



UPDATE

the latest news from your community medical home

Get your Flu Shot!

Each year thousands of people miss school or work due to the flu, but a simple shot can help protect you and your family from getting sick. Those who do

get the flu after getting a shot experience milder symptoms and fewer flu-related hospitalizations.

The flu vaccine also lowers the risk of illness in people who cannot get a flu shot, or who are more vulnerable to getting the flu – such as older adults, infants younger than 6 months, and people with chronic health conditions.

A yearly flu vaccine is recommended for anyone 6 months and older, and a special high-dose vaccine is available for those aged 65 or older.

After reviewing research on the nasal spray flu vaccine offered last year, the Centers for Disease Control and Prevention's Advisory Committee on Immunization Practice found that the nasal spray did not offer enough protection against the flu. Nasal spray flu vaccines will *not* be available for the 2016-17 flu season. All flu vaccines are given as a shot this year.

Gifford offers Flu Shot Clinics on Mondays and Wednesdays, from 10 a.m. to noon, and from 1 p.m. to 4 p.m. at Gifford Primary Care. Call 728-2428 for an appointment.



Gifford's New President and CEO Dan Bennett Returns to Randolph after 24 Years

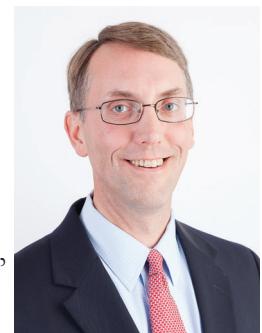
October 3rd was Dan Bennett's first day as President and CEO of Gifford Health Care, but it wasn't his first time walking through Gifford's hallways.

Twenty-four years ago he worked briefly in Gifford's Accounting Department after graduating with a BS in Accounting from St. Michaels College. While in Randolph he met his wife Jane (who was the hospital's dietitian for five years), and the couple's now 20-year-old son Nick was born in Gifford's Birthing Center.

Bennett brings strong leadership experience in small community healthcare organizations, most recently as chief operating officer at Waldo County Healthcare in Belfast, Maine, a position

he held for eight years. Prior to that he was executive director and chief financial officer at the Mid-Coast Mental Health Center in Rockland, Maine.

Returning to Randolph after 24 years, Bennett says he finds the organization in "wonderful shape," and the growth and improvements at Gifford impressive.



CEO Dan Bennett

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Independent Living Groundbreaking Starts Next Phase at Morgan Orchards

If you've driven through Randolph Center recently you can't miss all the activity at the Morgan Orchards Senior Living Community. On July 12, Gifford officially broke ground for 49 independent living apartments, scheduled to open in early August 2017.

The 30-acre senior community includes the new Menig Nursing Home (opened May 2015), the independent living units currently under construction, and a planned assisted living facility—all on a 30-acre campus surrounded by orchards and berry patches; landscaped gardens; a pond; trails for walking, biking, and snowshoeing.



This overhead view of the independent living apartment construction at Morgan Orchards captures the surrounding meadow and mountain views.

The 72,839 square foot, 3-story independent living building has both sunrise and sunset views of the

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Gifford Health Care

44 South Main Street • Randolph, VT 05060 • (802) 728-7000 • www.giffordhealthcare.org

Amy Thornton is New Director of Nursing at Menig Nursing Home

Amy Thornton, RN, has joined Gifford's Menig Nursing Home as director of Nursing, bringing 24 years of experience in health care positions.

After years of work in acute care, Thornton is excited to be back in long-term geriatric care. She says that since many elderly people are plagued by loneliness and boredom she is especially interested in Menig's Eden Program, which works to return decision



Amy Thornton, RN

making to residents and encourages meaningful relationships between staff and residents.

"Long term care has changed a lot through the years," she said. "I'm excited to be part of what is happening here with the senior living community at Morgan Orchards. I think it so admirable that this community took on such an opportunity."

Born and raised in Peterborough NH, Thornton's passion has always been in geriatrics and she came to hospital work early—she was a candy striper and volunteered at a local nursing home while still in High School.

Work Experience

Most recently Amy was administrative director of Patient Care Services & Behavioral Health at Franklin Hospital, and director of the Senior Services & Senior Psychiatric Unit at LRG Healthcare in Laconia, NH. Before that she was director of Nursing at Benchmark Assisted Living in Concord, NH, and assistant director of Nursing at Hackett Hill in Manchester, NH, and at Harborside/Sunbridge Crestwood in Milford, NH.

New Technology for Gifford's Emergency Department and Lab

You don't have to travel far for first-rate diagnostic technology—it's right here at Gifford. We're continually investing in top quality equipment to make sure our patients receive the most current diagnostic and specialty care.

Two recent additions to our Laboratory and Emergency departments are significantly improving our diagnostic capabilities, helping us to make sure patients receive the best care as quickly as possible.

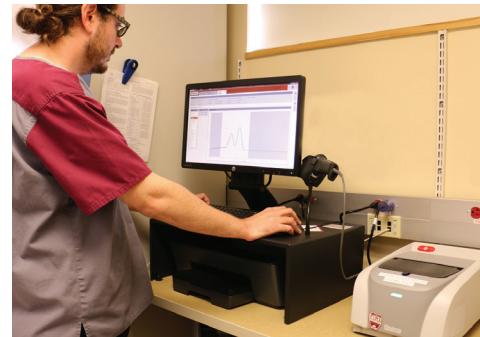
Newest technology provides faster, more accurate pathogen testing

While most people never see it, Gifford's lab provides 24-hour testing services that touch all aspects of patient care. The specially trained technicians who work here perform the chemistry, hematology, blood bank, and microbiology tests our providers need to diagnose and treat patients.

In July our lab started using a new stool testing method that allows us to test for more pathogens with greater accuracy.

"This is a really new technology that many small labs don't have," said Gifford Microbiologist Matt Clayton. "We're proud to be leading the way on this."

Six lab microbiologists have now trained and are validated to use the new Biofire machine. Clayton says the



Gifford microbiologist Matt Clayton with the new stool testing machine

new technology, which switches from stool cultures to molecular assays, tests for the more common stool pathogens like salmonella and E-coli O157. This expanded testing ability comes with a huge improvement in turnaround time—a significant benefit in a lab that performs 5-15 stool tests a week on average.

"We now have the ability to speed up the testing process from 4 days to within 2 hours," says Clayton. "In the past we've had to send samples out for some tests, but now we are able to analyze them right on site."

Emergency Department ultrasound provides faster, more accurate care

If you find yourself in our emergency department your provider may examine you with a machine that resembles the

tool used to show pregnant women their babies. This sophisticated new ultrasound machine helps us to quickly and more accurately diagnose and treat patients coming in for emergency care.

"This new top-of-the line machine brings a whole new level of technology to our Emergency Department," said Hospital Medical Director Dr. Scott Rodi. "Ultrasound is being used with increasing frequency and has broad diagnostic and therapeutic applications. For our purposes—after hours or when time is of the essence—it can be especially helpful."

He says ultrasound technology can be used to help medical staff perform routine procedures they once did blindly, from finding a vein to draw blood to putting in a central line. If someone has an abscess providers can see if fluid is present and where it is deepest to help with draining. Since no radiation is involved, ultrasound can be safely used on children.

Rodi stresses that once a patient is stabilized they will often be sent to a specialist for more tests and further care, but the ultrasound technology helps guide clinical assessment as well as procedures.

"Ultrasound is not as precise as CAT scans but it is really helpful because it is such a simple tool," says Rodi.

Patient Navigator Helps with All Aspects of Breast Cancer Care

In the spring of 2011 Kelly Kelly found a lump in her breast and immediately scheduled an appointment at Gifford. She met with Brittany Kelton, a registered radiologic technologist and certified navigator in breast imaging, who has been specifically trained to help women navigate the stressful period between the detection of suspicious growth and diagnosis and treatment.

Kelton was there to answer questions, schedule appointments, and to make sure she understood the tests and procedures ahead. But equally important was the compassionate emotional support she offered, acknowledging Kelly's fears and helping her to find ways to cope with her anxiety.

"Brittany was right there in the room with me when I had the biopsy, and then she was with me when doctor told me I had cancer," she said. "It was really helpful having her there. She was very calm, but I knew she cared about me. It was the day before my daughter's 15th birthday and we were both crying."

"We're going to get through this together..."

Kelton tells her patients: I'm your new best friend and we're going to get through this together.

"People are often frightened and confused initially—it's hard to absorb information in this state. I support them emotionally so they can be calm and comfortable and know what's going on," she said. "When someone hears that they



Patient Navigator Brittany Kelton and patient Kelly Kelly have formed a special bond as they worked together through Kelly's cancer journey.

have cancer they need to be able to go home, digest what has happened, and not have to think about who they need to call tomorrow for appointments. I can take on things like scheduling and coordinating procedures. I think patients really appreciate having one person they can rely on, someone they can turn to for support, or bring questions or concerns to."

Kelton started as Gifford's first patient navigator in 2010. As a radiologic technologist she had already been seeing patients for ultrasound, x-ray, and mammography appointments. In her new role she became a key support person for those called back for additional testing when an abnormality was detected in those first screenings. This year she completed her training and received national certification as a Patient Navigator-Breast Imaging.

Every patient scheduled for a breast biopsy meets with Kelton, and the service she provides is shaped by each individual's needs. Along with emotional and logistical

support, she provides information on different types of biopsies, explains pathology reports, and helps patients learn about specific types of cancer.

Gifford has recently started using an electronic mammography reporting and tracking software tool (MagView), that has significantly improved turnaround of mammography screening notifications—a waiting period that is often an anxious time for patients.

Kelton says MagView also helps her make sure that each woman gets the specific information she needs to make important testing decisions. Because all of a patient's records are now in one place throughout their treatment, Kelton can easily identify women who may qualify for BRCA1, BRCA2 or other genetic tests.

"I can get qualifying patients the information they need to decide whether testing is right for them," she said. "This can really make a difference for some women, and we can get them the early care they might need."

Supporting cancer survivors

After her breast cancer diagnosis Kelly Kelly started treatment at Gifford, coming every week for 16 weeks, and then every third week for almost a year.

"I was at Gifford at 9 a.m. every Thursday for what seemed like forever!" she said. "I was so happy to be able to get my care only 20 minutes from home."

Even after completing treatment it is important for women to be vigilant about follow-up screening, and the relationships Kelton builds with women in the first frightening days after diagnosis helps to make it easier to keep coming back.

Although they seldom see each other now, Kelly's connection to Brittany didn't end when she moved on to receive care from the Oncology nursing staff. On her recent 5-year follow up visit she stopped in to see Brittany as well, catching up on news and taking a moment to reflect on how life has changed since the day they first met. Kelton says this isn't unusual:

"Since we've started the program we've had great patient feedback," she said.



Is it time for your well-woman visit and clinical breast exam?

Call us today to schedule your next appointment or mammogram.

Family Medicine	728-2445
Internal Medicine	728-2428
Ob/Gyn & Midwifery..	728-2401
Radiology	728-2214



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Physical Therapy Services now Available in Berlin

Last spring the primary care, OB/GYN, and Midwifery providers at Gifford Health Center at Berlin moved to a new building in the same complex as our existing health center offices. Gifford's specialty practices (Neurology, Orthopedics, Podiatry, and Urology) remained in the original Health Center building, and over the summer the vacated space has been transformed into modern new treatment space for Physical Therapy services.

The space has been opened up to create a fully equipped treatment gym, with a mirrored wall, balance rail, and wide selection of equipment (treadmill, weights, etc.), including cardiovascular machines. There are two private treatment rooms and the clinic's X-ray and diagnostic technology services are conveniently located right in the same building.

"Patients seeing our primary care and specialty providers often also receive physical therapy as part of their treatment," said Troy Stratton, physical therapist and manager of Gifford's rehabilitation services. "We wanted to make it easier for our patients to coordinate their care by providing physical therapy services right on site. This will



Physical therapist Troy Stratton works with a patient.

allow each team member to communicate and develop a plan of care that best fits the patient's needs."

Less aggressive and invasive than surgery or drugs

Stratton says that primary care providers will often refer patients for physical therapy if they suffer from work-related injuries, muscle-strain, or chronic

pain issues like arthritis. Orthopedic and podiatry specialists frequently suggest physical therapy for upper and lower extremity issues, as it offers a less invasive approach than surgery and prescription drugs. In Berlin, the complementary nature of these services is underscored by the fact that both Orthopedic PA-C Jayne Collins, and Podiatrist Samantha Harris, DPM also trained in physical therapy before becoming specialists.

Popular local physical therapist joins Gifford's Berlin team

Suzanne "Sam" McCarthy, a popular local physical therapist with more than 25 years' experience, will be seeing patients in Berlin from 8 a.m. to 6 p. m. on Mondays, Wednesdays, and Fridays, with additional hours added as the clinic grows. She most recently was therapy director at the Concentra Medical Center and Urgent Care in Berlin, and has worked as a physical therapist at Concentra, Green Mountain Physical Therapy, and Copley Hospital.

Berlin's Specialty Care now offers all-inclusive care in one convenient location. We are located on East View Lane, right off Airport Road. Call today: 229-2325.

A Vision Made Real: Capital Campaign Success

On June 28th Gifford celebrated the closing of the *Vision for the Future* Campaign, the largest capital campaign in Gifford's 113- history.

Silently launched in 2013, the campaign went public in the spring of 2014 to raise funds for an ambitious three-phased project:

- Building a new Menig Nursing Home to anchor the Morgan Orchards Senior Living Community in Randolph Center (opened May 2015)
- Renovating the vacated space at the hospital into industry-standard private patient rooms (opened December 2015)
- Creating a new and centrally located Birthing Center, with upgrades,

spacious rooms, and a calming décor (opened June 2016).

With the completion of the Birthing Center renovation, the final phase of the project, the campaign officially ended.

All three phases of the project were completed on time and on budget.

"Because of the generosity of our neighbors and friends we raised \$4.7 million to help fund these improvements," said Ashley Lincoln, director of Development "This campaign succeeded thanks to our community's overwhelming support of Gifford's mission, and the hard work of the Campaign Steering Committee, who volunteered hours of their time and seemingly limitless energy to our fundraising efforts. Thank you!"

New Website Launched

A screenshot of the Gifford Health Care website. The header includes the logo, name, and a search bar. Below the header, there's a main navigation menu with links like Home, Find a Provider, Services, Locations, Patients, Visitors, and About Us. The main content area features a large image of a woman holding a baby, with the text "A leader in low intervention births and midwifery". There are sections for "I'd like to...", "Caring for you... for life.", and "Events & Classes". A sidebar on the right contains news items and a "More News" link.

Over the summer Gifford worked with Burlington-based Stride Creative Group to create a vibrant new look for Gifford's website!

The redesign is patient-friendly, packed with information, and easier to use! Check us out at: www.giffordhealthcare.org.

New Faces on Gifford's Team:

Eva Linden, APRN, has joined Bethel Health Center's Primary Care team. A board-certified family nurse practitioner, she focuses on providing personalized primary care, from birth through old age, and helping each person achieve their individual wellness goals. She is a strong believer in preventative medicine, health education, and an open environment where she can build lifelong relationships with her patients.



Eva Linden, APRN

Pediatrician Courtney Riley, MD, is now seeing patients in the Randolph Pediatrics and Adolescent Medicine office. Originally planning to pursue medical research, Dr. Riley found



Dr. Courtney Riley

she loved caring for children during her pediatric clerkship in medical school. After studying for six years in New York, she completed her residency at the University of Vermont Department of Pediatrics, where she was active in child advocacy and teaching about child health issues and cyberbullying.

Julia Cook, CNM, the newest midwife on Gifford's birthing team, was so impressed with the care she received when her first son was born 16 years ago that she decided to become a midwife herself. Her clinical interests include adolescent care, patient education, and helping women to be active participants in their ob/gyn care. She sees patients in the Randolph and Berlin clinics.



Julia Cook, CNM



The butterfly counts not months but moments, and has time enough.

-Rabindranath Tagore

Over the summer Menig Nursing Home residents and staff watched the incredible life cycle of Painted Lady Butterflies. In August the newly hatched butterflies were released into their natural habitat at Morgan Orchards Senior Living Community in Randolph Center.

Record Breaking Numbers for Last Mile Ride

Last Mile Ride broke records this year: we surpassed our fundraising goal for end-of-life services (with a total of more than \$102,000) and total participation (up 20 percent from 2015). Thanks to everyone who contributed to this year's great success!

2016 LAST MILE RIDE - BY THE NUMBERS

Motorcycle Riders (143 motorcycles)	187
5K runners	102
Walkers	171
Dollars raised	\$102,270



Save the Date: August 18-19, 2017

CEO continued from front

Several recent Gifford initiatives are similar to programs Bennett has worked on in Maine: he successfully implemented an electronic health records system at Waldo, developed programs to increase healthcare access to uninsured and underserved populations, and created the only hospital-based oral health program in Maine.

He says the strong relationships he and his wife developed in Randolph years ago, both at work and in the community, inspired him to pursue a career in rural healthcare administration.

"I saw how many opportunities there are to interact with people at a small hospital, and how important it is to develop a relationship with the community," he said. "The fact that you are caring for your neighbors adds meaning to your work. This resonated with me then, and it still does today."

Independent living continued from front

surrounding meadows and mountains. It includes 49 apartments (studio, one bedroom, one bedroom and den, two bedrooms) and community spaces for dining, fitness, a woodworking shop, and artist and crafts areas. And pets are welcome!

The community is within walking distance of Vermont Technical College classes and amenities, and includes services like a nightly chef-prepared meal and light weekly housekeeping.

Become a part of central Vermont's newest senior living community!

For more information about the independent living apartments at Morgan Orchards, contact:

Ashley Lincoln
(802) 728-2380
alincoln@giffordmed.org



FALL 2016

Upcoming Events

Safe Sitter®

Saturday, Nov. 5, 9 a.m.-2:30 p.m.
Gifford Conference Center

Safe Sitter® prepares students in grades 6-8 to be safe when they're home alone, watching younger siblings, or babysitting. Students learn life-saving skills such as how to rescue someone who is choking and what to do if there is severe weather. Lessons are filled with fun activities and role-playing exercises. Students will use manikins to practice CPR and choking rescues. To register please visit www.giffordhealthcare.org to download the form.

Chronic Pain Healthier Living Workshop

Mondays, Nov. 7, 10 a.m.-12:30 p.m.
Kingwood Health Center (lower level)

This six week class helps those suffering from long-lasting (chronic)

pain learn techniques to deal with problems such as frustration, fatigue, isolation, and poor sleep; exercises to improve strength, flexibility, and endurance; and tips for talking with family, friends and health care providers. Call 728-7714 to sign-up.

Childbirth classes

Tuesdays, Nov. 8-Dec. 13, 6-8 p.m.
& Tuesdays, Dec. 20-Jan. 24, 6-8 p.m.
Carriage House, Gifford Medical Center

These six-week classes help mothers-to-be and families prepare for birth. There is a fee to attend. Medicaid and other insurances are accepted. Call 728-2274 to sign-up.

New Parents Group

Wednesdays, 10 a.m.-12:00 p.m.
Carriage House (next to Ob/Gyn-Midwifery Clinic)

Learn about growth and development, nutrition, infant massage and much

more at this free weekly group for new parents and their infants. Facilitated by registered nurses, the group meets at the Gifford Pediatric clinic on the main campus in Randolph. Call Jenny Davis at 728-2257 for more information.

Weight Loss Support Group

Wednesdays, 5:30-7:30 p.m.
Gifford Conference Center

Get help and support on your weight loss journey. Attendance is FREE, no registration required. Open to all regardless of where you are in your weight loss. Call Kathy at 728-2414 to learn more.

Vermont Quit Partners Fresh Start Program

Tuesdays, 5:30-6:30 p.m.
Gifford Conference Center
Wednesdays, 11 a.m.-12 p.m.
Kingwood Health Center (lower level)

This regularly offered free 4-week program helps you set up a plan

and succeed in being tobacco-free. Free gum, patches and lozenges are available for participants. Call 728-7714 to learn more or to sign up for the next series of classes.

Chronic Conditions Support Group

Second Tuesday of Every Month
10:30-11:30 a.m.
Gifford Conference Center

Join a discussion and educational group for people with chronic illnesses. No registration is required and the meetings are free. All are welcome. If you wish to attend, please RSVP to 728-7714.

Visit our website
www.giffordhealthcare.org

for a full listing of all upcoming workshops and support groups.

Gifford in a community near you

Advance Physical Therapy
331 Olcott Drive U2, Wilder, VT 05001
295-7333

Bethel Health Center
1823 Route 107, Bethel, VT 05032
234-9913

Chester Health Center
356 Route 110, Chelsea, VT 05038
685-4400

Gifford Adult Day
1823 Route 107, Bethel, VT 05032
234-2165

Gifford Health Center at Berlin
82 East View Lane - Berlin, Barre, VT 05641
Radiology Services, Physical Therapy & Specialty Clinic **229-2325**
2418 Airport Road - Berlin, Barre, VT 05641
Primary Care **224-3200**

Gifford Medical Center
44 S. Main St., Randolph, VT 05060
Main Line **728-7000**
Specialty Clinics **728-2430**

Gifford Primary Care
44 S. Main St., Randolph, VT 05060

Behavioral Health **728-2790**
Family Practice **728-2445**
Internal Medicine **728-2428**
Ob/Gyn and Midwifery **728-2401**
Pediatrics **728-2420**

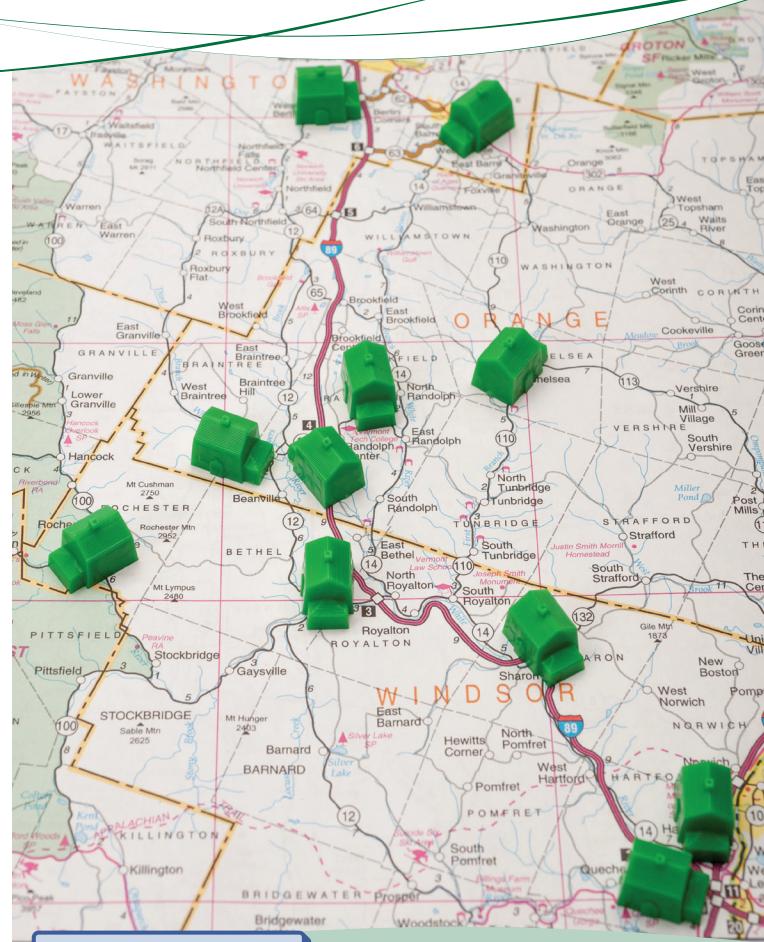
Kingwood Health Center
1422 Route 66, Randolph, VT 05060
728-7100

Project Independence
81 N. Main St., Suite 1, Barre, VT 05641
476-3630

Rochester Health Center
235 S. Main St., Rochester, VT 05767
767-3704

Sharon Health Center
12 Shippee Lane, Sharon, VT 05065
763-8000

Twin River Health Center
108 N. Main St., White River Jct., VT 05001
296-7370



For a complete list of our upcoming events and services please visit:
www.giffordhealthcare.org

