Michael Moss, APRN, FNP-BC is New Nursing Director of NVRH Emergency Services

Michael Moss, Advanced Practice Registered Nurse and Board Certified Family Nurse Practitioner has been appointed the Nursing Director of the Emergency Services at Northeastern Vermont Regional Hospital; he has been working as a Nurse Practitioner in the Emergency Room for the past 2 ½ years.

Moss grew up on Buna, TX, a small town 70 miles east of Houston. One of the formative factors in his decision to attend nursing school was made when accompanying his grandmother to the local nursing home where she volunteered; Michael enjoyed assisting her while she pushed her hydration cart.

Moss completed his nursing prerequisites and Associate Degree in Nursing from Lamar State College in Orange, TX; he received his Bachelor of Science in Nursing from the University of Phoenix in Arizona. In 2010, he completed his Family Nurse Practitioner and Master’s of Science in Nursing at the University of Alabama at Birmingham, AL. In July, 2015, he will receive his Doctorate of Nursing Practice from the University of South Alabama in Mobile, AL at which time he will also be inducted into the Zeta Gamma Chapter of Sigma Theta Tau International Honor Society.

Moss has worked in a variety of hospital and nursing home settings, in both leadership and assistant leadership roles; regionally, he’s worked in the emergency department at Littleton Regional Hospital and the intensive care unit at Weeks Hospital. His passion is emergency and critical care nursing. “These units are ever-changing dynamic and fast-moving environments, where teamwork and split decisions are tremendously important. The NVRH group is a capable and well-educated crew and I’m proud to be part of the team.” Moss is quick to add that he wanted to be part of NVRH, since “they have a great mission, stand behind it, and make patients the priority.”

Professional organizations include the Emergency Nurses Association, New Hampshire Nurse Practitioner Association and the American Nurses Association.

States Seleem Choudhury, Vice President and Chief of Nursing, “Michael is a well respected Nurse Practitioner. The Emergency Department Nursing team is working hard to lead the changes occurring in the ED with the selection of Michael Moss. Michael is a natural clinical leader – he’s smart, facile and principled. In the coming months we will see new ED physicians, including a new physician director. I believe with his skills and enthusiasm, Michael Moss will be integral in leading and refining our Emergency Department and delivering a renaissance for emergency care in the Northeast Kingdom.”

Moss and his wife Sheryl have lived in Lancaster for the past twelve years. Sheryl is a nurse in the Intensive Care Unit at Littleton Regional Hospital. They have two grown daughters, Mikaela and Olivia. Michael enjoys smoking meat with his large, professional smoker and listening to and watching the birds at his camp on a nearby lake. His favorite motto is “Esse quam videri,” which means “To be rather than to seem (to be).”
Caryn MacDonald, Board Certified Family Nurse Practitioner Joins Kingdom Internal Medicine

Caryn MacDonald, FNP-BC has joined Northeastern Vermont Regional Hospital’s Kingdom Internal Medicine practice as a full-time healthcare provider.

MacDonald grew up in the seacoast NH area and graduated from the University of New Hampshire with a BS in Biology. For the following two years, she worked at the University of Pennsylvania Center for Neurodegenerative Disease Research (CNDR). While working at CNDR, a translational research laboratory studying neurodegenerative diseases such as Alzheimer’s and Parkinson’s, she developed an interest in healthcare and primary care, and decided to become a nurse practitioner.

She entered the University of Pennsylvania Family Nurse Practitioner Program, earning both her Bachelor of Science in Nursing (BSN) and Master of Science in Nursing (MSN).

With a goal of practicing in a rural setting, MacDonald is very pleased to be at Kingdom Internal Medicine. “I’ve been warmly welcomed and supported by everyone. I’m looking forward to getting to know the community and patients in the Northeast Kingdom.”

KIM’s Practice Manager Christle Brooks is delighted with the addition of MacDonald. “Caryn is terrific; she is very bright and capable, has a great personality and a good sense of humor. I’m sure our patients will enjoy her. She is a great addition to our practice.”

MacDonald’s special interests include chronic disease management, mental health, women’s health, and palliative care. To set up an appointment with Caryn, call the office at 802-748-7500.

MacDonald’s fiancé is a resident physician at the University of Vermont Medical Center. They enjoy running and hiking, and are looking forward to learning how to Nordic ski.

Information or questions? Call Jen Layn at 748-7313 or email her at j.layn@nvrh.org.
There are many ways to eat healthy. Here is one you might not have thought about from Bonnie Liebman at Nutrition Action (Center for Science in the Public Interest).

**Summer Grilling Tips to Avoid Burned Meat Carcinogens**

Enjoy a safer barbeque by not overcooking your meat or poultry. The browner it is, the more likely that it contains a group of compounds called heterocyclic amines (HCAs) which may raise the risk of cancer. In the name of health, avoid eating and serving burned meat to your guests.

“Heterocyclic amines are formed when meats are cooked to well done at high temperatures,” explains Amanda Cross, formerly at the U.S. National Cancer Institute. “Animal studies showed that they are carcinogenic.” When Cross and her co-workers looked at roughly 300,000 men and women in the NIH-AARP Diet and Health Study, they found about a 20 percent higher risk of colorectal cancer among people who consumed the highest levels of two key HCAs. Fortunately, it’s fairly easy to avoid HCAs. Grilling and barbecuing create the most, followed by broiling and pan-frying. Baking, roasting, and stir-frying create fewer HCAs, and wet cooking methods (braising, stewing, poaching) generally produce the least.

Below are more ways to avoid burned meat and to minimize the formation of HCAs in your cooking.

**Good Grilling Means Less Burned Meat**

**Marinate.** It doesn’t seem to matter what’s in the marinade or how long the food sits in the liquid. You can dip it in right before you throw it on the grill.

**Microwave before cooking.** You can eliminate 90 percent of the HCAs if you microwave meat or chicken first for 1½ to 2 minutes and pour off the juices.

**Try seafood.** As long as you don’t char seafood, it should have fewer HCAs than meat or poultry.

**Keep it moist.** The drier and more well done the meat, the more HCAs you get. Hot dogs and sausages seem to have fewer HCAs, perhaps because their casing prevents drying.

**Flip frequently.** Turning over meat or poultry every minute cuts the HCAs by 75 to 95 percent because the surface temperature stays lower.

**Don’t eat the pan drippings.** If the meat or poultry is well done, the drippings can have more HCAs than the meat or poultry itself.

**Cook in liquid.** Boiling, steaming, poaching, or stewing generates no HCAs because the temperature never tops the boiling point of water. Ditto for microwaving.

**Eat your veggies.** Veggie burgers and cooked vegetables generate few or no HCAs. And cruciferous vegetables like broccoli and Brussels sprouts may actually help the liver detoxify HCAs.

“The secret to great grilling is a well-cleaned and oiled grilling grate,” says Kate. “Heat the covered grill to burn off any food residue, then brush the grate with a wire brush, grab a wad of paper towels with tongs, dip it in cooking oil, and use it to wipe the grate.” No grill? You can sauté shrimp, fish, chicken, and veggies instead.

**Chicken with Grilled Salsa**

Total Time: 30 minutes • Serves 4

The secret to this dish: vibrant, juicy tomatoes. You don’t even need to cook them: just toss with the oil, basil, and 1 clove of minced garlic.

1 lb. tomatoes, chopped
5 cloves garlic, sliced
2 Tbs. extra-virgin olive oil
1¼ lbs. boneless, skinless chicken breasts
2 bell peppers, cut in ½”-wide strips
1 bunch basil, chopped
Freshly ground black pepper
½ tsp. kosher salt

1. Toss together the tomatoes, garlic, and oil in a disposable aluminum pie plate.
2. Put the chicken between sheets of wax paper and pound to an even ½” thickness.
3. Place the pie plate, chicken (smooth-side down), and peppers (skin-side down) on the grate and grill over a medium-hot fire until the chicken and peppers are well marked, about 5 minutes.
4. Turn both over and cook until the chicken is tender when pierced with the tip of a knife, 1-2 minutes.
5. Remove the pie plate from the grill and allow the tomatoes to cool slightly.
6. Toss with the basil, season with pepper and up to ½ tsp. of salt, and serve with the chicken and peppers.

Per Serving: Calories 260; Total fat 11 g; Sat fat 2 g; Protein 30 g; Carbs 9 g; Fiber 3 g; Cholesterol 80 mg; Sodium 320 mg
Erica Owen, RN and Diabetes Counselor at Northeastern Vermont Regional Hospital has been teaching the YMCA's Diabetes Prevention Program for the past year and a half. “It’s a great program. Being part of the participants’ desire to change their health is inspiring and exciting. Their feeling of success, no matter how big or small, is wonderful.”

The free program is a one-year, community-based program where participants work in small groups with a trained Lifestyle Coach in a classroom setting. In 16 weekly sessions, followed by 8 monthly sessions, participants learn how to incorporate healthier eating, moderate physical activity and problem-solving and coping skills in their daily lives.

The program is for people at least 18 years old who are at risk for developing type 2 diabetes. Criteria to join the program are based upon weight, physical activity and/or blood tests. People with prediabetes may not have any symptoms; an estimated 86 million American ages 20 years and older have prediabetes, and 89% of that 86 million have no idea they’re at risk.

National Institutes of Health research has shown that programs like the YMCA’s Diabetes Prevention program reduces the number of new cases of type 2 Diabetes by 58% overall and by 71% in people over 60.

“Meeting other people who are going through the same thing and the encouragement I have received to keep going not only in the program, but in my life journey as well, is special,” said one YMCA participant.

The next class starts on June 11th. Please call Erica Owen, RN at 802-748-7433 with questions or to sign up.

Northeastern Vermont Regional Hospital recently hosted the 2015 Spring Workshop for the Vermont Association of Nutrition and Food Service Professionals. Participants were all Certified Dietary Managers and Certified Food Protection Personnel. NVRH participants were Sheila Delworth, Ann Creaser, Julie Riegel, Karen Barss and Darla Hodge. Ginny Flanders, Director of Food Services spoke on People with Diabetes, Sharon Anderson, Dietician and Food Service Manager spoke on the Dash/Mediterranean lifestyles and Dennis Casey of Casey and Associates spoke on Dealing with Emotional and Stressful Situations in the work environment.

“It's One of the Best Parts of My Job,” states Chaplain Abby Pollender at Northeastern Vermont Regional Hospital, regarding the gifts of prayer shawls to patients and families. Pollender held a “blessing of the prayer shawls” recently with those who volunteer their knitting/crocheting time. Pollender started the blessing by reading notes from grateful recipients. Each volunteer offered her reason for contributing to such a valuable and beloved program. Comments varied, but every person mentioned their desire to make a difference in the lives of the patients and their families.

(From left to right: Chaplain Abby Pollender, Judy Harbanagh, Elaine Noyes, Lana Mitchell and Shirley Miller.)
Northeastern Vermont Regional Hospital Auxiliary seeks proposals from department managers: It is time to begin thinking about your Wish List Requests for 2016. Each year, the NVRH Auxiliary grants requests from department managers for equipment that is not in their normal operating or capital budgets. If you have equipment that you would like to purchase to improve the experience for our patients and staff, please submit a proposal to the Auxiliary before August 7, 2015. The proposals can be dropped off to Pat Forest, who will then turn them over to the NVRH Auxiliary Board. Awards are made at the NVRH Auxiliary September meeting. Proposals should explain what the item is, how it will impact patients and staff, and how much the equipment costs. They will not fund personal or satellite radios. If you have any questions, please feel free to contact Pat at X7310.

Last year, the Auxiliary purchased over $31,000 in wish list equipment. This equipment included projectors, birth center chairs, ER & marketing monitors, furniture for waiting areas, convection oven, EZ waylifts, and BP cuff machines, hand rails, work stools, white noise machines and many others.

John Haygood of Danville recently made a donation to Pat Forest, NVRH Volunteer Coordinator, for the Circle of Care Boutique in St. Johnsbury. The Circle of Care Boutique is Vermont’s only specialty boutique for cancer patients. Haygood made the donation in memory of his grandparents and other family members who battled cancer. Donations to the Circle of Care Boutique are used to support patients with wigs fittings and breast prosthesis products for their comfort, during and after treatment. If you are interested in making a donation to the Circle of Care Boutique, please stop by the Circle of Care Boutique or contact 748-7372 or 748-7310 for more information.

Upcoming Events:
Red Cross Blood Drive Tuesday, June 30 11am-5pm.
Books Are Fun (Christmas in July) Monday, July 27 9am-4pm.

A wrought iron bench was dedicated in memory of Althea and Ed Meilleur at Northeastern Vermont Regional Hospital on Friday, June 12th. Members of the Meilleur’s extended family were in the area for Ed Meilleur’s committal service. Ed and Althea were longtime auxiliary and volunteer members, having volunteered at the front desk for 35 years and over 3500 hours. The bench is placed on the perimeter of the Valma Sherrer garden in front of the hospital. The idea of a bench to commemorate his parents came from their son Jason, since one of the Meilleur’s favorite pastimes was to people watch, and although Ed frequently remained happily silent, Althea would make a new friend within a short time.

The bench was made by Lyndon Institute’s welding class, fulfilling both education and design requirements as well as community service hours. Althea was a Lyndon Institute graduate. The plaque reads: In Loving Memory of Ed and Althea Meilleur, longtime NVRH Auxiliary Members and Supporters.
Construction Update

The expansion/renovation work to the Orthopaedic and Fracture Clinic on Sherman Drive, Dr. Gagnon’s office, will start in October.

The front of Kingdom Internal Medicine begins its facelift!

Four new exam rooms on the north end.

Foundation work on the front addition. This will include a larger waiting room, a patient restroom and larger quarters for the office staff. The front expansion is 36’ x 24’. Behind the front expansion, in the original building, there will be a total of 10 exam rooms, a new nurse’s station, new lab, a break/conference room, an office for the practice manager and 3 provider offices.

A new roof and back stairwell into the building.

Upcoming Construction News
The expansion/renovation work to the Orthopaedic and Fracture Clinic on Sherman Drive, Dr. Gagnon’s office, will start in October.

The final amount raised by the NVRH March of Dimes team was $4,921! And, Steven Stowell (Diagnostic Imaging) was a major part of that success – we mistakenly left his name off the list of team members in the last BrightLook – our apologies. Many thanks Steven!

“Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning and focused effort.” Paul J. Meyer
Vermont Youth Exposed to Tobacco Where They Learn and Play

Statewide assessment finds that stores located near schools have higher frequency of tobacco marketing

BURLINGTON – According to a new statewide assessment, stores selling tobacco products within 1,000 feet of a school are more likely to have tobacco marketing visible from outside the store, are more likely to offer discounts on tobacco products, and are more likely to sell cigarillos or small cigars.

Youth and adult volunteers conducted the assessment of 767 retail stores in communities statewide as part of the CounterBalance campaign, which is working to help end tobacco’s influence on Vermont’s youth.

Although other types of tobacco marketing have been restricted, convenience stores and other retail outlets are still places where children are certain to see tobacco products and ads. In many cases, a young person is exposed to tobacco marketing without even going inside the store.

According to the statewide assessment findings, 12 percent of tobacco retailers are located within 1,000 feet of a school or park. Of those, 51 percent had tobacco marketing visible from outside the store, 82 percent offered cigarillos for sale – and 37 percent discounted cigarillos, compared to 24 percent located farther away from a school.

“National research shows that one out of three kids who have tried smoking were directly influenced by tobacco advertising,” said Cathy Hazlett of Health Connections of the Upper Valley. “We know the more often kids are exposed to tobacco advertising, the more likely they are to start smoking. Unfortunately, our community store assessments found that our youth are being targeted in areas where they should be protected, such as near schools.”

Emily and Todd, co-owners of Jay Country Store, do not have any tobacco products or advertising visible in their store. “We decided to eliminate tobacco advertising and keep the products under the counter because of the way tobacco is hurting our community in terms of both health and wealth. We have a lot of young shoppers come to our store, or walk by our store on their way to school, and we don’t want them to be exposed to tobacco marketing.”

In Ferrisburgh, Brad Hartley, owner of Vermont Energy Company, consistently rejects promotional contracts from the tobacco industry. “Don’t underestimate the intelligence of your customers,” Brad encourages fellow storeowners. “Don’t be manipulated by industry, have courage and personal integrity, and realize you can make a difference in some young person’s life.”

Local assessment findings:
- In our community, 3% of retailers were located within 1000 feet of schools.
- NO retailers located near schools in our community discounted cigarillos; compared to 5% further away.
- All (100%) of retailers located near schools in our community sold cigarillos.
- Approximately one-fifth (20%) of retailers located near schools in our community displayed any exterior advertising at all.

About CounterBalance
Launched in October 2014, CounterBalance is a statewide campaign focused on a variety of ways to help end tobacco’s influence on youth. CounterBalance provides facts, tips, and downloadable information to share at www.CounterBalanceVT.com as well as opportunities to help prevent youth tobacco use. The CounterBalance campaign is funded by the Vermont Department of Health.

Learn more and vote – Vermont residents can learn more about what they can do in their own communities and vote for the issue most important to their town at www.CounterBalanceVT.com
2015 TOP 10 Patient Safety Concerns for Healthcare Organizations
By: Kim Darby RN/Quality Improvement Specialist

Introduction

ECRI Institute has released its newest list of the top 10 patient safety concerns confronting healthcare organizations. The list serves as a “catalyst for discussion” among healthcare leaders about the top safety issues faced in organizations.

Half of the items on the top 10 list are new for 2015; the other half are recurring or variations of concerns from 2014. Many of the topics extend to multiple healthcare settings and highlight the relevance of these issues to the continuum of care spanning physician practices and other outpatient medical settings, acute care hospitals, and aging services providers in postacute care environments, nursing homes, and hospice care.

We will use the list to identify and understand the risks that exist at our organization, quantify them, and find out where they are happening so the organization can identify practices to mitigate the risks.

The TOP 10 Patient Safety Concerns for 2015 include: *new for 2015

1. Alarm hazards: inadequate alarm configuration policies and practices
2. Data integrity: incorrect or missing data in EHRs and other health IT systems.
3. Managing patient violence
4. Mix-up of IV lines leading to misadministration of drugs and solutions
5. Care coordination events related to medication reconciliation
6. Failure to conduct independent double checks independently
7. Opioid-related events
8. Inadequate reprocessing of endoscopes and surgical instruments.
9. Inadequate patient hand-offs related to patient transport
10. Medication errors related to pounds and kilograms

In upcoming issues of The Brightlook, I will address each of these categories and the elements that made them part of the TOP 10 Patient Safety concerns.

The birth of Continuing Medical Education (CME) in the United States is mainly the result of the undertakings of Charles and William Mayo. They were visiting surgeons that were eager to integrate advanced surgical techniques, so they traveled to the Mayo Clinic in Rochester, Minnesota to learn about surgical developments. Eventually these surgeons created a Surgeons Club, which “participated in dynamic daily dialogue regarding new techniques being advanced.” Eventually, other medical schools and specialty groups adopted the CME. The first mandatory CME program was introduced by the American Urological Association in 1934. The American Medical Association (AMA) published the first series of CME guidelines in 1957. The political majority of the AMA concerning continuing education in the 70s, was questioned by other professional associations. As a result, the Accreditation Council for Continuing Medical Education (ACCME) was formed in 1981.

This council was a shift toward the professionalism and quality of CME. “The ACCME accreditation process is of, by, and for the profession of medicine.” Standards to measure accreditation requirements followed.

Which brings us to the NVRH CME schedule. All NVRH employees are invited to attend CME presentations on the second Thursday of every month (except August) at Noon in Conference Rooms 126 and 127. This means patient accounts representatives, nurses, coordinators, secretaries, switchboard operators, managers, access specialists, laundry workers, maintenance, Medical Records secretaries and coders, etc. If you find the subject useful or interesting, please attend.

July 9 - Tin (Justin) Barton-Caplin, MPH, MHA - Overview of opiate epidemic
August 13 - No Speaker
September 10 - Dr. Shepard - Pediatric Obesity
October 8 - Drs. Ready and Dobbertin - Palliative Care
November 12 - Dr. Christopher Burns - Lupus
December 10 - Several speakers - Opiates
January 14, 2016 - Dr. Antonia Altomare - Lyme Disease
SEE A PROBLEM? TAKE A PICTURE!

There are plenty of posters and various campaigns by committees to get employees involved in their company’s safety programs. Slogans such as “Safety is everybody’s business” and similar phrases are popular statements used to make sure employees know that it is not a committee or only a Safety Officer that monitors and keeps a safety program vital. Along those lines we have come up with an idea for everyone here at NVRH. Many people have and carry a cell phone with them throughout the day. Many of those same phones have a camera as part of the device, as evidenced by the proliferation of “live” news photos and videos we all see these days.

We are asking employees to continue to monitor their environment as they always do. If you see something that is safety related and causes you to question “Is that okay to be like that?” or the more obvious “Is that safe?” take a picture and send it to me by email (j.coulson@nvrh.org). If you don’t have a real time event to report or question, you can even stage a photo-op and send it to us as an example of a pet peeve that you see sometimes used as a work-around or short-cut, or just an example that should be brought to employee’s attention. These safety questions will go through the Employee Safety Committee for discussion and possible remediation. Of course, if it is truly a problem and needs to be acted upon in order to make a situation or process safe, that will happen first and get reviewed later. Eventually, these photos could end up in the BrightLook to be used as examples to raise safety awareness, which is the ultimate aim. If you wish to submit something anonymously, you can always print your photo and drop it by my office or mailbox.

So, look around and snap a picture and send it to us. Or, be creative and stage a picture that could be used as an example of something that we should all remember not to do. Either way, this can be something to have fun with and get more employees involved in remembering that safety is everyone’s business.

Submitted by Jim Coulson

*An obvious example of incorrectly propping open a door that should be closed at all times.*

*Laural Ruggles, a member the Ambulatory Angels team struggles to get out of handcuffs during the Relay For Life. Those who were handcuffed HOPED that team members or friends would pay for them to get out of handcuffs. Laural went to jail as well – rumor has it she was there for quite awhile before someone came to her rescue.*

*Pictured is the NVRH Corner Medical’s Holy Walkamolies team from the Relay For Life on Saturday, June 6*. Pictured are Mathew Taylor, Zachery Taylor, Karen Badurski, Jody Taylor, Jan Loomis, Ashley Gerrish, Wendy Stimets-Henderson, Joyce Lemieux, Laurie Pearsons, Amanda Trucott, Becka Valdez, Michelle Stevens and Pam Passut-Stanford. Team members not pictured are Paula Gaskin, Darcy Labounty, Amy Joyal, Vicki Dill, Brittany Regis. The Holy Walkamolies raised a total of $4,821.20, the 4th highest out of 48 teams, and walked a total of 140 miles during the relay.

Christle Brooks, Practice Manager of Kingdom Internal Medicine is a Committee Member for Caledonia County Relay for Life and has participated in the event since day one. Christle expresses great pride in being part of such a great team. Out of 600 counties nationwide Caledonia County has been on the Top 10 Counties List for the past 9 years. By holding Friday “Jeans Days”, the staff at Kingdom Internal Medicine raised $225 to benefit the event.
Success! Employee Appreciation Day was a Big Hit!

Thank you to everyone who came to the first ever NVRH Employee Appreciation Day on June 15th! From omelettes to pizza to poutine, folks enjoyed a smorgasbord of great food all day amidst the company of coworkers. The day was a way for Senior Staff to say THANK YOU to all the dedicated staff in all the various departments that keep the hospital running smoothly 24/7. Amidst the buffet, staff also had a chance to learn about new hospital projects including the expansion of Kingdom Internal Medicine and upcoming improvements to the OR and Women’s Wellness Departments.

Special thanks go to the many area markets and restaurants that provided food for the day (much of it was donated and/or deeply discounted). Thank You to Marty’s First Stop, The White Market, Hoagie’s, Ramunto’s, The Pizza Man, Pizza Hut, Price Chopper, Subway and 802 Fresh! Without their generosity and support, Employee Appreciation Day wouldn’t have been possible (or it would have happened, but with lots of hungry employees!) And thank you also to the wonderful NVRH Cafeteria staff! They were a huge help throughout the day and provided food and support to make it all happen.

Hopefully, everyone had fun on the 15th and enjoyed all the great food!
**NVRH Gardens Project**

**Why have gardens at NVRH?**

I love the gardens at NVRH for what they offer to the community, and the difference that this opportunity makes for families in our area. I’d like to quote from part of our NVRH Mission statement…. We are dedicated to improving the health of all people in the community it serves… That statement takes in so much more than medical care. It includes socialization, good exercise, and personal growth that happens while gardening. It includes being a part of the community; our community is one of the healthiest in the state. We like that.

People who grow their own food tend to eat more fruits and vegetables, helping them to be healthier. There’s something about knowing where your food came from that’s satisfying. Gardening connects people to nature & provides an education about ourselves and for our children.

**History of NVRH Community Gardens**

NVRH opened in 1972. By the late 1970’s, there were gardens. I’ve been told that the gardens were the brainchild of staff. I know from documentation and Founder’s Hall volunteers, that the recovery/ treatment center then on campus, offered gardening as therapeutic opportunities, from 1982-94. By 2006 we had 14 spaces; in 2007 we had 23 spaces. We now have 28.


**Other important things about the NVRH Community Gardens:**

We’re somewhat different in our projects from a communal garden, where everyone works, according to the time and energies they can give, and the bounty is shared by all…. Our gardeners have individual spaces. Each space is approximately 25’ X 30’. We have a 1000 gallon rolling tank that gardeners can draw water from, so there are no gallons and gallons of water to tote from home.

**The “How” and “Who” about garden space at NVRH**

Our gardens are the result of a group of MANY people working together as a team, several are on our Plant Operations group (no pun intended), a former gardener who provides our tilling service, master gardeners who provide insight and advice, and those gardeners who have been with us for several years.

If you are interested in learning more about the Community Gardens at NVRH, contact Betsy Merrill at 748-7501.

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**Talk about local food!** Ginny Flanders and Sharon Anderson, dietitians from NVRH Nutrition and Food Service, prepare an NVRH garden spot for squash that, come fall, will be served in the NVRH Courtyard Café.

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“Time is what we want most, but what we use worst.” William Penn
The Way to Go VT Challenge is over and big congrats and thanks from Mother Nature go to all who participated. 11 NVRH employees took part and found alternative means to get around for the 2 week challenge.

Some totals:

496 Miles were logged and traveled by means other than driving solo (folks biked, walked or carpooled to work instead)
35 trips were made using alternative transportation
229 pounds of carbon emissions was saved from the air!

Great job, everyone!

AND as a special bonus, there are prizes! All 11 participants will get a $20 Price Chopper Gift Card from Way to Go VT!

AND we had our own set of prizes for NVRH employees.

The winners are:

Connie Rath-Kruszyna - $25 Gift Certificate for the Tamarack Grill at Burke Mtn
Michelle Mercier - $15 Gift Certificate to Eastern & Main Market and Deli in St J
Laural Ruggles - $15 Gift Certificate to Eastern & Main Market and Deli in St J
Eric Paulson - $25 gift card for the Pizza Man in Lyndonville
Lew Apgar – One year season pass to Kingdom Trails

Thanks to all who participated!
Rose Harper, shown here with co-workers and friends at her retirement party in the Courtyard Café, recently retired from the Patient Accounts department after 8 years at the hospital. She will spend her new days playing golf and spending time with her partner Joe, children and grandchildren. And, she won’t be commuting back and forth from Newport each day! Good luck Rose – you’ll be missed!

“It is not how much we have, but how much we enjoy, that makes happiness.” Charles Spurgeon

Quality
A+ Standard of Caring
APRIL 2015

Ambulatory Surgery
+ Very clean, polite and nice to be offered refreshments.
+ Everything was ready and well explained so understanding was easy.
+ I was given all the information, so I was quite comfortable the day of surgery.
+ My physician Dr. Fitzpatrick was the nicest doctor. His treatment of me was a turning point in my life. I am now able to breathe.
+ I would recommend this and any services offered to all who need them.
+ Great place!
+ Ambulatory Surgery Center would be the first place I would go to for any type of surgery they have available. The staff and hospital make you feel good, safe & comfortable. They did their job very well.
+ It was all set up the day I had my eyes examined. I was very satisfied. I’ve no complaints.
+ Very professional, great care. Couldn’t ask for more. Thank you all.
+ Very thorough explanation and instructions!!
+ The waiting room was so comfortable that Matthew’s father took a small nap!!
+ Dr. Rankin exceeded our expectations. Carol and Leah were wonderful w/Matthew.
+ They were patient, calming, kind, reassuring, and attentive to his needs and ours.
+ Debbie & Peter were wonderful. Not only were they calming and reassuring for my son, Matthew, but were also 100% there to help me through the after-effects of my son’s surgery. Couldn’t ask for better care.
+ As usual NVRH provided awesome service. There is no other hospital that I trust w/my family’s care! Thank you!!
+ Kelly started the IV with no pain and J made sure I was comfortable, was very relaxing.
+ Thank you for all that you do.
+ Was the most comfortable I have been in a hospital.
+ Chris was excellent - very professional!
+ Paula is a very skilled nurse and extremely sweet! Dr. Chris Danielson is the very best.
+ Love him!
+ Everything went well. Very pleased!
+ Will definitely come back to NVRH. Great experience!
+ The nurses were good at making me feel as comfortable as possible before, during, and after my op. (I was aware the whole time.) I was very grateful to be well-looked after, since I was nervous.
+ Kelly - was WONDERFUL for 1st IV.
+ The nurses are always great.
+ Nurse played waitress and kept the coffee coming after surgery.

Emergency Department
+ Nurse was good - Iced my foot and covered my leg - because I was cold.
+ Staff was very good. Careful of my injury and tried to make it comfortable.
Nurses and waiting room staff did great job. There wasn’t a place to mention how much I appreciated the nurse listening to me when I reminded her I hadn’t been able to keep anything down for two days. She went and got me something for that so I could eat & drink.

Radiologist was very careful when she took x-rays of wrist and ankle.

My husband was actually up in infusion room and a nurse pushed me up in a wheel chair to the second floor, so I wouldn’t walk on it any more than I had to.

Great experience - Caring Dr. Keller was wonderful!

My nurse was great.

My doctor was great.

I live in Massachusetts and was visiting in Vermont when I fell and dislocated my shoulder. Mel, the RN, who cared for me along with Dr. Merrick who took care of my shoulder were absolutely fantastic - calm, caring, and skilled I couldn’t have asked...

This sums it all up - when my 12 yr. old son left the ER after getting wood taken out of his lip in a skiing accident; he said, “they were so nice. It’s like they have known us for a long time.” A 12 yr. old boy said that! The highest compliment ever!

Loved Beth! She loves kids!

Very helpful that boyfriend was able to stay w/me so could relay info to parents.

I was injured skiing & called ahead. When checked in I was taken right away for eye injury.

**Inpatient Department**

Dietary department VERY helpful with my poor appetite after surgery.

The food was remarkably good - healthy - well presented - nice choices.

Margie in ER was extraordinary and stayed with me through hours.

My veins were most uncooperative and they worked VERY hard on me - they were kind, caring & professional.

Great food, great coffee.

Couldn’t ask for anything better.

Thank you so much for the excellent care I received during my stay (Feb. 16-20, 2015).

The staff was super! Nurses were very professional - The LNA was also great & quite nice.

I was treated like a real person. I was very scared and afraid I was seriously ill – the staff helped calm me down.

As always, very fine care!

Many different physicians -- some very good and some good.

**Outpatient Departments**

The appointment was for my 8 day old son. Staff was wonderful.

Staff very nice.

Very good experience. Everybody very nice.

I felt like a guest on the Queen Mary! PS. Stay overnight was top RATED & food wonderful.

Best MRI experience ever, thanks to the great tech!

The gentleman who checked me in was very pleasant.

The two nurses were good. The little guy was excellent. I told the guy who checked me in to make sure they kept him. I forgot his name, but he was young and was very nice to me.

I have a hard time with IV. Jim manager was very good with injection - only did it once.

I do recommend you. I feel NVRH is a good hospital.

Excellent service and explanation of process and test.

This was the most comfortable, prompt service I have had at any hospital. All aspects were timely and very professional.

I was especially impressed with the doctor in the emergency room!

The front receptionist for Dr. Karen Kenny was the most amazingly kind and professional.

She brightened my day! Dr. Karen Kenny is the most concerned, patient, listening doctor. I’ve ever met. She did not rush me or any questions and took time to explain the tests/steps. Very impressed!

The entire area was clean.

This experience was so good! I have relocated here and was very happy with Dr. Karen Kenny and her or the staff in all departments. Thank you for exceptional care and experience.

Always a positive experience.

Wonderful experience.

I had received very good care at my outpatient care.

Every experience I received was great with everyone and everything.

Very nice and very clean hospital. I could not ask for anything better.

I love my community Hospital.

A delight.

Excellent x-ray tech - very helpful & courteous.

They are all awesome.

Ultra sound tech very nice.

The nurses (phlebotomists?) are excellent.

Pleased with all aspects of service.

The phlebotomist Lyn Maloney always friendly & very gentle when drawing.

Nothing less than excellent all around.

Your mammography staff is A+ in all areas. They have a high level of professionalism.

They are informative and pleasant. Thank you.

Excellent service - Lots of smiles!

**Kingdom Internal Medicine**

Very professional staff.

Dr. Lee always explains issue in plain language. High level of confidence in her.

Quality care in a comfortable professional environment.

Service very prompt.

They are the BEST.

A big improvement in lobby area and nice to have the practice part of NVRH.
+ My doctor listens and treats me with respect and follows through.
+ This time -- excellence.
+ Excellence. Dr. Lee’s nurse is excellent.
+ This time excellent.
+ All of Dr. Z. office people treat me nice.
+ Staff kept in contact on a regular basis while Dr. Ziobrowski was on vacation.
+ Because I am home bound due to my worsening health condition - Dr. Ziobrowski visited me at home after his long day caring for other patients at the office.
+ His care and concern for my problems have been superb.
+ Had several issues; worked on most problematic first.
+ Always prepared, friendly, cheerful.
+ Very pleasant people.
+ All the nurses and personnel were very nice and assisting.
+ Excellent nursing staff.
+ Dr. Lee is a superb doctor.
+ Everyone treated me as a person etc., & helpful if I didn’t fill the paperwork out right.

Corner Medical
+ I was not scheduled for this day but had been very sick so I called. They fit me in that day which I very much appreciated!
+ I feel VERY FORTUNATE to have Corner Medical and Dr. Dobbertin as my care providers!!
+ Love Ashley -- glad I have her now to take Sue’s place. Love Sue too!
+ The reception staff are exceptional, helpful & caring -
+ Sandy Ingeron is thoughtful, kind, & very helpful.
+ I see Dr. Susan Erisman and she is also very good to me.
+ I see Dr. Susan Erisman and her assistant is very good to me.
+ Sandy at Corner Medical is wonderful - friendly, courteous, concerned, listens and explains well, so Jessica can understand what is happening.
+ Dr. Erisman at Corner Medical is the “BEST.” Perfect fit for Jessica as she explains so Jessica can understand, what she needs to do, Jessica has several issues and Dr. Erisman keeps on top of all of them.
+ She did her job very courteously.
+ I need someone who can work with my specialist, e.g. Dr. Lischke said I could get a hold of him whenever I needed to. I trust him.
+ Nobody likes going to doctor appointments, but coming to the clinic is always a satisfying experience.
+ The nurses are exceptional in any case.
+ Everything about our clinic is positive in every way. Thank you.
+ Since I’ve been there I’ve brought 5 others as patients.
+ Sandy Ingeron is wonderful.
+ Good experience.
+ We live easy distance from Corner Medical and they have provided us (my husband and me) excellent care and courtesy for many years. We feel extremely fortunate to have this care available to us.
+ Love her to pieces!! One of the best.
+ Whole staff is always very pleasant & helpful.
+ Everyone is ALWAYS friendly and courteous.
+ Very happy w/care. I lived in 4 states and this place is awesome and caring.
+ Everyone was helpful & cheerful.
+ Very professional.
+ Dr. LeBlanc put my son completely at ease and he went above & beyond to help my son.
+ Nurse very attentive to my issues. Informed me of my vital signs. Professional and efficient.
+ As a 1st time patient I was VERY impressed.
+ Pleasant experience.
+ Polite/welcoming.

St. Johnsbury Pediatrics
+ Carol was very helpful.
+ Dr. Josh talked directly to Cady and made her feel like a part of the visit. We both really liked Dr. Josh.
+ The receptionists are always very friendly. The triage nurse always calls me back promptly & is knowledgeable & kind.
+ My son has had excellent care every visit. Drs. Stasny & Kantrowitz are very patient, answer all my questions, never make me feel rushed & are very gentle with my child.
+ There were no delays.
+ Everyone was very friendly to me.
+ Josh is a really great doctor to me. He talks to me and asks me things about me and he listens to me.
+ This was our first evening appointment - very convenient & everything went well.
+ No problem - well child visit. Nurse was appropriately interested in history and included my son in her conversation.
+ Dr. Josh addresses the patient (child) first, then looks to parent for confirmation.
+ My 10 year old appreciates this immensely. Thoughtful & thorough - I have recommended Dr. Josh (& St. J. Peds) to others!
+ Very pleased with new waiting area & exam rooms. Much cleaner appearance.
+ No delays - on schedule & courteous staff, no waiting.
+ We didn't wait, and the staff was wonderful.
+ Dr. Stasny is excellent!
+ Dr. Stasny is a very good doctor w/an excellent bedside manner.
+ Love Dr. Josh.

Womens Wellness
+ I called and was fit right into the schedule within 2 days as a new patient.
+ Receptionist was great.
+ I was taken in by nurse almost as soon as I checked in. Very friendly and courteous nurse Cindy.
+ The staff at the Women's Wellness Center in St. J is very nice and sympathetic to the patients’ needs and concerns. My visit was very refreshing with them.
Dr. Kenny is fantastic as a provider and explained everything so I could understand it easily. I feel 100 times better today and can’t thank her enough.

+ Very clean practice and other than construction being done to improve them even more my visit was great and the construction was out of their hands.
+ I have already told my friends and co-workers they should come here as they really know what they are doing and are so helpful to the situation.
+ I ... scheduled my appointment and could not have been nicer! A lovely person to deal with!!
+ Everyone was very helpful and made me feel comfortable.
+ There was no wait time.
+ When I entered the hospital the lady at the desk took me up to the clinic in the elevator - I have to... am 96 yrs. old - They were so kind to me -
+ A good experience - they were waiting for me when I got off the elevator -
+ I was treated much respect and dignity by all - I was never left alone at any time.
+ I had a very good experience with everyone there.
+ Dr. Paul treated me as an old friend (lady) I’m looking forward to my next appointment in July.

+ Excellent visit.
+ Dodie was a great first face to see. She was very kind, soothing and helped take the nervous edge off.
+ Megan Haygood far exceeded my expectations. Being able to sit across from her at a table and have an actual conversation before the exam helped put me at ease. Megan was very patient, encouraging and compassionate throughout the appointment.
+ A HUGE thank you to both Dodie and Megan for providing exceptional care and changing my outlook on yearly visits. Thanks - it’s very much appreciated!
+ Megan is awesome & I have recommended the Women’s Center to others.
+ She was great! Put me right away.
+ “Great Job” everyone...
+ Everyone was courteous.
+ My doctor is wonderful.
+ Always friendly staff when scheduling... prompt and efficient.
+ Very friendly and welcoming.
+ Nice folks - the wait was not too bad.

“Empathy is about finding echoes of another person in yourself.” Mohsin Hamid