

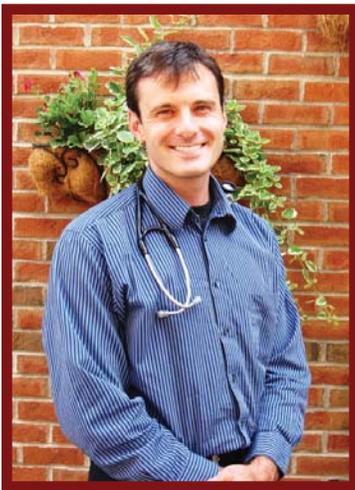
# T·H·E BRIGHTLOOK

NEWS FOR EMPLOYEES, VOLUNTEERS, PHYSICIANS, CORPORATORS AND BOARD MEMBERS AT NORTHEASTERN VERMONT REGIONAL HOSPITAL

## Joshua Gleiner, Certified Physician Assistant, Is a Welcome Addition to the NVRH Hospitalist Program

Northeastern Vermont Regional Hospital is pleased to announce that Joshua Gleiner, Certified Physician Assistant, is working with the Hospitalist program as well as St. Johnsbury Health and Rehabilitation. Gleiner works four days per week, and divides his time between the two services.

Josh grew up in Rochester, NY, with both parents as doctors. His father is an internist and his mother is a retired pediatrician. Interested in the potential of a more flexible lifestyle, Josh chose to become a Physician Assistant. He graduated from Cornell University in 2001 with a BS in Biology, and Albany Medical College in 2007, with a Masters Degree of Sciences in Medicine as a Physician Assistant. "I really enjoy the whole process of helping people feel better; it's very worthwhile and rewarding," says Gleiner of his decision to go into medicine. Gleiner most recently worked in the Hospitalist Service at Gifford Medical Center in Randolph, VT.



Michael Rouse, MD, and Director of the Hospitalist Practice at NVRH as well as the Medical Director at St. Johnsbury Health and Rehabilitation says of Gleiner's arrival, "We are very pleased to have Josh on our team. His past experience makes him a valuable and capable provider, and he's great with the patients."

Josh enjoys working with Dr. Rouse and the staff. "They're a great group to work with. The teamwork is great, and it's all for the best interest of the patients, which is what it should be."

Josh and his wife Sky own [Vermont Sports Magazine](#), which is published ten times per year. Sky is the Editor/Publisher, although they both write and photograph for the magazine, which is touted as "New England's outdoor magazine." Josh and Sky live in Orleans; in their spare time, they road and mountain bike, run on the Kingdom Trails, and ski both downhill and cross-country.

NOTE: On Saturday, September 8<sup>th</sup>, Josh biked 100 miles near Middlebury, VT with a team representing [Vermont Sports Magazine](#) to support and raise money for the Kelly Brush Foundation, which is a private 501©3 non-profit organization dedicated to assisting individuals with spinal cord injuries and increasing ski racing safety. It's not too late to donate! All donations are tax deductible and will help change someone's life. Please go to [ride.kellybrushfoundation.org](http://ride.kellybrushfoundation.org) for more information, and search for Josh's name to make a donation. Many thanks!

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**The BrightLook** is a monthly publication for NVRH employees, volunteers, physicians, corporators and board members.

Our next deadline is October 5, 2012 for the October issue. Please contact Hilary De Carlo at ext. 7303 if you have an article or picture(s) to submit.

The PAVDAM building was completely demolished on Tuesday, September 4th in just over an hour, and by the end of the day almost all of the rubble was in the containers and hauled away. PJ Weaver from Little Acres Landscaping demolished the building with his 50,000 lb. excavator (good for stress relief). The PAVDAM building served as the offices of a variety of medical practices over the past thirty years, most recently the Danielsons surgery practice. The building was deemed unsafe, since parts of it were settling prematurely. For now, the space will be left open and green.



Richard, the tree expert, saving and replanting an oak tree in the new green space.



**Alice Davis** retired on Saturday, September 1, 2012 from the Laundry department after working at NVRH for the past 14 years. She wanted to slip out unnoticed, with no picture, no cake and no fanfare. We totally respect your privacy Alice, but we also want to say **THANK YOU** and enjoy your RETIREMENT!



Next in the Charles M. and Hanna H. Gray Gallery

## Tactile Show

September 20<sup>th</sup> – November 12<sup>th</sup>

Featuring local artists:

Lydia Corrow, Audrey Holden, Francesca De Lorme,  
Caroline Bottolph and Delsie Hoyt

*Wake Up and Smell the Aloha, Too*

Mixed Media Mosaic Art by Francesca De Lorme

Discarded dishware, hand cast ceramic tiles, tempered glass salvaged from auto wrecking yard, scrap textured glass, letters hand cut from discarded book, glass paint on 'environmental' MDF with hand painted scrap wood frame. 2' x 3.5'

### On Wednesday, August 22<sup>nd</sup>, the Cardiac Rehabilitation group had their annual picnic.

It was a BEAUTIFUL summer evening, and the event was held in the courtyard. It's always a potluck, which makes for a wonderful variety of good, healthy food! At least one of these familiar faces has been attending cardiac rehab for over 10 years.



## Dolores Vieira



At her last Professional Services meeting, Dolores was paid a surprise visit by Nurse Ratchet, complete with hissing air compressor and "the best carrot cake ever".

Dolores Vieira, Director of Perioperative Services, retired after 7 ½ years on the job at NVRH. She worked in the medical field for 47 years. Her first day here was on April 4<sup>th</sup>, 2005, and her last day was on September 6<sup>th</sup>, 2012.

Dolores came from a large hospital in Massachusetts, one of a six-hospital consortium. She held the same position, that of Director of Perioperative Services, which, loosely translated, meant being in charge of the ambulatory services, operating room, PACU, Preop Assessment Clinic, Central Sterile and the Pain Clinic.

Dolores' arrival at NVRH was a "win/win" situation... "it allowed me to finish the last small chapter of my career. The small environment, as well as the willingness of the staff and surgeons to make changes was exceptional. I've loved working with the staff; they've been very supportive, caring and motivated to do the right thing."

At Dolores' retirement celebration on Tuesday, September 4<sup>th</sup>, Veronica spoke about Dolores' tenure at the hospital and the fact that "she took us through some challenging times, including both the Day Surgery and Operating Room

renovations. She's mentored many staff and has truly been a champion of the perioperative staff and surgeons. We are very grateful for the knowledge and commitment she brought to NVRH as well as the integrity she led her staff with and the accountability she demanded from everyone."

Dolores will be staying on to assist with the OR management module in the Meditech conversion.

Dolores enjoys living in Vermont; she likes the slower pace and the relaxing view from her house. She is looking forward to having her coffee in the morning on her deck, while listening to the birds and reading the paper or a book.



Dolores and Veronica Hychalk, Vice President of Professional Services, at Dolores' retirement party.

Thanks for everything Dolores!

## School Supplies

**This is the third year that Donna Racine has collected school supplies for local schools.** Each year, different area schools are the fortunate recipients. Grateful schools have been the Danville school (Donna's community and her children attend the school), The Caledonia School, Lyndon Town School, the Concord School, St. Johnsbury School and the Walden School.

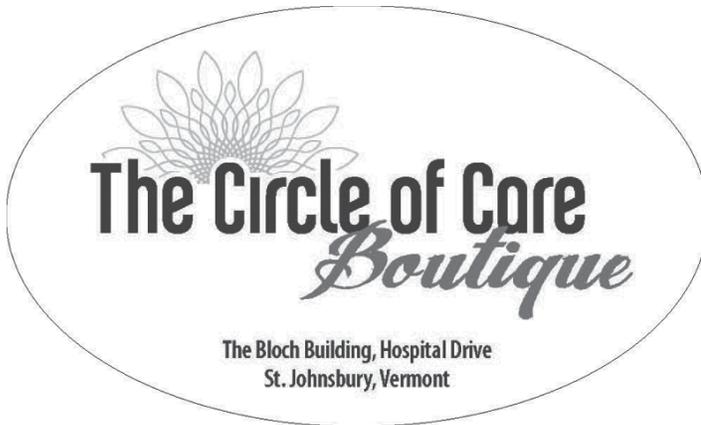
Employees were very generous this year, and she's extremely grateful. She was hoping for 15 knapsacks donated and she got 17. Along with the knapsacks, she collected paper, pens, pencils, binders, glue and markers.

Donna loves to give to the communities in the Northeast Kingdom. She's always reminded of how fortunate she is and how others can benefit from the hospital's very generous employees. "I'm excited to be able to do this, and I'm extremely grateful to my wonderful co-workers."



# Auxiliary/Volunteer NEWS

by Pat Forest, Volunteer Coordinator



**Circle of Care Boutique**, located at the Bloch building across the hall from Norris Cotton Cancer Center-North is holding a weekly drawing for a \$25.00 gift certificate. The boutique, although geared towards the cancer patient, has many things for everyone. There are skin and hair care products (without cancer causing agents), locally designed jewelry, slippers, meditation and relaxation music, cancer support items, beautiful cards, and scarves. I know that many of you have not had a chance to stop by and take a look. Please stop by, sign up for the drawing, and take a look around.

**Uniform Professionals** will be at NVRH on Tuesday, September 11 from 7am-4pm in conference rooms 126 & 127. Uni-Pro carries the latest styles in medical

uniforms and equipment, shoes and accessories. All proceeds from this sale go to support the NVRH Auxiliary projects such as the Wish List, and Scholastic Achievement awards. Without your support, neither of these projects would be possible. Don't forget that we will sell raffle tickets for a \$50.00 uniform professional gift certificate beginning on August 27<sup>th</sup>. Tickets are 50 cents each or 3 for \$1.00.

Our next **NVRH Auxiliary Meeting** will be held on Friday, September 14<sup>th</sup>. Lunch will be in the cafeteria at noon, with the meeting to follow at 12:30 in conference rooms 126 & 127. The 2013 NVRH Auxiliary Wish List will be presented at the September meeting to be voted on by the membership. This is a really important meeting for all Auxiliary members to attend. We welcome any of the department managers who have submitted proposals to attend the meeting.

Just a reminder that the next **NVRH Red Cross Blood drive** is scheduled for Tuesday, October 2 from 11am – 4pm. In addition to blood donors, we will need volunteers for the registration desk and the canteen. If you have an hour to help out, please give Pat a call at 748-7310. Our last drive was 3 pints short of our goal – hopefully this time with your help, we will surpass it.



Each year, **National Payroll Week** is celebrated during Labor Day week. National Payroll Week is an opportunity to thank payroll staff for their hard work to assure that paychecks are both accurate and timely. At NVRH, this is accomplished by processing over 500 time cards, every two weeks, by hand. The payroll staff has done an incredible job for many years with this antiquated system. As we all know, we are currently implementing the KRONOS automated time and attendance system. Though the processes will change, the same payroll staff at NVRH will still work diligently to produce paychecks every other Wednesday morning.

Please join me, Bob Hersey, in thanking Susan Sanborn, Payroll Manager (back row) and the rest of the NVRH payroll staff: Linda Sherman, Jean Lund, Ella Kelsey and Kim Hill, for their efforts every other week to provide us with accurate and timely paychecks and for answering our payroll related questions throughout the year.

**Thank you Payroll Staff!**

# I QUIT!

**Tracey Gochie**, age 29, had tried to quit smoking more than ten times.

On August 24<sup>th</sup>, 2012, she sent Rose Sheehan, Tobacco Cessation Coordinator, an email message saying she'd been smoke free for a year.

Tracey smoked for 16 years; she'd tried to quit cold turkey – she'd had the shakes, she was constantly cold and suffering from flu-like symptoms. "You have to be determined and in the right frame of mind – I'd tried patches and gum...everything." What turned out to be Tracey's impetus for that "right frame of mind" were her two children, ages four and two. So, she called Rose and got patches and gum. She tried Chantix, a prescription medicine that blocks the nicotine receptors in the brain, but she had crazy dreams, which is a common side effect, so she stopped taking it.

She wanted to live for her daughters, and she wanted to be good examples for them. Her grandfather had had lung cancer and heart disease, so she'd seen someone she loved ravaged by the disease. She was smoking a pack a day; she doesn't know how she was coming up with the \$8 per pack per day.

Quitting was one of the toughest things she's ever done. Every time she wanted a cigarette, she'd tell herself

it wasn't worth it. She gave herself permission to eat, and she gained weight. But, once she felt like she was more in control of her smoking, she started running on the trails in the Town Forest, listening to her music and zoning out. She's lost fifty pounds, she breathes better, has more energy and her skin is better.

Asked about advice for others, she said, "Find your own way of doing this and NEVER give up. I've never felt this good in my whole life – it's totally worth every single agonizing moment." And, not smoking, running, eating well and feeling good has boosted her confidence, self esteem and mothering capabilities. Life is good.



## **Disaster information Outreach... some available for your mobile device**

*Submitted by Betsy Merrill*

September 2012 marks the ninth annual National Preparedness Month, sponsored by the Federal Emergency Management Agency in the US Department of Homeland Security.

As I write, I realize that one year ago, Vermont was dealing with Tropical Storm Irene, as were many other areas of the country, and seven years ago the "100 Year Storm", named Hurricane Katrina was pounding New Orleans and her surrounds. Between 2005 and now, our planet and her peoples have endured earthquakes (Japan, China, Haiti), countless floods, tornadoes and typhoons. In each case, the forces of nature were astounding, and often frightening. Natural disasters, great and small, often spur us on to great work and change. This puts me in mind of the many telephone and online disaster resources developed since 2005. Several groups and networks are focusing on many of the needs following a disaster. The majority of work, "ready for consumption", is being done in Chapel Hill, Durham, NC, at UCLA-Duke University Center for Child traumatic Stress, and the National Child traumatic Stress Network.

*continued* ▷

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I'd like to share some of those available for mobile devices, and specific to natural disasters:

Resource for disaster responders; subject: Psychological First Aid (PFA) available for mobile Apple Devices:

*Disaster Distress Helpline*

Phone: 1-800-985-5900

TEXT: "TalkWithUs" to 66746

TTY for Deaf/Hearing Impaired: 1-800-846-8517

Website: <http://www.disasterdistress.samsa.gov>

Facebook: [www.facebook.com/distresshelpline](http://www.facebook.com/distresshelpline)

Twitter: <https://twitter.com/distressline>

Closer to home, Karen Matthews, director of the VA Center for PTSD in White River Junction, has been collaborating with the National Child Traumatic Stress Network, the Substance Abuse and Mental Health Services Administration, and the DOD's National Center for Telehealth & Technology, to develop and launch a new application, called PFA Mobile, launched through the iTunes App Store. The app is intended for disaster responders who are trained in Psychological First Aid (PFA).

*PFA Mobile* TM includes:

Summaries of PFA fundamentals

PFA interventions matched to specific concerns and needs of survivors

Mentor tips for applying PFA in the field

Self-assessment tool for readiness to conduct PFA

Survivors' need form for simplified data collection and easy referral

The app is free and intended to work on any mobile device (iPod touch, iPhone, iPad).

Lastly, but certainly not least, the Terrorism and Disaster Committee of the National Child Traumatic Stress Network has developed a set of resources to support families during times of evacuations. These resources include activity ideas for families to do with few to no supplies, during or after an evacuation. The following resources may be accessed in both English and Spanish, at <http://nctsn.org/resources/what'snew>, and linking to "Simple Evacuation Activities for Children and Adolescents" on the right side of the page.

Simple evacuation activities for children and adolescents: No supplies needed

Simple evacuation activities for children and adolescents: Car activities

Simple evacuation activities for children and adolescents: Limited supplies needed, daytime activities

Simple evacuation activities for children and adolescents: Limited supplies needed, nighttime activities

Simple evacuation supplies and activities for children and adolescents: A family checklist

While this product will continue to undergo revision, it has been released by the Committee for use in the current "Hurricane Season". This is created by a subgroup of the National Child Traumatic Stress Network; other natural disaster information can be found at <http://nctsn.org/trauma-types/natural-disasters/hurricanes>.

I have found another resource specific to the needs of children and adolescents, following natural disaster, also out of Chapel Hill and the National Center for Child Traumatic Stress Hurricane Resources. Please bear in mind that this was developed with the hurricane season in mind, but I think it is applicable in the wake of any natural disaster:

After the hurricane: Helping young children heal (PDF)

[http://www.nctsn.net/nctsn\\_assets/pdfs/edu\\_materials/Helping\\_Young\\_Children\\_Heal.pdf](http://www.nctsn.net/nctsn_assets/pdfs/edu_materials/Helping_Young_Children_Heal.pdf)

Several other projects are currently underway, with an eye on our children's needs following disaster, and I will keep you apprised of the progress.

One goal of Homeland Security is to educate the public about how to prepare for emergencies. I have recently found a family resource book, available in paper and electronically, entitled Ready in 10, by Janet and Laura Greenwald, designed to teach families how to be ready to deal, in their words, "with any disaster or emergency in 10 minutes". This information is based on their own experiences and results of planning and consulting with professionals in the various fields of emergency planning. It is available through Amazon.com as a paperback (230 pages) or on Kindle (\$19.99). This work just seems to "fit" with the other items I've written about.

# Depression and Anxiety can improve with exercise.

– Jaime Lipka

I'm sure most of you have heard this before "Exercise and you will feel better"... but I wanted to take moment to re-iterate this message, as exercise REALLY is one of the most effective ways to manage symptoms of depression and anxiety. When you have anxiety or depression, exercise often seems like the last thing you want to do, but once you get started, it can make a big difference.

Research on anxiety, depression and exercise shows that the psychological and physical benefits of exercise can reduce anxiety and improve mood. Exercise also helps improve a number of health problems, including high blood pressure and diabetes.

## So how does this work?

- Exercise releases "feel-good" chemicals in the brain that generate a feeling of well-being.
- Increasing body temperature seems to also have a calming effect on the mind.
- Meeting exercise goals can boost your confidence and getting into shape can make you feel better about your appearance.
- Exercise is a healthy distraction that can get you out the cycle of negative thoughts that feed depression and anxiety.
- Exercise may also provide with you the chance to socialize or meet new people.
- Finally, exercise is a way to do something about the way you feel.

## What type of exercise is best?

The word "exercise" may make you think of running laps around the track. But exercise includes a wide range of activities that boost your activity level. Anything that gets you up and moving is exercise that can help improve your mood.

Certainly running, biking, lifting weights or playing a sport will do the trick. But so can gardening, dancing, yoga, playing with children, taking a walk and other less intense activities.

You can also add small amounts of physical activity throughout your day. For example, take the stairs instead of the elevator. Park a little farther away from your work to fit in a short walk. Or, if you live close to your job, consider biking or walking. Also remember to check out the free or low cost classes listed in the NVRH Wellness Calendar.

The idea is to weave more movement into your day, anyway **you can!**

Quality



## A+ Standard of Caring JUNE 2012

### Ambulatory Surgery

+ Anesthesiologist was great!! My nurse & doc also great!  
+ **Doctor Larsen** set this up personally. I had a GI bleed the previous week, and was unwilling to undergo any procedure at that time. When I was ready, he made it happen PROMPTLY when I was CALM and RESTED. I am impressed by the SKILL of everyone. The anesthesia was perfect! Previously, in Connecticut, I had a sore throat for weeks after being "scoped," and I recalled the procedure with fear. This time was painless!!! Also, the preparation, in case my heart was stressed gave me every confidence. WELL DONE!

- + I feel CONFIDENT in your people.
- + I liked the surgical nurse who came to bring me to surgery - **Phil** - He was the only person who asked me how I was feeling emotionally.
- + My experience for my eye surgery was a very good one.
- + Everyone was very nice - the waiting room was clean and very nice.
- + Everything was very clean and pleasant.
- + I really did not have any pain after the procedure.
- + Everyone treated me like I was royalty!
- + Was clean and organized.

## Emergency Department

- + **Monique**, RN, **Janet** NP & the other nurses were so wonderful!
- + **Janet** NP was amazing.
- + The registration staff was kind & courteous.
- + **Mike** is a super person to do XRAYs.
- + **Janet Wilson** FNP was super – also nurses.
- + Took me in immediately - Tended to me right off.
- + Every one very pleasant. Very professional!
- + I was very pleased the way everything went. I was in and out with in 1 hr. With head wound – 7 staples put in.
- + Very good experience for first time using emergency room.
- + Good - provided lap top for video relay service for deaf people. Thank you.
- + Nurses kept me informed throughout my visit. Kept careful vigilance attended to my comfort.
- + Spoke to both me and my husband.
- + **Dr. Baker** and **Dr. Sargent** were respectful and provided detailed explanations. Provided timely updates and told me to call if needed during my visit.
- + **Dr. Baker** did a thorough job of explaining and stressing the need for follow-up care.
- + No waiting time. Blankets for warmth! Introduced selves. Provided explanations.
- + Staff used my husband as an information source to check my accuracy. Husband permitted to accompany me.
- + I was seen immediately as I was the only patient at the time. Hospital clean & orderly.
- + Information obtained quickly and respectfully.
- + I couldn't have felt more comfortable. I couldn't help myself at the time and felt relaxed in trusting NVRH staff!
- + Very quick & efficient.
- + Professional, sensitive to my privacy, caring.
- + Professional, good communication.
- + I was given some pill to take upon discharge - VERY HELPFUL.
- + **Dr. Richard Merrick** was excellent.
- + 1st time by ambulance, good experience.
- + **Dr. Rodgers** treated the pain before examination and thoroughly examined the area to be treated.
- + I found everyone very helpful and knowledgeable during my care and would highly recommend this hospital to anyone.
- + **Dr. Dege** was great. He was very concerned and did all he could to help. He even called the next time he was in to see how we made out.
- + Could not have had better service and care - everyone was great did their best to get wound cleaned up and pain under control for trip to Dartmouth.
- + No pain.
- + I wish I caught my nurse's name because she was absolutely fantastic. Nicest nurse at the hospital that I have met.

- + Again, the nurse was great and informed me on everything & made sure I was comfortable.
- + Excellent care. Have been to other ERs with other people and have never been treated as I was at NVRH.
- + **Mike Scanlon** - first time we've ever seen him - he was GREAT!
- + Can't say enough about how great **Mike Scanlon** was. Very impressed by the doctor's bedside manner & light humor.
- + No delays, taken care of immediately and continually.
- + Being diabetic they even offered lunch.
- + No waiting time, very fast.
- + Overall good experience, fast and courteous.
- + Everyone I dealt with (receptionist, nurse, doctor, radiologist) was pleasant as well as competent.
- + My visit to the emergency room was a good experience. What impressed me most about this ER experience was the nurse's competence - compassion & Professional – my nursing care could not have been better and her name was **Margie**.
- + I was a trauma emergency. They wasted no time, they were fast and efficient.
- + No radiology - EKG was fine and timely.
- + This was one of the most efficient, time-wise visits for me and other family members. There weren't many patients in the ER, but all went well.

## Inpatient Department

- + Was impressed with safety of medications.
- + Cafeteria people were excellent; the food was excellent; loved it! **Darla, Julie, Aaron** - all were great!
- + The nurses all were SO kind during difficult moments of attempts at starting IV's, and drawing blood.
- + My husband was in the room every day from about 8:30 a.m. to 7 or 8 p.m. He was SO well treated.
- + Excellent care was given. Depending on the type of medical care needed, NVRH would definitely be recommended by me.
- + GREAT HOSPITAL.
- + NVRH is rated TOP by me compared to other hospitals my husband has been in, even though they were okay.
- + My husband, after release, was infused on the 2nd floor. Not only was he given lunch but I, his wife, was included. They helped us with treatment - getting supplies needed for care & infusion 2 weeks after discharge.
- + NVRH worked with Dartmouth in coordinating visits in VT & NH. NVRH eliminated a lot of driving for us as we are seniors. In other words NVRH did a lot of tests in VT & faxed results to Dartmouth, NH.
- + **Aaron** outstanding. The food was excellent. They prepared FISH for me without garlic - Excellent staff & good demeanor.
- + **Dr. Tanner** - excellent!
- + The best of the best.
- + The nurses pulled me through the worst of the worse (my condition). Top notch.

- + Doctors saved my life twice.
- + The nurses all were special - I even visited & brought brownies.

### Corner Medical

- + I have gone to Corner Medical for a long time and they always have been very nice to me and helped me.
- + Never been to a doctor's office where they've been so thorough. That's why I'm so glad I switched to Corner Medical when I did. **Dr. Erisman** and her nurse are the best I've ever had!!! It doesn't bother me one bit to travel 40 miles for an appt!!!
- + When I hear others talking about how dissatisfied they are with their primary care, I tell them they should give Corner Medical a try.
- + I was able to use someone else's cancellation at the last minute... though I still had to wait to see someone. I was informed on the delay as I entered the waiting room. I passed some of the time by running errands over street...
- + The girls in the office are always helpful - Nurses are wonderful to talk to I can't say enough about **Dr. Dobbertin** - she has been caring & so thoughtful.
- + I find **Dr. Dobbertin** wonderful. She really listens & talks to me about concerns I have.
- + Very good experience with **Doctor Scott** and excellent trained staff.
- + **Mary** (Dr. Broderick's nurse) is fabulous!
- + **Dr. Broderick** takes what feels like "personal care" in me. He follows my complex health profile closely and is supportive and thorough. I very much appreciate the quality of care he offers, his expertise and personable nature!
- + We are VERY lucky to have this facility. Very important to this area - great staff.
- + **Dr. Hebert** & nurse are a very class act, very friendly. There was NO DELAY.
- + "They even go the extra mile".
- + **Dr. Errisman** is super! She's a caring person.
- + **Tom Broderick** is a wonderful doctor. His nurse is a peach.
- + We have always been pleased with the care we receive at Corner Medical. The doctor, physician assistant & nurse practitioner we've deal with are all top shelf.
- + **Dr. Bridgette Dargis** is a great benefit to the clinic. It is so good to have a physician who takes time to listen to you. Hang on to her.
- + I left Corner Medical feeling very happy because of the way I was treated that was very special. Everyone listened and answered any of my questions at the time.
- + Very impressed that the doctor's assistant answered my question with certainty. I instantly felt I was in good hands with both doctor and assistant. I left Corner Medical feeling very good and thankful for "both" listening and not being rushed, etc.
- + He explained things in a soothing way after asking about my concerns and I knew he was listening, truly listening. Relaxing and not hurried.

- + We in this small community are so fortunate to have Corner Medical and the parking areas are proof of the services it provides.
- + It is with great pleasure that I received great treatment at Corner Medical at every level. It was calming to be greeted with smiles.

### Womens Wellness Center

- + Awesome experience, great care provider.
- + I received excellent care. My mother, sister and I all come here because of the outstanding care we receive.
- + Office staff as well as the doctors are friendly and extremely accommodating.
- + Would recommend these offices, and I have, to my friends.
- + Very clean -
- + I have been seen by two of the doctors and have been very pleased with their service. I will continue to come annually and would recommend this practice to anyone.
- + **Margaret Rowlett** is very pleasant and caring!
- + This is by far one of the best visits and discussions I have ever had about my health care.
- + **Dr. Thomas** was amazing.
- + **Dr. Thomas** is an exceptional provider. I commute from Randolph to continue care w/her!
- + Very thorough and professional.
- + Very organized and attentive practice.
- + I am really impressed w/midwife **Sue Hoffman**!
- + **Megan Haygood** is better than very good. She is excellent.
- + It was fine - **Debbie** is very nice and respects us women.
- + She did everything she could have done to make the appointment go right along & helped me.

### Outpatient Departments

- + I had been told no appt. was needed - just to drop in for blood drawing, which is what I did. A period of waiting was reasonable and not long.
- + I did not catch the name but the young woman giving the scan was excellent & very calming -- this was my first scan.
- + Everyone was helpful, courteous and friendly and documents to sign were ready.
- + X-ray tech was very friendly and explained the procedures very well. She made me feel at ease.
- + Magazines and other reading materials in the waiting area were many and current. Facility was very clean.
- + She (the X-ray tech) accompanied me to the dressing area and clearly explained what I had to do; then she accompanied me to the X-ray room & again explained what would be done.
- + I saw **Dr. Nisbet** twice - excellent. A third time for urine sample - very fast.
- + It was nice & clean.
- + Scheduler was GREAT got me in working around my work schedule.
- + The appt. person worked with me with such a terrible work schedule I have to work around. She was great.
- + I loved the large lettering of the signs.

- + I was re-assured several times about having the 2nd screen so not to worry -
- + I was pressed for time trying to get to work - the ultra sound was scheduled in immediately following my mammogram - NO time delays - I was very happy.
- + Good experience. Staff and volunteers were friendly and understanding.
- + Good experience. Enjoyed the colorful pictures on the wall. Thank you!
- + I really enjoy the new pre-registration process. So convenient to be able to arrive for tests, etc., and not have to wait to be checked in.
- + Our area is very fortunate to have our hospital.
- + The ladies who draw the blood are "tender" and do a great job drawing from my puny veins.
- + **Chris** keeps the paperwork in order VERY well. She is pleasant, fast, and efficient with incoming calls & papers at the same time.
- + Excellent rad. tech who did my bone scan!
- + The staff was courteous and explained everything.
- + Everything was clean & had the pleasant comfort of home.
- + Nicest, most professional service ever.
- + X-ray technician extremely concerned about comfort. Very caring attitude.
- + The phlebotomist was kind enough to use a butterfly needle to draw my blood sample. Less bruising/pain.
- + Very nice, new, remodeled.
- + Preregistration was very good.
- + I was in and out of mammography in record time.
- + Technician that provided the echocardiogram is excellent. Very professional and caring.
- + Everyone was kind and considerate in every way shape and manner.
- + I give them all a high five!
- + My fears were kindly accepted and greatly abated by loving care and concern.

## JULY 2012

### Ambulatory Surgery

- + Very, VERY kind and informative - immediately at ease.
- + SPECIAL, SPECIAL RN's like **Marie, Annika, Linda, Dr. Fisher** like guardian angels - I trusted them and felt comfortable.
- + Absolutely would recommend these very special people. I was one of the patients who had the pirate hat and entertained the whole unit - it was a much enjoyable time.
- + The nurse that prepped me for surgery was excellent. I can't remember her name, but she was sensitive to my anxieties.
- + Everything was great! Good sandwich afterward. I was starving!
- + I don't think it could have gone better.
- + The phone call afterwards was very courteous.
- + Professional & compassionate.

- + Especially appreciative of the after surgery follow-up by phone!!
- + Everyone was so professional - much concern about my comfort and very caring (All).
- + **Krista N. Haight**, MD did a great job. Very pleased with the hospital. This was my first time here.
- + 100% friendly and professional.
- + Well designed and maintained facility - **Dr. Larsen** & nurses were great.
- + My husband was impressed with the consideration he received while waiting.
- + The entire experience was as easy and comfortable as possible (i. e., heated blankets).
- + My experience was totally positive.
- + The nurses and physicians were excellent. Terrific care and concern.

### Emergency Department

- + Very good/friendly nursing staff.
- + Definite improvements that I noticed.
- + My daughter's ER trip went very well. I was impressed by the short waiting times to be seen.
- + Saw improvements made by NVRH. With these improvements, I would definitely recommend services. Glad to see improvements with waiting times.
- + They were very courteous and did a wonderful job. Let husband into ER room so he was there when I got back from x-ray.
- + We did not see a doctor, we saw **Michael Scanlon** a nurse practitioner, he was very nice though.
- + They brought us right back into the treatment area because it was an emergency.
- + They allowed both my fiance and me to be w/our daughter the entire time; **Deb** also gave us a pass to get back in after informing our family in the waiting room what was happening.
- + I was very pleased with the nurse **Jennifer**. She was great with my daughter.
- + No delays, no pain treated at ER.
- + Dr. even made a follow-up phone call to me on a Sunday! Very happy with the level of concern shown.
- + I had injured my back and the radiologist and nurse were extremely helpful in assisting me so my movements didn't cause me more pain -
- + An angel from heaven who relieved me of my acute distress.
- + **Dr. Baker** was very efficient.
- + They took great care w/me even before I had to show all of my insurance cards!
- + Very impressed - Our large medical center in Delaware has a great deal to learn of you.
- + It was a pleasure to be so well cared for.
- + Your staff should be congratulated for their professional performance.

- + The actions and overall environment was a pleasure to have experienced.
- + **Dr. Merrick** was very informative and clear.
- + Good experience and explanations about what had happened. It was very good.
- + I went home confident that I wasn't dehydrated and they told me to drink a lot of water.
- + Excellent service.
- + **Mike** in radiology was great. Professional, friendly, took care and concern.
- + Very well treated, very professional and informative.
- + Very quick service. Everyone was very pleasant and helpful.
- + Nurses did a very good job of keeping me comfortable.
- + Both nurses that dealt with me that morning were friendly, and very nice! The both deserve kudos!
- + The ultrasound doctor was excellent! He shuffled me into his schedule very quickly and was very relaxing to deal with!
- + Both doctor & nurse were excellent.
- + Very good nursing staff.
- + Receptionist very nice.
- + I was extremely impressed with everyone I encountered and the level of service that was provided to me- keep up the excellent work!
- + The Emergency and the Out Patient departments of NVRH are exceptional. The feeling of care and community is unequalled in my experience.
- + The x-ray technician who I think her name was **Gretchen** was great. Very caring and courteous.
- + Good experience when my stress level was a little high from a knee problem.
- + Nurse very pleasant, warm and smiling - returned with doctor almost immediately. As it was raining very strongly, she brought me herself to a covered portico to be picked up.
- + Careful questions about occasion of injury - home treatment, as well as duration of my concern.
- + Gentle but thorough treatment. Antibiotic samples for continued care, and script for antibiotic, plus warning that nearest pharmacy was closing early for the holiday, so should proceed there directly.
- + Treatment was so immediate and as wound was not an extreme emergent condition, my daughter was simply pleased by the immediate friendly response. Probably in treatment rm. only about 30 min (inc. BP and weight).
- + No delays. Responses immediate and warmly personable. Given supply for several days wound care, instructions for daily prep and application.
- + Early on this holiday, no one was yet in the waiting or treatment rooms, but from the immediacy of the staff's response, I am sure attention would have been prompt anyway.
- + Holiday weekend at lake near this hospital and closure of nearby walk-in clinics triggered this visit.
- + Would definitely recommend if opportunity arose.
- + Information requested in a small, private room, entered directly into computer database.
- + Absolutely no threat or concern for my privacy. Intake clerk pleasant and cheerful (despite working on holiday)!
- + Was pleased to see the Imaging Center. Glad we contribute to NVRH request for funding.
- + Community fortunate to have this facility. Have used NVRH many years when seasonal resident & full time resident 6/25/12.
- + Fantastic hospital!
- + **Dr. Richard Merrick** was very knowledgeable about my condition.
- + Mrs. **Beth Hetzelt** is amazing.
- + **Dr. Baker** was excellent!
- + Glad I came to your emergency room. I thought about going to ER in Morrisville but glad I didn't.
- + They put me in a room where I gave the women my information. Was nice to be able to not be in the open for other patients to hear me give personal information.
- + These guys were very courteous and caring. I don't believe that I've ever felt care & concern like that.
- + I've never had the experience there before like this one. I truly felt like they cared and they were on top of things-no delays really.
- + Pleasant, good listening (active listener) clear information.
- + Quick, clear information given, responded directly to my symptoms and opinion of the cause of the symptoms.
- + ARRIVAL - attended to me immediately no wait - - - No delays at all -- pain treated for cause immediately to diagnosis & prognosis immediately.
- + In/out in no time with remedy to be picked up at pharmacy for my strep throat.
- + Very honest in explaining everything.
- + Very good again. This is the first time I really felt like I could recommend the ER. Excellent staff the time I was there.
- + I'm from out of state, but if I weren't I would recommend your Emergency Dept. to others.
- + This was my first time in the emergency room and I was VERY pleased with my treatment.
- + There were no delays.

### **Inpatient Department**

- + I was treated very well.
- + My brother liked the way he was treated and he would recommend the hospital to others.
- + Excellent care from all physicians.
- + Food Service staff - very nice.
- + All the doctors I saw were very knowledgeable.
- + **Tonya Crapo** - was very nice to me - I liked her very much - Good nurse.
- + Also liked **Nora** - She was great.

- + This hospital made our special day perfect and we couldn't believe how nice everyone was - everyone loved our baby as much as we do and we appreciate that.
- + The nurse was very kind and gentle.
- + The nurses put up with my humor and were very gentle with me.
- + I had a broken humorous bone and the kitchen helped cut my food for me.
- + I really enjoy the people who came to see me and the nurses gave us our privacy.
- + If I needed to find another doctor I would be comfortable with the Dr. that took care of me.
- + I was very pleased to see the hospital pastor and able to share some of the things I do.
- + My comfort and well-being were of utmost concern to the nurses.
- + Loved that the dietary person who came up and took my order when unsure if I was being discharged.
- + Especially enjoyed **Tonya & Eleanor**.
- + Very glad to be in care of **Dr. Walko**. Very thorough & caring.
- + Day nurse **Kelley** A++ "great".
- + **Dr. Gagnon** is excellent!
- + **Dr. Kenny** did a great job of my repeat Cesarean section, very good doctor/surgeon!
- + **Mary** was outstanding - I was lucky to have her all 4 days.
- + We were lucky to have **Dr. Dreisbach**.
- + Kitchen staff came to room to ask what I wanted for meals. Very surprised by that personal touch. Awesome!
- + Loved the white erase board used to put date & name of nurse on duty.
- + Blood draws every morning at 6 a.m. were as non-intrusive as possible by the staff's pleasantness. Put in crux of dominant arm.
- + Appreciated allowing family visiting during off-hours (early and/or late).
- + I understand the hospitalist rotation and think that is an awesome approach to effective care plans.
- + Staff's discreetness was much appreciated!
- + Very helpful with helping me with issues I had breast feeding.

### **Kingdom Internal Medicine**

- + Always a good one! Entire staff is friendly & always helpful.
- + Always treated exceptionally well, very helpful people.
- + Excellent listener and immediately gathered information for a question I asked.
- + I'm thankful that I was referred to these excellent providers.
- + Love the new office!
- + As always, I am thankful for having you all as my providers.
- + People that work are very concerned about you as a person.

- + I have been to **Dr. Ziobrowski** for over 30 years, I guess that speaks for itself. Everything is GOOD & GOOD.
- + Everything is great and I am very happy with all that they do.
- + We see **Jessica McLeod** & she is great in all things for our health care.
- + We recommended our family members to make medical appointments w/**Jessica** when they have.
- + Everyone is just wonderful at KIM - Super girls & Dr.'s.
- + **Diane** is a great individual to be with.
- + Very, very happy with my Dr. & staff.
- + Exceptional NP **Jessica**/she is wonderful and corrected a problem I had for many years and she found the problem and fixed it - **Jessica** is the best provider for me.
- + **Dr. Z** communicates very WELL, thoroughly, and w/o prompting.
- + I was very happy!! They offer appointments after five pm.
- + I was surprised at how caring & thoughtful NP **MacLeod** was. .
- + Office looks wonderful.
- + I had no delays.

### **Corner Medical**

- + **Lori Koshowski** is terrific. High degree of confidence in her competence -
- + Excellent - **Dr. Erisman** and her nurse **Sandy!**
- + Staff that work there are excellent professionals. **Dr. Scott** is a good fit.
- + This clinic is the best in the area and they really care how you feel.
- + The nurse/assistant was extremely nice and thoughtful.
- + The doctor was thoughtful as always. She was considerate and explained everything well.
- + **Sandy** is very thorough and asks questions.
- + My care provider is number 1 to me and the 7 others I have brought there.
- + **Mary** is terrific - she is my friend.
- + Dealing with **Dr. Herbert** was a pure pleasure - thank you.
- + They all do a fantastic job - show a sincere concern - Liz (wife) and I think they are just great!!
- + **Dr. Scott** was right on money in all aspect of my neck problem.
- + Amy is always helpful & friendly.
- + I have always had great service from Corner Medical.
- + **Dr. Erisman** is always wonderful to work with.
- + **Dr. Broderick** has always put my health & concerns front & foremost.
- + **Tom Broderick** is excellent -
- + I really like and trust **Dr. Dargis**. She is wonderful. She really listens to you and gets things taken care of .

### **Womens Wellness Center**

- + The staff @ Women Wellness is very compassionate people. They make you feel @ ease when some of the procedures are uncomfortable. I've been seeing them for many years, and I'd would most definitely recommend them to other women.
- + Dr. Paul is a very likeable person and makes you feel important and is a great provider.
- + Thank you for a great team of providers - they do their job very well!
- + I travel for **Dr. Thomas** - I wouldn't go to anyone else. Love HER!!
- + Excellent care from **Margaret Rowlett**.
- + **Margaret Rowlett** is professional, personable and thorough!

### **Outpatient Departments**

- + I was surprised how sweet everyone was to me - all were very nice.
- + A delightful woman made the experience quick, easy & downright enjoyable! We laughed together while getting all that was needed done.
- + The lab tech was so quick & so skillful I barely felt a tiny prick in my arm - - - we also talked & laughed & were done in a few brief moments - - -
- + All is bright, comfortable & the signs are large.
- + My doctor called x-ray right after my appt. & I went right over, was pre-registered - no waiting time - personnel very pleasant & professional - couldn't be better.
- + Very efficient & explained what was happening. **Pat Brochu-Cox**, I believe, was my x-ray tech. Really nice.
- + All very good. Receptionist **Glenna**, polite & friendly. Was late in the day, but she still took time to chat with me for a few minutes while waiting.
- + NVRH is extremely clean. Housekeepers must work very hard to maintain this facility. Quite spotless.
- + NVRH is a top notch facility - well trained staff & very importantly - friendly. A smile makes such a difference.
- + I enjoy going to your hospital you guys are the best hospital and very nice people and helpful.
- + You guys have the cleanest hospital ever.
- + **Yvette** was wonderful!
- + **Brad** was excellent.

**A+** *Standard of Caring*