Do You Have a Primary Care Provider?

We recommend that everyone have a primary care provider for preventative care and general wellness - or to turn to if you are ill or injured.

A primary care provider can be a physician, nurse practitioner, or physician assistant.

If you need a primary care provider we CAN HELP.

Call the CVMC PROVIDER ACCESS LINE:
(802) 371-5972
Monday – Friday
9am – 4:30pm
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2011 FAST FACTS AND FIGURES

CENTRAL VERMONT MEDICAL CENTER IS ONE OF THE TOP FIVE SERVICE FIRMS IN VERMONT; ONE OF THE TOP 10 LARGEST EMPLOYERS IN VERMONT.*

CVMC employs 1500 full-, part-time and per diem people at Central Vermont Medical Center’s hospital, National Life Cancer Treatment Center, CVMC Rehab Services, 18 medical group practices and Woodridge Rehabilitation and Nursing Home.

DURING FISCAL YEAR 2011, 201 VOLUNTEERS SERVED 22,908 HOURS AT CENTRAL VERMONT MEDICAL CENTER.

THERE ARE 158 PHYSICIANS PRACTICING IN CENTRAL VERMONT*, PROVIDING CARE FROM THEIR PRIVATE PRACTICES, AS WELL AS FROM CVMC’S 18 COMMUNITY-BASED MEDICAL GROUP PRACTICES AND THE HOSPITAL.

This number includes active and associate physicians and all hospitalists. There are an additional 23 consulting physicians from Fletcher Allen Health Care (FAHC) and Dartmouth Hitchcock Medical Center (DHMC) who have privileges and are here occasionally. There are six moonlighting psychiatric residents from FAHC/DHMC.

THERE WERE 28,340 PATIENT VISITS TO THE EMERGENCY DEPARTMENT.

OVER 3,800 INPATIENT AND OUTPATIENT SURGERIES WERE PERFORMED.

384 BABIES WERE BORN.

THERE WERE 4,649 HOSPITAL ADMISSIONS, INCLUDING OBSERVATIONS.

CVMC IS THE THIRD LARGEST HEALTH CARE FACILITY IN VERMONT.*

CVMC CONTRACTS WITH DEAF TALK.

This service provides on-demand 24 hours-per-day American Sign Language video-interpreting via a wireless mobile video unit which can be wheeled anywhere in the hospital.

CVMC SUBSCRIBES TO DT LANGUAGE, A SERVICE THAT PROVIDES ACCESS TO 150 LANGUAGES, 24 HOURS-PER-DAY OVER THE TELEPHONE.

They have also acquired special dual handset phones that can be available for patient rooms and throughout the hospital to accommodate non-English speaking patients.

Source: Vermont Business Magazine Book of Lists 2011/2012
A MESSAGE FROM LEADERSHIP

Joining together as “Fletcher Allen Partners” (FAP) in October 2011 was a significant step for Central Vermont Medical Center (CVMC) and Fletcher Allen Health Care (FAHC) in developing a coordinated health care system in Vermont that will deliver higher quality care for Vermonters and do so more efficiently.

In its first year the affiliation has built on existing clinical partnerships and closely aligned the two organizations with the state and federal health care reform agendas that promote enhanced integration. FAHC already provides specialized physician services for the central Vermont community on the CVMC campus. These include general surgery, neurosurgery, vascular surgery, gynecologic oncology, ophthalmology, otolaryngology, and family medicine services. With our new partnership we hope to continue to bring new medical specialties to central Vermont.

Also in this first year of affiliation CVMC is participating in joint work councils with FAP. These councils have already produced savings to our organization and enabled us to better coordinate and improve the care we deliver to patients while making the best use of our collective resources.

FAP’s joint work councils are focusing on clinical care and quality, supply chain and facilities planning, information technology, finances, and human resources.

In this Annual Report you will meet several of the highly respected medical specialists available to the central Vermont community from both CVMC and FAHC, and learn about the services they can provide to you and your family close to home. At CVMC, we also understand the importance of providing our patients with timely access to specialists. In order to meet the demonstrated needs of our patients for specialists in high demand, such as cardiology and rheumatology, we continue to bring more specialists to these already busy offices.

CVMC and FAHC are dedicated to working together to do the right thing for our patients by maintaining their health and by providing the best care for patients with chronic disease or sudden illness or injury.

Robin Nicholson
Chair, CVMC, Board of Trustees

Judy Tartaglia
CVMC President & CEO

LEADING CHANGE IN HEALTHCARE IN VERMONT

The formal affiliation between Fletcher Allen Health Care and Central Vermont Medical Center is a significant step in developing a coordinated and integrated health care system in Vermont that will more efficiently deliver higher quality care for Vermonters.

In this Annual Report you will meet several of the highly respected medical specialists available to the central Vermont community from both CVMC and FAHC, and learn about the services they can provide to you and your family close to home. At CVMC, we also understand the importance of providing our patients with timely access to specialists. In order to meet the demonstrated needs of our patients for specialists in high demand, such as cardiology and rheumatology, we continue to bring more specialists to these already busy offices.

CVMC and FAHC are dedicated to working together to do the right thing for our patients by maintaining their health and by providing the best care for patients with chronic disease or sudden illness or injury.

Robin Nicholson
Chair, CVMC, Board of Trustees

Judy Tartaglia
CVMC President & CEO
### FY 2011 PROFIT/LOSS REPORT

**numbers are in millions**

<table>
<thead>
<tr>
<th></th>
<th>FY2011 ACTUAL</th>
<th>FY2011 BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unrestricted revenues:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient service revenue, net of contractual adjustments and discounts</td>
<td>142,427</td>
<td>142,056</td>
</tr>
<tr>
<td>Less: provision for bad debts</td>
<td>(5,070)</td>
<td>(5,313)</td>
</tr>
<tr>
<td><strong>Net patient service revenue</strong></td>
<td>137,357</td>
<td>136,743</td>
</tr>
<tr>
<td>Other operating revenue</td>
<td>4,287</td>
<td>2,326</td>
</tr>
<tr>
<td><strong>Total operating revenues</strong></td>
<td><strong>141,644</strong></td>
<td><strong>139,069</strong></td>
</tr>
<tr>
<td><strong>Operating expenses:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td>69,880</td>
<td>67,777</td>
</tr>
<tr>
<td>Benefits</td>
<td>22,778</td>
<td>21,542</td>
</tr>
<tr>
<td>Supplies and other expenses</td>
<td>37,753</td>
<td>35,850</td>
</tr>
<tr>
<td>Interest</td>
<td>1,660</td>
<td>1,709</td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>8,612</td>
<td>8,490</td>
</tr>
<tr>
<td><strong>Total operating expenses</strong></td>
<td><strong>140,683</strong></td>
<td><strong>135,368</strong></td>
</tr>
<tr>
<td><strong>Operating margin</strong></td>
<td>961</td>
<td>3,701</td>
</tr>
<tr>
<td><strong>Non-operating revenues &amp; expenses:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contribution income</td>
<td>197</td>
<td>50</td>
</tr>
<tr>
<td>Investment income</td>
<td>1,238</td>
<td>901</td>
</tr>
<tr>
<td>Other</td>
<td>181</td>
<td>366</td>
</tr>
<tr>
<td>Net cumulative unrealized (loss) gains transferred to trading securities</td>
<td>(900)</td>
<td>750</td>
</tr>
<tr>
<td><strong>Total non-operating revenue &amp; expenses</strong></td>
<td>716</td>
<td>2,067</td>
</tr>
<tr>
<td><strong>Net excess of revenues over expenses</strong></td>
<td>1,677</td>
<td>5,768</td>
</tr>
</tbody>
</table>

### SOURCES OF REVENUE BY PAYOR FY 2011

- Medicare 38%
- Medicaid 20%
- Contracted Commercial 12%
- Commercial 16%
- Managed Care 7%
- Self-Pay 4%
- Other 3%

### USES OF REVENUE BY PAYOR FY 2011

- Deduction from Revenue 42%
- Operating Margin 0%
- Salaries & Wages 27%
- Employee Benefits 9%
- Depreciation/Interest Expense 4%
- Supplies & Other Expenses 15%
- Charity Care 1%
- Provision for Bad Debt 2%
CVMC FINANCIAL RESULTS
Year Ending September 30, 2011

CVMC is committed to maintaining a strong financial position to enable the organization to fulfill its mission to work collaboratively to meet the needs and improve the health of the residents of central Vermont.

Central Vermont Medical Center (CVMC) posted a $961,000 net gain from operations in FY 2011. Although falling short of the $3.7 million budgeted gain, CVMC’s operating margin increased $491,000 over FY 2010.

This steady growth in operating margin was accomplished through the continued maturity (second year) of the radiation oncology program at the National Life Cancer Treatment Center, increasing the number of primary care providers accepting new patients, and the acquisition of a community cardiology practice. CVMC was also an early participant in Vermont’s Blueprint for Health Medical Home Project. Under this project, CVMC expanded and promoted a comprehensive care model focused on coordinating medical and socio-economic services in a fully integrated approach to health and preventative care for patients. At the close of FY 2011, 100% of CVMC’s eight primary care practices participated in the program.

As a result, total operating revenue grew by 7.50% from FY 2010 and exceeded budget by $2,575,000 (1.85%); CVMC continues to experience growth in its new initiatives and core services.

In tandem, CVMC’s total operating expenses also grew from FY 2010 at a rate of 7.15% and exceeded budget by 3.9% ($5,315,000), supporting the growth in new and enhanced services. In addition to strategic growth in expenses, CVMC saw a rise in pension expense. CVMC’s Defined Benefit Pension Plan expense was impacted by a now three-year span of historically low discount (measurement) rates and the acceleration of regulatory funding thresholds resulting in posting an additional $1,300,000 over budget.

Although market value of investments dipped, reflecting the impact of global market stresses at year end, performance on income from investment remained steady. In addition to funding CVMC’s palliative care program and Woodridge Rehabilitation and Nursing’s operations, endowment spending supported several strategic initiatives. These initiatives include investments in energy efficiency projects to significantly reduce water, fuel and electrical usage and produce savings in FY 2012; staffing community health teams which are an essential component of the Blueprint for Health’s Medical Home model; and improving security on the CVMC campus.

Overall, CVMC’s balance sheet remains strong. CVMC’s liquidity ratios experienced a temporary dip reflective of the delay in receiving federal payments.

CVMC’s work towards an affiliation with Fletcher Allen Health Care to form Fletcher Allen Partners poised it for challenges of federal and state healthcare reform as operations and payment for services are driven by measurable quality care outcomes of patients. Our focus on cost containment initiatives will allow CVMC to further its commitment to community health needs as exemplified in its health and wellness programs—Eat for Life, Pediatric Healthy Eating and Healthy Living and Mindfulness Based Stress Reduction. CVMC is committed to maintaining a strong financial position to enable the organization to fulfill its mission to work collaboratively to meet the needs and improve the health of the residents of central Vermont.
WORKING TOGETHER TO DO THE RIGHT THING FOR OUR PATIENTS

Fletcher Allen’s clinical simulation lab successfully tested its capability as a mobile unit by coming to the CVMC Emergency Department. A FAHC ambulance arrived with a simulated patient to drill the ED staff on the critical care of a precipitous obstetrical delivery and neonatal resuscitation. This drill allowed CVMC staff to practice clinical procedures in a safe learning environment.
WORKING TOGETHER TO DO THE RIGHT THING FOR OUR PATIENTS

Fletcher Allen Health Care and Central Vermont Medical Center entered into an affiliation in October 2011.

“Through this affiliation, we will be able to work together on regional strategic planning and better coordinating the care we deliver in order to make the best use of our collective resources. Our organizations are better together than either is apart, providing high quality and high value.”

Judy Tartaglia, CVMC President & CEO

At times CVMC has the capacity to accept critical care patients from other critical access hospitals that would otherwise be treated at Fletcher Allen Health Care.

CVMC and FAHC will establish appropriateness criteria for patients to be transferred and treated at CVMC and support and train personnel at CVMC to care for these patients. The combination of criteria establishment and training will result in patients being treated at CVMC, avoiding transfer to FAHC.

Fletcher Allen Health Care’s Stroke Team is sharing what they’ve learned about stroke care with providers at CVMC.

FAHC staff have shared standards on how to achieve Joint Commission accreditation for their program and provided guidance on how to set up a stroke team. “We’ve got our feet on the path and we’re taking the first step forward,” said Alison White, RN, MHA, Chief Nursing Officer and Vice President for Nursing and Quality at CVMC. “Having FAHC staff here really made all the difference – that’s what this relationship with Fletcher Allen Health Care is all about – working together to do the right thing for our patients.”

continued on page 8
Working Together to Do the Right Thing for Our Patients

continued from page 7

♦ FAHC’s Senior Vice President and Chief Information Officer Chuck Podesta works with CVMC’s Information Systems team on a plan to bring CVMC onto the Fletcher Allen information systems platform. This will allow practitioners and departments at both medical centers to share information.

Left to right: Steve Trepanier, Telecommunication Technician; Chuck Podesta; Maureen McQuiggan, Director of Information Systems; Tanya Guthrie, IS Analyst II; and Pat Miner, Manager, Network and Tech Services.

♦ SERVING THE MENTAL HEALTH COMMUNITY

Jim Tautfest RN, MSN, CS, Nurse Director of CVMC’s Inpatient Psychiatry unit (above, left); Dr. Bob Pierattini, FAHC’s Director of Inpatient Psychiatry (center) and Dr. Peter Thomashow, Medical Director of CVMC’s unit (right) successfully worked together to lobby the Vermont Legislature to build a new state psychiatric hospital near the CVMC campus and to increase the number of beds from 14 to 25. FAHC psychiatrist Dr. Isabelle Desjardins, not pictured, was also part of this lobbying effort.

Doctors Pierattini and Thomashow have also fully integrated the UVM medical student population in psychiatry. Third year medical students are doing a three week clerkship in CVMC’s inpatient unit.

♦ Working together, FAP (Fletcher Allen Partners) has realized $800,000 in supply chain savings by jointly negotiating with suppliers.

Photo at left, from left to right: Whitney Taylor, FAHC Director of Purchasing, Contracting and Value; Charlie Miceli, CPM, FAHC Vice President of Supply Chain and Information Services; and Dennis Aman, Director, CVMC Clinical Business Services.
“CVMC offers an excellent cadre of specialists that all of us in primary care rely upon day in and day out for collegial advice and for providing unequalled care for our patients.

CVMC is large enough to have the most commonly needed specialist services available right here in our community, but should there be a need for care beyond our local area—such as cardiovascular surgery, neurosurgery, or vascular surgery—all have good connections to the larger world of sub-specialists at the tertiary centers.

It is, from my point of view, the best of both worlds: small town friendliness with the very best of professional capability and the willingness to serve and to help.

Central Vermont can be proud of these individuals—always available, consistently capable, and entirely excellent.”

John Matthew, MD, Director, The Health Center, Plainfield, Vermont
CVMC is pleased to announce that Dr. Kevin Kerin (left) joined Central Vermont Rheumatology in May 2012 in order to help meet the increasing need for rheumatologic care and maintain the high level of patient care that has been provided by Dr. Teresa Fama. Dr. Kerin is board certified in both Internal Medicine and Rheumatology.
SPECIALISTS AT CENTRAL VERMONT MEDICAL CENTER

Listening Carefully to Her Patients

“My main philosophy about patient care is education and shared decision-making. I find that if you spend time with patients upfront and explain what their diagnosis is or is not, that this improves the overall care process.”

Dr. Teresa Fama

Central Vermont Rheumatology provides comprehensive, compassionate and state-of-the-art treatment of arthritis, rheumatic diseases, and other bone, joint and muscle disorders.

For Dr. Teresa Fama, interacting with her patients and helping them to understand the complexities of their diagnosis and treatment is the most rewarding aspect of her profession.

“My main philosophy about patient care is education and shared decision-making,” said Dr. Fama. “I find that if you spend time with patients upfront and explain what their diagnosis is or is not, that this improves the overall care process.”

Dr. Fama believes educating patients about their medication, in particular, to be an important aspect of a patient’s success. “In rheumatology, many of the medications can have adverse side effects, and patients are hesitant at times to take medications,” said Dr. Fama. “I had a patient with a new diagnosis of rheumatoid arthritis who was reluctant to start any treatment because she was afraid of getting cancer from the medication. I explained to her that with rheumatoid arthritis there is an increased risk of cancer because of immune system dysfunction, and what we know from studies is that her risk of cancer is lower if her rheumatoid arthritis is under good control. Once she understood this, she was no longer reluctant to start treatment.”

Because rheumatologic conditions can affect any organ system, Dr. Fama frequently collaborates with all types of specialists in dermatology, cardiology, pulmonology and neurology, both here at CVMC and elsewhere. Patients with rheumatoid arthritis or systemic lupus, for example, may experience lung abnormalities that require treatment by a pulmonary specialist, while patients diagnosed with dermatomyositis also need to be evaluated for possible heart arrhythmias associated with that disease.

There are also instances when a patient’s history and test results do not “fit” a certain diagnosis and the existence of non-rheumatologic conditions that might mimic or cause rheumatoid symptoms must be carefully explored.

Dr. Fama recalled two patients who appeared to have an inflammatory type of arthritis, such as rheumatoid arthritis, but the diagnosis did not seem quite right. “Both patients were smokers so their history and physical exam suggested another possibility,” said Dr. Fama. “A chest x-ray examination showed a lung mass, which meant that their arthritic symptoms were actually caused by cancer.” Fortunately, both masses were early stage and could be removed without further therapy.

“I feel like a detective most of the time,” remarked Dr. Fama, an aspect of her specialty that she finds both enjoyable and rewarding. “The challenge is to listen carefully to the patient for their history of symptoms and to combine this information with test results to discover the pattern that leads to a diagnosis.”

Teresa Fama, MD is board certified by the American Board of Internal Medicine and the International Society of Clinical Densitometry.
Deborah Black, MDCM, CPSQ, FRCP(C) has her Neurology Certification from the American Board of Psychiatry and Neurology and Board Certification in Behavioral Neurology/Neuropsychiatry from the United Council Neurological Subspecialties.

Photo, left: Board Certified Neurologists, Dr. Black and Dr. Jamie Krantz, practice as Central Vermont Neurology on the CVMC campus.
SPECIALISTS AT CENTRAL VERMONT MEDICAL CENTER

A Behavioral Neurologist in Rural Vermont

As a behavioral neurologist I am concerned with the relationships between brain, behavior and thinking, so my patient population as well as my clinical approach are different from general neurology.

Dr. Deborah Black

Behavioral neurologist Dr. Deborah Black joined Central Vermont Neurology in the summer of 2011, bringing with her an expertise in developmental disorders, dementia and Alzheimer’s, epilepsy, movement disorders, strokes, concussions, traumatic brain injury and psychiatric disorders.

“Here I am, a behavioral neurologist in rural Vermont!” exclaimed Dr. Black, who is clearly excited at the opportunity to share her skills with a rural population that does not normally have access to this level of sub-specialty, as well as the good fortune of being able to live in a rural area and still practice her profession.

Growing up with one uncle who is a neurosurgeon and another uncle a neuropsychiatrist, it was not a huge stretch for Dr. Black to pursue neurology as a specialty. “I guess you could say I have a high genetic load,” mused Dr. Black. “Neurology is a specialty that makes sense to me. The neurological exam is logical and systematic—it’s the interface between the brain and behavior that has always fascinated me.”

Behavioral neurology, a subspecialty of neurology, takes into account both the neurological and psychiatric aspects of mental activity, therefore requiring a unique skill set that encompasses experience with cognitive testing and a familiarity with psychiatric diagnoses. Behavioral neurologists therefore focus on different disorders than a general neurologist, who will typically treat patients with conditions such as migraines or carpal tunnel syndrome.

“As a behavioral neurologist I am concerned with the relationships between brain, behavior and thinking, so my patient population as well as my clinical approach are different from general neurology,” explained Dr. Black. “For example, a person with post-traumatic stress disorder might come in with memory complaints, and they may also do poorly on memory testing. My job is to sort out whether their memory symptoms could be related to anxiety, depression, and sleep disturbance, or whether they might have some form of dementia.”

In addition to her time at Central Vermont Neurology, Dr. Black also sees patients at The Health Center in Plainfield, where she worked with Dr. John Matthew to establish a Neurofeedback Clinic over three years ago. Neurofeedback, also known as EEG Biofeedback, focuses on how the brain’s electrical activity affects certain psychiatric conditions, rather than the traditional approach that focuses on the levels of chemicals in the brain.

“This is a revolutionary technique that has been really underplayed in our preoccupation with pharmacology,” said Dr. Black. “Neurofeedback trains people to change their own brainwaves. The idea is that if you train someone’s brainwaves, you can also train their thinking, their behavior, and their feelings.” According to Dr. Black, neurofeedback can be helpful for a whole range of conditions, including attention deficit disorder, traumatic brain injury, dementia, and even mood disorders.

Properly managing her patients’ medications in order to give them a better quality of life is one of the challenges that Dr. Black finds particularly rewarding about her work. Dr. Black recalled an epileptic patient on multiple medications who was experiencing cognitive side effects from the medications, as well as uncontrolled seizures. “If I can do ‘medication housekeeping’ and get my patients on fewer medications with good control, it is a joy,” remarked Dr. Black. “They really brighten up. Their quality of life is overall greater and they are sometimes able to think faster and to participate in things they couldn’t do before.”
While CVMC formally announced its affiliation with Fletcher Allen Health Care this past fall, Dr. Cheung Wong has been providing his expertise in advanced gynecologic oncology to women in central Vermont for the past five years. “One of the major benefits of working in a community hospital setting is allowing the patients (and their families) to be close to home,” said Dr. Wong, who also believes that maintaining the continuity of care with their primary care providers is an important aspect of their treatment.

As a gynecologic oncologist, Dr. Cheung Wong specializes in taking care of all gynecologic cancer and pre-cancer issues for women. “I am trained to evaluate women with cancer, perform gynecologic cancer surgery and also give chemotherapy,” said Dr. Wong. “I also counsel women regarding pre-cancer issues, such as abnormal pap smears, and evaluate women who are genetically at a higher risk of developing gynecologic cancer.”

According to Mountainview Medical oncologist Dr. John Valentine, Dr. Wong is not only a valuable asset to our patients but to the physicians at CVMC as well. “Over a number of years, he has established a cooperative relationship with physicians at CVMC involved in gynecologic care, medical oncology and radiation oncology to provide quality specialized care locally in the central Vermont area,” said Dr. Valentine, who praised Dr. Wong for his genuine interest in sharing knowledge with other physicians.

“Dr. Wong’s dedication and vision have had a major positive impact on the management of gynecologic malignancies throughout the state.”

**Training Surgeons at CVMC in Advanced Laparoscopic Surgery**

Because of Dr. Wong’s extensive surgical training, he also evaluates and treats women with benign gynecologic issues, in particular complex gynecologic surgeries using advanced laparoscopic techniques. “Rather than making a big skin incision, laparoscopic surgery has allowed us to perform many of the same surgeries with only 3-4 small holes,” explained Dr. Wong. “With laparoscopic surgery, there is less pain, shorter hospital stay and quicker recovery, which in my opinion has been a huge benefit for the women because they can have their surgeries close to home and go home the next day; many of these patients return to daily activities much more quickly.”

In order to increase the availability of these types of complex procedures in central Vermont, Dr. Wong has spearheaded the development of an advanced, minimally invasive surgical program for women at CVMC. “In the past 2 to 3 years, I have been training the gynecological surgeons at CVMC to perform advanced laparoscopic surgery, such as laparoscopic hysterectomies,” said Dr. Wong, who not only excels as a surgeon but as a teacher as well.
“Dr. Wong is not only an incredible surgeon but a skilled and patient teacher who is eager to share his knowledge,” said Dr. Julie Vogel, a provider at Central Vermont Women’s Health, who was quick to note that his skills as a surgeon and teacher are only surpassed by his ability to relate to his patients. “His excellence extends far beyond the OR,” said Dr. Vogel. “His caring and compassion towards his patients make him a true asset to our community.”

At the end of the day, taking care of his patients is without a doubt the most rewarding aspect of Dr. Wong’s work. His belief in the benefits of allowing patients and their families to receive care close to home is an extension of his overall driving philosophy to patient care: “Treat every patient as you would treat your own family.”

“This is a philosophy that I held when I started medical school and I continue to practice every day,” said Dr. Wong. “If you treat patients as you would treat your own family, you will never go wrong, because we always want the best for our family members. In essence, with this philosophy, at the end of the day my patients become part of my family.”

CVMC is indeed very fortunate to have Dr. Wong as part of our family.

Cheung Wong, MD, is the Fletcher Allen Health Care Gynecologic Oncology Director, Division of Gynecologic Oncology; University of Vermont/Fletcher Allen Health Care Associate Dean of Continuing Medical Education; University of Vermont/College of Medicine Board Certified in Obstetrics and Gynecology with a Sub-specialty Certification in Gynecologic Oncology

Dr. Wong has office hours at Central Vermont Women’s Health.
SPECIALISTS AT CENTRAL VERMONT MEDICAL CENTER

A Team Approach Providing Compassionate and Skilled Care for Women’s Health Issues

“Central Vermont Medical Center is an ideal environment for expectant mothers. We emphasize flexibility in a nurturing, family-centered setting. We foster a patient-centered approach to care, a healthy pregnancy and a safe delivery.”

Dr. Colleen Horan

In order to meet the growing need for women’s health services in our community, Central Vermont Women’s Health recently welcomed a new physician, Colleen Horan, MD, and nurse-midwife Rebecca Montgomery, CNM.

The addition of these compassionate and skilled providers is part of the practice’s continuing efforts to offer personalized care designed to help women navigate the myriad of health maintenance and birthing choices available.

CVWH’s efforts are complemented in CVMC’s Garden Path Birthing Center, where the doctors work closely with the skilled nursing staff to support those mothers who are interested in natural childbirth, while also offering exceptional pain management and surgical services when warranted or desired. Convenient childbirth classes and a growing Doula service are also offered for a more natural woman-centered experience.

“For the time our patients walk through our doors, we strive to develop trusting and collaborative relationships,” noted Rebecca Montgomery. “Our desire is to embody the individual’s goals, culture and values in planning for a rewarding pregnancy experience.”

For women facing more complicated pregnancies or gynecological issues, the doctors at CVWH collaborate with Fletcher Allen Health Care to provide Maternal Fetal Medicine and on-site Gynecologic Oncology consultation for the convenience of women who require this level of expertise. “This integration allows women with medically complex pregnancies to deliver safely within their own community,” said Dr. Roger Ehret.

Central Vermont Women’s Health offers a full spectrum of obstetrical and gynecological services, including education, support, and preventative care for adolescents; family planning options and treatment of menstrual and menopausal conditions for reproductive age women; and age appropriate screening for cervical cancer, breast cancer and sexually transmitted infections for all women.

Photo above: Dr. Sheila Glaess of CVWH shares a happy moment with parents Kate and Danny Ruggles after the birth of their son Reece William on August 16, 2012.
Above: Dr. Mueller, (right) shown here with patient Timothy Lanctot, one of CVMC’s first patients to undergo an ablation procedure by Dr. Mueller.

Left: All members of the Central Vermont Cardiology staff are board certified: (l to r) Greg MacDonald, MD, FACC; Mark Heitzman, MD, FACC; Michael Hayes, MD, FACC; and Joachim Mueller, MD.
SPECIALISTS AT CENTRAL VERMONT MEDICAL CENTER

An Electrician of the Heart

“I help patients by diagnosing and treating electrical disorders of the heart – symptoms like palpitations, dizziness and blackout spells can be caused by heart rhythms that are abnormally irregular, too slow or too fast.”

Dr. Joachim “Jo” Mueller

When Dr. Joachim “Jo” Mueller joined CVMC and Central Vermont Cardiology in the summer of 2011, his impact on the breadth of cardiology services available to residents of central Vermont was immediate. As a specialist in cardiac electrophysiology, Dr. Mueller has expanded the services offered by CVMC to include electrophysiology studies and catheter ablations, which are critical to the diagnosis and treatment of complex arrhythmias.

Dr. Mueller describes cardiac electrophysiologists as “electricians of the heart” who help patients by diagnosing and treating electrical disorders of the heart. According to Dr. Mueller, “symptoms like palpitations, dizziness and blackout spells can be caused by heart rhythms that are abnormally irregular, too slow or too fast.”

Since electrophysiology studies require specialized equipment and specially trained technicians and nurses not available at CVMC, Dr. Mueller conducts these studies on CVMC patients at FAHC’s state-of-the-art Electrophysiology Lab. This new service is one of several advances in patient care made possible through CVMC’s affiliation with FAHC. “We use a variety of recording devices and imaging procedures to make the diagnosis, and for treatment, we use medications, catheter procedures or implant cardiac devices like pacemakers or defibrillators,” said Dr. Mueller.

A common and highly effective procedure performed by Dr. Mueller is catheter ablation. This procedure uses radio-frequency current to direct energy to small areas of the heart muscle, therefore “interrupting” abnormal electrical circuits as a source of abnormal rhythms in the heart.

CVMC patients benefit from new cardiology services:

This past December, Williamstown resident Timothy Lanctot was one of CVMC’s first patients to undergo an ablation procedure by Dr. Mueller.

Tim had a condition known as Supraventricular Tachycardia (SVT), which is an abnormally fast heart rhythm. “For those who have not experienced an SVT episode, you don’t want to know what it feels like,” said Tim. “It is like running two marathons back to back.”

Over the past several years, Tim, a maintenance superintendent for the Vermont State Housing Authority, has experienced numerous SVT episodes, sometimes as many as 4 to 5 over a period of a few months. The severest would send him to the emergency room where they had to “break” the timing of the heart by “stopping and restarting his heart” with IV medications.

Tim tried a combination of medications and other therapies to treat his SVT, but none proved successful. While his doctor, CVMC cardiologist Mark Heitzman, MD, FACC, recommended an ablation, Tim was hesitant to undergo the procedure and kept putting it off.

As an avid hunter, it came down to weighing the possibility of having a severe episode while alone in the woods versus a procedure, while routine, that was not without its own risks. “In the end, I just got tired of taking chances,” said Tim, who believes the adage “wisdom comes with age” certainly played a role in his decision.

continued on page 20
Tim also benefited from the timing of Dr. Mueller’s arrival at CVMC. “Dr. Mueller was really awesome and gave me the confidence to finally go ahead and have the procedure,” said Tim. “I also felt more comfortable having the procedure done by someone here close to home.”

Tim was able to see Dr. Mueller at his office here at CVMC, which meant just one trip over to FAHC for the procedure. “It was a very streamlined process,” said Tim, who was very appreciative of the attention Dr. Mueller gave him on the day of the surgery. “Dr. Mueller had another ablation scheduled right after mine, but he took the time to stop in recovery to explain how everything went and make sure I was set for discharge so I didn’t have to wait needless hours for him to complete his next procedure.”

Since having the procedure in December, Tim has not experienced any further SVT episodes, nor has he felt any indications that he might. Tim is now enjoying a more predictable life and looking forward to hunting season.

“It is a tremendous privilege to be allowed to influence and become part of my patients' lives,” remarked Dr. Mueller, who believes that the community hospital setting is ideal for enabling doctors to work with patients in more direct and personal ways. “A smaller hospital setting allows people to know each other better, which appears to result in more caring and respectful interaction, both from the perspective of the care provider and the patient.”

*Joachim G. Mueller, MD is board certified by the American Board of Internal Medicine, with a subspecialty in Cardiovascular Disease and Clinical Cardiac Electrophysiology.*

**Central Vermont Cardiology** performs a wide variety of non-invasive diagnostic heart tests to help physicians better understand how each patient’s heart is functioning, as well as electrophysiology studies and ablation procedures, and the insertion of pacemakers and implantable cardioverter defibrillators (ICDs).
CVMC CANCER CENTER RECEIVES THREE YEAR ACCREDITATION

Granted by the Commission on Cancer (CoC) of the American College of Surgeons

“This national accreditation opens up tools for CVMC to compare our program to similar programs across the nation, allowing us to identify opportunities to enhance services and identify new trends in cancer care which we can offer to our community.”

Eduards Ziedins, MD

The Commission on Cancer (CoC) of the American College of Surgeons has granted Three-Year Accreditation with Commendation to the Cancer Program at Central Vermont Medical Center.

Established in 1922 by the American College of Surgeons, the CoC is a consortium of professional organizations dedicated to improving survival rates and quality of life for cancer patients through standard-setting, prevention, research, education, and the monitoring of comprehensive, quality care. Its membership includes Fellows of the American College of Surgeons and 49 national organizations that reflect the full spectrum of cancer care. CVMC joins more that 1,500 CoC accredited cancer programs in the United States and Puerto Rico, representing nearly 30 percent of all hospitals.

CVMC’s three year accreditation includes six commendations as a Community Hospital Cancer Program. This accreditation represents a two year collaborative effort of many disciplines within our organization. Working as one, the members of our Cancer Committee have focused on creating a comprehensive, patient-centered cancer care program.

The Accreditation Program, a component of the CoC, sets quality-of-care standards for cancer programs and reviews the programs to ensure they conform to those standards. Accreditation by the CoC is given to those facilities that have voluntarily committed to providing the highest level of quality cancer care and that have undergone a rigorous evaluation process and review of their performance.

For more information on cancer care at CVMC and the accreditation visit www.cvmc.org/cancer-care.

Above: The CVMC Radiation/Medical Oncology team, from left to right: Dr. David Ospina, Dr. Daniel Fram, Dr. John Valentine, Wendy Herring, RN; Pamela Fournier, RN and Elaine Owen, APRN.
Above, from left to right: Peter Youngbaer, People's Health and Wellness Clinic Executive Director; Mark Yorra, MD, PHWC Medical Director; and Susan Kruthers, PHWC Board Member and CVMC Vice President, Community Relations and Development.
THE COMMUNITY BENEFITS AT CENTRAL VERMONT MEDICAL CENTER

**Free Care**

We at CVMC make sure that patients receive the care they need, regardless of their ability to pay.

At CVMC, we make sure that patients receive the care they need, regardless of their ability to pay. Financial counselors at CVMC proactively work with low-income patients, or those identified as uninsured or with high balances, to make sure they get the assistance they need to enroll in one of the state’s programs—Medicaid, VHAP, Dr. Dynasaur or Catamount—or apply for the free or reduced care offered by CVMC. CVMC’s Healthcare Assurance Program provides up to 100% free care based on a patient’s household income and medical bill balance.

**FREE CARE: $3,610,800**

*Free Care does not include:

- Bad Debt Expense: $5,070,300
  *(Services for which the hospital expects but cannot collect payment)*
- Medicare Shortfall: $5,301,400
  *(Care for the elderly not reimbursed by Medicare)*
- Medicaid Shortfall: $8,740,700
  *(Care for medically indigent not reimbursed by Medicaid)*

**Gross Charges**

**COMMUNITY BENEFITS ACTIVITIES: $389,500**

Community benefits are programs and services designed to improve health in communities and increase access to health care. These include community health education, improvement and support services, education of healthcare professionals, and cash and in-kind donations to community organizations.

SUPPORTING OUR COMMUNITY PARTNERS

People’s Health and Wellness Clinic, Barre, Vermont

Over the years, CVMC has supported the valuable services provided by the dedicated and hardworking staff at the People’s Health and Wellness Clinic (PHWC) in Barre, Vermont through financial donations and discounts on diagnostic testing. Last spring, however, the clinic faced a disaster that required more than just financial aid.

On May 27, 2011 the People’s Health and Wellness Clinic experienced catastrophic flooding during an unprecedented rainstorm that flooded a significant part of downtown Barre. Despite the total devastation, PHWC was determined not to let their patients down, many of whom suffered their own losses during the storm.

“There was never any question that we would continue serving our patients,” said Peter Youngbaer, Executive Director of PHWC, who was grateful to all the staff, volunteers, patients and businesses who stepped up to help the clinic. “A big boost came from the Central Vermont Medical Center, which gave us a vacant medical office for the next three months so we could continue to see patients.”

After months of hard work, the PHWC re-opened their doors to their newly renovated space on August 30th. Still facing $50,000 in losses, donations to the PHWC can be made by going to their website at www.phwcvt.org.
Large photo, above: Quincy Campbell volunteers in the Emergency Department assisting patients and families with their needs.

Photos of a few dedicated volunteers, inset from top: Joan Hart volunteers in the Gift Shop; Julia Morgan greets and escorts visitors from the Information Desk; and Annie Zalinger assists patients in the Cancer Center Resource Room.
VOLUNTEER SERVICES REPORT FOR FISCAL YEAR 2011

Thank You to Our Volunteers for Your Dedicated Service

FY 2011 HOURS

A total of 201 volunteers served 22,908 hours at four locations (see chart at right):

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CVMC AUXILIARY BENE-FIT SHOP</td>
<td>7,022</td>
</tr>
<tr>
<td>NATIONAL LIFE CANCER TREATMENT CENTER AND CENTRAL VERMONT ONCOLOGY</td>
<td>868</td>
</tr>
<tr>
<td>HOSPITAL</td>
<td>10,608</td>
</tr>
<tr>
<td>WOODRIDGE REHABILITATION AND NURSING</td>
<td>4,410</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>22,908</strong></td>
</tr>
</tbody>
</table>

Service value is based on an estimated $17.27/hour of volunteer time for the state of Vermont per Independent Sector. While the estimated service value is significant, the positive difference volunteers make in the lives of patients and their families is priceless.

**SERVICE VALUE**

<table>
<thead>
<tr>
<th>Location</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>CVMC AUXILIARY BENE-FIT SHOP</td>
<td>$121,270</td>
</tr>
<tr>
<td>NATIONAL LIFE CANCER TREATMENT CENTER AND CENTRAL VERMONT ONCOLOGY</td>
<td>14,990</td>
</tr>
<tr>
<td>HOSPITAL</td>
<td>183,200</td>
</tr>
<tr>
<td>WOODRIDGE REHABILITATION AND NURSING</td>
<td>76,161</td>
</tr>
<tr>
<td><strong>TOTAL SERVICE VALUE</strong></td>
<td><strong>$395,621</strong></td>
</tr>
</tbody>
</table>

The CVMC Auxiliary raises money by operating the Bene-Fit Shop in Barre and the hospital Gift Shop. Both are staffed primarily by volunteers.

During calendar year 2011, the Auxiliary funded numerous projects. Included were a 3-day workshop in pain management for nurses and staff, a mural painted in one of the Diagnostic Imaging treatment rooms, books for the Reach Out & Read project at CVMC pediatric offices, and hip kits for Rehab Services to provide to hip replacement patients.

The Auxiliary awarded ten $2,000 scholarships to students and one adult learner pursuing careers in health care. Students were from high schools in the CVMC service area, including Montpelier High School, Harwood Union High School, Spaulding High School and U-32 High School.

The Auxiliary welcomes new members. Dues are only $10 per calendar year. Contact Robin Brandis for more information at 802.371.4197, robin.brandis@cvmc.org or visit CVMC’s website for an application, www.cvmc.org/auxiliary.
The Central Vermont Medical Center Annual Fund
represents donations made in FY2011: October 1, 2010 to September 30, 2011

Pacesetter ($50,000 to $249,000)
Alice Schwendler CLAT

Leadership ($1,000 to $2,499)
Concept2, Inc.
Tom and Heidi Pelletier
Judy and Paul Tartaglia
Stuart Williams, MD and Sarah E. Williams
John and Linda Wulff

Patron ($500 to $999)
Patricia Passmore Alley
Paul and Carmen Beck
Philip A. Brown, DO and Lynn J. Brown
Jane and Peter Dale
Robert Davis
Carole S. Demag
  In honor of Stuart Williams, MD
Cheyenne Holland
Marilyn Friberg
Louis and Robin Garcia
Nancy Lothian and Penny Lowery
John Valentine, MD and Jane Valentine
Ed Ziedins, MD and Kathleen Ziedins

Benefactor ($200 to $499)
George and Judith Anderson
David Angstreicht, MD and Enid Angstreicht
Margaret Arthur
Albert and Katherine Borne
James and Deborah Burke
William and Cynthia Catto
Ennio and Diana Cestaro
Francis W. Cook, MD and Donna M. Cook
Nancy T. Couch
Peter and Sally Friberg
Michael Guerra, DPM
Marian Hanchett
John and Joan Harding
  In honor of Dr. Marilyn Hart
Calvin and Lois Haseltine
  In memory of Tacy Haseltine Neri
Peter and Mary Hood
Wilmia and David Kelley
Susan Kruthers
Steven and Diane Martin
Stewart and Sheila McLean, McLean Electric
Maureen O’Connor and Brian Burgess
Dick and Linda Olson

Alice Schwendler / 1929 – 2007

Alice Schwendler was born on February 3, 1929 in Montpelier, VT and grew up in rural Waitsfield, VT. Her parents, Clarence and Charlotte Tucker, raised six children on their dairy farm, along with chickens and pigs to feed the family. Alice’s upbringing was typical of a country girl, helping out on the farm but enjoying sugaring in the springtime and sledding in the winter.

Alice attended the Waitsfield school system where she was known as a good student and a fine high school basketball player. After graduation, Alice went into nursing, training locally and in Montreal, and became a surgical nurse in Vermont and Texas. She met her future husband, Robert Schwendler, in Texas, and they raised their three sons, John, Tom and Dan in California.

Bob was a computer whiz and formed a company that used computers to design aircraft and rockets for NASA. Sadly, Bob died in 1979 at the age of 49, but not before his business created the small fortune that formed the basis for the creation of trusts to help support Alice and the children, as well as a charitable trust that annually distributes substantial sums to charities.

A year after Bob’s death, Alice moved back to her roots in Waitsfield, VT. She became active in the church and in many organizations, including the Waitsfield Historical Society, the Garden Club and the Couple’s Club. She also followed in the family tradition by annually helping her brother Jerry sell his farm produce at a stand in a nearby town.

Alice was always interested in helping the less fortunate, and prior to her passing on March 7, 2007 at the age of 78, she prepared a list of possible charitable beneficiaries, including Central Vermont Hospital. Over the past several years, her gifts have benefited worthy projects at CVMC, including the National Life Cancer Treatment Center and our Emergency Department. CVMC is grateful to the Schwendler family for their generosity.

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“We feel fortunate to have such an excellent health care facility and cancer treatment center in our region and are proud to support the many dedicated professionals who work there.”

Concept2, Morrisville, Vermont

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John R. Ordway and Molly Power
Judith McKinley, Penniman & Co.
Real Estate
Donald R. Provasi
   In memory of Grace Provasi Savard
Alban and Margaret Richey
Dr. and Mrs. William R.
   Schillhammer
Flora Stecker
Stone Underground Construction

Peter and Alice Tenbeau
Bradford M. Towne, DMD
   and Janice Towne

Century ($100 to $199)
Gary and Blanch Adamski
Rienie Alzaga
   In memory of Louise Alzaga McGibney
Ernest Bancroft
Susan Bauchner
   In memory of Burton Bauchner
Charles and Norma Bothfeld
Walter and Roberta Bothfeld
Granville and Angelika Brumbaugh
William Brundage, MD
Rodney and Sandra Buck
Donald and Marlene Buck
Priscilla W. Carr, MD
Michael and Anne Cassidy
Stephanie Celich
Donald and Brenda Clark
   In memory of Sheila York
John C. Daniels
Barbara Donnelly
Senator Bill and Olene Doyle

Roger Ehret, MD and
Rose Ehret, MD
Carol F. Ellison
Wally and Laurel Farnum
Joseph and Barbara Fernandez
Bert and Sylvia Fisher
Barbara S. Fritjofson
Phyllis T. Gladding
   In memory of George Gladding
Lawrence and Lynda Graham

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THE CENTRAL VERMONT MEDICAL CENTER ANNUAL FUND
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CENTRAL VERMONT ONCOLOGY AT MOUNTAINVIEW MEDICAL: IN MEMORY OF STEPHEN FOSTER

Century ($100 to $199)
Jan C. Fortier
Gregory and Mary Lou Kreis
Douglas and Joann Morissette

Supporter ($1 to $99)
Frank Pratt and Annette Chapman
Tom and Linda Comstock
Mark and Peggy Emmons
Edith Fontana
Maurice and Doris Fortier
Richard and Virginia Garand
Thomas and Theresa Lever
Ann-Marie R. Mears
Elaine and Ronald Owen
Fernand and Ann Peloquin

NATIONAL LIFE CANCER TREATMENT CENTER

Cornerstone ($10,000 to $24,999)
CVMC Auxiliary
Lucien J. Bolduc Estate

Patron ($500 to $999)
Ted and Norma Bermingham

Benefactor ($200 to $499)
Robert Davis
Sandra and Roger Hutchinson
In memory of Roger L. Sprague
Donald R. Provasi
In honor of Susan Pittsley

Century ($100 to $199)
Catholic Daughters of America
In memory of Mrs. Kathi Mosher
John and Joan Harding
In memory of Roger L. Sprague
Jill M. Janko
In memory of Adrian J. LeClair
Robert and Kim Lord
In memory of Charles McCarthy, Jr.
Erin Partlow
In honor of Ruby Shangraw
The NRA Foundation, Inc.
Peggy Widmeier

Supporter ($1 to $99)
Rita V. Caslani
Lorraine C. Glidden
Thomas and Theresa Lever
In memory of Stephen Woodard
Isabelle’s Lighting, Inc.
Sally H. Merrifield
In memory of Kimberley Quenneville

In memory of Adrian J. LeClair
CVMC HIM Department
(Medical Records)
Thomas and Theresa Lever
Donna Scalabrini
Maurice and Sonia Soucy
Mason Whitcomb

In memory of Alma Hedding
American Legion Auxiliary - Barre
Janet Bennett
Norman and Claire Brassard
Olive Franzi
Shirley Frigon
Guilmette Family Reunion
Virginia S. Milne
Thelma B. Wark

In memory of Charles McCarthy, Jr.
Albert and Katherine Borne
Robert and Nancy Comolli
Jane Kimberley
Nancy Lothian and Penny Lowery
Douglas and Leslie Newton

In memory of Jason Flood
Shirley Velander Burrington
Ronald and Linnea LaPerle

In memory of Norman Rouleau, Sr.
Aubuchon Hardware, Montpelier
Paul and Rhoda Gladding
Donna Scalabrini

In memory of Roger L. Sprague
Peter and Barbara Barranco
David Coates
Tina Densmore
Amalia C. Di Stefano
Martha L. and Gary H. Dubray
Joan M. Fitzgerald
Joan F. Landry
Bernard and Christine Pfenning
The Horn Corporation
Golfers participating in the 10th Annual CVMC Fall Foliage Charity Golf Classic were treated to a spectacular fall day at the Country Club of Vermont in Waterbury. The tournament raised close to $15,000 for cancer care services at Central Vermont Medical Center.

CVMC’s Patient Navigator, Theresa Lever, spoke to golfers at the reception following the event about the advancements CVMC has made over the past two years in the types of support services provided to cancer patients. “Today, quality cancer care goes beyond medical treatments,” said Lever. “We are there for our patients before, during and after their treatments, helping them overcome obstacles and using a variety of our resources in traditional and creative ways to help reduce their stress and make this difficult time in their lives a little easier.”

**Eagle Sponsors**
- Berlin Health & Rehabilitation
- Bond Auto Parts
- Connor Contracting, Inc.
- Control Technologies
- E.F. Wall Associates Inc.
- NICOM Coatings
- People’s United Bank
- Rathbone & Company, *A Division of Kinney Pike Insurance*
- The Vermont Agency

**Birdie Sponsors**
- e-Management Associates
- New England Service

**Tee/Green Sponsors**
- Benoit Electric Inc.
- Black River Produce
- Blue Ridge Construction
- Capitol Plaza Hotel
- Morris-Switzer Environments
- Owens & Minor

**Hole-In-One Sponsor**
- Cody Chevrolet, Inc.

**Par Sponsors**
- BKD, LLP
- Casella Waste Management
- Fecteau Residential
- Kleen, Inc.

**In-Kind Sponsors**
- Bolton Valley
- Bond Auto
- First in Fitness
- Flowers By Emslie
- Ladder 1 Grill
- Jerome the Florist
- Lake Champlain Ferries
- Nelson’s Hardware
- Maureen O’Connor Burgess
- Sarducci’s Restaurant
- Skinny Pancake
- Smuggler’s Notch
- The Confluence

**Breakfast/Lunch Sponsors**
- CVMC Nutrition Services
- Green Mountain Coffee Roasters
- Pepsi
- US Foodservice, Inc.

*Photo: Bill Bond, Chairman of the Board of Directors at Bond Auto, sinks a putt to help his Bond Auto team to a first place finish. Looking on are his teammates Mark Mast, Scott Bond and Kenny Miller.*
FUNDRAISING AT CENTRAL VERMONT MEDICAL CENTER

Woodridge Rehabilitation and Nursing

**General Donations**
Elizabeth Berini and Paul O’Grady
Hooker and Whitcomb Funeral Service, Inc.
JoAnn’s Uniforms
Patricia Brown, Laurie Greenwood
Vicki Moreau

**In memory of Gloria Aldrich**
Elizabeth M. Bengtson
Richard and Teresa Flynn
International Brotherhood of Electrical Workers
Joe and Terry Mureta
Bill and Sheryl Sancibrian

**In memory of Bernice Buttes**
Charity Chapter #57 OES
Robert and Beverly Gavin

**In memory of Antonio Campos**
Karen S. Blosser
Jack Mitchell
People’s United Bank
Susan Rau

**In memory of Lulu Caplitcka**
Dale and Marilyn Childs
CVMC HIM Department
Lawrence and Jacqueline Gingras
George and Barbara Gould
Fernand and Ann Peloquin
Maurice and Sonia Soucy
Leo and Marilyn Stacy

**In memory of Eleanor Emrick**
Cynthia Gable
Bertha Pickering
Herbert Watson, Jr.

**In memory of Helen Guare**
Philip and Cheryl Brown, Jr.
Ennis and Jane Gidney
Thomas and Lucille McGibney
Ready Funeral Service, Inc.

**In memory of Rosemary Harris**
Ennio and Diana Cestaro
First Baptist Church - Barre

**In memory of Arthur Hill, Jr.**
Harwood and Jane Aja
Nicanor Aja, Jr.
Ted and Norma Bingham
Bruce and Phyllis Bottamini
Gary and Camilla Brouillette
Nevia Campi
Sylvia Canales
David C. Cary
Neil and Janet Crandall
Betty B. Daniels
Friends of the Aldrich Library
Mark and Bonnie George
L. F. Carter, Inc.
Jan Lawson
Linda and John LeRoy
Edwin and Janet Locke
Hon. Stephen Martin and Nancy Gale
Fernand and Ann Peloquin
Pizzagalli Construction Company
Robert and Nancy Pope
Betty Reid
Robert E. Peake & Pamela E. Peake
Family Trust
Dee Rollins
Alfred and Cynthia Saldi
Salvadore & Babic, P C
Marie Sherlock
Gloria and Marshall Stone
Robert and Joan Tucker
Myrna Whaples
Beverly Wilmott

*continued on page 32*

*Photo: Former Woodridge rehab patient Patty Witham, shown here with Occupational Therapist Ryan Can.*
FUNDRAISING AT CENTRAL VERMONT MEDICAL CENTER

WOODRIDGE REHABILITATION AND NURSING

continued from page 31

In memory of Constance Jacobs
Ruth E. Mills
Roger and Janet Pollander

In memory of Elizabeth Johnson
Janice Bevins
Bernard and Shirley Clark
Deacons Fund Baptist Church

In memory of Lawrence Kingsbury
Jeanne Lambert
Edson and Blanche Pierce
Richard and Deborah Plant
David and Virginia Waite

In memory of Stella Kingsbury
George and Kathleen Centrella
Nancy Hutchinson
John and Susan Lamson
Josette White Metayer
Richard and Deborah Plant
Mary E. Sly
Vermont Agency of Transportation
David and Virginia Waite

In memory of Abe Lyttle
Mark and Bonnie George
Cecil and Arline Tucker
Washington County Mental Health Services

In memory of Robert MacLaren
The Smith and Weinrich Families

In memory of Phyllis Martin
Janet W. Burrus
Nevia Campi
Kathleen and J. Joseph Chatot, Jr.
Phyllis Christiansen
Marion Cutler
Ruth Fitzgerald
Bertha Pickering
Nelda G. Rossi
United Methodist Women - Trinity
United Methodist Church

In memory of Marianna Musillo
Norma and Joseph Coleman
Margrith R. Egli
Anita Flanagan
Ann B. Gallagher
Marie P. Griffin
Bunny McLaud and Tony Madonia
Mary C. Pruden
Rosemarie and Frederick Romano, Jr.

In memory of Ruth T. Pacetti
Mr. and Mrs. Rudolph Colo
Harvey and Joan Davis
Bernard Funk
Rock of Ages Corporation

In memory of Mary Ellen Parks
Nevia Campi

In memory of Norma Puricelli
Eleanor M. Gray

In memory of Mark Redmond
David and Jennifer Gile

In memory of June Saari
Co-Workers at National Life
Paul Irons

In memory of Ruth Thompson
Karen Gordon

In memory of Gloria Tosi
Dale and Sandra Ackerman
Albert and Anna Brusetti
M. Patricia Kennedy

In memory of Muriel Walker
Neagley & Chase Construction Company
Charity Chapter #57 OES
Virginia S. Milne

In memory of Ray Witham
Thomas J. Manning
Frederick and Pauline Brousseau

In memory of George Wright
Bond Auto Parts
Janet Gregoire
Gloria and Marshall Stone
Randy Treis
Similar to stories from around the state, some Central Vermont Medical Center staff members’ homes and property were devastated by the flooding caused not only by Hurricane Irene, but also as a result of an unusually severe storm at the end of May 2011.

CVMC ran fund drives after each flooding event in order to help our co-workers and their families pay for some of the losses they incurred. CVMC matched the funds donated after the Irene Flood dollar for dollar, instantly doubling their donations. A grand total of close to $20,000 (including the match) was raised.

“Our employees were very generous to fellow employees suffering from the flood,” stated Judy Tartaglia, CVMC president and CEO. “I am proud to have such a compassionate cadre of people working and volunteering at CVMC.”

Photo, left: Northfield resident David Hanna, who works in CVMC Plant Facilities, receives a check from Maureen McQuiggan, Director of Information Services. Photo, right: Waterbury resident Jordan Lakin, a valet at Woodridge, also receives a check. Maureen is representing the CVMC employees who contributed to the flood fund to help co-workers like Dave and Jordan in recovery efforts after Hurricane Irene.

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FUNDRAISING AT CENTRAL VERMONT MEDICAL CENTER

Flood Relief Donations

Michael Abajian, MD
Bill April
Sarah Bache, PT
Judy Baldwin
Eric and Penny Ball*
Penny Barbour-Jones
Joan Barrett
Karen Bell
Deborah Black, MD
Raymond Blouin
Kathy Borne*
Judith Bouchard*
Gloria Bowin*
Robin Brandis
Joseph Brock, MD
Harriet Buchicchio
Timothy Burdick, MD
Linda Christiansen
Linda Comstock
Catherine Couture
CVMC Credit Union*
Darlene Dickinson
Mary Anne Douglas
Brenda Dufresne-Benda
Dominic Etli, RN
Teresa Fama, MD
Careen Floyd
Susan Fowler
James Garvey
Amy Gibbs
Monique Hayden
Sondra Hayden
Tonya Hinchliffe
Kelly Holland
Margaret Hood
Sherry Howes
Carol Jenkinson
Donna Jewett
Tina Kennedy
Kimberly Kiniry
Roger Knowton, DO
Mark Lang
Patricia Lawson
Theresa Lever
Tina Loso
Nancy Lothian and Penny Lowery*
Patricia Martin
Diane Martin
Leo Martineau
Julie Massaro
Christy Mayes
Lori McCarthy
Ron McDermitt*
Michelle McIntyre
Pamela McMahon
Maureen McQuiggan
Amanda Melville
Dixie Mercier
Karin Morrow, MSN, BSN, RN
National Life Cancer Treatment Center Employees
Julia Page
Mindy Parisi
Diane Patno
Robert Patterson*
Kathaleen Pelletier, RN
Bonnie Perry*
Cindy Perry*
Jean Peterson, RN, MHSA, CDEM
Mary Jane Pickering
Rhenee Placey
Susan Rau*
Arlene Robinson
Robert Rovella*
Karen Ryan
Mary Lou Sancibrian
Barbara Sharp
Carole Sollace
Craig Sullivan, MD
Judy Tartaglia
Pearl Teague*
Steve Trepanier
True Colors Home Decorating Inc.
Dana Wehe
Debra Welch*
West Branch Yoga Students
Sara White
Peggy Widmeier*
Lisa Willette
Anthony Williams, MD
Betty Jean and Gary Winders
Susan Winslow
Jennifer Wright

*Designates employees who gave during both fund drives.
CVMC 2011/2012 ANNUAL REPORT TO THE COMMUNITY

CENTRAL VERMONT MEDICAL CENTER BOARD OF TRUSTEES 2011-2012

CVMC BOARD OF TRUSTEES EXECUTIVE COMMITTEE
(l to r): Chair-Elect Thomas Robbins; Chair Robin Nicholson; FAP CEO Dr. John Brumsted; CVMC President & CEO Judy Tartaglia; Chair of the Finance Committee Greg Voorheis; Member-at-large Marta Marble; and Immediate Past Chair Donald Carpenter.

INCUMBENT TRUSTEES FOR TERMS TO EXPIRE IN: 2014
Donald Carpenter
Stephen Martin
Dennis Minoli
John Nicholls
Robin Nicholson
Thomas Robbins

INCUMBENT TRUSTEES FOR TERMS TO EXPIRE IN: 2013
Mark Depman, MD
Edward Friihauf
Marta Marble
Judy Peterson
Steven Shea
Kevin Spaulding (resigned March 2012)
Greg Voorheis

INCUMBENT TRUSTEES NOMINATED FOR TERMS TO EXPIRE IN: 2012
Gregory MacDonald, MD

EX-OFFICIO TRUSTEES:
Judith Tartaglia, President & CEO, Central Vermont Medical Center
R. Bradford Watson, MD, President, Medical Staff
Joseph Pekala, MD, President-Elect, Medical Staff
Heidi Pelletier, President, CVMC Auxiliary
CENTRAL VERMONT MEDICAL CENTER OFFICERS, COMMITTEES AND ADVISORY

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Risk Management Committee
For the second year in a row all 18 CVMC Medical Group Practices scored 90% or better on patient satisfaction scores for October 2010 through September 2011.
Central Vermont Rheumatology
Central Vermont Physicians Bldg B
195 Hospital Loop, Suite 2-3
Berlin, VT 05602
802-225-1750
Teresa Fama, MD
Kevin Kerin, MD

Family Psychiatry Associates
77 Vine Street - Berlin
Barre, VT 05641
802-479-0014
Daniel Bateman, MD
Paul Cameron, MD
Rose Ehret, MD
Andrew Koo, MD
James Greenleaf, NP
Maureen Wilson, LICSW

Green Mountain Family Practice
63 Crescent Avenue
Northfield, VT 05663
802-485-4161
Kevin Crowley, MD
Sarah Davies, MD
Craig Sullivan, MD
Jamie Randles, MD
Debra Maloney-Evans, FNP

Mad River Family Practice
859 Old County Road
Waitsfield, VT 05673
802-496-3838
Francis Cook, MD
Nanette Kissenberth, DO
Deborah Van Dyke, FNP
Christine Malcolm, APRN, CNM, FNP

Montpelier Integrative
Family Health
156 Main Street
Montpelier, VT 05602
802-223-4738
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Rima Carlson MD
Paul Laffal, MD
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Jennifer Gordon, LICSW
Kathleen Jackman, APRN, FNP
Monique Karthaus, PA-C

Mountainview Medical/
Central Vermont Oncology
Central Vermont Physicians Bldg B
195 Hospital Loop, Suite 3
Berlin, VT 05602
802-225-5400
Nicole Belanger, MD
Peter Dale, MD
Laura Allen Felsted, DO
David Ospina, MD
John Valentine, MD
Elaine Owen, APRN
Cathy Rousse, LICSW

Mountainview Urology
Central Vermont Physicians Bldg B
195 Hospital Loop, Suite 2-3
Berlin, VT 05602
802-371-4875
Russell Sarver, MD

Waterbury Medical Associates
130 South Main Street
Waterbury, VT 05676
802-244-7874
Richard Burgoyne, MD
William Cove, DO
Jennifer Gelbstein, MD
Christine Payne, MD
Alison Hobart, APRN, FNP
ADDITIONAL MEDICAL STAFF

Allergy and Immunology
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William Newman, MD

Anesthesiology
Michael W. Abajian, MD
Maria C. Aveni, MD
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Marie L. Zagroba, MD

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Lise S. Kowalski, MD
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Andrew B. Minkin, MD

General Surgery
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David W. Butsch, MD
Mark E. Crane, MD
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Louis "Chip" Merriam, MD
Eduards G. Ziedins, MD

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Gladys Lee, MD
Houman Hemmati, MD

Oral & Maxillofacial Surgery
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Jeffrey W. Glosser, DDS

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Christopher M. Meriam, MD

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J. Gary Rose, MD

Pathology
Cathy J. Palmer, MD
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Stephen Merena, DPM

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A. Evan Eyler, MD
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Francis Kalibat, MD
Donna M. Kiley, MD
Jesse Ritvo, MD
J. Scott Stone, MD
Peter Thomashow, MD

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Arif Khan, MD

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Charles N. Pappas, MD
Joseph S. Pekala, MD

Radiation Oncology
Daniel K. Fram, MD
Havaleh M. Gagne, MD
Ruth Heimann, MD
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Deborah Rubin, MD
H. James Wallace, III, MD

Urological Surgery
Michael J. Zahm, MD

Physician Assistant
Martha J. Allen, PA-C
Margery E. Bower, PA-C
William B. Burton, PA-C
Sarah Bylow, PA-C
Robert Davidson, PA-C
Jessica Fisch, PA-C
Jacqueline Gallagher, PA-C
Michelle Kearney, PA-C
Jeremy Orr, PA-C
James V. Picone, PA-C
Kim Pierce, PA-C
Monique Salter, PA-C
Scott Alan Small, PA-C
Diane Tabachnick, PA-C
Kristine Thomas, PA-C

Nurse Practitioner
Amy Brewer, APRN, ANP
Sarah Britton, APRN, FNP
Barbara Grothe-Penney, APRN, ANP
Elizabeth Grupp, APRN, FNP
Diana Jennings, APRN, FNP
Alma Mueller, APRN, FNP
Maria Puglisi, APRN, FNP
Deborah Sylvester, APRN, FNP

Certified Nurse Specialist
James Tautfest, RN, MSN, CS
On-line Registration

Central Vermont Medical Center’s hospital has an on-line registration option accessible at www.cvmc.org.

It works similar to other on-line sites. The patient creates a password protected account which will “remember” all of the information entered: name, address, insurance information, information about a specific appointment etc.

When going to a second appointment at a later date, the patient reviews the information submitted previously, makes changes, if any, adds information about the new appointment and submits.

A patient can also register on-line for a one-time use without creating a password or saving information.

The first time a patient uses on-line registration and when insurance information changes, he or she will have to stop at registration to have the insurance card scanned.

Otherwise, if registered on-line, the patient can go directly to the appointment, totally bypassing registration.

On-line Payment

The CVMC website allows patients to view and pay their bills on-line. PayPal is the vendor for this service, which provides a convenient and secure payment option.

Payment can be made using a PayPal account, or with MasterCard, Visa, Discover and American Express credit and debit cards. Processing of these payments into the billing system will be done electronically to increase efficiency. The system automatically checks the credit card status, which should reduce payment declines and rework.

Patients can now make payment anywhere and anytime they have access to the internet.

Would you like to make a donation to Central Vermont Medical Center?

You can make a difference with any size gift! To donate, visit our website: www.cvmc.org/donate
Central Vermont Medical Center is a not-for-profit organization consisting of a hospital offering a full spectrum of comprehensive in-patient and out-patient care services with 24-hour emergency care, cancer care at National Life Cancer Treatment Center and Mountainview Medical’s Central Vermont Oncology, CVMC Rehab Services, Woodridge Rehabilitation and Nursing, and 18 medical group practices.

Visit www.cvmc.org for additional information.

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