

Health and Well-Being Outside the Doctor's Office

APD patients with food insecurity are offered food bags, a hot meal at Alice's Café, Listen vouchers for clothing, and more.

Before an appointment, APD patients are asked true-false screening questions like this: **“Within the past 12 months, we worried whether our food would run out before we got money to buy more.”**

There's a reason for this question. In 2022, 11.2% of adult primary care patients at Alice Peck Day Memorial Hospital answered yes, they were worried about food.

When the responses started coming in, Karry Smardon, social worker and recovery coach in APD's Primary Care, wondered, “Why do we ask if we don't have a solution?”

Her team contacted DHMC, which had a new shelf-stable food bag program, to see if APD could participate.

“We started the shelf stable food bag program in partnership with the Upper Valley Haven in 2019 and began offering bags to patients in a limited number of departments at DHMC,” said Chelsey Canavan, Manager, Center for Advancing Rural Health Equity. “We identified an opportunity to expand the program to support APD patients in 2020. Today we serve 14 departments/clinics across the health system.”

Now when a patient answers the screening question affirmatively, the primary care team can offer food bags on the spot. The bags –

filled with cereal, rice, beans, canned goods, and a can opener for those who need one – can feed a family of four for one to two days. **It also starts a discussion about longer-term support for other social-related health needs.**

APD was one of the first non-DHMC sites to provide emergency food bags to patients. The APD program has grown – more than 100 bags have been distributed since 2020 – and APD patients are also offered meal cards for a free, hot meal at Alice's Café; gas vouchers for those in need; and LISTEN vouchers for clothing, **all of which is paid for by community benefit dollars.**

“None of those things existed in the primary care setting before,” Karry said. “Now when we screen patients and identify a need, we have a concrete way to provide support by sending them home with food that day.”



HOW YOU CAN HELP

Your gift designated to

Community and Patient Health will help us enhance the patient experience, personalize patient care, and allow us to continue our efforts to meet our community's healthcare needs. **This year, your donation will have double impact thanks to a generous \$250,000 matching gift from the Jack and Dorothy Byrne Foundation.**

DONOR INVITATION

Please Save the Date >

DECEMBER

2

9 am-3 pm

Alice Peck Day Memorial Hospital and the Visiting Nurse and Hospice for Vermont and New Hampshire are hosting their second annual holiday art and craft fairs – together! **The Winterfest Artisan Fair** will take place on **Saturday, December 2**, from 9 am to 3 pm in the Dwinell conference room at Harvest Hill on 23 Alice Peck Day Drive in Lebanon, NH.

You'll be able to shop local, supporting artisans selling their jewelry, leather work, pottery, specialty food items, knitted goods, and more! We're also partnering with local organizations – AVA Gallery; Lebanon Recreation, Arts, and Parks; and the Lebanon Arts and Crafts Association – also hosting events on December 2.

Get your Craft Crawl map online at www.alicepeckday.org

In the News



HIP REPLACEMENT

Alice Peck Day Memorial Hospital has been named by U.S. News & World Report to its 2023-2024 Best Hospitals as a High Performing Hospital for Hip Replacement. This is the highest distinction a hospital can earn for U.S. News' Best Hospitals ratings.

Residents across the Upper Valley voted in the Valley News 2023 Readers Choice Awards, and **Alice Peck Day Memorial Hospital won the title of Best Hospital, and was a finalist for Business with the Friendliest Employees.**



Meet a Friend of APD: Susan Oldfield

Have you ever met someone and started talking like old friends right away? That's what happens when you sit down with Susan Oldfield. Her warm, happy personality invites conversation – and perfectly explains how she found out about Alice Peck Day Memorial Hospital: word of mouth.

Susan, who moved from Massachusetts to Vermont in 2014 to be closer to family, was looking for local healthcare. "I had a local dentist, but I didn't want to travel to Boston to see my care provider," she said. "I asked my vet at the time who should I see for a colonoscopy? He recommended Dr. Steven Benson at DHMC, who also provides services at APD."

Later, Susan developed trigger finger, a condition where the tendon controlling the finger doesn't glide smoothly. "I asked my neighbors and they just had hand surgery with Dr. Diane Riley at APD," Susan said. **Susan was so pleased with the care she received at APD she designated a gift in 2022 in honor of Dr. Riley.** She continues to donate annually to the President's Fund, which supports the areas of greatest need across the hospital campus and the Upper Valley community.

"I was fortunate to meet the CEO and I am impressed with APD's vision," Susan said. **"I like the way the hospital is run. But, more than that, I like the friendliness and the honesty of the people who work there. APD was highly recommended by everyone I spoke to."**



Meet Two Volunteers ▶ Sugar and Sholy



Cadence “Sugar” Genereaux and Sholy volunteer at APD, the Jack Byrne Center for Palliative and Hospice Care at DHMC, and Valley Terrace, an assisted living facility in Vermont. Sholy wears a different scarf for each location.

“When we get in the car, I put on his scarf and tell him we’re going to work,” Sugar said. **“He knows it’s his job.”** At an hour a visit – three times a week for much of the year – the duo easily volunteers 100 hours annually.

Once there, Sugar and Sholy, a Whoodle (Wheaton terrier and poodle mix), walk the halls, stop in patient rooms, and ask patients if they would like a visit. “Most patients welcome him, pet his soft fur, and share family cat and dog stories with me,” Sugar said.

It’s not just the patients that Sholy is there for – he also comforts employees. When people on the staff see Sholy in the halls, they greet him with “Hi, Sholy,

how are you?” Studies show that when people take a few moments to pet a dog, their stress is reduced, something much needed by hospital staff lucky enough to interact with Sholy.

Sugar was a palliative care volunteer at DHMC for a number of years before becoming certified in pet therapy. She started volunteering at APD after undergoing knee surgery and has been volunteering with Sholy for five years. **“I was impressed with my care and wanted to give back to APD,”** she says.

Seen on Campus

On Thursday, September 21, Alice Peck Day Memorial Hospital hosted **Preparedness Day** as part of September’s National Preparedness Month. Activities, held on the APD campus, included live burn demonstrations with the Lebanon Fire Department, tourniquet certification training, and education on patient care equipment like evacsleds and stair chairs. Local resources and service providers were also on hand, including the Lebanon Police Department and Upper Valley Ambulance.

“APD staff used a fire extinguisher for the first time and learned how to stop the bleeding in an emergency. The day made preparedness training more enjoyable for people with hands-on offerings and options to see things live,” said Nicole Woods,

Nicole Woods, Operations Support Manager in Quality Assurance and Patient Safety at APD.

Sara Campbell, Project Manager at APD, puts out a fire.



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](https://www.alicepeckday.org/about/give-now) or contact Melissa Dalton, Director of Development.

▶▶▶ (603) 308-0068
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APD Insider

Dec
2023

A Newsletter for Our Friends



Alice Peck Day
Memorial Hospital

Hello *APD Insiders,*

It's amazing how a dog puts a smile on peoples' faces.

My therapy dog Caicos is a needed distraction in some cases. Many patients had beloved pets during their lives, so Caicos gives them a reason to reminisce.

Often, we'll go to a room where a family is visiting a loved one and someone will say, "Oh, she's sleeping." But then the visitors will start petting him, telling stories, and asking questions. I can feel the mood in the room change. I remember a guy saying out loud what I'm often thinking: "Oh, I guess he's here for us, too, isn't he?"

Therapy pet aside, a New England winter is a great time for all of us to try to put a smile on peoples' faces. Try to make a difference if you can.

Charlie Wheelan

Vice Chair, APD Board of Trustees

