

Community News

Mayo Healthcare: From a Family's Perspective

by Brad Denny

Mayo Healthcare is a very important, but somewhat hidden gem of our life here in Central Vermont.

Despite its relatively small size (50 beds in Rehabilitation & Continuing Care and 48 in Residential Care) Mayo is a consistent award winner, including seven recent Vermont Agency of Human Services Quality Awards for outstanding nursing homes that meet the highest quality of care. The Vermont Healthcare Association has recognized 28 Mayo employees for their exceptional service.

Mayo's small size and community-based location is an advantage in terms of quality of care.

Since a significant percentage of both residents and employees are local, there is a family atmosphere at Mayo that would be hard to duplicate elsewhere. And Mayo's policies support the admission of Central Vermont residents so that they can remain near members of their families.

Mayo's recent addition of ten private rooms did not expand the total bed count, but instead made improvements to the facilities for its residents.

Any future improvements are likely to have the same purpose and to maintain Mayo's reputation for both quality and its family style atmosphere.

Many of my family members have benefited from the caring family atmosphere at Mayo. My father, Homer Denny, lived at Mayo for three months after a

long siege of disabling arthritis. Mrs. Mildred Denny Hardin, my aunt, was a resident for two years after she was no longer able to live at home when a long-time caregiver had to retire. My mother, Phoebe Denny, was a rehabilitation patient after she fractured her hip, which she fully recovered from and returned home shortly before celebrating her 95th birthday. Three years later, she lived at Mayo Residential Care for



On a beautiful fall day, Brad Denny socializes with residents under our new pergola, donated in part by funds from the Denny family.

eight months. In each of these situations, it seemed to me that Mayo fully lived up to its reputation for high quality care in a family-like atmosphere. Northfield is very fortunate to be the home of Mayo Healthcare.

Brad Denny's family has resided in Northfield since about 1800. He still lives in Northfield after a lifetime of writing, building, and managing family enterprises of all sorts.

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Our Mission Statement:

Mayo Healthcare's mission is to provide exceptional, high quality health care that exceeds the expectations of our residents and families and to promote and maintain an environment in which every resident, every family member, and every staff member feels respected and valued.



Mayo Healthcare

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Renovations Looking Sharp!

In 2011, Mayo's Board of Trustees recognized the need for renovations that would reflect the excellent care we provide. A Quality Award that year allowed us to renovate the Turkey Hill tub room into a beautiful SPA with natural lighting and a state-of-the-art whirlpool tub but much more was needed.

Surveys revealed that more people want private rooms with their own bathrooms and no more than two people want to share a bathroom in semi-private rooms. Based on this survey and our own assessment, Mayo Healthcare hired Morris Switzer, an architectural firm, to create a design that would provide more private rooms, improve bathroom accommodations, and upgrade the inner structure in our Rehabilitation & Continuing Care facility.

Enough space was available for the addition of a new wing. When active seniors move to Mayo for Continuing Care they anticipate a home-like atmosphere that is inviting and convenient. That's why we built a completely new wing of private rooms, each with their own bathroom, and a view of Norwich University's athletic fields. We now have more rooms, but maintain our 50-bed capacity.

The main entrance lacked a formal greeting area, a comfortable place to sit, and the doors were very difficult to enter and exit. The new design moved away from an industrial look to a new entrance including a portico and automatic double doors. The hallway was upgraded and a lovely visitor's lounge is available for families and residents to sit while waiting for transportation and/or family arrivals.

The inner core was renovated to incorporate a central nurses station with access to computers and medical records for the nurses and space for offices and storage. An upgrade enhanced our rehabilitation facility so that it now provides state-of-the-art therapy services for both short-term and long-term patients.

Our 1976 building now fits with our award winning care!



Top: One of the renovation crew putting on finishing touches; Middle: Physical Therapist, Lisa Russell, at work in our new rehab gym; Bottom: The new entrance to our Rehabilitation facility.

Mayo Healthcare Garners Awards & Recognition

This year Mayo Healthcare's Rehabilitation & Continuing Care was one of only five institutions that received the State of Vermont's Quality Award. The award is given to an organization that meets five stringent requirements: very few deficiencies, zero substantiated complaints, greater than average resident satisfaction, evidence that the organization is advancing excellence in its work, and financial stewardship. Christine Scott, Mayo's Administrator, states "This award feels like a real seal of approval for all of the care and devotion our staff provides our residents."

Mayo Healthcare's greatest asset is its employees. Their value is consistently recognized by others. Twenty-eight of our staff have received awards for outstanding work in their field. Recently the Vermont Health Care Association voted Kim Marcotte Activities Director of the Year. "Kim is an exceptional example," says Scott, "of someone who has devoted her working career to the lives of the residents who live at Mayo. She has the unique ability to earn the respect of her staff and instill the confidence of family members."



Kim Marcotte, Director of Activities, is honored at a luncheon with other award-winning staff and Administrator, Christine Scott. From left to right, Sally Fletcher, Housekeeping Manager; Sheila Davis, QA Coordinator; Kim, Christine, and Barbara Connor, Director of Nursing.

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Memorials and Planned Giving

Mayo Healthcare has proudly served Central Vermont for more than 70 years. As a non-profit organization that gives away nearly \$1 million in services each year we look to our community to fill that gap. Since reimbursements do not cover costs, we are able to maintain our high standards through generous donations of cash, real estate, stock or other securities, retirement plans, charitable gift annuities or trusts, life insurance, etc. Did you know that you can leave a % of your 401K, life insurance policy or house to Mayo? Please contact your legal and financial advisors and know that all contributions are fully tax-deductible according to U.S. laws.

Our staff is happy to work with you and your family on memorial gifts, please contact us for more information. Call Lois Lusignan at (802)485-3161 or email her at llusignan@mayohc.org.

Thank you for considering a gift to Mayo Healthcare.



Celebrations at Mayo: Tricking, Treating, and Dancing!

The rain on Halloween did not deter throngs of skeletons, goblins, princes and princesses, pirates and other assorted characters from flowing through Mayo's halls. Mayo residents, many of whom also dressed for the occasion, welcomed the trick-or-treaters with candy and lots of hugs. The evening was filled with charm, excitement, and plenty of laughs.

In February we're looking forward again to our annual Valentine Ball when Norwich cadets, dressed in their "dress blues," escort our residents to a wonderful night of dancing, dining, and lively conversation. This is our favorite event of the year. The evening stirs up wonderful memories and brings about new relationships. Remember the song "After the Ball Is Over?" The last line is ... "many the hopes that have vanished.... after the ball." Not true for our Valentine Ball. This is an evening that restores hopes, builds new dreams, and is pure magic.



Above, Dick Holt takes a spin on the dance floor with a Norwich Cadet at our Valentine Ball last year;



Left, Mavis Fortin offers treats at our recent Halloween 44 Door Knock event.

A Tribute to Dr. Mayo

A beautiful, new plaque honoring Dr. William Mayo provides a brief history of his work and the evolution of Mayo Healthcare. Opening his practice in 1877, Dr. Mayo provided medical services to the residents in his town and surrounding communities for many years. At the time of his death in 1930, *The Northfield News* wrote that Dr. Mayo had "become not only a healer of physical ills, buta confidant, guide, counselor, and friend to all who found the problems of life perplexing and its trials hard to bear."

Dr. Mayo worked to build an institution that would provide quality health care to his community. Although he did not live to see his vision fulfilled, others carried on this work and established a small hospital that evolved into the residential, continuing care, rehabilitation organization that Mayo is today. The spirit of our work embodies the values of Dr. Mayo's legacy.

Christine Scott, Mayo Healthcare's Administrator, stands in front of our new plaque honoring Dr. William Mayo.

