Matthew Prohaska, MD has recently joined Dr. Richard Gagnon at Northeastern Vermont Regional Hospital’s Orthopaedic and Fracture clinic at 41 Sherman Drive. Dr. Prohaska is a full-time orthopaedic surgeon serving all orthopaedic needs including, but not limited to, knee and hip replacements including the anterior approach, minimally invasive knee and shoulder surgery, pediatric and adult fractures and sports injuries.

Dr. Prohaska grew up in Blackshear, Georgia, located in the southeast part of the state, near the coast. His father was a rural family physician.

Dr. Prohaska attended the Georgia Institute of Technology in Atlanta GA, graduating with a BS in Mechanical Engineering, with a minor in Spanish. With the goal of pursuing his PhD in Biomedical Engineering, he worked in a lab, but missed interacting with people. He pursued his medical degree at the Medical College of Georgia in Augusta, GA. Deciding on orthopaedics combined his engineering background with his desire to build, fix and help to make joints and bodies work. Prohaska completed his orthopaedic residency at Dartmouth-Hitchcock Medical Center; he received the orthopaedic resident teaching award while at Dartmouth.

“I chose NVRH because of its commitment to be a great rural hospital, and I am committed to practicing in a rural community. The hospital affords a great opportunity for me to help patients in many ways. I deeply appreciate the area and its culture, and enjoy the people and all they have to offer,” said Dr. Prohaska.

Continued
He has received honors and awards, published papers, and given lectures and presentations; the most recent presentation was on patient reported outcomes and predictors for total knee arthroplasty (replacements). Dr. Prohaska has volunteered in the children’s hospital in Atlanta, including tutoring math and science. Additionally, he has volunteered in Atlanta’s homeless shelters.

According to Dr. Richard Gagnon, “Matthew Prohaska is a great asset to the orthopaedic team at NVRH. He has a real commitment to practicing in a rural community and he chose NVRH and the Northeast Kingdom with a great deal of thought. He is a talented surgeon and a committed and energetic individual. We are very pleased he’s here.”

Dr. Prohaska’s wife Liz is a pediatric nurse; they have a five month old daughter, Olivia. Together, they enjoy hiking, biking, snowshoeing, skiing and the great outdoors. Matthew also enjoys small building projects, keeping his engineering background alive and well.

NVRH Awards Dr. John Elliott Community Service Award to Cynthia Waldner, RN

Cynthia Waldner, RN was presented with the Dr. John Elliott Community Service Award for employees of Northeastern Vermont Regional Hospital at the hospital’s Recognition Dinner on June 25. Waldner has been a nurse at NVRH for 29 years.

Dr. John Elliott joined what is now Corner Medical in the 1970’s. He passed away unexpectedly in 2008. This award was created by employees at NVRH in his memory to recognize a current employee who exemplifies Dr. Elliott’s quiet dedication to community.

Linda Garey, Waldner’s sister, was the first recipient of the award in 2008, and she presented Waldner with the award on Thursday night. She spoke about Cynthia’s work with the St. Johnsbury Athenaeum, the Relay for Life, as a foster parent and her dedication and love of The Vermont Children’s Theatre. Cynthia was quick to point out that the success of VCT is a team effort.

The Dr. John Elliott award rewards employees of the hospital for their volunteer and community work outside of their normal job responsibilities. Like Dr. Elliott, Waldner has a long history of service to the community. She was presented with a plaque, which, at the bottom, read:

…For donating her creative spirit and energy, dedication and devotion to children, and organizational talents in service to the community

The Elliott award is given annually. Past recipients have been Linda Garey, Donna Racine, Ramona Letourneau, Angela Cross, Barbara Byrne and Paula Gaskin.

NVRH Holds Annual Recognition Dinner

Northeastern Vermont Regional Hospital held its annual recognition dinner for employees on Thursday, June 25, at the Sherburne Base Lodge on Burke Mountain. One hundred and fifty people attended; employees were recognized for their years of service as well as certifications they earned during the past year. Paul Bengtson, CEO was the Master of Ceremonies.

His sense of humor, genuine gratitude to employees and funny and poignant stories made for a memorable evening.

Five Years of Service:
Access: Tammy Ely, Judy Newland; Corner Medical: Karen Badurski, Albert Hebert MD, John Scott MD; Day Surgery: Jacqueline Whitehead, LNA; Diagnostic Imaging: Monika Hinamwami; Emergency Services: Mona Marceau, Logan Pearl, RN; Laboratory: Linda Larrivee; Medical Staff: Terry Larsen, MD; Medical/Surgical: Holly Brigati, RN, Melissa Leafe, RN, Nakeeta Simpson, RN;
Nursing Administration: Nicole Brockney, Polly Damon, Loraine Newland; Nutrition/Food Service: Thomas Leroux; Operating Room: Barbara Jarvis, RN, Mark Regis, PA-C; Patient Accounts: Kimber Gladding; Plant Operations: Charles Plante; Volunteer Services: Ginger Aldrich, Don Bostic, Carlene Brill, Merlyn Courser, Kamie Flum, Leon Podgur, Jonathan Riley, Wendy Stein.

▲ Ten Years of Service:
Anesthesia: Rebecca Barski, CRNA; Corner Medical: Amanda Trucott, RN; Day Surgery: Jennifer Peterson, RN; Emergency Services: Susan Steele, RN; Environmental Services: Paul Dusseau, Janet Simpson; Health Information Management: Carol Thomas; Human Resources: Carol Chmura; Intensive Care Unit: Tina Heck, RN; Laboratory: Domingo Lamadriz; Medical Staff: Veronika Jedlovszky MD, Mary Ready MD; Medical Surgical: Kathryn Roosa, RN; Nursing Administration: Jill Davidson, RN; Nutrition/Food Service: Cindy Hume; Occupational Medicine: Elke Billig; Operating Room: Donna Laferriere, RN, Elizabeth McQuade, RN; Pain Management: Judith Wheeler, RN; Patient Accounts: Annette Moran; Pharmacy: Daniel Lewis; Plant Operations: Gregory Lepine, Kresten Sterling; SPD: Rita Pelkey; Specialty Clinics: Laura Pierce, LPN; Surgical Services: Vickie Ewen; Volunteer Services: Kenneth Miller, Shirley Miller.

▲ Fifteen Years of Service:
Care Managers: Pamela Brink; Corner Medical: Kim Before; Diagnostic Imaging: Gretchen Renaud; Emergency Services: Debra Smith, RN; Intensive Care Unit: Virginia Hudson, RN, Mitya Schoppe, RN; Medical Staff: Sarah Berrian, MD, Stephen Phipps, MD, Deane Rankin, MD; Operating Room: Leah Rexford, RN; Patient Accounts: Carol Perkins, Cynthia Rice; Plant Operations: Richard Degreenia, John Thompson; Quality Management: Kimberley Downing; Recovery Room: Deborah Young, RN; Respiratory: Lucie Pristow; Sleep Lab: Margaret Austin; SPD: Weltha Townsend, St. J Pediatrics: Jeanne Nummelin, RN; Women's Wellness: Winifred Jones, RN.

▲ Twenty Years of Service:
Birth Center: Gloria Greenwood, RN; Corner Medical: Janis Loomis, Pamela Passut-Stanford, LPN; Information Services: Andrea Dineen; Marketing: Laural Ruggles; Medical Staff: Susan Erisman, MD; Medical/Surgical: Dorothy Holden, RN; Volunteer Services: Sharon Heidemann; Women's Wellness: Mary Bailey, LPN.

▲ Twenty-Five Years of Service:
Emergency Services: Margaret McGandy, RN; Nuclear Medicine: Bradley Collette; Operating Room: Holli Fenoff.

Continued ▷

“There is nothing either good or bad, but thinking makes it so.” E.H.
Thirty Years of Service:
**Birth Center:** George Foy, RN, Jean Maleski, RN; **Diagnostic Imaging:** Patricia Brochu-Cox; **Information Services:** Elouise Pearl; **Medical Staff:** Mark Heitzman, MD; **Operating Room:** Joseph Prescott, PA-C; **Pharmacy:** Eileen Gregory; **Respiratory:** Eric Meyer.

Thirty-Five Years of Service:
**Medical Staff:** Kenneth Danielson; **Surgical Services:** Cathleen Besch, APRN; **Volunteer Services:** Gretchen Hammer; **Women’s Wellness:** Mary Gorham.

Forty Years of Service:
**Intensive Care Unit:** Judith Spencer, RN; **Medical Surgical:** Janice Oliver, RN; **Nuclear Medicine:** James McGregor.

Forty-Five Years of Service:
**Intensive Care Unit:** Christine Douglas, RN; **Nursing Administration:** Elaine Jewell, RN.

**Advanced Cardiovascular Life Support Certification:** Dawn Wing, RN; Victoria Heft, RN; Cyndie Payer, RN; Julie Schneckenburger, RN.

**ARDMS Registered Adult Echocardiography Technologist:** Bradley Collette

**ARRT Registered Computed Tomography Technologist:** Linda Bangs, Robert Haley, Monika Hinamwami, Charlotte Hoppe, Yvette Koslowsky, Brock Leavitt, Jessica Placey, Gretchen Renaud.

**ARRT Registered Mammography Technologist:** Yvette Koslowsky

**Bachelor of Science in Nursing:** Kelly Colgrove, RN; Hilairey Smith, RN.

**Certified Birth Doula:** Dienna Choquette, RN.

**Certified in Critical Care:** Deborah Keon, RN; Mitya Schoppe, RN.

**Certified in Emergency Nursing:** Marlene Quilliam, RN; Susan Steele, RN.

**Certified Navigator for VT Health Connect:** Rebecca Lewis.

**Certified Registered Central Service Tech:** Rita Pelkey.

**Certified Teacher of Bridges Out of Poverty:** Melinda Warren, RN; Pamela Smart, RN.

**Certified Tobacco Specialist:** Lewis Apgar.

**Childseat Safety Certification:** Laura Emery, RN

**Masters Degree in Health Sciences:** Erica Butterfield

**Mastery in Surgical Services Management:** Julie Schneckenburger, RN

**National Alliance on Mental Illness, Certified Family Support Group Facilitator:** Donna Laferriere, RN

Continued
Neonatal Resuscitation Program Certification: Terry Gray, RN

Pediatric Advanced Life Support Certification: Valerie Lemieux, RN, Barbara Jarvis, RN, Annika McCann, RN, Cyndie Payeur, RN.

Registered Diagnostic Medical Sonographer: Jacqueline Zaun.

Sexual Assault Nurse Examiner Certification: Ashley Malshuk, RN, Cynthia Taylor, RN.

Ultrasound Board Certification: Jacqueline Zaun.

FLEK, Inc and NVRH Earn Two Awards in National Advertising Competition

Florence and Keith Chamberlin and Amy Hale from FLEK, Inc., were recently recognized with two national marketing awards for Northeastern Vermont Regional Hospital’s 2014 Annual Report titled On the Frontline of Health Care Reform. FLEK earned a Silver Award from the Aster Awards and a Merit Award from the Healthcare Advertising Awards. NVRH competed in the category “Hospitals under 75 Beds” with other hospitals nationwide. The thousands of submissions are judged on creativity, layout, design, typography, production, quality and overall effectiveness. “We’ve collaborated for many years with FLEK, and their knowledge of the hospital and its role in the community is excellent. We are very pleased that they can earn national recognition in a highly competitive market,” said Laural Ruggles, Vice President of Marketing and Community Health Improvement at NVRH.

“Wisdom is a love affair with questions. Knowledge is a love affair with answers.” Julio Olalla
Employee Assistance Program

Just a reminder that one of the benefits NVRH offers to all employees and their families is the Employee Assistance Program. The EAP offers free and confidential counseling and referral services, whether you need support for personal and family issues, or work-related issues. Employees who feel they could benefit from the EAP are encouraged to contact Casey & Associates directly at 802-748-3868 or 800-232-0131. A professional counselor can meet with you privately and provide referrals to appropriate resources needed to address your specific concerns.

About twice a month, Dennis Casey is also on-site at NVRH to meet privately with employees. Dennis will be in the outpatient consult room (in the basement, across from the elevators) on July 23rd from 10 am – noon; August 3rd from 3 – 5 pm; and August 20th from 9 – 11 am. Check the Home Page of the Pulse for additional dates. To make an appointment to meet with Dennis on one of these dates, call the numbers above or email him at dcasey@caseyeap.com.

This month (July) we are happy to welcome quite a few new faces to NVRH. Picture left to right are: CJ Keefer, LNA (Med/Surg), Rhonda Mazer (Access), Westerly Miller, RN (St. J Pediatrics), Sarah Hodge (Patient Accounts), Kathryn Daniels, LNA (Med/Surg), Clarence Hallmartel, Director (Health Information Management), Marcia McPartlen (Laboratory), Amanda Newland, RN (Med/Surg), Grace Davis (Diagnostic Imaging).

We are pleased to welcome lots of new faces to NVRH this month (August)! Pictured left to right: Michael Demars & Russell Robinson (both Facility Technicians, EVS), Christine Paeglow (RN, ICU), John Vinton (Coder, Health Info Management), Jackie Scribner (Access Specialist), Samantha Winsor & Callie Froebel (both RN’s, Med-Surg), and Jens Fulkerson (Nuclear Medicine Technologist, Diagnostic Imaging).

Take Me Out to the Ballgame!

A group of NVRH employees and their friends & families journeyed to Burlington on July 25th to catch a Vermont Lake Monsters baseball game. It was even the very first real baseball game for Carroll Ruhlman’s grandson! He and everyone else enjoyed a night out at the ballpark which featured a Star Wars theme complete with fireworks after the game. The Lake Monsters were tied 4 to 4 with the Connecticut Tigers, but the Tigers pulled through in the ninth inning for an exciting, last minute win of 5 to 4. Win or lose for the home team, we’re glad the NVRH group had fun.
The NVRH Auxiliary had a very successful Books Are Fun, Christmas in July Sale. There was a great turn-out for the sale and most items were under $10.00. Thank you for coming out and supporting the Auxiliary fundraising events.

Uniform Professionals will be at NVRH on Tuesday, September 1 from 7:00a.m. – 4:00p.m. in the Business and Conference Center. Uni Pro sells the latest styles, colors and brand name uniforms, shoes and accessories for the healthcare professionals. Hope you will stop by the sale. Tickets for the Uniform Professional Raffle (a $50 gift certificate to Uni Pro) will be on sale beginning August 24, three tickets for $1.00.

The NVRH Auxiliary will meet for the Annual Wish List Meeting on Friday, September 11. Lunch will be provided in the Courtyard Café beginning at 11:30a.m., the meeting will follow in conference rooms 126 & 127 at 12:30. We received 11 wish list requests this year.

The NVRH Auxiliary will host a new fundraising show on Tuesday, October 6. The sale is In-Design jewelry and fashions. They provide a mix of fashions from jewelry branded items, to sterling earrings and handbags. The prices range from $6.00 to $20. This company works with the vendors to provide the best items at the best price. I am really excited to work with John Lessard to bring this new sale to NVRH.
UPWARD BOUND STUDENTS LEARNING AT NVRH

This year, eight students are spending six weeks learning and working with staff at Northeastern Vermont Regional Hospital. The students are in the following departments: Nursing Education, Specialty Clinics, Women's Wellness Center, Birthing Center, Laboratory, Physical Therapy, Music Therapy, Fundraising and Development, Medical Library, and Day Surgery.

The program works with 70 area high school students from the Northeast Kingdom and Northern New Hampshire who are required to meet one of the two following criteria: they will be the first in their family to graduate from college, or they are from a low to moderate income family. Two thirds of our students must meet both of these requirements.

Upward Bound at Lyndon State College is a federally funded program through the U.S. Department of Education. Upward Bound is committed to providing modest-income first generation college bound students the academic background, college preparatory experiences and support needed to succeed in college immediately after high school.

Upward Bound students spend six weeks of the summer on the campus of Lyndon State College. The students have four hours of college preparatory course work during the mornings, three hours of volunteer work in our community each afternoon, and spend evenings engaged in a variety of activities designed to expand their educational opportunities and promote cultural and inter-personal growth to further prepare them for post-secondary education.

From left to right: Emily Klar, Thomas Mailloux, and Kaylee Noyes

From left to right: Bess Reed, McKenna Binford, Melanie Gagnon, Becky Doucet, and Nicholas Stowell

NVRH Hosts MedQuest Students

A group of twenty students in this year’s MedQuest health careers exploration, along with four Assistant Directors (first and second year UVM Medical students) recently spent the day at Northeastern Vermont Regional Hospital, as part of a week-long program in partnership with Northeastern Vermont Area Health Education Center.

Each observation visit was created to show a portion of the day in a real-life medical circumstance. Students were matched with mentors for opportunities to learn about and observe care in their areas of interest. As students fanned out across the campus, they were engaged in observations in areas varying widely, including emergency care, orthopaedics, nursing and family care, medical informatics, pharmacology, rehabilitation, respiratory therapy, mother/baby care, vision care and laboratory sciences. At lunch time, students had a chance to
share their experiences. Highlights included assisting with readying a room to receive an incoming patient, viewing laboratory slides, learning how medications are dispensed, experiencing simulated vision problems, and providing assistance in patient care. Assistant Directors had an opportunity to speak to health care providers, as well as members of the senior administration.

During the afternoon, students were immersed in a series of related simulated activities and exercises, under an umbrella heading of “epidemic management,” building on skills previously taught in this summer’s program and on world events illustrating communicable illness. Using readings, video clips (courtesy PBS), and other World Health and CDC approved information, students had a classroom opportunity to “follow along” with members of Medecins Sans Frontieres (Doctors Without Borders), as they worked to control a contagious viral illness, described as a “hot,” or fast-spreading illness in Sierra Leone, West Africa. Using presented information, students also developed a plan to stop epidemic advancement, making use of an Epidemiological Triangle, examining agent (the cause of the illness), host (organism harboring the disease), and environment (external factors that cause or allow disease transmission).

The highlight of the day for many involved the donning of head-to-toe personal protection suits according to CDC guidelines, a process involving fifteen steps. Once suited, students monitored breath sounds, pulse, blood pressure and responses to verbal commands in simulated patients (computer controlled manikins), courtesy of the NVRH Nursing Education department. Removing the suits involved a twenty-three step process, under the watchful eyes of additional NVRH staff.

MedQuest at NVRH is part of a national program for current ninth and tenth graders, offering the opportunity to explore health careers in a well-structured, pre-professional experience. Students came from Caledonia, Essex, Lamoille Orange, Orleans and Washington counties. For more information about Med Quest, contact AHEC at 748-2506.

Thoughts on Libraries as Community Anchors

– Betsy Merrill, Medical Librarian

Public and private libraries go back in time, to a point when information appeared in public places as pictographs. I’m thinking about those Paleolithic paintings on walls and ceilings of caves in Asia and Europe. Perhaps the earliest graffi ti, or perhaps commemorating special occasions, in each case providing a record for posterity. They are intentional, and a means of sharing information.

Fast forward to today. Libraries continue to share information in an intentional and meaningful way. Libraries help to create connections in communities, touching people’s lives in many ways, and stand as protectorates of the right to information. Academic libraries, both public and private, provide resources and services to support the learning, teaching, and research needs of students, faculties, and staff members. So also is the service of
medical libraries, identified by the American Libraries Association as “special libraries.” Medical libraries serve the institutions in which they exist, and frequently serve providers associated with their institutions.

Described by the American Library Association as “community anchors,” libraries create a resource for community members, and in some cases, a haven. In June, I had the opportunity to hear the director of the Ferguson Municipal Public Library, Scott Bonner. Barely a month into his tenure as director, events in Ferguson (MO) put the community in the national spotlight. While businesses and schools closed, the library became a refuge for the community. Keeping the library open offered a place of sanctuary and a gathering place for students and their family members: a safe port, in every sense.

As community anchors, medical libraries in many cases also provide information to schools and other community groups, upon request. In some cases, they also provide Community Health Resource Centers: drop-in services for members of the community to learn about medical diagnoses, chronic illness, side effects of medications, support groups, and more. We provide access to print and digital resources for education, information, and encourage lifelong learning.

Libraries are not without challenges. Copyright questions frequently arise in all libraries. Federal court cases continue to favor reasonable fair use right (defined as being for the use of private study, scholarship, or research). In February of this year, the FCC took action to help insure net neutrality. This open Internet order required broadband internet providers to provide a fast, fair, and open internet. At the same time, several scientific journals established “open access” to many articles and works previously unavailable without a subscription. Librarians across the country are now able to easily access such groundbreaking articles for patrons.

More than two-thirds of respondents from a 2014 poll by the ALA agreed that libraries improve the quality of life in a community, as they promote literacy and reading while providing individuals with a chance to be successful. Special libraries (medical and law libraries, among them) offer non-traditional, often distinctive information in a user-friendly way.

(Anchor picture taken in a park along the Savannah River, Savannah, GA, 2012)

---

**Big Energy Savings in Laundry**

*By Pete Gummere*

Over the years, I have been amazed how technology progresses. Things that were merely an idea over a cup of coffee twenty years ago are now commonplace in hospitals and in the broader society. Improved processes abound in both clinical and non-clinical areas of the hospital as a result of that technological process.

Some very fundamental technological changes implemented in the Laundry are now having meaningful benefits on several levels. But first, some general background....

Laundry processes are hardly the stuff that captivates peoples’ imaginations. Historically, the hospital laundries have been huge consumers of energy. Each load of linens needs to not only be washed as we do at home, but thoroughly decontaminated. That requires 8 changes of water and lots of very hot water. Our practice has been to use all hot water cycles. While water at home might be in the 110 to 120 degree Fahrenheit range, our laundry has always run with water at 170 degrees in order to achieve the maximum anti-microbial benefit. We have also relied upon bleach as a whitener and as an anti-microbial.

Charity Austin and Lisa Bijolle discuss the new ozone generation system in their department.
On Thursday, July 23, we finished installing an ozone generation system. Ozone replaces the hot water as the primary means of disinfection. From the beginning Jim Coulson, the NVRH Infection Preventionist, Ray Forsell, clinical engineer from TSP/UVM and Richard Degreenia, Facilities Director were actively involved in the evaluation of the change.

The results are impressive! We have eliminated more than 85% of the hot water used in the Laundry. The environmental benefits and the cost savings are dramatic. We estimate that we will save 670,760 gallons of 170 degree water per year. That translates into more than 8,884 CCF in compressed natural gas savings or roughly $12,800 per year.

Other savings are found in reduced total water consumed ($1,000) and some slight reductions in chemical expenses ($1,000). As a result of the reduction in hot water and bleach, we anticipate some improved life of the linen; that will translate into savings of some $2,000 per year. Coupled with a few other incidentals, total savings exceed $18,000 per year vs. our expenditure levels in the last year.

With linen lasting a little longer, we will see a slight reduction in the amount of waste linens going to the landfill. We will see less laundry chemical going down the drain with a slight reduction on the burden on the sewage plant.

We anticipate a sharp reduction in chemical residue remaining in the linen. We do know that the linen no longer has the smell of chlorine that it previously had. Hence, this may have a slight but positive impact on patient skin. However, I leave that to our clinical staff to consider.

This change has been financed primarily with grant money ($19,200) from Green Mountain Power. The hospital’s investment was $7,700. The “pay-back” period for that investment is 151 days. That is to say that our investment will be paid back from savings in just about 5 months. Thereafter, the hospital will reap savings in excess of $18,000 per year for years to come.

“Overall, it was a pretty smooth conversion,” remarked Lisa Bijolle, Laundry Supervisor.

In reviewing the installation, Jim Coulson commented, “When we drop energy demand, reduce carbon footprint, save significant money, reduce the burden on both the sewage system and the landfill and leave linen with less chemical residue, I consider this a win for all of us.”

---

The Corner Medical and Kingdom Internal Medicine Practices of Northeastern Vermont Regional Hospital held a patient education session on Thursday, June 25th, as part of the Association of State and Territorial Health Officials (ASTHO) Million Hearts Campaign. The goal of the campaign is to prevent one million heart attacks and strokes by 2017 by focusing on blood pressure control. This was the final workshop in the three-part series to provide patients with the tools and support to lower their blood pressure and improve their overall health. Lunch was provided, as well as at-home blood pressure monitors, instruction and guidelines for tracking. Participant Gretchen Hammer called the sessions “very helpful and interesting, I learned a lot.” Participants from left to right: Jean Charles, Terry Doyon, Wilma Dodge, Trudy Turner, Gretchen Hammer. Back row: John Warner, Cheryl L. Warner, Jody Taylor, RN and Chronic Care Coordinator at Corner Medical and Paula Gaskin, Practice Manager at Corner Medical. For more information, contact Corner Medical (748-9501) or Kingdom Internal Medicine (748-7500).

---

NVRH Holds June Corporator Meetings: Paul Bengtson, CEO, speaks to Deb Yonker, RN after the Corporator meeting held on Monday, June 22. Yonker is a Corporator representing the Town of Danville. Bengtson facilitated a discussion about the role of Corporators in health reform, asking for questions and concerns Corporators might have regarding health care today, as well as in the future. Corporators are kept informed regarding new providers at Northeastern Vermont Regional Hospital, as well as construction projects and fundraising events. The Corporators meet quarterly, and represent the communities in the hospital’s service area; they are important links in the essential communication system between members of the community and the hospital. The Corporators are an invaluable source of wisdom and perspective for the hospital leadership.
Community Conversations about Death and Dying

— Abby Pollender

If we talked more openly about death, would it change the way we choose to live? In an effort to help people feel more comfortable talking about death and dying, we’re inviting the community to attend some special events this fall that will allow for informal, open discussions about death and how we talk about death.

“Death Makes Life Possible”

NVRH and Northern Counties Health Care will be hosting a showing of the movie “Death Makes Life Possible” at Catamount Arts on Thursday, September 17 at 7:00 p.m. Movie goers are invited to attend a discussion following the movie. The intent of the movie, explained by producer Marilyn Schlitz, PHD, is to encourage “transforming the fear of death into an inspiration for living well.” Her film responds to the question: “Could facing our own mortality inspire us to live our lives more fully?” You can read more about the movie at deathmakeslifepossible.com.

Death Cafes

We’ll also be hosting two Death Cafes. In keeping with the tradition of Death Cafés which began in England and are now held everywhere from Missouri to Montpelier, our Café will feature casual, small table discussions about death, and cake will be served. (Serving cake is the one requirement for all Death Cafes.) The Death Cafes will be held on Saturday, Oct. 3 at 10:30 a.m. and Thursday, Oct. 8 at 7:00 p.m. The locations will be announced shortly. Death Cafes were first started to “increase awareness of death with a view of helping people make the most of their (finite) lives,” as is explained on the deathcafe.com website. People are guaranteed to be served cake and to enter into a discussion about some death-related topic with others at their café table. Where the discussion leads is up to the participants. There is no agenda, no directive, no specific message to be shared. The cafes are not offered as support groups or counseling sessions. The intent is to allow people an opportunity to talk comfortably and casually about dying. Topics for discussion can range from personal bucket lists to funeral rituals to conversations about how one would prefer to die. You are invited to bring a friend or two to join your table, or come by yourself and meet new people. A list of topics and questions will be offered as “conversation starters” if needed. If you have any questions, please contact Abby, ext. 7473

The movie and cafes are offered free of charge.

Celebrate World Breast Feeding Week August 1-7 at Northeastern Vermont Regional Hospital:

Carol Moore-Whitney, RNC, IBCLC, BSN, MST and Lactation Consultant at NVRH holds a refrigerator magnet with information about Safe Storage Times for Breast Milk, and a Medela Breast Milk cooler set. The Birth Center will be giving these out during the entire month of August to Celebrate World Breast Feeding Week. This year’s Breast Feeding Week celebrated and supported mothers returning to work, while continuing to breastfeed their babies. Please visit www.workandpump for further information and support.

“Kind words can be short and easy to speak, but their echoes are truly endless.” Mother Teresa
I’m the kind of person who likes to get off the beaten path when I’m visiting somewhere new and try to see things in addition to the tourist attractions and top ten must-see sights. So I was pretty excited to learn when I was going to Orlando, Fl. last April for my Health Care Compliance Association (HCCA) conference, that I could take part in a service project at a local food distribution center. Apparently HCCA sponsors this type of project each year to not only give back to the community they are visiting, but to promote networking and social awareness among the members. So, on a warm and sunny morning I met up with 43 of my HCCA colleagues for a quick continental breakfast before boarding a bus to the other side of town to help out at the Community Food and Outreach Center (CFOC). There was a delay getting into the building because, unfortunately, someone put superglue in all of the locks of the large building that was once the neighborhood hardware store back in the 1940s (? life in the big city…). So Mark Perez, the volunteer coordinator at CFOC used the time to catch us up on what they do at the site. First, he asked a question: how many tourists did we think visited Orlando last year? After a few guesses in the 10 to 20 million range he told us that it was actually 62 million, making Orlando and all the attractions there the most visited vacation spot in the world! He then split the group into two halves to illustrate his next point: half of the families in Orlando exist on $29,000 or less per year. While there may be a great deal of money being spent at the world’s most visited attractions; it wasn’t necessarily being brought home by the people working in the town. He told us of the mission statement at CFOC: To help those in need to transform their lives by providing food, crisis care, opportunities for education and employment and a hand up to families, individuals and children who are fighting to break the cycle of poverty. Their slogan: A hand up, not a hand out.

The most visible aspect of the store is the grocery area. It is not necessarily a food shelf – rather, it is a distribution center where income verified members can purchase groceries. They had canned goods, cereals, coffee, cookies, hygiene products and fresh vegetables and fruit. Some items were donated (probably because it was soon to be expired, etc.) and others surplus goods with quality similar to what one sees at Ocean State at the Green Mountain Mall. Most of us worked pricing items, stocking shelves and, once the store opened and their customers came in for their Saturday morning shopping, removing the empty boxes from the fruits.

Continued...
and vegetables (there was no refrigeration for those items—they were just stacked up). Some of us were cleaning off shelves and sweeping the warehouse side and just generally organizing. There was also a thrift shop side with shoes, clothing, small furniture items, books and the like all to be similarly cleaned and organized. When that was done, there were windows to be cleaned, both inside and out.

The CFOC has other projects they work on as well: they provide education for GED classes and financial literacy, health and nutrition, job readiness and basic computer skills. Mark told us of some of their more long term goals -- providing legal aid and health services and more computer skills beyond the basics already offered.

So everybody gained that day. HCCA donated a check to the organization for $20,000. CFOC had volunteer labor that helped out for several hours and we definitely left the place better than when we came. I met many people that I might not have otherwise. And, we all learned a bit about what it is like to live near that magical world, but not see the other world that the workers live in. It was a great way to start the compliance conference.

New Display in the Gray Gallery Inspired by Nature

An exhibit by St. Johnsbury artist Nelda Smith was recently installed in the Charles M. and Hanna H. Gray Gallery at Northeastern Vermont Regional Hospital in St. Johnsbury. The exhibit is available to the public through August 26.

The collection features watercolors and photographic imagery by the artist. Her subjects are as varied as the scenes in which she finds inspiration. Smith says that while taking a watercolor class with a friend, she was “hooked in no time!” The artist enjoys having creative outlets, but had not tried painting.

Enjoying landscapes, but not enamored of painting outdoors, she often painted from photographs and was inspired to take a class in digital photography so that she could paint from her own photos, rather than those of other photographers. “I gained a new appreciation of photography as an art form and was fascinated with the digital development process,” says the artist. “I originally wanted to call this exhibit “Vermont Naturally” but couldn’t resist including a few photos from New Hampshire and Maine. There is so much beauty within such a short distance from us,” states the artist.

Smith welcomes comments or questions at boots337@hotmail.com or 802-274-2460.

NVRH is pleased to continue their support of local artists. The Charles M. and Hanna H. Gallery is located on the main floor of Northeastern Vermont Regional Hospital in St. Johnsbury, near the main lobby. A price list for the work exhibited is available at the Front Desk. 25% of all proceeds from the sales of these works will benefit the NVRH ARTs program.

“The only way around is through.” Robert Frost
Lauree Gross-Memorial-Art Exhibit  
Monday, August 31st to Thursday, October 22nd 2015

Lauree Diane Gross was a local photographer living in St. Johnsbury. Lauree was a graduate of Hampden Academy in Maine.

She was a portrait photographer and trainer for three years at Jones and Fresnel Studios, Columbus, Ohio. She completed a two-year photography certification program at the New Hampshire Institute of Art and went on to become an accomplished photographer. Her photographs have been featured in many group exhibits and several of her own solo exhibits at Catamount Arts and other local galleries.

She was interested in several types of photography; color, black & white, film and digital. She was experienced in many different styles but her preference was Found Object (pictured above). Lauree found many different subjects throughout Vermont and New Hampshire. Some were old or discarded items that she brought back to life with her works. She also combined the two styles of Live Action and Portrait to photograph the Dalton Gang, a Single Action Shooting Club in Dalton, New Hampshire.

Lauree passed away in December of 2013 from cancer; she was frequently at NVRH and Norris Cotton Cancer Center; she often commented on how caring and attentive the staff were at both facilities.

Her family is offering her art work and donating 100% of the proceeds. Please inquire at the Front Desk at NVRH for more information and a price list. 25% of the proceeds from the sale of this work will benefit the NVRH ARTs program. The remaining 75% of the proceeds will be donated in memory of Lauree Gross to Norris Cotton Cancer Center. Lauree would be so proud that her work was being put to such good use.

**JOIN US FOR A RECEPTION ON WEDNESDAY, SEPTEMBER 9th, 2015  4:30pm TO 6:00PM. MEMBERS OF THE DALTON GANG WILL BE HERE! PLEASE STOP BY FOR REFRESHMENTS & TO MEET LAUREE’S FAMILY AND THE DALTON GANG!**

---

**Meghan Breen** Completes Clinical Rotation at NVRH Corner Medical

Meghan Breen is a third year medical student at the University of Vermont College of Medicine. She just completed her clinical rotation in Family Medicine at NVRH Corner Medical.

Meghan thoroughly enjoyed her rotation at Corner Medical. She appreciated the long term relationships with patients that come with practicing Family Medicine. She worked with Drs Dobbertin, Broderick, Scott and Hebert as well as Ashley Gerrish, Certified Family Nurse Practitioner. Meghan spoke very highly of all the providers, stating that they all took a great deal of time to teach her and were very open to questions. She was impressed with the way the office was run in general, from communication and coordination among staff to the smooth flow of patients.

Her time spent at The Pines was a favorite, since she enjoys working with the geriatric population; while at The...
Pines, she did a community project which involved screening patients for depression and dementia. Stories told by the elderly hold a special place for Meghan -- she appreciates their open and honest demeanor. Meghan’s rotation also involved time with Michael Mattheis, PT, DPT at Dan Wyand Physical Therapy, Ben McCormack, PT at Northern Physical Therapy and Tom Turek, DC at North Country Chiropractic; she was impressed with the spectrum of corrective movements one can do to assist patients in feeling better.

“Meghan is outstanding in every way. One of her special and exceptional assets is that she immediately has a rapport with people and patients want to please her,” stated Dr. Joyce Dobbertin, her primary preceptor.

Meghan grew up in Kirby, VT, attended the Riverside School and St. Johnsbury Academy and graduated from Williams College in 2012. During the year after college and before medical school, she worked at Project Horseshoe Farm in Greensboro, Alabama. Project Horseshoe Farm is a residential program designed to meet the needs of children, adults and senior with mental illness. It was a transformative year for Meghan.

In addition to the Family Practice rotation, Meghan has completed Neurology, Outpatient Medicine and Psychiatry. Her next rotation is Pediatrics in Bangor, ME. At this point, she is interested in Primary Care, especially with the geriatric population. Her current interests are leading her toward Family Medicine, Psychiatry and Palliative Medicine.

Pay It Forward

Earlier this year, a young woman contacted us through our website, telling us that she’d made these little wooden tokens with optimistic sayings, and she was contacting different organizations to see if they might like to do something with them. A couple of months later, an employee approached me and asked about doing a “pay it forward” campaign. So, a couple of us got together and came up with this “pay if forward” campaign.

- Abby Pollender handed one of these five wooden tokens out to five employees.
- If you received one, think of something you can do for someone else in the hospital.
- Do whatever comes to your mind on behalf of that person...buying them a cup of coffee, writing them a note, bringing them flowers, etc.
- Then, give that person the wooden token and ask that person to repeat the cycle by doing a random act of kindness for someone and also passing on the wooden token.

Have fun with this!!

Keep it Going...I happened to catch a photo of flowers being sent to a nurse on Med/Surg with the wooden token showing prominently.

“If you want to lift yourself up, lift up someone else.” Booker T. Washington
The **Dangers** of Second-Hand Smoke

According to the Vermont Department of Health secondhand smoke is the smoke that is given off when you burn a tobacco product, like a cigarette, e-cigarette, pipe or cigar. It is also the smoke that is exhaled by a smoker. There is no safe level of secondhand smoke.

If you are around secondhand smoke, it is as if you are smoking too. Even if you are only around the smoke for a short amount of time, it has dangerous effects and makes you more likely to get heart disease, lung cancer, asthma and strokes.

Secondhand smoke has more than 4,000 chemicals. Many of these chemicals are toxic and cause cancer. According to the CDC, nonsmokers who are exposed to secondhand smoke at home or work increase their lung cancer risk by 20–30%.

Here are some important facts about exposure to secondhand smoke from the CDC.

During 2011–2012, an estimated 58 million nonsmokers in the United States breathed other peoples’ tobacco smoke. During 2011–2012, secondhand smoke exposure was highest among:

- Children aged 3–11 years (40.6%)
- Non-Hispanic Blacks (46.8%)
- People living below the poverty level (43.2%)
- People living in rental housing (36.8%)

Chronic respiratory diseases such as COPD, are the third leading cause of death in Vermont, accounting for over 300 deaths per year. 23% of deaths in Vermont are due to heart disease. 1200 Vermonters die yearly from Heart Disease. An estimated 14,000 people living in Vermont have had a stroke. 260 Vermonters die yearly from stroke. Cancer causes 1 in 3 deaths in Vermont. Every year 521 are diagnosed with lung cancer and 388 die from it.

What can we do?
- Educate youth and adults
- Adopt tobacco-free policies
- Provide evidence-based resources to help people quit tobacco use

Local, community based resources are available statewide for help. The Vermont Department of Health offers Free Quit tools. 802Quits offers many different steps you can take to help you prepare to quit smoking. 802Quits offers free Nicotine Replacement Therapy to smokers trying to quit. Vermont Quit Partners are available in communities throughout the state; 1-800-QUIT-NOW (1-800-748-8669) and online support at www.802quits.org.

Northeastern Vermont Regional Hospital
Rose M. Sheehan
297 Summer Street
St. Johnsbury, Vermont 05819
802-748-7532

---

Have you and your partner, family, friends, completed a physical challenge this summer? Send me a picture and a couple of lines and we’ll include it in the next BrightLook issue.

- **Angela Cross and Holly Barrett in the 2015 Dirty Girl Mud Run:** There were 41 ladies on their Mudders for Udders team supporting breast cancer research on a beautiful day at Killington!
- **Laura Rooker negotiates her way through the Insane Inflatable 5K.**
A retirement party was held for I. Margaret Rowlett, APRN, WHNP-BC on July 16th. Margaret’s co-workers in Women’s Wellness turned one of the conference rooms into an English tea garden; they even dressed the part with garden party hats and a dance to boot! It was impressive and lovely. In Margaret’s words:

“After 18 years of proudly being an employee of NVRH and having the privilege of serving the women of the Northeast Kingdom and beyond, I find that I have come to a point in my life where I need to retire. It has been my honor to work for one of the best health care organizations for which I have ever worked. Throughout these years, through the ups and downs of health care and its ever changing and challenging landscape, along with my own personal ups and downs, I have always found NVRH to be exemplary in its caring toward its employees. Kindness and support has always been given to me when I needed it and I will be forever grateful.”

Construction Update

Kingdom Internal Medicine renovation and construction is on schedule. The new front reception area is framed; insulation will start on Friday (8/21) and sheet rocking and taping will begin next week (8/24). The front addition is expected to be open in 3-4 weeks, whereupon construction will begin inside. There are four new exam rooms (on the north end); 2 are being utilized as exam rooms and the other two exam rooms are being used as temporary provider offices.

The Hill-Rom system is being worked on by Richard Degreenia and Greg Lepine. They are 99% done replacing the existing system. The next step is adding Hill-Rom to the Operating Room and the Emergency Room (replacing their existing system with Hill-Rom).

Vermont Radiology’s old office is being turned into two offices, one for Access and the other for Dr. Ryan Sexton, the new Emergency Room Director, who is starting on September 1. The Sheriff’s office will move into a current Access office, and the current Sherriff’s office will be renovated as a bathroom, so there will be two bathrooms available for patients in that area. Diana Reynolds, with Vermont Radiology has moved into Audrey Stone’s old office and Audrey has moved to the small office in the OR hallway.
Clarence Hallmartel, Certified Professional Coder
is New Director of Health Information Management

Northeastern Vermont Regional Hospital is pleased to announce the appointment of Clarence Hallmartel as the new Director of Health Information Management (HIM). Health information management, formerly called Medical Records, is the practice of acquiring, analyzing and protecting digital and traditional medical information vital to providing quality patient care.

“I’m very pleased to be at NVRH, and I appreciate the warm welcome I’ve received. I value the upbeat morale and the healthy working dynamic within departments. There’s an impressive amount of knowledge within the HIM staff, and their commitment to patients and staff is exceptional,” said Hallmartel.

Hallmartel came to NVRH from the Veterans Administration Medical Center, where he was the Medical Records Administrator for the past 7 years; he has been involved in the Health Information field for 9 years, and thoroughly enjoys it.

Hallmartel grew up in St. Johnsbury; both he and his sister were born at NVRH. He graduated with a BA from the University of Vermont in 1997. He is working toward his Registered Health Information Administrator certification.

Health Information Management is constantly evolving as a field with a central focus on patient privacy and the increasing complexities of medical coding. Health Information Management is very analytical, an area where Hallmartel excels. His desire is to help people; one of his many goals is for providers to spend less time documenting, and have more time for patient care.

Robert Hersey, Chief Financial Officer is delighted with the addition of Hallmartel. “Clarence is a tremendous addition to the HIM team. He is deeply committed to and enjoys the Health Information field, and we deeply appreciate the knowledge and enthusiasm he brings to his job.”

Hallmartel and his wife Jennifer live in Fairlee, VT. They have 3 children, ages 11, 5 and 3, and they enjoy hiking, biking and swimming together.

Elaine Robinson, Certified Family Nurse Practitioner,
Celebrates Life After Lung Cancer
August 1 was World Lung Cancer Day

Elaine Robinson, FNP-C has been a nurse practitioner for 33 years, the majority of those years practicing with Frank Meierdecker, MD and Tom Zioberowski, MD. It was about a year ago, that Elaine suffered some broken ribs; the x-ray also detected a spot on her lung which was cancerous. She had not smoked in years, and when she did smoke, it was sporadic. Last September, Elaine had the left upper lobe of her lung removed at Brigham and Women’s Hospital in Boston. Fortunately, no lymph nodes were involved, although there was some pleural invasion.

A cancer diagnosis can lead to intellectualizing, depression, discouragement, confusion and many more feelings. Elaine felt and still feels many feelings; after all, it hasn’t been a year since her surgery. Thanks to an incredible support system of family and friends, she feels good, although understandably anxious about follow-up appointments.

Although she had had some respiratory ailments during the past couple of years, like two bouts of bronchitis annually for the past three years, and some shortness of breath while climbing the stairs, she put it down to being a bit heavier than she’d like and the general aging process. If she hadn’t had the chest x-ray because of her broken ribs, the likelihood of her lung cancer being discovered before it became much more complicated to treat is high.

According to the World Health Organization, lung cancer is one of the most common cancers worldwide, accounting for 1.8 million new cases in 2012, and is the cause of nearly one
in five cancer deaths. A little known fact is that it claims more lives yearly than breast, colon and prostate cancers combined.

According to the American Cancer Society, every year, about 16,000 to 24,000 Americans die of lung cancer, even though they never smoked. In fact, if lung cancer in non-smokers had its own separate category, it would rank among the top 10 fatal cancers in the United States.

According to Lee Westmaas, PhD, American Cancer Society director of tobacco control research, people with lung cancer often face an additional burden – the fear that they’ll be judged negatively because smoking is so strongly linked to lung cancer. In an Expert Voices blog, he says even people with lung cancer who never smoked feel this stigma.

Elaine has felt the stigma, and feels that research around preventing and treating lung cancer is less, because it is primarily blamed on cigarette use, therefore the focus is on tobacco use. Early detection is possible with x-rays. She is acutely aware of treating patients differently if they come in with a chronic cough or shortness of breath.

August 1st was the 4th Annual World Lung Cancer Day; the global campaign aims to honor those who have lost their lives to lung cancer, survivors, and their families by raising awareness about lung cancer's global impact. The month of November is Lung Cancer Awareness Month, designed to help bring attention to the fight against the leading cancer killer of both men and women in the United States and recognition of all those whose lives have been impacted by this disease.

Elaine’s message? She wants to raise awareness that lung cancer is not only due to tobacco use. Environmental pollutants, and there are many, could be a cause. What we eat and how we take care of our bodies is important. Her desire is to have research not only focus on tobacco use but on the other potential causes of lung cancer. Elaine is down to earth and has no desire to be the center of attention, but she is passionate about urging for more research on the different origins of this disease.

---

Alex Steiner: On the Fast Track to Becoming a Doctor of Osteopathy

Alex Steiner is 20 years old and she has a definite and passionate mission – she is on the fast track to becoming a Doctor of Osteopathy. Osteopathic medicine emphasizes training students to practice with a “whole person” approach to medicine, regarding a body as an integrated whole. One notable difference between D.O. and M.D. training is that D.O. training adds 300–500 hours studying philosophically based techniques for hands-on manipulation of the human musculoskeletal system. Medical Doctors and Doctors of Osteopathy have the same clinical and residency requirements. They choose whether they are credentialed through the American Board of Medical Specialties or the American Osteopathic Association.

Alex decided she wanted to be a physician in 8th grade. After graduating from the White Mountain School in 2013, she chose Clarion because of its reputation and medical school affiliation. She thoroughly enjoys Clarion; the science classes are challenging, but she is in good company because everyone studies hard. She’s a Biology major, with a focus in pre-med.

Alex has been observing Chris Danielson, D.O. for the past four years; more recently, she’s been observing Terry Larsen, D.O. as well. Alex is a junior at Clarion University of Pennsylvania, which is affiliated with Lake Erie College of Osteopathic Medicine. She will enter medical school next summer, which counts as her last year of undergraduate school; she maintains a 4.0 GPA.

Alex enjoys shadowing Drs Danielson and Larsen – “it’s really enjoyable and I’m learning a lot. They help me figure things out with them, so it’s a great learning experience.” A couple of years ago, she shadowed Dr. Gagnon as well.

Dr. Danielson is impressed with Alex’s interest in medicine. “She has gone the extra mile to be available and shows the interest it will take to make it through medical school. Medical School requires one’s complete focus and a high level of maturity to make it through. Alex certainly demonstrates the interest and maturity to make her a successful physician.”

In the summer of 2011, when Alex had just finished her sophomore year of high school, she attended a medical camp in Kentucky, where she observed physicians and participated in workshops. She researched the possibilities of attending a medical camp and found it on her own; she is a quiet and extremely effective doer.

In her spare time, Alex spends her time doing different crafts – crocheting, cross-stitch and making duct tape wallets and bracelets. She also loves to read.

It will be interesting and fun to watch Alex as her medical training unfolds. She’s well on her way!
ZERO-SORT: HOW RECYCLING GETS DONE

No sorting on your end makes recycling quick and easy! Just focus on tossing all recyclables into one bin and Casella takes care of the rest. Please empty and rinse all containers as well as flatten and break down cardboard boxes and remove handles from 5-gallon pails.

### CARDBOARD/PAPER
- **Corrugated Cardboard** (wavy center layer)
- **Boxboard** (dry-food boxes, paper bags, and egg cartons)
- **File Folders and Office Paper** (all colors)
- **Newspaper** (all sections and inserts)
- **Mail and Greeting Cards** (junk mail and envelopes)
- **Shredded Paper** (tied shut in a clear plastic bag)
- **Magazines and Phone Books** (catalogs and soft cover books)

### PLASTIC
- **Plastic Containers** (#1 - #7 including 5-gallon pails)

### METAL
- **Empty Metal and Aerosol Cans** (aluminum, tin, and foil)

### GLASS
- **Glass Bottles** (food jars and beverage)

⚠️ NOT ACCEPTED:
- Plastic bags or wrapping, window glass, mirrors, light bulbs, dishes, pyrex, ceramics, paper towels, facial tissue, styrofoam, recyclables containing food waste, paints, oils, hazardous material, needles, syringes, VCR tapes, CDs/DVDs, scrap metal, pots, pans, batteries, large rigid plastics, hard-cover books, clothing/textiles, wood/lumber, yard trimmings, paper cups or plates, frozen/refrigerated food/beverage boxes, milk or juice cartons, 3-ring/spiral notebooks

---

Your Recycling Makes a Difference!
Our state-of-the-art sorting facilities are located throughout the Northeast. From pickup to final processing, we make sure your recyclables take the shortest route from your bin back to the shelves.

No sorting on your end makes it easier to recycle. You just focus on filling the bin and we take care of the rest.

Learn more about how we're giving resources new life at casella.com
A+ Standard of Caring
MAY 2015

Ambulatory Surgery
+ Coffee was served to my family in waiting room area - that was nice.
+ IV nurse was exceptional. I hardly felt it.
+ The doctor and nurses were all very compassionate.
+ Very professional and helpful.
+ Dr. Daniels and the team were very professional, explaining what they were going to do clearly.
+ Positive experience, facility clean, staff courteous & helpful.
+ I was called at home & pre-registered - no wait time at all.
+ A very clean facility.
+ Staff was all exceptional - cheerful, considerate, competent.
+ I felt very comfortable - in good hands. Staff was all excellent – no complaints at all – only high praise.
+ I had a large private waiting room & bathroom - very nice.
+ Brought me warm blankets.
+ Very good experience. Thank you!
+ Everyone was very nice and caring. Thank you all.
+ I was given very good care by all.
+ I couldn't ask for a better experience.
+ I was well informed of the complete experience.
+ Very good - everyone was very nice, helpful & professional.
+ Not a long wait.
+ Good and comfortable. Variety of reading material - not a long wait & not crowded.
+ Everyone very nice & professional - very helpful.
+ All nursing care received was EXCELLENT.
+ Kelly did a great job of getting the IV stick 1st time.
+ Dr. Kaufman was great.
+ Positive experience. Well taken care of by a knowledgeable staff.
+ The doctor was/is perfect and the nurses quite helpful.
+ My experience was very good.

Emergency Department
+ Radiologist was extremely kind and helpful.
+ I forget his name, but he was really great! Funny, kind, understanding -
+ I had a very impressive visit. Every aspect of it was the VERY BEST!
+ Excellent doctors and staff. Very caring.
+ Extremely satisfied with care I received for a major gash/laceration on my back. It is healing nicely. Thank you!
+ Very friendly and professional.
+ Couldn't ask for a nicer guy.
+ The radiologist/tech. was friendly and was engaging with my daughter about her foot.
+ Doctor Ajamie was very timely seeing my daughter in the middle of the night.
+ Staff was excellent.
+ Even though in extreme pain, the visit was excellent.
+ Kind and patient.
+ Informative and respectful. He didn't dismiss my concerns.
+ Assuring and professional.
+ Very prompt and respectful.
+ Everyone made me feel comfortable and justified for my visit.
+ All nurses were excellent.
+ Doctor was very attentive and explained completely.
+ Arrived by private vehicle - nurses (2) came out to bring me in a wheelchair – NO WAIT TIME.
+ ALL STAFF were fantastic. Keep up the good work.
+ Mike was fabulous & even made me return the following day to check on me!
+ Mel was straight up but still attentive.
+ Dr. Ajamie always nice.
+ Used care moving leg.
+ Margie was wonderful to both me and my husband.
+ This was a work related injury I was given a card of person to contact for any Workers' comp questions - Thanks!

Inpatient Department
+ Cheerful & conscientious care.
+ Drs. Ready & MacDonald - Awesome.
+ Could not have had better attention and concern from all at the hospital.
+ Thank you very much.
+ Food was good and they had a good selection to choose from.
+ They were very good to my husband and gave him drinks and had meals sent up for him.
+ Respiratory Physical Therapists were great. Very helpful and informative about my needs when I got home.
+ Very good, short wait, 5 or so different things needed. Went very smoothly and each person explained what they needed very well.
+ Great. Keep up the good work!
+ Very friendly & accommodating.
+ I drove 4 hours to receive prenatal care and moved to VT 6 weeks prior to due date to deliver at NVRH. Women's Wellness is amazing!
+ I was in a lot of pain when I was admitted so it is a bit of a blur but everyone was very great to me & very professional.
+ I was visited by food services to discuss my diet restrictions & she was incredibly sweet and accommodating.
+ The nurses were amazing!!! So attentive and kind & thoughtful. I was so well cared for.
+ All the nursing staff LNA's and PT were totally awesome made me feel cared for and very at ease and comfortable.
+ I would actually rate my care was excellent! I was treated with utmost respect, and everyone went above and beyond!
+ Cleaning staff were VERY friendly and professional.
+ The nurses at the Birthing Center are incredibly skilled. I found them to be consistently friendly & positive.
The staff (doctors & nurses) at the Birth Center went ABOVE & BEYOND to ensure that I felt prepared & ready to be discharged w/my newborn, breast feeding baby.
+ The staff at the Birth Center are INCREDIBLE. I found every single nurse to be FRIENDLY, KNOWLEDGEABLE, RESPECTFUL, and PROFESSIONAL.
+ I recommend NVRH especially Women's Wellness and the Birth Center, to everyone.
+ I am extremely impressed w/this facility.
+ Always striving to please!
+ Skillful with the needles! Painless!
+ These girls are good!! - And I've had many! #3. So skilled!
+ So pleasant & friendly.
+ Everyone was so friendly & pleasant! Kept me laughing!

Outpatient Departments
+ I missed my appointed day - my error. But the dept. was forgiving and helpful in rescheduling me for the blood draw.
+ I was in and out so quickly and efficiently that there was no need or concern regarding questions, worries or comfort. All was first-rate.
+ I didn't know if I had to mark blood work but if so the team there are #5 also.
+ I was scared for the nuclear medicine test, never had it before, but the whole staff made me comfortable. #3. Awesome.
+ Everyone was very friendly and helpful.
+ Very good lab people.
+ Staff was pleasant, helpful & professional.
+ My x-ray tech was very nice, lighthearted & knowledgeable.
+ It was professional & fast. Everyone was kind & helpful.
+ Nice & large w/comfortable furniture large sign directions - very helpful. Plenty to read.
+ A very good & professional job on my whole experience, including a delicious banana.
+ Minor -> I'm an artist. I love the portraits by Alice Neel in the mammography waiting room, but the Van Gogh prints must have faded because they are mostly blue!
+ Relaxing.
+ My experience is never bad.
+ Danville Health Center receptionist - made all arrangements and everything was ready when I arrived - it was perfect.
+ The heated blankets are a wonderful comfort.
+ It was very good and clean.
+ Ultrasound tech was excellent!
+ I was so impressed that I could get an x-ray the day after seeing my physician!
+ Mark is great @ X-ray/CT tech!
+ Everybody was exceptionally kind and professional - my first mammogram - experience was positive and painless. Thank you.
+ My wife and I feel fortunate for this excellent care that was receive from your facility in St. Johnsbury and your Lyndon Medical Center. Thank you very much.
+ My doctor's appointment was 8:20, referred for x-ray, went there immediately. Home by 10:20... unbelievable!
+ Pat Brochu-Cox was terrific - very pleasant.
+ Yvette/Yvonne, can't remember her name, was wonderful.
+ This was my first mammogram & she put me right at ease.
+ The man at the window was very good!
+ The elderly volunteer was excellent and really eased my nervousness.
+ If you had “excellent” I would have marked that -great services!
+ Everyone was friendly, helpful and courteous.

Kingdom Internal Medicine
+ There should be a column FOR excellent.
+ Excellent service - everyone was very efficient!
+ Super experience.
+ The reception/scheduling staff are friendly and professional.
+ The nursing staff expresses concern and professionalism at every visit.
+ There have been new staff and I find them to be thorough and competent.
+ Elaine Robinson is absolutely the best NP in the area. She is caring and compassionate, extremely knowledgeable, very good about discussing issues with me and explaining ways to address my issues. She is impressive.
+ The building is clean and tidy. The staff wash their hands and always look nice.
+ I feel well cared for and safe in the environment.
+ Going to my appointments at KIM is always a positive experience. The staff are friendly and caring and make you feel like an old friend. They are competent and professional while providing a very comfortable environment.
+ It is VERY rare to have to wait to see Elaine. She is both prompt and thorough.
+ My last appt. was for blood drawing, etc., @ 7:30 - I got there early - by 7:30 I was back in my truck on the way home.
+ Always a very good appointment with staff and physician.
+ Never bad!!
+ Everyone at my doctor's office is super.
+ This was a necessary same day appointment. Thanks for fitting me in.
+ Kingdom ALWAYS is a warm and welcoming place, staff are hard working professionals who are always patient and pleasant!
+ Excellent experience with all staff - doctor, nurses & receptionist.
+ Staff & doctors are just fantastic.
+ They go out of their way to be polite & accommodating!
+ Outstanding personnel!
+ I usually arrive early am taken in early as well.
+ Outstanding.
+ Love Dr. Lee, very thorough provider.
+ Dr. Lee is great! Reinette Hutchins RN very friendly and professional.
+ All the nurses at KIM are very polite & professional.
+ Been going to KIM for years. Always had a good experience.
The doctor provided exceptional care, consistent with previous visits with him.
The community is fortunate to have his care.

Corner Medical
+ I never have any problems with them. I like my doctor Miriam Simon. Down to earth.
+ My husband & I both have same doctor & really like her & have lots of confidence in her.
+ Dr. Dargis is excellent.
+ John trained them very well.
+ Always - A - pleasant visit.
+ Teresa was the nurse - She was great.
+ Dr. Brigitte Dargis takes her time to explain everything in words anyone would understand.
+ The staff is very professional & helpful and also cheerful.
+ I have all the confidence in the world with Dr. Erisman.
+ I only hope I can find someone I am as comfortable with as Dr. Erisman when I move away in 4 days.
+ I had to have blood work done and was extremely nervous.
+ Dr. Dargis literally held my hand when it was drawn and helped me so much, and the phlebotomist was so kind and even gave me a hug at the end. They are both amazing ladies.
+ Brittany was great.
+ Dr. Dargis is the absolute best and I am so lucky that she is my doctor!
+ Mary is amazing. Always friendly, personable & cares.
+ Dr. Broderick is by far the best PCP I’ve ever had. I travel over an hour to see him because of his treatment, relationship & trustworthiness.
+ My appointment was an annual visit & was scheduled a year ago. A reminder call was made a day or 2 prior and that is appreciated.
+ I’ve always been greeted with friendliness & courtesy.
+ Always friendly; I would and in fact I do, recommend to others!
+ Because this was an annual visit and I wasn’t sick, our discussions center on eating & exercising to stay healthy. Doctor is gentle but firm in her recommendations!
+ My experiences at Corner Medical have always been satisfactory; and I do recommend to others.
+ I arrived 10 minutes early; was in exam room w/in 5 minutes.
+ Dr. Erisman very helpful.
+ She’s the best.
+ I presented with an ear problem over two visits, my R ear was successfully un-waxed, and then a middle-ear infection could be diagnosed.
+ There were no delays, and the whole time was productively used.
+ Dr. Erisman & nurse are great.
+ They have a chart listing any doctors running late.
+ I hate these surveys. I am happy to be a patient of Dr. Scott and all the staff at Corner Medical.
+ Ashley is very pleasant and easy to understand.
+ Everything was OK -

+ Kim is very helpful on phone.
+ Michelle and Karen very helpful.

St. Johnsbury Pediatrics
+ All staff members are wonderful.
+ All nursing staff are wonderful.
+ We love St. J. Peds!
+ Always fast.
+ Very professional.
+ Very professional.
+ Very positive.
+ We love having Dr. Stasny.

Womens Wellness
+ Doctor Kenny and her nurse are very outstanding professionals that have amazing skills and can always put a smile on my face. I wouldn’t change my doctor or her nurse for the world. I’m very pleased w/everything they help me with.
+ Cindy, Doc Kenny’s nurse makes me feel like family she is a very amazing woman w/an amazing gift to work w/people.
+ Doc Kenny I’m on my 3rd kid and I wouldn’t have any other doctor then her – she always explains things out for me and is always courteous.
+ Great practice y’all are the best.
+ You have AMAZING staff - thank you so much for the support and services y’all have given me.
+ Due to driving conditions this winter, I was forced to re-schedule my appt. several times. The changes were always made in a courteous and convenient manner.
+ The care and advice I was given was with patience and understanding of my situation, as an older patient, I found this very comforting.
+ Total experience was very good.
+ Dr. O’Connor is knowledgeable and easy to speak to.
+ No delays - No wait time.
+ Dr. Kenny is awesome!
+ My visit with Dr. Kenny was just what I needed. She is very competent and thorough.