President Search Advances

Open forums give Dr. Steve Leffler a chance to answer employees’ questions about his candidacy

Earlier this month, Board Chair Allie Stickney provided an organization-wide email update on the search for a permanent President/COO of UVM Medical Center. She announced that Dr. Steve Leffler, interim president/COO, is the sole candidate to apply for the position, and invited all employees to attend a series of open forums where they would have a chance to ask questions and provide written feedback.

Since October, when the board voted to conduct an internal search giving priority to candidates from across the Network, she said several steps in the search and hiring process have unfolded.

A 10-person search committee was formed, composed of five women and five men who bring a variety of perspectives. The search committee sought input from over 50 staff and board members to develop a new leadership profile for the role of the President/COO, resulting in a blueprint for what the job is and the attributes needed for the job at this time in our history. This group included representation from a wide range of departments and clinical areas, including Nursing Professional Governance, Union representation, the Medical Staff, Finance, Pharmacy, Employee Relations, Cardiology, Oncology, Family Practice, Reproductive Medicine, Ophthalmology, and many others, as well as input from our partners at UVM and the Health Network.

Search firm Witt Kieffer conducted an extensive interview with Dr. Leffler and provided an assessment of the candidate to the search committee. The search committee reviewed Dr. Leffler’s candidacy and interviewed him for the position of president using the leadership profile as a basis for its questions.

The search committee also decided that open forums should be held with Dr. Leffler to provide more employee feedback to the committee. At the beginning of each of the three forums held Dec. 16, 17 and 18, Dr. Leffler made a statement. He said:

“Our next President will need to lead us through challenging times, as we bring our best selves forward in the service of the people and communities we serve.”

—BOARD CHAIR ALLIE STICKNEY

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Dr. Leffler meets with staff from 1 South Prospect Street in the Pavilion Cafeteria.
58 Years on the Job  Lucy Frasier Celebrates Service Milestone

When Lucy Frasier graduated from the Fanny Allen School of Practical Nursing in 1961, the world was a dramatically different place. President John F. Kennedy established The Peace Corps. IBM introduced the “golf ball typewriter.” The bouffant petticoat was the latest in women’s fashion. And for kids, Raggedy Ann and Andy were all the rage.

Flash forward six decades, and one thing hasn’t changed: Lucy is still working. Fifty-eight years on, at the age of 80, she is enjoying the few hours she spends each week as a Resource Associate for Rehab Therapies at Fanny Allen.

It was quite a journey getting there. When she started her career at Fanny Allen as an LPN, it was run by the Sisters of St. Joseph, with physicians on call. There were no disposable needles. Pills were crushed and mixed in sterile solution before injection.

From there, Lucy moved on to the Mary Fletcher Hospital, working around the hospital in Smith 4, Brown 3, McClure 5 and more, caring for a broad range of patients. She enjoyed the variety and working closely with the care team.

Nearly 81 years old, Lucy still enjoys her work in Rehab Therapies.

In 2002, she officially retired from nursing, but that wasn’t the end of her working days. She immediately took a per diem position in what was then called Utilization Review. That area came to be called different things, from Quality Assurance to Case Management/Social Work.

When Spring 2020 rolls around, Lucy will be 81. Ask her why she’s still working, and she’ll tell you “It’s good to have something to do.” She also mentions that her husband is retired, and having her own time during the day is the degree of togetherness they both enjoy.

As for her time on the job, it’s not always easy as an 80-year-old to keep up with the modern day office, but she’s learned enough about computer technology to feel that she can keep up, and she enjoys her co-workers.

Looking ahead, she hopes to make it to her 60th service year. “That’s my goal,” she says. “We’ll see.”

So, stay tuned for Lucy Frasier’s next chapter. After 58 years with this organization, she keeps on keeping on.
Dalton’s Lasting Gift

_Dexter Criss tells the story of losing his son and finding strength in the gift of organ donation. In his words:_

It was Monday, August 19, around 5. Dalton was driving on Route 3 West in Plattsburgh with his mom, my wife, Barbara, back from work—he was working with her in Saranac for the summer, and was set to begin classes as a freshman at SUNY Plattsburgh. It was a Monday, and he was going to start classes on Friday. His last day of work was going to be Wednesday. That’s how close he was.

He was 18 years old.

I was at work. I’m an organic chemistry professor at SUNY Plattsburgh. I’m also the artistic director of the Plattsburgh State Gospel Choir of SUNY Plattsburgh and am involved in the Burlington Ecumenical Gospel Choir. My mom called to tell me the hospital was looking for me. I thought it was a telemarketer, so I was scolding her for letting them reach me as I saw they were trying to call my cell. Then they called my office phone. You kind of know it’s not a telemarketer when that happens.

The voice said “This is ___ from UVM Health Network-CVPH. I’m calling to tell you your son has been in an accident.” Your stomach just drops. Then she said, “But he’s okay.” I said, “What about my wife?” She said “you need to hurry.”

A nurse asked me if I wanted to sit somewhere or stay in the room. I told her, I need to be here. I’m so thankful that the protocol wasn’t for me to have to be rushed out of the room.

I began to learn a little more about what had happened. The car had hit a house. Barbara was easier for the emergency team to remove from the vehicle—she was suspended over Dalton. It took them maybe 30 minutes to get Dalton out, he was on the bottom.

But he was breathing. His heart was beating. He looked fine.

Barbara was bleeding profusely, in the brain and on her body. She had several lacerations, a broken wrist.

Dalton—he looked like nothing was wrong. What we didn’t know is that he’d had a serious blow to the head. His jaw was split in two. His head had hit the concrete base of the house and snapped his neck. If he’d survived, he probably would have been paralyzed.

I was told by the CVPH people they were getting ready to airlift Barbara to UVM Medical Center. I’m standing there, torn. My wife is leaving, they’re still working on my son. continued on page 4
Then Danielle showed up. I realized I couldn’t do the drive to Burlington on my own, so I called our family friend Andrea to drive me and Danielle to Burlington. In the meantime, the doctors told me that they were worried about Dalton’s brain wave functions. I didn’t know what that really meant. I just wanted to get to Barb and whisper to her, and pray with her quietly.

So by this time it’s about 8 at night. Andrea, Me and Danielle get to the ferry and for some reason there are dozens of 18-wheelers and lots of cars trying to get on the ferry. I thought, “Are you kidding me? Are we going to miss this ferry?” That’s when I did what I don’t usually do: I went up to the ferry crew and told them my wife and son were being airlifted to the medical center in Burlington. They put us on first.

When I arrived, the staff met us and took us all the way back to where my wife and son were, every step. Barb’s in a room, Dalton’s in an open area. They told me Barbara had some serious injuries. “We’ll know more later,” they said. “But there’s hope.” For Dalton, they said, “We’re still trying to assess.”

Hours went by. I was kind of in a state of suspended animation. At 3 am, they told me Barbara was going to be okay. Even under heavy sedation, she was responding to commands. There still was no response from Dalton. He’d stroked out on his left side, was starting to stroke out on his right side. “But he’s breathing,” I said. They explained how that was different. They told me that with minimal support he could make it to Thursday.

At some point, Jennifer DeMaroney approached me and in the most compassionate way possible started to talk to me. “We’re here to support you,” she told me. She said she had Dalton’s driver’s license, and that he was an organ donor. I remember when he finally got his adult operator license. He was so proud. And I remember him asking me about being an organ donor when he was just 15. That was what Dalton was like. I told him then, “sure, be an organ donor—but that’s something you’ll never have to worry about.”

The way Jenn talked to me about it was just really sweet. She said, “He’s 18. These are his wishes.” I took it for what it was. I could see how some people would want to say no. I mean, it’s the last thing you want to think about. But the way she talked about it, I understood.

Then she talked to me about The Honor Walk, about how they bring him to the OR and staff line the halls to show solidarity and support.

That night, they put me and Danielle up in a hotel. We had Barbara’s and Dalton’s personal items. Lots of bloody clothes. They gave us gloves. All the bodily fluids, we’re going through things, item by item. I still remember the smell of my family. The tears in Danielle’s eyes. We were looking for personal things: Dalton’s class ring, a necklace with some kind of animal tooth on it which Dalton wore every day. A friend had given it to him, we were always asking him why he wore it and he told us “It means a lot to me.” Also, Barbara’s necklace which her godmother passed down to her when Barbara was a child.

Then we looked at our emails and phone messages—everything was blowing up. People didn’t know what had happened and there was a lot of misinformation out there. We decided we needed to put information out on social media, Facebook. We let people know that Dalton had passed, and that Barbara was expected to survive. We talked about how Dalton was an organ donor and that he would be donating his organs in the next couple days. I think people found strength in that.

The next day at the hospital, by 10 am, there were roughly 50 kids there, all wanting to see Dalton. He was a standout wrestler, on the yearbook committee, he was the class photographer, he played the string bass in the orchestra, he was the primary driver for kids going to Sunday afternoon church youth services. So a lot of people knew him.

God bless Jenn, Toby and all those amazing ICU nurses. They found a way to let a couple hundred people come in and pay their respects to Dalton and Barbara.

At one point in all of this, I closed the door to Dalton’s room. “Dalton,” I said, it’s okay—we’re

“Four hours after they took out my son Dalton’s heart, it was beating life into someone else.”

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I just pray he could hear me. But I don’t know.

Jenn and Toby Rockwood asked about the Gospel Choir coming and singing during the Honor Walk. I thought that was a great idea. They altered the route through the hospital so the walk could be a little longer. I had been going back and forth between two different rooms to visit Dalton and Barbara—they rolled Dalton into Barbara’s room so that we could all be together one last time.

On Thursday, we walked my son down to the OR. So many people, so many UVM staff, took time out to line the walls, to honor my son in what he did as his last act of kindness.

They were led by the choir, who sang “All We Ask” by Donnie McClurkin.

It’s been just a few months since all this happened. Barbara is recovering. And four hours after they took out my son Dalton’s heart, it was beating life into someone else.

A Multitude of Gratitude

Many of you responded to Dr. Leffler’s holiday email inviting us to share what makes us grateful. Here is just a sampling of your expressions of thanks:

“Our LNAs, secretaries and non-clinical staff on Miller 6. Your hard work and dedication to patient care and good outcomes makes the difference. My job as a nurse would be significantly harder without your help and hard work.”

Glenn Fredenburg

“I’m grateful for the wonderful women of UVMMC who have touched my life: Jennifer DeMaroney, Amy Lumsden, Monica Sheffert, Monica Weir, Amanda White, Amelia Hopkins, Lisa Emerson, Stephanie Lusk, Jennifer Dawson, Laurie Gunn and Amy Cohen. They’ve all touched my heart and soul in so many ways. Along the way, in some way, each of these women helped lift me up when it seemed impossible.”

Nicole LaBonte

“The memory of the loving compassion my family experienced in the SICU by those who were caring for my twin sister 21 years ago. Though she died, we will always be grateful for their presence to us and their care for her. ICU, I Care for U, I SEE YOU”

Donna Foster-Medicino

“The amazing adult and pediatric cystic fibrosis teams that I work with, who care for our CF patients with such love and empathy. And for my wonderful office mates in nutrition services, who make laughter a part of my day!”

Maryann Ludlow

“The amazing clinical dietetics team (diet technicians & registered dietitian nutritionists). This incredibly talented group of staff members have the expertise and patient’s best interest at heart when creating an individualized medical nutrition therapy plan or providing assistance with meal ordering. Each person is a valued colleague as well as part of my work-family. I’m so thankful to be a part of this team!”

Stephanie Gall

“All the PAC team members for being such an amazing team to be a part of and so welcoming. Jayne McCauliff for giving me the opportunity and offer to become part of such an amazing team here at PAC Fanny Allen. Jessylou for always making my work days exciting and full of laughter!”

Jaime Raymo

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A MULTITUDE OF GRATITUDE CONT.

“The MICU staff. The year I have been here you all have been so helpful and welcoming. I couldn’t imagine working on any other floor.”
Tanisha Loyer

“The amazing team of doctors, nurses, staff, and co-workers from Baird 4 and Security! My husband was given a “new lease on life,” as he puts it, by having a quadruple bypass. The loving care and support given to my family means more than words can express. Tom says God was watching over us.”
Debbie Magee-Lewis

“My family at Rehab Therapy. They are an amazing group of loving, caring people. Thank you for all the support over the years. You are my rock.”
Kim Doubleday

“I am grateful for the EPS team. As a newcomer to the Acute Care Surgery and Cardiothoracic Surgery services, I have seen all of the staff members taking extra time to maintain a welcoming and patient-centered environment all while working collaboratively to master the electronic medical record system upgrade. I appreciate being part of such a diligent and thoughtful team.”
Morgan Wagner

“The awesome team in Acute Dialysis, truly an amazing group. Thank you all for working together for our patients and for being so supportive of one another. You rock! And I’m lucky to work with you all.”
Megan Houston

“I am grateful for the amazing team of doctors, nurses and staff in Nuclear Medicine. The “team” went above and beyond for my mother (patient) and our family. We will be forever grateful for your love and compassion.”
Amy Mason

“My work family at South Burlington Family Practice, Dave and Brian for their hard work and effort to keep the ship afloat, our patients that make my job possible, and to be able to return home to my amazing children at the end of each day!”
Trista Cousino

“All the great health care professionals in the Breast Care Center and Radiology Oncology who work at UVMMC. I have come to experience first-hand the care, compassion and skill of this team. Thank you.”
Evelyn Sikorski

“I’m so lucky to have such an amazing relationship with my husband, Jamie Pecor. We both work at UVMMC and share the bond of providing exceptional care to both patients and staff. We both try to make work fun for those around us, and are well known for sense of humor. We hold each other up when we need to, and we enjoy a ton of friendships with the people we work with.”
Julie Shasteen

“A job that allows me to have deep, meaningful human connection on a daily basis—with both the patients and my amazing colleagues.”
Sarah Bevet

“My two daughters who I’ve been truly blessed with, Katelyn and Jordan, you’re my pride and joy. Jordan, I’m so proud of the amazing caregiver you’ve become. You put everything you have into caring for your patients here at UVMMC. My mom for fighting so hard to be still be with us and my stepdad who takes care of her and all of us every day. Will, my wonderful fiancé, I’m so happy you asked me to marry you. I look forward to growing old with you. And Vivian, my sweet, soon to be stepdaughter.”
Colleen Carey

Read more here.
Fanny Allen ORs Closed Due to Air Quality Incidents

An Update from Dr. Leffler on Response to the Problem

Over the past several weeks, we've been working diligently to find a cause for the air quality incidents in the Fanny Allen ORs. I want to give you an update on where we are in the process.

Given the understandable anxiety this situation has created for those who experienced symptoms, for everyone who works at Fanny Allen and for our patients, we feel it's critical that we do everything reasonably possible to determine what caused these two incidents so that we can work towards a solution.

So far, extensive testing conducted both internally and by our external air quality consultants and the State of Vermont has not revealed a cause. As a result, we have made the decision to keep the ORs closed for the month of January. We are also engaging an outside occupational health expert to conduct a thorough investigation to provide recommendations that will ensure our patients and our people are safe there. That is our number one priority.

In addition to the ORs, we have also been thoroughly testing the rest of the building at Fanny Allen out of an abundance of caution. Based on what we’ve learned, we continue to believe that these air quality issues are isolated to the ORs.

As the Fanny Allen ORs closure continues, we are working to sort out how best to continue to serve our patients, with the least disruption possible for our people. We are exploring solutions involving our network OR capacity, and from there, we'll consider options like mobile operating rooms and available capacity from our community partners.

Finally, for those of you who are wondering what the OR closure means for our rehab and urgent care sites at Fanny Allen, I’d like to reassure you that at this time this closure has no effect on the other services we provide at this site.

I’m so thankful to the many of you who’ve stepped up to help us respond to this situation. You’ve all been amazingly selfless and flexible, and I can’t thank you enough for the accommodations you’ve made to help get these procedures done for our patients in a timely fashion and in a safe space.

As the situation evolves, I’ll continue to keep you informed about what we learn from our testing and will share our next steps. I also encourage you to connect with your leaders for timely information.

Thank you so much for your continued hard work, flexibility and patience.

Steve
Stephen Leffler, MD
Interim President, UVM Medical Center
Lisa Goodrich, Vice President of Medical Group Operations, shared her thoughts below on the toll the Epic project took—and the deep rewards she felt and observed—at a recent All Leaders meeting.

I am tired—there have been many nights when I have lost sleep worrying and trying to figure out how to balance the demands of the Epic work against the demands of my regular day job.

When I look in the mirror, I wonder if that is me or my mother looking back at me—there are lines and saggy skin that I honestly don’t recall seeing last November (and if any of you tell my mother I said she had wrinkles and saggy skin I will deny knowing you!)

At times, I have experienced a level of frustration that has quite honestly left me feeling angry and sometimes feeling empty.

I wore a path from my office to the vending machines outside of Fletcher 3 and along the way developed a new mantra—there are not enough pretzel-filled M & M’s in the world to get me through this.

I felt like I wasn’t doing enough to support my team through this enormous challenge.

I missed the majority of the first weekend my youngest son came home from his first year in college in October because many of us spent that weekend converting appointment data for the scheduling go-live.

I’ve gone to bed with my laptop more nights in the last six months than I have gone to bed with my husband.

And maybe the hardest thing I have experienced has been watching people I care about get overwhelmed, worried, tired, and deflated.

All of this is heavy and has taken a toll. It would be easy to stop there, but that wouldn’t be balanced and it certainly wouldn’t allow me to find meaning in this experience that has filled the last year of my life. And so I need to share the other side of what I have experienced over the last year related to the Epic project:

I have watched individual members of my team take on huge parts of this project and truly deliver beyond my expectations—the pride I have felt in watching people step up and lead has both inspired me and warmed my heart.

I have watched manual appointment conversion paperwork. It didn’t matter if we were scheduling for Porter or CVMC or CVPH or UVMMC—we were one team with a united purpose. It was amazing to see.

I can see the power of the technology we’ve implemented—even now when we are still building and fixing things—it’s clear this will enable us to change the way we care for our patients.

I have learned or perhaps relearned that sometimes all you can do is listen to someone or give them a hug—and that is actually more powerful than giving them an answer or a solution.

I’ve learned who I can count on and who I can lean on when I need help.

I found kindness and compassion in the most unexpected places.

I’ve forged bonds with people I likely would never have had the opportunity to truly get to know if not for this project.

When I combine the value of those new relationships with the immense pride I have experienced by seeing the amazing teamwork among my existing relationships, I am grateful for the good things that have come from this project...there have been many moments (some good and some sad) of intense connection with people I care about and those have been a powerful source of the resilience that has gotten me through and I when I think about it, that makes at least a few of these new wrinkles worth it.

So, here’s my Epic status update—we worked really hard, we are not done, we are all pretty tired, the potential is huge, and we need to take care of each other.
Faith in Action

Chaplain Visits Border to Share Personal Beliefs

In July Chaplain Mara Dowdall joined faith leaders from around the country in El Paso, Texas, to protest the inhumane treatment of immigrants at our nation's borders.

The events, part of the “Moral Mondays” campaign led by Reverend William Barber and other social justice leaders, provided a forum for the group to voice their opposition on moral and religious grounds to our country’s immigration policies. As a person of faith, Mara participated to express her personal objections to our country's current immigration policies. “I believe that the moral compass of our faith is defined by how we treat the most vulnerable members of our human family, and I feel a sense of outrage about what’s happening to asylum seekers, including children, in our name.”

Over the course of a few days, the group participated in a series of activities aimed at understanding the situation at the border and standing in solidarity with immigrant communities. Some of the group crossed into Mexico and visited with asylum seekers there. The following day, hundreds of clergy and faith leaders rallied at a U.S. Customs and Border Patrol facility, where their request to offer pastoral care to those inside was denied, but they offered prayer for those inside at the facility gates.

The next day, many participants had lunch with The Border Network for Human Rights, where they learned about the group’s advocacy work and how they can help its ongoing efforts to support immigrants.

“Our faith calls on us to welcome the stranger and to those who need us,” says Mara. “We believe strongly in protecting the dignity of all people. Just being there, expressing that belief as a group, was a tremendously powerful experience.”

Coming Soon—New Shuttle Busses to Hit the Road in 2020

The commuting experience is important, and we want to make it as easy as possible for our people to get to and from work.

Starting January 1, Premier Coach, which currently provides our shuttle service for Tech Park, will be the shuttle service provider for all employees who park at our satellite parking lots.

Premier Coach offers professional, on-time service; air conditioning; bucket seats with more legroom and GPS service.

The bus schedules will not change. Further, employees will be able to track their bus using GPS technology. The new app, which you can download onto your phone, allows you to see where the bus is on its route and when it is expected to arrive.

We look forward to hearing your reactions to the new busses, starting in 2020!
Leading with his Heart

New Executive Vice President of Operations for the UVM Health Network hasn’t met a challenge he doesn’t like.

The desire to serve others came early for Al Gobeille.

Raised in Jamestown and Wakefield, R.I., by his mother, he saw firsthand the challenges of single parenthood.

Instead of staying in his hometown and participating in the youthful shenanigans he observed, he looked for somewhere that would keep him on the straight and narrow. “My number 1 goal in life,” he says, “was to be a good dad.”

That’s how he ended up as a cadet at Norwich University, an experience that he says gave him a foundation for everything that came after. “To be steeped in a culture that is teaching you how to be a leader—you can’t help but be changed by it.”

After graduating from Norwich, he served as a lieutenant in the Army. Stationed in Germany when the Berlin Wall came down, he watched in amazement as people streamed into West Germany from the east, only to realize that they didn’t need to escape anymore. German citizens came up to a young Rhode Island man in a U.S. uniform and told him that they never imagined they would see an American soldier standing in their homeland in peacetime.

“It was a life-altering moment for these people,” he says, “and I will never forget meeting people tasting freedom from oppression for the first time.”

After four years in the army, Al and his wife returned to Vermont and began working for her parents, who ran several restaurants, including Shanty on the Shore. After a few years, they decided they wanted something of their own, so they bought Shanty on the Shore and began building a career in the hospitality industry. Over the years, they would acquire Burlington Bay Restaurant and Breakwaters, while pursuing other ventures.

Through these varied experiences, he enjoyed the hard work of putting together high-functioning teams, finding the right people for the right positions, and giving them the tools to be successful. Further, he says, “I really like problem-solving. I am not that concerned what the problem is—I’m just curious, and when I learn about something I want to contribute.”

The desire to contribute, combined with an interest in public service, led him to run for the Shelburne Selectboard. It was during this time that Act 48, the latest health care reform legislation, passed. With a goal to learn more about health care and share what he’d learned from running businesses, he was appointed to the Green Mountain Care Board (GMCB), which is charged with ensuring access to care and reducing the rate of health care cost growth in the state. Eventually he became chair of the board, which gave him deeper insight into the landscape of health and human services in Vermont. “It really opened my eyes to the fact that there were no easy answers to the very human problems. Real solutions would take much more than dollars and cents.”

Within a few years, Al was serving as the Secretary of the Agency for Human Services, where he oversaw six departments including the Department of Health, which monitors and licenses hospitals, and the Department of Vermont Health Access, which manages Vermont’s publicly funded health insurance programs. In this role he was able to put in place a payment plan that aims to change the way we pay for health care, to improve access and quality.

In September of this year Al joined the UVM Health Network in the newly-created role of Executive Vice President of Operations. Working with teams at

Al Gobeille was recently recognized with the Citizen of the Year Award from the Vermont Chamber of Business.

“My goal is that in our region, we will have the access and affordability our patients need, and the honor and respect that our teammates deserve.”

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UVM Medical Center and our partner affiliates, he identifies opportunities for integrating operations across the network, a task that requires both an eye for the minutiae of the day-to-day and a big picture view. The work meets his desire for challenge as well as his endless curiosity. “The learning curve is steep,” he says, “the pace is incredibly fast and the quality of the people is very high.”

It’s all made for an invigorating first few months on the job. “I haven’t had a bad day yet,” he says. “But I haven’t had an easy one either.”

The big issue, he says, is figuring out how we can change the health care environment so that we can provide the best access across the region. He also believes it is critically important that we support and appreciate the people who are providing the care.

Looking ahead, there doesn’t seem to be a challenge that Al finds too daunting. His desire to take risks and work hard, all for the greater good, is what drives him. “My goal,” he says, “is that in our region, we will have the access and affordability our patients need, and the honor and respect that our teammates deserve.”

His eyes fixed on that prize, Al Gobeille forges ahead.

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**FLU VACCINATIONS STILL AVAILABLE**

The 2019 Employee / Volunteer Flu Vaccination Clinics kicked off on Tuesday, November 5 and ended on Tuesday, November 26 after completing 22 clinics.

Employee Health would like to thank the UVMMC nurses, Vermont Tech nursing students and instructors, UVM nursing students and instructors, Albany Pharmacy School students and pharmacists who participated in these clinics. The clinics would not have been possible without the assistance of all these wonderful people.

Employees / volunteers can still receive their flu vaccine at the outpatient pharmacies at the Main Campus, Fanny Allen Campus and 1 South Prospect or call Employee Health at x71300 for an appointment.

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**SAFE MOBILITY TRAINING TO KICK OFF IN JANUARY**

Starting January 2020, UVM Medical Center will roll out a Safe Mobility Program that will introduce new equipment and staff training to reduce injuries, promote early mobility and improve patient outcomes. Stay tuned for updates in upcoming issues of ONE!

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**Grants Available from the Children’s Miracle Network to Support Staff Ingenuity**

Do you have an innovative project or program idea that would improve the health and well-being of our pediatric patients? Could you envision philanthropy fueling your idea?

If the answer is yes to both, the UVM Children’s Hospital Children’s Miracle Network Fund grant opportunity may be what you are looking for. By pooling gifts from our community members and corporate partners intended to support the areas of greatest need at our children’s hospital, we are able to offer support to forward-thinking projects and programs identified by children’s hospital staff. Projects must meet certain criteria. Applicants are first asked to complete a letter of intent. Qualified projects will then move to the application round. All applications will be evaluated and voted on by our allocations committee.

Funding opportunities are available two times a year.

Letters of intent for the next grant cycle are due by February 17, 2020. You can learn more about the application process [here](#).
StorySlamRx—Voices in Medicine Thursday, January 23, 2020

Join us for an evening of true stories told by members of the UVM medical community.

The theme for this year’s StorySlamRx is LOST & FOUND. Have you ever lost something or someone? A credit card, keys, romance, purpose or identity? Or maybe you found or discovered it. Join us at the UVM Larner College of Medicine Hoehl Gallery (HSRF100). Doors Open at 6:45pm. Cash bar open until 9pm.

All members of the LCOM & UVMMC Communities are welcome.

RSVP here: bit.ly/StorySlamRx2019

JASON RENGO
Exercise Physiologist Sr
Cardiac Rehab

“Cardiac rehab is rewarding because I’m able to provide the tools for patients to implement lifestyle changes and reduce barriers to care.”

FACES
of The University of Vermont Medical Center

HIPPA MATTERS

Protecting Patient Privacy
Protecting patient privacy is an essential part of our work. Starting with this issue of ONE, the Compliance and Privacy and Cybersecurity teams will give you helpful tips and tricks for protecting our patients’ information.

Protected Health Information (PHI) and Email
As of January of this year, nearly 52% of health care data breaches involved PHI stored in emails and email attachments.

Reduce PHI in Email
Workflows that require emailing patient information, even internally, should be reduced or eliminated when possible. Consider using EPIC or departmental folders to share information for work-related purposes. Work with your leader if you have questions about workflows involving PHI in email.

Keep Your Words to a Minimum
When emailing PHI, we use HIPAA’s “minimum necessary” standard as a guide. Before emailing any patient information, ask yourself the following: Does the recipient need all of this information for the task? For example, a recipient may not need the full names and addresses of patients if MRNs are included. The minimum necessary rule applies to PHI in the body of the email as well as all attachments.

Recipients
Carefully review email recipients (including distribution lists) before sending a message to ensure PHI is only sent to those who have a work-related need to receive the information.

Stay tuned for more tips and tricks in upcoming issues of ONE!
Susan Wallace, RN, Sarah Bushweller, PA, Receive Good Catch Award

Susan Wallace, RN, realized that the ordered Tylenol and intravenous fluid were double what they should have been for one of our pediatric patients.

Sarah Bushweller, PA, filed a SAFE report in a prescription for an osteoporosis medication. It turns out the prescription was incorrect, and could have led to a patient believing they should have taken the medication once a day rather than once a week.

Congratulations to Susan and Sarah on these two good catches!

Mary Carpenter, LNA, Receives BEE Award

The BEE Award provides meaningful recognition to our support staff. This award acknowledges those individuals that go beyond expectations every day. The BEE award complements the Daisy award (in recognition of nurses) because you cannot have daisies without the outstanding work of the honey bees. Mary Carpenter, LNA, Unit Secretary, Miller 5, received the BEE Award this month. Here are some words from the patient who nominated her:

“She took the time to help me get my colored pencils sharpened and while that might not seem important to some, to me it is the piece of sanity that keeps me going while I’m hospitalized. She deserves to be acknowledged many times over! She is a treasure worth more than we realize to this hospital community.”
Jenn DeMaroney was recognized for her role in starting the Honor Walk for organ donors.

**Jenn DeMaroney Receives Vision Award**

Congratulations to Jenn DeMaroney, Organ Donation Coordinator, who has received the Vision Award for her role in starting the Honor Walk for patients who have become organ donors, and her perseverance on behalf of our patients and families.

**Nicole Dragoon, RN, Recognized for Research**

Congratulations to Nicole Dragoon, assistant nurse manager, who was recognized as a runner up for work she presented at the 11th Annual Nursing Research and EBP Symposium.


**Congressional Staff Visit Pharmacy**

On November 14, the UVM Medical Center Pharmacy Department hosted Pollaidh Major from Senator Leahy’s office and Thifeen Deen from Representative Peter Welch’s office. During their visit, members of the Pharmacy Department spoke with Pollaidh and Thifeen about drug pricing and drug shortages and provided a short tour around the pharmacy and related areas.

**Terry Rabinowitz, MD is Co-Editor**


Peter Van Buren, MD, has received the UVM Medical Center Leadership Award. He was recognized by his colleagues for his work in developing the Extracorporeal Membrane Oxygenation (ECMO) program, an advanced life support technology proven nationally to be the most effective treatment for Refractory Respiratory failure. Since the launch of the program in February of this year, this technology was used in two cases, and the patients’ lives were saved.

**Peter Van Buren, MD, Receives Leadership Award**

The UVM Medical Center has established a confidential disclosure mechanism through its Compliance and Privacy Hot Line, a toll-free telephone line, to enable employees, residents, staff and patients to report instances of noncompliance and/or make inquiries on compliance issues. The Compliance Hot Line can be reached at: (800) 466-7131 or (802) 847-9430, or via email at ComplianceOfficer@uvmhealth.org.