



COMMUNITY HEALTH SERVICES  
OF LAMOILLE VALLEY\*

# Valley Health

Fall 2016



## MAT Team outreach

This past summer the Lamoille Valley MAT (Medication Assisted Treatment) Team garnered local and statewide attention for their opiate addiction treatment program, implemented at CHSLV's Behavioral Health and Wellness, Morrisville Family Health Care, and Stowe Family Practice, as well as other medical practices in Lamoille County. They are one of the only MAT teams in Vermont utilizing a relatively new drug called Vivitrol, an injectable form of the medication naltrexone. Oral naltrexone has been used since the 1980s to help alcoholics. In 2010 the FDA approved it for treating opiate addiction. Studies have shown it may be a good alternative to methadone and buprenorphine for people who are truly ready to be in recovery from opiate addiction.

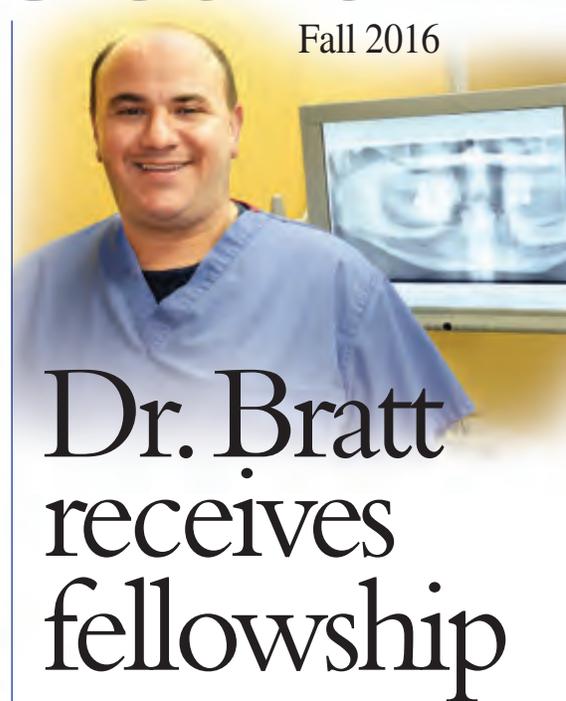
The Lamoille County MAT Team is integrated with family practices, so they are able to offer Vivitrol injections in a medical office. "It's very cooperative and collaborative," says Medical Social Worker Dawn Palladino, a MAT Team member who works at Morrisville Family Health Care. "The doctors don't have time to be addiction treatment specialists, but

they do the medical part of prescribing medications and giving the Vivitrol injections, and they often ask us for our opinions on patient progress."

Currently there are about 10 patients in Lamoille County's MAT Team program taking Vivitrol, and it appears they are having life-changing experiences. None are reporting opioid cravings or relapses while in the program. Vivitrol requires that patients be completely detoxed from opiates for 7 to 10 days and inducted with the oral form first. If they tolerate it they switch to the monthly Vivitrol injection.

But it's not just about getting a shot. MAT patients are required to attend intensive counseling. "Many patients with substance abuse disorders are using opiates to self medicate," says Psychiatric Nurse Practitioner Jessica Terrien. "I try to help them figure out what has led them to this place and help them not use. The MAT Team has done a great job of integrating systems that are already in place. They are the glue that pulls people in and keeps them accountable."

*Continued on page 7*



## Dr. Bratt receives fellowship

Dr. Joshua Bratt, managing dentist at Community Dental Clinic, received his Fellowship in the Academy of General Dentistry on July 16. Applicants for this certification must be a member of the Academy of General Dentistry for at least 3 years, complete 500 hours of continuing education, and pass a 6-hour written exam. The continuing education must be approved by the Academy of General Dentistry, with at least 350 hours earned in course attendance. Applicants are allowed three years to qualify for the written exam.

"I wanted to take the Fellowship exam because I believe if you do something, you should go all the way with it. It shows you are driven to go beyond what is required and to excel at dentistry," Bratt says. The exam includes material from all dental disciplines and strongly emphasizes clinical applications of accepted dental knowledge, techniques, and procedures.

Bratt took part in a wide variety of continuing education programs over the past several years in order to meet the requirements and to increase his dental knowledge. "There were many pearls of wisdom and I learned something in every class. I now have a more comprehensive approach to treating patients."

Community Dental Clinic is located in Morrisville and is a part of Community Health Services of Lamoille Valley. For more information or to schedule an appointment with Dr. Bratt call 802-888-7585.

# Vicki Emerson

# Justice

# of the

# peace



Everyone who works in one of CHSLV's departments knows Vicki Emerson. She's the director of human resources, which means she's the one who hired them. What many employees don't know about Vicki is that she's a justice of the peace. She spends many weekends officiating weddings and elopements, primarily in Lamoille County.

A justice of the peace is an elected position, with terms lasting two years. Besides weddings, justices of the peace sit on the board of civil authority and listen to tax and other grievances. They also count votes on election days and tally other things that need to be counted. Vicki has been a JP for over 20 years and has consistently been re-elected every two years.

## ***Vicki answers some questions about her role as a JOP:***

### ***What motivated you to be a JP?***

Someone who I knew well asked me if I would do it. Basically I agreed to do it because I was asked by someone who loved being a JP. I had no thoughts that I would be marrying so many people

### ***Who were the people you first married?***

I was talking to a cousin and told her if she ever wanted to get married, I'd marry her. Three

months later she called to say she was getting married at the Governor's House, a bed and breakfast in Hyde Park. So now, I can't help it, I get a kick out of telling people the first person I married was my cousin.

### ***How many marriages and elopements have you done over the years?***

I'd say I've probably done about 300. When I first started I kept copies of wedding certificates, thinking I'd send a one-year anniversary card. But I was doing so many that the idea fell by the wayside.

### ***What have been some of your more unusual weddings?***

In one there were more animals than people. A few times I've been asked to provide premarital counseling, which I don't do, and there have been several couples who met on online dating sites. One elopement, he was quite a bit older than she. She handed me her camera for a photo on Facebook and pushed him out of the picture. That was strange. And then there are some couples who had only been together for a month.

### ***Are most of your weddings held at the Governor's House in Hyde Park?***

Many of them are, but not all of them. Some people I've married at my house. I also married one CHSLV employee in the lobby of the Dental Clinic, i.e., the

Dental Wedding Chapel, as well as marrying three couples in my CHSLV office. I've also married three of my nephews, two nieces, my daughter, other co-workers and co-worker's children, at various locations around Northern Vermont.

### ***Do you prefer weddings or elopements?***

I love elopements. They are much more personal. It's all about the bride and groom. I always ask why they are eloping and most of them say they started planning a wedding and it got out of hand.

### ***Do you have a typical ceremony that you prepare, or do people write their own vows?***

I have a standard short message. It's very short. They can tailor it if they want, but ninety percent don't write their own vows. If they do, almost always, hers are twice as long as his.

### ***Why do you like being a JP?***

I get to be a part of the couple's day, during their happiest moment, and I have met some very interesting people. My favorite wedding was a family that had a vacation home nearby and all of them were musicians. The bride and groom were members of the Utah Symphony Orchestra. I arrived at the Governor's House where they were being married and everyone was playing instruments. The room was full of laughter and joy. Overall weddings and elopements are fun and joyful and it's an honor to be a part of the ceremonies.





# Employee Benefits

## Employee benefit plan open enrollment for fiscal year 2017

CHSLV has established a variety of employee benefit programs designed to assist our employees and their eligible dependents in meeting the financial burdens that can result from illness and disability, and to help them plan for retirement.

October 1 begins our new benefit year, which runs from October 1, 2016, to September 30, 2017 (FY17). Each year at this time we review our benefit plan offerings, analyze our new plan costs, and design benefit plans that support the health and wellbeing of our employees. This year we are benefitting from a two-year rate guarantee for our vision service plan (VSP) and our voluntary life insurance and short term disability plan (The Standard), with no across-the-board increases in these by-weekly premiums.

In the upcoming year, we will transition our dental plan to Cigna, maintaining our current benefit levels, with no increase in our bi-weekly payroll deductions, continuing the trend of no increases since 2007. All employees currently enrolled in our CBA Dental Plan will automatically be transitioned to the new Cigna plan,

with no action required on behalf of our employees.

Of utmost importance is the ability of our employees to participate in a company-sponsored health plan, and for the third year, we will continue our plan coverage through Cigna. In FY17 we are offering two plan designs to help mitigate increased costs, based on the trend of our health care costs and new Affordable Care Act requirements. We continue to offer an “enhanced plan,” which provides the same amount of CHSLV funding to pay for claims in excess of our plan deductibles, as was offered in FY16. Biweekly payroll deductions for this plan will increase approximately 22 percent. In addition, we are offering a “basic plan,” at a reduced biweekly cost, that provides \$500 in flexible spending funds to each participant and catastrophic coverage. Both plans provide preventative care at no cost to participants.

During September’s open enrollment period, details of our FY17 benefit plan offerings will be outlined in onsite employee meetings, and posted on our Sharepoint Homepage/Human

Resources/1Employee Benefit Plans. Open enrollment allows employees to make changes to their benefit plans, should they wish to. Note that with the exception of Flexible Spending Account enrollments, which MUST be elected each year, if no changes are made, no action is required by employees.

Also effective October 1, we are pleased to adjust our ETO schedule to shorten the years of service required to earn an additional 40 hours of ETO after 3 years and after 6 years.

We are also excited to announce that our 401(k) Retirement Plan, with assets in excess of \$6,000,000.00, will be transitioned to Mass Mutual, effective November 1, 2016. We will be partnering with The Pastore Financial Group, based in Burlington, to provide retirement and financial guidance and education to all employees. Employees will be kept informed of this transition process.

We look forward to meeting with employees during our open enrollment period and are happy to answer any individual questions you may have regarding our CHSLV benefit plans.

# Our new medical social workers



*Stephanie Borts, MSW*

*Ceili Quigley, MSW*

CHSLV has two new medical social workers. Stephanie Borts, MSW, works at Morrisville Family Health Care, and Ceili Quigley, MSW, works at Stowe Family Practice. They are part of the Community Health Team (CHT), which is funded through Vermont Blueprint for Health, a state-led, nationally-recognized initiative to help health care providers meet the social and medical needs of their communities. The CHT offers free services to CHSLV patients, such as care coordination, substance abuse treatment support, and health coaching, as well as connecting patients with various community resources and supports.

Medical social workers are responsible for providing case management, care coordination, and transitional care interventions. They also help with community resource referrals for patients, such as housing, food, and affordable medications and health care. They work with patients and the entire care team, including nurses, dietitian, physician assistants, and doctors, to set realistic and achievable goals.

Stephanie Borts, MSW, was born and raised in Montreal and moved to Burlington two years ago. She has a bachelor's degree in child studies from Concordia University and a master's of social work from the University of Vermont. Her past experience is diverse,

but her passion is medical social work, especially gerontology and end-of-life care. Her master's of social work field placements were at Mosaic Learning Center in South Burlington, an alternative school for students with developmental disabilities, and The Arbors at Shelburne, a memory care residence. She loves being able to work with a variety of people and their families and looks forward to meeting Morrisville Family Health Care patients.

Quigley grew up in California and has been living in Vermont for the last seven years. She received her undergraduate and graduate degrees in social work at the University of Vermont. Prior to coming to Vermont she received a degree in psychology while living in New Jersey. Quigley has worked in many different fields of social work, including crisis, substance abuse, aging, and developmental services, but her primary interest has been medical social work. Her master's of social work field placement was split between radiation oncology and the emergency department at the University of Vermont Medical Center.

Quigley started part time with CHSLV in March, while she was still in graduate school, because she did not want to miss out on a great opportunity to work with an amazing team. In June she started full time at Stowe Family Practice.

## Meet Samantha Hemingway



Samantha Hemingway has been named executive assistant to Kevin Kelley, President and CEO of Community Health Services of Lamoille Valley. Originally from Burlington, Vt., Hemingway worked as a health care recruiter in New York City and Ft. Lauderdale, Fla., recruiting occupational, physical, and speech therapists, as well as registered nurses, nurse practitioners, and quality improvement and utilization review specialists.

Hemingway received a bachelor's degree in liberal arts and communications from the University of Tampa. "I just fell into the health care field and I really like it and want to stay with it," she says. "When I interviewed for the job I got a very good feeling about it. I can learn so much and every day is different, nothing is repetitive. I especially appreciate that Kevin Kelley sees my job as a stepping stone to many different paths for me."

As the right-hand person to Kelley, Hemingway will manage his calendar and phone calls. "Basically I will manage all his scheduling, sit in on all his meetings and take notes, and try to help simplify his life so that he can focus on growing CHSLV," Hemingway explains. In that regard, one of her responsibilities is reaching out to recruiting agencies. "I am on the other side of recruiting now. Morrisville and Stowe are rural areas and it is difficult getting medical professionals to come here," she says.

# Make the most of your food budget

By Kate Myerson, RD, CDE

Buying healthy food doesn't have to be expensive. Keep these tips in mind when you're shopping and planning meals

1. Make a list and stick to it. Take a few minutes before shopping to plan out meals for the week. A few minutes of planning can save you money in the long run. Think about what foods need to be used up first, such as greens, and what can keep until the end of the week, such as root vegetables.
2. Use the sale flyers to plan meals, but beware of junk foods in them. Junk food is where grocers make the most money. Use this money to buy healthier foods.
3. Save your old receipts. You can use them to tally up how much you spend in a particular category, for example, snack foods.
4. Check unit pricing, which is on the shelves in most stores, usually affixed to the shelf just below the item. The unit price tells you how much you spend per unit (such as per ounce or per pound). You can compare brands and find the best deals.
5. Peeled and cut produce or marinated meats cost more money, so spend a few minutes doing it yourself, as soon as you get it home from the store. For example, by washing right away, you won't have to wash each piece of celery

when you want a snack, it won't go bad because you don't feel like preparing it, and you could also chop some for a meal later in the week and save you time.

6. Make a meatless meal once a week. Eggs and beans are nutrition powerhouses and light on the budget. Make breakfast for dinner, a quick quiche, bean soup, or rice and bean burrito.

For more tips of budget friendly healthy eating call Registered Dietitian Nutritionist and Certified Diabetes Educator Kate Myerson at 802-253-9164. For more information on programs for food assistance in the area call Medical Social Worker Ceili Quigley at 802-253-9167. CHSLV patients receive free visits with both Myerson and Quigley.

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



# CHSLV medical students

Community Health Services of Lamoille Valley has a long-standing tradition of teaching medical students at Stowe Family Practice, Morrisville Family Health Care, and Behavioral Health & Wellness Center. Before they became part of the CHSLV group, these three practices were training medical students to become doctors and social workers, and they intend to carry that tradition into the future.

## Stowe Family Practice

First through third-year students from the University Of Vermont College Of Medicine come for a semester and work primarily with Dr. Katie Marvin and Dr. Robert Quinn to get a feel for an office setting and how practitioners work. Some have the goal of working in a family practice, while others are trying to decide which career path to choose. Patients are always informed that a student is present, and can choose to have them present for an exam or not.

“Because we are so rural we’re very community focused. It’s different from a big city setting in that the doctors know every patient and most of their family members.” says Practice Administrator Nichole Bailey. “We try hard to get some students to stay and work with us. We enjoy having them around. They open our eyes to new things, too, and show us new techniques and processes they’ve learned in school.”

Dr. Marvin, along with MAT RN Katie Whitaker, are creating a MAT (Medication Assisted Treatment) training program for UVM residents in family medicine. The residents shadow Marvin and the MAT

Team at work. Under Marvin’s supervision they observe patients with substance abuse disorders receiving MAT, and learn about opiate treatment in a clinical primary care setting.

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.

## Morrisville Family Health Care

At MFHC, first-year UVM students come for one-half day a week for a semester to get a feel for primary care and gain career direction. They shadow a doctor and sit in on exams, if patients are willing. Third-year students come for a 30-day rotation and work a half day with one doctor and the other half with another doctor. The medical student sees the patient first, does an intake and limited physical exam, formulates an assessment with a plan, and meets with the doctor to present the assessment and discuss it. They return to the patient together to make a final decision and plan of care. Over the month-long stay, students will work with all six doctors a MFHC.

“I often hear a doctor sitting in an office with a student, reviewing the patient’s care and discussing all aspects of it, such as compliance, complexity of medical problems, and social or economic barriers, along with the diagnosis of the day’s visit,” says Carol Kapusta, front office supervisor. “In the past, Morrisville Family Health Care has been voted by students as the best family practice for students. They work with all six of our

doctors, who spend a lot of time with them, especially when it’s a complex situation. Patients who have been here for a few years have probably seen a medical student and they think it’s a great program.”

While at MFHC, medical students must complete a health care-related project with a primary care theme. It could be a handout on headache, hygiene, or child vaccines. “We once had a student who did a handout called ‘Scratching Your Head Over Head Lice,’ which we still use,” Kapusta says. “Another did a handout on gastroesophageal reflux (GERD) which has been very helpful. We hope to recruit students into primary care. We have a shortage and we hope we can entice them to stay in the area.”

## Behavior Health & Wellness Center

“Our objective with students is to bring them up through the channels because it’s difficult to find good social workers and licensed clinical mental health counselors,” says Behavior Health & Wellness Center Clinic Director Hayley Hamilton. “They get immersed in a clinical environment as well as a learning environment with a variety of patients, and we hope they will stay with us.”

Social worker students come from UVM and Johnson State College, and after graduating with a master’s degree they need two more years in a clinical setting before they become certified licensed counselors. “We bring them in and supervise them for those two years, while the get experience. They will see patients on their own as case managers,” says Hamilton. “Sometimes they obtain their certification while they are with us, which allows them to do counseling. If they are pursuing their AAP (apprentice addiction professional) they can do drug counseling under supervision of a LADC (licensed alcohol and drug counselor).”

While BHWC mainly gets students who are in a master’s social work program, they also get administrative interns from Community College of Vermont. Andrea Phelps, front office coordinator, sums up all student and intern training succinctly: “We want to help them get real experience and bring them into the field.”



# Rich Douglass joins our IT dept.



Community Health Services of Lamoille Valley welcomes IT Systems Analyst Rich Douglass to their growing IT staff. Rich, who lives in Jay, previously worked for the U.S. Citizenship & Immigration Service in St. Albans and has an extensive background in the medical industry computer technology. He grew up in South Burlington and Ferrisburgh and received a degree in computer science at UVM. He has experience in software programming and development in a variety of environments, including Windows, DOS, Unix, VMX, and OS/2.

"I've always had my hands in hardware and wanted to do more in that side of computer

technology," Rich says. "I also want to help people. I have a high level of comfort with computers, hardware, and software, and I'm good at helping people with their computer problems and making them feel comfortable as well."

Rich's responsibilities at CHSLV are to take over the day-to-day support that Adam Strong, who was promoted to senior systems engineer, had been doing, which includes a variety of behind-the-scenes, hands-on problem solving. Rich is sensitive to patient workflow and PHI—Protected Health Information. "Everything revolves around the patients," he says. "We have to protect

their information and keep it secure and confidential." Rich also helps CHSLV employees with the various software programs they use, including a new ticketing system, which keeps help requests organized. "It's new and people are just getting used to it. I think it's very useful. Nothing falls through the cracks and no one is left wondering what's going on." He also does a lot of trouble shooting, "break/fix," new computer set-up and installation, and staff support.

"For now I'm trying to get to know the staff and build relations," Rich says. He is available to all of CHSLV's clinics in Morrisville and Stowe.

*"MAT team outreach," continued from front page.*

Because of their innovative work, the MAT Team has made numerous public appearances:

## TV Coverage

On July 17, WCAX did a story about Vivitrol. They wanted to visit a site that was implementing Vivitrol and chose Stowe Family Practice. They interviewed Dr. Katie Marvin and MAT RN Katie Whitaker, and filmed one of their patients receiving his Vivitrol injection. "It was really impressive and compelling that our patient was willing to be profiled. He talked about how he had lost everything, but with Vivitrol he was

able to begin turning his life around," Whitaker says.

## State House Presentation

In response to the interview on WCAX, MAT RN Katie Whitaker and Dr. Marvin were invited by Barbara Cimaglio, Deputy Commissioner, Alcohol and Drug Abuse Programs and Hal Cohen Secretary of Health and Human Services to present their findings on the Vivitrol program at the State Offices in Waterbury, in hopes of implementing Vivitrol in other areas of Vermont. Earlier this year Dr. Marvin and Whitaker also presented on Vivitrol at a learning collaborative sponsored by Vermont Blueprint for Health, and have been asked to present again at the Office Based Opiate Treatment 101 Learning Collaborative in the fall.

## Community Outreach

In June, a community forum on opiate addiction was held at Green Mountain Technology and Career Center in Hyde Park. Dr. Marvin and the MAT Team joined Dr. Betsy Perez of Copley Hospital and Lamoille County Sheriff Roger Marcoux in a discussion about opiate addiction. The meeting was well attended by

community members, parents, police officers, state representatives, and the general public. "It was a great time to really network within the community to start to address the overwhelming opiate problem that we have here," Whitaker stated.

Dr. Marvin is supportive of the MAT Team and the Vivitrol program, but would like to see more work being done on prevention. "Prevention needs to be discussed more. Doc-tors need to decrease the number of prescriptions for pain medications, with fewer pills per prescription, and we need to reduce the number of first-time users," Marvin says. "And we need more safe places and public spaces in the community where kids can socialize in a drug-free environment."

Lamoille County's MAT team consists of Katie Whitaker, MAT RN, CADT, who works primarily at Stowe Family Practice with Dr. Katie Marvin and Dr. Melissa Volansky, as well as with Psychiatric Nurse Practitioner Jessica Terrien; Arie Schue, MAT RN, MAEd, CADT, who works with Treatment Associates and with Psychiatric Nurse Practitioner Alexander Johnston at BHWC; and Dawn Palladino, MSW, AAP, who works with Dr. Rossman and at Morrisville Family Health Care with Dr. Kim Bruno and Dr. Phil Kiely. For more information about CHSLV's MAT team call 802-888-6009.

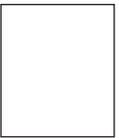


Courtesy WCAX News



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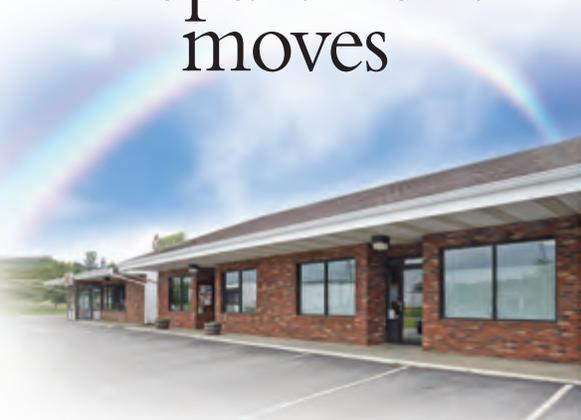
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# Valley Health

Fall 2016

## The Billing Department moves



As CHSLV continues to grow, offices are moved in order to make room for expanding departments. The most recent move was the relocation of the billing office to 30-2 Mountain View Plaza, between Laraway Youth Services and Apple Tree Natural Foods. Morrisville Pizza is next door, which means the billing department is now surrounded by some of the best lunch options in Morrisville.



## Anniversaries

*Congratulations to the following employees on their CHSLV employment anniversaries. They joined CHSLV during the third quarter of the year (July, August, September).*

*We look forward to many more successful years with them.*

**President/CEO Kevin J. Kelley,**

**Director of Human Resources Vicki Emerson**

| Employee              | Years at CHSLV |                     |   |                     |   |                   |   |
|-----------------------|----------------|---------------------|---|---------------------|---|-------------------|---|
| Barbara A Lehouiller  | 28             | Shannon Chauvin     | 8 | Melinda Marshall    | 4 | Krystle Cote      | 2 |
| Lisa A Whipple        | 26             | Albert D Kelly Jr   | 8 | Nidhi Gupta         | 4 | Chelsea Kapusta   | 1 |
| Pamela O'Neil         | 24             | Linda S Zamvil      | 8 | Stephanie Frederick | 3 | Craig Goliber     | 1 |
| Philip G Kiely        | 20             | Marana J Allen      | 8 | Ann Reed            | 3 | Amelia Wilson     | 1 |
| Melissa C Volansky    | 17             | Mary C O'Toole      | 7 | Adrienne Pahl       | 2 | Ashley Fitzgerald | 1 |
| Terri Burt            | 17             | Diana Lyn Smith     | 7 | Ellen Gluckman      | 2 | Luke Smith        | 1 |
| Kimberly M Bruno      | 17             | Michelle A Hubbell  | 7 | GloriA Tuthill      | 2 | Mark Baker        | 1 |
| Rita J Menard         | 16             | Boseung J Halliwell | 6 | Fay Torcom          | 2 | Dawn Palladino    | 1 |
| Angela Maria Winchell | 15             | Susan E Zumberge    | 6 | Meghan Albrecht     | 2 | Penny Chaffee     | 1 |
| Elizaveta Matiach     | 15             | Allison J Christie  | 5 | Areena Schue        | 2 |                   |   |



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