



Gifford Health Care

Strategic Initiatives and Process for Public Participation

Public participation

Gifford provides ample opportunities for the public to provide both input and actively participate in medical center activities. The Community Health Needs Assessment process, patient satisfaction surveys, community meetings, and one-on-one comments to hospital staff members, board members, ambassadors and volunteers help direct strategic planning and operational decisions. Gifford's volunteer board members represent a variety of communities served by the medical center. Board members actively participate in and oversee the hospital's yearly operational and longer-term capital and strategic planning decisions. In addition, community members serve on hospital board committees, and Gifford's Ambassadors are kept apprised of the organization's activities at Gifford's Annual Meeting and through email newsletters.

Gifford offers substantial volunteer opportunities. Volunteers generously give of their time providing administrative support and serve as volunteer chaplains visiting patients at their bedsides. Volunteers do activities with participants at the Adult Day Program and Menig Nursing Home residents. Other members knit hats for babies born in Gifford's Birthing Center and make quilts for newborns, nursing home residents, cancer patients, and end-of-life patients.

Gifford partners with community and state organizations and businesses to provide and receive services surrounding community health issues and initiatives. Gifford works diligently to keep the community apprised of hospital happenings, news, services, and free educational opportunities. Hospital happenings are shared through traditional and social media, publications and the hospital's website, www.giffordhealthcare.org. The hospital also opens its conference rooms for public meetings and hosts its own events, including support groups, classes, and clinics.

Public Events

To learn more about events happening at the hospital, go to www.giffordhealthcare.org or contact:

Gifford Marketing and Development
44 South Main St.
Randolph, VT 05060
Phone: (802) 728-2377
Fax: (802) 728-4245
E-mail: contactus@giffordhealthcare.org

To volunteer

Volunteers are essential to Gifford. If you are interested in volunteering, please contact:

Gifford's Volunteer Coordinator
44 South Main St.
Randolph, VT 05060
Phone: (802) 728-2380

E-mail: contactus@giffordhealthcare.org

To join the Auxiliary

The Gifford Medical Center Auxiliary is a separate, non-profit organization committed to supporting community health primarily through the proceeds of a well-run and popular Thrift Shop. To join the Auxiliary's large and active membership, please contact:

Gifford Auxiliary
PO Box 95
Randolph, VT 05060
Phone: (802) 728-2617
E-mail: contactus@giffordhealthcare.org

Strategic initiatives

Gifford engages in extensive strategic planning to identify and implement initiatives the organization wants to achieve over the coming years. Hospital leadership, including the volunteer board, monitors the progress of these initiatives to ensure success. Typically, this process is renewed every three years and considers Gifford's mission, core values, and the needs of the community and community partners. Hospital and community leaders are currently finalizing the 2022 plan. The plan focuses on:

- People and Culture
- Population Health
- Infrastructure
- Governance

For more information about Gifford's strategic plan, please contact:

Gifford Administration
44 South Main St.
Randolph, VT 05060
Phone: (802) 728-2304

For more information about capital expenditure plans, refer to the financial sections of this report or contact:

Gifford Accounting
44 South Main St.
Randolph, VT 05060
Phone: (802) 728-7751

To contact the board

To find out more about the hospital's governance and board activities, contact the executive assistant to the President and CEO at:

Administration
Gifford Medical Center
44 South Main St.

Randolph, VT 05060
Phone: (802) 728-2304
Fax: (802) 728-4245
E-mail: contactus@giffordhealthcare.org

Copies of our *Annual Report*

Gifford's *Annual Report* is available online at <https://giffordhealthcare.org/annual-report-2021/> or through the Marketing Department at:

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