Greatest Need       Uncompensated Care

Name(s) \_\_\_\_\_

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

Address \_\_\_\_\_

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

CARD NUMBER \_\_\_\_\_

EXP DATE \_\_\_\_\_

VTC # (3 digits on back of card) \_\_\_\_\_

PRINT NAME ON CARD \_\_\_\_\_

SIGNATURE \_\_\_\_\_

MY PHONE NUMBER \_\_\_\_\_

I prefer my gift to be anonymous

This gift is made:     in memory of     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, Brattleboro, VT 05301-3498



**Brattleboro Memorial Hospital**  
EXCEPTIONAL CARE FOR OUR COMMUNITY

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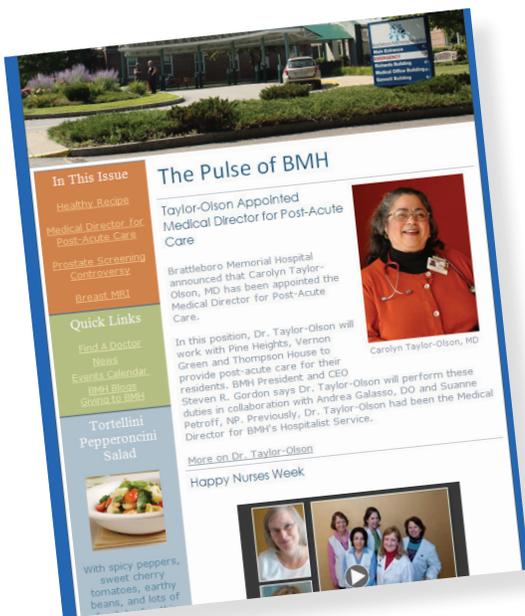


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