

## Vermont Nonprofits Collaborate to Provide Free Family Dinner

*NVRH, NEKCA, RCT, Building Bright Futures, Vermont Community Foundation and NVRH Community Improvement Fund feed local families*

Thanks to Northeastern Vermont Regional Hospital, Northeast Kingdom Community Action Parent Child Center (NEKCA PCC), Rural Community Transportation (RCT), Building Bright Futures, the NVRH Community Improvement Fund and a Vermont Community Foundation's Spark! Connecting Community grant, a free family community dinner was held on Monday, September 23, 2019.

This dinner, which was a FamilyDay® event and took place at NEKCA PCC, was open to all families with children in the NVRH service area. The goal of this free sit-down meal was to encourage regular family dinners, open lines of communications, provide an opportunity for parents to speak with other parents, promote social interaction across generations and provide parents with helpful parenting materials.

"Eating together is a great way for people to connect," Program Director for NEKCA PCC Joy Ely said. "Hosting this meal offered a space for parents to connect with their children as well as to other families. As we eat together, and share in other activities together, we realize that we are not alone, that we are all a part of this community."



NVRH RPP Coordinator Cheryl Chandler shows off *We're Going on a Bear Hunt* by Michael Rosen and Helen Oxenbury, which was included in the totes families received.

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*The BrightLook* is a monthly publication for employees, volunteers, physicians, corporators, and board members at Northeastern Vermont Regional Hospital. Submit your articles and/or photos to Katie Moritz (k.moritz@nvrh.org) by October 18 for the October issue.

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130 individuals attended the dinner. Participants enjoyed a variety of pastas, fresh salad, apples and cookies. There were also free family activities, a free family photographer, educational booths set up with information about Northeast Prevention Coalition, Umbrella, Kingdom Recovery Center, WIC and the Kingdom Recovery Center. Each family left with a tote bag containing a 25 dollar gift certificate to the White Market, a Family Toolkit to help parents connect with their children, and a book.

“It’s all about helping each other,” NVRH’s Regional Prevention Partnership Coordinator Cheryl Chandler said. “We’re lucky to have so many partners and people committed to promoting strong and healthy family engagement. Family engagement is one of the important ways to protect children from future risky behaviors such as alcohol and other drug use. Whether it’s financial support, transportation availability or individual volunteers, it takes a team to make these community events happen.”

## America in One Room

*“We are all Americans, and I really think we all want what is best for country, even though our opinions on how to get that may differ.”*

From September 19 to September 22, Sharon Fuller, who works at NVRH as a Systems Analyst in Billing, attended America in One Room (A1R), a conference orchestrated by Helena, a nonpartisan institute aiming to bring together a sample of registered voters to discuss current political issues. Over 500 participants, recruited by an independent research institute out of the University of Chicago, came together and examined different opinions within a respectful and structured discourse.

In an August 29, 2019 New York Times Op-Ed, authors James Fishkin and Larry Diamond wrote “we think that, despite their sharp differences of party and ideology, Americans can have serious and respectful conversations across our deep divides. A surprisingly simple innovation can help cut through the poisonous fog of our political polarization. It is an experiment in democracy to show what the whole electorate would think, if it could be similarly engaged.”

Sharon Fuller had the opportunity to attend this engaging conference as one of two delegates from Vermont. And despite how large the USA may feel, she met an Andrew from Hawaii, who was even originally from the Joes Pond/Barre area!

“As the participants deliberate over these days, we will see informed public opinion taking shape under good conditions — balanced briefing materials, moderated small group discussions, group questions directed to the candidates, and conclusions collected in final confidential questionnaire,” James Fishkin and Larry Diamond write in their opinion piece. “Major Democratic and Republican presidential candidates will be invited to answer the questions that the participants have agreed are most important in the small groups.”

Sharon took one poll prior to being selected for participation and then took the same poll again once the conference was over. “I went in thinking that my responses when repeating the survey would not change,” Sharon said. “I was very wrong. We discussed issues such as healthcare, immigration, foreign policy, the environment, and the economy and taxes. There were experts from each of these fields and some of the upcoming political candidates from the presidential race.”

“I met so many wonderful amazing people,” she continued. “Our group was very diverse: There were immigrants from Russia and Africa. We also had a psychologist from Chicago and a retired teacher from California. The age group spanned, as did our political opinions. We discussed the issues with the help of our moderator in a very civil respectful fashion. Everyone’s voice and opinion was heard. Ultimately we all came away friends and have all decided to stay connected.”



Sharon says that when she arrived home, she felt empowered and enlightened. Although prior to attending the conference, she says that she saw many issues in black and white, she now sees a more middle ground.

“If I find an issue I am passionate about,” she writes, “I will take the information bombarded at me and research the facts so I can make an informed decision.”



The NVRH cares team participated in the Walk to End Alzheimer's on September 8, 2019. They raised \$2,749.12! Team members included Jackie Abella, Kat Daniels, Melissa Gagnon, Laura Newell, Steve Stowell, Sue Ruggles, and Sarah Winans. Dr. Prohaska and Dr. Korsh remained at the NVRH booth.



Carol Moore-Whitney, Lew Apgar, Cheryl Chandler, Katie Moritz, and Steve Stowell volunteered for the Levitt Amp concert at Dog Mountain, featuring Durham County Poets, and presented by Catamount Arts on Sept. 15!





# Orthopaedic Surgeon Jeremy Korsh, MD Joins NVRH



Northeastern Vermont Regional Hospital announced that Orthopaedic Surgeon Jeremy Korsh, MD has joined NVRH Four Seasons Orthopaedics as of September 1, 2010.

Dr. Jeremy Korsh is a fellowship-trained orthopaedic surgeon with an interest in sports medicine. Korsh attended Middlebury College, where he received his B.A. in Psychology, and the University of Vermont, where he earned his medical degree. He completed his orthopaedic surgery residency at Rutgers-Robert Wood Johnson Medical School in 2018.

Korsh received fellowship training in Sports Medicine at the Taos Orthopaedic Institute and continues to care for elite athletes as a member of the U.S. Ski Team medical pool.

“I’m very excited to bring my training and experience with all kinds of athletes and active people to this area,” Korsh said. “My expertise in sports medicine will complement the already top-level care here at Four Seasons Orthopaedics.”

Korsh specializes in minimally-invasive arthroscopic surgery of the shoulder, hip and knee. He treats patients with rotator cuff tears, labral tears, shoulder instability, ACL ruptures, complex knee ligamentous injuries, meniscus tears, patellar dislocations, and cartilage injuries. He also treats patients with shoulder arthritis and performs shoulder replacement surgery.

“What makes having Dr. Korsh here at NVRH so special, is that in addition to the general Orthopaedic care he provides, he can also really connect with athletes who have individualized needs,” VP of Medical Practices Laura Newell said. “He’ll get you back to the life you enjoy living, whether that means hitting the trails or playing with your grandkids.”

## Peacham Fondo

Dr. Korsh (L) and Dr. Prohaska at the Peacham Fondo, Sept. 21. Bike riders stopped and enjoyed making smoothies on the NEK Prosper Smoothie Bikes!



# Auxiliary/Volunteer News

By Pat Forest, Director Volunteer Services

## Auxiliary Granted NVRH Department Wish List Requests

The NVRH Auxiliary has granted NVRH departments their Wish List requests at the Auxiliary's latest bi-monthly meeting. In total, the NVRH Auxiliary will support hospital departments with \$22,859 in funding.

Each year, the Auxiliary returns the proceeds from funds raised throughout the year to NVRH. These funds are used to support unbudgeted department equipment needs that would have an impact on patients and the hospital services. The total purchases for next year are over \$22,000.

NVRH Director of Material Management Wendy Corrow spoke about the Material Management department at this meeting. "Hearing about all that Material Management does for our hospital really put the Auxiliary's work into perspective," Director of Volunteer Services Pat Forest said. "We know how to raise these funds, but it's important for us to also understand what happens once the departments receive the money."

Materials Management, which handles seven million dollars of supplies annually, is a five-person department responsible for purchasing needed supplies for the entire hospital, physician practices and physical therapy practices. They receive approximately 20 purchase orders a day and also order all printed supplies, such as envelopes and business cards.

The following departments received funding: Four Season Orthopedics, two blood pressure machines; Allergy Clinic, TV for patients during testing; Chaplaincy Department, yarn for prayer shawls; Community Connections, laminator; Corner Medical, 15 wall mount vital monitors; Food Service, monitor for nutritional information; Kingdom Internal Medicine, one wheelchair and a baby changing station; Palliative Care, 25 books; Patient Accounts, partial support for folding machine; St. Johnsbury Pediatrics, pilot hearing test audiometer; Surgical Associates, one wheelchair; Volunteer Services, 10 Kindles with Pandora for patients; Emergency Room, reserve funding for the ED expansion.

## Kristal Imperio, Ph.D., APRN joins NVRH



Northeastern Vermont Regional Hospital is excited that Kristal Imperio, Ph.D., APRN has joined NVRH Corner Medical as of July 2019.

Imperio, who received her Ph.D. in nursing from the University of Massachusetts Amherst, has been a nurse practitioner since 2000. Prior to joining NVRH, Imperio served as Chief of Internal Medicine and Urgent Care for Harvard Vanguard Medical Associates/ Atrius Health in Chelmsford, MA where she led a department of 13 physicians and 10 advanced practicing clinicians. She developed innovative process improvements and care models to improve patient care and decrease provider burn out. In addition to clinical leadership and physician management, she was involved with operational issues and support staff management, believing that collaboration at all levels creates the most effective teams.

Born in Minneapolis, Minnesota, Imperio was a hospital volunteer from the ages of 12–16. At the age of 16, she became a certified nursing assistant. She attended college in Michigan and Massachusetts where she studied music and continued to work as a nursing assistant. After starting her family, she decided



advance her nursing education. She returned to school, becoming a nurse practitioner and then earning her Ph.D.

At Corner Medical, Imperio hopes to open a panel of patients and potentially offer increased patient access by expanding evening appointments.

“I think it is important to provide the community with high quality continuity with after-hours care,” Imperio said. “People work and are busy in their daily lives. It is often difficult to take time off during the day to manage their health maintenance and urgent care needs.”

One advantage of having urgent care needs met by a primary care provider on-site is that patients can have their needs for health maintenance addressed as well. It is convenient for patients to have access or “one stop shopping,” to keep them on track for routine screening and immunizations. “Having more access to allows patients to really optimize the management of their health.”

## Compassion Fatigue Workshops

The NVRH Well-Being Committee is sponsoring FREE workshops on Compassion Fatigue. All NVRH employees are invited to attend. The maximum number of people is 20 in each workshop. Don't worry, if you and your staff can't attend one of these first workshops (you only attend 1 of the workshops, not all of them). There will be more in the winter and spring. We are hoping to offer afternoon (into early evening) sessions too. Lunch in the Courtyard Café is included. To register for a workshop, email Mandy Chapman at [a.chapman@nvrh.org](mailto:a.chapman@nvrh.org) (Max number in each workshop is 20). All workshops, which run six hours, are led by Hannah Rose from Innovative Strategies.

Studies confirm that caregivers play host to a high level of compassion fatigue. Day in, day out, workers struggle to function in caregiving environments that constantly present heart wrenching, emotional challenges. Effecting positive change in society, a mission so vital to those passionate about caring for others, is perceived as elusive, if not impossible. This painful reality, coupled with first-hand knowledge of society's flagrant disregard for the safety and well-being of the feeble and frail, takes its toll on everyone, from full time employees to part time volunteers. Eventually, negative attitudes prevail.

Compassion Fatigue symptoms are normal displays of chronic stress resulting from the caregiving work we choose to do. Leading traumatologist Eric Gentry suggests that people who are attracted to caregiving often enter the field already compassion fatigue. A strong identification with helpless, suffering or traumatized people or animals is possibly the motive. It is common for such people to hail from a tradition of what Gentry labels: other-directed caregiving. Simply put, these are people who were taught at an early age to care for the needs of others before caring for their own needs. Authentic, ongoing self-care practices are absent from their lives.

If you feel like you might be experiencing symptoms of compassion fatigue, or if you want to prevent them, this workshop is for you. Simple shifts will help to begin the journey back to balance and joy. Don't let the “cost of caring” take away from the life you deserve.



**Oct. 4. 9 – 4; Business Center 127**

**Oct. 11. 9 – 4; Business Center 127**

## Why Get a Flu Vaccine?

“Yearly flu vaccination is the best tool currently available to protect against influenza (flu), a serious disease which sickens millions of people each year. The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccination as the first and most important step in protecting against flu and its potentially serious complications. Millions of people have safely received flu vaccines for decades. Flu vaccination can reduce flu illnesses, doctors’ visits, and missed work and school due to flu, as well as prevent flu-related hospitalizations.

- **Flu vaccination can keep you from getting sick from flu.**
- **Flu vaccination can reduce the risk of flu-associated hospitalization, including among children and older adults.** A 2014 study showed that flu vaccine reduced children’s risk of flu-related pediatric intensive care unit (PICU) admission by 74% during flu seasons from 2010-2012.
- **Flu vaccination is an important preventive tool for people with chronic health conditions.** A 2013 study showed flu vaccination was associated with lower rates of some cardiac events among people with heart disease, especially among those who had a cardiac event in the past year.
- **Vaccination helps protect women during and after pregnancy.** Getting vaccinated also protects the baby several months after birth. A study that looked at flu vaccine effectiveness in pregnant women found that vaccination reduced the risk of flu-associated acute respiratory infection by about one half. There are studies that show that flu vaccination in a pregnant woman can reduce the risk of flu illness in her baby by up to half. This protective benefit was observed for several months after birth.
- **A 2017 study was the first of its kind to show that flu vaccination can significantly reduce a child’s risk of dying from influenza.**
- **Flu vaccination also may make your illness milder if you do get sick.** Getting vaccinated yourself also protects people around you, including those who are more vulnerable to serious flu illness, like babies and young children, older people, and people with certain chronic health conditions.”

**For more information, visit: [www.cdc.gov/flu](http://www.cdc.gov/flu) or call 1-800-CDC-INFO**

### FLU CLINICS FOR NVRH EMPLOYEES AND VOLUNTEERS

- Tues., Oct. 1, 8-12, Conference Rm 127
- Tues., Oct. 8, 8-12, Conference Rm 127
- Wed., Oct. 16, 6-11, Conference Rm 126
- Tues., Oct. 22, 8-12, Conference Rm 127
- Thurs., Oct. 31, 8-12, Conference Rm 224
- Tues., Nov. 5, 1-5, Conference Rm 127
- Thurs., Nov. 14, 1-4:30, Conference Rm 224



## General Surgeon Laura Stoiber, DO joins NVRH

NVRH is excited to announce that General Surgeon Laura Stoiber, DO has joined General Surgery at NVRH as of September 1, 2019.

Dr. Laura Stoiber is an osteopathic general surgeon with 17 years' experience. Although an osteopath, Dr. Stoiber also focuses rehabilitation and the return to pre-operative health and functioning as quickly and efficiently as possible. She has also worked extensively with community outreach groups to promote wellness. Before joining NVRH fulltime, Stoiber worked for six months as a locum at NVRH.

"I really enjoyed the people here, Stoiber said. "I really like the OR staff, the administrators and how the hospital is run. I also really appreciate that NVRH is patient-centered."

Stoiber received her Doctor of Osteopathic Medicine from the Chicago College of Osteopathic Medicine/MidWestern University and did her General Surgery residency at Pontiac Osteopathic Hospital/Michigan State University. Before moving to Vermont, Stoiber worked in rural towns in Minnesota for 15 years.



General Surgery at NVRH remains a leader in minimally invasive surgery. Laparoscopic Cholecystectomy (gall bladder), hernia repair, and other advanced hand-assisted laparoscopic procedures allow patients to return to daily activities with a markedly shortened recovery time. Stoiber performs these as well as a variety of other community surgical needs.

"Dr. Stoiber has a real strength in women's health and breast care. Having her here to help those services grow is an amazing opportunity for our community," said VP of Medical Practices Laura Newell.

## Gender Diversity In Healthcare

By **Kate Keller**

As a teenager, I had a summertime job, but not a stereotypical female job scooping ice cream or waitressing. My summertime employment was helping customers, taking orders, and loading materials at my family's lumberyard. I made it my business to understand what customers wanted and why. As a young female in a decidedly male line of work, nothing undermined my efforts more than a customer asking to "speak to someone who knows something," which I always understood as "I want to speak to a man."

Healthcare has a similar version of gender discrimination. This plays out when a patient addresses the male in the room as doctor and assumes that the female doctor is a nurse.

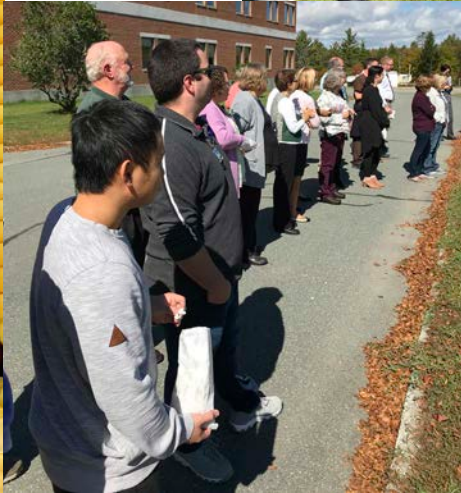
Here at NVRH, we are balancing the scales of gender diversity in healthcare. The general surgery department is the only one in the state of Vermont, and perhaps the country, to be comprised solely of female surgeons. Doctors Wendy Frye and Laura Stoiber recently joined current surgery chair, Dr. Annick Kaufman. This team is complemented by an energetic female physician assistant, Trish Bullard.

I have spent hours working alongside each of these providers, and have seen their professionalism, compassion, and breadth of knowledge firsthand. I take pride in being part of their operating room team. At NVRH, when I want to find someone who "knows something" I look to these women, as surgeons, colleagues, and friends.



# The Fall Cornhole Champions Are The Cornquistadors!

Josh Lawrie & Darrell Bormann were The Cornquistadors. Jesse Dimick & Nic Tremblay were Shine On



L: The crowd watches the game!  
R: Richard DeGreenia and Greg Lepine provide commentary.



September's Orientation includes Heather Britch, Angel Whitehill, Hillary McCosco, Abigail Montgomery, Alexis Loukes, Jonathan VanZandt, Rachel Gilbert, Rachel Brill, Ciara Robinson, Dr Laura Stoiber, Katie MacDonald, Natalie Perkins, and Dr Jeremy Korsh.



## Ribbon Cuttings



On Sept. 13, 2019, a Ribbon Cutting Ceremony took place to celebrate the completion of the renovations to the **Comfort Care Family Room and the Comfort Care Patient Rooms** on the Medical/Surgical Floor. The 30 people in attendance included donors Clem Dussault and Suzi Mudge, their family and friends, physicians and staff from the Palliative Care team and Medical Surgical team, and NVRH Board Trustees. The gathering paid tribute to Denise Angel Dussault Caron and her family, whose gift made the renovations possible. In memory of Ms. Caron, her family, who spent a week by her hospital bedside during her final days, wanted to help improve the experience for future patients and their families. The renovated rooms provide a more comfortable space for patients at the end of their lives and their families. The Dussault and Mudge gifts had a ripple effect, encouraging Donald and Lynne Carpenter to make a similar gift to renovate a second patient room. To finalize the spaces, a St. Johnsbury Academy student created a painting attached to the outside wall viewable through the window at the end of the hallway, and there is a beautiful rock garden on the top of the once barren rooftop. If you have not yet seen these new spaces, you should stop by.

## New Walking Trail Opens Thanks to Caledonia Trail Collaborative!





# Human Resources Corner



The Human Resources Team! From left to right: Hilary De Carlo, Human Resource Assistant; Chris Allsop, Manager of Human Resources; Kate Robbins, Benefits and Payroll Manager; Heather Spinney, Talent Acquisition Specialist; Paula Gaskin, Human Resource Assistant and Betty Ann Gwatkin, Chief Human Resources Officer.

The Human Resource Assistants can always be your first point of contact (748-7949 or [hrrassist@nvrh.org](mailto:hrrassist@nvrh.org)). Although we don't know all the answers, we can certainly put you in contact with one of the members of our team!

## **NVRH Benefits Fair 2020 SAVE THE DATES!**

**October 31st ~AND~ November 1st - 2019**

**Halloween / Trick Or Treat Theme**

- **Awesome Raffle Prizes ~ Show up in COSTUME and get entered 2x!**
- **Spooky Snacks/Refreshments!**
- **Enrollment Cafes ~ Complete your 2020 benefits enrollment during the Fair!**
- **Representatives to assist and answer questions!**
- **Educational Sessions!**

**You won't want to miss this! OPEN ENROLLMENT is 10/28/19 – 11/16/19**

We look forward to hosting you at the hospital's Recognition Dinner on **Wednesday, October 9th**, starting at 5:30. The format will be a bit different, so be prepared for some exciting changes once you arrive! If you RSVP'd "yes" and you are attending the dinner, please come, as we pay for your plate once the numbers are finalized with Burke Mountain. If there's an emergency, we totally understand.

## Press Ganey Positive Comments - A+ STANDARD OF CARING July & August 2019

### Ambulatory Surgery

- + I received excellent care from the time I arrived to when I left. All employees were great, my anesthesiologist was amazing, and Dr. Prohaska was an excellent surgeon. Thank you.
- + Best nurse I ever had, Kim.
- + Dr. Dreisbach is awesome!
- + Everything went very well and I was comfortable all the time before, during and after the procedure. Thanks to doctors and nurses.
- + I had a very pleasant experience and would highly recommend both the doctor and the facility to anyone that asked.
- + I was treated with respect, kindness and given every assurance and comfort.
- + Everyone treated me and my husband like royalty! They went above and beyond to make us comfortable, well informed and part of the process.
- + My experience at your hospital was excellent as always!
- + Was great to have the same doctor that put my port in to take it out. She's great!
- + This facility is excellent and well-staffed. I was well treated in all respects.
- + My experience was very good. I would definitely feel confident using this facility again.

### Emergency Department

- + Nurse Debbie was both thorough and conscientious.
- + Good experience. Dr. Spicer was a definite plus in my ER experience.
- + PA Betsy was kind, professional and did a wonderful stitching job on my leg. A delight!!
- + Nicholas Delany - what a nice person! He found what was wrong very quickly.
- + Volunteer aide was VERY nice and concerned - made sure I did not need anything!
- + Making great changes in the ER finally qualified ER doctors, NP, PA's who studied ER work. Finally comfortable going to ER. Nurses always good.
- + They were quick and on the job in an efficient way.
- + Very thoughtful & pleasant.
- + I felt very safe & in good, knowledgeable hands.
- + Explained everything very well.
- + Very nice service from nurses.
- + Lucky to have NVRH ER - essential for injuries such as mine when living in rural area.
- + I wished I lived in your town, best care I've ever had, and am 82.
- + Excellent ER - well-run, efficient - I've been there many times.
- + It seems like there has been a definite improvement of overall care!!
- + This was excellent, attentive care.
- + Was advised of time frame to get results.
- + I walked in spoke to the person at window, never got to the waiting area, I went right to the doctor.
- + Nurses were patient, caring and efficient. Excellent experience.
- + Providers were attentive and accommodating. Excellent experience.
- + Radiologist was patient and accommodating. Excellent experience.
- + Did not need pain control. No delays. Staff complimented me on my impromptu sling.
- + There were no other patients waiting to be seen. I was attended to promptly.
- + Best ER visit I have had.
- + Everyone used me so good!
- + I loved the PA that took care of my stitches. She was very understanding.
- + I did notice that the ER looked very clean.
- + I had very good treatment and doctors and nurses treated me well.
- + Admitted to a room after ER visit.
- + Brenda - day surgery, David - anesthesia, Dr. Kauffman - surgeon A++ for all named.
- + Always confident in Dr. D. Nurses were great.
- + Dr. Laura Stoiber did my procedure. She was new to me since Dr. Chris Danielson is no longer at NVRH and I have to comment that I was anxious having a new Doctor, however Dr. Stoiber was AMAZING in every way. High recommendations from me!
- + Dr. Schein was very helpful with explaining the procedure & very kind. All the nurses were very nice & helpful.
- + I was afraid to do this but everyone was so nice I felt at ease more. Thank you for that.
- + It was really a smooth and informed procedure. The staff was informative and down to earth.
- + Excellent! Very caring staff.
- + Excellent care prior to and following.
- + It was nice, they called me the next day after my surgery to check on me.
- + Visit was exceptional. All staff including... Environmental, Dietary, Volunteers (music therapist) and other supporting staff were excellent. Dr. Kaufman was excellent and if I were local I would be seeing her for follow up care.
- + Aaron (male nurse) was very attentive, despite ER being busy. Paid good attention to my pain and ongoing symptoms.
- + I can tell a huge difference from previous ER visits in years past. I think having ER board certified Doctors has made a huge difference. I appreciated the honesty of Dr. Sexton.
- + Susan Langmaid & Abigail Brady were fantastic, so kind and helpful and spent time with me.
- + Everyone ambulance, ER staff, X-Ray, everyone was polite and cared about my wellbeing.
- + Explained degree of cut - procedure to follow - very articulate - answered all my questions!



- + The waiting room is comfortable, sunlight streaming in and warm.
- + Your emergency department is excellent - reassuring to know when I and my family are staying at our cottage in Westmore - service are so reliable - I live in Burlington and have been quite satisfied with the two times I have visited your ED. Your staff is exceptional - caring and treat their patients with respect. You are fortunate to have such a staff.
- + The fastest I've ever been helped.
- + Excellent care and very caring staff.
- + Was impressed with thoroughness of Doctor. She explained options I had (go home w/some pain meds see if pain resolved (heart issues helped out) or have CAT scan & ultrasound. Chose to have tests, turned out I have gallstones.
- + Received results of CT & ultrasound in about an hour and once I decided to have tests was immediately taken for them.
- + Things were explained to myself & husband each step of the way.
- + I came to ER w/chest pain, wasn't sure what it was - no previous history of heart issues. I was immediately taken to ER & given EKG - no waiting at all.
- + I constantly had the attention of all nurses and doctor.
- + The nurses were very caring and professional. Very friendly.
- + The doctors were very available and informative.
- + I was never treated with such care and kindness. I love this hospital!!!!
- + Loved the Doctor. He was very caring!
- + I was very impressed with the care I got.
- + This girl was lovely. Very courteous.
- + ER staff is excellent.
- + Excellent experience all around.
- + It was surreal. 9 PM Saturday and zero wait time, from receptionist to nurse to doctor.
- + I had great care while at NVRH, everyone was kind, professional and knowledgeable. A+ care.
- + A big improvement from my last visit. Huge improvement.
- + They were ready to take me in before I even finished checking in.
- + Very polite and cheerful.
- + No waiting time!
- + It was very busy - staff was excellent.
- + Would tell people about the good care I got!
- + I walked in, registered & there was a nurse waiting for me.
- + Ultrasound on leg was done in ER by doctor. All OK.
- + Shortest visit I have ever had to the ER.
- + NVRH is a true gem in healthcare. I have never had a less than positive experience here, from ED visits, birth of our children, specialists and tests. NVRH far exceeds other institutions, both urban and rural! Thank you for your care and support!
- + The ER always is fast in helping me breath better.

### **Inpatient**

- + Jade CNM was awesome to work with. She was kind and created a calm atmosphere.
- + All experiences at the hospital were great, people are so good & NICE.
- + Over the years I have been at NVRH many times. I think over the years as we get older we start to care more about what we have here at home.
- + I very much appreciate NVRH saving my life from a potentially fatal condition.
- + Enjoyed the food, very good fruit salad.
- + Lovely, caring, and genuine.
- + Very good, competent care.
- + Very capable and competent.
- + The nurses in the Birthing Center are awesome! They deserve a raise!
- + Volunteers are always kind and took the time to say hi to my other son when we went to all prenatal visits.
- + I had a Reiki person stop by and a woman who played the harp. Both were very nice.
- + Excellent experience in the labor & delivery ward. Nurses were fantastic, no complaints!
- + Our nurse was great @ discharge.
- + Dr. Kauffman is an excellent physician/surgeon, she gave me her best, which is all we can ask for in healthcare. Will highly recommend her to family and friends for her skilled, best-abilities.
- + Carolina - discharge nurse & LPN - (can't remember her name) during my stay A++ for both named.
- + For the days I was in ICU I watched the nurses run their butts off! Midge & Yvette were exceptional!!
- + The nurse, Adrienne in the Birth Center was incredibly caring and great!
- + Midwife, Khristeena Kingsley was wonderful! I wish she was sticking around.
- + Nurses were very professional and pleasant over my entire stay.
- + The staff was wonderful, courtesy and respect.
- + Very pleasant people.
- + By far the best nurses that I have ever dealt with.
- + Treated my family like their family.
- + The best I have ever had.
- + Once again your staff was simply amazing.
- + St. Johnsbury Hospital is the best that I have ever been to.

### **Outpatient**

- + Dan, PT is TOPS.
- + Dr. Dobbertine set-up for CBC while I was having appt. went to lab right after that appt.
- + Really top notch professional. Explanations were good, gave me printed instructions to take home.
- + Nice facility including waiting area. Always very clean.
- + Can't say enough good things about the staff & facility.
- + The two techs who worked with me were terrific I was very comfortable with both of them.
- + I have always been very pleased with my interactions at NVRH!
- + Very personable and friendly.
- + Everyone was helpful, courteous, and quick.
- + Mammography was much less painful with the new 3D machine.
- + Excellent experience - very efficient & courteous.
- + Excellent care & concern
- + Everyone made my visit to the hospital so pleasant, I wouldn't mind going again! - Glad I don't need to though, many thanks!
- + My therapist is terrific.
- + I don't see how it could improve. Very professional and courteous.
- + Everyone's concerned with my treatment, and have always been excellent. Both professional and kind.
- + The staff have always taken care of me I appreciate all they do and with the care they show.
- + Because I was giving blood at Red Cross later in the day, she used a less accessible area & said, "We'll use a children's needle." It was painless!
- + It was fun chatting with others
- + Very helpful, kind & respectful.
- + Fast & courteous.
- + Everyone was kind & respectful.
- + The gentleman at the desk was very nice & polite. He was in a great mood and he was funny.
- + The ladies in the lab are great and always so polite and kind.
- + Everyone was very helpful and courteous - It's been wonderful - Thank you.
- + Very friendly & patient staff.
- + Process has been streamlined since my last visit, a few years ago, very positive step.
- + Love the volunteer who was playing music - lovely!
- + Excellent X-ray tech!
- + This is why I drive extra miles to come to NVRH I really like that every person introduced themselves by name.
- + I love that they give out fruit.
- + Was very clean.
- + Everyone was "Vermont cheerful"
- + Hospital feels like my neighbor
- + Person drawing blood was in good spirits, chatty, and friendly. Having a personal connection albeit briefly helped me be put at ease.
- + We are always very pleased with the care you give us. Thank you!
- + I was brought in after waiting only a few minutes!
- + I thought everyone was very pleasant and thoughtful of my situation.
- + X-ray tech that day was wonderful.
- + The lab person was younger female. She was awesome it didn't hurt and it was first attempt and fast!
- + Accommodating to your concerns.
- + Both the X-ray tech and lab receptionist showed me kindness and respect for my modesty and it was much appreciated.
- + I check in right in the cardiology dept. and they are all wonderful. Dr. Hayes & the staff make my apts. comfortable.
- + Tyler and Marc were very professional and friendly. They put me at ease explaining the process. Good people!
- + Dan Wyand and staff are wonderful.
- + Sara the PT was astounding & Maria the intern dazzled.
- + My care and treatment at Dan Wyand Physical Therapy at the Corner Medical Building in Lyndonville, VT has been exemplary. From top to bottom, the entire staff has been exceptional. My Therapist, Rene, has a wonderful temperament and is very, very skilled. The entire staff has been excellent; caring, helpful, considerate, gentle and excellent coaches. I could not have found a better Physical Therapy office.
- + The staff is exceptional. Scheduling, insurance questions & kerfuffles (thank you Nancy) and all around welcoming demeanors greet me every time I set foot in the facility. Yay for Jen & Patty too.
- + Jen Legacy-Gray is skilled, always wants to listen to what's what, respects my input & asks me what I need. I trust her and we have an excellent working relationship. Plus she has a terrific sense of humor.
- + The technician's name was Monica. I found her to be very caring & pleasant.
- + Individual who drew blood was incredible!
- + Everyone was very nice and made me feel comfortable.
- + I am usually there for cardiology apt., everyone I deal with there is very helpful & very nice. I find that anyone I deal with at your hospital is friendly & very helpful. I drive a ways to go to my apt. Thank-you for making it worth it.
- + Very helpful staff!
- + It was the first time I was not asked to "make a fist," but the blood draw was excellent.
- + My lab orders were older than she expected to find and verified with me that they were the correct orders. I appreciated her questions and concerns.
- + I was preregistered by phone. My information is in the computer so the process was very quick.



- + I like NVRH - nice facility; great personnel and I would definitely recommend you to others.
- + Caring staff - very helpful.
- + I have already recommended this facility to others.
- + The nurse practitioner was great & very knowledgeable. She was well informed.
- + I was very pleased with the entire process and the staff was very friendly & professional.
- + All the staff and personnel are very nice and they all know and do their therapies very well.
- + The therapist that I had explained what was going on with me. I always feel better when I leave.
- + Excellent. Very knowledgeable, friendly & very patient. Treats us as an individual.
- + I've seen an improvement already in the legs.
- + Very great. Should of transferred months ago.
- + Good, excellent communication.
- + I rarely wait but it's always clean & very comfortable.
- + I trust everyone who works there.
- + Everyone is invested in making the facility a place to heal, be challenged and encouraged towards healthier living & quality of life. I love Northern PT!
- + The registration staff was friendly and efficient in their services.
- + The person doing registration was very pleasant, personable and efficient.
- + Was all done over the phone.
- + The waiting time was awesome.
- + My PT coach is excellent. Very, very skilled. Extremely helpful and excellent temperament. She is very patient and gets a 98 on a scale of 100.
- + Volunteer support is very much appreciated, very professional and helpful.
- + The lady at the desk by the front entrance was very pleasant and helpful.
- + Excellent - even the dexta-scan was simpler and more comfortable. Nice, new equipment. Nurse/tech was excellent!
- + Excellent care. Helpful staff. Made me feel at ease.
- + Getting blood without being all black & blue.
- + Phone pre-reg is so simple & easy.
- + Very impressed with the professionalism of the staff along with their friendly and approachable nature.
- + My pre-registration was by phone and they called me. It was quick and very easy

### **Kingdom Internal**

- + I always request Joyce. She is friendly and professional and I feel I receive excellent care from her.
- + I have been treated by Joyce since Dr. M. left, she has been excellent to work with. Caring, sincere and good humor. I am very happy with Joyce.
- + I believe her name was Sierra, and she was beyond friendly and helpful with everything upon arrival.
- + Joyce makes me comfortable. I have complete trust in her. Joyce makes you feel you are her only patient.
- + Have always had a very good experience at Kingdom Internal Medicine. I've been a patient for 24 years, they have always been very good. I retired 6 years ago (originally went to them because they were close to work) and now I have a 50 minute drive each way. I've continued with the practice because the staff is very friendly and I've received excellent treatment by all physicians & staff.
- + Very good patient rapport, knowledgeable and easy to talk to. Commutate very well and understandable.
- + I have recommended to family and friends.
- + Able to ask questions and get answers without feeling hurried.
- + Treated very good (despite my age) never felt like anyone just wanted me gone.
- + No delays. Short wait after checking in, then taken to room by nurse who began the info-gathering process.
- + Friendly staff. Comfortable waiting room. Always greeted with a smile. Keep up the good work
- + Wonderful caring practice!
- + Joyce Vitale is great to work with, that's why I always specifically ask for her!
- + The doctor & staff always seem glad to see me and make me feel very welcome.
- + Dr. Lee is always pleasant and explains things so I can understand.
- + I think Dr. Irene K. is the best. I would recommend her to anyone. She's great.
- + Diane does a great job.
- + Dr. Myrter never resorts to medical terminology without an explanation. Sometimes lay person words just don't cover a topic, but explanations do.
- + Dr. Lee is very good. She explains everything clearly and listens to my concerns.
- + No wait time at all.
- + There were no delays.
- + I always am greeted - smiles & respect.
- + My caregiver is a wonderful person.
- + These people are very good people. Couldn't be any better. I am very pleased - with all.
- + Called for the appointment - got in the very next day.
- + The nurse is always very nice and easy to talk to.
- + The staff are always pleasant and helpful from the time you arrive to the time you leave.
- + Excellent staff always.
- + Very quick getting me in.
- + Nurse was very concerned.
- + The waiting area was very clean and quiet. The intake staff kept track of my husband so I didn't have to worry.

## North Country Otolaryngology and Audiology

- + Very good walk in service.
- + I came in this day for batteries. Receptionist was able to assist us 100% just as resolved in the past.
- + The assistant was very courteous & professional in answering any question I had.
- + You have a very positive group. I'm transitioning from Care Mount in NY. Very happy going forward.
- + Nurse was very pleasant.
- + Very informative
- + Extremely clean office
- + very efficient office, in and out with ease
- + Dr. Rankin has always been very good with us.
- + Everyone is kind and friendly. Always willing to discuss or look into things. Very easy to converse with.
- + She is only eight but, she was very calm with her provider.
- + I barely had time to sit down, called in & immediately seen... great!
- + Excellent professional staff, very pleasant and welcoming. They seem glad to see you and make you feel welcome.

## Corner Medical

- + Dr. Sullivan is such a good match. Relaxed, informative, kind, caring, sincere and a wonderful sense of humor!
- + Dr. A is very courteous, & will listen to any concerns & other options. I am very impressed!
- + There should be a category for excellent! Give Darcie a raise.
- + Doreen is extremely thorough. She may take a bit more time than the office would like but she catches things that others miss.
- + I adore Amanda. She is terrific. Compassionate, kind, receptive and knowledgeable.
- + Dr. Dargis – IS THE BEST!
- + Dr. Mitch is a good guy!
- + Dr. Dargis is a gem!
- + Doreen provides exceptionally fine care.
- + An excellent care facility. Intelligent, helpful, and friendly
- + Always very courteous & helpful!
- + Very happy - We are lucky to have them.
- + There was a patient giving the receptionist a very hard time and I was amazed at how calm and professional the receptionist was.
- + We are very blessed to have such a wonderful medical practice in this area.
- + I have full confidence, trust and respect for my doctor. I feel he knows what he's doing, and he is always available when I need to see him.
- + I have recommended Corner Medical many times, and also my doctor.
- + This whole office gets a solid 11 on a scale of 1-10
- + This is the way all medical practices should be!
- + Called and was seen for urgent matter within hours!
- + Excellent to the point, thorough exam, assessment of problem, and did not look at computer during session. Looked at and talked to me!
- + We are very lucky to have this clinic.
- + Always easy to setup appointment
- + I've been a patient for many years. The practice seems to be well run, and with less stress these days, i.e. the providers seem to be able to spend the time necessary without seeming always rushed to get on to the next person.
- + I was seen quickly by the nurse from preliminary items and within reasonable time for the doctor.
- + Monika & Darcy were excellent, explaining all items.
- + Amy J is a superb nurse!
- + Dr. Dobbertin is extremely professional, thorough, caring and concerned. She listens attentively and explains things well. You are fortunate to have her and I am comfortable to have her as my doctor.
- + Thoroughly enjoyed visit with Adelaide
- + I have a great deal of respect for Doreen. She listens well and clearly explains everything.
- + Got called in before my appointment time.
- + The folks at the front desk are super!
- + No delays & no wait time.
- + My experiences in all areas have been excellent - feel very confident with care provided & explanations of concerns I expressed.
- + Patient's well-being, concerns questions are addressed by staff & care-providers in a very professional & personal manner.
- + No delays, only wait was because I came early
- + I have recommended your practice to others.

## Specialty Clinics

- + Every experience with Nurse Chelsea is wonderful. She is the prototype of the perfect nurse.
- + Dr. Dixon meets or exceeds my expectations in every regard.
- + Sandy rocks!
- + Very kind and professional.
- + Sadly for me, I have to visit there frequently. Everyone involved in my care is great.
- + Very friendly and concerned service.
- + I am the care giver, his wife, the Doctor was very good with him because he has dementia, I thank you for your concern.
- + Very good experience. I felt well taken care of. Staff has a sense of humor. Gotta love'em!!



- + Dr. Dixon! Cannot ask for a nicer, pleasant & more compassionate person. He is amongst all my care providers MY favorite -
- + RN Vicky is very caring, professional and compassionate.
- + Dr. Van Stratten is personable, professional and provides clear and important information regarding my condition and treatment plan.
- + I have had such a good experience w/ Amanda. She doesn't push medicine that I don't need and listens to my problems and helps find a way to solve it.
- + I was able to get in to see Ann Driscoll very quickly so I was happy about that.
- + Very professional - very pleasant.
- + Pleasant, professional, swift.
- + I was very satisfied with all aspects of the care & care takers.
- + No delays & no wait time.
- + Both the staff & provider were very pleasant.
- + This facility is always very clean.
- + There were no delays.
- + I have had nothing but good experiences visiting Dr. Dixon, his staff (shout out to Chelsea) and Day Surgery Unit.

### **Saint Johnsbury Pediatrics**

- + Both the nurse and Dr. Price were gentle and patient with my nervous little patient, going to extra lengths to make her feel comfortable and safe.
- + We Absolutely love Dr. Josh and his staff
- + Dr. Josh is the best. He always makes sure to listen to all your concerns and help you navigate them in the best way that works for each parent or family.
- + We love Dr. Josh!
- + From phone calls, to the visit, to check-out, staff is always cheerful
- + They always wash their hands right in front of us.
- + They are always there to meet you with a smile, and they are more than willing to help you out in a bind with scheduling and so on.
- + They are all so helpful and caring. They never make you feel silly for asking questions and they generally care about all their patients.
- + Was surprised that Dr. Josh spent an hour with us! Teenage son really, really liked him; spoke to him in his terms.
- + My 2 year old son mentioned Dr. Price by name (unprompted) weeks after his wellness visit. He said it in the context of him caring for him (positive). I was very pleased.
- + Dayna - the nurse - was very pleasant and professional.
- + We love Dr. Stasny.
- + Christie is amazing!
- + Well dressed & clean.
- + I have had to call a lot recently for many different reasons. They are always friendly and patient.
- + I was a patient as a child and I am happy to be able to take my son now.
- + Everyone at St. J. Pediatrics was incredibly helpful before my son's surgery at Boston Children's.
- + No Wait- No Delays
- + The office staff was very friendly and helpful.
- + Nursing staff @ SJP are great!

### **Women's Wellness**

- + I was very impressed that Dr. Pitt looked up the results of the pathology from my original tumor so she would better understand my situation and address my concerns.
- + Megan is amazing and I would absolutely recommend her to others.
- + The nurse and NP, Megan Haygood made me feel heard and helped. It was a really good experience.
- + Dr. O'Connor is truly an angel on earth!
- + CNM Krysteena is fabulous! She is friendly and understanding!
- + NP, Megan Haygood is a wonderful person who has always been incredibly helpful and kind, making me feel heard and cared for.
- + I was truly so thankful for the time Dr. O'Connor gave me during my visit. Going to the doctor can be scary and she always makes me feel like I'm going to be okay and I never leave after an appointment feeling like I have unanswered questions or don't understand what happened during the appointment. In my opinion she really goes above and beyond any other doctor I've ever seen for any range of reasons for an appointment.
- + Megan Haygood is wonderful!!
- + Always great service!
- + Very communicative.
- + Everyone is always friendly and professional at WWC.
- + She was very gentle when giving me the shot
- + I love the lady at the desk! She is always is so kind, she knows all my kids and makes me feel loved each time I come in. She's one of the nicest people I have ever met.
- + Everyone I've ever dealt with at Women's Wellness has been extremely nice!