Nurses Week 2015

Nurses Week was organized by a hard-working and creative committee managed by Deb Yonker and Karri Willy, nurses in the PACU. Members of the committee included Karen Barss, Food Service; Seleem Choudhury, VP and Chief Nursing Officer; Abby Pollender, Chaplain; Barbara Jarvis, RN (OR); Dodie French, RN (WWC); Deborah Lawler, RN (OR); Kara Lawrence, RN (Med/Surg); Mindy Warren, RN (Director of the Birth Center), Pat Forest, Volunteer Coordinator; and Hilary De Carlo, Marketing.

Thanks to local businesses (S. J Auto, The White Market, Sunshine Boutique and Moose River Lake and Lodge, Lyndonville Hardware, the Village Sport Shop, Houghtons Greenhouses, the Bagel Depot in St. J, and Agway) we were able to give away gift certificates, as well as pizza donated by Pizza Hut and the St. J House of Pizza. Two areas outside of the Courtyard Café were devoted to NVRH nurses – one has all the pictures of our nurses, and the others has 3x5 cards posted with stories from nurses about nursing.

Our nurses have touched many lives in our surrounding communities, and we are tremendously grateful to all of you. The following pictures show some of the highlights of the week at NVRH, especially of the fashion show, which featured departments hospital-wide that dressed up in hospital garb (scrubs, johnnies, and recycled blue wrap) decorated with materials from their department. Popcorn, hors d’oeuvres, and punch were served and the event was emceed by Seleem Choudhury.
MAY 6-12, 2015

National Nurses Week
Ethical practice. Quality care.

This week we publicly thank our nurses for their commitment and compassion in caring for our patients and community members. Nurses are essential members of our healthcare team and we applaud the kindness and high standards they display in their practice and profession.

- Ellen Apple
- Jennifer Alvizo
- Debra Arist
- Scottie Bush
- Mary Bulley
- Sharron Bukur
- Danelle Bull
- Rebecca Busheki
- Jacky Bussier
- Francisca Bernstein
- Candise Berry
- Caroleen Smith
- Jessica Williams
- Deena Bigby
- Cheryl Bissel
- Holly Botti
- Rudy Butterfield
- Barbara Boyer
- Joanne Campbell
- Sarah Cameron
- Cheryl Cherry
- Donna Chephens
- Beulah Chastain
- Gene Cipolla
- Sonya Cruz
- Kelly Culpepper
- Natalie Cooper
- Diane Cossell
- Chris Cusano
- Karen Curby
- Jill Davidson
- Kathleen Davis
- Angela Day
- Mandy DeGeorge
- Leslie Dahlton
- Vicky Dill
- Chara Dinah
- Christine Duggan
- Carmen Dunlop
- Alexa Driscoll
- Susan Drumm
- Amy Dunning
- Susan Dugan
- Holly Dyer
- Susan Emery
- Loren Empsey
- Mary Jane Fohey
- Michele Joiner
- George Tavas
- Doris French
- Shari Flatow
- Linda Gannon
- Jennifer Galvin
- Paula Gehl
- Ashley Gildea
- Sara Cope
- Carrie Hinkley
- Donna Hovland
- Jane Hohenstein
- Dennis Jocke
- Harry Jocke
- Debbie Kowal
- Tanya Kramer
- Dave Lampron
- Mary Lattanzo
- Deedee Leonard
- Darla Leonard
- Tara Lawrence
- Melissa Lavoie
- Anne Lefevre
- Kelly Lemarie
- Vesta Lemieux
- Roger Lescure
- Anne Lesure
- Allen Litrell
- Charlotte Lively
- Caryn MacDermot
- Nancy Mahoney
- Margaret MacIvor
- Sharon Malott
- Ashley March
- Peggy Marriner
- Christine Mattei
- Cheryl Matthews
- Vicki McHale
- Arlene Marcum
- John McChesney
- Mary McCann
- Holly McGowan
- Bob McGowan
- Lynn McGrew
- Bob McVey
- Edith McVey
- Colleen Monroe
- Danni Monroe
- Donna Morrison
- Deborah Mose
- Michael More
- Charles Murray
- Sandra Nett
- Edna Niles
- Maurice Neumann
- Joanne Nunnally
- James O'Brien
- Erica Owen
- Jodi Pavlik
- Pam Poury-
- Laura Prout
- Crystal Rencz
- Logan Reed
- Jennifer Peterson
- Vicki Plante
- Jessica Plante
- Stephanie Porter
- Mary Peters
- Corina Reehl
- Brittany Ricks
- Tracy Rizzuto
- Shelia Robinson
- Christi Robison
- bench
- Brenda Rogers
- Katey Rosen
- Carol Ricci
- Jennifer Santore
- Julie Sacco
- Jennifer Schuck
- Ashley Schuyler
- Saint Michael's
- Stephanie Smith
- Christiana Stannard
- Colleen Stavin
- Rosanna Tenen
- Pam Tiner
- Brenda Todd
- Debbie Thomas
- Mindy Warburton
- Carrie Warren
- Linda Weil
- Judith Zacher
- Tony Zinni
- Karen Willey
- Janet Wilson
- Daniel Whalen
- Deb Wertinger
- Mary Young
- Elizabeth Zora

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Find us on Facebook
“Our job as nurses is to cushion the sorrow and celebrate the joy every day, while we are just doing our jobs.” Christine Belle
Baby Friendly Celebration at NVRH:
On Thursday, May 7th, during the National week-long celebration of Nurse’s Week, the Birth Center provided employees and patients with cake in the lobby to celebrate the re-designation of their Baby Friendly status. The time also served as a forum for educating people about what Baby Friendly means, and how the Birth Center works very closely as a team to maintain the status. The Baby Friendly Hospital Initiative assists hospitals in giving all mothers the information, confidence, and skills necessary to successfully initiate and continue breastfeeding their babies or feeding formula safely; the BFHI give special recognition to hospitals that have done so. Northeastern Vermont Regional Hospital is the only Baby Friendly designated hospital in Vermont.

Hospital week melds beautifully with Nurses Week. Hospital Week is a national celebration of the dedicated staff of hospitals and healthcare institutions. At NVRH, we played a game called Know Your Co-Worker, participated in the great strawberry shortcake served by our Food Service, had random $50 cash drawings each day for seven fortunate employees, and gave away NVRH tote bags, a gym bag and a barbecue set. Departments participated in the fun and funny “Fashion Show”, Dy Thresher, Reiki Master provided 15 minute Reiki sessions for employees, our Food Service Department provided a free grill day and special order omelettes, as well as make your own sundaes on the final Friday of Hospital Week. Pete Tomczyk, RN and nurse manager of the Operating Room offered up a 2 hour tour of the Kingdom Trails this summer, which was won by Mark Regis, PA-C. Thank you employees for your dedication and hard work at NVRH!
MAY 10-16, 2015

National Hospital Week

Quality, Compassion and Dedication

Please take a moment to congratulate and thank all the hard working, caring hospital employees and volunteers who work to continually improve patient care and the well-being of our community.

Their dedication to improving the quality of the patient experience is evidenced throughout the hospital, from Environmental Services, recently honored as one of the top 52 hospitals nationwide with the cleanest patient rooms, to the implementation of “real-time” patient feedback opportunities.

Our programs reach community members in many ways. Through health initiatives such as the “No Sugar Added” campaign and community health workers who work with patients in their homes to reinforce treatment plans, we strive to make our community healthier.

This week and always we are grateful to all of you. Thank You!
Charles Murray, CRNA, Completes Anesthesia Group at NVRH

Charles (Chuck) Murray, CRNA (Certified Registered Nurse Anesthetist) has joined the Anesthesia group at Northeastern Vermont Regional Hospital.

Chuck grew up in West Burke, attending both Lyndon Institute and St. Johnsbury Academy. He was born at NVRH, as were both his children. His relationship with NVRH started early and many people who work at the hospital have made significant impacts on his life decision to pursue a career in medicine. While in high school, he interned at Dan Wyand PT for six months; his desire evolved and grew from there.

He attended Western State College of Colorado in Gunnison, CO, graduating with a BA and a concentration in Kinesiology and Physical Therapy. After returning to Vermont, he ran his own landscaping firm while attending Nursing school at Castleton State College. He was a nurse at NVRH in both the Medical/Surgical unit and the Operating Room. It was while he was in the OR that he decided to become a CRNA.

He accepted a nursing position in the Intensive Care Unit at Dartmouth Hitchcock Medical Center for 2 ½ years, and then enrolled at the University of New England in 2008 to pursue his Masters of Science Nurse Anesthetist degree. He completed his primary clinical work at Dartmouth and NVRH, as well as Cottage Hospital, Concord Hospital and Elliott Hospital.

Chuck is tremendously excited to be a full-time CRNA at NVRH. “I’ve been waiting for this job. It’s a real dream come true; NVRH is a great hospital and I’m working with a very strong group of CRNAs.”

States Seleem Choudhury, Vice President and Chief Nursing Officer, “I believe that Charles has returned home by joining us at NVRH. Having worked previously at NVRH for many years, many of us have wanted to bring him back for some time, not just out of loyalty or friendship but out of admiration for his strong work ethic, as well as his compassion toward our patients and colleagues. Most importantly, Charles brings excellence to an already high performing anesthesia group.”

Chuck and his wife Bridget live in West Burke with their two children Makenzie (15) and Jackson (13). Chuck enjoys motocross, mountain and road biking, as well as coaching lacrosse and football. Most importantly, he enjoys time with his family, including his mother Edith, and in-laws, Nancy and Carl Erickson. Nancy is a volunteer at NVRH.
National Walk@Lunch Day® is designed to complement—not compete with—your busy lifestyle. Created to improve personal health and decrease the costs of healthcare for employers and employees, National Walk@Lunch Day is the start of your new daily walking routine, helping you to improve your health step by step.

On Wednesday, April 29, local Blue Cross and Blue Shield companies, businesses large and small and state legislatures across the nation encouraged employees to wear comfortable shoes and take a walk at lunch.

Schools were encouraged to participate in National Walk@Lunch Day by setting personal goals for students and teachers, and incorporating walking into the school day as a first step toward long-term prevention of health problems for future generations.

The U.S. Department of Health and Human Services estimates the cost to treat illness and chronic disease caused by inactive lifestyles is nearly $1,000 for every family in America, every year. Simply getting 30 minutes of moderate physical activity, such as a brisk walk, at least five times a week has significant health benefits, lowering the risk of developing or dying from cardiovascular disease, hypertension or type 2 diabetes, and improving the health of muscles, bones and joints.

Groups at NVRH took advantage of the day, but the camera wasn’t there to catch them all!

National Walk@Lunch Day is an extension of the Blue Cross and Blue Shield Association’s WalkingWorks® program.

Construction Update

The nurses’ station in Women’s Wellness is basically complete, and the plan is that the nurses will move in shortly. It’s rather a domino effect – for work flow reasons, they need to have certain things finished before moving on to the next, rather like a puzzle. In addition to the new nurses’ station, the physicians have a larger office, Megan Haygood will have a new office and the waiting room will move. Plant Operations will return to finish the check-in area next winter, after KIM is finished.

In the meantime, since weather is a deciding factor, Kingdom Internal Medicine is next on the list! Framing has started at the north end, where the first addition will be. In a couple of weeks, the concrete work should start in the front for the next expansion. The plan is that KIM will be finished by December.
Healthcare Quality
By: Kim Darby RN/Quality Improvement Specialist

The article in April’s BrightLook focused on the Quality Improvement & Patient Safety Plan, this month I would like to focus on what is Quality Healthcare.

**What is Total Quality?**
-It is an attitude, energy, or orientation that permeates an entire organization and the way it performs its internal and external **business**.
-It is a management philosophy that includes: Leadership commitment, Individual responsibility, Striving for continuous improvement, Striving for excellence, and Results in increased customer satisfaction, productivity, profits and market share and reduced costs.

**Why Quality?**
It’s the right thing to do . . . Customers demand it, regulations require it and it is a financial incentive. Quality is a part of any good business model.

**Quality is on the Front Burner**
In the past quality used to be something someone else did. Today we know quality is **EVERYBODY’S** responsibility and it is shifting to front lines. So what’s changed? Quality is the basis for **competition**. Healthcare is viewed as a business and everyone is insisting on “Value”

\[
\text{Value} = \text{Quality of Care/Service} + \text{Outcome} - \text{Cost}
\]

Quality is more transparent with the implementation of EHRs, e-measures and an emphasis on reliable and efficient processes using many available tools.

This April CMS added 5-star rating system to its “Medicare Hospital Compare” resource that allows the public to compare hospitals according to a wide range of information. The star system is based on patient responses to survey questions about doctor and nurse communication, room and bathroom cleanliness, noise, staff responsiveness, pain management, and clarity of post-discharge recovery instructions.

**Benefits of Quality Healthcare**
The benefits of quality healthcare focuses on customer expectations and value, it enhances team collaboration and knowledge, it provides a common language and set of tools, it provides data driven, fact finding decision making, and it sustains improvements.

Tell me, and I’ll forget.
Show me, and I may remember.
Involve me, and I’ll understand.
-Chinese proverb
Compliance Department
Questions and Answers
-submitted by Jim Coulson

What is Compliance and why do we have a Compliance Program?

A Compliance Program is in place to prevent and detect violations of the law and existing regulations. The program encourages an ethical culture through communicating the organization’s commitment to quality and honesty.

Compliance programs stem from the investigations into corporate and government fraud and abuse in financial and legal matters such as Enron, Tyco, WorldCom and other high profile cases in recent years. It is thought that by having a program encouraging vigilance and monitoring, there will be increased compliance with the various regulations. By “investing” in a compliance program the company will enhance its reputation and brand, improve efficiency, retain and gain customers and employees alike. The main reason to have a Compliance Program is because it is the right thing to do. It promotes, reflects and drives the corporate culture.

It sounds like the Compliance Program could be less effective by trying to monitor itself. How does that work?

The Compliance Officer, the person whose job is to oversee the Compliance Program, answers to and reports to the Board of Trustees.

Who is the Compliance Officer at NVRH?

The Compliance Officer at NVRH is also the Infection Prevention Officer: Jim Coulson. Sometimes the Compliance Officer has a business or legal background though there are no set requirements for any particular experience.

How does someone train to become a Compliance officer?

The Health Care Compliance Association and its sister organization the Society of Corporate Compliance and Ethics, have grown to over 15,000 members in the US. Through publications and conferences, the group works toward educating and certifying health care compliance officers. They currently offer specific certifications in Health Care, Research and Privacy.

Is there some way that I may have already interacted with the Compliance Program?

One way most employees have interacted with the program is by reading and signing the NVRH Code of Conduct and Ethical Behavior found in the Compliance section of the Policies and Procedures page on the NVRH intranet page, The Pulse.

Is there a way for employees to be more involved in Compliance?

It is said that the Compliance Officer is seen as the focal point of an effective Compliance Program but they are not to be thought of as the only point. A way for everyone to have access to the program is through a telephone hotline. This provides for anonymity and an atmosphere of non-retaliation. Here at NVRH the hotline number is 748-7979. It is a confidential phone line with a secure voicemail system to answer employee questions and act as a mechanism for reporting their concerns.

What kind of calls should go to the hotline?

Typically calls would concern the reporting of conflicts of interest, falsifying documents, violating health, safety or environmental regulations, perpetrating theft, waste, fraud or abuse and complaints about ignoring regulatory requirements.

So, the Compliance Department is like the police department?

Actually, no. The Compliance Department can be thought of as lifeguards who protect employees and the facility from getting into trouble. There should also be a distinction made between criminal intent and human error. Both examples are worthy of being reported but points to the idea that we are not looking only for criminal intent but for errors as well.
Jim Flynn. Director of Development for eleven years at NVRH left the hospital on May 1 to become the Director of Major Gifts and Planned Giving at the Woods Hole Oceanographic Institution (WHOI) in Woods Hole, MA. The hospital held a gathering in room 224 for employees to say goodbye, as well as a gathering at the Kingdom Tap Room for friends in the community. Knowing how much Jim loves to give tours of the hospital, the Trustees presented him with a pair of “NVRH” flippers so he could give tours of the WHOI. We wish Jim and his wife, Claudia Mosher well!

SUMMER FRUITS and VEGETABLES … What to do? –

-Ginny Flanders

If I buy organic, does it matter if I buy local? If I buy local does it matter if I buy organic? Is it worth eating vegetables if it can’t be either organic or local?

What does organic mean? Certain foods are best purchased as organic because of the nature of the fruit or vegetable. Produce that has large exposed surface area with crevices that can trap pesticides and herbicides place you at the highest risk for exposure to the chemicals used. Best to buy organic include celery, peaches, strawberries, apples, blueberries. Of course, if you know your grower does not use pesticides and herbicides, but is not certified organic, they are safe foods regardless of their certifications.

What does buying Local mean? Local means different things to different people. At NVRH we track foods purchased within 30 miles of the Vermont border and also 250 miles from St. Johnsbury. Many believe local means within my town or surrounding 30 miles. Regardless of your definition of Local, purchasing what we can from as close as we can has multiple layers of benefits.

*When you give your money to the farmer, the farmer keeps the money here, enhancing the local economy.
*When food comes down the road, the environmental benefit of not transporting over hundreds of miles in a refrigerated truck or cargo hold decreases greenhouse emissions and our dependence on oil.
*When food is grown locally, you get to know your neighbors and form a community that supports each other.

When you eat vegetables, whether organic or local or from the grocery store from who-knows-where, you are taking in vitamins, minerals, fiber, phytochemicals and antioxidants. All of these components of food keep your gut healthy, support your immune function, and at times displace the intake of foods that can be detrimental to your health over the long run; processed, high sugar, high salt, higher fat foods that contribute to long term health problems. And, when eaten in place of those processed foods, vegetables help one maintain a healthy weight.
NVRH Gray Gallery Hosts Local Artist

A new exhibit has been installed at the Charles M. and Hanna H. Gray Gallery at Northeastern Vermont Regional Hospital. This exhibition of movement, color, light, shadow, and texture is available to the public through July 2. These pieces are the creation of local artist George McConnon, a graduate of the School of the Museum of Fine Arts in Boston. Inspired by nature, the artist explores his work as he creates it, (after being) stimulated by an experience; his expression often requires time to develop. Explaining this process, he says, “A beautiful tree blossoming in the spring can inspire me, a foggy morning in the valley, shining Christmas lights on a cold winter night inspire me.” Included in his goals is the desire to help people feel happy and inspired by their worlds. Overheard in the Gray Gallery were exclamations, “I can almost feel the breeze in that tree!”, and “This is so calming, it reminds me of snorkeling in the clear blue of the sea.”

The artist’s abstract works are vibrant, with color, depth and balance, the traditional elements of painting. Working with house paint, McConnon uses his fingers and hands as he works to create movement and action in his work. “I’m committed to finishing the work before the paint dries!”

Growing up in Massachusetts, McConnon attended art school in the 1970’s, and operated his own picture framing business for fifteen years. For the last ten years, however, he has focused on his painting. He relocated to Vermont in 2013, and has shown locally at Catamount Arts in February of 2014.

Not restricted to painting, the artist uses the same artistic elements of light, depth, texture, color and motion to show the world as he views it, in his photographic work online. His artwork and photography can be viewed online at http://georgemcconnon.weebly.com.

His painting exhibition is located in the Gray Gallery on the hospital’s main floor. Purchase information about the artist’s work is available at the NVRH Information desk in the front lobby; 25% of the proceeds from these pieces will benefit the NVRH ARTs program. For more information, please call Jen Layn, NVRH Art Director at 802-748-7313.

Come One, Come All…Employee Appreciation Day is June 15th!

It takes a big team of hard-working and dedicated people in all departments to make NVRH run smoothly 24 hours a day, 7 days a week. As a way of saying THANK YOU, Senior Team members invite all employees to enjoy June 15th as Employee Appreciation Day! Bring your appetite, because there will be free food all day starting with a made-to-order omelet breakfast from 7:00 am – 9:30 am in conference rooms 126 & 127. Save room for lunch, which will feature pizza and side dishes by local restaurants and markets. Lunch will be served from 11:00 pm – 1:00 pm in the conference rooms. Picnic tables/blankets will be set up outside, depending on weather. For our evening shift staff, 802 Fresh! will set up their food truck outside the main entrance from 5:00 pm – 6:30 pm, offering delicious fare made with lots of local, farm fresh foods.

Please take some time to stop by during the day, not just for free food, but a chance to mingle with your coworkers, meet some new ones and learn about new hospital projects. We look forward to seeing you there!

Senior Team
Paul Bengtson, Laural Ruggles, Seelem Choudhury, Colleen Sinon, Andie Dinneen, Bob Hersey, Betty Ann Gwatkin
Alyssa Dunn, Physician Assistant Candidate Completes Primary Care Rotation at Corner Medical

Alyssa Dunn, student Physician Assistant (PA-S) recently finished her Primary Care Rotation at Corner Medical. Her primary preceptor was Miriam Simon, long-time Physician Assistant at Corner Medical. Alyssa also worked with Ashley Gerrish, Nurse Practitioner, and John Scott, MD, PhD.

Dunn is a student at Massachusetts College of Pharmacy and Health Sciences at the Manchester, NH campus. She expects to graduate in December, 2015.

Dunn grew up in Standish, ME. She then attended Saint Joseph’s College of Maine in Standish, graduating with a Bachelor of Science in 2011, with a concentration in Pre-med and Biology. Her decision to go into the medical field stems from her desire to help patients to manage their disease(s) and make a difference in their lives. For the past three years, she has spent time working with patients of all ages in both long-term and short-term capacities; from assisting patients with physical rehabilitation to helping them with activities involving basic daily living.

Dunn’s typical day at Corner Medical involved seeing patients, giving exams and getting medical histories, presenting cases to the preceptors, finalizing a diagnosis as well as a plan to help the patient, along with making follow-up plans and appointments. She remarked that “all of my preceptors at Corner Medical have been great – smart, knowledgeable and down to earth. The patients deeply appreciate their providers. The preceptors I’ve worked with here inspire me to be like them.”

Miriam Simon, Certified Physician Assistant and Dunn’s preceptor remarked that “Alyssa’s enthusiasm and energy are inspiring.”

Dunn must complete nine 4 ½ week clinical rotations which include Women’s Health, Primary Care, Internal Medicine, Emergency Medicine, Surgery, Psychology, Pediatrics, Clinical Medicine and an elective. She is now in Bangor, ME completing her rotation in Emergency Medicine.

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NVRH Hosts Community Gardens Workshop

On Monday, May 11, sixteen community garden leaders from the Northeast Kingdom met at Northeastern Vermont Regional Hospital for a spring Grow It! workshop presented by Libby Weiland, Director of the Vermont Community Garden Network in partnership with regional garden expert, Charlie Nardozzi.

Representing eight towns and multiple community gardens, the group focused on developing strategies for growing support networks for community gardens and farms. Work incorporated brainstorming activities, asset mapping, problem solving and communication.
development through small and large group activities. Several types of community gardens were represented.

Several types of community gardens were represented. The Community Gardens Project at NVRH features single plots, assigned to individuals or families for home and personal use. Also in St. Johnsbury are the St. Johnsbury Community Farm Project and St. J. ALPHA, which grows food for community use and relies on volunteers to provide the energy and gardening work. Others gardeners were volunteers providing for school or community use.

Community Garden Leaders are always on the lookout for volunteers and garden enthusiasts. Communal garden projects require a passion for the cause, dedication to the project at hand, and energy. In addition to gardeners, they also require program staff, administrators, carpenters and builders, fundraisers, community and volunteer coordinators. The diversity found in the locale lends strength to the partnership that is a cooperative garden.

Although rain prevented a tour of the NVRH community gardens, Charlie Nardozzi provided information about soil testing for the garden, designing gardens and garden calendars, and information about types of compost for best results.

The Vermont Community Gardens Network helps Vermonters grow their own fresh, healthy food at school, workplaces, housing sites, churches, child care centers, workplaces, and neighborhoods and in hospital gardens, community and communal gardens, and communal farms. Workshops take place at seven locations around the state in both spring and fall each year, providing an opportunity to garden leaders to network and share ideas, resources and best practices in a region. The 2015 Grow It! Workshops are made possible through support from The Bay and Paul Foundations, The Forrest and Frances Lattner Foundation, and Ben and Jerry’s Foundation. For more information about the Vermont Community Garden Network, visit www.vcgn.org.

Small groups worked on creating asset maps in the recent Grow It! Community garden workshop. Asset maps are based on sustainable development of communities (in this case, gardens in communities) based on their strengths and potential.

News from the library corner…..

Change is in the Air – MedQuest has a New Look, & New Schedule

(Part of a multipart series related to job shadows)

MedQuest for students in our area is no longer just in the Kingdom…. They will now be spending one day at Copley Hospital (Morriville), NVRH, Central Vermont Medical Center (Barre), and North Country Hospital & Health Center (Newport). They will also be staying at Johnson State College, rather than at Lyndon. (Johnson is more centrally located for the amount of road time that this expansion will entail. Each of these hospitals partners with Northeastern Vermont Area Health Education Center, and works directly with Kim O’Connor. This year, they will be spending the day with us on July 14.

The first goal of the program is to offer ninth and tenth graders in-depth views of a variety of healthcare careers. One of this year’s goals was to increase the number of young men in the program to four…. There are eight! What a wonderful surprise! That means there is a change in the ratio of Assistant Directors….there will be two male Assistant Directors.

There are twelve young women, with two female Assistant Directors. The Assistant Directors will be touring our NVRH campus on Thursday, July 9, between 1:30 and 4:00 pm. During post-program verbal debriefs with the ADs, they report that orientation time learning about NVRH is really valuable to them. It is so very helpful for them to know where they are going, and to have met some of the staff, before they are here with the students. More information about the
Assistant Directors will be coming soon. They are all medical students; we had thought earlier that there might be graduate students from other areas, but the med students had superb qualifications.

Kim O’Connor, MedQuest Director, will be with us at the May Managers’ Meeting, so please send/bring your questions on the 26th.

The list of requested job shadow areas this year is more involved than I can remember from previous years: Diagnostic Imaging (6), EMS (7), Birthing Center (5), ICU (11), Med/Surg (12), Anesthesiology (2), Pediatrics (1), Vision Care (3), Orthopedics (3), Rehabilitation (5), Health Informatics (3), Lab sciences (9), Pharmacy (5), Respiratory Therapy (3), Health Education (2), Mental Health (7), Primary Care/Family Medicine (7), Dentistry (1), Epidemiology (1), Oncology (1). With multiple sites to shadow at, there are multiple opportunities for these requests to be filled!

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**Auxiliary/Volunteer NEWS**

**NVRH Auxiliary Selects Winners of the Scholastic Achievement Awards & Raffle:**

The Northeastern Vermont Regional Hospital Auxiliary met recently for their Annual Scholastic Achievement Awards and Raffle Meeting. Annually, the NVRH Auxiliary gives four (4) $1,000 awards to local students who are pursuing a career in the healthcare field. These students can be high school seniors attending an accredited college or an adult learner returning to school in the healthcare field. This year, the award winners are:

- **Victoria Ballou**, a senior at Lyndon Institute will be attending Coastal Carolina College in South Carolina, with a concentration in pre-medicine. She has been an honor student throughout her four years, while playing sports and being a member of the National Honor Society.
- **Katherine Ham**, a senior at Lyndon Institute, will be attending Roberts Wesley College in Rochester, NY, in the nursing program. She is a member of the National Honor Society, dancer, and involved in many clubs and organizations.
- **Jaime Harrington**, a NVRH Pharmacy Technician, will be attending Vermont Technical College, in the nursing program. She has a Bachelor's degree in psychology from UVM and has two jobs to help pay for school.
- **Emily Stecker**, a senior at Cabot High School, will be attending University of Vermont, in the nursing program. She is a member of the National Honor Society, 2013 Female Athlete of the Year, and involved in classroom aide and school band.

The selection of the Annual NVRH Auxiliary Raffle was also held at this meeting. Proceeds from the raffle go directly to support the NVRH Auxiliary Scholastic Achievement Awards. In addition to cash prizes, many local businesses and crafters donated products and services to the Raffle. The winners are:

1st Prize $300, Eva Emery; 2nd Prize $200, Donated to Auxiliary; 3rd Prize $100, Justin Joyal; 4th Prize $50, Megan Trenholm; Hooked Rug, Patrick Flood; 3 baby sweaters, 1 baby vest, 1 mitten, Seleem Choudhury; Maple Grove Farms of Vermont Basket, Arlene Stuart; All About Flowers, Andrea Botscho; Catamount Arts, Joyce Forest; Hooked Trivet, Mr. & Mrs. Willis; The Original Burke Bag, Darcie McCann; Large Bear Cutting Board, Peter Crosby; Cutting Board, Bridget Murray; Small Bear Cutting Board, Dinah Yessne; Amethyst/Crystal Necklace, Bill & Alice Cruess; Riley’s Fish Shack, Bruce Corrette; Diamond Hill Store, A. Penniman; Sunshine Boutique, Bill Whittaker; Afghan, Kim Hill; 2 Wool Mittens, Gwen Kinney; Angel Ornament & Angel Magnet, Jim Newell; Tim’s Deli, Alona Payette.

**Upcoming Events:**

- Upward Bound students will arrive for orientation on June 22nd.
- Red Cross Blood Drive on Tuesday, June 30th from 11am-5pm. Sign up at the main information desk or email p.forest@nvrh.org to reserve a time slot.
Thank you to everyone who came to our Wellness Fair and all our vendors.

In case you missed it, details about the 2015 Wellness Incentive will soon be available on The Employee Benefits Center on the Pulse.

Meanwhile, here are the raffle winners!!! The prizes were provided by NVRH or donated by area businesses or Wellness Fair vendors so thank you to them as well.

If your name is below, stop by my office in HR to pick up your prize.

AND THE WINNERS ARE...

Jamie Eaton - 100 Days of Eating Well cookbook
Julie Schneckenburger - Gift Certificate and water bottle from Village Sport Shop
Deb Yonker - Richards Group Gift Bag
Annika McCann - Dakine Hydration bag
Gary Guion - One Year Membership to St J Food Coop
Mindy Warren - FitBit
Anna Driscoll - VT State Parks 10 Visit Punch Card
Paul Dusseault - $40 Farm Way Gift Card
Kim Darby - XIP Wishing Well Yoga classes
Jennifer Peterson - 6 month membership to Fitness Unbound
Holly Barrett - $30 Farm Way Gift Card
Mona Marceau - 2 Yoga Classes with Sherrie
Bonnie Torres - One Year Season Pass to Kingdom Trails
Laurie Despins - Passes for the Great VT Corn Maze
Mindy Vigeant - Gift Certificate for Meditation Program at Karme Choling
Ashley Gerrish - Brita Water Filter
Karyn Patno - Brita Water Filter
Pam Eastman - NVRH Grill Set
Allison Henderson - $25 Gift Certificate for Littleton Bike & Fitness
Brenda Stewart - $25 Gift Certificate for FIT Fitness Studio in St Johnsbury
Sarah Morgan - $10 Gift card for Natural Provisions
Marie Dimick - Greens Fees for Orleans Country Club
Michelle Robinson - $10 Gift Card for Natural Provisions
Michelle Blanchard - Greens Fees for Bethlehem, NH Country Club
John Thompson - NVRH Gym Bag
Kelly Lemieux - Vegetable Juicer

CONGRATS TO ALL!

“I attribute my success to this – I never gave or took any excuse.” Florence Nightingale
Pedal, Paddle and Get Moving for Great Causes this Summer!

It’s here – Spring! And soon – SUMMER! It was a long, cold winter for all of us and let’s face it, single digit temps made it easy to exercise less and enjoy the comfort foods a little more often. Of course, now it’s time to get moving and enjoy the great outdoors. A great way to help yourself get back into exercising regularly is to sign up for a local race. There are many to choose from, whether you prefer a 5K walk or a triathlon, and most races benefit great local causes. Best of all, they’re fun and not too competitive! Sure, there are a few ‘serious’ athletes who are there to win (and probably will), but most folks are just there to support a good cause and make it across the finish line at some point in the day. Plus, you usually get at least a free t-shirt out of it.

All sorts of events happen from now through the fall for all ages and all athletic abilities. Bring the pooch and Take a Walk on the Wild Side at a 5K fun run/walk of the same name in Lebanon, NH on June 7th with proceeds benefitting the Upper Valley Humane Society. For more info, visit www.uvhs.org.

Enjoy adventures on land and sea at the Missisquoi Paddle & Pedal Race on June 27th that combines 6.5 miles of flatwater paddling along the Missisquoi River and 4.5 miles of cycling back on an adjacent rail trail. You can do both parts on your own or sign up as a relay team. The Richford River Festival is the same day so afterwards you can enjoy lunch, music, kids games and even river snorkeling! Learn more at www.northernforestcanoetrail.org.

The Prouty is July 10th & 11th and the event benefits cancer research and patient services at Dartmouth-Hitchcock Norris Cotton Cancer Center. There are all kinds of ways to do the Prouty whether you want to bike, row, walk or golf. You can do it solo, as a team or sign up the whole family! For more info, visit www.theprouty.org.

Challenge yourself among the cliffs of Mt. Pisgah at the Willoughby Triathlon on July 18th featuring a 7 mile bike ride on logging roads, 2.6 mile run up Mt. Pisgah and a swim in Willoughby to Devil’s Rock and back. Visit www.kingdomtriathlon.org to learn more.

Help control the pet population at Kingdom Run in Irasburg on August 8th with 100% of the proceeds benefiting the Northeast Kingdom Spay/Neuter Program. The event offers a 5K or 10K walk/run plus a half marathon for more ambitious folks. Definitely stick around for the awards ceremony on the green and a big lunch spread with blueberry sundaes! Seriously, blueberry sundaes! Sign up at www.kingdomrun.org.

Early September offers cooler temps and the Old Stone House Museum Fall Foliage Run, Walk or Bike Race along the rural backroads of Brownington. Choose between the 5K walk/run, half marathon run or 12 mile bike race. There’s fresh picked corn on the cob awaiting you at the finish line and while you’re there definitely take some time to explore the museum barns and antique farm machinery. Visit www.oldstonehousemuseum.org for details.

The Kingdom Challenge is a popular event on October 31st in St. J and Lyndonville with 5K run and half marathon options. The course traverses backroads, covered bridges and rolling landscapes (a pleasant way to say hills). Find out more at www.thekingdomchallenge.com.

For a complete listing of the many races happening in and around the Kingdom this summer and fall visit www.vtsports.com, www.bikereg.com, www.runreg.com or www.kingdomgames.co (yes, .co not .com). They really are fun and a great way to motivate yourself to hop on a bike, jump in the lake or head out an a good ole’ fashioned Barbara Bush power walk.

Pedal, Paddle and Get Moving for Great Causes this Summer!
2015 NVRH Employee Wellness Incentive

Earlier this month, the Human Resources Department held a Wellness Fair with many vendors on site including our own nutrition and tobacco cessation departments, RecFit and Dy Thresher was on hand to perform Reiki sessions. The yummy smoothies made by Karen Barss were a big hit! Lots of employees won big in the raffle of donated prizes, including Kelly Lemieux, who won a vegetable juicer, Mindy Warren won a FitBit, Paul Dusseault and Holly Barrett won gift cards for Farm Way, Ashley Gerrish and Karyn Patno won Brita water filters and lots of other folks won greens fees, trail passes and other fun items.

Health Plans, Inc. was also at the fair to go over the details of the 2015 Employee Wellness Incentive, which allows you to set your own health & wellness goals using the online portal, www.hpiwellness.com. All employees, whether you work full time, part time or per diem, can earn credits on the portal for completing the wellness assessment, having an annual physical, getting a flu vaccination, etc. Those credits translate into dollars in your paycheck (up to $100 for non-benefits eligible employees and $200 for benefits eligible employees). Benefits-eligible employees can elect to use the portal to earn $100 and receive the other $100 using the Wellness Reimbursement form (for equipment purchases, classes, etc).

You can also earn credits by signing up for challenges and setting goals for yourself such as drinking fewer sugary drinks, reducing stress or exercising more. For details on the 2015 Wellness Incentive, visit the Employee Benefits Center on the Pulse and scroll down to the pages about the Wellness Program.

To get started earning credits, you must ‘know your numbers’ and complete the online Wellness Assessment on the portal. The numbers you need as part of a biometric screening are height, weight, blood pressure, glucose and cholesterol. If they’ve been checked within the last 6 months, you can use those numbers or, if you are due for your annual wellness check-up, you can ask your PCP to check your numbers (covered 100% on the NVRH health plan if part of your annual preventative exam). NVRH is also offering biometric screenings at no cost to employees. To schedule a screening, contact Laura in HR at 748-7312 or l.malieswski@nvrh.org. Screenings take just 15 minutes and you will have the numbers right away. With numbers in hand, you can then log on to www.hpiwellness.com. Complete the wellness assessment to get started earning credits and making healthy choices!

With the start of spring comes some new faces to NVRH.

Pictured left to right, we are pleased to welcome Bella McCartney (Tobacco Grant Coordinator), John McClung (Registered Nurse in Nursing Education) and Caryn MacDonald (Nurse Practitioner at Kingdom Internal Medicine). Lisa Bijolle, Laundry Supervisor, gracefully holds the “Official Clean Sweep Broom.” For more than 6 years the Broom has traveled back and forth between the Laundry and Pete Gummere’s office. It was first awarded to Pete in April 2009 when the Red Sox (Lisa’s favorite team) swept the New York Yankees. It was most recently returned to Lisa as a result of the Yankees sweeping the Red Sox over the weekend of May 1 to May 3. Lisa only comment was, “at least the Broom has spent more time in Pete’s office than the Laundry.”
Living our Mission by the Gates of Hope

- Abby Pollender

Recently, I attended a burial of a person I had known as a patient here. She was here several times during the past few years, and she was cared for by staff many times in the Emergency Room. Each time she was admitted, the first thing I heard from her was “Let me know when I can get out of here. I just want to go home.” Over the course of the first day of her admission, her interactions with staff would soften; she became friendlier with them, and accepted their care. Often she would cry, telling us she wanted to be home. She always cried when she talked about her “kitties.” As much as she wanted to go home, we all knew that her life there, where she lived alone, wasn’t easy. As difficult as she could be, she was also likeable. That’s why I went to her burial, and because I was worried there wouldn’t be many people there. When I got to the Mt. Calvary Cemetery on the rainy morning of her service, there were two of her friends there, people who had visited her in the hospital. Everyone else was someone who had cared for her through an agency that had tried to make her life easier, even though she usually resisted our attempts to help her. Standing with her two friends were a nurse from Caledonia Home Health and Hospice, a social worker from Area Agency on Aging and a case worker from SASH. Each of them had supported and cared for her even as she reluctantly accepted their help, often after first pushing them away.

Always in our work in health care, and often in our private lives, there are people we reach out to, continually, but for one reason or another we aren’t able to change their course. Patients leave “against medical advice.” Patients return continually with the same medical issues they don’t seem to care about dealing with. Patients return home to the same family and social situations that we know will once again create problems for them. And we continue to offer unconditional, professional care and continue to hold out hope that things might change. I recently read something that helped me put this into perspective. It’s from Rev. Victoria Stafford’s “The Small Work in the Great Work.” She writes: “I have a friend who is not a minister, but a psychiatrist in the health clinic of a prestigious women’s college. We were sitting once not long after a student she had known, and counseled, committed suicide in the dormitory there. My friend, the doctor, the healer, held the loss very closely in those first few days, not unprofessionally, but deeply, fully – as you or I would have, had this been someone in our care.

At one point (with tears streaming down her face), she looked up in defiance (this is the only word for it) and spoke explicitly of her vocation, as if out of the ashes of that day she were renewing a vow or making a new covenant (and I think she was). She spoke explicitly of her vocation, of yours and mine. She aid “You know I cannot save them. I am not here to save anybody or to save the world. All I can do – what I am called to do – is to plant myself at the gates of Hope. Sometimes they come in; sometimes they walk by. But I stand there every day and I call out till my lungs are sore with calling, and beckon and urge them in toward life and love.”

There’s something for all of us there, I think. Whatever our vocation, we stand beckoning and calling, singing and shouting, planted at the gates of Hope. This world and our people are beautiful and broken, and we are called to raise that up – to bear witness to the possibility of living with the dignity, bravery, and gladness that befits a human being. That may be what it is to “live our mission.”

NVRH Employees Volunteer Time:

Every spring, the Town of St. Johnsbury and many other community organizations including Northeastern Vermont Regional Hospital sponsor a free Bike Safety Fair for children and adults. This year’s volunteers from the hospital included Carol Hodges, Laural Ruggles, Abby Pollender, Reinette Hutchins, Lew Apgar and Ginny Flanders (not in picture). In addition to free bike safety inspections and minor repairs, helmet fittings and free helmets for children and adults were given out while supplies lasted.
Health Department Warns
Tick Season Already Underway

BURLINGTON – Ticks are a lot like weeds: they survive winter's freezing temperatures, heavy snowfall and lack of sunshine. These resilient critters can carry pathogens – microorganisms such as bacteria, viruses and parasites – that cause illness.

“Ticks are abundant in all parts of the state. Using bug spray and doing daily tick checks should be part of every Vermonter's routine,” said Erica Berl, an infectious disease epidemiologist for the Vermont Department of Health. “The earlier you remove a tick, the less likely you are to become sick.”

Thirteen different tick species have been identified in Vermont, but only four are known to carry pathogens that cause disease in humans.

Lyme disease, one of the more common tickborne diseases in Vermont, is transmitted from the bite of infected deer ticks. Symptoms of Lyme disease include an expanding red skin rash, swollen joints and flu-like symptoms. The number of cases reported to the Health Department peaked in 2013 with nearly 900 cases, and there were nearly 600 cases last year.

Transmission can be prevented if the tick is removed within about 36 hours, but the nymphs are so small that they can go unnoticed if you aren't looking for them carefully. Most infections occur in the summer months when the nymphs are most active.

Lyme disease can be successfully treated with antibiotics, especially if treatment is given early. Left untreated, Lyme disease may affect other parts of the body, including the heart and nervous system. If you believe you may have been infected or have developed a rash or fever, call your health care provider as soon as possible.

The Health Department is advising everyone to take the following actions this spring and summer:

**AVOID** — Areas that are good tick habitat such as tall grass, or areas with a lot of brush and leaf litter, and along forest edges.

**REPEL** — Before you go outside, remember to use insect repellant with up to 30% DEET and treat clothes with permethrin. When possible, wear long-sleeved shirts and long pants and tuck your pants into your socks to keep ticks away from your skin. Inspect yourself regularly when outside to catch any ticks before they bite.

**INSPECT** — Do daily tick checks on yourself, children and pets. Check yourself from head to toe. While nymphs are most commonly found on the lower legs, they may be anywhere on the body.

**REMOVE** — Remove ticks promptly. Showering within two hours of coming indoors has also been proven effective in preventing Lyme disease by washing ticks off the skin.

For the past two years, the Health Department has encouraged Vermonters to report ticks, including how many, and what type. A deer tick pulled off clothing on Sleepy Hollow Road, in Colchester, and a Lonestar tick pulled off a dog on Mosquitoville Road between Ryegate and Peacham were among the hundreds of reports posted on the Health Department’s Tick Tracker website last year.

To report a tick, visit the tick tracker at: [https://apps.health.vermont.gov/gis/vttracking/ticktracker/2015/](https://apps.health.vermont.gov/gis/vttracking/ticktracker/2015/)

For more information about ticks and Lyme disease visit [healthvermont.gov](http://healthvermont.gov)

“What still surprises me after 41 years of nursing is this:
You never know when the smallest thing you do or say will be remembered.” NVRH nurse
Spring really has arrived! Our thoughts naturally turn to outdoor activities and having some fun; longer daylight hours are a welcome change.

One of the related topics is outdoor safety, specifically crosswalk safety. The crosswalks are well marked with multiple signs. But despite our best efforts, pedestrians must also accept the responsibility for their own safety. The parents among us have taught our children to “look both ways before crossing the street” and to wait until there are no cars coming.

From time to time, people crossing Hospital Drive have not followed that advice and stepped out believing that the cars will all stop for them. The potential for serious injury in that situation is obvious.

Following-up on the theme of warmer weather, sometimes people will leave their car windows open or partially open on warmer days. That is not a bad idea. But realize that when cars are unlocked or windows open, the ease of access to the car is greater. Hence, theft of contents goes up. Ordinary prudence suggests that we should not leave cars unlocked or unsecured.

Finally, in the event you see something suspicious in the lot, please notify the deputy sheriff on duty by dialing extension 7547 or through the Switchboard. Lt. Bob Clark or the on-duty deputy will respond. Stay safe! And enjoy the spring and summer. Frost on the windshield will return all too soon.

The term Prevention may sound a bit intimidating to some of us. There may even be some confusion or apprehension in scrambling to explain what Prevention is and how it works. What exactly is Prevention? Prevention is the act of putting safeguards into place to eliminate the possibility of a catastrophic occurrence. Prevention involves activists and activities that lead to affirmative action with the goal of protecting all members within our community. Prevention services are offered through Humanitarian Agencies such as The Vermont Department of Health, Northeastern Vermont Regional Hospital’s Alcohol, Tobacco, & other Drug Prevention Coalition and 802Quits, Vermont’s statewide tobacco cessation program, which provides Vermonters with FREE counseling & FREE nicotine replacement aids to help adults quit tobacco use.

The Vermont Department of Health launched the Counter Balance initiative in 2014. We are diligently working to promote awareness within the community about the devastating effects of harmful tobacco & alcohol advertising campaigns in our local convenience stores. Big tobacco & alcohol companies have an agenda. These companies strategically target two groups of Vermonters; our youth and adolescents, with an assuredness in enticing
our youth to experiment with alcohol & tobacco products thereby snaring them into becoming long-term users and keeping those Vermonters who are already long-term users, life-time users.

Many of our neighborhood stores are conveniently situated near schools and playgrounds where many underage Vermont kids frequent to purchase their snacks and drinks. Vermont kids visit these stores and are exposed to influential tobacco & alcohol marketing on a daily basis as they reach the check-out counter. The bottom line is that the more often our youth are exposed to these ads, the more likely Vermont’s youth are to start smoking and/or drinking. It’s time to end tobacco & alcohol’s influence on Vermont’s kids.

Won’t you join us in the campaign to eradicate the use of tobacco & alcohol marketing in our neighborhood convenient stores and Prevent Vermont’s kids from becoming the next generation of tobacco and alcohol users by visiting us at counterbalencevt.com. Together we can make a difference.

Ashley Gerrish, Darcy Labounty and Jody Taylor from Corner Medical ran the HOPE color run on Saturday April 25th, as did Shawn Burroughs, his wife Dawn and their daughter Natalie. Laura Rooker was there as well, but the camera couldn’t catch her!

The NVRH March of Dimes Team held a car wash in Lyndonville on May 2nd to raise funds for the walk on May 16th. Pictured are Team Members Angela Cross, Amanda Vigeant, Holly Barrett and Paula Gaskin who were joined by Karen Batchelder, Carleigh Dunnells and Kevin Gaskin. Special thanks to Tim Gaskin and NVRH Corporator Jim Impey for their help. The team raised a total of over $4,000 for the walk. Not pictured are Sarah Winans, Paul Bengtson, Grace Bengtson, Carol Steiner, Mindy Warren, and Rita and Keith Libby.

The Medical Surgical day shift celebrated Cinco de Mayo on May 5th with their usual colorful flair and good spirits.
A+ Standard of Caring
MARCH 2015

Ambulatory Surgery
+ My surgery was really good & I also got to have it right away which was great.
+ Dr. Gagnon is very skilled at what he does - I’ve had 12 surgeries with him (Trigger fingers & carpal tunnel).
+ I always tell people how much I like NVRH.
+ Great experience! Great people & great doctor. Thank you!
+ Excellent (Debbie).
+ Brenda was a wonderful nurse.
+ Couldn’t have been more pleased.
+ I was extremely satisfied with my experience and conveyed that message to Dr. C. Danielson myself.
+ Availability to pre-register ANY time was extremely helpful because I often work past 5 p.m.
+ Efficient AND caring - a great balance!
+ My whole experience with having my gallbladder removed was great. I had no pain at all after the procedure. All is great.
+ Nurses were incredibly fine.
+ Overall experience was excellent.
+ The staff was incredibly helpful in assisting with easing my anxiety.
GREAT PEOPLE!
+ The overall experience once again confirms my confidence in the professionalism and high levels of expertise of NVRH personnel.
+ My apprehensiveness and anxiety was unjustified.
+ No delays, no concerns or complaints. All went smoothly and on-schedule.
+ Did not reach me by phone, as I was not home, but left a message asking if I was okay, as well as I received a follow up post card - Thank you!

Emergency Department
+ Very great and very friendly.
+ Thank you NVRH for taking such great care of me on Nov 14.
+ Margie was awesome – very supportive & skilled.
+ I don’t remember the doctor’s name but he was wonderful.
+ Provided a heated blanket!
+ Very relieved by this visit. Excellent care & respect.
+ Nice Lab lady!!
+ Excellent hospital.
+ Very friendly - kidding around -
+ Nurse practitioner - small talk - joking - relaxing - good!
+ Very caring and patient - excellent.
+ Could not have asked for better doctor.
+ Could not have been more helpful.
+ was very pleased with the care I received at NVRH ER. Very pleased with Michael Moss.
+ Very much improved from previous ER visits!
+ Brenda Smith was great. She understood how I felt about being concerned for my daughter.
+ Dr. Merrick showed concern and explained the x-rays very well. He looked at them several times to make sure he didn't miss anything.
+ Excellent Yvette & Julio took great care of my daughter. They made her comfortable with making a game out of getting her x-ray (picture time). She got sticker after too!
+ From start to end the whole staff was amazing.
+ Explained wait time and showed concern for my little girl.
+ Wonderful staff. Cheerful, real, and working hard! Thank you to them many times over.
+ Very professional.
+ He knew exactly what was wrong and how to fix it.
+ The nurse was fantastic w/my daughter!
+ The “rocking horse” was fantastic and radiologist was great & very patient w/my daughter.
+ This was a great welcome to the St. J. area - we just moved. Although we hope not to have too many trips to the emergency room, we are very happy to have such a high quality hospital w/friendly staff close by!
+ I was VERY impressed that we were not made to complete paperwork before getting treated.
+ My daughter had a BLAST hanging out with the woman checking us out great customer service!
+ Very professional staff.
+ Overall a superior experience!! I wish we had attention and service like this at my local hospital in R.I!
+ Marlene was excellent!
+ Dr. Ajamie was great!

Inpatient Department
+ Lab staff was awesome!!
+ Dr. Kaufman was awesome!
+ I waited 4 days to go to hospital w/ruptured appendix. I’m not dead so the doc did great for me!! ALSO I HAD 3 PHYSICIANS ON MY TEAM!
+ I don’t think I complained about anything. The staff & volunteers were great - kind & professional & respectful at all times.
+ This is the only time I’ve EVER been hospitalized & considering how sick I was when I arrived in ER, this entire experience was life changing on SO MANY levels... All of which, including NVRH was positive. Thank you.
+ Good all-around experience.
+ Jan 21-25 right hip replaced room 203. My stay at the hospital went great. From day 1 to the last day was great. I wish I could remember each person who helped me.
+ From the doctor, nurses, kitchen staff, PT people. A big thank-you to all people.
+ The day my room got cleaned the woman was very sweet.
+ I love Dr. Kenny & would recommend her to anyone.
+ I thought it was awesome that the OB nurses called to check in a few days after being discharged.
+ Courteous, friendly and efficient.
+ Very quiet surroundings and conducive to resting/sleeping.
+ All the nurses who attended to me were very caring and friendly.
+ My physician, Dr. Paul, attended to me with kindness, caring and understanding from pre-op to the post-op stages. I told her personally that I had trust and confidence in her.
+ The staffs of my primary doctor and my surgeon both called me at home re: My health status and the medications. I thought that was very good of them.
+ The hospital allowed my parish priest to visit and give me Holy Communion.
+ Thank you to Dr. Paul, to Carroll (anesthesiologist), to all the nurses and staff of NVRH for my successful surgery and for making my stay in your hospital very comfortable.
+ Everyone was very professional and friendly, attentive and accommodating.
+ Hospital staff excellent.
+ The nurses were awesome! Through 30 hours of labor and 3 day stay, they took great care of me.
+ The anesthesiologists who administered my epidurals were especially good with explanations and concern.
+ My husband was able to stay the whole time and even got meals after the baby was born.
+ Friendly, concerned, well-informed nursing staff. Couldn’t have been more helpful.
+ Could not have asked for any better care.
+ Very courteous & very informative.
Outpatient Departments
+ Scheduling in advance by health care provider and subsequent follow-up calls seems much better than doing any of it just before the actual procedure/test/etc.
+ Everyone seems to have had good training - staff, i.e., since I had no contact with volunteers.
+ First-rate!
+ Very efficient and on time -
+ Friendly but business like.
+ Never a problem. Clear directions to even the record room in the basement to get a form.
+ I enjoyed the coffee with blueberry muffin. “Very good” big plus.
+ Staff was friendly, up-beat created a relaxed atmosphere.
+ A very good experience and very much improved over past years. It makes me feel very good and trusting to have a good and concerning treatment when I go to the hospital. Thank you and God bless you all.
+ I had an extremely comfortable and relaxing experience during my visit. The male tech, whose name I have embarrassingly misplaced, was over-the-top awesome!
+ I’d have another ultrasound done just to say “hi” to him again.
+ Loved the two sizes of chairs. Also appreciated the spectrum of art hanging on the walls leading to the waiting room.
+ Two thumbs, and a healthy gallbladder, up! Thanks for providing your services to our area!
+ Brad was excellent!! He explained everything to me while doing my ultrasound & it was interesting.
+ I’m very impressed with NVRH’s Radiology dept. We are very lucky to have such a nice facility in our community.
+ The girl was very helpful and was very comforting with this experience.
+ The staff who provided the test showed great sensitivity for my pain. I could not find anything less than excellent - including the skill & warmth of the lab tech.
+ Person registering was very pleasant and knowledgeable.
+ Person who took my blood was very knowledgeable and pleasant. I never get a black & blue mark when she does it. She is a young woman with a small child.
+ Restrooms are very convenient. Signs are easy to follow.
+ One of the most pleasant experiences for someone who has to have blood drawn often.
+ The coordination of the visit was excellent. Made my visit very pleasant.
+ Very little wait; walk-in.
+ Friendly and experienced. There are wonderful works of art (paintings, photographs) on the walls - enjoyable MC.
+ Comforting to know that we have excellent facilities “team players” MC.
+ Very courteous.
+ I had a MRI in this area again great staff. Very courteous.
+ Very good staff was great. Thanks to all.
+ Good experience. Clean hospital - great staff treated like a human being not a number.
+ Thanks to all that served me.
+ I would recommend this facility to anyone - great staff and service, listened well to my needs and questions.
+ Had to bring my 5 year old daughter. Staff was excellent making her comfortable as well.
+ The tech who did my ultrasound was FABULOUS!
+ The experience was fine. They only took a little blood.
+ I was in and out in about 15 minutes. It’s a very nice hospital.
+ It was a courteous and pleasant environment and event.
+ Very clean.
+ Overall, the whole process met my expectations.
+ Kelsey very welcoming & helpful.
+ Receptionist even called me at home on a Sunday (her day off) to answer a question.
+ The radiology dept’s services are always expected in a swift manner & pleasantries of staff they treated me like I was important and mattered.
+ All of the techs at NVRH are pretty great. I have had a number of other services here and they are all pretty thoughtful.
+ Preregistered by phone. Quick, easy, pleasant and accommodating.
+ Nancy could not make it to her first scheduled lab. When I called to cancel and explain, the lady was very helpful in preregistering her to fit my schedule in the area. Very helpful to me.

Kingdom Internal Medicine
+ Best practice I have ever been to.
+ It helps to know most everyone and also people are treated in about the same way you treat them.
+ Office staff is great! They schedule routine appointments at my convenience. If I need to be seen acutely, they find a way for me to be seen the day I call.
+ The nurses I interact with (Catherine & Diane) show genuine concern for me and are knowledgeable and helpful. They are professional and courteous, even when they are sticking me with needles.
+ Dr. Meierdiercks is a great doctor! He is a knowledgeable professional who also conveys personal warmth & concern in his interactions. I really appreciate that he called me twice afterwards personally to discuss lab results and recommendations.
+ Dr. M. and nursing staff always wash their hands in front of me and follow universal precautions.
+ I truly love this practice, and I consider myself fortunate to be one of their patients.
+ The visits go smoothly.
+ Very good - these are great people.
+ My provider I had for 4 years left and I really had a lot of respect for her. She was the greatest.
+ The new one is going to do well.
+ My visit was great.
+ Dr. Shazhad was very good telling me what I wanted to know. He could not have done better.
+ Love Elaine. Easy to talk to.
+ Never had a bad experience.
Corner Medical
+ Been patient over 20 years beginning with Dr. Thompson. Since Tim retired Dr. Scott has been my primary - very caring and truly concerned I feel. Lots of new faces but professionalism has not changed. Maybe better if that is possible.
+ Began with Vickie then Pam now mostly Hollie all very professional & concerned as Dr. John has been. Well briefed of our discussions and my concerns.
+ Chronic back pain since injury at jail in 1999. Drs. Thompson and Scott have explained all tests procedures, etc., to me very well. I know probably no miracle cure but do best to help me be as upbeat and comfortable as possible. Easy to talk to - good insight & recommendations.
+ This was a late afternoon appointment and everyone was upbeat and positive!
+ Always a pleasant visit.
+ Nice courteous nurses.
+ Best of the best.
+ Great place to go. If you are sick. Just like NVRH.
+ Dr. Erisman is such a pleasure to have for a doctor. Have recommended her!
+ Just love Sandy -
+ I could not expect any better experience than my appointments with Dr. Erisman.
+ I find it very easy to discuss with my doctor.
+ No wasted time anywhere -
+ I could not ask for a better person to see for my problems.
+ Sandy is excellent.
+ Incredible staff!
+ She's consistently wonderful.
+ Miriam Simon is amazing, she's knowledgeable, caring, and a great care provider.
+ This has been an exceptional practice since its inception.
+ We are extremely satisfied with the care & concern we receive from all the staff at Corner Medical - Dr. Broderick is a wonderful doctor & we appreciate his care & concern for our well-being -
+ Always the best - couldn't ask for any better,
+ Amy Joyal goes above and beyond anytime I've seen her or called her with questions or issues. She's one of a kind!
+ Dr. Dobbertin has been my primary provider for many years first as chiropractor then as MD. I feel a "special bond" with her.
+ Everyone seems to work very well together like a great team should.
+ The registration staff is very helpful and pleasant.
+ Miriam is a very professional, caring person. She goes the extra mile for her patients.
+ We are very lucky to have Corner Medical and all their staff.
+ I don't need "cheerfulness" at the doctor's office. I am an established patient at Corner Medical. I am generally very satisfied. When I first came to the area it was nearly impossible to get through on the phone - constant answering machine message - This has improved a lot. Sometimes it is difficult to get an appt. with my PCP, Dr. Broderick, however it is NOT often a real PROBLEM. I see others, if need be, for "urgent" care, and wait for Dr. B. for less pressing concerns.
+ Awesome!
+ All is good. Friendly staff & dr.

Womens Wellness
+ Excellent staff.
+ No waiting time.
+ Megan is terrific.
+ Wonderful staff - I love Megan.
+ Entire staff always friendly, happy & helpful. Excellent department.
+ Clear, precise, presented my options - the plus and the minuses.
+ The surroundings were clean and comfortable.
+ I would highly recommend the Women's Wellness Center.
+ In and out in ten minutes. Awesome crew.
+ Love Megan Haygood.
+ Dr. O'Connor was very nice & even called on a Sunday with my results & called back quickly another time & willing to help on weekend again if changing meds or run out.
+ I feel Dr. O'Connor is very thorough and goes above & beyond & very concerned & helpful & that's great.
+ Not nervous, all went well.
+ A+ very good.
+ Dr. O'Connor was very friendly and I immediately liked her.
+ I was very pleased with my visit & I felt very comfortable with everyone that helped me - especially Dr. Ann O'Connor.
+ Dr O'Connor (and her intake nurse) were prompt, courteous, & thorough, and took very good care of me.
+ The WWC at NVRH is the best OB/GYN care I have received so far. I am confident that if I ever have a pathology or emergency, I will be in skilled and caring hands.
+ Dr. O'Connor & Dr. Kenny on the phone and at the office have been professional and kind.
+ Pleasant & professional, lessening fears and inspiring confidence in your doctors or care givers.
+ Karen was so nice, funny and amazing!!

St. Johnsbury Pediatrics
+ Danielle Ball was great.
+ Dr. Kantrowitz is an amazing doctor. He really cares.
+ Recently moved here. Child was ill. Mrs. Fournier worked with me to get Rion's info via email and from our previous pediatrician in Vegas. She even followed up to make sure I had rec'd email.
+ Nurse was outstanding, knowledgeable, professional, thorough, kind.

I'm a dental hygienist and very aware of infection control and watch other health care providers when I am a patient or parent of patient. They were “by the book” and the office was very clean.
+ In many practices the front office staff isn't as great as the clinical staff. Not the case here. I was impressed with their efficiency and ability to work seamlessly together and with the rest of the staff. Not always an easy job.
+ Debra Bixby explained procedure thoroughly & made my son feel at ease.