



COMMUNITY HEALTH SERVICES
OF LAMOILLE VALLEY*

Valley Health

Summer 2016



Stowe Family Practice wins practice of the year

Stowe Family Practice was awarded 2015 Practice of the Year by the University of Vermont Department of Family Medicine and the Vermont Academy of Family Physicians for providing excellence in office-based teaching in a family practice environment. This award is given annually to recognize commitment above and beyond the standard contributions to teaching programs. Stowe Family Practice is a part of Community Health Services of Lamoille Valley.

Stowe Family Practice doctors Katie Marvin and Bob Quinn volunteer their time to work with and teach medical students and family medicine residents. “I was so overwhelmed by the emotion of receiving this award,” Quinn says. “All of our residency teachers were there and it really felt like such an honor.”

“I was a teacher before medical school, and have always loved watching people learn,” Marvin explains. “We hope to attract more medical students into the field of family medicine, and while they are here I am often reminded of the exciting variety of what we are trained to do. I look forward to the days with students here.” Marvin is spending additional time this coming year working with residents who are interested in addiction medicine.

The Stowe Family Practice providers, nurses, and front staff are committed to the teaching experience, especially office manager Nicki Bailey, who organized the necessary compliance paperwork for medical students to be at the clinic. MAT team member Katie Whittaker, R.N, helped with the addiction medicine teaching days. The students would not have gained the experience without

the consent of patients, who almost universally allow for the medical students to be present, often for very personal conversations and exams.

“We see teaching as carrying on a tradition which is an essential part of medical training,” says Marvin. We were taught by volunteer physicians and now have the opportunity to give back. It is worth the time it takes to listen to questions, sit and talk about the current culture of medicine, and hear great ideas from up-and-coming young physicians.”

A check for \$1,000 was awarded along with a plaque, and Stowe Family Practice is donating the financial gift to the Lamoille Family Center. “It seems fitting that the money be used to support another great, local organization that also provides essential teaching and guidance to the mothers, fathers, and children of our area,” Marvin says.

Teamwork and the Corporate Cup

On May 12, CHSLV sent six teams to the Vermont Governor's Council on Physical Fitness & Sports Corporate Cup & State Agency Race in Montpelier. Over 4,000 people of all ages, all employed in Vermont, took part in the Corporate Cup, now in its 33rd year.

Each of CHSLV's six teams consisted of three members with a wide range of running experience, from college athletes to fitness runners to never-ever racers. "Departments represented this year included billing, coding, human resources, analytics and informatics, Behavioral Health and Wellness, Stowe Family Practice, Community Dental Clinic, and Applesed Pediatrics, a much broader collection of CHSLV staffers than in previous years," says Senior EHR Systems Specialist Diana Smith, who volunteered to organize the teams, keep them motivated, and get them to the race on time.

The idea of CHSLV teams at the Corporate Cup sprang from a conversation about Lacing Up for Cancer, an event CHSLV sponsors. "Someone mentioned entering the Corporate Cup and the idea grew from there," explains Smith. "We seemed to have growing interest with return racers, newcomers and staff who just wanted to be part of the fun!"

The event was held in downtown Montpelier. "Everyone did better than they expected," says Smith. "The Corporate Cup is amazing and the community support was fabulous. We ran through neighborhoods where people handed us water, a live string band played Irish music, kids gave us high fives. It was crazy the amount of people on the side of the road supporting the racers."

Smith is already planning for next year's Corporate Cup, the second Thursday in May. "We already have teams lined up, and we hope to all of CHSLV's departments will be represented."

CHSLV Logistical Support Team

Julie Chase
Ashley Cote

The Valley Girls

Vicki Emerson, Captain
Sandy Beynnon
Jessy Allen

Chicks with Kicks

Tiffany McKusick, Captain
Tracy Patoine
Kate-Lynn Pal

Kick the Asphalt

Darcy Bohannon, Captain
Leslie Llewellyn
Anne Pilbin

Misfit Madness

Jenna Boudreau, Captain
Nicki Bailey
Heidi Ainsworth

Rapid Thigh Movement

Julie Stevenson, Captain
Anne Hughes
Kacie Miller

Keeping Abreast

Diana Smith, Captain
Kathy Mai
Melissa Volansky



Project DULCE...

ensuring quality care for newborns

Appleseed Pediatrics, part of Community Health Services of Lamoille Valley, is partnering with Lamoille Family Center to bring a new program to the Lamoille Valley called Project DULCE—Developmental Understanding and Legal Collaboration for Everyone. Project DULCE's purpose is to insure that newborns and their families receive quality medical care as well as all the social services and community support they need during the first six months of the newborn's life. It's a three-year pilot program and Lamoille Valley is one of five communities participating countrywide.

Jennifer Chittick of Belvidere is a DULCE family specialist, a social worker, and member of the Children's Integrated Services team at Lamoille Family Center. She is embedded at Appleseed Pediatrics and is the greeter and often the first point of contact when a parent brings a newborn for an exam. Chittick is responsible for providing immediate support beyond the exam room, and that support can be simple or complex. She serves as referral agent, care coordinator, and care manager, embracing a holistic approach to the infant and family's needs.

"I have spent the majority of my career working with adolescents and parents," says Chittick, who herself is the mother of three children ages 6 to 14. "As we develop and implement this project, I'm excited to be a part of the comprehensive team that is there to support a family as they transition into their new life with their new baby."

Chittick grew up in St. Albans and received a bachelor's degree in psychology at Johnson State College. She was previously the Learning Together Program coordinator at Northwestern Counseling & Support Services.

Putting a social worker in a medical practice to help make sure infants are off to a good start is a new innovation," Chittick adds. "A unified collaboration sends a message that we are working together to support all newborns."

Lamoille Family Center serves all of Lamoille Valley, which includes Lamoille County, Hardwick, Craftsbury, Greensboro, Stannard, and Woodbury. Currently there are approximately 2,100 children under the age of six in Lamoille Valley, and about 330 births a year. Of those newborns, about half will see doctors at Appleseed Pediatrics and family practitioners at Morrisville Family Health Care and Stowe Family Practice. Chittick and Project DULCE's services will be available at Appleseed Pediatrics as the demonstration site.

Project DULCE was launched on March 1. In the first 6 weeks Chittick had enrolled 15 families in the program, and expects to enroll 150 families within 12 months. Some of those families will not require her support, while others may need everything the community has to offer, such as child care leads, financial assistance, 3 Squares, counseling, or a ride to a medical appointment. Chittick ensures they have access to all the services they need.

Project DULCE was designed by Robert Sege, MD, PhD, a pediatrician and Division Director of Family and Child Advocacy at Boston Medical Center. During the three-year pilot program, Appleseed Pediatrics and the Lamoille Family Center must meet certain requirements put forth by Project DULCE, such as the Strengthening Families Approach, coordinated by the Center for the Study of Social Policy. The Strengthening Families Protective Factors includes five objectives:

- Parental Resilience—bouncing back from challenges
- Social Connections—networks of support from friends, family, and community
- Concrete Support in Times of Need—basic needs, access to services, and financial assistance
- Knowledge of Parenting and Child Development—timely and relevant information on child development
- Social and Emotional Competence of Children—interacting positively with others, self-regulation, and effectively communicating

If Lamoille Family Center and Appleseed Pediatrics can demonstrate that Project DULCE is successful in Lamoille Valley they hope to secure sustainable funding and expansion to include universal access to all newborns in Lamoille Valley.

For more information call Appleseed Pediatrics, 802-888-7337 or Lamoille Family Center, 802-888-5229.





Raising a glass to Toastmasters

Jose Zirena, MBA, of Morrisville, is the chief financial officer for Community Health Services of Lamoille Valley. Prior to joining CHSLV he worked for a smaller community health center in Miami and his specialty is non-profit management. "The health care field is in my blood. Both of my parents were doctors. I literally lived in a clinic in Peru," he explains.

As a hobby and for personal growth, Jose is an enthusiastic member of Toastmasters International, a non-profit educational organization that teaches public speaking and leadership skills. Toastmasters' mission is to empower individuals to become more effective communicators and leaders. Jose has been a Toastmaster for 20 years and is now working to form a local Toastmasters club in the Stowe area.

How did you become interested in Toastmasters?

Thirty years ago my boss was a Toastmaster. He was a good public speaker and he got my attention. I was very impressed. That was back in my Peru days. I was president of a Toastmaster club in Lima, where they spoke English. When I moved to Miami I became president of another English-speaking club, but would also make presentations in Spanish.



Has it helped you in your job?

Absolutely. I have to make financial presentations at finance and board meetings and I have become very good at it. I also will occasionally fill in to preach when our pastor is out of town. Public speaking is the number-one fear that adults face, but it's not one of my fears. I like public speaking. It's a passion. I like to stand up and deliver. Toastmasters know how to communicate. That is why we are often invited to speak on a subject of expertise.

How does Toastmasters work?

Meetings are held like formal business meetings, run by a Toastmaster. So, besides public speaking, you also learn how to run a meeting. At a meeting, anyone can give a prepared speech. Each speaker is critiqued, and each speaker has an evaluator who tells you what you need to work on. For example, I have been told my presentations are

too long, I need to make them shorter. And there is a master evaluator who evaluates everyone. Someone is always keeping an eye on everyone else.

There are also impromptu speeches, and the table topics master asks questions that you have to answer immediately. You learn how to think on your feet.

So in all you learn four things: how to conduct meetings, give impromptu speeches, present a prepared speech, and offer constructive evaluations. Everyone goes at their own pace. It's an environment that lends itself to education, communication, leadership, and personal growth.

How does someone get involved in Toastmasters?

Anyone can join by filling out an application and paying membership dues, which are about \$100 a year, depending on the club. There are two clubs in Burlington and two in Montpelier, and I am trying to get one started in the Stowe. Anyone can contact me for more information about joining the Stowe club.



Monique Karthaus

our new physician's assistant

Physician's Assistant Monique Karthaus, a longtime resident of Stowe, has joined Stowe Family Practice, a patient-centered medical home and part of Community Health Services of Lamoille Valley.

A physician's assistant for 15 years, Karthaus was previously with Integrated Family Medicine in Montpelier. "When this position became available I realized it was the perfect opportunity to work close to home and be more connected with the Stowe community," she says.

Originally from Ferrisburg, Vt., Karthaus did her undergraduate studies at the University of Vermont and received her physician's assistant degree from the University of New England in Biddeford, Maine. Karthaus's medical interests are broad. She likes working with people of all ages, from infants to the elderly, male and female, and especially enjoys performing minor skin procedures, such as suturing lacerations. Her public health concerns are centered around the increase in obesity, diabetes and heart disease nationally.

"At Stowe Family Practice we focus on prevention and staying healthy and active," she explains. "I like to be genuine and speak frankly with my patients. If you don't stay active and eat the right things, the risks will increase and these diseases will catch up with you. You only have one body and no one else will take care of it for you."

Karthaus likes some of the changes she is seeing in the health care environment. "As practitioners we are becoming less paternalistic and encouraging our patients to be more involved in their own healthcare decision making."

Karthaus enjoys trail running, mountain biking, and cross-country skiing, and lives with her partner of 12 years, architectural designer and real estate agent Geoffrey Wolcott. They have two black Labs who enjoy their outdoor adventures with them. "I feel blessed to be a physician's assistant at Stowe Family Practice. I enjoy helping people with their health concerns and developing trusting relationships. I feel honored in that way. It brings me a lot of joy."



Tiffany McKusick

and Stowe Family Practice's in-house lab



At Stowe Family Practice, much of that lab work is done in house by Tiffany McKusick, MA. She joined SFP over a year ago, when she started as a medical assistant. She gradually took over the laboratory tasks, including processing blood work, sterilizing medical equipment, and ordering medical supplies.

All in-house lab work is done with a finger-prick, and includes tests for lipid panels, glucose checks, urinalysis, pregnancy tests, Coumadin levels, Influenza, Streptococcus pneumoniae (Strep), and others. Results are often ready while you wait. Any phlebotomy work is sent to Copley Hospital for analysis.

In addition to her lab responsibilities, McKusick continues as a medical assistant at SFP and does "rooming," which means she greets patients and escorts them to a room. "When rooming patients, medical assistants are the forerunners," McKusick says. "We take our patients' vitals and finds

out why they are here. Then we relay the information to the attending practitioners so they can plan a course of action."

"I really like the variety of my job," McKusick adds. "It's something different every day and I like the challenges. We really want to see our patients leave happy. We focus on their care and make sure they are understood."

McKusick previously worked in health care as a care giver in the Florida Keys. She now lives off the grid in Cabot, with her significant other, exploring all that the Green Mountain state has to offer. She recently graduated from Community College of Vermont, with an associate's degree in science, and is looking forward to her future in the medical field.

To schedule an appointment with Stowe Family Practice call 802-253-4853.

When you have a doctor's appointment, whether for an annual check-up or acute condition, it might be necessary to have lab work done. This could involve a simple finger prick for a drop of blood or a complete blood draw from a vein in your arm. The blood sample is collected and then goes to a laboratory for testing.



Meet Jack McShane

Stowe Family Practice's on-site radiologic technologist

In order to provide urgent care services to their patients, Stowe Family Practice enlarged and improved their radiology department. Patients can have x-rays done when they visit their primary care practitioner, as well as for same-day emergencies, such as broken bones.

Jack McShane is the on-site radiologic technologist who takes the x-ray images. "I'm the camera guy," he says. "I take the images and send them to a radiologist at Central Vermont Medical Center. The radiologist reads and interprets them and sends a report to the prescribing practitioner."

McShane enjoys working with all types of people and helping them feel as comfortable as possible in what, for many, is a stressful environment. "I am here for the patient, and the patient alone. Anything I can do to make their office visit better, I will do. I know that not feeling well and coming to the doctor's office is not a fun experience, and when a blood draw or an x-ray is ordered, I offer a calm demeanor that relaxes the patient and creates a pleasurable experience. If the patient is happy, I am happy."

McShane received his training in x-ray and MRI imaging at Greater Baltimore Medical Center. He works at Stowe Family Practice Tuesdays through Fridays. Mondays he runs the MRI scanner at Central Vermont Medical Center. "We do many x-rays

each day at SFP," he says. "It's weather dependent. During the winter most of our patients with injuries are out-of-state visitors. Otherwise, chest x-rays are what we do most."

During an exam, if a physician or nurse practitioner hears something unusual in a patient's chest, they will request an x-ray. They will prescribe chest x-rays to establish a baseline, especially if the patient is a chronic smoker. They also request x-rays for chronic pain to rule out any major complications.

If an x-ray reveals a broken bone, the attending practitioner will splint or cast the patient right away. "We are the front line," McShane says. "We do the initial treatment here. We ask the patient to come back in two to three months to do another x-ray to make sure the bone is healing properly. If there are any problems we burn a disc of the images and send them and the patient to Mansfield Orthopaedics."

If McShane's not taking x-rays, he's taking blood. That's only because he's the phlebotomist at SFP. He routinely does an average of 10 blood draws a day. When he's not "taking" body parts at SFP, McShane enjoys being outdoors, running, hiking, biking, and camping. He and his wife, Sarah, a planner for the city of Montpelier, live in Waterbury. They have one child and another on the way.

Mark Baker, is our new IT director

Mark Baker of Stowe has been promoted to director of information technology at Community Health Services of Lamoille Valley. Previously the senior system engineer, his new responsibilities will include maintaining and coordinating CHSLV's entire computer network and staff, budgeting, creating and updating policies, forecasting trends, coordinating hardware and software upgrades, and keeping the CHSLV network operating at a fast, stable, and secure level.

"I have three things that I clearly see as vital in a network infrastructure: speed, security, and stability," Baker says. "I will work diligently to provide this type of environment for all of the users at CHSLV so that we can provide the best medical care possible."

Baker will also supervise the IT staff and provides support for all CHSLV employees. He will keep CHSLV's network operating at peak performance, tending to repairs, updates, and improving its performance.

Adam Strong promoted to senior systems engineer

Adam Strong of Morrisville has been promoted to senior systems engineer at Community Health Services of Lamoille Valley. Strong has worked in CHSLV's internet technology department for five years, problem-solving the network infrastructure, servers, appliances, and devices.

In addition to some of the same responsibilities, Strong will also provide greater support for CHSLV's computer network infrastructure. "I'm looking forward to digging into the network at a deeper level," he says. Strong will also be involved with maintaining servers, network appliances, PCs, laptops, and printers. Born and raised in Stowe, Strong served in the 82nd Airborne Division, an active airborne infantry division of the U.S. Army that specializes in parachute landing operations.

CHSLV annual meeting and recognitions

This year's CHSLV annual meeting was held on Monday, June 13th, at the Charlmont in Morrisville. The meeting was well attended with a count of 80 people.

Speakers included Kevin Kelley, president/CEO, Jason MacArthur, CHSLV board chair and David Coddaira, MD, medical director.

Art Mathisen, president/CEO of Copley hospital was guest speaker. Art brought everyone up-to-date on the new Copley Hospital expansion and future goals.

The evening was complemented with a ceremony awarding CHSLV Annual Spirit Awards. Special recognition was also awarded to Mel Patashnik, outgoing Copley president/CEO.



2016 ANNUAL CHSLV SPIRIT AWARD WINNERS

Board of Directors Spirit Awards

Clea James, MD Katherine Marvin, MD
Robert Quinn, MD Angie Winchell, FNP

2016 ANNUAL CHSLV AWARD WINNERS

Administration

Darcy Bohannon

Billing

Lori Cafferky
Chelsea Kapusta
Casey Hayden
Anne Pilbin

Community Dental Clinic

Carol Reinders

Behavioral Health & Wellness Center

Sue Zumberge

Appleseed Pediatrics

Karen Field

Morrisville Family Health Care

Krystle Cote

Stowe Family Practice

Tiffany McKusick

Community Health Team

Shannon Chauvin

UNsung HEROES

Adam Strong
Leslie Llewellyn
Hayley Hamilton

Healthy eating while traveling

Traveling this summer?
Here are some hints for
a staying healthy while traveling

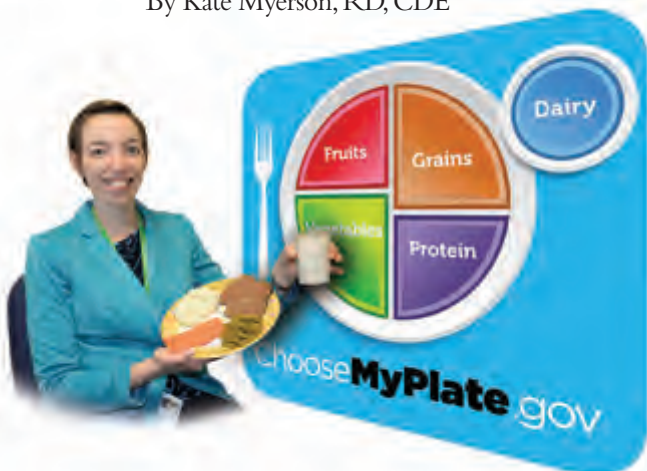
By Kate Myerson, RD, CDE

Mindful eating is a way of eating that is intuitive, non-judgmental, and encourages savoring food. Mindful eating promotes a healthy relationship with food and a healthy weight. We are all born with the ability to eat intuitively, eat when we're hungry, and stop when we're full. But over time we can lose touch of this. For example, have you been told to finish your plate?

- 1. Car travel**—Pack an insulated bag to keep sandwiches, cut-up fruits and vegetables, cheese, and yogurt cool and safe. Look for non-perishable foods like single-servings of tuna or nuts.
- 2. Hotels**—More hotel chains not only have a gym or pool, but they are starting to offer exercise equipment in the hotel rooms, and rental bikes are available, too. Guests can even rent exercise clothes and shoes and watch exercise videos on TV. Also, if you don't have a mini fridge in your room, ask for one to store healthy snacks.
- 3. Grocery shop**—Use grocery stores to choose healthy options and save money. Stay clear of the snack aisles and check out the options in the deli or salad bar. Grab some apples, baby carrots, hummus, bread and peanut butter, deli meat, or tuna if you're looking for a quick meal. If you have a mini fridge, pick up some yogurt, cheese sticks, or milk.
- 4. Restaurant tips**—If you're dining out often, check out www.HealthyDiningFinder.com to search for healthy restaurants by zip code.
- 5. Air Travel**—There are healthy options in airport terminals, but they come with a price. Plan ahead by packing a peanut butter sandwich and some fruit or a granola bar and fruit leather, or try making your own trail mix with nuts and dried fruit. Look for snacks with a mix of protein, healthy fats, and fiber to keep you full. You may not be able to bring water, but you can pack an empty bottle to fill when you get on the plane.

Don't forget to plan some fun activities to keep the family moving. Take a walk, go for a hike, take a bike ride, go swimming, or pack a Frisbee or jump rope.

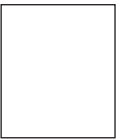
Katie Myerson is a registered dietitian/nutritionist and certified diabetes educator on the Community Health Team at Stowe Family Practice.





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RL6 shines spotlight on patient safety

By Risk Management Specialist Shannon Chauvin

CHSLV has launched a new risk management software program called RL6, which enables patient feedback, incident reporting, infection surveillance, and more. It allows CHSLV to track, trend, and report on adverse events, and even prevent them from happening, and patients can use it to provide positive or negative feedback. RL6 is available to all CHSLV employees and is easy to access on the web.

According to CHSLV's Quality Improvement/Risk Management Specialist Shannon Chauvin, "RL6 will improve our ability to identify and monitor CHSLV's opportunities for improvement in patient care. We are able to create custom trending and management reports at a very high level and then drill down to details to find areas that may need focus to help improve patient safety and the overall patient experience."

Ultimately, RL6 will help CHSLV create a safer healthcare environment.



Anniversaries

Congratulations to the following employees on their CHSLV employment anniversaries. They joined CHSLV during the second quarter of the year (April, May, June). We look forward to many more successful years with them.

President/CEO Kevin J. Kelley,
Director of Human Resources Vicki Emerson

<i>Employee</i>	<i>Years at CHSLV</i>				
Kathleen Churchill	23	Kari Anderson	6	Katherine Myserson	2
JeanMarie Prunty	16	Tammie Lowell	6	Alexander Johnston	2
Darcy Bohannon	15	Jessica Menard	5	Kacie Miller	1
Jessica Allen	13	Melissa Bourdeau	4	Tiffany McKusick	1
Lori Cafferk	11	Karen Field	4	Eleonor Kinsey	1
Ashley Barry	9	Callia Davis	3	Anne Hughes	1
Vicki Emerson	9	Sandra Beynnon	3	Savannah Droney	1
Nichole Bailey	9	Kate-Lynn Pal	3	Laura Darling	1
				Delores Burroughs-Biron	1



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