

Care Beyond Campus

What happens after you leave the emergency department? If you're a senior and you visited APD, your care continues.

Kristie Foster has worked in APD's Emergency Department (ED) for 14 years. She's seen the department change from business hours to 24 hours a day and earn Level II Accreditation as a Geriatric Emergency Department. Now, Foster and the ED nursing team are providing a much-needed service for area seniors: a call-back program.

"APD's Multi-Specialty Clinic receives notification when a patient has been in our emergency department," said Foster, RN, BSN, Emergency Department manager/clinical educator. "But when patients come from all over the Upper Valley, it may be impossible to find and notify each primary care provider. How do we provide that service for patients, especially those outside APD primary care?"

In 2022, almost 9,000 patients visited APD's Emergency Department. About 23% were seniors. Foster developed criteria to focus on the patients who might need a follow-up call more than others: age 70 and older, discharged (not admitted or transferred) from the ED, and does not have a primary care provider at APD.

The main goal: to see how the patient is doing 24 to 48 hours after the ED visit.

- Did the patient understand what happened in the emergency department (as it can be overwhelming and chaotic)?
- Did they get the medication they needed?
- Do they want help with anything else, such as a referral?

Not only does this effort ensure APD meets the metrics needed for geriatric accreditation, it helps prevent ED revisits and reduce hospital readmissions.

"Nurse-led outreach promotes an effective transition of care, confirming patients understand next steps and have the resources to follow through with care recommendations," said Foster.

But something else happened.

"Patients were blown away that we cared enough to call," Foster said. "We found referrals to primary care or specialty services can take months, and no one was helping patients in the meantime. Our call-back system was a life preserver to the person on the other end of the phone."

APD is leading by example: Dartmouth Health and Mount Ascutney are implementing similar programs in Lebanon, New Hampshire, and Windsor, Vermont.

"APD is so community centric," Foster said. **"We want to make sure everyone has the best possible care. That's what we all deserve."**

How You Can Help: APD's Emergency Department typically sees 30 patients on weekdays and 40-plus on weekends. **A gift designated to Community and Patient Health would help us expand our services and staffing to meet the needs of the community.** [AlicePeckDay.org/about/give-now](https://www.alicepeckday.org/about/give-now)



Call-Back Champions: Sean Beinhaur, Kristie Foster & Justin Harris

DONOR ONLY INVITATION

Open House at APD Integrative Medicine

FEBRUARY

2

4 to 6 pm

It's a New Year and you may have some New Year's resolutions. APD is ready to help. With our donors and supporters in mind, APD is hosting an evening of wellness designed to educate, enlighten and encourage.

On Thursday, February 2 from 4 to 6 pm, Integrative Medicine at APD will be hosting an open house devoted to introducing you to a variety of integrative medicine modalities and their benefits. You'll be able to:

- Learn the basics of mindfulness
- Try some foods that speed recovery and increase energy
- Find non-medication strategies for chronic health issues
- Experience different modalities, such as a chair massage or craniosacral therapy

Cindy Reuter, ND, MSOM, LAc, MPH, director of Integrative Medicine, and her staff will be on hand to talk about paths to optimal wellness, employee wellness initiatives, community wellness programs, and their vision for expanding integrative medicine in 2023.

Educational handouts – from mindfulness strategies to recipe cards – will be available in each area of wellness: body care, mindfulness, movement, and healthy eating. Refreshments and raffles, too! It's an evening you won't want to miss.

RSVP daltonm@apdmh.org

About APD Insider:

APD Insider is a periodic newsletter intended to keep donors, supporters, volunteers, and friends up-to-date with Alice Peck Day Memorial Hospital. APD is able to be the community hospital in the Upper Valley because of your support.

Questions? Comments? Suggestions? Please contact the Development Office at (603) 308-0068.



If you'd like to make a gift to Alice Peck Day, go to: AlicePeckDay.org/about/give-now or contact Melissa Dalton, director of development.

**>>> (603) 308-0068
daltonm@apdmh.org**

Meet a Provider

Bradley Sprenger, DO, Family Medicine

Dr. Sprenger and his wife moved to the Upper Valley from Texas to join APD Primary Care. Also making the trip was Country Cat ("C.C."), a feline that showed up on their deck as a tiny kitten and worked her way into their lives as a permanent fixture. "I never thought I'd be a cat person, but here she is," Dr. Sprenger said.

Why Alice Peck Day?

"We wanted to live in a beautiful place by the mountains. New England immediately felt like home. APD was warm and welcoming as soon as I walked through the door. We were searching for a place to call home and we found it here. We just bought our first house, and it's less than five minutes from APD."

What appeals to you about Family Medicine?

"Family Medicine is aptly named because we often care for an entire household, either together or individually over time. So, I need to see everyone both as a member of family and as an individual. It's important to me that I make my patients feel comfortable and heard as we work to achieve their health goals. We're a team, collaborating to stop major health events like heart attacks, strokes, and cancer before they happen. Watching over time as my patients experience the tangible health benefits from our work is the greatest reward."



APD Receives \$550,000 Award for Diabetes Clinic

APD has received an award totaling \$550,000 to enhance services for patients with diabetes. With this funding, APD will grow existing services and build a Diabetes Clinic embedded in Primary Care.

Diabetes remains one of the dominant chronic conditions in the United States and patients at APD mirror national trends. Approximately 25% of primary care patients have diabetes or prediabetes.

While diabetes medications and technologies have advanced in the past 20 years, diabetes management has become more challenging. Studies show nearly 50% of patients with diabetes have not met treatment targets, with less than 25% reaching diabetes and cardiovascular targets.

The APD Diabetes Clinic would address this challenge by:

- Creating system-wide changes to facilitate provision of diabetes care within primary care visits
- Increasing access to diabetes self-management education
- Increasing diabetes-only visits to address therapeutic inertia and barriers to care
- Utilizing new diabetes technologies
- Increasing staff education on new treatments and guidelines

“Diabetes is a complex disease, affecting many of our patients and requiring constant attention in the context of primary care. This embedded clinic will help us improve this care and generate models for chronic disease management in general,” said Annika Brown, MD, assistant medical director at APD.

This project is supported by the Centers for Disease Control and Prevention, United States Department of Health and Human Services (HHS).

FACTS & STATS:

In 2022,
APD had
60,000
outpatient visits.

What Our Patients Say:

“The first time I met my primary care provider, she spent as much time with me as I needed, never showing she was in a hurry or had other patients to see. This was the first time I had ever seen, and felt, genuine care for my well-being.”

— Dawn Kahn
Lebanon, NH

Seen on Campus

In October 2022, APD hosted a high-level visit to campus by the Under-Secretary of Agriculture Xochitl Torres Small (pictured), New Hampshire Congresswoman Annie Kuster, and other appointed officials and healthcare leaders from New Hampshire. The event marked the announcement of a \$1M grant to Families Flourish Northeast to establish a residential treatment center for women and their babies. The Homestead building, which was APD's original cottage hospital, was selected because of its proximity to the Dartmouth-Hitchcock Moms in Recovery program, public transportation, and APD's clinical services.



“This partnership is another way APD is committed to positively impacting the social determinants of health. Through kindness, community, and service, we can confidently address the factors shaping healthcare in our community and meet the needs of our patients,” said Melissa Dalton, director of development.



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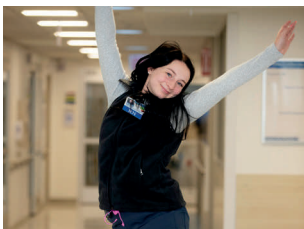
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APD Insider

Jan
2023

A Newsletter for Our Friends



Dartmouth
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Introducing *APD Insider* <<<

With the holiday season behind us and the New Year just begun, we wanted to turn our attention to sharing news and other items of interest to our community supporters.

APD will celebrate the 91st anniversary of its founding next month and, during that time, we have been fortunate to have thousands of community members support APD with their gifts of time and money.

Our hope is *APD Insider* keeps you up to date with what is happening at APD. The world seems to move faster and faster, so we are deliberately printing and mailing this publication to you rather than digitally distributing it. We hope you will find a quiet minute or two to learn more about the work my amazing colleagues do every day.

These are challenging times in healthcare, but I am confident APD has a solid future ahead because of our commitment to highly personalized healthcare as well as your philanthropic support of APD.

Sincerely,

Sue Mooney, MD, MS, FACOG – President and CEO



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