



Grace Cottage Hospital
Townshend, Vermont

Cottage Door

FALL 2008

NEW PHYSICIAN JOINS GRACE COTTAGE



After 29 years in practice in Hamden, CT, Dr. Evan Ginsberg is joining Grace Cottage Family Health and will start seeing patients in January.

“My wife and I have been coming to our second home in Winhall, Vermont, for 25 years,” said Dr. Ginsberg, “and we’d heard wonderful things about Grace Cottage from friends who have been treated there for a variety of healthcare issues. When Lil and I decided that we’d like to live year-round in Vermont, Grace Cottage was the place I thought I’d like to work. After I visited, I knew immediately that I would be happy in this environment.”

A graduate of Colgate University and the Far Eastern University School of Medicine in the Philippines, Dr. Ginsberg completed his residency and chief medical residency in Internal Medicine in 1980 at the Hospital of Saint Raphael, Yale’s major teaching affiliate, in New Haven, CT. He opened his practice offering primary care in Internal Medicine in Hamden that year, and it became a group practice in 1999.

Dr. Ginsberg has been an attending physician at Yale-New Haven Hospital and the Hospital of Saint Raphael and a Clinical Assistant Professor of Internal Medicine at Yale University School of Medicine for over 25 years. He has been voted one of the Best Doctors in America and one of the Top Doctors in Connecticut.

“I have a particular interest in preventive medicine and treating the complications from cardiovascular disease, high cholesterol, and diabetes,” said Dr. Ginsberg. Perhaps because he is an avid skier and bicyclist, he also has an interest in Sports Medicine. Welcome, Dr. Ginsberg!

ALL TOGETHER NOW!

It’s finally become a reality - Dr. Timothy Shafer’s practice is moving from his office location in Harmonyville to renovated space in what was originally the Stratton House nursing home at Grace Cottage.

“The entire staff is very excited about this move,” said Dr. Shafer. “It means that our patients will be able



Dr. Shafer puts the finishing touches on his new offices at Grace Cottage.

to walk down the hallway from our new offices to get their lab and radiology tests done, rather than getting in their cars to drive to these services. Our new offices are adjacent to all

of the other medical practitioners at Grace Cottage, so Louise McDevitt and I will be able to collaborate more easily with them, and we’re both looking forward to this.”

When Dr. Shafer and his staff became employees of Grace Cottage five years ago, it was anticipated that his practice would move to Grace Cottage, but space and money were two huge hurdles. Thanks to a generous donation from the Morris & Barbara Levinson Foundation and matching gifts from the community, the extensive necessary renovations were made possible. Grace Cottage’s maintenance department has worked very hard during the past few months, along with local contractors, to get Dr. Shafer and his staff into their new offices by November. The new entrance will be just across from the Townshend Fire Department.

OPEN HOUSE - COME JOIN US!

The public is invited to tour the new medical offices and exam rooms on Thursday, November 13 from 4-6 p.m. Refreshments will be served.

FROM OUR CEO



I've been at Grace Cottage for nine months, the past five of them as CEO and Administrator. It's been a very busy time, filled with upward momentum.

We're putting the finishing touches on Dr. Shafer's offices, and he and his staff are moving in. It'll be great to have them here, instead of a mile down the road.

The hospital and ER have been at or near peak capacity much of the time; a new oxygen & suction system has been installed for inpatients; and the doctors' offices have been very busy.

We're working hard to improve our billing system because we know that many of you are confused and frustrated by your bills. As soon as we're able to implement Electronic Medical Records in the doctors' offices, we should be able to resolve this issue. We're also working to reduce waiting time in the doctors' offices - and we thank our patient patients.

This is an exciting time at Grace Cottage, and I feel privileged to be able to work with the highly dedicated and talented staff here.

Mick Brant

GRACE COTTAGE SHINES DURING PANDEMIC FLU DRILL

"Grace Cottage Hospital is a very professional, well-run organization. All staff members were focused on their personal roles in this exercise and very well prepared. Impressive 'forward thinking' during exercise play. Many issues were identified early on and corrected before they became problems."

These were among the many positive comments from an outside evaluator from Connecticut (hired by the state of Vermont) to observe and report as Grace Cottage staff participated in a statewide pandemic flu drill. Organized by the Vermont Department of Health and Vermont Emergency Management, the June 11th drill was long-anticipated and thanks to Grace Cottage's Emergency Preparedness Coordinator, Barb Williams, the staff was ready. For more information go to: www.PandemicFlu.gov.

HOW MANY HOSPITALS INSPIRE POETRY BY GRATEFUL PATIENTS?

AT GRACE COTTAGE HOSPITAL

The sun shines brightly in my window.
The table is there, and the chair is low,
All the flowers brightly grow.
It is spring! The grass is green!
I, in my wheelchair lean,
To look out the window
With the glass turned low,
I see the mountains there,
And the rivers flow.

Hanne Steinmeyer
Brattleboro, VT



GOING GREEN?

If you'd prefer to receive Cottage Door electronically, please let us know. Send your name, postal address and e-mail address to info@gracecottage.org, and beginning with the next issue (February) we'll send it only to your e-mail address.

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The mission of the Otis Health Care Center is to promote the health and well-being of the community by providing quality health care services in an atmosphere of dignity and respect.

NEW EMPLOYEES

Dean Allen	Pharmacist
Amber Ayres	Dietary Aide
Ann Fernette	Unit Secretary
Walter Griffiths	ER/Family Health Physician
Monika Gulyas	RN
Cynthia Kenyon	Physical Therapist
Linda King	Registration Clerk
Rinnah Kirby	Housekeeper
Tony Marques	Director, Information Services
Kara Millette	Medical Assistant
Sherry Shattuck	LNA
Stephen St. Peter	RN
Gale Stone	Housekeeper

A grateful family writes:

We want to express our heartfelt thanks for your great kindness to both my husband and me when he was brought in by Rescue. You were so helpful and caring, as well as very thoroughly professional. I don't like hospitals in general but it is impossible not to like Grace Cottage.

Cathleen Callahan
Farmingdale, NY



When Melanie Wolkoff chose Grace Cottage for her end-of-life care, she had no idea how attached she would become to Grace Cottage's employees, nor they to her. Her stay lasted four months while she courageously battled cancer; Grace Cottage maintenance department employees were asked to make an urn for her ashes. The handmade urn (above) was used at her memorial service in the Garden of Grace on September 25th. After the service, some of her ashes were sprinkled in the garden.



Practitioners and patients alike are appreciating the CT scanner at Grace Cottage. Over 500 scans have been taken since the scanner was installed one year ago. "Our doctors are constantly using the results to help with diagnoses," said Laura Brant, Director of Radiology (pictured left).

ANGELS HOVERING ROUND



A group of volunteers recently shared their special gift with several patients at Grace Cottage. The Hallowell Singers, a local choral group affiliated with the Brattleboro Area Hospice, sing in order to provide healing and comfort at the bedsides of people who are ill or dying.

The benefit from this gift of music is often immediate and profound. "Music can open hearts, quiet fears, and touch all who are present, including family members, staff and singers," says Kathy Leo, the Hallowell Singers' leader.

According to Heather Chaudoir, a social worker at Grace Cottage, the effect that the Hallowell Singers has on patients is visible. "One patient smiled, and her eyes twinkled," said Heather. "It's amazing to see the change. Another patient became more relaxed, and the effect lasted for days."

The Hallowell Singers have donated several copies of their CD, *Angels Hovering Round*, to Grace Cottage so that their music is always available to any patient at any time.

WISHES FULFILLED . . .

- ♥ Neil & Carleen Pelsue donated a Ford F150 pickup truck for use by the Maintenance Department and other Grace Cottage staff.
- ♥ The Irwin & Dorothy Nessel Foundation donated \$35,000 for building upkeep and maintenance. It's easy to see the difference this donation has made.
- ♥ Rudy Kopecky donated the funds to purchase four wireless headphones for patient room TVs.
- ♥ Dennis & Charlotte Choleva donated the funds to purchase plates for the Dietary Department.
- ♥ The David Greenewalt Foundation contributed generously towards an EKG machine for the Emergency Room.
- ♥ Bill & Leona Tabell donated the funds to purchase an Emergency Room computer.
- ♥ Jack and Sherry Greene contributed funds to purchase weights for the Strong Bones program.
- ♥ Gary & Sylvia Rast donated the funds for purchase of a double boiler for the dietary department.
- ♥ Contributions toward the beautiful hanging baskets were made by Bud & Irene Wenker, Joan McConnel, Newfane Garden Club, Newfane Greenhouse, and Ken & Maria Denzel.
- ♥ Thanks to Mel Martin & Pat Howell of Brandshift in Newfane, who donated their time and expertise in marketing and branding to Grace Cottage.

WISHES MADE . . .

- ♥ Two pulse oxymeters are needed for the physicians' practices at a cost of \$375 each.
- ♥ A small commercial refrigerator is needed for the hospital laboratory supplies. The cost is \$500.
- ♥ A morphine pump is needed to help administer medication to patients in pain. The cost is \$2,500.
- ♥ Bedside tables and bureaus are needed for several of the patient rooms. The cost of the tables is \$200; the cost of each bureau is \$500.
- ♥ A multi-position reclining chair is needed for the comfort and care of hospital patients. The cost is \$580.
- ♥ The Rehab Department needs a Wobble Board and trek poles to help patients with balance and stepping activities. The total cost of these two items is \$150.
- ♥ Another used truck is needed by the Maintenance Department. A tax deduction can be taken by the donor for the fair market value of the truck.

Call (802) 365-9109 or e-mail info@gracecottage.org for more information about these or other Wish List items.

AUXILIARY NEWS

*"I'm singing in the rain,
Just singing in the rain.
What a glorious feeling,
I'm hap-hap-happy again!"*

That's what we were doing when the Auxiliary treasurer sent \$62,000 to Chittenden Bank on Fair Day afternoon. Although the afternoon was a wash out, it seemed that people knew it was coming, because hundreds arrived early and enjoyed the sunny morning. With other Fair-related income, the gross receipts totaled just under \$67,000. The Auxiliary thanks the many volunteers and fairgoers who weathered the storm to make it a good Fair Day.

Until now, the Fair has been run by Auxiliary officers; we'd like to create a Fair Committee to work with the officers. An initial meeting would be held in February, 2009, and the Fair Committee would meet occasionally through the spring and summer. Please call Stan Holt at 365-4455 if you would be interested.

Finally, the winners of the Auxiliary Raffle this year are: Stephan Goss (\$1,000); Darlene LeBlanc (the beautiful quilt handmade by Christine Cathcart); Nancy DeRosa (the trip to Maine) and Tom Tolbert (the huggable Mary Meyer teddy bear).

Stan Holt
President

GRACE COTTAGE AUXILIARY DONATES \$48,500

Thanks to a highly successful Fair Day (despite the rain) the Auxiliary has given \$48,500 to Grace Cottage Hospital.

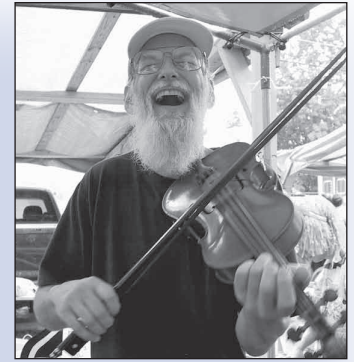
The funds will be used to buy a wide variety of needed items, including a morphine pump, hospital beds, patient exam tables, pulse oxymeters, a therapeutic ultrasound and a treadmill for the Rehab Department, a commercial coffee maker, food processor, and new aprons for the Dietary Department, an expansion of the laundry room, slate roof repairs, a portico for the outside door of the kitchen, an employee service training program, heavy weather gear for the Maintenance Dept., and the final installment on the 57-space parking lot. Thank you, volunteers!



Costume Booth Cutie!

Dr. Tim Shafer, AKA "The Stork," leads off the 2008 birthday parade. ▶

Eighteen and proud to be a Grace Cottage "baby." ▼



There's nary a frown when Ned Phoenix comes around.



Look closely - where's your card?



GRACE COTTAGE
HOSPITAL
FAIR DAY
AUGUST 2, 2008

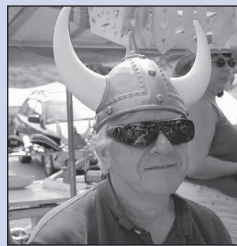
FAIR DAY FACES
VOLUNTEERS & FAIRGOERS



Bargain book lovers' heaven!



"What do you think? It's only \$2."



What a great Viking!



(From left) Dr. Bob Backus and Auctioneer Kit Martin get some help with showing off the next item for bid.



Governor Jim Douglas (center) visits with Effie Chamberlin and Roger Allbee.



An "honorary grandma" made for a four-generation photo!



The latest fashion in rainwear -- another way to recycle those bags!

TOUR DE GRACE

What a fabulous day for a bike ride! Seventy-two riders enjoyed the scenic Family and challenging Experienced Rider routes from Stratton Mountain to Grace Cottage on Saturday, September 13th. Riders ranged in age from 5 to over 70; \$5,400 was raised for Grace Cottage Hospital before expenses. A special thanks to all the riders and their sponsors, volunteers, and event sponsors: Stratton Corporation, Howard Printing, Equipe Sport, Jamaica Country Market, Solstice at Stratton, BB's Landscaping, Asta's Restaurant, and Stratton Village Shops. A special thanks also to Mailrite.

Mark your calendar for the fifth annual Tour de Grace -- September 12, 2009.



Tour de Grace riders Sawyer & Amy Nessel

A grateful patient writes:

I would like to thank you all, nurses, physical and occupational therapists and aides, for your excellent care in helping me recover from my hip replacement surgery. I am grateful for your efforts to keep me comfortable and pain free. Thanks to the outstanding therapy and discharge instructions, I am practicing and have been getting stronger every day, and I am now able to walk about at home without a cane.

Of course, the charm of Grace Cottage, the beautiful room and pretty flower garden, and the excellent food, also helped to keep my spirits up. I will pass it on to my friends and patients that for inpatient therapy, this is the place to go!

Anonymous
Brattleboro, VT

GRACE COTTAGE CONTINUES TO SERVE!

Next summer, Grace Cottage will celebrate its 60th Anniversary. Six decades of providing patient care second to none are being celebrated, thanks to the thousands of people over the years who have been so dedicated to this special rural hospital. Countless people have worked so hard, in so many ways, to ensure that Grace Cottage not only survives, but thrives, against all odds (thousands of rural hospitals in the U.S. have struggled and ultimately closed their doors during the last sixty years). Thank you for your help in providing for your families, friends and Vermont neighbors, and for generations of patients yet to come.

With the support of generous friends, Grace Cottage has been able to update services and medical equipment, while still maintaining the friendly "welcome home" feeling for patients and their families. During Grace Cottage's FY2008, 1,506 donations were received. Thanks to these gifts, 2008 has been an exciting year for Grace Cottage with extended doctors' office hours and added health care services offered locally, to meet the needs of the people who visit, work and live in this scenic area of rural Vermont.

We are proudly celebrating Grace Cottage Hospital's 60th year of providing high quality medical care with respect and dignity to all who need it.

THE GIFT OF GIVING

Grace Cottage employees give so much of themselves to their patients and to the hospital on a day-to-day basis as they carry out their job responsibilities. In addition, many employees happily volunteer to help with hospital events such as Fair Day, the Community Health Fair, and Tour de Grace. They also volunteer on their town's Fire & Rescue Squads, as scout leaders, athletic coaches, as members of planning committees, business associations and advisory councils, and as organizers of the local Red Cross Blood Donor Day.

So it's very humbling that, in addition to all these ways of giving, Grace Cottage's employees also gave over \$10,000 during FY2008, either through one-time gifts or payroll deductions throughout the year. These donations reflect the caring and compassion that Grace Cottage employees feel for their patients and the community. As one employee said, "It's a privilege to work here, and to share in the lives of so many wonderful people."

Gifts were recently received in honor of:

Grace Cottage Hospital ER Staff
Grace Cottage Hospital Staff
Mike Ingersoll, RN
Dan & Bea Kleppner
Dr. Moss Linder
Jan Thomas
Carol VanderTuin
David Wyman

HONORING & REMEMBERING

A commemorative gift is a meaningful way to honor someone's birthday or wedding anniversary, to thank a friend, to celebrate a holiday, or to show appreciation for care given by Grace Cottage staff. Memorial gifts honor someone who has recently passed away or died long ago. Grace Cottage publishes the names of the people honored and memorialized in *Cottage Door*. During the past twelve months, Grace Cottage received 36 commemorative donations and 774 memorial donations.

When Grace Cottage receives a donation in honor or in memory of someone, we immediately send a letter of thanks to the person sending the gift. We also send a personal letter to the individual being honored or to the family of the deceased, notifying them of each gift, but the amount of the gift is never included in the letter.

IN MEMORIAM HANK SANDERS



A director of Grace Cottage Foundation since 1998 and treasurer of the Foundation board since 2006, Henry "Hank" Sanders, 79, died on August 5th.

Born in Boston, Hank graduated from Dartmouth College, then served four years in the Air Force, including a year in Korea. Following a 20-year career with International Paper Company, Hank was elected to three terms as first selectman of Darien, CT. After his retirement, Hank and his wife, Shirley, moved to Portsmouth, NH, while still maintaining their longtime second home in West Townshend, and their commitment to Vermont's smallest hospital.

Hank's life was dedicated to his beloved family, his love of public service, and his fervent wish to make the world a better place. He is greatly missed.

MEMORIAL GIFTS

Donations have been received between
June 1st and September 30th in memory
of the following individuals:

Russ Barber ❖ Rex Bartlett
Mollie Beattie ❖ Paul Beebe ❖ Ronda Bemis
"Sonny" Benson ❖ Hermine Bergmann
Janet Bills ❖ John & Ruth Broutsas
Gladys Brown ❖ Lucille Brown ❖ Chris Carlson
Walter Chamberlin ❖ Chris Coleman
Phil Coleman ❖ Clarence Connolly
Sandy Corriveau ❖ Casey Crozier
Otto & Ruth Denzel ❖ Ed Dillistin
John Kenneth Galbraith ❖ Roland Gould
Dr. John & Marge Jacobs ❖ Joel Johnson
Arnold & Claire Judd ❖ Arnold Judd, Jr.
Richard Lapan ❖ Bernard LaRock ❖ Edith Leslie
Barbara Litchfield ❖ Doug MacFarland
Marilyn MacIntyre ❖ Max Manheim
Jean Manley ❖ Joseph Martinson ❖ Mary Meyer
Bessie Miles ❖ Francis Momaney ❖ Warren Morse
Linda Murphy ❖ Elena Nenorta ❖ Edward Olbrych
Andy Payne ❖ Irene Post ❖ Roy Putnam
Mary Quagliaroli ❖ Barbara Richards ❖ Lois Riley
Winifred Rogers ❖ Hank Sanders
Brinton Shine ❖ John Stark ❖ Beverley Stockwell
George & Molly Tomlinson ❖ Danny Taormina
Edith Travis ❖ Catherine Wright ❖ Raymond Zowada

We extend our sympathy to the families and friends of these individuals, and our appreciation to those who have given in their memory. All contributors are acknowledged in the Otis Health Care Center's Annual Report, unless "Anonymous" status is requested.

Grace Cottage Foundation is a 501(c)(3)
non-profit organization. The mission of Grace
Cottage Foundation is to raise funds on behalf of the Otis
Health Care Center & Grace Cottage Hospital. Donations
to Grace Cottage Foundation are tax
deductible to the extent allowable by law.
Grace Cottage Foundation's Federal Tax ID # is:
03-0343282
Donations may be made by cash, credit card, check, stocks,
bonds, or other tangible assets.

An audit of the Otis Health Care Center, which includes
Grace Cottage Foundation, is available upon request.
Call (802) 365-9109.



Grace Cottage Hospital
 Grace Cottage Physicians
 Wolff Outpatient Services
 Bock EMS Training Center
 Messenger Valley Pharmacy
 Grace Cottage Foundation
 Grace Cottage Auxiliary

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ADDRESS SERVICE REQUESTED

Grace Cottage's Dr. Moss Linder participated in the Nation's Triathlon on September 14th in Washington, D.C. He swam one mile in the Potomac, biked 24 miles, and ran 6 miles, all in 3 hours and 8 minutes. Congratulations, Dr. Linder!



WE'RE ON THE WEB!
www.gracecottage.org

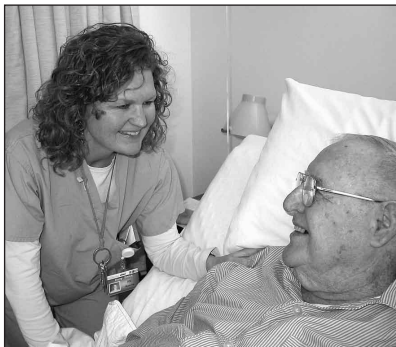
GRACE COTTAGE'S PATIENT SATISFACTION SCORES HIGH

Eighty-five percent of Grace Cottage Hospital's patients have given their experiences at Grace Cottage the highest possible ranking (9 or 10 out of 10), while 14% ranked Grace Cottage a 7 or 8 out of 10.

As good as this sounds, it's even better when compared to the scores received by other hospitals nationwide. Across the U.S., only 64 percent of all hospitals received a 9 or 10 score for patients' overall experience.

Many states, including Vermont, legislate that hospitals must hire independent companies to survey patients about their overnight hospital stays. Grace Cottage contracts with a company called Press Ganey to perform this function. The results are then

posted on the Hospital Compare section of the U.S. Department of Health and Human Services website (www.hospitalcompare.hhs.gov).



Kerry Emich, RN with a patient

Grace Cottage Hospital also received high ratings in many other categories of the survey as well. 92% of all patients responding said that their doctor always communicated well, defined as explaining things clearly, listening carefully, and treating the patient with courtesy and respect.

Patients also responded favorably to questions about nursing care, pain control, cleanliness of rooms, and the level of noise at night. Asked if they would definitely recommend Grace Cottage to their family and friends, 85 percent said yes. To see more results, visit the web site www.hospitalcompare.hhs.gov.