

## NVRH and NKHS Collaborate to Bring The 99 Faces Project to the NEK

*NVRH's largest art exhibit to open on Veterans Day, Nov. 11 & we ask that you join us*

NVRH and Northeast Kingdom Human Services (NKHS) are partnering with artist Lynda Cutrell to bring The 99 Faces Project, an exhibit of 99 portraits, sculptures and paintings that destigmatize mental health, to the Northeast Kingdom. The opening reception will be on Veterans Day, November 11, 4 p.m. – 6, in the lobby of NVRH.

The goal of The 99 Faces Project is to inform, on a scientific basis, about our mental health, challenging how individuals living with mental illness are seen by others, and showcase the healing power of love and acceptance.

“Although all 99 of the portraits are of people who are experiencing mental illness in some capacity, no one is labeled as being on the schizophrenia spectrum or the bipolar spectrum,” Art Gallery Curator Jen Layn said. “This reinforces the message that your symptoms do not define who you are.”

Cutrell created this exhibit after she learned of a family member's schizophrenia diagnosis.



Photo courtesy of The 99 Faces Project.

*Continues on page 2*

- The 99 Faces Project Comes to the NEK
- Working Bridges Offers Info on Local Resources
- New Website Goes Live!
- Breast Cancer Awareness Month
- Employee Recognition Dinner & Dr. Elliot Award
- Auxiliary Grants Depts' Wish List
- The Story of the Operators
- Halloween!
- Med Student Completes Rotation at Corner Medical
- Sharing Your Good Fortune
- NVRH Re-Designated Baby-Friendly
- Paul Sweeney Memorial Coat Drive STILL Accepting Coats
- Human Resources Corner & Orientation
- Open Enrollment
- Positive Comments

*The BrightLook* is a monthly publication for employees, volunteers, providers, corporators, and board members at Northeastern Vermont Regional Hospital. Submit your articles and/or photos to Katie Moritz ([k.moritz@nvrh.org](mailto:k.moritz@nvrh.org)) by November 15 for the November issue.

“I had no idea how common symptoms of schizophrenia and bipolar are, a dozen years ago no one spoke about them,” Cutrell said. “Although public interest is high right now, really understanding the complexity of our mental health is limited... The exhibit attempts to display big-picture scientific information through an accessible art form, ultimately allowing viewers an intimate view into the lives of the 99.”

The 99 Faces Project reflects the US population in its diversity: individuals in these portraits range from 3 – 90 years of age and work in a variety of professions, from authors, MBAs and CEOs to artists and lawyers. November’s opening reception will focus on veterans and the 22 veterans who are part of the project.

“Veterans struggle with many mental health challenges,” NKHS Director of Marketing, Development and Community Relations Lila Bennett said. “It’s important for them to not only find support in local services and in their family and friends, but to also see that they are viewed as integral figures in the fabric of society.”

The 99 Faces Project (99facesproject.com) exhibit is striking and powerful. The largest art exhibit to visit NVRH, it will be on display from November 11 to March 2. For more information or to see some of the art, visit [www.99facesproject.com](http://www.99facesproject.com).

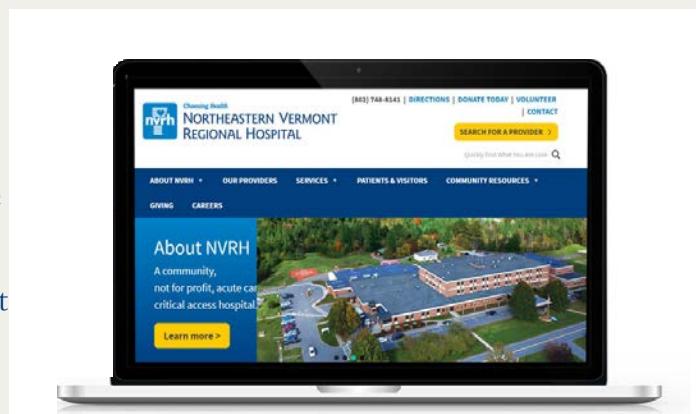


Photo courtesy of The 99 Faces Project.

## NVRH Launches New Website • [www.nvrh.org](http://www.nvrh.org)

In October 2019, NVRH went live with a new and updated website. The new site, which strives for simplicity in both aesthetics and function, serves members of the NVRH community as a sort of information hub: visitors may access their Patient Portal, learn about upcoming health classes, search for providers, read the latest press release, and explore NVRH’s wide range of services. Other benefits include quick access to important contact information, a more user-friendly experience thanks to an intuitive layout, and a more engaging presentation of material around career and philanthropic opportunities.

“This new website gives the Marketing Department the ability to really get the hospital’s message out to the community,” NVRH Director of Marketing and Community Health Improvement Laural Ruggles said. “We have more control over how it looks and how users interact with it, which is great because it means that we can spend more time focusing on getting pertinent information out to our patients, employees, and community partners.”



# Working Bridges Offers Information on Local Resources

Submitted by Betty Ann Gwatkin

Working Bridges is a program offered to Vermont employers by the Green Mountain United Way. The program provides an on-site Resource Coordinator for employees who may want to learn about helpful local resources regarding issues such as transportation, housing, or financial challenges. Working Bridges can help coordinate access to small loans, offers financial counseling, and will run seminars.

Working Bridges' on-site Resource Coordinator at NVRH is Michelle Clark. You will recognize her wearing a Green Mountain United Way t-shirt. She is available for employees on-site 2 days every week: Mondays between 9 am and 11:00 am. Fridays between 2:00 pm and 4:00 pm. Michelle can meet with employees in the Outpatient Consult Room, but she will also be introducing herself throughout the hospital. Michelle is available by telephone, and she will meet with employees privately at different times if you give her a call at 802-793-9517.

## October Was Breast Cancer Awareness Month

Right: In honor of Breast Cancer Awareness Month, Laurie Despin set up a table in the lobby with swag and spoke to people about the mastectomy fitting services we provide here at NVRH.



Below: NVRH's Diagnostic Imaging now has the new Hologic SmartCurve! NVRH is the first in the state to use it. Which means more accuracy for us, and more comfort for our patients.



Surgeons Annick Kaufman, Laura Stoiber, Wendy Frye, and PA Trish Bullard during a Flek photoshoot for a new General Surgery ad. The all-women General Surgery team spoke on the radio this month about the importance of breast health and mammograms.



# Northeastern Vermont Regional Hospital Holds Annual Employee Recognition Dinner

*Employees honored for up to 45 years of service, Community Service Award announced*

Northeastern Vermont Regional Hospital (NVRH) held its annual Employee Recognition Dinner on October 9 at the Burke Mountain Hotel and Conference Center. Employees and volunteers were recognized for their years of service as well as certifications and degrees they had earned during the past year. The Dr. John Elliott Community Service Award was also announced.

Employees and volunteers celebrated work anniversaries from 5 to 45 years, 76 individuals were honored for earning advanced certificates and higher education degrees, and Mark Price, MD received the Dr. John Elliott Community Service Award. This award, in memory of Dr. John Elliott, is awarded annually to an employee of NVRH for volunteer service to the community. Dr. Price was nominated for the award by Dr. Karyn Patno and presented the award by Dr. Josh Kantrowitz, both colleagues of his at St. Johnsbury Pediatrics.

Dr. Price joined NVRH in 1986, after completing his pediatric residency at the University of Vermont Medical Center. A pediatrician who has served hundreds of children in the community, Dr. Price is now starting to work with patients who are third generation.

In addition to providing general pediatric services, Dr. Price is also interested in pediatric behavioral medicine and provides care for children with ADHD

as well as a number of other behavioral challenges. Dr. Price has also served the community through his church, coached youth hockey for 10 years, and volunteered as a one-on-one mentor for a young man in the community.

“We all work hard to provide our community with the best care possible,” said NVRH CEO Shawn Tester. “That’s why it’s so important to recognize what NVRH employees and volunteers do for their communities as well as what they do for themselves. It takes real dedication, and that deserves acknowledgement.”



Dr. Mark Price received the Dr. John Elliot Award.



Sarah Labor designed all the centerpieces for the Recognition Dinner and she and Paula put them together. It was a great party. Everybody wanted a pumpkin to take home!

# Auxiliary/Volunteer News

By Pat Forest, Director Volunteer Services

## Auxiliary Grants NVRH Department Wish List Requests

The NVRH Auxiliary granted wishes to hospital departments by way of the Wish List at their September meeting. Each year, the Auxiliary gives back to NVRH proceeds from the funds that they raise throughout the year. These funds are used to support department equipment that is unbudgeted but would have an impact on patients and the hospital services. Thank you to the many departments who submitted requests:

Department	Item requested	Amount requested	Amount awarded
4 Season Orthopedics	2 Blood Pressure Machines	\$1,966.00	1,966.00
Allergy Clinic	TV w/DVD w/additions	\$284.15	284.15
Birth Center	Cuddle Cot Cooling System	\$2,764.00	0.00
Chaplaincy Department	Yarn for Shawls	\$1,000.00	1,000.00
Community Connections	Laminator	\$73.09	73.09
	Winter Gear Fund	\$500.00	0.00
	Shoe Fund	\$500.00	0.00
Corner Medical	15 Wall Mount Vital Monitors	\$4,020.75	4,020.75
Food Service	Monitor for Nutritional Info	\$400.00	400.00
	Turbo Air Radiant Broiler	\$960.00	0.00
Hospital Preparedness Team	12 Jackets	\$788.40	0.00
Information Services	85" TV & cisco Webex	\$3,947.62	0.00
Kingdom Internal Medicine	Wheelchair	\$120.69	120.69
	Baby Changing Station	\$211.67	211.67
Palliative Care	B25 Books Art of Dying Well	\$340.50	340.50
Patient Accounts	Folding Machine	\$3,500.00	3,500.00
Philanthropy	Emergency Room Expanse Room	\$7,500.00	7,500.00
St. Johnsbury Pediatrics	Pilot Hearing Test Audiometer	\$2,362.00	2,362.00
Shared Governance	Second Victims Training	\$9,000.00	0.00
Surgical Associates	Wheelchair	\$121.00	121.00
Volunteer Services	Kindle Tablets	\$960.00	960.00
Women's Wellness	Art Work for Practice	\$500.00	0.00
Total		\$41,819.87	22,859.85

### And remember

Keyboard Dedication in memory of Gary Simpson – Wednesday, November 6, 1 p.m. in the main lobby.  
NVRH Annual Auxiliary Meeting – Friday, November 8 at Noon at the Elk's Club, St. Johnsbury, VT.

# The Story of the Door Operators

By Richard DeGreenia

I have learned of something that happens here, this is a thing that is long standing, and has been happening for years. I tried, with no real success, to inform people of this many years ago. I find myself with an opportunity to share this information again. There are a couple of reasons to share this info, both with a positive spin.

Once upon a time, there was a facility, in that facility there were doors, some of them had door knobs, some of them had door knobs that locked, some had a key that would allow them to be opened from one side, most of those doors had a knob that worked without a key on the other side. Some of the doors had a card reader on the locked side that would unlock the door, and in turn energize the ADA handicapped button to work to open the door, Via a Door Operator. Some of the doors had an ADA handicapped button that would open the door on one side that would open the door for the people, and the door could also be opened by hand with no key, card or button.

The Door Operators, which are the mechanical device that opens the door for you should you push the button, lived happily for many years, opening the doors for people of all varieties, the Door Operators did not discriminate against anyone, they were happy to open the door for anyone who pushed the button. People with carts, people with their hands full of supplies, or lunch, people who had nothing in their hands, small children who love to push buttons and see the door open, (The small children crowd were the favorites of the Door Operators, as they loved to see the smile on the children's faces when the door would magically open for them), the elderly, and people with disabilities, (This was the second favorite crowd of the door operators, as this crowd had really earned the right have the door opened for them, some were veterans who had fought for freedom, many regular people who had just worked hard their whole lives, and of course just regular people who needed a helping hand to get through the door.)

Over time, like with all things mechanical, the Door Operators got tired, and some of them failed. This made the rest of the Door Operators sad, to see their long-time friends wearing out. As a group, the Door Operators got together, and they discussed what they could do to help their friends to last longer, and enjoy a better life. There was a lot of talk, much of it regarding the spin of how to get the message out and make people remember how this could help the aging, and even young Door Operators. One proposal was to tell people that by just pulling or pushing the door open, from the side that is not locked, it would save money on energy, and allow the Door Operators to live a longer, fuller life, this would in turn save money on replacing the Door Operators.

The group decided that this would be the message, it had a positive spin, gave meaningful reasons for doing what the Door Operators needed to allow them to live longer, and serve better, and also helped the people being served by the Door Operators to feel good about what they were doing, which was saving money on energy, mechanical parts, and even though it is a miniscule drop in the bucket, so to speak, helping our ailing environment to thrive. Which is a big challenge these days.

The message went out from the Door Operators, it took some time, and people had to remind their friends to read the message, because like the Door Operators, the people had busy work, and it is hard to read long stories sometimes at work. The people also had to remember themselves, and change long time habits of using the door operators when they didn't really need to. Slowly, over time, the people realized what they were doing, and some habits changed, the door operators were ecstatic! They felt like the people whom they served cared about them, the door operators hearts were full, they glowed, they even had a small party one evening, but it was short because the facility they lived in was a 24-7 25 bed Critical Access facility, and they had important work to do for the people they served. There was also no alcohol involved, as the Door Operators could lose their operating license if they were caught drinking on the job.

And the Door Operators lived happily for many years after. They did fail, and were replaced over time, and the old ones told the stories to the young Door Operators of how the culture changed, in this facility, and how it helped them to live longer, fuller lives, for the people they served so proudly.

I hope you found this story entertaining, and that maybe, you will consider opening the doors that have Operators, by manual force, on the side that you can, and when you can. I find myself using the Door Operators myself when I do not have to. I will be amending my behavior, I will need to remind myself from time to time as well, and I am sure that people around me will remind me also, especially those that took the time to read this long winded message.

The Door Operators, and myself appreciate the time you took to read, and act upon this message.

**Richard Degreenia-Door Operator expert**

# Halloween!!!!







## Med Student Kevin Stanko Completes Primary Care Rotation at Corner Medical

Kevin Stanko, a medical student at the Geisel School of Medicine at Dartmouth College, completed his primary care rotation at Corner Medical on October 25.

Kevin, who grew up New England, attended Dartmouth College as an undergrad as well. It was during a summer research experience with a neurosurgeon at John Hopkins that inspired him to go into medicine.

Before attending medical school, Kevin was a Teaching Science Fellow. His position as a fulltime tutor in Bio and Chem focused on helping undergrads learn how to *learn*.

“I too learned a lot from it and it made a huge difference when I started medical school. I realized I haven’t been studying the right way the whole time!”

Kevin is currently a third year student. He has completed his pediatrics rotation, which involved three weeks in outpatient pediatrics in South Royalton and another three weeks of inpatient in LA. He loved it so much he thought he wanted to be a pediatrician. He also did four weeks of an elective in Cardiac Consultation.

“I really like primary care, though,” He says. “I was telling Dr. Dobbertin that I’ll probably go into primary care. It’s really inspiring to watch doctors like her.”

One surprise that Kevin encountered working with Dr. Dobbertin was end-of-life care.

“It’s an incredibly valuable experience to see how providers navigate end-of-life discussions and goals. It’s something we don’t get a lot of in our first two years. But a lot of doctors deal with this at some point.”

In regards to rural healthcare, “I found that the social determinants of health that patients face are unique here. They’re dealing with transportation, food access... it’s a very unique set of challenges and to fit into that as a healthcare provider is also challenging.”

When asked what he does for fun?

“Last summer, a friend and I bought a motorboat for the Connecticut River, got a single ski, and learned how to waterski. Best purchase in my entire life,” he laughs.



L-R: Amy Joyal, RN, Kevin Stanko, Medical Student, and Dr. Joyce Dobbertin.

Information Services handed in \$100 towards the Dress Down Day for Camp Te-Cump-Ta from their weekly department dress down days.



## Sharing Your Good Fortune

*Many of us make gifts to our favorite charities and organizations at year-end. We want to share our good fortune and make a difference. And sometimes, we can also maximize the tax benefits of our giving if the gift is made by December 31.*



### **NVRH is pleased to share 10 tips and reminders as you consider your year-end giving options**

- 1. Plan early:** Even if you make final giving decisions later in December, start planning now. Consider how much to give, which charities to include, and what information you need to make your gifts. Also, consider making a monthly or quarterly gift commitment, which may enable you to give more throughout the year to those causes that are important to you!
- 2. A gift in honor or memory:** This is a perfect time to make a tribute gift in honor or in memory of a loved one, or in the case of NVRH, a provider or staff member you appreciate. Your gift says ‘thank you’ and helps others at the same time. (Search “Tribute” on the NVRH website.)
- 3. Send check early:** A check to a charity is quick and easy, especially if you have a mailing envelope from the charity at hand. Keep in mind that you may need a postmark on or before December 31 if you are itemizing your giving.
- 4. Go online:** Making your gift online can be quick and easy, and save you time and postage. Many people also earn points or benefits on transactions. (Give to NVRH at [nvrh.org/give](http://nvrh.org/give).)
- 5. IRA charitable rollover:** If you are 70½ or older you can make a gift directly from your IRA. You can give up to \$100,000 as a tax-free rollover that will count towards your required minimum distribution (RMD). (Search “IRA” on the NVRH website.)
- 6. Estate gifts:** This is a good time of year to tell your charity that you have remembered them with a gift in your estate. No gift is too small, and it’s the easiest gift you can make! (Search “Bequest” on the NVRH website.)
- 7. Appreciated stock:** Giving long-term, appreciated stock is a great way to make a gift and avoid capital gains tax. Keep in mind that your gift is completed for tax purposes on the date the stock is received by the charity, not the date you give instructions to your broker. (Search “stock” on the NVRH website for electronic transfer information.)
- 8. Non-cash gifts:** Some charities accept gifts such as real estate, conservation easements, cars, boats, artwork and collectibles. Contact the charity early, so that it can prepare to receive your gift by year-end, and to ensure the deductible nature of your gift.
- 9. Gifts with income:** Certain types of planned gifts can provide retirement income for you (or generate income for a loved one) and benefit the charity at that same time. Ask your chosen charity about this option!
- 10. Tax benefits of giving:** New tax rules have increased the standard deduction levels, which may impact whether or not you itemize your donations. Keep documentation for all your charitable giving, and talk to your tax advisor to best position yourself for tax benefits.

*Regardless of the charity or non-profit organization you want to help, contact the NVRH Philanthropy Department with any questions at 802-748-7476 or [philanthropy@nvrh.org](mailto:philanthropy@nvrh.org).*

# NVRH Receives Prestigious Baby-Friendly Re-designation

NVRH has received prestigious international recognition as a Re-Designated Baby-Friendly birth facility.

Baby-Friendly USA, Inc is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative (BFHI), a global program sponsored by the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF). The initiative encourages and recognizes hospitals and birthing centers that offer an optimal level of care for all mothers and babies around infant feeding. Based on the Ten Steps to Successful Breastfeeding, this prestigious international award recognizes birth facilities that offer new families the information, confidence and skills needed to successfully initiate and continue breastfeeding.

The Birth Center at NVRH was the first hospital in Vermont to be designated as Baby-Friendly in 1999, and the 19th to be designated in the USA. Baby-Friendly re-designation is awarded after a rigorous two-day on-site survey.

“Our recent re-designation is a testament to the commitment our staff, community partners and hospital administration has toward best practice around infant feeding for the families we serve,” Interim Director of the Birth Center Laura Emery said.

NVRH was recognized by the World Health Organization for collaboration with the community as well as the entire hospital.

“We really all work together to support new families and a healthy start,”



Left: Registered Nurse Valerie Lemieux, Lactation Consultant Carol Moore-Whitney, Interim Director of the Birth Center Laura Emery, La Leche League doula Arcelie Reyes and Corporator Sally Newell, along with members of the NVRH community, celebrated NVRH’s re-designation as a Baby-Friendly birth facility with cake and coffee on Sept. 30.



Students cut the cake while La Leche League doula Arcelie Reyes, Corporator Sally Newell, and Lactation Consultant Carol Moore-Whitney catch up.

Lactation Consultant Carol Moore-

Whitney said. “Baby-Friendly gives us the tools to provide the best care to new families around infant feeding. Because care is patient-centered, consistent and evidence-based, and because our staff are well-educated and competent, our families are happy.”

There are more than 20,000 designated Baby-Friendly hospitals and birth centers worldwide. Currently there are 581 active Baby-Friendly hospitals and birth centers in the United States.

# Help Your Neighbors Stay Warm, Donate to the Paul Sweeney Memorial Coat Drive!

*Annual coat drive to be held at the Good Shepherd Catholic School on November 9*

The annual Paul Sweeney Memorial Coat Drive, will be held at the Good Shepherd Catholic School, 121 Maple Street, 9 a.m. – Noon on November 9.

Paul Sweeney had a 27-year career with Central Vermont Public Service Corporation (CVPS). As Senior Energy Use Advisor, his duties included home visits where he would suggest ways to make homes more energy efficient. In November 2003, Rev. Jay Sprout and Paul Sweeney organized the first coat drive in memory of Sandy Broughton, a woman who organized previous coat drives and passed away that year from cancer. Coats were collected and distributed (with the help of the Salvation Army) to people in need in the Northeast Kingdom. Two months later, Paul Sweeney passed away at the age of 50. The following year the coat drive was renamed in Paul's honor.

"I'm so happy my husband Paul's legacy has continued for 17 years. He would be very pleased to know his name is still associated with the coat drive and keeping our neighbors warm over our long, cold winters," Phyllis Kelley Sweeney said. "I am very proud to be one of the volunteers, along with NVRH, Community National Bank and Passumpsic Bank, who keep his name alive and continue his work."

Last year, approximately 1,000 coats and other clothing items were offered to individuals in need, matching the enthusiasm of the coat drive's first year, which also received approximately 1,000 coats.

"The Paul Sweeney Memorial Coat Drive is an amazing event that continues to help individuals and families find warm clothing for the winter months," St. Johnsbury Office Manager of Community National Bank Michelle Cleveland said. "We appreciate the opportunity to honor Paul and to serve the community."

There's still time to donate. Drop off new and/or clean, gently used winter coats and children's winter outerwear at the Northeastern Vermont Regional Hospital (NVRH) Chapel and Kingdom Internal Medicine, Passumpsic Savings Bank (St. Johnsbury, Lyndonville & Danville) and Community National Bank (St. Johnsbury & Lyndonville) by November 8.

**Give the Gift of Warmth!**

**Coat Collection**

**17th Annual Paul Sweeney Memorial Coat Drive**

Donate new and/or clean, gently used child & adult coats at the NVRH Chapel, Kingdom Internal Medicine, Passumpsic Bank (St. J, Lyndonville, Danville locations), & Community National Bank (St. J & Lyndonville locations)

**Supporters**

**Passumpsic Bank**  
Start your adventure.  
Member FDIC | Equal Housing Lender

**Community National Bank**  
Vermont's Community Bank.

**nvrh**

# There's Always Someone to Help

Submitted by Kathleen Mulkern

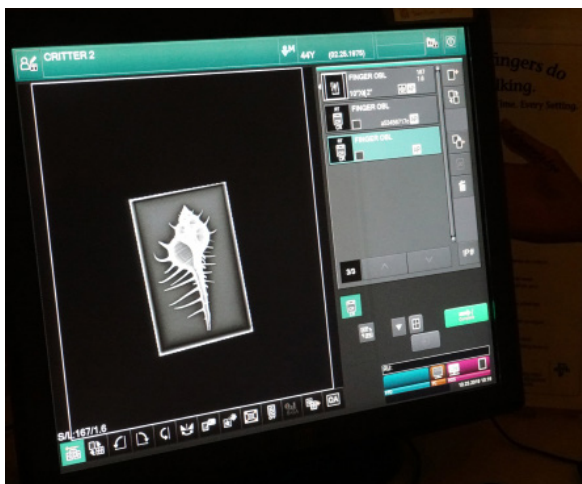
Last Sunday, I was behind the hospital looking for the new trail and I heard a sad meowing and went to investigate. There I found a little cat with scratches on her nose who looked very sad. Something made me go over and try to make friends with her. She had a tag that read Lola and a phone number. I called the number and left a message on voicemail. Then I tried to brainstorm what to do. As I don't live in the area, I message Laurie Despina LPN, who works at Women's Wellness Center to see if she would foster Lola. Laurie agreed. Meanwhile I searched my car for something to feed Lola. I found an old fortune cookie in my glove compartment and offered it to Lola. She voraciously gobbled it down. Then I knew she was starving! Meanwhile, Lola's Mom called back and was over the moon that Lola had been found. She had been missing for over two weeks and they had been searching everywhere! They had even put up signs around town. Lola's Mom arrived and it turned out to be a patient of Women's Wellness! Lola was very happy to see her mother and jumped in her car. Lola had wandered very far from her home. Maybe she knew there was always someone to help someone in need at NVRH!



## Fairbanks Museum X-Rays More Specimens

Stay tuned for more info on the Fairbanks' upcoming 2020 exhibit, which will explore how their specimens were taxidermied and feature a variety of interesting x-rays.

A big THANK YOU to our X-Ray techs for all their help!



## Human Resources Corner



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!

The Human Resources Team! L-R: 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.

## Welcome to NVRH!



October's Orientation includes Felicia McKinstry, Cody Lacoss, Katie Ham, Shaynea Shover, Midge Anthony, Kimberly Raboin, Tiffany Kendall, Savannah Nelson, Lorraine Strang, (in front in white) Lisa Pacone, (back) Angie Simpson, Crystal Bigelow, and Michael O'Dell.



It's that time...  
**Benefits**  
**OPEN**  
**ENROLLMENT**



**NVRH**  
Open Enrollment  
Memo  
  
October 2019

MAKE YOUR ELECTIONS ONLINE OCTOBER 28<sup>TH</sup> – NOVEMBER 16<sup>TH</sup>, 2019

## What's New in 2020?

Northeastern Vermont Hospital's Open Enrollment will be held from **October 28<sup>th</sup> - November 16, 2019**. This is your annual opportunity to review your benefits to make sure you have the best coverage for 2020. The purpose of this memo is to help you prepare for Open Enrollment.

### Medical Plan

Great News! There will be no changes in the medical plan design for 2020. Rates and plan details may be found in the 2020 Benefits at a Glance (BAG) or on the Employee Benefit Center (EBC).

### Dental Plan

We are excited to announce that we've added adult orthodontics coverage to the enhanced dental plan.

Otherwise, there will be no additional changes to the dental plan in the new year. Rates and plan details may be found in the 2020 BAG or EBC.

### Vision Plan

We are thrilled to announce that there will also be no changes to the vision plan in the new year. Rates and plan details may be found in the 2020 BAG or EBC.



### FSA & HSA ELIGIBLE EXPENSES



### FSA & HSA Spending Limits

#### Flexible Spending Plans (FSA, DCA)

Employees must make a positive election to enroll in the FSA plan. If you are currently enrolled in the FSA plan for 2019, **you must re-enroll for 2020 if you choose to participate**. If you are not electing to enroll for 2020, there is no action needed.

The health care FSA account limit is remaining the same at \$2700 annually. To date, the IRS has not released the 2020 contribution limits. In the event they are increased NVRH with review and communicate appropriately.

The dependent care FSA account limit is remaining the same at \$5000 annually.

#### Health Savings Account (HSA)

The HSA account is 100% employee funded. The 2020 IRS Contribution limits are:

- Single Plan: \$3,550
- Family Plan: \$7,100

If you wish to contribute to your HSA for 2020 you will be required to make an election in bSwift during Open Enrollment.

# Reminders



## Doctor on Demand

If you are enrolled in one of the NVRH Medical Plans, don't forget to download the Doctor on Demand App for 24/7 access to a doctor via phone, web or mobile app.

Available where you are, without the hassle of the waiting room. They provide treatment for 90% of the most common health conditions affecting the mind and body. Connect in minutes with board-certified doctors and therapists.

## Mental Health Providers

If you or a loved one live with a mental health condition, know your options when you find yourself in a crisis or dangerous situation.

- The first thing to do if you feel your health worsening is to call your mental health professionals and explain the situation.
- If you don't currently have a mental health professional, make an urgent appointment with a primary care physician. HPI can help you find a physician, Call 800-532-7575.
- If you need emergency care, know that you can visit any ER, it does not have to be the ER at NVRH.
- It may be difficult in times of distress to ask for help, we want you to know that someone is always available to listen 24/7 by calling the National Suicide Prevention Hotline at 1-800-273-825



JOIN US FOR THE 2019 BENEFITS FAIR!

- October 31<sup>st</sup>, 11am – 6pm
- November 1<sup>st</sup>, 7am – 1:30pm



COME DRESSED IN COSTUME TO EARN AN EXTRA ENTRY INTO THE RAFFLE PRIZES!

By completing a very simple questionnaire with your provider you can determine if you would qualify for additional FREE benefits under the HOW Program. Speak with your provider today!

## Dental Perks

### Sealants

With the right tools, cavities (Caries) are almost entirely preventable. Yet caries remains the single most common chronic childhood disease. As one tool in the fight against caries, dental sealants are both cost and health effective. We encourage their use in children. Sealant benefits are covered at 100% on the NVRH plan. Be sure to ask your child's provider about sealants at their next visit.

### HOW Program

Delta Dental is proud to offer Health through Oral Wellness- better known as HOW-patient centered oral health program designed to promote good oral and overall health for members.



Knowledge is Power – And it's FREE!

By registering for the HOW program using the link below, you will receive free, customized oral health tips, specials offers, and other helpful information.

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# Open Enrollment

October 28<sup>th</sup> to November 16<sup>th</sup>

## Open Enrollment Benefits Fair:

Thursday October 31st, 11am – 6pm, Conference Rooms 126 + 127  
 Friday November 1<sup>st</sup>, 7am – 1:30pm, Conference Rooms 126 + 127

## Open Enrollment Meetings:

Tuesday November 5<sup>th</sup>, 2 -4:30 pm, Conference Room 224  
 Wednesday November 6<sup>th</sup>, 8 – 11 am, Conference Room 126  
 Thursday November 7<sup>th</sup>, 3 – 5 pm, Conference Room 126

## Open Enrollment Deadlines:

The open Enrollment window for your 2020 benefits will open on October 28th and end on November 16<sup>th</sup> at midnight.

*Please note there will be no extensions to this deadline!!*

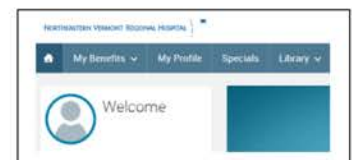
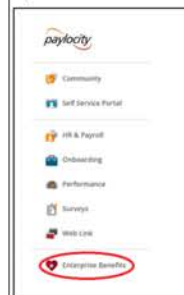


## Benefits Enrollment Process via Paylocity:

Simply log in to your Paylocity Portal!



To enroll in your benefits, under HR & Payroll in the upper left hand corner of the screen, click on **Enterprise Benefits**. This will bring you directly into your benefits profile. No additional login required!





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

### Ambulatory Surgery

- + It was the best procedure I've had. The doctor was excellent along with the staff. I did not have any problems afterward.
- + I was very nervous and it went very smooth.
- + From receptionist to the nurse wheeling me out to my car the next day, I had a very positive experience. Well done!!
- + Everyone was very nice. Very helpful. Things went very smooth.
- + Was very happy with my visit to the hospital.
- + I have never experienced such good care.

### Emergency Department

- + Dr. Nicholas Delaney was very, very professional and helpful.
- + Nurse Mary was a darling! Glenda, Julio, C.J. & the others were so caring!!
- + Betsy Pilburn, PA was awesome!
- + Jess "EXCELLENT".
- + Dr. Sexton did a 100% JOB. Explained all medicine & tests to the fullest!
- + Dr. Sexton & nurse "Jess" did a great job. Lab and X-RAY also.
- + Top notch care! Dr. Kaufmann was a gem!
- + Visit was exceptional. All staff personnel 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.
- + Nurses were great, especially Mark.
- + Aaron (male nurse) was very attentive, despite ER being busy. Paid good attention to my pain and ongoing symptoms.
- + Was impressed with thoroughness of Dr. Sexton, she explained my options.
- + I can tell a huge difference from previous ER visits in years past. I appreciated the honesty of Dr. Sexton. I don't think I would have made the decision for additional tests except for how Dr. Sexton talked with us.
- + I showed up after midnight with my dog. Cara was on duty and made arrangements to have my dog taken to a boarding kennel via the Sheriff! I was tremendously relieved that she handled that for me.
- + They were great, letting me move myself into position as my pain allowed.
- + She waited until I was in the room and more comfortable before having me sign papers which was great!!!
- + My timing was great: I'd just missed the mass exodus of a big crowd of patients & was immediately whisked into the ER for eval.
- + The promptness with which I received an evaluation following my minor car accident was very impressive. I felt like I'd received rock star treatment! Thank you!
- + After a fall with a broken leg resulting, I couldn't have received better care anywhere. Thank you to all of the ER staff.
- + They were very attentive & talked me through everything they were doing. Extremely gentle with me as well.
- + The staff in the ER were very knowledgeable. The dr. on duty in the ER was exceptional.
- + Brought in by Cabot, Vermont ambulance about 1:00 in the morning excellent (these people are great).
- + We were visiting Burke Mtn. from Maryland - Staff were super helpful in finding nearby hotel with special hospital rate!!
- + I was adamant about not taking narcotic pain pills so the doc. & nurses worked wonderfully with me on alternate solutions.
- + Was seen almost immediately - Amazing service!
- + An amazing group of caring & dedicated humans. Thank you for making a sucky situation VERY bearable.
- + Things were explained to myself & husband each step of the way.
- + I came to ER with 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 had blood drawn every 4 hrs. All of the technicians did a very professional job.
- + Every one that I interacted with were pleasant, professional, caring and did a GREAT job!
- + Everything went very well for me the doctors and nurses were very nice to me.
- + The hospital has an amazing group of nurses.
- + Felt like I received the best care.
- + The ER was great time, courtesy, and medical treatment.
- + Especially caring individuals for a small, regional hospital emergency room.
- + All staff were highly knowledgeable and efficient with treatment.
- + I felt in good hands at the emergency treatment center. Very competent, caring staff.
- + I got great care by everyone. Food was great.
- + Did very good on insurance, etc. (Medicare) card AARP ETC.
- + My nurse was very impressive & complete.
- + I was impressed that I was treated before completing all the paperwork.
- + Previously I have had a very bad experience in this clinic 5 years ago. I am very pleased to see things have greatly improved.
- + It appears that I arrived at a good time. There was no one else waiting. I got in immediately.
- + I went in through the emergency room and had to have an emergency surgery. All the ER staff were very nice as well as the ER doctor.

### Inpatient

- + Dr. Dreisbach is awesome, skilled, caring & informative.
- + Shelby is a sweetheart, as well as entire respiratory team.
- + Midwife Christeen was amazing! Get her on full time, year round!!! Also Jackie & George were great nurses! Genuinely fine people.
- + Kathryn Simpson very good.
- + The Doctor in the ICU unit was also exceptional, also the nurses in ICU were excellent.

- + Staff did a great job!!
- + Very attentive, courteous, and mindful. Could not ask for better care. Very upbeat!! Made me feel comfortable.
- + Very hospitable to my wife. Let her stay with me the first 48: made her feel comforted as well.
- + Very informative in all aspects.
- + Very prompt and after care at home well explained and great advice for staying physically comfortable.
- + If I had to go to a hospital I would choose NVRH first. Best care from Doctor, Nurses, diet/kitchen when I was admitted, and cleaning person! All excellent!
- + I was in a lot of pain while there “esophageal cancer” staff were all outstanding in my book. Kudos to all. Thank you very much for your heartfelt care.
- + Had no doubt I was in good hands.
- + They came every morning & helped me make my selections for the day! VERY NICE PERSON!
- + I got the best care while I was there & if I ever need to have hospital stay it will be there!
- + If I have a need for a hospital again I would go back to this one.
- + Not only was every one pleasant, I feel like I've made new friends.
- + Loved them - they were all AMAZING!
- + They knew my family was concerned after the accident, they were SUPER attentive to them as well.
- + Best hospital I have ever been a patient in.
- + Food quality was great, love the Haddock. The people who came for orders & delivering made my day.
- + All the staff attending to me were excellent. Great food, courteous, caring.
- + Thank you so much to all.
- + The food was great. Very tasty. Cold food was kept cold. Hot food was kept hot. I was in restaurant business for 40 years owning 2 very successful restaurants and I give the hospital food a 10!
- + I had 3 physicians and they were all excellent.
- + I could not have had a better experience. What I got from the physicians nurses, aides, the great food, the housekeepers. They were all a tribute to their professions. You should be proud of them and they should be proud of themselves. I thank them all.
- + Learned a lot about carbs!
- + The staff took immediate steps to alleviate my severe abdominal pain. Then to try and identify the cause of pain.

### **Medical Practices**

- + Dr. Dixon spent more time with me addressing my concerns than any other doctor I've seen in the last 10 years. It was amazing. He spent over an hour with me. I never felt rushed or that he wasn't addressing my concerns because of time limitation. Excellent!
- + Megan Haygood is wonderful!
- + Dr. Myrter never resorts to medical terminology without explanation. Sometimes lay person's words just don't cover a topic, but explanations do.
- + Jessica Mcleod was terrific, and I am extremely confident that I am in good hands with her.
- + Natalie was wonderful!
- + Joyce Vitale is so amazing. She genuinely cares about her patients and makes you feel as though she HAS TIME FOR YOU and YOUR NEEDS!
- + Dr. Ann gives wonderful eye contact, is calm, answers all questions at patient's level of understanding.
- + Dr. Lee and staff were timely thorough and helpful - made sure we were satisfied with their care, all questions were asked AND answered!
- + I am soooo happy that Corner Medical referred me to an allergist. Dr. Fitzpatrick took the time to listen to me. And I'm very pleased with the dermatologist he referred me to. I am extremely pleased and grateful for Dr. Fitzpatrick and his staff.
- + Dr. Lee is very THOROUGH always. My husband came with me this time and she made sure he understood her recommendations & why she made them, despite her not knowing he was going to come in with me. She was VERY impressive!!!
- + Dr. O'Connor was the best. She took time to listen to me and my concerns, symptoms, feelings. She explained things to me in a way that I was able to understand. She gave me several options and talked about all of them, pros and cons. She listened to me and I haven't had that happen often from providers I have seen in the past.
- + Amy is amazing! She is both quick & thorough without making me feel rushed or that she is pressed for time.
- + I love Dr. Kantrowitz and the receptionists they are always amazing with my children and me!
- + Dr. Dobbartin is simply phenomenal. She is my all-time favorite MD & I will continue to see her for my primary care until she retires.
- + I really respect & appreciate the sincere concern and attention of Dr. Dargis.
- + This practice is superb - VERY professional, supportive and caring Dr. Lee is an amazing physician - intelligent, thorough, and caring. One of the very best.
- + Excellent experience all the way, from courteous and professional scheduling and welcoming to the extremely good medical care. I am not an easy patient for these types of exams and Megan is just amazing.
- + Dr. Kantrowitz saved my sons life, had it not been for him I would not have my son, I recommend him to everyone, He is my hero!
- + Jan was very good
- + My husband likes Dr. Scott very much
- + Had a lot of problems with ears couple yrs. ago. Dr. Rankin took care of me, helped get my ears straight after a few visits. Everyone in the office is great.
- + Megan Haygood is an exceptional care provider. She takes the time to go over all issues I have and makes sure she answers all of my questions.
- + Chelsea is wonderful.
- + Tom's the best!!

- + 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.
- + Dr. Scott's nurse is very professional!
- + The nurse listened intently and was very patient with my problem.
- + It was an excellent first visit.
- + There was no wait time once I entered the exam room. Excellent!
- + My scheduling service was very easy to do and was so surprised at how easy it was to get an initial appointment.
- + The nurse was so nice and very accommodating.
- + I had an excellent first appointment with the Women's Wellness for getting started with pre-natal care.
- + Everything was clean & well organized.
- + I had a great first visit and look forward to the care I will receive.
- + I experienced no delays and had extremely short wait times! It was it excellent.
- + The kids said everything went fast and good for their shots.
- + Our doctor scheduled the appointment for us so very convenient.
- + I appreciated the warm "bedside" manner the nurses had.
- + I appreciated the level of concern/due diligence he took around my nervousness w/the procedure.
- + Doctor was so, so friendly and super patient with my very worried 4 yr. old. Wonderful doctor!
- + I appreciate the doctor answering my questions.
- + Overall the experience was made better by the staff! Excellent!!
- + Nurse showed concern. Otherwise a routine appointment.
- + Very relaxed and professional. Personable attitude toward patient
- + There were no delays. Nurse said Doctor would be there shortly-and she was!
- + Great doctor, & office staff.
- + Great place to get health care, fast & friendly very professional at all times!
- + They are all great people, I am very glad they are there! Great people; always.
- + My nurse is wonderful.
- + The staff here is exceptional - VERY courteous, welcoming AND professional.
- + The staff are ALWAYS concerned, professional, and helpful.
- + Person checking me out was much more gentle and helpful in explaining where I needed to go for other appointments. Thank you for your patience
- + Closing at 5:00, had person in (for appointment) and took me right in!!
- + Did not get to waiting room! Took me right in!
- + Explanations are always understood.
- + Everyone was very happy.
- + The nurse was very nice and helpful.
- + She was very nice and very helpful.
- + Everything was very clean.
- + They were very good and did everything very timely.
- + I did not have any problems, but the nurse was pleased with my good blood pressure reading.
- + We have a good patient/Doctor relationship established and can relate very well.
- + Staff communicate well and wait time can be expected since I am not the only patient.
- + I had no appointment I walked in & they fit me in. Thank God!!
- + Corner Medical is always spotless & all staff are conscious of privacy issues & potential HIPAA concerns. I appreciate the discretion they show in their practice.
- + Kids said that everyone was nice and the appointment was in and out, they were happy.
- + They are always very good about getting us in a room and if there is a delay they instantly let me know!
- + The girls are getting better at being more efficient
- + Staff was smiling and friendly
- + We got right in before we sat in the waiting room
- + Doctors and nurses at Corner Medical are THE BEST!
- + I now live closer to Newport but will keep my doctor because they are the best!
- + These ladies are always happy, smiling, and easy to talk to. Always there to answer questions or point me in the right direction.
- + Never had a bad experience with the nurse or staff. They even remember my children. When working with LOTS of children it is great to know that they still remember mine.
- + I have not had a long wait time experience in a while. I do choose my appointments in the morning hours when the office just opens. It never seems as busy as the afternoon.
- + Never had any problems with staff everyone there does a great job. Wish more Doctor Offices were the same.
- + All the staff in the clinic are very courteous & professional.
- + The assistants are very informative & helpful to explain all questions & information.
- + Very compassionate about all medical conditions & procedures with any services rendered.
- + I did not schedule the appointment. My doctor did.
- + Everyone is always friendly and professional at WWC.
- + Was very nice and listened to all my concerns.

- + Everyone I've ever dealt with at Women's Wellness has been extremely nice!
- + The waiting area was very clean and quiet. The intake staff kept track of my husband so I didn't have to worry.
- + Women's wellness is always great & helpful.
- + Access is fine. The staff are people, not robots. My phone works just fine and the connections of the phone service are fine. The scheduling is great because of the local demographics. The people are doing their work well without a data check.
- + The nurses were both kind and made me feel comfortable.
- + Waiting room is always clean, plenty of seating, nice music, well-lit.
- + ALL staff encountered during my visit were great!
- + I called that morning and they got me in right away, which was great!
- + I'm rating based on the interactions I had with the nurse over the phone. The nurse at the appointment was friendly and professional.

## Outpatient

- + Doctor Ortiz, technician and lab receptionist were top notch - professional and caring.
- + This office is one of the most efficient offices I have ever experienced. From Registration to my PT provider it is smooth/fast and most of all friendly. All personnel are excellent educators. From my insurance coverage to what the progression and goals are for my shoulder PT. Jennifer Hemond is energetic/educating/and really makes me feel welcome and cared for. Along with a massive shoulder repair rehab I have a historic poor back so she continually modifies my rehab course to compliment my back. She is always encouraging and energetic and having numerous PT experiences in the past she is a major "find" in the NEK!
- + Please appreciate these providers, Jen, Lindsey, Ben, and Felicia, all my regulars as they are awesome. I am an ED nurse of 44 years and "blessed" to have this team.
- + I have also been working with Renee in the pool which has been clean, controlled and warm for rehab pts. She is SO organized and works with alternatives if I am having a bad "back day." I never have waited.
- + To have such talented providers in this rural area we are SO fortunate. Lindsey and Ben are PT techs I have had privilege to work with and again "THE BEST!!"
- + Both Nick and Lindsey gave me excellent care with my treatments to gain more strength after surgery.
- + Dan Wheeler is the best I've ever worked with.
- + Courteous & efficient.
- + No complaints. Everyone was very professional.
- + Great hospital & staff!
- + I had lumps in my breast and was very worried. EVERYONE treated me with caring and respect. I could not have had a better experience.
- + Very lovely.
- + Honestly, I don't impress easily, but I am very impressed with the degree of caring.
- + The woman at the desk was very cheerful and nice.
- + Registration was very good.
- + I had the day off - with my yearly physical. You sent me for X-ray I was in within the hour of having doc's office so amazed.
- + All staff members were extremely courteous and helpful.
- + Didn't feel like I was just a number. Technologist was very good at explaining process and any side effects that may take place while undergoing CT.
- + If I ever have to go back to a hospital, it would be this one.
- + Thank you!!!
- + NVRH is an excellent small city hospital, doing good work.
- + Thanks for your overall excellent care!
- + One of the best PT experiences ever - and I did 10 years in Burlington with back focus PT and no comparison. Excellent. I have never left without all questions answered.
- + NVRH is a great place.
- + The best - no doubt about it.
- + Thanks to all that got the job done. She is walking again. Everyone was great.
- + I love NVRH! So happy about the new MRI wing.
- + They are very friendly - caring -
- + This was the first time I had been to Northeastern Vermont Regional Hospital and I was very pleased with my visit and the staff was very pleasant.
- + Courtesy of staff was excellent.
- + Excellent everyone was very friendly & competent.
- + Second time for epidural. Both times absolutely excellent.
- + Hard to imagine how it could have been better.
- + Very clean.
- + No complaints, person doing scan very helpful!
- + Results given before I left - great.
- + The mammography services at NVRH are excellent. This area of the hospital functions as a very friendly, yet professional team.
- + Everyone is so good to me every time I've been. Thank you all.
- + The best!
- + The best as always.
- + The lab person talked to me about one of the test that I was going to have. She explained what it was and what it was for and what I would find out when the results were in. Very nice that she took the time to explain.

- + I like being able to “get in” when it’s convenient for me. I enjoy talking to everyone involved - everyone seems to be there for the patients.
- + Pre-reg. by phone a good idea - makes hospital time very easy.
- + Gentle and personable technician.
- + ALL VERY GOOD - no problems - easy to access - nice and efficient people. Thank you. Love NVRH!
- + All were eager to help!
- + Very neat and very clean!
- + Very friendly & helpful.
- + Would highly recommend!
- + The ladies in mammography are amazing! Super polite, friendly, and caring.
- + I liked the fruit after the mammo!
- + Technician was very good. She made me feel comfortable & was very professional.
- + The X-ray tech and the two people who came to assist because of the severe pain I was in went above themselves to be as kind and gentle as possible.
- + I had a volunteer bring me in. She was very professional.
- + Short waiting time, quick appointment - very good!
- + My pre-registration was by phone and they called me. It was quick and very easy
- + Everything done well!
- + Very pleasant.