



UPDATE

the latest news from your community medical home

\$105K Raised for Last Mile Services



Last Mile Ride once again broke previous fundraising records to support unique end-of-life care services.

A huge THANK YOU everyone who contributed to this year's great success!

BY THE NUMBERS

- 62 5K runners**
- 160 Walkers**
- 171 Motorcycle riders**
- \$105,000 Raised**

Save the Date: Aug. 17-18, 2018

Get Your Flu Shot!

Help protect you and your family from getting sick this winter by getting a flu shot now.

A flu vaccine is recommended for anyone 6 months and older, and there's a high-dose vaccine for those 65 or older.

When you get a flu shot you also lower the risk for older adults, infants younger than 6 months, and people with chronic health conditions who are unable to get the vaccine, or are more vulnerable to getting the flu.

Call your primary care provider today to schedule a nurse visit.

Morgan Orchards Celebrates Grand Opening



Left to right: Northfield Savings Bank Vice President Commercial Services Megan Cicio, Gifford President and CEO Dan Bennett, Vermont Governor Phil Scott, Gifford Board Chair Matt Considine, Larry Strode, Gifford Facilities Director Doug Pfohl, Ellie Strode, Gifford Director of Development and Public Relations Ashley Lincoln, Peter Nelson, Neagley Chase Construction

The first residents moved in the third week of August, but on September 26, 2017, Gifford officially celebrated the opening of 49 beautiful new apartments in Strode Independent Living on the Morgan Orchards Senior Living campus.

Gifford staff, apartment residents, neighbors, and community members

(many who have supported the Morgan Orchards project from the very beginning) gathered to celebrate as Vermont Governor Phil Scott cut a red ribbon that stretched across the entrance to the new building.

Gifford Receives Federal Recognition for Quality Care

In August the Department of Health and Human Services (HRSA) announced the FY17 Quality Grant Awards. Gifford received three top awards, including:

- Clinical Quality Award (notable quality improvement 2015-2016)
- Health Center Quality Leaders Award (best overall clinical performance among all health centers)
- National Quality Leaders Award (exceeded national clinical quality

benchmarks, including chronic disease management, preventative care, and perinatal/prenatal care). We were the only FQHC in Vermont to receive this award.

"Gifford is proud of the care and compassion demonstrated everyday in our practices," said Chief Operating Officer Barbara Quealy. "We appreciate the talent, hard work, and commitment to quality that makes Gifford special."

A Gift for Seniors that Strengthens Community

Larry and Ellie Strode, whose generous gift helped to make the Strode Independent Living building possible, moved to Brookfield 40 years ago. Prior to that they operated a furniture business in Illinois.

Over the years in Brookfield the Strodes, like other residents in the area, became aware of how limited senior living options were. When Larry's parents had to move away because they needed additional care only available elsewhere, they experienced firsthand the frustration and dislocation this brings.

With neighbors and friends, they shared the sadness of farewells as other older residents left the area for distant senior living communities.

"We always worked hard, and wanted to make sure we could provide the care we might need in our senior years ourselves," Ellie said. "When we were in a position to make a gift, we wanted to support something that would significantly enrich the Randolph community."

Ellie served on Gifford's Board of Directors from 1993-2001, just as Gifford's mission expanded to include senior care with the addition of the Menig Extended Care Unit. Gifford purchased 25 acres in Randolph Center in 2008, and



Larry and Ellie Strode

by 2012 had decided to use the site for a senior living community. The Strode's knew the project would have a lasting impact on the community, and their generous gift has helped to make this possible.

"The seeds had been planted years ago, but we needed someone like Gifford to anchor the project and move it forward," Ellie said. "We are just delighted that Gifford decided to take this big step. So many people have worked so hard— thanks to all of you!"



First on Depositor list, First to Move in

Former Randolph resident Betty Edson was one of the first depositors to commit to the yet-to-be-built Independent Living apartments. She put down a deposit for an apartment and received the very first number as a priority depositor.

On August 15 she was again first: this time as the first to move into her apartment on the ground floor of the beautiful new building.

Her daughter, Susan Wisniak, helped her settle into her new home.

New Women's Health Focus at Twin River

Dr. Ellamarie Russo-DeMara has moved full-time to our White River Junction center, bringing a comprehensive women's health focus to the Twin River Health Center.



Dr. Ellamarie Russo-DeMara

A board certified OB/GYN since 1990 and a provider at Gifford since 2005, Dr. Russo-DeMara became the first menopause practitioner in Vermont in 2011. She provides routine gynecological care, contraception, menopause consultation and treatment, and genetic testing and counseling for hereditary breast and ovarian cancer. Since 2012 she has also been assisting women with a history of opiate addiction through Gifford's Medication Assistance program.

"As an office-based practitioner, I am happy to be able to spend more time with each of my patients," she said. "As a trained Osteopathic physician, I have always approached patient care in a holistic manner. Listening to the patient and seeing the 'whole picture' is very important."

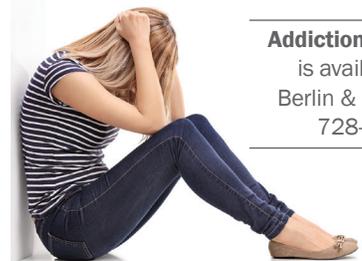
To schedule an appointment call the Twin River Health Center in White River Junction at (802) 296-7370.

Caring for you... when you just can't go it alone anymore.

Our addiction medicine team is here to help adults who wish to treat an opioid use disorder, whether it is pain medicine or heroin.

You aren't alone, call us today!

Addiction Medicine is available in:
Berlin & Randolph
728-7744



A Team for Wrap-Around Primary Care

When most people schedule an appointment with a provider they're unaware of the teamwork that keeps our Primary Care practices running smoothly.

"A whole team of people surround the patient to make sure they get the care they need, that their questions are answered, and that follow up care flows smoothly," says Randolph Primary Care office Manager Deb Winslow. "It really is wrap-around care."

Medical secretaries are usually the first to connect with patients as they schedule and coordinate appointments and help patients get where they need to be.

Nurses and Medical Assistants form a support system for the primary care providers. They review a patient's chart, look for preventive needs, check weight and vital signs, document visit details, update medical records, and set up and assist with office procedures.

They often are the ones patients call with follow up questions or for help to coordinate further care. In all of our clinics the nurses and medical assistants also handle prescription refill requests, and administer and prepare lab and blood tests (they can even do EKGs!) that are sent to Gifford, so patients can receive as much care as possible in one place close to home.

Other support members include nutritionists, patient access specialists, Behavioral Health professionals, and members of our Blueprint Community Health Team, who help connect patients with community resources to help

with barriers to care (housing, food, transportation, etc.).

This entire team works together to improve efficiency, assure patient access, and look for ways to more efficiently ensure quality care.

Our Pediatrics team has been recognized for increasing immunization coverage for two to three year olds. Pediatrics Nurse Manager and Registered Nurse Danielle Davis worked with providers and staff to incorporate new systems into their workflow to track and make sure that every child was up-to-date on immunizations.

Now, when preparing charts for each patient visit they flag any immunizations that aren't current so the provider can address these needs and schedule any follow-up appointments that same day.

Bethel Licensed Practical Nurse and Office Manager Sherri Morgan says her team also prepares for each day by checking charts to make sure immunizations and preventive care measures (colonoscopies, breast exams, pneumonia vaccines, etc.) are current, and they look closely at care markers for those with chronic conditions like diabetes.

"If someone's markers are off we can connect them with our embedded Community Health Care Coordinator who can help them with on-site counseling or connect them to workshops and classes," she said. "Folks should know that all these Gifford services are available to them—we're a one-stop shop!"

Support for a Healthier Lifestyle

Health Coach and Care Coordinator Carolyn Higgins helps people make long term changes that can improve their health. Part of Gifford's Community Health Team, she provides free coaching to patients who want to lose weight,



Health Coach Carolyn Higgins

increase physical activity, or manage stress. Getting support to set realistic goals and make small changes really makes a difference for most people, she says.

"Lifestyle change is your best defense against disease. I tell people your DNA is the loaded gun, but your lifestyle is the trigger," she says.

The Community Health Team offers workshops and classes on smoking cessation, diabetes prevention, chronic disease, and pain management. Visit our website to learn more.

Our Newest Providers

Nurse Practitioner Gretchen Kidder

started her nursing career at Gifford as an Operating Room Nurse before returning to school to pursue her nurse practitioner degree in 2012. She has worked in the Emergency Depts. at Alice Peck Day and DHMC. She has also worked as a school nurse in the Bethel and Randolph schools. She joins the Gifford internal medicine team and will be seeing patients in Randolph.



Licensed Mental Health and Alcohol and Drug Counselor Jeff Nowlan

has joined the Behavioral Health and Addiction Medicine program. Most recently he was counseling program coordinator at Spectrum Youth and Family Services in Burlington, Vt., and he brings experience in program management and in both adolescent (12 years and up), family, and adult counseling.



Anesthesiologist Dr. Christopher Rohan

brings 18 years of experience and has worked at several area hospitals (including Copley Hospital, where he was Chief of Anesthesia, and the Central Vermont Anesthesia Association, Central Vermont Medical Center in Berlin). After completing his training at Dartmouth in 2002 he was drawn to small Vermont hospitals for the opportunity to connect with patients in ways not available in larger facilities. He lives in Elmore, Vt.



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Comfort in Life's Hardest Times

We are highlighting the unique stories of some of our donors and volunteers as part of a series to recognize individuals who give back to our community.

Morgan Brown
Public Relations Coordinator

Gifford's Chaplaincy Program is committed to the ideals it started with seventeen years ago: to offer comfort and encouragement during life's most difficult and vulnerable moments. Today, twenty volunteers from ten different local congregations visit patients daily.

"We were true to our roots right from the start," said the Reverend Tim Eberhardt, Spiritual Care coordinator at Gifford. "A non-sectarian volunteer program, we offer presence to the staff, visitors, and to patients in the inpatient unit, emergency room, birthing center, and at the Menig Nursing Home. We're here from birth to death and life between."

After teaching Latin and Greek for three years at a boy's prep school in Massachusetts, Eberhardt enrolled in seminary and received his ordination as an Episcopalian priest in 1977. After serving a church in Rumford, Maine, he came to Randolph with his young family in January of 1981 to begin an almost thirty year calling as the rector of St. John's Episcopal Church.

"I really took an interest in visiting patients at Gifford early on in my career, but I mostly visited parishioners at first. Something about hospital ministry was really attractive to me. Every Thanksgiving and Christmas Day I would come up here and just visit around for an hour," he said. "I've been in and out of Gifford now for thirty-six years, coming in on a regular basis. In a small community like Randolph you get to know people whether they're in your church or not. I've always felt comfortable at Gifford."

Eberhardt was part of the original group that spearheaded the Chaplaincy Program in 2000. Later, after retiring



(left to right): Susan Terry, Dawn Hancy, Roberta Dean, Mickie Richardson, Susan O'Malley, Carol Labounty, Karen Lowry-Reed, Christopher Fuhrmeister, Diane Brigham, Patricia Rotta, Virginia Cantlin, Wendy Ross.; Seated left to right: Irene Schaefer, Betsy Arnold, Rev. Tim Eberhardt; Ground left to right: Jody Biddle, Steven Eubanks

from St. Johns, he became the Spiritual Care coordinator. He supervises the current chaplains, and leads a seven-week volunteer training program that covers the different aspects of hospital chaplaincy. Other hospitals like Mt. Ascutney Hospital and Health Center, and Porter Medical Center have used Gifford's program as a model.

"Spirituality has always been a crucial part of healing and wellness, but we forget this in our western culture. Chaplaincy reminds us that the spiritual component is crucial to any wholeness. It all works together. That's a unique piece of Gifford's program — if a person goes home stronger spiritually it will improve the healing process. Without spiritual care, we're just putting a band aid on the problem. It's cancer with no one paying attention to the fear or emotions a person is feeling, or the decisions the family will have to make in the future."

These personal interactions are what Eberhardt enjoys most about his role at the hospital. He could meet a fourth generation farmer from Chelsea, a poet from Barnard who was a Harvard professor, or an elderly man from Vershire who once stayed up

and plowed for forty hours. A person's story is holy ground for Eberhardt, and somewhere in between the details is a way he can see doors open and provide support.

"One of my favorite stories is about a woodsman who lived alone and came to Gifford in great need of care. His diagnosis was terminal. He wanted to go home, but he wasn't well enough, so he stayed here with us for a few months. I was visiting a different patient when I heard a code blue and went to his room. During the next half hour the room filled with staff. Nurses were crying. His provider was kneeling at the end of the bed. I gave him a blessing before he passed away. It was so moving because this lonely curmudgeon, who had no relationships with anyone really, he died with a whole community of people who loved him, and he loved them. He knew that he had this family."

Stories like this show how the spiritual overlaps with health care. Patients and their families are more than just their physical bodies and medical needs. This connection was recently recognized with the construction of a new chapel that is close to the inpatient unit at the medical center.

"This chapel symbolizes the presence of our volunteers and the spiritual element of healing at Gifford. It says we care about chaplaincy," Eberhardt said. "The fact that the hospital invested so much in building it with beautiful furniture and stained glass is a real statement."



The new Chun Chapel opened in 2016

Celebrating 40 Years and 11,000 Births



Gifford's first Birthing Center consisted of a single bed and opened in 1977.

Back in 1977 a new car cost \$4,785 dollars and the first personal computers hit the market. Giving birth involved delivery rooms, stirrups, and families placed in separate rooms (a “recovery” room for mom, the nursery for the baby).

All that changed in December 1977 when a Gifford nurse gave birth in Vermont’s first hospital-based birthing room, a family-friendly alternative to the traditional delivery experience.

Soon Gifford’s delivery room was replaced with four birthing rooms, each with space for families to be together after the birth. Women travelled from all over New England to have their babies in a supportive environment where childbirth could unfold naturally, and women’s preference and needs came first.

In 1999 a separate Birthing Center space transformed hospital rooms into a home-like place for individualized family-centered care.

Over the years we’ve added professional expertise and facility updates (we opened a new, larger center in 2016) but today’s Birthing Center still has handmade quilts, rocking chairs, and ample space for family, providing a relaxed atmosphere and

personalized support for moms and their newborns.

Expectant parents receive 24-hour care from our team of certified nurse-midwives, experienced nurses, and board-certified obstetricians/gynecologists. Gifford still believes that childbirth is a natural process, but offers a number of pain management options, including water therapy, pain medicine and epidurals for women who need or want them.

Many call the Birthing Center nurses—some who have been here 30 years—the “heart and soul” of the center. They are famous for their compassionate care, and go out of their way to make this life-changing event as special as possible for families. Many couples bond with the nurses during the birth of their first child, and then bring the entire family back to visit at the birth of subsequent siblings.

Today, some of these nurses are reconnecting with mothers who came to the Birthing Center years ago—joining them as they welcome new grandchildren at Gifford!



Today's Birthing Center includes a full team of certified nurse-midwives, experienced nurses, and ob/gyns who offer 24-hour care.

New Providers continued from pg. 3

Dr. Jordan Arnett

has joined our Ob/ Gyn surgery team. She grew up in a rural community in Ohio, but completed her medical training in an urban setting and brings experience with a wide range of women’s health issues. After receiving a Doctor of Medicine from the University of Cincinnati she completed her residency in Obstetrics, Gynecology, and Reproductive Sciences at Temple University in Philadelphia



Certified Nurse-Midwife Heather Johnston

helped with her first home birth when she was 19 and has been providing midwifery and wellness care for women ever since. She received a BS in Nursing from Weber State University, and a Doctor of Nursing Practice from the University of Utah. She was president of the Utah Midwives Association and has been active in lobbying efforts to update Utah’s birth center regulations.



Urogynecologist Dr. Anne Viselli

has joined the Urology department after seeing patients for 12 years in her own practice in Williston, Vt. She specializes in disorders of the pelvic floor (with particular emphasis on urinary incontinence, pelvic organ prolapse, and pain disorders).

Certified by the American Board of Obstetrics and Gynecology, she was on the clinical faculty at UVM Medical Center and on the academic faculty at the University of Vermont School of Medicine for twelve years.





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

FALL 2017

Upcoming Events

Childbirth classes

Tuesdays, Nov. 30-Dec. 28, 6-8:30 p.m. & Tuesdays, Jan. 2-30, 6-8:30 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. Classes are held regularly.

Vermont Quit Partners Fresh Start Program

Held four times a week at various times and locations, see our website for details.
This regularly offered, four-week tobacco cessation program focuses on helping people quit smoking. Includes eight weeks of FREE patches, gum or lozenges shipped directly to participants' homes. For more information or to register, please call 728-7714.

Chronic Conditions Support Group

Second Tuesday of each month, 10:30-11:30 a.m.
Gifford Conference Center
This discussion and educational group is open to anyone with a chronic illness or condition. Free. Call 728-7714 to RSVP or to learn more.

New Parents Group

Wednesdays, 10 a.m. to noon
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. Call 728-2257 to learn more.

Weight Loss Support Group

2nd and 4th Wednesdays of each month, 5:30-7:00 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.

Ongoing Workshops

We regularly offer Diabetes Management and Healthier Living Workshops for Chronic Conditions and Chronic Pain. These courses teach healthy eating, gentle exercises, dealing with emotions, medication management, and how to speak with family, friends, and health care providers about your condition. These classes are 2.5 hours long, once a week, for six weeks. To learn more please call 728-7714.

Visit our website www.giffordhealthcare.org for a full listing of all upcoming workshops and support groups.

UPCOMING EVENTS AT MORGAN ORCHARDS

Open House

Thursday, Nov. 9 & Thursday, Dec. 7
2:00-4:00 p.m.
Strode Independent Living
Stop in and learn more about independent living at Morgan Orchards. Enjoy a chat with our staff, explore our services and amenities, and tour the building.

Visit our website www.morganorchards.com for a full listing of all upcoming events.

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

Chelsea 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 & Specialty Clinic229-2325
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 Clinics728-2430

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

Morgan Orchards Senior Living

89 Tom Wicker Lane, Randolph Ctr., VT 05061
728-7888

Project Independence

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

Rochester Health Center

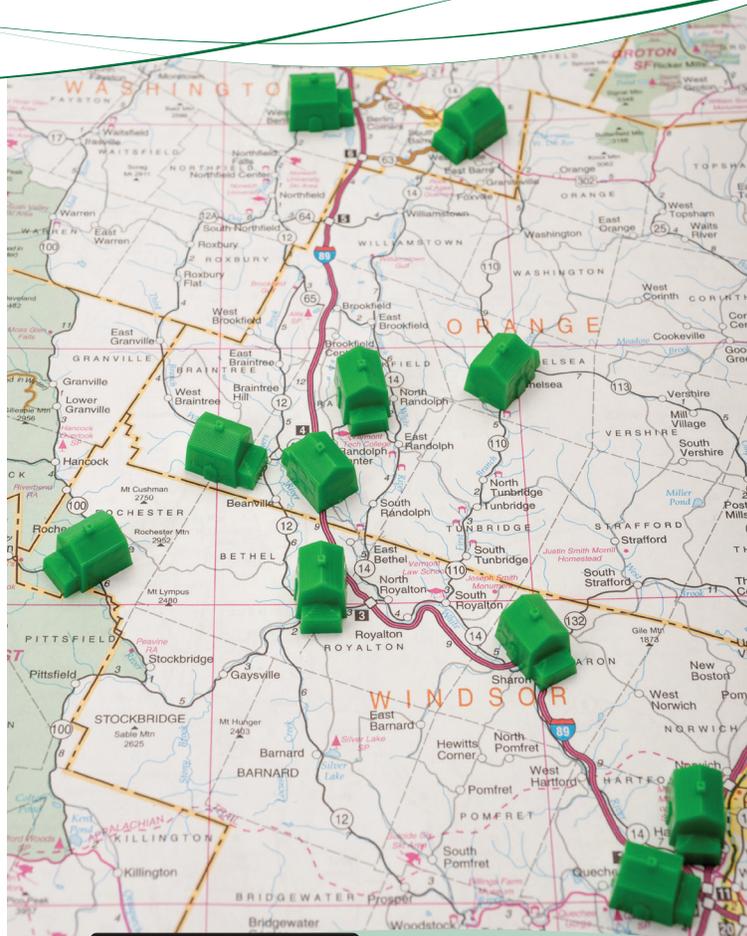
235 S. Main St., Rochester, VT 05767
767-3704

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

