



COPLEY

## Vision

Copley envisions a community with wellness at its core and clear access to a comprehensive continuum of quality care.

## Mission

To oversee and coordinate the provision of services, to provide leadership in implementing the vision promoting wellness and to assure clear access to services regardless of ability to pay.

## Values

- Compassion and respect for human dignity
- Commitment to professional competence
- Commitment to a spirit of service
- Honesty
- Confidentiality
- Good stewardship and careful administration

## Core Services

- Primary Care
- Women's & Children's Services
- Emergency Services
- General Surgery
- Orthopedics

## Trustees

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THE NEWSLETTER OF COPLEY HEALTH SYSTEMS, INC. • 528 WASHINGTON HIGHWAY, MORRISVILLE, VT 05661

## Copley Annual Report Card



Mel Patashnick, President & CEO

Dear Copley Community,

Patient satisfaction scores are critical to any service organization. Copley staff and board members study the results of patient satisfaction surveys carefully because we know there is a direct correlation between patient satisfaction and the quality of the programs and services that the hospital provides. As you read through the results of our patient satisfaction surveys, I am sure you will be impressed with how Copley ranks compared to other hospitals across the state and across the nation. We can be proud of what we do and how we do it.

One reason that Copley ranks so well is that our staff is careful not to allow themselves to be "lulled into complacency". Through hospital-wide quality assurance/performance improvement programs, we continually monitor and evaluate the care that Copley provides. Although staff is encouraged to be proud of competent performance and excellent clinical outcomes, at the same time, staff is encouraged to look for ways in which we can do better. We are also always interested in hearing from our patients. Patient satisfaction surveys are one way in which the community is encouraged to bring their thoughts and observations to our attention.

Annual

Health  
and Safety Fair

Come celebrate!  
Copley's 75th Birthday!

Saturday, September 8th  
10:00 a.m. to 2:00 p.m.  
at Copley

An event for the entire family!  
Free health screenings,  
informational displays,  
nutritional education, massages,  
alternative therapies, activities  
for children, healthy snacks and  
more!!!

Cake and ice cream from  
11:00 a.m to 1:00 p.m.!

Learn more about the resources  
available to you and your family.

"It is really nice having this facility so close to home, with doctor coming from Burlington.  
A very good experience and very professional physician."

- A COPLEY PATIENT

The current edition of Copley's Report Card also provides data on patient safety and financial measures. Compared to national data, Copley's safety measures are impressive. Financial data indicate that Copley is in a stable position. Given Copley's size and the acuity of our patients, our productivity measures are appropriate.

I hope you find that the data in this report is worthwhile and helpful to you. Please call us at any time with any questions you may have.

Sincerely,

*Melvyn Patashnick*

Melvyn Patashnick  
President & CEO

# Patient Satisfaction

Patient satisfaction is priority one here at Copley. We go to great lengths to capture and measure our performance in the eyes of our community. But, we do more than just measure patient satisfaction. We use these surveys to change the way we provide services. And, in some cases, we have created new services based on your feedback.

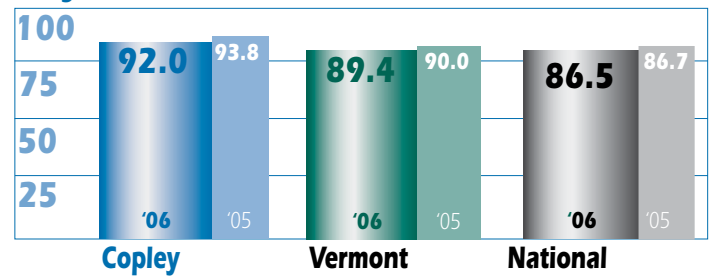
Press Ganey Associates is the healthcare industry's top satisfaction measurement and improvement firm, with approximately 33% of all U.S. hospitals relying on their services. As the clear market leader with more than 7,000 client facilities and the addition of nearly 9 million completed surveys annually, they offer access to unparalleled benchmarking opportunities.

In Vermont, all 14 acute care hospitals participate in Press Ganey surveys to some degree. The following results are based on 2006 inpatient surveys.

The data below was collected by Press Ganey and is organized and presented to you in a manner recommended to all hospitals by the National Academy of Sciences - Institute of Medicine. The mission of the Institute of Medicine (IOM) is to advance and disseminate scientific knowledge to improve human health. The IOM provides objective, timely, authoritative information and advice concerning health and science policy. We view Press Ganey and the IOM recommendations for presentation of satisfaction data as the gold standard. As such, we feel it is the best way to present this data to you.

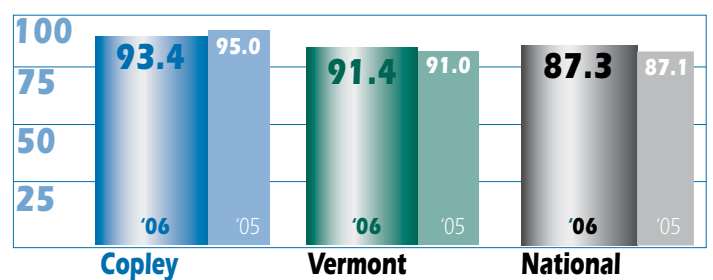
	Copley 2004	Copley 2005	Copley 2006	Vermont Average	National Average	Copley Percentile*
<b>Physicians</b>	94.7	93.8	<b>92.0</b>	<b>89.4</b>	<b>86.5</b>	97 <sup>th</sup>
Time spent	92.2	91.0	<b>89.5</b>	<b>85.9</b>	<b>82.4</b>	98 <sup>th</sup>
Concern or questions	95.1	94.6	<b>91.8</b>	<b>89.3</b>	<b>86.2</b>	96 <sup>th</sup>
Keep informed	93.7	93.1	<b>91.0</b>	<b>88.9</b>	<b>85.1</b>	96 <sup>th</sup>
Friendliness and courtesy	96.1	95.3	<b>93.7</b>	<b>91.8</b>	<b>89.1</b>	96 <sup>th</sup>
Skill	96.8	96.1	<b>94.7</b>	<b>93.4</b>	<b>91.2</b>	94 <sup>th</sup>

## Physicians



	Copley 2004	Copley 2005	Copley 2006	Vermont Average	National Average	Copley Percentile*
<b>Nurses</b>	95.6	95.0	<b>93.4</b>	<b>91.4</b>	<b>87.3</b>	98 <sup>th</sup>
Friendliness	97.3	96.8	<b>96.3</b>	<b>95.0</b>	<b>90.7</b>	99 <sup>th</sup>
Promptness in response	94.6	93.8	<b>91.9</b>	<b>90.4</b>	<b>84.7</b>	96 <sup>th</sup>
Attitude toward requests	96.5	95.2	<b>93.9</b>	<b>92.2</b>	<b>88.1</b>	98 <sup>th</sup>
Attention to needs	95.0	94.6	<b>92.7</b>	<b>90.5</b>	<b>86.1</b>	98 <sup>th</sup>
Keeping you informed	94.0	94.2	<b>90.1</b>	<b>90.0</b>	<b>84.9</b>	93 <sup>rd</sup>
Skill	96.3	95.5	<b>94.2</b>	<b>93.0</b>	<b>89.5</b>	97 <sup>th</sup>

## Nurses



\*The percentile score shows where Copley stands in relation to other hospitals across the country. The higher the percentile, the higher the ranking. For example, a score in the 98<sup>th</sup> percentile indicates Copley is in the top 2% of all hospitals across the country who survey patient satisfaction using Press Ganey Associates, Inc.

For more information on Press Ganey or the National Academy of Sciences - Institute of Medicine, we encourage you to contact them directly:

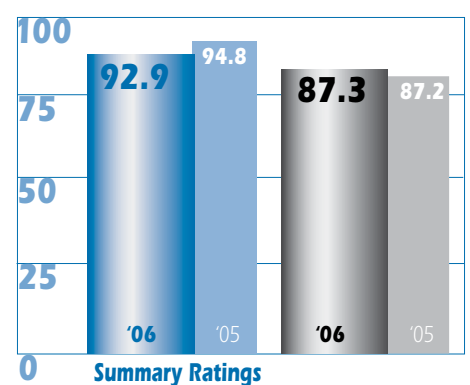
**Press Ganey Associates, Inc.** 404 Columbia Place, South Bend, Indiana 46601

**Institute of Medicine** The National Academy, 500 Fifth Street, NW, Washington, DC 20001

## Summary Rating

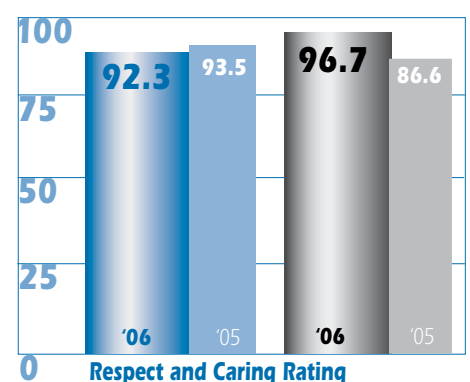
	Copley 2004	Copley 2005	Copley 2006	National Average	
				Mean	National Rank
<b>Summary</b>	94.5	94.8	<b>92.9</b>	87.3	96 <sup>th</sup>
Skill of the nurses	96.3	95.5	<b>94.2</b>	89.5	97 <sup>th</sup>
Skill of the physician	96.8	96.1	<b>94.7</b>	91.2	94 <sup>th</sup>
Overall cheerfulness of hospital	93.0	92.7	<b>91.0</b>	86.8	89 <sup>th</sup>
Likelihood of recommending hospital	95.0	94.7	<b>93.0</b>	87.1	94 <sup>th</sup>
Overall rating of care given	95.7	94.9	<b>93.8</b>	88.1	96 <sup>th</sup>

■ = = National Average



## Respect and Caring Rating

	Copley 2004	Copley 2005	Copley 2006	National Average	
				Mean	National Rank
<b>Respect and Caring</b>	92.5	93.5	<b>92.3</b>	96.7	
Courtesy of admitting staff	96.4	95.1	<b>94.0</b>	88.9	98 <sup>th</sup>
Courtesy of cleaning staff	94.1	91.1	<b>91.1</b>	85.9	94 <sup>th</sup>
Courtesy of food staff	90.8	91.1	<b>89.4</b>	85.8	86 <sup>th</sup>
Courtesy of the nurses	97.3	96.8	<b>96.3</b>	90.7	99 <sup>th</sup>
Promptness of response to call	94.6	93.8	<b>91.9</b>	84.7	96 <sup>th</sup>
Nurses' attitudes toward requests	96.5	95.2	<b>93.9</b>	88.1	98 <sup>th</sup>
Attention to special/personal needs	95.0	94.6	<b>92.7</b>	86.1	98 <sup>th</sup>
Courtesy of person who took blood	95.1	93.9	<b>91.7</b>	87.8	93 <sup>rd</sup>
Courtesy of person who started IV	95.0	92.8	<b>92.4</b>	88.2	96 <sup>th</sup>
Courtesy of physician	96.1	95.3	<b>93.7</b>	89.1	96 <sup>th</sup>
Staff concern for your privacy	93.8	91.5	<b>91.7</b>	85.7	97 <sup>th</sup>
Response to concerns/complaints	92.9	90.7	<b>90.0</b>	83.0	97 <sup>th</sup>
Felt included in treatment decisions	92.8	91.5	<b>90.6</b>	83.6	98 <sup>th</sup>

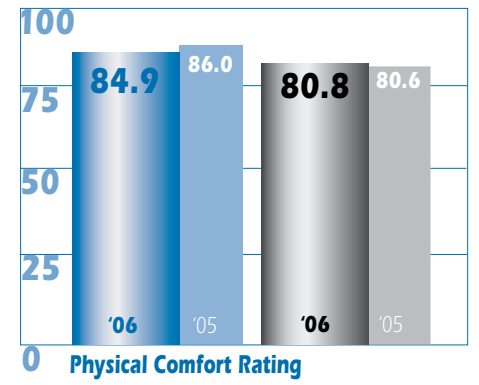




**National Average**

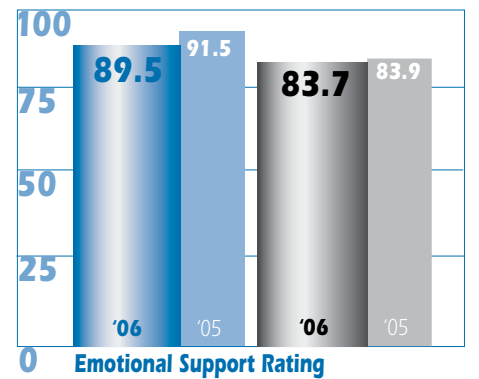
## Physical Comfort

	Copley 2004	Copley 2005	Copley 2006	National Average	
				Mean	National Rank
<b>Physical Comfort Rating</b>	87.5	86.0	<b>84.9</b>	80.8	84 <sup>th</sup>
Pleasantness of room décor	83.1	79.8	<b>80.6</b>	78.9	64 <sup>th</sup>
Room cleanliness	92.2	91.0	<b>89.7</b>	82.6	95 <sup>th</sup>
Room temperature	80.7	80.3	<b>80.4</b>	78.2	73 <sup>rd</sup>
Noise level in and around room	81.4	81.0	<b>83.2</b>	76.3	89 <sup>th</sup>
TV call button etc. worked	89.8	87.9	<b>87.6</b>	83.9	84 <sup>th</sup>
Temperature of the food	85.9	83.6	<b>84.0</b>	78.2	92 <sup>nd</sup>
Quality of the food	82.0	89.2	<b>82.3</b>	74.5	93 <sup>rd</sup>
Concern for comfort during test or treatment	92.3	91.6	<b>89.2</b>	85.3	91 <sup>st</sup>
Skill of person who took blood	93.6	90.6	<b>88.2</b>	84.5	89 <sup>th</sup>
Skill of person who started IV	87.8	87.6	<b>87.6</b>	83.8	92 <sup>nd</sup>
How well your pain was controlled	91.9	91.5	<b>87.6</b>	85.6	76 <sup>th</sup>



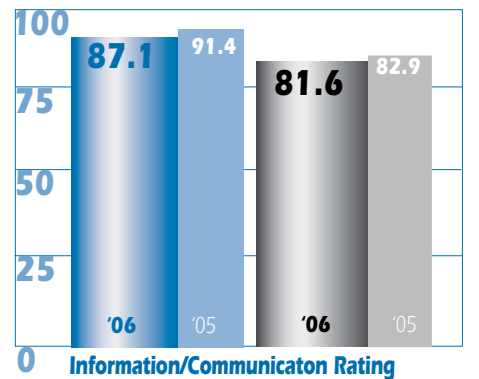
## Emotional Support

	Copley 2004	Copley 2005	Copley 2006	National Average	
				Mean	National Rank
<b>Emotional Support Rating</b>	93.0	91.5	<b>89.5</b>	83.7	
Time physician spent with you	92.2	91.0	<b>89.5</b>	82.4	98 <sup>th</sup>
Physician's concern with questions	95.1	94.6	<b>91.8</b>	86.2	96 <sup>th</sup>
Staff sensitivity to inconvenience	93.0	91.2	<b>88.7</b>	83.9	92 <sup>nd</sup>
Staff addressing emotional/spiritual needs	91.7	89.2	<b>88.1</b>	82.2	96 <sup>th</sup>



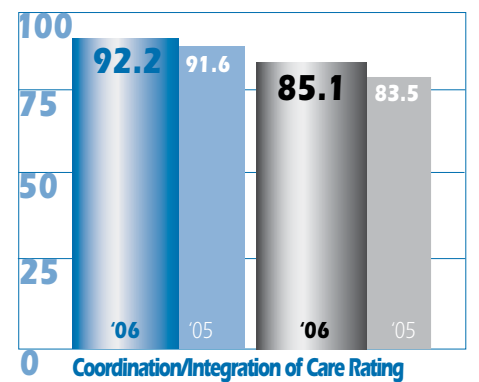
## Information/Communication

	Copley 2004	Copley 2005	Copley 2006	National Average	
				Mean	National Rank
<b>Information/Communication Rating</b>	90.4	91.4	<b>87.1</b>	81.6	
Special/restricted diet explained	81.5	85.5	<b>82.3</b>	75.0	95 <sup>th</sup>
Nurses kept you informed	94.0	94.2	<b>90.1</b>	84.9	93 <sup>rd</sup>
Explanations: happen during test or treatment	91.1	91.0	<b>89.0</b>	84.9	92 <sup>nd</sup>



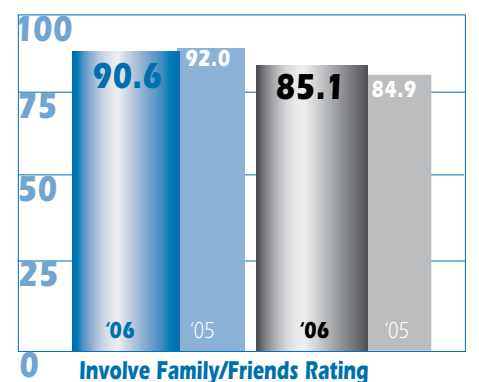
## Coordination of Care

	Copley 2004	Copley 2005	Copley 2006	National Average	
				Mean	National Rank
<b>Coordination/Integration of Care Rating</b>	91.6	91.6	<b>92.2</b>	85.1	98 <sup>th</sup>
Speed of admission	92.7	91.6	<b>91.0</b>	82.3	98 <sup>th</sup>
Pre-admission process	94.4	92.6	<b>90.9</b>	84.2	97 <sup>th</sup>
Wait time for test or treatment	87.6	88.9	<b>85.4</b>	79.9	93 <sup>rd</sup>
Extent you felt ready for discharge	92.0	90.5	<b>90.0</b>	84.9	97 <sup>th</sup>
Speed of discharge process	88.2	89.7	<b>87.6</b>	81.0	95 <sup>th</sup>
Help arranging home care services	91.6	92.5	<b>88.7</b>	84.3	88 <sup>th</sup>
Staff worked together to care for you	95.0	95.3	<b>92.9</b>	87.9	95 <sup>th</sup>



## Involve Family/Friends

	Copley 2004	Copley 2005	Copley 2006	National Average	
				Mean	National Rank
<b>Involve Family/Friends Rating</b>	92.7	92.0	<b>90.6</b>	85.1	97 <sup>th</sup>
Helpfulness of people at info desk	91.7	92.4	<b>90.6</b>	86.2	93 <sup>rd</sup>
Accommodations & comfort of visitors	91.1	89.2	<b>88.3</b>	83.1	92 <sup>nd</sup>
Staff attitude toward visitors	95.2	94.5	<b>93.3</b>	87.1	98 <sup>th</sup>
Info to family re: condition/treatment	92.9	91.9	<b>91.9</b>	85.2	98 <sup>th</sup>



# Safety & Quality

## Safety & Quality

The data in this section are measures that all hospitals collect and monitor. We only presented data that could be compared to a state or national standard, so that you have a way to compare and evaluate Copley's performance.

Whenever possible, we have compared our data to that of the Vermont Program for Quality in Health Care (VPQHC). VPQHC is an independent firm in Vermont. Its mission is to develop and implement a system of quality design and measurement – for physicians, other healthcare professionals, hospitals, other healthcare facilities, users and purchasers – that produce continuous improvement of healthcare and efficient use of resources.

The comparisons were made with the annual Vermont Health Care Quality Report that measures healthcare quality and utilization across Vermont, based on a set of commonly used indicators. In addition, the report highlights specific efforts VPQHC and others have undertaken to improve healthcare quality for Vermonters.

For more information about the Vermont Health Care Quality Report or the Vermont Program for Quality in Health Care, we encourage you to contact them at the address below:

Vermont Program for Quality in Health Care, Inc.  
 132 Main Street  
 P.O. Box 1356  
 Montpelier, VT 05601  
 www.vpqhc.org  
 Email: mail@vpqhc.org  
 Phone: 802.229.2152  
 Fax: 802.229.5098



## SAFETY MEASURES

	Copley 2004	Copley 2005	Copley 2006	Vermont	National
Inpatient falls while inpatients	0.65%	0.41%	<b>0.48%</b>	N/A	2 to 3%
Nosocomial infections (all infections due to surgery or hospitalization)	0.49%	0.75%	<b>0.42%</b>	N/A	3 to 5%
Surgical Site infections (all infections due to surgery)	1.20%	1.20%	<b>1.25%</b>	N/A	2 to 3%
Creatinine Clearance (kidney function) on patients over 50 years old	82.8%	88.1%	<b>94%</b>	N/A	N/A

Notes: No consistent reported data is available on medication errors because there is no standard definition and/or measurement. Ranges are given for national norms where there is variation in reported rates and no single definition of what constitutes an event.

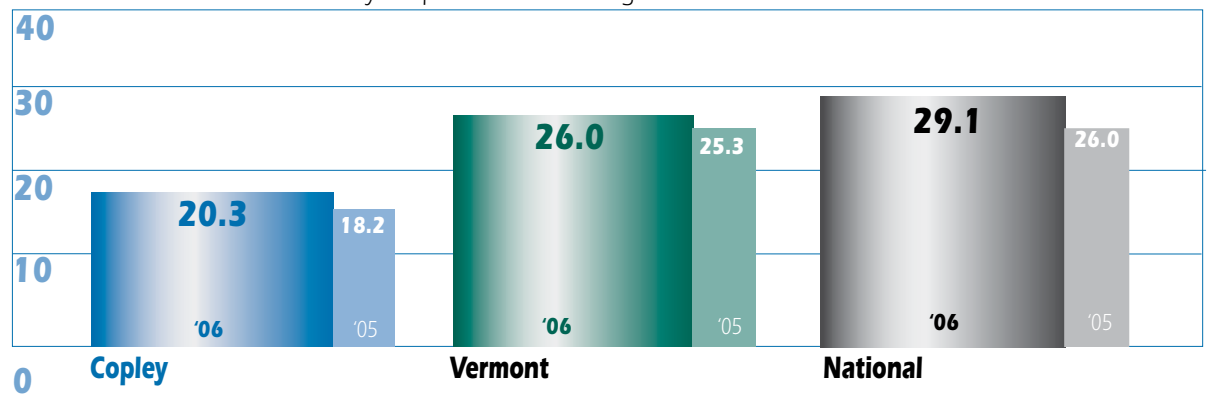
## QUALITY MEASURES

	Copley 2004	Copley 2005	Copley 2006	Vermont	National
Prenatal care in 1 <sup>st</sup> trimester	87.3%	87.8%	<b>81.2%</b>	83.6%	83.9%
C-section rate	15.1%	18.2%	<b>20.3%</b>	26%	29.1%
Low birth weight babies	3.8%	2.7%	<b>4.6%</b>	6.4%	8.1%
Premature deliveries	4.7%	4.2%	<b>4.3%</b>	8.5%	12%
Medication for treating heart attack antithrombotics given/prescribed	100%	100%	<b>100%</b>	96%	92%
beta blockers given/prescribed	95%	95.4%	<b>100%</b>	93%	87%
Medication for treating congestive heart failure ACE inhibitors given	50%	N/A%	<b>100%</b>	89%	82%
Medication for treating pneumonia Antibiotics given in less than 4 hours	79%	78%	<b>98%</b>	83%	80%

Notes: For heart failure, Copley had only 2 cases.

## C-Section Rates

Healthy People 2010 C-section goal is 15% or less



## Quality Definitions

- **Prenatal care in the 1<sup>st</sup> trimester** – Research shows that receiving prenatal care in the first trimester of pregnancy significantly reduces the health risks in newborn babies.
- **C-section rate** – Most cesarean sections are done out of need and not preference. C-sections create a higher risk of infection, cost more money and require longer hospital stays. Having a C-section also reduces the chances of a woman's ability to have a natural childbirth in subsequent births. The effort to reduce the number of cesarean sections is nationwide.
- **Premature deliveries** – The rate of premature deliveries is mostly related to preventative care and healthy living during pregnancy.
- **Medication for treating heart attacks** – It is important to administer medication to thin the blood of a heart attack patient as quickly as possible in order to restore blood flow to the vital organs and reduce the stress to the heart of circulating blood.
- **Medication for treating congestive heart failure (CHF)** – CHF creates a build-up of fluid in the lungs. Administering ACE inhibitors helps to clear the fluid, making it easier for patients to breathe.
- **Medication for treating pneumonia** – Pneumonia is an infection in the lungs. The more quickly antibiotics are administered, the better the chance the infection will not get worse thus reducing the need for a prolonged hospital stay. The national standard for this medication administration is within four hours.

# Financial Measures

## Finances

The financial data (right) is the most recent available as of the date this report was produced. It reflects actual fiscal year 2006 (October 2005 - September 2006) and was produced the State of Vermont Department of Banking Insurance Securities and Health Care Administration (BISHCA).



	Copley Hospital	Vermont Median	Rank < than 100 beds	Rank All VT
<b>Utilization</b>				
Average daily census	17.3	26.6	5 <sup>th</sup>	5 <sup>th</sup>
Average length of stay (days)	3.7	3.8	5 <sup>th</sup>	6 <sup>th</sup>
Adjusted admissions	4,878	6,378	3 <sup>rd</sup>	3 <sup>rd</sup>
<b>Productivity</b>				
Adjusted admissions per FTE	18.4	18.8	3 <sup>rd</sup>	7 <sup>th</sup>
<b>Cash Statistics</b>				
Current ratio	2.0	3.3	1 <sup>st</sup>	2 <sup>nd</sup>
Days payable	57.6	56.1	5 <sup>th</sup>	8 <sup>th</sup>
Days receivable	27.3	51.0	1 <sup>st</sup>	1 <sup>st</sup>
Dayscash on hand	64.4	105.6	3 <sup>rd</sup>	3 <sup>rd</sup>
<b>Revenue &amp; Cost Statistics</b>				
Gross revenue per adjusted admission	\$11,412	\$11,209	8 <sup>th</sup>	9 <sup>th</sup>
Net revenue per adjusted admission	\$8,086	\$7,306	9 <sup>th</sup>	11 <sup>th</sup>
Cost per adjusted admission	\$7,979	\$7,120	9 <sup>th</sup>	11 <sup>th</sup>
Deductions for federal & commercial payers	29.1%	33.9%	4 <sup>th</sup>	5 <sup>th</sup>
Salary & benefits per FTE (Non-MD)	\$61,373	\$62,514	4 <sup>th</sup>	5 <sup>th</sup>
Bad debt %	3.2%	2.6%	8 <sup>th</sup>	12 <sup>th</sup>
Free care %	1.6%	1.2%	8 <sup>th</sup>	12 <sup>th</sup>
Operating margin	2.6%	2.8%	4 <sup>th</sup>	6 <sup>th</sup>
Total margin	2.1%	4.3%	4 <sup>th</sup>	4 <sup>th</sup>
<b>Capital Statistics</b>				
Age of plant	10.1	10.4	6 <sup>th</sup>	7 <sup>th</sup>
Debt per staffed bed	\$321,021	\$326,970	5 <sup>th</sup>	7 <sup>th</sup>
Capital cost per adjusted admission	\$345	\$397	4 <sup>th</sup>	4 <sup>th</sup>
Long-term debt to capitalization	26.3%	33.6%	2 <sup>nd</sup>	4 <sup>th</sup>

"Thank you for such a warm and positive experience. Copley Hospital exhibits what a hospital really is – excellent professional care, excellent medical staff, clean friendly and warm environment. We couldn't have asked for more! It was worth the extra travel time. Everyone we met made us feel welcome and cared for."

—A COPLEY PATIENT

# Wellness Programs

## Health & Wellbeing

### Diabetic Education

Consultations for recently diagnosed and for those living with the disease. Copley's Diabetes team, Loretta Schneider, RN, CDE, and Nancy Wagner, RD, CDE provide participants with one-on-one education sessions. These sessions cover: diabetes overview, lab values, standards of care, complications, nutrition, weight management, exercise, understanding diabetes medications including insulin, low and high blood sugars and how to prevent them, food, skin care, blood sugar monitoring, stress management, smoking cessation and other issues to help improve one's blood sugar control in an effort to reduce long-term health problems that diabetes can cause. The team works with children, teens and adults who have Type 1, Type 2 and/or diabetes during pregnancy (gestational). Consultations can be arranged by calling 888-8226.

### Classes for Diabetics

Thursdays, September 20<sup>th</sup> – October 25<sup>th</sup>  
11:00 a.m. to noon  
Copley Hospital  
This series of six classes helps participants gain comprehensive information, whether newly diagnosed or living with diabetes. The class provides strategies to learn how to better care for oneself through diet, exercise blood sugar monitoring and insulin treatment. If not controlled, diabetes can lead to serious complications such as heart disease, stroke nerve damage, kidney failure and blindness. For more information call 888-8226.

## Rehab Programs

### Cardiac Rehabilitation

Copley Hospital  
This twelve-week comprehensive out-patient program improves the patient's quality of life and restores him or her to a higher level of functioning following heart attack, bypass surgery or other heart events. Sessions focus on monitored exercise, and weekly educational talks cover topics such as anatomy and physiology of

the heart, the importance of diet and nutrition, stress management, proper use of medications and cardiac risk factors.

By participating, patients gain techniques and tools that help them have more control over their own health, and hopefully, avoid future cardiac problems.

### Pulmonary Rehabilitation

Copley Hospital  
If you experience breathing problems and episodes of shortness of breath which affect your every day activities, let Copley's Pulmonary Rehabilitation Department help you. This program is designed for individuals with chronic obstructive pulmonary disease, asthma, emphysema, bronchitis, lung restrictions and other systemic disease adversely affecting the lungs. Benefits include reduced shortness of breath, improvement of one's sense of well-being and quality of life and improved exercise tolerance.

For more information on the above rehabilitative programs contact Betsy Harper at 888-8230.

### Step Up Program

Tuesdays and Fridays  
12:00 to 1:30 p.m.  
Copley Hospital Rehab Department  
Exercise made fun at Copley Rehab. Participants start the program working out on a variety of cardiovascular equipment followed by an hour of group floor exercises. Rehab tech, Erin Smith, leads this group beginning with a warm up period followed by a variety of floor exercises that involves stretching and use of hand weights. Participants work out at their own speed and level, enjoying the benefits of improved mobility, muscle tone, enhanced energy level and reduced risk of injury. This is not a vigorous program. Those participants, who are not able to stand during the entire class, are welcome to follow along in a chair.

Participants are required to have their physician sign a form stating they may participate in this program. In addition participants must make an initial appointment to review equipment with a therapist.

## Life Skills

### HeartSaver

Tuesdays, September 25<sup>th</sup> and October 23<sup>rd</sup>  
6:30 to 8:30 p.m.

Copley Hospital  
\$30.00 Fee  
Qualified instructors use videos, printed materials, and demonstrations on mannequins to teach proper techniques for performing CPR. This American Heart Association's basic life support course covers adult, child, and infant CPR.

Participants practice the techniques on mannequins and have opportunities to ask questions and get individualized instruction. The final test for the course is a combination of demonstrating CPR skills and taking a written test.

Be trained to recognize an emergency and overcome reluctance to act. Class also includes AED training. For more information call 888-8302.

### Community Based First Aid Course

Saturday daytime class or weekday evening classes available  
Copley Hospital  
Fee \$30.00

This community based course will provide the necessary education that meets OSHA, state or employer requirements for individuals to possess knowledge of immediate first aid. For more information call 888-8302.

### AARP Driver Safety Program

November 1<sup>st</sup> and 2<sup>nd</sup>  
9:00 a.m. to 1:00 p.m.  
Copley Hospital  
Fee: \$10.00  
A course designed to meet the specific needs of older drivers. This 8-hour class, taught in two 4-hour blocks, will help drivers 50 years of age, or older improve their skills and prevent traffic accidents. The course reviews the rules of the road, accident prevention and overcoming the effects of aging on driving performance. For more information call 888-8302.

## Parenting Programs

### Childbirth Education Classes

Thursdays, September 13<sup>th</sup> – October 18<sup>th</sup>  
Thursdays, November 1<sup>st</sup> – December 13<sup>th</sup>

6:00 to 8:00 p.m.  
Copley Hospital  
\$110.00  
(covered by most insurance plans)  
This six-week class is designed for expectant parents who wish to experience birth with knowledge, confidence, increased comfort, and active involvement in this major life event. Class schedule includes infant CPR and breastfeeding education. For more information call 888-8302.

### Breastfeeding Class

October 18<sup>th</sup> and December 6<sup>th</sup>  
7:00 to 8:30 p.m.  
Copley Hospital  
Fee: \$20.00  
An evening class for new or expectant mothers. We'll discuss the mother's & baby's benefits of breastfeeding, deciding whether or not to breastfeed, returning to work, and more. Pre-registration required by calling 888-8302.

### Medical Library, a resource when you need it.

Do you struggle with finding reliable health information searches? Do you have a family member who was recently diagnosed with a disease that you want more information on? Let Copley's Medical Library help you find this information and more. Located on the first floor the library carries a wide selection of consumer health books, magazines and brochures, use of computer with assistance if necessary, and more. Volunteers can assist as needed in signing up for websites that provide tutorials on various surgical procedures or to find reliable health information. For more information call 888-8347.

# Health & Wellness

The following article was submitted by Copley's Certified Diabetes Educators, Loretta Schneider, RN and Nancy Wagner, RD.

## Raising a Child with Diabetes

When diabetes strikes a youngster, everyone—from parents to schoolteachers—gets involved, checking blood-glucose levels, giving insulin injections or helping the child select food in a cafeteria. Thankfully, most children with diabetes do lead fairly normal lives. But make



Copley's Certified Diabetes Educators Loretta Schneider, RN and Nancy Wagner, RD

no mistake—managing a disease combined with raising an otherwise normal child is challenging.

Some 150,000 children under the age of 18 have diabetes, and 13,000 new cases are diagnosed each year, according to the Centers for Disease Control (CDC). Most childhood cases are type 1 (insulin-dependent) diabetes, which require daily insulin injections.

In type 1, the pancreas can't make insulin, and without insulin glucose accumulates in the bloodstream, causing serious problems. In fact, until insulin became available in the 1920s, type 1 diabetes was always fatal.

Childhood cases of type 2 (non-insulin-dependent) diabetes, in which the body either can't make enough insulin or use it properly, are rising as more and more healthcare providers are seeing more kids with the condition. Although complete data is not yet available, CDC estimates that 8 percent to 43 percent of all new diabetes cases are type 2. Childhood obesity plays a major role in 85 percent of these new cases, experts say.



## Meeting Goals

For those with type 1 diabetes, good health hinges on keeping glucose levels within 80 to 180 milligrams per deciliter (mg/dL) of blood. Doctors, nurses, nutritionists and diabetes educators teach parents and kids to follow a daily routine that includes the following steps:

- **Checking blood.** A small electronic monitor tests droplets of blood from the child's finger to instantly check glucose and signal if an insulin shot is needed.
- **Giving insulin.** Insulin can't be taken

orally. It must either be injected or delivered by a pump, worn like a pager, that feeds insulin through a tube into the abdominal wall.

- **Designing a meal plan.** Children with diabetes don't need special foods. They do, however, need meals that are high in fiber and low in fat, salt and sugar. A dietitian can help design an appropriate menu with foods the entire family will enjoy.

- **Eating by the clock.** Children with diabetes need to eat at least three small to moderately sized meals at the same time each day to stave off hypoglycemia, a potentially serious effect of low glucose. Overeating is a no-no—it floods the system with glucose and could lead to weight gain. Children with diabetes should always drink beverages with no calories instead of sugary fruit juice or soda pop.

- **Staying active.** Doctor-approved sports or playground activity helps children with diabetes stay trim and feel more energetic. And insulin works better in physically fit kids.

Unfortunately, diabetes is a lifelong condition. But education and support can help youngsters manage their condition so that they'll grow normally and enjoy lives that are both active and fulfilling.

### Diabetes or something else?

Type 1 diabetes strikes suddenly and can occur from infancy through early adulthood. Its symptoms often masquerade as the flu, a stomach virus or a bladder infection. Watch your children for these telltale signs:

- frequent urination
- bedwetting, especially after successful potty training
- constant thirst and craving for sugar and drinks
- continual eating without weight gain or with weight loss
- fatigue, weakness and apathy
- irritability or restlessness
- problems doing schoolwork
- nausea

Should you require additional information or help, call our office at 802-888-8226.

## Cancer Care, the Copley Difference

Cancer care at Copley is more than chemo. It's about providing *individualized care* in a setting where the patient's well-being comes first. This care, provided by a team of dedicated professionals, is done in a warm, friendly patient-centered environment. And, the varieties of chemotherapies offered are equivalent to those provided at large, academic/tertiary care facilities. In addition to private treatment rooms equipped with a television, books and magazines, patients are given a lap/shoulder blanket made by local volunteers, are encouraged to bring family members or friends to sit with them during treatment and have use of a kitchenette where they will find snacks and beverages.

The goal of Copley's oncology clinic is to make the experience as comfortable as possible for the patient as well as their family.

Under the direction of Oncologist, Julie Olin, M.D. Copley's oncology team includes three oncology certified nurses; Sandy Grace, Barb Shane and Karen Willett and more recently the addition of Oncology Nurse Practitioner, Elizabeth (Liesl) Steiner. "With the increasing number of patients seen through our oncology department the need for a nurse practitioner will enable us to grow our oncology services and improve the coordination of comprehensive chemo cancer care," said Copley's Senior Director of Patient Care, Elizabeth Jordan, RN, Ph.D.

Ms. Steiner brings to Copley more than eight years experience as a Nurse Practitioner. Her most recent position was at the Vermont Center for Cancer Medicine, a private practice in Colchester, where she was responsible for assessing and



New addition to the oncology staff, Nurse Practitioner, Elizabeth (Liesl) Steiner

treating people receiving chemotherapy. There she collaborated with doctors, nurses and community providers to provide cohesive care for patients and their support team. Prior to becoming a Nurse Practitioner she provided skilled nursing care to a wide range of patients while working at Lamoille Home Health and Hospice in Morrisville. In the early 1990s she worked as a nurse at Copley Hospital.

Why Copley for your cancer care? *Individualized compassionate cancer care* – from the time of diagnosis to the treatment plan and follow-up appointments – that's the Copley difference.

## \$21,000 for Care

This year's Copley Scramble, held at the Stowe Country Club, netted more than \$21,000 for care. The two-day event kicked off with the famous "Copley Calcutta" with auctioneer John Merrill working the crowd. As the evening came to a close \$15,000 was raised by generous bidders of which 45% went



directly to Copley Foundation to help those in need.

Tournament day could not have been more perfect with 80 golfers ready for the challenge. Copley extends congratulations to the following first place teams:

Team 1: Bernie Nisenholtz, Marion Baraw, Bill Tracy and Jack Cashman

Team 2: Polly Manosh, Karen Rhodes, Jim Adams and Patrick Heaghey

Team 3: John Merrill, Tony Sedutto, Mary Lintermann and Jeff White

Copley Foundation offers their sincere appreciation to *Presenting Sponsor*, Absolute Resource Solutions and *Platinum Sponsors* Hackett, Valine & MacDonald, Inc. and MorrisSwitzer~Environments for Health, as well as the many other sponsors and area businesses for their contributions.

Copley may have taken home the gold, but everyone involved was a winner, as their continued support allows Copley to deliver high quality care to all those in need.