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Employees Show Their Pride

Employees and medical students joined community members for the annual Pride Parade.

“It was an amazing experience! A wonderful reminder for me, of the pioneers who fought for the rights that exist today and may we never take them for granted, in moving forward with work that still needs to be done,” says Andrea Brett, Health Assistance Program Case Manager.

Entry-Level Wages Begin Climb to $15/Hr

Effective August 27th, we increased our current wage floor from $11.79 per hour to $13.00 per hour (the Vermont minimum wage is $10.50 per hour). This increase is another step forward in our organizational goal to reach $15.00 per hour as our wage floor by 2020.

In the fall of 2006, our organization implemented a “wage floor” for our entry-level positions, to be a leader in starting wages, and to pay above the state or federal minimum wages.

Over the years, we have increased our wage floor. We see our wage floor as an opportunity to benefit our colleagues in entry-level roles who help us achieve our mission of high-quality, patient and family-focused care. It also enhances our ability to recruit and retain the best candidates for these jobs.

“Increasing our wage floor is another way to show value to many employees in our organization who make amazing contributions every day on behalf our patients, families and all of us within the organization.”

Laurie Gunn, Vice President, Employee, Patient and Family Experience

Q What is a wage floor?
A A wage floor is the minimum hourly rate paid to employees within the organization.

Q Why are we increasing the wage floor?
A We think it’s the right thing to do! We review all our pay ranges on an annual basis to ensure they are competitive. We have also focused on providing compensation to positions in our entry-level pay grades at a rate above the state and federal minimum wages, and minimum wages offered by other local organizations.

Q What is the new wage floor?
A The new wage floor is $13.00 per hour.

Q How was the new wage floor determined?
A We have an organizational goal to reach $15.00 per hour by 2020. Our plan is to increase the wage floor according to the following schedule: $13.00/hour in 2018, $14/hour in 2019 and $15.00 in 2020. We also understand during that time we will need to address the impact to other positions in pay grades close to our entry level positions, as our wage floor increases over the next several years.
Regional Transport & Transfer Service Takes Off

Faculty Practice intensivist Ryan Clouser, DO is medical officer of the network’s Regional Transport and Transfer System (RTS), which includes responsibility for capacity management issues at UVM Medical Center. He is an associate professor of Medicine.

Q: So the RTS is up and running—how is it going?
A: It’s been a huge learning curve—a different way to do things. Our staff includes patient placement phone intake nurses and a lot of new folks who we’re orienting. But things are smoothing out.

We’ve been taking calls for the network for places like CVPH, mainly, which is our other primary transport hub. We started by bringing on Elizabethtown, then Porter, Alice Hyde, CVMC and then CVPH in June. We’re also trying to get people outside the network up to speed.

Q: How has RTS been received outside the network?
A: We’re getting helpful feedback and everyone’s been patient with us. The biggest change is that when physicians need to transfer a patient, they will call a central number, rather than calling another hospital directly. Now, those patients may be sent to CVPH.

Other medical facilities outside the network will be added to the system later this fall, so they’re aware that RTS exists. We’ve had issues with outside hospitals wanting consults—they used to call PAS (Provider Access Service), but because those calls rarely create a transport, RTS didn’t know about them. We’re sorting that out so everyone knows about it.

Q: Have you had feedback from patients?
A: Not yet. We do have a patient and family advisor on our quality committee who has been really helpful and appreciative of what we’re doing.

The whole point of RTS is to be patient and family-centered. So we try to first honor patient and family requests (for placement), but this is a new way of thinking, especially for critical care. When someone is calling to get a patient transferred, our goal is to get them to the closest bed to take care of what they need. We want to use network resources wisely and manage the beds better.

Staff and physicians aren’t aware of where there are available beds with the right level of care, so we’re trying to bridge that divide. It’s critical that we use network resources wisely and better manage the beds across the network.

Q: How are you addressing transport issues?
A: We’re working to improve care during both air and ground transport. The helicopter we’re using from Dartmouth-Hitchcock is now in service, and we hope it will significantly increase transport speed and decrease time out of hospital for super-sick patients, which is crucial for quality.

We’re planning on adding new ground transport bases around the region and are focused on having the right crew and the education, resources and equipment to support them. This is particularly important for providing support to very rural communities in New York and Vermont. Using these small rural agencies for inter-facility transport takes them out of circulation for 911 calls. That’s a big public health problem and a piece we have to fix, and that’s going to take time and working with folks in the community.

Q: Is there one thing that’s been key in building this new structure?
A: I’ve met with a lot of people about what we can do—just meeting them has been helpful. Building those relationships will be what makes the network function like it should and be the best it can be. We’ve also had tremendous leadership support. Kent Hall at CVPH (chief medical officer) and Eileen Whalen at UVMCC (president) are our executive sponsors. Kent, especially, has been a good mentor and generous with his time. He’s connected me with a lot of folks I need to know.
New Surgery Waiting Room Opens

Late last month, the new Surgical Waiting Room officially became the first area within the Miller Building to open to the public. The new space reflects extensive input from our staff and our patient and family advisors.

One of those patient and family advisors was Shelly Masson, who says the group convened several times to review the architect renderings, view the space, and to work together off-site to help select the furniture and artwork.

“There was a lot of thought put into the many needs of those who would be waiting,” she says. “We wanted to ensure that there was space for kids; space for work on laptops and other devices; and comfortable places to sit. A lot of our work revolved around the concept of ‘nesting,’ as people need to spend long periods of time in this area.”

Another important consideration was making sure the space reflected a free flow of information, and the group addressed this by ensuring that the main desk in the room acts as a true information hub. The group also focused on the form and function of the consulting rooms, where physicians share confidential information with the patients’ families. In the new space, these rooms feel nurturing and private.

Says Mo Citro, who helped lead the group effort, “The synergy of the group, which included health care professionals and patient and family advisors, really helped us address the many needs of our families who may have a long wait.”

NEW SURGERY WAITING ROOM FEATURES

• More Space: The total area of the old waiting room and consult rooms was approximately 1,360 square feet. The total area of the new waiting room and consult rooms is approximately 3,110 square feet.

• Emphasis on Comfort: The furniture includes loungers and the seating arrangements, which include pods for families to sit in greater privacy, are designed to improve access and comfort for families and other visitors.

• Aesthetics Create a Pleasant Atmosphere: Staff and Patient and Family Advisors provided input on the lighting, artwork and color schemes, creating a cheerful, welcoming environment.

• Supporting Privacy: There are now five consult rooms, up from three in the old space. Two larger rooms can accommodate bigger families.

• Infection Prevention: The furniture and carpet has been carefully designed to reduce the risk of contamination and infection.

• Safety First: Fire doors, security cameras and a panic button address safety features such as Code Red and Code Silver.

• Connecting Families and Care Teams: The space has been designed around the needs of those who are waiting for extended periods of time, with space for families to sit together and areas for laptops.

• Keeping Children Occupied: The space has been designed around the needs of those who are waiting for extended periods of time, with space for families to sit together and areas for laptops.
On the Move, at Home and at Work

Sarah Hoffman, RN, is a goal-driven person. Recently, she’s taken up running and is working up to running a 5k. She was already active, hiking and spending time outside with her family, so becoming an aspiring runner seemed like the next step. “It’s helpful for me to set goals for myself,” she says, “Even if the goal seems hard to achieve, I’ll set it and it gives me something to focus on and work towards.”

Sarah set goals for herself throughout life, even when things felt directionless. Originally from upstate New York, she was initially unsure about her career path. It wasn’t until her mother became very sick and she spent time with her in and out of the hospital that she realized her passion. “Those experiences defined for me how nursing can have an incredible impact on their patient’s and family member’s lives.” She went back to school, first earning her associate’s degree at Clinton Community College, then continuing on to earn a bachelor’s degree in nursing, and eventually earning her master’s degree in nursing in 2016.

In 2005, Sarah came to the UVM Medical Center as a traveling nurse. She immediately loved the culture and the people she met here. After about a year, she accepted a position as a staff nurse. Over the years, her hard work has led her to a number of different positions, including nurse educator and assistant nurse manager. She currently works as the nurse manager and supervises a staff of about sixty-five nurses and LNAs in Shepardson 3 North.

Sarah has also been involved in the planning process for the new Miller Building. She helped plan the design of the space and thought about how to transition patients and staff. Her area, Shepardson 3 North, will move into the building, so she will have the opportunity to see her planning in action. “I am so excited for our move to the Miller Building!” she says, “It will increase our efficiency and will support a culture of collaborative care with our multidisciplinary partners. Each of these aspects will benefit our patients, families, teams, and community.”

There are many reasons why Sarah continues to enjoy her work here, but she says it’s the people first. “There’s a diverse and wonderful community that works at this organization. I really feel like we consistently put our people first. “There’s a diverse and wonderful community that works at this organization. I really feel like we consistently put our people first. Over the years I’ve had many opportunities to learn and be mentored, all of which have supported my professional growth. These experiences are evidence to me of how we facilitate a supportive culture for our employees.”
Epic Update

Here at the UVM Medical Center and around the UVM Health Network, the Epic team has been engaging with staff to define and support clinical and non-clinical workflows to ensure the electronic health record meets the needs of each of our hospitals.

**UVM Medical Center Epic Upgrade—November 11, 2018**

At the UVM Medical Center, the Epic team has hosted a number of road shows highlighting the significant changes users can expect to see with the upgrade in November, which includes enhancements and improved functionality, as well as improved efficiency. The Epic team will explore these changes further as we approach the beginning of upgrade training (10/1) in preparation for go-live November 11. Successful implementation of this upgrade is helping to pave the path for our organization to be ready for the move to the Network version of Epic in November 2019.

**UVM Health Network Epic Rollout—November 1, 2019**

Since holding open houses and other UVM Health Network-wide Epic project kickoff events earlier this year, the UVM Health Network Epic team has been on the road, visiting all Network partners included in the first wave of the 2019 Epic rollout. The goal is to share more detailed information about what Epic will look like at each organization, provide demonstrations, address concerns and answer questions.

**We Need Your Help!**

The Epic team is grateful for the support it has received so far from UVM Health Network clinical and non-clinical staff. We need you, our subject matter experts, to stay engaged throughout the project, continuing to respond quickly when asked for input. The Epic team will also soon be looking for Epic Super Users who can test different areas of the new system and provide feedback.

For further information or if you have any questions, please email us at: epicproject@uvmhealth.org.

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Get Unstuck with the hiCOlab Design Clinic Team

At hiCOlab, we’ve heard from network colleagues wanting to enlist our design and innovation methodology to help them work through seemingly intractable problems or develop creative yet unrealized ideas for meaningful change. While we can’t take on every project request, we want to be a resource for as many teams as possible.

The hiCOlab Design Clinic is open to any UVM Health Network individual or team. You can meet with our team, share a problem or idea, and we can creatively explore together how to get unstuck.

We can help you reframe a problem using design thinking, visualization and a human-centered approach.

Sign up: Click here to view current available time slots and sign up for a 1-hour session. Then, come meet with us in our design studio at 1 South Prospect Street in Burlington.

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FACES of The University of Vermont Medical Center

**MICHELLE NADEAU, RN**
Staff Nurse III, MICU

“I am a nurse—and a colleague, a mentor, a student, a patient and a member of this community. I am inspired to support families to reach the next stage of healing and encourage my colleagues to achieve excellence.”
Get Your Flu Shot!

It’s that time of year again—the days are getting shorter and the sun is making fewer appearances. Just around the corner is flu season, and that means it’s time for us to remind you about our responsibility to stay as healthy as we can for our patients, their families and the community-at-large.

This year we aim to make great strides in meeting our regulatory requirement of a 90% employee flu vaccination rate by 2020. As an incentive, your flu shot can earn you $35 back in a future paycheck. Simply register your flu shot as your 2018 $35 preventive health activity on the Employee Wellness website. And you don’t have to get your vaccination here—if it’s easier for you to do it off-site, just bring in documentation to Employee Health to ensure you are included in the employee vaccination rate, and remember to log it on the Wellness portal.

Vaccination is available to UVM Medical Center Employees and Volunteers with badges.

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<th>Date</th>
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<tr>
<td>10/08/18 (Monday)</td>
<td>6:30 am – 6:30 pm</td>
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<td>40 IDX Drive 1st Floor—Athens Conference Room</td>
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Beginning 11.01.18 (Thursday): Drop-in Flu Vaccines are available at the Outpatient Pharmacies at Main Campus, Fanny Allen, and 1 South Prospect Street. Please bring your employee/volunteer badge.
Line Chef Takes Winding Path to Career

When it comes to Kevin Delony’s passion for cooking, his mother is always trying to take the credit. Kevin, a line chef at the Harvest Café, started cooking when his mother, who also worked at a hospital, would take long shifts on the weekends, leaving Kevin to figure out his own meals. “I learned how to make grilled cheese, jello, macaroni and cheese, and I could pour a mean bowl of cereal,” he says today.

Kevin was born in New York, grew up in Los Angeles, went to college in Tennessee, and calls himself a nomad. His introduction to the food service industry came in the form of a job at Pizza Hut when he was in college. It wasn’t exactly a culinary inspiration, but it was an easy way to make money as he went through school and it provided an entrée into the world of food service.

Working on a dinner train in Kalamazoo, Michigan, he met a professional chef who had graduated from the Culinary Institute in New York. The chef showed Kevin how cooking could be creative and inventive—and he was officially smitten.

Briefly, he took a bit of a u-turn and tried out architecture school. But cooking was never far away from his thoughts. He took a job at the Phoenician Resort, where he cooked for Microsoft and Mattell, and celebrities like Paul Simon, and he thought: Do I really not want to be a chef? Why am I making this choice?

Ultimately, it was Kevin’s wife, Jennifer—a native Vermonter from Stowe—who brought him to the Green Mountain State. Serendipitously, he found a job here at the UVM Medical Center and has never looked back.

Kevin also uses his culinary skills to help others. He worked with Leah Pryor, a chef educator here, to teach some of the HealthSource classes—free educational programs that we offer to help promote a healthy lifestyle. Kevin assisted with the Food Matters series, classes that focused on maintaining health during chronic illness. Previously, he supported and helped out with these classes, but in the fall, he will teach his own.

At work, Kevin enjoys being creative and flexible with meals. He also finds it rewarding to see people enjoying what they’re eating. “There’s a mentality about hospitals that the food is just going to be this processed jello and pot roast, like you see on TV. But we have so much fresh food and good ingredients—we’re able to get positive feedback about the food from patients and staff.”

“...We have so much fresh food and good ingredients—we’re able to get positive feedback about the food from patients and staff.”

KEVIN DELONY

MYKA MCKINNON, LNA
Licensed Nurse Assistant, Inpatient Ortho/Urology

“Being an LNA has always been my heartfelt passion. I know I can make a difference by caring for people with compassion, understanding and a positive attitude. Doing this can empower others.”

FACES
of The University of Vermont Medical Center
Family Heritage Inspires Medical Career

Earlier this month, the border between Ethiopia and Eritrea, two countries located in the Horn of Africa, opened for the first time in two decades.

For first-year medical student Isaac de la Bruere, the milestone was personal.

Born in Cleveland and raised by his Vermont-born mother in Colchester, Isaac had a connection to Eritrea through his father and extended family, who were displaced during the civil war between Ethiopia and Eritrea.

As it turned out, coming face-to-face with his heritage was one of the factors that led Isaac to medical school.

But first, there was the business of growing up in Vermont, and it wasn’t until Isaac was in high school that he realized he was even interested in science. Initially, he was drawn to sports medicine, and for a while he thought about being a physical therapist.

Then came the visit to Ethiopia to meet his grandparents. “Seeing a place where the health care that we take for granted is so out of reach inspired me to become a physician.”

Further inspiration came in the form of good old-fashioned 9-5 labor when, during his gap year, he worked a series of retail jobs while recovering from an ACL tear. “I remember people telling me not to be complacent about pursuing my goals. That made me realize that if I wanted to be challenged I needed to make it a priority. It really lit a fire under me.”

Having attended UVM as an undergraduate, he was drawn to the Larner College of Medicine, where he felt an affinity for the spirit and rigor of the school. “It’s tough, of course, but people here are happy. As a student, you feel supported.”

On August 13, Isaac officially started his journey to become a physician.

The first few weeks have been a whirlwind: intense classes in things like cell signaling and pharmacodynamics. Assignments to read over 100 pages in a single night. Exams every two weeks. But Isaac has a calm outlook that will undoubtedly sustain him. “I need to develop more strategies to be smart about how I study,” he says. “That will make it more manageable.”

And in the meantime, his mother does occasionally visit his Winooski apartment to provide other forms of sustenance: care packages.

Looking forward, he’s wide open in considering what specialty he might ultimately choose. But one thing is certain: once he is a physician, he plans on taking his expertise to an area in need somewhere in the world.

“I’m so lucky. When I was in Ethiopia I saw people just like me who had never been given a chance. I have to make the most of this tremendous opportunity I’ve been given.”

In upcoming issues, ONE will follow Isaac’s experiences at UVM’s Larner College of Medicine.

RICHARD DICKHAUT
Lead Case Management & Social Work

“I often reflect upon how I would want to be cared for and use that as my guide. Respect, dignity and caring are the pillars that frame my practice.”
Alzheimer’s Association Walk

Twenty-four Memory Program staffers hit the pavement for the Walk to End Alzheimer’s Disease on Sunday, September 16, raising over $4,000. Back row: Owen Drudge, Rudy Chase, Michael LaMantia, William Pendlebury

Middle row: Evelyn Sikorski, Ema Gernander, Ashley Tierney, Isaura Menzies, Joanne Chase, Stacie Reed, Lisa LaMantia, Jordan Kimball, Jennifer Hall; Front row: Rebekah Duprey, Lauren Curtis

Photo by: Joan Marsh-Reed, Team Captain, Vermont Association of Hospitals and Health Systems

Enter the “Fall Focus” Healthy Selfie Giveaway

Runs September 23, 2018 through October 21, 2018

Fall into a healthy habit this fall season. The UVM Medical Center hosts the “Fall Focus” Healthy Selfie contest and giveaway on Facebook now until October 21. Share your “healthy selfie,” a photo of you doing something good for your health! Submit a photo and caption in order to be entered into the giveaway. Enter now at http://ngx.me/2j94Jxl.

We will give away two $25 Amazon gift cards every week between September 23 - October 21, 2018. That means you have eight chances to win! You may enter the giveaway as many times as you like. Winners will be notified via email, Twitter reply, or Instagram comment. You can enter as many times as you like.

Prizes are generously sponsored by New England Federal Credit Union.

HERE IS HOW TO PARTICIPATE:

1. Snap!
   Take a “healthy selfie,” a photo of you doing something to improve how you move, eat, sleep, or reduce stress. You can include friends and family in your selfie, too. Get creative and have fun.

2. Share
   There are two ways to enter the giveaway: 1) Upload your photo by clicking “Enter Now” in the navigation above, or 2) Share your selfie on Twitter or Instagram and tag it with the hashtag #FallFocus. Make sure your profile is set to public!

3. Win
   You will be entered to win a weekly prize: a $25 Amazon gift card, generously sponsored by New England Federal Credit Union. Use it to invest in your healthy lifestyle!
Nursing Student Savors Every Moment

Two years ago, Kim O’Leary left behind full-time work in Marketing & Communications at UVM Medical Center to begin her journey through medical school. Fast forward a year, and she shifted to the pre-Nurse Practitioner track. Here’s more on her story.

If she isn’t on the sidelines of one of her kids’ soccer games, or working with her cohort members in our Clinical Simulation Laboratory, you might find Kim in the Dana Medical Library—studying.

So it is for this nursing student, who will be spending the first of her four-year Doctor of Nursing program earning her RN degree. She’s now in week 4.

The first week, she says, was a little disorienting. “I had some trouble finding my feet—just getting used to the schedule and figuring out how to fit everything in.”

By week 3, she’d developed her strategy: don’t waste a minute. “I plan my days down to the minute. Every hour serves a purpose, whether it’s studying, having family dinner or even taking just a little time to relax.”

Her school days are a bit of a blur. At the moment she’s studying pathophysiology, pharmacology and elder care. She’s also getting hands-on training in the Clinical Simulation Lab and with standardized patients, learning the fundamentals of nursing and the nuances of patient-centered care. “It’s basically all about learning practical nursing skills in a safe environment. It really takes you beyond what you are learning from books and brings it to life.”

Later this month, she will begin doing clinical rotations with College of Nursing and Health Sciences faculty, starting at Starr Farm Nursing Home.

“I’m amazed,” she says, “at how much information has been crammed into my brain in such a short period of time.”

She’s enjoying the collegiality among her nursing school colleagues. It’s a small group—only 22. Kim recently set up a Facebook page so they can share study strategies.

Most of all, she is thrilled to be beginning her journey to becoming a nurse. “The work itself is so much fun. The road getting here has had some unexpected turns, but I feel confident that this is where I should be—and I’m looking forward to the next three years.”

And that will most likely include more meticulous planning of her ever-busy days.

Stay tuned for more on Kim’s experiences in nursing school in upcoming issues of ONE.
Opening Doors in Addison County  by Gillian English

When Donna Chicoine, RN, volunteers at the Open Door Clinic, she does a lot of the same things she does here at the UVM Medical Center. She collects the patient’s chart, brings patients to the treatment room, checks their blood pressure, and asks what brought them in. What’s different is that these patients don’t have the option of being seen by a health care professional elsewhere. The Open Door Clinic is for people who have limited or no health care coverage.

The clinic has been around since 1990. It all started in a bus, purchased with the help of a grant from Ben and Jerry’s. Clinical staff operated the clinic out of the bus until 1993, when they established a standing clinic in Middlebury. By 2010, they were able establish another clinic in Vergennes. Over time, the work of the Clinic has expanded to include helping patients apply for health insurance, offering mental health services and dental care.

The clinic has a longstanding connection to Porter Medical Center, which provides support in a number of ways, including offering clinical space; providing a voucher program for clinic patients without insurance for access to ancillary services; and in providing Porter clinical staff as volunteers.

“I’ve been volunteering there for about 15-20 years,” Donna says. “You meet such a diverse group of people and there are people in need who are very grateful to receive care.”

Janet Golden, RN, who also volunteers at the clinic, says people at the clinic are incredibly appreciative. “I have a set of skills that I’m able to give to people who desperately need care. It feels good to be able to help.”

Above: Bill Kunkel, RN; Left: Janet Golden RN and Donna Chicoine RN

For Bill Kunkel, RN, volunteering has given him a new perspective on a nationwide issue. “You see statistics in the news about people who are underinsured or have no insurance—working at the Open Door Clinic really puts a face on it. You really meet needs for people who wouldn’t be getting help elsewhere.” Bill also says despite being a nurse with busy hours, it's really easy to make time for the clinic. He can go in just once a month and the clinic is grateful for the help.

The Middlebury Open Door clinic is open every Tuesday night and one Friday morning a month. The Vergennes clinic is open two Thursday nights per month. They welcome all types of health care providers and medical interpreters, and are currently most in need of nurses and EMTs.

To learn more about how to volunteer or to make a donation, visit opendoormidd.org or call (802) 388-0137.

Suicide in Vermont: Learn More in our Blog, Vermont’s suicide rate is higher than the national average. Learn more about risk factors.
Pushing Back at Parkinson’s Disease  
by Gillian English

It all began with an exercise class for people with Parkinson’s disease. When the Frederick C. Binter Center for Parkinson’s disease and Movement Disorders opened, an immediate goal was to provide more exercise opportunities for patients with Parkinson’s.

There is a lot of evidence that shows exercise is helpful for the movement challenges that come with the disease. The Binter Center supported Physical Therapists Parm Padgett and Maggie Holt’s efforts to learn more about how to address the specific needs of people with PD.

PushBack at Parkinson’s disease focuses on providing exercises that are beneficial to patients in a supportive and encouraging environment. The program revolves around a team-based approach where the patient is a “player” and a group of players are supported by “coaches” and “partners”.

“We’ve come up with a set of exercises that people really seemed to thrive on, and more importantly they’re doing them on a regular basis. That’s what really seems to help them,” says Maggie, who co-leads the program.

As the benefits of the program became clear, the Binter Center started to receive donations, including a large anonymous gift that helped further develop the program. This led to the expansion of PushBack into several Vermont communities. The goal is for access across the UVM Health Network in the next five years. This growth is made possible through collaborations with community gyms, local physical therapy practices, and volunteers who are organized through Vermont Adaptive Ski & Sports. The program recently expanded to Central Vermont. Classes started August 7 in Barre and in Berlin on August 27.

Maggie and Parm work together to spread the word about PushBack and teach other physical therapists, coaches and volunteers the exercises and the rationale for them.

Maggie says the players are extremely grateful for the opportunity to work hard, and they usually finish sessions feeling more limber, more energetic, and in less pain. People are literally “pushing back” against Parkinson’s as a team—and this is a lot less lonely than doing it alone.

Maggie and Parm are collaborating with UVM’s Rehabilitation and Movement Sciences Department to design a qualitative study to understand what makes patients come back to exercise and are finding the ingredients that help them stick with it.

Pushback for Parkinson’s is looking for volunteers! If you are interested, contact Maggie Holt at (802) 847-5722 or e-mail her at Margaret.Holt@uvmhealth.org.

Maggie Holt has received the Vision Award, in recognition of her work as a valued member of the Binter team—and her efforts to help Parkinson’s patients through the Pushback program. One of her nominators cited her “natural focus and passion for helping people live healthy and engaged lives across the age span.”

CONGRATULATIONS, MAGGIE!
AWARDS & RECOGNITION

Lynn Tetreault, Lana Huante Receive Academic Care Award

Senior Clinic Sonographer Lynn Tetreault has received the Academic Care Award for advancing the success of our prenatal cardiac program. Over the past year, she has been responsible for organizing the team’s application to the Intersocietal Commission for the Accreditation of Echocardiography Laboratories in order to gain full accreditation for the Maternal-Fetal Medicine program. In addition, Lynn fostered a teaching environment for the sonographers and fellows, and helped patients arrange complex care at both UVM Medical Center and referral institutions.

Lana Huante, Operations support specialist for Vascular Surgery, has received the Academic Care Award in recognition of her dedication, innovation and hard work. She has volunteered her experience and knowledge to other departments; she coordinated the first-ever Code Silver drill in the ACC, and she spearheaded multiple projects that support our mission of patient education. Congratulations to Lynn and Lana!

Emily Greenberger Receives Good Catch Award

Emily Greenberger, MD, submitted a SAFE report noting that the Epic dosing buttons for insulin could be misleading and did not clearly align with ADA recommendations. Her SAFE report was reviewed by the Inpatient Glycemic Control Committee chaired by Matthew Gilbert, MD, Director of Inpatient Diabetes. As a result, process is now in place to make changes to align the order set with current evidence-based guidelines. Thank you, Dr. Greenberger, for taking the time to report your concern.
From Garbage to Green Energy

Energy Produced at Canadian Landfill Tapped to Power Doctor’s Offices

UVM Medical Center has become one of the first participants in the Vermont Gas Renewable Natural Gas Program, which is currently capturing methane from a landfill in Quebec. We have committed to purchasing renewable natural gas equal to 50% of its regular usage at several local doctor’s offices and other locations. These facilities will move to 100% renewable natural gas in 2019. The program is expected to reduce CO2 emissions by 1170 metric tons over the next 12 months, equivalent to removing 251 cars from the road for a year.

“Using this alternative to fossil fuels allows us to reduce our carbon footprint and continue in our mission to be a leader in sustainable health care,” said Ashley Bond, manager of Property and Real Estate Services. “Teaming up with Vermont Gas was a natural choice because we have the peace of mind of energy reliability.”

Several UVM Medical Center offices and properties are currently enrolled in the Vermont Gas Renewable Natural Gas (RNG) program, including:

- Health Centers at Blair Park, Williston
- Dialysis, South Burlington
- Family Medicine, Milton
- Family Medicine, Hinesburg
- Adult & Family Medicine, South Burlington
- Distribution Center, Williston

While the program currently sources RNG from the Quebec landfill, Vermont Gas plans to add new local sources, including a farm digester in Salisbury, Vermont, as well as a new RNG plant in Canada. Farm digesters that break down manure and food scraps offer the added environmental benefit of reducing phosphorous runoff into Vermont’s streams, rivers and lakes.

Working Together,
We Improve People’s Lives

Hearing from our Patients

“I suffered with chronic hip/leg pain for 3½ years which had been misdiagnosed. I was referred to UVM Orthopedics and Dr. M. Blankstein. He listened to me with an attitude of caring. He ordered x-rays and explained what I needed was an anterior hip replacement. I trusted him. I woke up the next morning after surgery, walking with a walker and went home at 3:00 pm that day (4 months ago). Have not had any pain since before surgery. I forget I even had surgery. I have my life back.”

–TJ Williams, Stowe

Register now for 2nd Network Integration Summit

Join us Nov. 2-3 in Stowe for the UVM Health Network Medical Group’s second Integration Summit, “Defy Convention.” Over these two days we will explore how to push through the noise and build a network that works for us and our patients. Hear from national thought leaders and local panelists on population health, mindfulness in medicine, inclusion and innovation, how to approach change and how the patient-physician relationship has been lost.

Learn more and register online.

COMPLIANCE & PRIVACY DEPARTMENT INFORMATION

The UVM Medical Center has established a confidential disclosure mechanism through its Integrity and Compliance 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.