



Cottage Door



Lgo f k] f \ \$ N] je g f l ¥ Spring 2009

COMMUNITY WELLNESS CENTER IN THE WORKS!



Thanks to a grant from the Fannie Holt Ames & Edna Louise Holt Fund, and additional donations from other sources, a Community Wellness Center will be created in the front portion of Grace Cottage's Heins Building. The living room, dining room, enclosed porch, and an adjacent room will be converted for a wide variety of community activities, including yoga, the Strong Bones exercise program, belly dancing, tai chi, and more. A massage room will be included, as will a community meeting room for use by other non-profit organizations.

"We're very excited about the possibilities," said Crystal Mansfield, Director of Grace Cottage Hospital's Rehabilitation Department and coordinator of Wellness Programs. "We're working hard to design a center that is both functional and aesthetically pleasing. We hope construction will begin in the spring, and we'll be done by the fall, if all goes according to plan."

Currently, Grace Cottage's yoga classes and the Strong Bones program have long waiting lists, and new classes fill up as quickly as they're added.

"It's a great problem to have," said Mansfield, "but we really want to serve everyone who wants to take classes. We're looking forward to having this new Wellness Center. It will open up opportunities to provide some of the new programs that people in the community are requesting. It's a wonderful project!"

GRACE COTTAGE HOSPITAL RECEIVES HIGH PRAISE FROM INSPECTORS

All hospitals are subject to unannounced inspections by state and federal agencies, so it wasn't a complete surprise when three surveyors from the Vermont Department of Licensing and Protection walked into Grace Cottage Hospital on November 12th. For the next three days, the surveyors observed hospital employees at work; reviewed policies, procedures and paperwork; and interviewed patients.

The end result? In the words of CEO Mick Brant, in a letter to all employees: "The Critical Access Hospital Surveyors were extremely complimentary of every department. Thank you all for the hard work that you do every day, and most especially for the level of care that you provide our patients that is truly second to none."

The surveyors gave Grace Cottage three citations, none involving direct patient care: they noted an instance of insufficient documentation, that some medical records were stored on wooden shelves instead of metal, and that no written policy was in place for keeping ER patients for several hours for observation. All three issues have since been corrected.

The surveyors interviewed hospital patients and discovered, in the surveyors' words, that "without exception, everyone loves it here." The surveyors also said:

- "The inpatient and outpatient care that your Rehabilitation Department is providing is amazing."
- "You've come a long way in your Pharmacy department, with the addition of a lot of new equipment."
- "The lab is well organized, and you're doing as much as you can, given the size of the lab."
- "The growth in Radiology is impressive too, especially the CT scanner. You're serving the community and eliminating the need for patients to drive long distances."
- "The hospital environment is good – we found no issues at all. Laundry and Housekeeping keep a clean facility, and there's a homelike feeling throughout."
- "You're very lucky. You are 'leaving the light on' here!"



FROM THE CEO - THE "SECRET" HOSPITAL

We've been giving a lot of "behind-the-scenes" tours recently, to people who have been using Grace Cottage for years, and everyone is saying the same thing: "I can't believe the number of services at Grace Cottage that I didn't know about!" Honestly, we aren't trying to be the best-kept secret in southern Vermont. Maybe our range of services is a surprise because Grace Cottage doesn't look like a typical hospital (if there is such a thing, I guess it would be a multi-storied brick building with a large smokestack!). Also, our main hospital is tucked up the hill behind the original hospital buildings (two-story white houses), and that tends to keep us hidden. But, to our many grateful patients, Grace Cottage isn't hidden, or a deep, dark secret. As the surveyors said (see page 1), we "leave the light on here." Come find out what everyone's talking about - call me at 365-3600 or Andrea Seaton and Mary Gyori at 365-9109. We'll be glad to show you how Grace Cottage is providing patient care second to none.

Mick Brant

KEVIN MEYER JOINS HOSPITAL BOARD

Welcome, Kevin Meyer, to the Grace Cottage Hospital Board of Trustees! Meyer is the president of Mary Meyer Corporation, a three-generation family business that makes and markets a wide variety of stuffed toys. The business was founded by his grandmother, Mary Meyer, in 1933, and has been based in Townshend since the early 1940's.



Meyer was born at Grace Cottage Hospital; after graduating from Leland & Gray High School, he received his business degree in 1982 from Babson College in Wellesley, MA. He became president of Mary Meyer Corporation in 1986.

A resident of Brattleboro, he and his wife, Heidi, have six children, ranging in age from 7 to 20. He has been on the Board of Brattleboro Development Credit Corporation since 1995, and has also served on the boards of Little Valley Nursery School and Leland & Gray Union High School.

"My extended family has a long tradition with Grace Cottage Hospital," said Meyer, "and I'm very pleased to be able to serve on the board. This hospital provides such wonderful patient care to the people of the West River Valley and beyond. My siblings and I were all born at Grace Cottage, my grandmother died there, my father served on the board, and countless family members have been treated at Grace Cottage."

VERMONT IS #1 (BUT WE ALREADY KNEW THAT!)

Vermont is gaining quite a reputation. We've been ranked the healthiest state by United Health Foundation, the American Public Health Association, and the Partnership for Prevention. Ironically, we've also been named the best state in which to die. The Center to Advance Palliative Care (CAPC) gave Vermont a perfect score on patient access to palliative care programs (the only state in the country to receive this designation). Families whose loved ones have died at Grace Cottage would agree that Vermont excels in end-of-life care.

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The mission of the Grace Cottage Hospital is to promote the health and well-being of the community by providing quality health care services in an atmosphere of dignity and respect.

NEW EMPLOYEES

Dewey Barry	Pharmacy Tech
Tucker Bumps	Maintenance Tech
Jason Chambers	Radiologic Technologist
Karen Cretelle	Housekeeper
Kristen Derry	Medical Records Asst.
Colleen Doyle	LPN
Wavel Gibbs	Dietary Aide
Dr. Evan Ginsberg	MD
Jodie Landon	Receptionist/Scheduler
Janice Sheppard	RN
Linda Smith	Medical Records Asst.
Steven St. Peter	RN
Mariann Zajchowski	RN



GRACE COTTAGE GOING GREENER

Grace Cottage now has all new interior high-efficiency lighting fixtures and bulbs at no cost, thanks to Efficiency Vermont's "Lighting Plus" program. Two men worked a full week to install free light

bulbs, fixtures, and occupancy sensors.

It's estimated that the installation of energy-efficient light bulbs, fixtures, and motion detectors will save Grace Cottage over \$8,000 every year in electricity cost. Another major benefit is that the lighting quality is improved for patients and staff.

Efficiency Vermont was created by the Vermont Legislature and the Vermont Public Service Board to help Vermonters reduce energy costs, strengthen the economy, and help protect Vermont's environment. The "Lighting Plus" program is designed to directly reduce Vermont's electrical energy load in targeted areas of the state, preventing the much higher cost of building new power plants or adding lines to satisfy demand.

Want to cut your electric bill (who doesn't?!)? Efficiency Vermont's website (www.encyvermont.com) provides lots of useful information for homeowners and renters in any state!

GROUND-BREAKING PARTNERSHIP

Through an exciting new collaboration, Grace Cottage Hospital and Brattleboro Memorial Hospital (BMH) are now sharing a key staff member. Mary Morgan, RN, is the Vice President of Quality & Patient Safety at BMH and at Grace Cottage Hospital.



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

According to Grace Cottage CEO Mick Brant, "Quality of care and patient safety are of paramount importance at Grace Cottage." BMH CEO Barry Beeman says, "We are pleased to be collaborating with Grace Cottage on this shared position. Sharing of resources is consistent with good practice in this age of increasingly higher health care costs."

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

A grateful patient writes:

"The doctors, nurses, therapists, X-ray, food services, laundry, and janitors -- everybody was wonderful the two times I was at Grace Cottage Hospital. I would recommend your services very highly. Thanks again for the wonderful care."

Ken Fisher
Brattleboro, VT

WISHES FULFILLED . . .

- ♥ Dr. Marvin & Connie Wool donated funds towards the installation of an automatic door for the Bock EMS Training Center wing.
- ♥ Brendan Light donated funds to purchase flat-screen televisions to be wall-mounted for several inpatient beds.
- ♥ John & Dorothy Thatcher made a very generous gift for the purchase of over-the-bed tables, bedside stands, and chairs for some patient rooms.
- ♥ Sarah Messenger & Paul Weber donated the funds to purchase two pulse oximeters for the physicians' offices.
- ♥ Lisa's Love Charitable Association made a gift for the purchase of two Automatic External Defibrillator (AED) trainers, so that employees could be trained in the use of defibrillators. Dr. Evan Ginsberg also donated a brand new AED and a new AED trainer.
- ♥ Ayesha, Sandeep & Saheer Mathrani made a donation for the purchase of a morphine pump, and David & Carol Parker made a gift for a second morphine pump.
- ♥ Jennifer Crawford made a gift for the purchase of a wobble board and balance poles for the Rehab department.
- ♥ Joan McConnel donated the funds to purchase hot tea mugs for the dietary department.
- ♥ Kit Martin made a donation for the purchase of textbooks for the training of LNA students.
- ♥ Bill & Leona Tabell made a gift for the purchase of a refrigerator for the laboratory.
- ♥ John & Paula Streeter donated the funds to purchase a scale for weighing Rehab patients.
- ♥ Park Chamberlin & Steve Chamberlin gave a gift towards an oxygen & suction system in patient rooms.

WISHES MADE . . .

- ♥ If you've been a patient or a visitor recently, you understand the need for some new furniture in patient rooms: ♥ \$320 will enable the patients in Room 6 to have a comfortable, sturdy chair, ♥ \$385 will give patients in room 3 a roomy bedside stand ♥ \$500 will enable a patient in Room 10 to have an over-the-bed table that has an additional pull-out table and mirror, and ♥ \$760 will allow patients in Room 2 to sit in a comfortable high-back chair. Many of these items have been purchased for other rooms, thanks to a generous gift, but more are needed.
- ♥ One three-position reclining patient chair is needed in the Hospice Room, for \$1,525. All of these items will improve patient and visitor comfort and care. Plaques in memory or in honor of a loved one can be placed on each item.

Call (802) 365-9109 or e-mail info@gracecottage.org for more information about these or other Wish List items.

GRACE COTTAGE "COLLEGE"!

The Grace Cottage dining/community room sometimes takes on the feel of a college cafeteria these days, thanks to the fact that so many schools are now partnering with the hospital for their students' clinical rotations.



Grace Cottage has recently become a clinical site for students in Vermont Technical College's Associate Degree Nursing Program. Eight students (one absent from this picture) spend two days a week at Grace Cottage, through May, completing their clinical rotation.

Throughout the school year, two different students each month from Northern Ohio University choose a rotation at Grace Cottage. All of these students are completing their Doctorates in Pharmacology. "They learn from us and we learn from them, too," said Jim Heal, Grace Cottage's Director of Pharmacy.

Grace Cottage is also a clinical rotation site for the University of Vermont College of Medicine, Albany Medical School, and Yale University. Med students usually come for one-month rotations and work under the tutelage of several of Grace Cottage's doctors.

MUSIC TO OUR EARS



Grace Cottage patients received a melodious surprise when 29 members of the Brattleboro American Legion Band came to serenade and pay tribute to patient Dave Barnett this past fall. Dave was a member of the band (and the offshoot group "A Touch of Dixie") for many years; he's since moved from Putney, VT, to New Jersey to be with his grown children. Before Dave left Grace Cottage, he played "Sweet Lorraine" on his tenor sax for Activities Director Lorraine Gleason.

HOW CAN WE HELP?



During this time of economic uncertainty (to put it mildly), Grace Cottage has a very important resource to help those in need -- her name is Heather Chaudoir, and her title is Resource Advocate.

"Part of my job is to work with people who have no insurance or insufficient insurance," said Heather. "I can match people with programs because I keep current with state and federal programs. This includes finding possible avenues for health insurance, but I may also be able to find help with food, housing, and fuel assistance, for example."

Heather's services are free of charge for community members between the ages of 18-64 - those 65 and older are encouraged to contact the Council on Aging. Heather has helped many people with a wide variety of resource issues, helping to fill out necessary forms and making connections for patients with other federal, state and local resources. She's an expert in filling out reduced fee applications, finding sources for reduced-cost or free prescription medications, and locating other avenues of support in Vermont.

"Most of the people I see have been referred to me by Grace Cottage's practitioners," said Heather. "They're stressed by financial issues, and they need help, but many are too proud to accept what they consider to be a 'handout'. The fact that they pay taxes means that they're not taking advantage of the system; after all, it's been set up just for people in situations such as theirs."

For more information, call Heather at 802-365-3689.

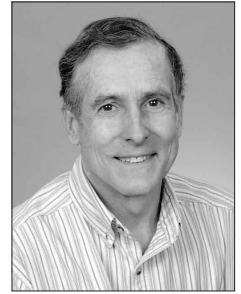
A grateful patient writes:

"I've been a patient at Grace Cottage twice recently and I couldn't think of a better hospital anywhere in the world. You took such good care of me, both times. I couldn't get over the quality of care, the compassion, and the professionalism. You guys are the total package!"

Bill Guenther
Newfane, VT

AUXILIARY NEWS

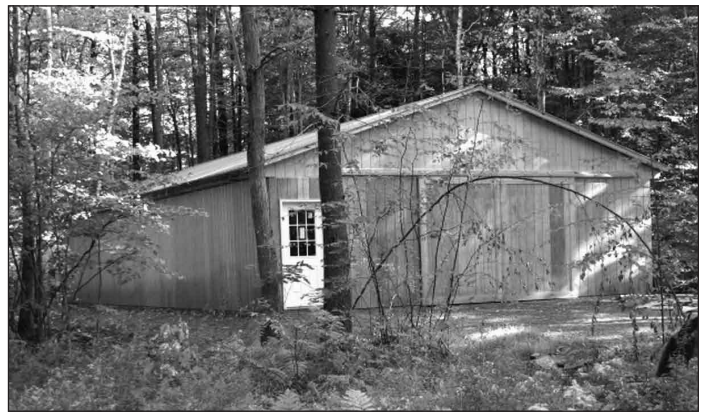
One reason that the Fair Day Auction is so successful is that Dr. Backus works on it year-round. As soon as one Fair is over, he starts collecting items for the next. Sometimes he takes items home to clean or repair them; other times, he stashes items in area barns. Wonder what he'll do when he retires? The Grace Cottage Auxiliary wishes Dr. Backus good health & prosperity for many years to come. Thank you, Dr. B.



Dr. Robert Backus
Auxilian of the Year

NEW STORAGE FOR FAIR DAY ITEMS

Picture the logistics: a week before Hospital Fair Day in August, a truck from WW Building Supply in Newfane drives to Brookline to pick up booth frames and deliver them to the Townshend Common. Another truck goes behind the Newfane Country Store to get the refrigerators. The basketball hoops, food booth fryers, tarpaulins, and other items needed are gathered from storage places all over the Valley. After the Fair, the same motions are repeated in reverse. No more!



A week before Fair Day 2008, the hospital maintenance staff finished building a 40' X 60' shed, in the woods behind Grace Cottage's Garden of Grace. The Auxiliary had been saving money for this shed for two years. No longer do we have to beg people with big barns to loan us storage space. Everything for Fair Day is now stored in the shed.

Householders of the Valley, when you come out of winter hibernation and begin to clean your closets, attics, and basements, please think about our Fair Day Auction and White Elephant Booths. We are happy to arrive on your doorstep with a truck to pick up your goods. Please call me at (802) 365-4455 to arrange for a pickup.

Stan Holt
President

GRACE COTTAGE FOUNDATION

PETER GALBRAITH JOINS FOUNDATION BOARD



Peter W. Galbraith has been named to the Grace Cottage Foundation Board of Directors.

Galbraith is internationally recognized as a peace negotiator and advocate for environmental protection, human rights, and global democracy.

He served as the first U.S. Ambassador to Croatia (1993-1998), where he mediated the 1995 Erdut Agreement that ended the Croatia War and participated in negotiations that led to the Dayton Peace Accords for Bosnia.

He served on the staff of the U.S. Senate Foreign Relations Committee from 1979 to 1993 and was responsible for the Committee's major legislation as well as the South Asia and Middle East region.

From 2000 to 2001, Galbraith was Director for Political, Constitutional and Electoral Affairs for the United Nations Transitional Administration in East Timor, where he designed the territory's first interim government and served as a cabinet minister.

Galbraith is a principal of the Windham Resources Group LLC, a Townshend-based firm that specializes in international negotiations for government and corporate clients, and Senior Diplomatic Fellow at the Center for Arms Control and Non-Proliferation. He holds degrees from Harvard University (BA), Oxford University (MA), and Georgetown University (JD).

Considered one of the U.S.'s foremost experts on Iraq, Galbraith is the author of *The End of Iraq: How American Incompetence Created a War Without End* (2006) and *Unintended Consequences: How War in Iraq Strengthened America's Enemies* (2008).

Galbraith is the son of John Kenneth and Catherine Atwater Galbraith. He is married to Norwegian social anthropologist Dr. Tone Bringa and has three children.

"Ever since my parents first bought their 'farm' in Newfane in the 1940's," said Peter, "Grace Cottage has always been there when any members of our family or our many visitors have needed medical care. I'm very pleased to be able to give back."

THE GIFT OF GIVING

On behalf of all of Grace Cottage's patients, thank you for giving so generously to the annual end-of-year appeal. A total of 481 households donated just over \$140,000, and all of these gifts are being used to support the mission of Grace Cottage Hospital. Your gifts make a big difference, and are greatly appreciated.

It's gratifying to see the kind of support that Grace Cottage Hospital engenders from throughout the land, and beyond! End-of-year gifts came from 26 states (AZ, CA, CO, CT, DE, FL, GA, IL, MA, MD, ME, MN, MO, NC, NH, NJ, NY, OH, PA, RI, SC, TX, VA, VT, WV, WY), as well as Washington, D.C., Canada and Great Britain.

Many generous local organizations also contributed to the end-of-year campaign, including Masons, Knights of Columbus, VFW, Moose, Eagles, Townshend Historical Society, Newfane Flea Market Parking donations, and the Vermont Antiques Dealers' Association. The Windham Foundation, the Thomas Thompson Trust and the Winhall Industrial Society also gave their support to Grace Cottage.

In addition to the Community Wellness Center grant (see page 1), the Fanny Holt Ames and Edna Louise Holt Fund awarded Grace Cottage with a grant towards the purchase of Electronic Medical Records software (EMR) for the physicians' offices. The EMR system, E-Clinical Works, is being purchased and implemented this year. Another grant towards the establishment of a Family Practice Physician Fellowship was also awarded. New physicians are being recruited while they are still completing their medical residency programs.



Laurie Polhemus (l.) presents Director of Development Mary Gyori with a donation for Grace Cottage Hospital from the Winhall Industrial Society's annual Bondville Fair.

A grateful mother writes:

“I want to thank everyone who took part in making my daughter better. You all made us feel right at home in the ER. I couldn't think of any place I would rather her be. Thank you for your special caring touch.”

Kristina Barker
Jamaica, VT

Gifts were recently received in honor of:

Dr. Bob Backus
Francis Capen
Bob & Anne Carroll
Sue Clark
Aaron Connor
Greg Dean
Dr. Evan Ginsberg
Barbara Kearney
Eda Kent
Dr. Moss Linder
Uma, Ranjit & Karan Malhotra
Louise McDevitt
Neil & Carleen Pelsue
Dr. Tim Shafer
Tim Wood

Grace Cottage Foundation is a 501(c)(3)
non-profit organization.

The mission of Grace Cottage Foundation
is to raise funds on behalf of
Grace Cottage Hospital.
Donations to Grace Cottage Foundation
are tax deductible to the extent
allowable by law.

Grace Cottage Foundation's
Federal Tax ID # is:
03-0343282

Donations may be made by cash, credit
card, check, stocks, bonds, or other tangible
assets.

An audit of Grace Cottage Hospital,
which includes Grace Cottage Foundation,
is available upon request.
Call (802) 365-9109.

MEMORIAL GIFTS

Donations have been received between
October 1st and January 31st in memory
of the following individuals:

Evelina LaCharite Avenia 3 Gene & Marie Avenia 3 Peter Baccile
Priscilla Ballou 3 Russ Barber 3 Molly Beattie 3 Claire Bedortha
Paul Beebe 3 John Bell 3 Ronda Bemis 3 Ronnie & Judy Bemis
Ans Benderer 3 Bill Berry 3 Cecil Bills 3 Janet Bills 3 Patricia Boyle
Ed Bretz 3 Edwin Bristol 3 Herbert & Evangeline Brooks
Mort Brooks 3 John & Ruth Broutsas 3 Gladys Brown
Phyllis Brown 3 Stanley Brown 3 Bob Calabrese
Charlene Clayton Carey 3 Rose Ann Carsley
Marion Chaffee 3 Alonzo & Eva Chamberlin
Patrice Chaves 3 Everett Childs 3 Brett (Woody) Clark 3 Rodney Clark
Jeffrey Clark 3 Dale Clayton 3 Bradley Cohen 3 Chris Coleman
Kenneth Coleman 3 Phil Coleman 3 Walter & Doris Comstock
Lewis & Elsie Corse 3 Neva Corse 3 Dorothy Coyle
Barbara Crawford 3 Luke Crispe 3 Casey Crozier 3 Dana Danforth
Knights of Columbus Brothers 3 Harry Dedell 3 Elsie Detjen
Garner & Mary Dewey 3 Lois Dilliston 3 Andrew Dolan
Ken & Stella Dowley 3 Donald Dumont 3 Judy Dupont
Vincent Dupont 3 Lorena Eaton 3 Marjorie Eginton 3 Brian Evans
Douglas & Alice Evans 3 Ruby Evans 3 Ruth Evans 3 Bud Field
Marilu Finan 3 Mary Fox 3 Bertha Frothingham
Kenneth & Catherine Galbraith 3 Dick Gardner 3 Louise Godt
Hank Grabowski 3 Ellis Greenwood 3 Stuart & Claire Halladay
Joyce Hamilton 3 Gordon Hecht 3 George & Thelma Holden
Bert & Louise Howard 3 Bob & Luna Howe 3 John & Marge Jacobs
Al Jeffers 3 Joel Johnson 3 Arnold & Claire Judd
Arnold Judd, Jr. 3 Lillian Karpas 3 Stephen Kendrick
Jim King 3 Don Kissel 3 Wally & Dot Konopas
Warren Kronemeyer 3 Dot LaMarche 3 Mary Lambert
Richard Lapan 3 Don Leigh 3 Barbara Litchfield
Gertrude MacDougall 3 Nancy Manheim 3 Bill & Joan Martin
Susan Baker McCoy 3 Barbara McMennamin 3 Mary Meyer
Edward Micka 3 Elaine Moggio 3 Connie Nelson 3 Olive Nichols
Lisa Young Noble 3 Calvin Nystrom 3 Mavis Oliver
Genevieve Olko 3 Dr. Carlos & Ruth Otis 3 Phyllis Patrick
Red Pearson 3 Neil & Ruth Pelsue 3 Kim Perry 3 Gladys Peterson
Oliver & Esther Peterson 3 Hilary Williams Pike 3 Barbara Pinkham
Oscar & Bernadette Plumley 3 Richard Plunkett 3 Elaine Prouty
Janet Puglisi 3 Joe Ranslow 3 Connie Short Redford
Iva Roberts 3 Travis & Nora Robinson 3 William & Florence Rounds
Hank Sanders 3 Joyce Scheuerman 3 Brinton Shine
Mildred Smith 3 Martha Sonnenfeld 3 Jeanette Sorrentino
Eric & Gert Spafford 3 Marge Stacey 3 Al Staib 3 Walter Tarbell
Elsie Tarnowski 3 Peg Tart 3 Cora Torrey 3 Elizabeth Torrey
Mary Torrey 3 Samuel & Ruth Traison 3 Richard Turnbull
Timmie Vinton 3 Henry Wallstein 3 Alan & Barbara Webster
Bernice Welch 3 Alma Welker 3 Wanda Welker 3 Arlene White
Enos Ross White 3 Emmons (Gus) Williams
Arthur Wolf 3 Harry & Phyllis Wolf 3 Melanie Wolkoff
Art Wondrofski 3 Joan Zully

We extend our sympathy to the families and friends of these individuals,
and our appreciation to those who have given in their memory. All
contributors are acknowledged in Grace Cottage Hospital's Annual
Report, unless "Anonymous" status is requested.

