

A RECIPE FOR



Success



2013 ANNUAL REPORT
GIFFORD MEDICAL CENTER



Back row (from left to right): Lincoln Clark, Sheila Jacobs, Carol Bushey, Bill Baumann and Peter Nowlan. Middle row: Sharon Dimmick, Fred Newhall, Linda Morse, Leo Connolly, Mona Colton, Randy Garner, and Barbara Rochat. Front row: Joe Woodin, Ellamarie Russo-DeMara, Gus Meyer, Linda Chugkowski, Bob Wright. Missing: Paul Kendall

Volunteer Board

Gus Meyer, Chair, Randolph
 Peter Nowlan, Vice Chair, Randolph
 Bob Wright, Secretary, Randolph
 Lincoln Clark, Treasurer, Royalton
 Joseph Woodin, Administrator, Randolph

David Ainsworth, South Royalton
 William Baumann Jr., Randolph
 Carol Bushey, Brookfield
 Linda Chugkowski, Northfield
 Mona Colton, Pittsfield
 Leo Connolly, Brookfield
 Randy Garner, Randolph
 Sheila Jacobs, Randolph
 Paul Kendall, Braintree
 Linda Morse, Braintree
 Fred Newhall, Randolph
 Barbara Rochat, Chelsea
 Dr. Ellamarie Russo-DeMara, Sharon



A RECIPE FOR *Success*

2013 has brought much to celebrate at Gifford. We met our state approved budget and operating margin for a 14th consecutive year. We received all permits necessary to move forward with the construction of a senior living community in Randolph Center and renovations for private inpatient rooms at Gifford. And we earned Federally Qualified Health Center status for all of our primary care locations after two years of work.

These remarkable achievements amid health care reform, federal sequestration and a decline in patient volumes statewide, often lead to the question: How do you do it? In this year's Annual Report, we share a bit of our "Recipe for Success." Reading between the lines you'll see our recipe works because of our ingredients - individuals who

time and again give their best to patients. Sometimes that "best" comes in simply great care. Sometimes its laughter, hugs and car rides home, for that is our unique culture of caring, imbedded in all that we do. It's the stewardship our employees feel for our medical center and our community, and the responsibility they feel toward patients.

This is Gifford. People caring for, and about, people.

We hope you enjoy this insiders' glimpse at some of our special moments told through the eyes of our patients. And we hope you know that these are but a few examples. Every single person at Gifford has a story of caring, of going above and beyond, because it's what we do and who we are. It's what makes our recipe so darn good.

"Finding a good recipe is a little like discovering a hidden treasure - when the right ingredients come together ... , you want to hold on to the magic."

Recipe.com

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A GALLON OF
leadership

Messages from the Administrator & Board Chair



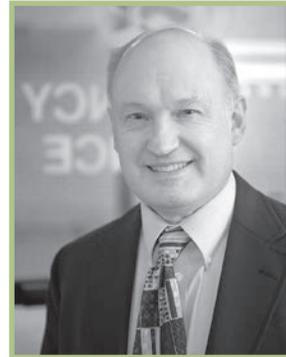
THIS has been another successful year for Gifford, and it is due to our continued ability to take care of so many different patients, from so many different communities. Ultimately that is our mission and focus, and for me constitutes our Recipe for Success. We continue to offer treatment and services over a wide geography, and “how”

we do that is as important as “what” we do. We strive to bring personal attention into the clinical delivery system through relationships and flexibility. Sometimes we do these things very well, and sometimes we learn and grow from our experiences and shortcomings. In all instances we are indebted to the many communities and friends who utilize us and give us feedback and support.

This has also been a year marked with stress over health care reform and the roll-out of both a national and state-wide insurance product (i.e. Vermont Health Connect). Although the state has done a better job than the federal government in implementing the insurance exchange, there is still much uncertainty about these new programs, with people looking for answers and assurance that this is the “right direction.” That uncertainty, however, does not find its way into our planning for the future. Gifford has always relied upon a simple understanding that if we focus on patient care, quality and insuring access to everyone, regardless of their ability to pay, we will be successful. Maybe it’s that three-ingredient recipe that has helped sustain us over these past 110 years (since our founding in 1903). While others are employing sophisticated forecasting techniques and prediction models, we are just trying our best to be your medical home and guide.

I hope you enjoy this report, and the many stories that highlight our efforts this past year. We are grateful for the legacy we have inherited, and continue to build upon that success each and every year.

Joseph Woodin
Administrator



THE theme of this year’s Annual Report is a Recipe for Success. Without question, Gifford had that recipe in 2013! We continued to gain great recognition for what we’ve done, while taking major strides to position ourselves to do even more in the future.

In 2013, as we awaited permits for the senior retirement community, we undertook important expansions to the Kingwood and Sharon health centers. Ultimately, the senior retirement Act 250 permits and Certificate of Need were granted, making us ready to break ground for the new nursing home in the spring of 2014, with independent and assisted living options to follow. Moving the nursing home will enable us to renovate our inpatient unit, with single-patient rooms that will significantly improve health safety and comfort for patients using that facility.

In addition, we earned designation as a Federally Qualified Health Center. This will enable us to expand our core commitment to primary care, including new initiatives and collaborations to extend dental and mental health services to underserved areas.

As we have pursued these plans for the future, Gifford has continued its commitment to patient care and furthering the health of our communities. We are extremely proud that Dr. Lou DiNicola was given the Physician Award for Community Service by the Vermont Medical Society. We are delighted that Major McLaughlin was named the national Outstanding Senior Volunteer. We are humbled by the continued recognition of the Menig Extended Care Facility.

As we reflect on these accomplishments and look forward with tremendous anticipation to 2014, it is an honor for the Board to serve an organization that continually goes above and beyond. Even as we experience constant change in today’s health care environment, we have great confidence that Gifford’s ever-evolving recipe will generate success this year and for many more to come.

Gus Meyer
Board Chair



2013 highlights

January

Gifford joins all Vermont hospitals, Dartmouth-Hitchcock Medical Center and several rural health centers as part of OneCare Vermont, LLC - an accountable care organization officially launched on Jan. 1. Accountable care organizations were created through the 2010 federal Affordable Care Act to help provide coordinated care to Medicare beneficiaries. Gifford's Joe Woodin is named one of the founding trustees.



Family nurse practitioner Tara Meyer starts her "dream job" as part of the family medicine team at the Gifford Health Center at Berlin. A graduate of the University of Vermont and board certified by the American Nurses Credentialing Center, Tara comes to Gifford from the Program for All-inclusive Care of the Elderly (PACE) in Rutland.

The laboratory makes equipment upgrades to its chemistry analyzers. The two new Siemes Dimension EXL 200s improve turnaround times, efficiency and reliability. The upgrade means the lab has a backup analyzer for the first time.



Miss Vermont USA 2013 Sarah Westbrook visits Menig on Jan. 23, and while she may not have won the nation's top pick later that year at the Miss USA pageant in Las Vegas, she was clearly first in Menig residents' hearts. With grace and plenty of humor, the Burlington beauty answered questions, posed for pictures and let each resident try on her surprisingly heavy crown.



Sara Bowen and Shawn Sedor of South Royalton are the first to welcome a new baby at Gifford in 2013. Kaydence Sedor was born at 10:29 p.m. on Jan. 2. "I'm lost for words. I love my kids. They're amazing," said Bowen, who is also mom to Cassidy, then 2.

Gifford's plan to create a much-needed senior living community in Randolph Center passes a major hurdle by earning District 3 Environmental Commission approval on Jan. 3. The approval was on an Act 250 criterion regarding building on primary agricultural soils.



Octogenarian Elise Braun of the Susan Sebastian Foundation donates 25 pieces of Vermont artwork for Gifford's inpatient rooms. The pieces, given in memory of Elise's late daughter, aim to offer patients an escape from the hospital setting into Vermont's beautiful outdoors and summer recreational opportunities.

The second in a free educational series on death and dying explains "What is a 'Good' Death?" The well-attended, highly informative talk includes how to plan, at any age, for a comfortable and dignified death.



February

A new "Healthier Living Workshop" focuses on management of chronic pain. Healthier Living Workshops are six-week classes offered for free throughout the year at Gifford through the Vermont Blueprint for Health.

For men and women who have exhausted other options for the treatment of overactive bladder or urinary incontinence, the urology team begins offering a new alternative - Medtronic

InterStim Therapy, or sacral nerve stimulation. The first InterStim device is implanted in a patient on Feb. 12. Done right in the office setting, the device is placed under the skin and sends mild stimulation to the nerves that affect the bladder.

Gifford launches a new "Matters of the Heart" monthly educational series on heart healthy topics, such as diet, exercise, managing stress and understanding various medications. A Gifford pharmacist, mental health practitioner, chef and registered dietitian partner to offer the free classes monthly.



For a third consecutive year, the Menig Extended Care Facility is named among the nation's "2013 Best Nursing Homes." The ranking is by U.S. News and World Report and based on Centers for Medicare and Medicaid Services quality data.



March

Local site plan approval is awarded to Gifford on March 6 by the Randolph Development Review Board for the first two phases - a new nursing home and 40 independent living units - of a senior living community to be built in Randolph Center.

The eighth annual Diabetes Education Expo on March 15 focuses on eye care, shopping on a budget, making lifestyle changes and overcoming obstacles to successful self-management. The one-day, free event includes educational talks, demonstrations and vendor booths.

Staff members raise \$495 for the March of Dimes by donning "Blue Jeans for Babies" on St. Patrick's Day. The program invites staff to wear jeans for the day in exchange for a \$5 donation to the nation's leading non-profit organization for pregnancy and baby health – a priority Gifford shares.



Gifford puts the skills of specially certified wound care and diabetic wound care nurse Jan Giles to work by opening a new wound care clinic on March 25. Jan travels to Gifford's health centers providing care where patients need it. Wound care includes help monitoring wounds, applying dressings, utilizing compression as appropriate, referring patients for additional care and working with home health care agencies to coordinate proper wound care at home.

An "Aging Together" free talk on March 27 features gynecology and urology experts talking about a couple's changing sexual health.



April

Gifford's series on death and dying continues on April 4

with "Grief: The Price We Pay for Love" – a discussion from area chaplains and community members on their experiences with loss.



Orthopedics physician assistant Brad Salzmann joins the team. A graduate of Springfield College and certified by National Commission on Certification of Physician Assistants, Brad comes to Gifford with 16 years of experience in orthopedics. He also has a special interest, education and training in disaster medicine and management.

An annual volunteer appreciation luncheon recognizes the medical center's 120 volunteers and their 16,524 hours of service in the prior year. The hours worked are equivalent to that of eight full-time employees.

"Medicare – Ready or Not..." features a free talk from a health insurance specialist on Medicare parts A through D, eligibility and resources. Welcomed is anyone approaching age 65 or who has a parent or spouse reaching that age.



Vice President of Surgery Rebecca O'Berry receives a Patriot Award through the Employer Support of the Guard and Reserve (ESGR). The award, presented by Vermont ESGR Executive Director David Wheel, recognizes employers' support of Vermont's citizen

soldiers. Rebecca was honored for providing flexible scheduling that allows staff to serve.



May

Gifford partners with the Vermont chapter of the American Foundation for Suicide Prevention and the Clara Martin Center, to offer a free May 1 talk on "Living with Bipolar Disorder."

A new "Quit in Person Group," a four-week class offered by Gifford and aimed at helping people quit tobacco products, is held at Pierce Hall Community Center in Rochester.

A new "Healthier Living Workshop" for the chronically ill begins May 15 at the Chelsea Health Center.

The death and dying series concludes on May 16 with "Grief: The Business Side of Death" – a talk on after a loved one has passed away and all that must be done from funerals to settling estates.

Ophthalmologist Dr. Chris Soares is the first in Vermont to offer surgery to treat glaucoma using a new device called an iStent. He performs the state's first iStent surgeries at Gifford on May 29.



June

Gifford works with AAA Northern New England to bring a talk on safe driving later in life called "Keeping the Keys to the Randolph area community. The talk is held June 18 at Gifford.



A home Gifford purchased and remodeled adjacent to the Gifford campus at 7 Maple Street in Randolph is opened. Human Resources and medical transcription move in. The home is named The Sargeant House in recognition of long-time employee Marilyn Sargeant, a relative of hospital founder Dr. John Gifford.

Urology care expands to the Gifford Health Center at Berlin to provide more patients access to essential urology care. Gifford urology is also in Randolph and White River Junction.



July



After winning the state award in June, it is announced on July 3 that Gifford volunteer "Major" Melvin McLaughlin is the nation's 2013 Outstanding Senior Volunteer – a recognition by Home Instead Senior Care. The announcement is made with much fanfare, including media attention and additional recognitions from the VA Medical Center, which awarded McLaughlin the Courage of Valor award; letters of support from Vermont Department of Disabilities, Aging and Independent Living Commissioner Susan Wehry and Sen. Bernie Sanders; and a flag that had flown over the U.S. Capitol from Sen. Patrick Leahy.



A University of Nevada School of Medicine graduate, board certified anesthesiologist Dr. Madeline Waid moves to Randolph and joins the Gifford team. She brings more than 20 years of experience in New Mexico and New York.



Gifford's annual summer concert series in the park begins July 16 and continues Tuesdays throughout the summer. The series is free and open to the public.

Gifford's second annual Randolph Antique and Artisan's Fair is held on July 20 in the park between the hospital and Thrift Shop. Vendors filled the park for the day-long event of antiques, crafts, food and more.



Experienced pediatrician Dr. Robert Smith joins the Randolph pediatrics and adolescent medicine team. A graduate of the University of New England College of Osteopathic Medicine, Dr. Smith is board certified by the American Board of Pediatrics and brings 21 years of experience as a doctor in the U.S. Army.

Volunteers from Gifford once again volunteer at the Vermont 100 Mile Endurance Run on July 20 and 21. The 100-mile run raises money for Vermont Adaptive Ski and Sports. Gifford helps provide medical coverage.



August

Dr. Jesse Hahn fills a temporary opening for an orthopedic surgeon through the end of the year before going on to a trauma fellowship. A graduate of the University of Vermont College of Medicine, Dr. Hahn is a Vermont native.

A "Family and Friends CPR" course on Aug. 8 teaches the basics in infant, child and adult CPR to interested community members. The Blueprint team offers the course after becoming certified instructors.

Gifford works with Prevent Child Abuse Vermont to offer a "Nurturing Healthy Sexual Development" course for child care providers and parents of young children on Aug. 8.



Gifford earns full Act 250 approval on Aug. 13 to construct a senior living community in Randolph Center, including a new, 30-bed nursing home and 40 independent living units.



The eighth annual Last Mile Ride raises a record \$56,000 for end-of-life care and attracts 72 runners/walkers, 30 cyclists and 192 motorcyclists.

A "Healthier Living Workshop" begins at Gifford for those experiencing chronic pain.

A "Babysitter's Training Course" on Aug. 24 in The Family Center attracts so many wannabe sitters that a long waiting list forms for future classes.



September



Renovations to Gifford's laboratory are completed and staff move back in to the larger space with modern workstations and refrigeration units - some of which had previously dated to the 1970s.

Gifford, along with all other Vermont hospitals, signs on to the national Healthier Hospitals Initiative, which includes efforts to improve energy efficiency. Gifford is already the most energy efficient hospital in the state.

A "Home Alone and Safe" course is offered on Sept. 14 for children 8-11 on how to respond to home alone situations, including safety, communications and basic emergency care.



Physician assistant Jayne Collins joins Dr. Stephanie Landavater's orthopedics practice at the Gifford Health Center at Berlin. A graduate of Franklin Pierce University,

Jayne has significant experience and multiple degrees as an athletic trainer and physical therapist.

A two-night series at the Chelsea Health Center teaches those patients about "Eating Right When Money is Tight." The talk includes presentations from certified diabetes educator and registered dietitian Jennifer Stratton and chef Ed Striebe. Ed appeared on WCAX to promote the talks.

Gifford completes another fiscal year "in the black," meeting its state approved budget and operating margin for a 14th consecutive year.



October

Three members of the Gifford team, Michele Packard, Zach Bean and Keith Marino, are trained as Vermont Health Connect "navigators" earlier in the year and Oct. 1 begin signing up community members and small businesses for insurance plans through the new federally-mandated health exchange marketplace.

A new "Healthier Living Workshop" begins, this time at the Gifford Health Center at Berlin.

The Green Mountain Care Board grants a Certificate of Need on Oct. 10 for the reconstruction of Gifford's nursing home, the Menig Extended Care Facility, in Randolph Center as part of a planned senior living community, and for hospital renovations to create private inpatient rooms at Gifford. The approval is the final permitting needed for the much-anticipated senior living community to move forward. Construction is planned for the spring.



A 2,600-square-foot addition gets under way at the Sharon Health Center. The expansion is part of a planned, phased build-out and is being added to address patient numbers at the popular sports medicine clinic.



\$857 for Gifford's Woman to Woman Fund. This is the fifth tournament, which together have raised \$5,150 to date.



November

Gifford's annual Craft Fair is held on Nov. 8 and 9, attracting hundreds of people near and far to shop for Vermont goods and treats.

Gifford is named a Federally Qualified Health Center by the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA). Sen. Bernie Sanders, I-Vt., announces the federal designation, which means enhanced primary and preventative care, including dental and mental care, for the community. The designation applies to Gifford's primary care and ob/gyn and midwifery locations and required the creation of a new parent company, Gifford Health Care. Gifford Medical Center now refers to the hospital, specialty and allied health centers. The names themselves do not affect how care is delivered and were a seamless transition for Gifford.



Menig nursing home residents once again work with children and volunteers from The

Baptist Fellowship of Randolph to pack gift-filled shoeboxes for children in impoverished nations through Operation Christmas Child. Residents spent all year making and gathering items to send. They packed 105 shoeboxes.



A two-story, 9,600-square-foot addition to the Kingwood Health Center is completed. Outpatient occupational therapy moves to the impressive new space. Accounting and Patient Financial Services follow in December. The moves create some much needed room in Gifford's main, downtown location.



Emergency medicine physician Dr. A. Nicole Thran joins Gifford's Emergency Department. She brings extensive experience in multiple states from Level 1 trauma centers to smaller facilities, including in Vermont at Rutland Regional Medical Center and Brattleboro Memorial Hospital. She is a graduate of Vanderbilt University.

A free "Quit in Person" tobacco cessation class begins at the Bethel Health Center and lasts for four weeks.

A "Family and Friends CPR" course is offered for free to the community.

December

Gifford's series from last winter on death and dying resumes with "The Dash: Quality of Life Matters," a discussion on how quality of life can affect quality of death.



Experienced radiologist Dr. Yvette Bailey begins providing full-time radiology services at Gifford with Dr. Scott Smith. A graduate of the State University of New York Health Science Center in Brooklyn, Dr. Bailey brings a decades of academic and radiology experience.

Gifford once again invests more than \$40,000 in the regional economy through the "Gifford Gift Certificate" program, a holiday gift staff can only spend at local businesses.



Chelsea native and physician assistant Rebecca Savidge joins the family medicine team at the Chelsea Health Center. A graduate of Franklin Pierce University, she most recently worked providing family medicine at The Health Center in Plainfield.



Environmental Services Manager Ruthie Adams is named Upper Valley Services' Employer of the Year. Gifford has been providing Upper Valley Services' clients employment and volunteer opportunities since 1987.



Pediatrician Dr. Lou DiNicola is recognized on Oct. 19 at the 200th annual meeting of the Vermont Medical Society with the Physician Award for Community Service. He was nominated by former health commissioner Dr. Wendy Davis. Dr. DiNicola also had the distinction of recognizing Sen. Patrick Leahy, D-Vt., with the medical society's Citizen of the Year Award.

A breast cancer awareness bowling tournament organized by Gifford's Teresa Bradley and her niece Krista Warner raises



ONE CUP OF
Sugar

Primary Care



Nurse Dorothy Jamieson with Dick and Donna Shepard

WHEN Donna Shephard of Rochester came with her husband, Dick, for an appointment at Gifford primary care on her 72nd birthday in April, nurse Dorothy Jamieson had cake, cupcakes, a crown and lei waiting as a surprise. Donna, who has Parkinson's and regularly visits Gifford, was appreciative of the birthday surprise but more so of the care that Dot routinely provides.

"I love her. She's the best nurse that you (could) ever see. You don't get them like that. She's so gentle and nice and friendly. She puts a smile on anyone's face."

Donna Shepard



A SPOONFUL OF
listening

Physical Therapy



Michael Blood and physical therapist Amy Chiriatti

AFTER undergoing double knee replacement surgery at Dartmouth-Hitchcock Medical Center, Michael Blood, 66, of White River Junction had rehabilitation with physical therapist Amy Chiriatti at Advance Physical Therapy in Wilder. Amy provided the “exceptional” care to not just Michael’s knees but to him as a whole person.

“I’ve never had anyone in the medical field I can talk to one-on-one. She’s an excellent listener. She’s just a special person; she really is.”

Michael Blood



GENEROUS SPRINKLING OF

knowledge

New Parents Support Group



Childbirth educator Nancy Clark and babies

NANCY Clark has a diverse role. She is a care manager, nurse, lactation consultant and certified childbirth educator. She helps new moms with breast feeding, organizes trainings for new families, occasionally does home visits for families with special needs and leads a free New Parents Support Group for two hours each Wednesday. Since its inception, the New Parents Group, with Nancy at its helm, has been a cherished resource for new moms and dads.

“Nancy is awesome. She’s very supportive and very knowledgeable. She makes it easier to navigate all of the perils of being a new mom. Nancy calmly validates your thoughts as a mother.”

Julia O’Brien



AN EXTRA
push

Housekeeping



Barb Reynolds, housekeeping associate Kelly Bouchard and Della Allen

BARB Reynolds sometimes likes an extra push – in her wheelchair that is. As a member of the Environmental Services team, Kelly Bouchard’s job is to clean the nursing home and residents’ rooms. But in this culture of caring, Kelly doesn’t stop there. Walk down the halls or visit at a meal time and Kelly is often found sitting with residents, including Barb and her mom Della Allen, asking about their day and reminiscing about the good old days. Kelly is so involved, she was asked to join the nursing home’s “Falls Committee” to help prevent resident falls. And, of course, she gives Barb a push now and then.

“She’s very good. She takes me up and down the hall, when she doesn’t need to; it’s not her job... She’s very broad minded. She’s willing to do things for other people.”

Barb Reynolds



ONE BOWL (ME OVER) OF

laughter

Pulmonary Rehabilitation



Respiratory therapist Stephannie Welch and Tim Leno

TIM Leno of Graniteville has Stage 3 COPD. This summer he drove three times a week to Gifford to build his tolerance to exercise and get fit as part of the Pulmonary Rehabilitation Program at Gifford. The program is a place where laughter often rings out, in part due to the good humor of respiratory therapist Stephannie Welch and patients like Tim.

“I try to find some humor in every situation and laugh my way through life. Sometimes that is difficult but not at Gifford Pulmonary Rehab. Stephannie was the perfect foil for some of my jokes, helping me set up for the punch-line. She was a great sport and she can give as good as she takes.”

Tim Leno



TWO CUPS OF
comfort

Diagnostic Imaging and Inpatient Care



Radiology technologist Ben Cronan, Donna Baker and nurse Shane Parks

DONNA Baker is a cancer and MRSA survivor. Unable to walk, she also has COPD. These conditions have meant considerable hospital time for Donna. Of her time spent at Gifford, two faces are particularly memorable: inpatient nurse Shane Parks and radiology technologist Ben Cronan.

“Shane is a very good nurse. He’s very thorough and you feel confident when you’re with him When I would have trouble breathing, it would scare me and he would stay there until I calmed down.”

“Ben, I pick on him. When I would need chest X-rays, I would be on a stretcher. He would get right on up on the stretcher. He would like give me a hug around my arms and pull me forward, so (an image receptor could be placed under) me.”

Donna Baker



ONE HEAPING TEASPOON OF

heart

Cardiac Rehabilitation



Janet Kittredge and cardiac rehabilitation nurse Annette Petrucelli

AFTER having a stent placed in her heart, Janet Kittredge of Hancock did cardiac rehabilitation at Gifford. She was nervous to start, and then reluctant to leave.

“I love those ladies. They became friends and I couldn’t wait to get back to see them. I just thought they were such happy, positive people. They had (us) all feeling motivated and they made (us) all feel safe and secure We talked about all kinds of personal things. It was really fun. Anyone who was there was glad to come back and in no hurry to leave.”

Janet Kittredge



SPRINKLE ON
support

Nutrition Counseling



Cindy Legacy and dietitian Stacy Pelletier

FOR six months leading up to her bariatric surgery, Cindy Legacy of Randolph met with registered dietitian Stacy Pelletier and has kept in touch in person and via e-mail since. Cindy lost 30 pounds before her surgery and another 80 pounds since, for a total 110 pounds of weight loss. More importantly, she experienced a major improvement in her health, in part thanks to Stacy's continued help.

“She is a wonderful, wonderful , wonderful support person. I wanted to succeed. She wanted me to succeed. She listened to what I had to say and made me feel like she really cared about what I was trying to do. There was no judgment. She’s like a security blanket. I can go and say, ‘What do I do?’”

Cindy Legacy



TWO SERVINGS OF
efficiency

Surgical Services



Arnie Williams, nurse Cindy Loomis and medical secretary Carol Young

ARNIE Williams of Tunbridge had a hernia that needed a quick fix. His primary care doctor sent him straight upstairs to the general surgery office without an appointment. He was seen that day, a Wednesday, and was in surgery Friday morning. Medical secretary Carol Young got him in and nurse Cindy Loomis was by his side.

“I couldn’t have been treated better, physically and emotionally. Everyone has been so good to me... When you have something wrong with you and you’re in good hands, you feel very secure. You can just relax and let them do their job. It makes everything better.”

Arnie Williams



AN EXTRA CUP OF

care

Menig



LNA Marion Currier, Gloria Tatro and Dawn Abdel-Fatah

GLORIA Tatro and Marion Currier have known each other for decades. Gloria was a resident at the Tranquility Nursing Home where Marion was a licensed nursing assistant before Tranquility closed and both came to Menig. Dawn Abdel-Fatah works for Upper Valley Services and spends a couple days a week with Gloria and sees the extra effort Marion makes.

If Gloria wants popcorn, Marion buys her a bag out of the hospital vending machine after work. If Gloria, who makes beaded necklaces, needs extra supplies, Marion picks them up for her.

“She’s just very kind. She cares about the way she looks, her hair, her clothes. She takes her time.”

Dawn Abdel-Fatah



ONE TEASPOON OF
assurance

Phlebotomy



Phlebotomist Charlene Baker and Tucker Riley

THIRTEEN-YEAR-OLD Tucker Riley of Randolph has Down syndrome and as a result Graves' disease, an overactive thyroid condition requiring frequent blood checks. He also has small veins, explains his mom Kate Porter. Tucker struggled with having his blood drawn for years, until the gentle touch and quick work of phlebotomist Charlene Baker alleviated his fears. For years now the family always asks for Charlene when it is time to draw Tucker's blood, Kate says.

“Charlene is so competent. Things happen on the first stick. It happens. It’s done. And she’s also just very friendly, and it’s painless. She remembers Tucker. It’s just kind of like having a personal friend there drawing blood every time we go over.”

Kate Porter



A DASH OF
friendship

Patient Registration



Patient registration receptionist Marcelo Reyes and Judy Harding

WHEN 79-year-old Judy Harding fell in her kitchen her neighbor gave her a ride to the Emergency Department, but she didn't have a way to get home. Then she thought of someone she knew would help her – Marcelo Reyes from Patient Registration. Marcelo hurried to get his car from the employee lot, drove her home, saw her inside, gave her his cell phone number in case she ever needed him and shoveled her slippery walkway.

“Gifford has become my version of Cheers. Everybody knows my name. It’s the place I go for comfort and friendship. Marcelo and I have become sort of pals. I really like him a lot and he has been very good to me. He’s just a pleasure, and he smiles.”

Judy Harding



ONE LARGE SERVING OF

smiles

Room Service



Cook Simon Leong and Jane Currier

JANE Currier of Randolph Center spent weeks at Gifford, including Thanksgiving and Christmas, after a fall where she injured her head and fractured her shoulder. A bright spot in the 84-year-old's day were meal deliveries by Simon Leong of the Food and Nutrition Services team. Both remember the day they met well.

“Who are you?” Jane recalls Simon asking. “I said ‘I’m Jane.’ And he said, ‘I’m Tarzan.’ And we kept it up. He’s very friendly. He never forgets names. He’s somebody to talk to. He’s funny. He’s a character. I think I’ll keep him and take him home.”

Jane Currier



ONE TEASPOON OF
thoughtfulness

Community Clinics



Medical secretary Kathy Benson with Phyllis and Roland Potter

PHYLLIS and Roland Potter, 81 and 83 respectively, have been going to the Bethel Health Center since it opened. First the Sharon couple saw Dr. Ronald Gadway. They now see Dr. Mark Seymour. But another smiling face that greets them is just as impactful as their primary caregiver. That person is medical secretary Kathy Benson, says Phyllis.

“I’ve known Kathy since she was a little girl. We know her parents. She’s a very thoughtful girl. She’s a sweetheart. If I needed help out to the car, she’d be there in a minute. She would help anyone in a minute.”

Phyllis Potter



ROLL IN

excellence

Materials Management



Materials clerks Tina Brady and Alice Whittington, surgery nurse manager Jamie Floyd, shipping and receiving clerk Josh Fahnestock and purchasing specialist Teresa Bradley

WHEN a patient arrives for surgery they see doctors and nurses, but it takes a much bigger, behind-the-scenes team to ensure the operating room is ready to provide care. Materials Management, which purchases supplies and handles deliveries for the entire medical center, is one department that is especially vital, says Surgical Services Nurse Manager Jamie Floyd.

“Every single thing we do relies on specialized equipment and tools. Nearly all of this equipment is either disposable or has a disposable component. Materials Management provides excellent service and handles the complex logistics of ensuring that we have the items we need, when we need them.”

Jamie Floyd



Volunteer Profile

DURING a trip to Hawaii in April of 2000, Irene Schaefer's husband fell, hit his head and died two days later at Queens Medical Center in Honolulu. Irene was completely alone, except for the chaplaincy volunteers at the hospital who sat with her during her husband's final two days.

"It was traumatic and sad, but those people kept me going," says Irene.

Just a month later, back in Randolph, a local reverend with the help of a team of area churchgoers started the volunteer chaplaincy program at Gifford. It was too soon for Irene, a local resident, but when a second training was scheduled that November, Irene signed up. "I had to get out and give back because of what I had been given in Hawaii."

In the more than decade since, this now 85-year-old has made Gifford her "second home." "It's very rewarding. I get more out of it than I give," she says.

She comes several times a month to spend a couple of hours visiting with patients. When a patient is dying, Irene offers a prayer "for a calm and smooth transition." Mostly, though, she listens. "Everybody has a story," she says.

She is often the person called in the night to comfort a patient or family in the Emergency Department.

For Irene, it is not her first "job" or even her first volunteer job. From New Jersey, Irene was a church secretary for years. Upon moving to



Irene Schaefer

Randolph 40 years ago, she worked at DuBois and King as the "girl Friday" distributing mail, developing photos in a dark room and operating the business' first computer, which was roughly the size of Gifford's chapel, she recalls. She went on to do computer work for a local accountant, until retiring in 1991. A decade of volunteering at White River Valley Ambulance in billing followed.

At WRVA, Irene chased down patients and insurance companies for payments.

At Gifford, the only payment a soft spoken, elegant and humorous Irene is seeking is peace of mind.

"I think I could write a book. The experiences have been from very humorous to very sad. I have had a

marriage proposal," she says with a laugh. "I've also been in the Garden Room (for end-of-life patients). I don't want to say it's my favorite place, but it's a place where I feel comfortable, when some of the other (volunteers) do not, because I have been there personally, and I totally admire our palliative care system."

That admiration and an ongoing need for a comforting hand and listening ear will keep Irene volunteering with Gifford's chaplaincy program as long as she's able.

"I look at it as a need. It's a need that's being fulfilled, which doesn't happen at all hospitals. It's part of Gifford's outreach and caring and the reason why patients want to be here."



Message from the Medical Staff President



AS health care providers, doctors, nurse practitioners and physician assistants are often who patients think of and look to when they need care. In medicine, we've long known, however, that it is not an individual providing your care, but a team. From those working hard to keep our facilities clean and well-maintained, to those ordering the supplies needed for an

office procedure or surgery, to those scheduling your appointments and answering your calls, it takes everyone doing their job well to ensure that you get the care you expect.

At Gifford, we are fortunate to have an outstanding team that takes its role of providing your care one step further. Here, we're not just caring for your illness, but for you as a person. As someone who is privileged enough to work at Gifford, I am afforded opportunities to see this special brand of care first-hand. And yet, it often goes unrecognized because it happens so quietly, so seamlessly and with so little fanfare.

In this year's Annual Report, you get a special glimpse at just a bit of what quietly makes Gifford so special. It's countless acts of kindness by selfless individuals all committed to you. Separately, these efforts are remarkable. Together, they tell a story - a story of a medical center and medical team that takes caring far outside of the exam room to the community, home and family.

Ellamarie Russo-DeMara, DO
Medical Staff President and Gynecologist

2013 MEDICAL EXECUTIVE COMMITTEE

President

Ellamarie Russo-DeMara, DO

Vice President

Joseph Pelletier, MD

Secretary

Nicolas Benoit, DPM

Past President

Marcus Coxon, MD

Surgical Division Medical Director

Ovleto Ciccarelli, MD

Hospital Division Medical Director

Martin Johns, MD

Medicine Division Medical Director, Peer Review Committee Chair

Joshua Plavin, MD, MPH

Credentials Committee Chair

Mark Seymour, DO

Administrator

Joseph Woodin

"Gifford is in the final phase of the Sharon Health Center addition. Sharon has become renowned throughout Vermont and beyond for excellence in sports medicine. This addition is driven by patient demand for care as more and more athletes and weekend warriors seek help from our outstanding team of podiatrists, chiropractors and sports medicine providers."

Dr. Ovleto Ciccarelli
Surgery Division Medical Director



SPRINKLE WITH
experience

2013 Medical Staff

Anesthesiology

Bernd Dotzauer, MD
Anthony Fazzino, MD
Dennis Henzig, MD
Jon-Richard Knoff, MD
Nazek Shabayek, MD
Madeline Waid, MD
Andrea Williams, MD

Cardiology

Bruce Andrus, MD
Tim Beaver, MD

Chiropractic Sports Medicine

Hank Glass, DC
Andrea Kannas, DC

Emergency Medicine

Gretchen Andrews, MD
Jared Blum, MD
Steven Fisher, MD
Sarah Johansen, MD
Martin Johns, MD
Marc Keller, MD
Thomas Leeson, DO
Wayne Misselbeck, MD
Todd Morrell, MD
Duane Natvig, MD
Paul Newton, MD
Saul Nurok, MD
Kevin Rodgers, MD
Scott Rodi, MD
Brian Sargent, DO
A. Nicole Thran, MD
Joshua White, MD

Family Medicine

Kenneth Borie, DO
Terry Cantlin, DO
Marcus Coxon, MD
Jonna Goulding, MD
Barbara Lazar, MD
Brian Sargent, DO
Mark Seymour, DO
Sheri Brown, APRN
Tammy Gerdes, PA-C
Emily LeVan, APRN
Tara Meyer, APRN

Megan O'Brien, APRN
Rebecca Savidge, PA-C
Starr Strong, PA-C

General Surgery

Ovleto Ciccarelli, MD
Maury Smith, MD
Laurie Spaulding, MD
Nikki Gewirz, PA-C

Hospitalist Medicine

William "Sandy" Craig, MD
Martin Johns, MD
Joshua Plavin, MD, MPH
Kevin Rodgers, MD
Wendell Smith, MD
Sheri Brown, APRN
Sue Burgos, PA-C
Amanda Flyckt, APRN
Megan O'Brien, APRN
Fred Staples, PA-C

Internal Medicine

Milton Fowler, MD
Mark Jewett, MD
Cristine Maloney, MD
Mary LaBrecque, APRN

Internal Medicine and Infectious Disease

James Currie, MD

Internal Medicine and Pediatrics

David Pattison, MD, MPH
Joshua Plavin, MD, MPH

Mental Health

Cory Gould, LPMA
Robert Vaillancourt, LPMA

Midwifery

Donna Butler, CNM
Ellen McAndrew, CNM
Laureli Morrow, CNM
Kathryn Saunders, CNM
Meghan Sperry, CNM
Tanya Waters, CNM

Naturopathic Medicine

Christopher Hollis, ND
Erica Koch, ND

Neurology

Robin Schwartz, MD

Obstetrics/Gynecology

G. Brent Burgee, MD
Anne Galante, MD
Dina Levin, MD
Ellamarie Russo-DeMara, DO

Oncology

John Valentine, MD

Ophthalmology

Christopher Soares, MD

Orthopedics

Jesse Hahn, MD
Stephanie Landvater, MD
Jayne Collins, PA-C
Bradford Salzman, PA-C

Pathology

Cathy Palmer, MD
Brian Travis, MD

Pediatrics

Louis DiNicola, MD
Elizabeth Jewett, MD
Joseph Pelletier, MD

Robert Smith, DO
Pamela Udomprasert, MD

Podiatry and Sports Medicine

Nicolas Benoit, DPM
Kevin McNamara, DPM
Robert Rinaldi, DPM
Paul Smith, DPM

Pulmonary Medicine

Marda Donner, MD

Radiology

Yvette Bailey, MD
John McIntyre, MD
Scott Smith, MD

Sports Medicine

Peter Loescher, MD
Andrea LaRosa, APRN

Urology

Michael Curtis, MD
Richard Graham, MD
Nancy Blessing, PA-C

Vascular Studies

Andrew Stanley, MD
Georg Steinthorsson, MD

"Creating private inpatient rooms at Gifford will further enhance patient satisfaction and overall experience in the hospital. We strive very hard to deliver great nursing care, high level hospitalist and ancillary services to the community. Very soon we will have expanded facilities to offer private rooms to our patients, which will allow for less disruption and a greater opportunity to heal. I am extraordinarily impressed and proud of the care we deliver at Gifford, and fortunate to have the opportunity to be part of this great place."

Dr. Martin Johns

Hospital Division Medical Director

Statistics

Volume totals for services

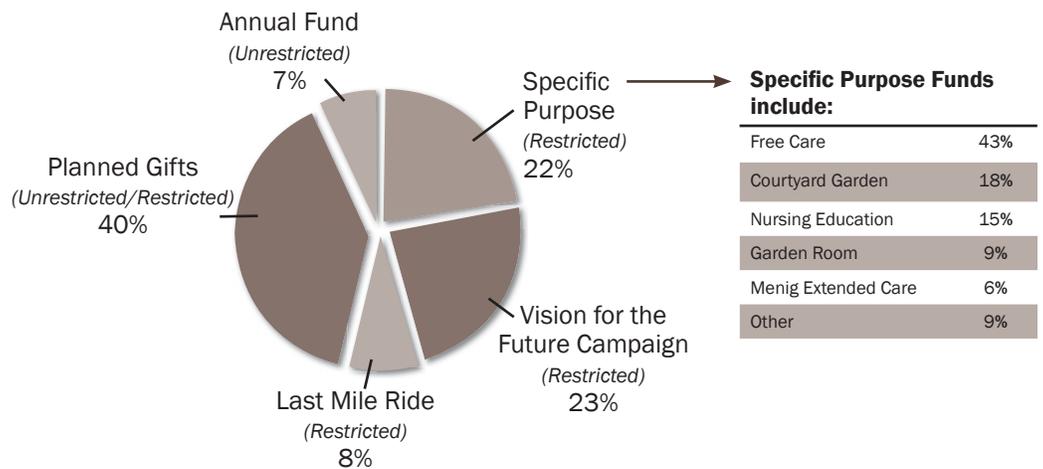
	2013	2012
Inpatient admissions	1,688	1,738
Short stay or same day admissions (outpatient)	1,475	1,559
Other outpatients	68,380	68,882
Grand total	71,543	72,179
Total patient days of care	18,959	18,716
Average daily census (hospital and nursing home)	51.9	51.3
Average length of stay in days (acute patients)	3.4	3.1
Births	224	215
Surgical procedures	2,766	3,032
Emergency treatments	7,163	7,309
Endoscopies	953	967
Cardiology exams	3,057	2,803
Respiratory care	10,383	11,160
Laboratory procedures	169,955	172,678
Radiology procedures (not including CT and MRI)	23,037	22,528
CT scans	1,677	1,300
MRI	1,545	1,391
Radioisotope procedures	688	682
Physical therapy procedures	24,429	26,003
Number patient meals served	58,196	57,047
Gifford physician offices visits	101,399	101,331

Admissions and visits by top 20 towns

	Inpatient	Outpatient	Total
Randolph/Braintree	488	20,549	21,037
Bethel	159	6,546	6,705
Royalton	98	5,352	5,450
Northfield	128	3,424	3,552
Chelsea	82	3,139	3,221
Barre	96	3,112	3,208
Rochester	97	2,651	2,748
Brookfield	51	2,203	2,254
Tunbridge	48	2,266	2,314
Berlin	74	1,406	1,480
Williamstown	44	1,307	1,351
Sharon	15	1,321	1,336
Stockbridge	15	1,120	1,135
Hancock	21	722	743
Granville	16	588	604
Pittsfield	18	485	503
Barnard	11	448	459
Washington	7	403	410
Montpelier	8	284	292
Woodstock	2	234	236
Other VT towns	190	10,516	10,706
Other states	20	1,778	1,798
Other countries	-	1	1
Grand total	1,688	69,855	71,543

Categories of giving by type

Each year Gifford is fortunate to receive generous gifts from our friends. Gifts are made to benefit specific purposes, such as technology or services, or to the general fund. The Last Mile Ride, which raises money for end of life care, continues to grow in popularity and benefits patients and their families. The pie chart shows the donations - all of which are greatly appreciated.



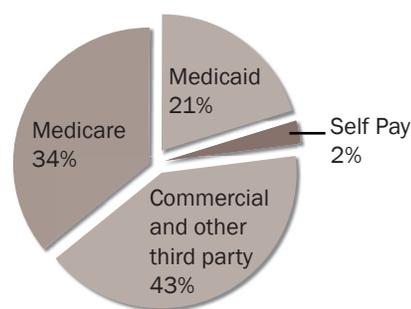
Balance Sheet

Years ended September 30, 2013 & 2012	2013	2012
CURRENT ASSETS		
Cash and cash equivalents	\$5,411,892	\$6,187,886
Short-term investments	1,835,043	995,434
Patients accounts receivable, net	8,442,027	7,328,813
Estimated third-party settlements	-	-
Other receivables	350,483	300,077
Supplies	1,264,146	1,130,171
Prepaid expenses	1,612,863	1,415,765
Current portion of pledges receivable	212,374	21,681
Total current assets	19,128,828	17,379,827
ASSETS LIMITED AS TO USE		
Internally designated for capital acquisition	22,181,443	19,062,076
Held by trustee under indenture agreement	-	-
Long-term investments	7,347,278	6,447,244
Total assets limited to use	29,528,721	25,509,320
PROPERTY AND EQUIPMENT, net	28,625,859	25,860,445
OTHER ASSETS		
Bond issuance costs, net	66,971	84,070
Pledges receivable, excluding current portion	405,636	1,900
Other assets	20,391	24,124
Total other assets	492,998	110,094
Total assets	\$77,776,406	\$68,859,686
CURRENT LIABILITIES		
Accounts payable	3,350,063	2,613,412
Accrued expenses	6,406,818	5,797,518
Estimated third-party payor settlements	1,816,666	690,965
Current portion of long-term debt	501,069	480,890
Other	86,979	32,411
Total current liabilities	12,161,595	9,615,196
Deferred annuity, excluding current position	414,161	95,601
Long-term debts, excluding current portion	18,783,314	19,284,382
Interest rate swap agreement	1,999,700	3,969,343
Long-term deferred compensation	71,485	63,908
Total liabilities	33,430,255	33,028,430
NET ASSETS		
Unrestricted	41,805,620	33,755,320
Temporary restricted	1,411,991	1,091,685
Permanently restricted	1,128,540	984,251
Total net assets	44,346,151	35,831,256
Total liabilities and net assets	\$77,776,406	\$68,859,686

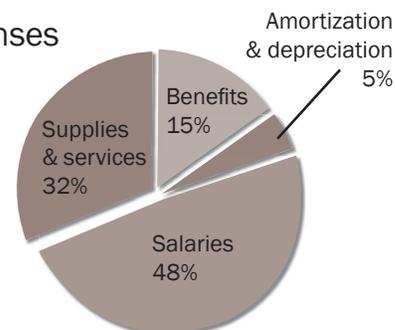
Statement of Operations

Years ended September 30, 2013 & 2012	2013	2012
WHERE THE MONEY COMES FROM		
We billed for services to inpatients	\$26,771,474	\$25,451,653
We billed for services to outpatients	84,164,093	80,396,512
We had other operating revenue of	3,813,533	2,148,407
Total operating revenue	114,749,100	107,996,572
BECAUSE WE DID NOT RECEIVE FULL PAYMENT FOR AMOUNT BILLED		
From those unable to pay (charity care based on charges)	515,241	766,481
From Medicare and Medicaid	35,883,932	33,160,229
From other contracted payors	11,961,308	10,796,582
To allow for those patients who are unwilling to pay (bad debt)	2,710,267	3,065,153
Therefore we wrote off	51,070,748	47,788,445
OUR NET REVENUE WAS	63,678,352	60,208,127
WHERE THE MONEY GOES		
To pay our employees salaries and benefits	39,372,203	36,445,533
To purchase supplies and services	17,379,662	16,965,994
To allow for wear and tear on buildings and equipment	2,986,552	2,988,750
To pay for utilities	1,201,013	1,210,447
To pay for interest on our outstanding debt	992,317	1,002,417
OUR TOTAL EXPENSE WAS	61,931,747	58,613,141
THIS PROVIDES US AN OPERATING REVENUE OF	1,746,605	1,594,986

Percentage of revenue by payor mix



Operating expenses





A SPOONFUL OF *Thanks*

Message from the Development Director



Development Committee Chair Linda Chugkowski, Development Director Ashley Lincoln and Campaign Steering Committee Co-Chairs Dr. Lou DiNicola and Lincoln Clark

GIFFORD'S is a story steeped in tradition, and one that has only grown more positive in recent years. As director of fund-raising efforts, telling that story of a small hospital making it and improving year after year despite the odds is such a privilege. In 2013, that is even more true. We're celebrating another year of major achievements, including "making" budget, earning Federally Qualified Health Center status allowing us to soon provide enhanced primary care to the community and receiving all approvals needed to move forward with the construction of a Senior Living Community in Randolph Center and private inpatient rooms at Gifford.

In 2014, moving forward on our Senior Living Community and private patient rooms will become a major focus for the Development Office, Development Committee and our new Campaign Steering Committee. These committees are comprised

of hardworking volunteers. The project has already generated much excitement from both donors and from community members hoping to one day make this community home. Over time, the Senior Living Community will include the Menig Extended Care Facility nursing home, independent living units and assisted living units. This vision allows our friends and neighbors to age in place rather than leaving their community for similar housing. Constructing the nursing home, building infrastructure for the entire community and creating private inpatient rooms, however, will take community support. This support is already being demonstrated among the Gifford community, including our Auxiliary, Board and Medical Staff, and soon will be an exciting public campaign where community members can help make this project a reality through financial investments.

Ours is a community that supports its hospital and patients. We continue to have remarkable success each year with our annual fund and once again we have raised a record amount in support of end-of-life care through the Last Mile Ride – our charity motorcycle ride held each year on the third Saturday in August. Participants, volunteers and local business sponsors make this event possible and so positive for our hospital and community. We look forward to continuing and growing this (now) Randolph tradition in 2014.

As always, there are many ways to support Gifford – as a donor, as a patient, as an employee and as a volunteer both at the medical center and through the Auxiliary. I welcome your inquiries on how you can become involved in our story of success and in bettering patients' lives.

Ashley Lincoln
Director of Development

Corporators

Corporators have been part of Gifford's history and oversight for more than 100 years. Corporators meet annually to elect or re-elect members of the Board of Trustees, serve on committees, and are ambassadors in the communities Gifford serves.

Grace Adams	Marlene Dolan	Paul Kendall & Sharon Rives	David & Barbara Rochat
David & Peggy Ainsworth	Louis & Becky Donnet	Jim & Jean Kennedy	John & Kathrine Roe
George & Beatrice Allen	Carolyn Donnet	Carroll & Marguerite Ketchum	Marvin & Carol Rogers
David & Karen Anderson	Dick & Marjorie Drysdale	Joe & Beth Kittel	Thomas & Janice Rogers
Barbara Angell	Lang & Lorraine Durfee	Karen & Reed Korrow	Michael Ross
Joan Angell	Anna Dustin	Bennett Law	Wendy Ross
Bill & Betsy Arnold	Kathy & Bob Eddy	Sandy Levesque & Stephen Morris	Sam & Jinny Sammis
Ellen Baker	Betty Edson	Fred & Holly Locke	Franklin & Jane Sanders
Dr. Jerry & Nancy Barcelow	Richard Ellis	John & Ruth Lutz	Jim & Diane Sardonis
David & Sandra Barnard	G. William & Carol Ellis	Bruce & Karen MacDonald	Dan & Joan Sax
Brooks & Susan Barron	Ted & Ruth Elzey	Jean Mallery	Irene Schaefer
Bill & Shirley Baumann	Richard & Phyllis Forbes	Lyndon Mann	Sue Sherman
Harvey Blackmer	Dr. Becky Foulk & Tavian Mayer	Mary Markle	David Silloway & Lynne Gately
Robert Borden	Polly Frankenburg	Steven & Ellen Martin	Anne Silloway
Marianne Brigham	Benjamin Fratkin	John & Joyce Mazzucco	Louise Sjobeck
William & Diane Brigham	Ron & Judy Gadway	Bob & Phyllis McAdoo	Michael & Huibertha Sorgi
Richard Burstein	Randy & Pauline Garner	Major Melvin McLaughlin	Arnold & Priscilla Spahn
Carol Bushey	David & Gay Gaston	Charlie & Becky McMeekin	Jeff Steinkamp
Paul Calter	Rick & Robin Goodall	Ken & Carol Merrill	Ellie Streeter
Robert & Marguerite Caron	Julie Goodrich	Gus & Pat Meyer	Larry & Ellie Strode
Priscilla Carpenter	Joan Granter	Linda Morse & Tim Caulfield	Florence Symonds
Norm Case	George & Kelly Gray	Dr. Bob & Dorsey Naylor	Peter & Andrea Symonds
Lorraine Chase	Ray & Nancy Gray	Fred Newhall	Sue Sytsma & Ken Stevens
Linda Chugkowski	Helen Greenlee	Gib & Barbara Noble	Rod & Marilen Tilt
Lincoln & Louise Clark	Freeman & Jean Grout	Peter & Kathy Nowlan	Steve Webster
Mona Colton	Josephine Haikara	John & Gail Osha	Charlie & Kathy Welch
Leo & Sheila Connolly	Azel & Myrtle Hall	Stuart & Margaret Osha	John & Susan Westbrook
John Connor	Marvin & Barbara Harvey	Donna Osha-Mowatt	Lewis Whitaker
Dr. Phil Conroy	Skip & Sybil Hazen	Michael & Sally Penrod	Gordon & Grace Wiggett
Jack Cowdrey	Cathy Hazlett	Andy & Jil Pomerantz	Al Wilker & Vance Smith
Betsy Davis	Steve & Joyce Hill	Peggy Potter	Wink & Bonny Willett
Beverly Davis	Don & Allison Hooper	Scott & Nelda Putney	Dr. Chris Wilson
Lyndell Davis	Frank Howlett	Ellen Reid	Peter Winslow
Lorraine Day	Richard & Bunny Huntley	Edith Reynolds	Todd Winslow
Bob & Roberta Dean	Judith Irving & Steven Reid	Joyce Richardson	Barbara Wood
Barbara De Hart	Sheila Jacobs	Caleb & Trish Rick	Joe Woodin
Steven & Nancy Dimick	Donald Jones		Bob & Rose Wright
Russ & Sharon Dimmick			



10-year recipients



15-year recipients

Employee Anniversaries

AT this year’s annual Employee Awards Banquet the following employees were honored for their years of dedication and service to Gifford and its patients. (Employees are honored on their 5-, 10-, 15-, etc., year anniversaries.)

5 years

Jenell Archer
Angela Bailey
Christie Blodgett
Elizabeth Britch
Sheri Brown
Kristine Day
Peggy Eaccarino
Kate Fellows
Angela Fletcher
Ginny Giles
Jan Giles
Cindy Gurdak
Vera Jones
Brittany Kelton
Sarah Larmie
Laura Larrabee
Peter Loescher
Heidi McClellan
Melinda Mercier
Jamie Miller
Kim Nelson
Shane Parks
Kathleen Riley
Fern Rogers
Brian Sargent
Megan Sault
Joel Schumacher
Jackie Sprague
Melissa Thayer
Scott Warren
Lisa Woods

10 years

Julie Arms
Gail Bourassa
Patrice Conard
Cindy Duval
James Kirkpatrick
Judy Libby
Terry MacDougal

Joe Pelletier
Dan Pritchard
Rob Rinaldi
Sandi Standish

15 years

Kim Connolly
Donna Ferris
Tara Fitzpatrick
Ronda Flaherty
Tina Grant
Beryl McPhetres
Michele Packard
Kim Summers

20 years

Tom Carter
Darlene Doyle
Marc Fournier
Rosalie Knowles
Kevin McNamara
Deanna Mitchell
Sue Molinario
Melanie Munyon
Bonnie Pettit
Karen Sargent
Starr Strong

25 years

Bonnie Hervieux-Woodbury
Kathy MacAskill
Pam Overstrom
Gail Proctor
Laudell Slack

35 years

Marcia Eaton
Karen Lagro

40 years

Maureen Heyder

Clinic Locations

Gifford Medical Center

44 South Main Street, Randolph..... 728-7000

Bethel Health Center

1823 VT Route 107, Bethel.....234-9913

Chelsea Health Center

356 VT Route 110, Chelsea.....685-4400

Gifford Health Center at Berlin

82 East View Lane, Berlin..... 229-2325

Gifford Primary Care

44 South Main Street, Randolph..... 728-7000

Kingwood Health Center

1422 Route 66, Randolph.....728-7100

Rochester Health Center

235 South Main Street, Rochester 767-3704

Sharon Health Center

12 Shippee Lane, Sharon.....763-8000

Twin River Health Center

108 North Main Street, White River Jct.296-7370

Advance Physical Therapy

331 Olcott Drive US, Wilder..... 295-7333



For More Information

To find a provider, contact:

Gifford Medical Center
44 South Main Street
Randolph, VT 05060
(802) 728-7000
info@giffordmed.org

To volunteer, contact:

Julie Fischer
Volunteer Services Coordinator
(802) 728-2324
jfischer@giffordmed.org

To learn more about the many ways you can support Gifford, contact:

Ashley Lincoln
Director of Development and Public Relations
(802) 728-2380
alincoln@giffordmed.org

GIFFORD HEALTH CARE
44 SOUTH MAIN STREET
RANDOLPH, VT 05060



2013 ANNUAL REPORT
GIFFORD MEDICAL CENTER