

NVRH and NKHS present a community-focused conversation on mental health



NVRH CEO Shawn Tester and NVRH Chief Medical Officer Michael Rousse, MD will be participating in the community conversation on mental health on March 6.

NVRH & NKHS host symposium and closing reception for powerful photography exhibit

Northeastern Vermont Regional Hospital and Northeast Kingdom Human Services (NKHS) partnered with Boston-based 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. A Community-focused conversation on mental health as well as a closing reception for the exhibit will be held on Friday, March 6, 4 – 6 p.m. in NVRH's Gray Gallery and NVRH conference rooms 126 and 127.

The symposium will highlight the importance of conversations around mental health, focusing on emergency crisis response and the collaboration of care among organizations such as NKHS, NVRH and police. Panelists include artist Lynda Cutrell, Northern Counties Health Care CEO Michael Costa, NKHS Director of Emergency Services Tonya Davis, NKHS Chief of Clinical Operations Marcia Stricker, NVRH Chief Medical Officer Michael Rousse, MD and St. Johnsbury Police Officer Daniele Kostruba.

The conversation, which will focus on particular topics as well as answer questions from attending community members, will

Continues on page 2

- A Conversation on Mental Health
- Happy Birthday NVRH!
- Patient Safety Awareness Week
- Han Returns from China
- Sue Longchamp Retires
- Fit February
- Auxiliary
- Face of Recovery

- Workplace Well-Being
- Nutrition Month
- Tobacco Treatment Specialist
- Social Work Month
- Pet Visitation
- Healthy People, Healthy Planet, Healthy Bottom Line
- HR Corner

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) by **Friday, March 20 for the April issue.**

be moderated by NVRH CEO Shawn Tester and NKHS CEO Tomasz Jankowski.

“Mental Health stigmas thrive in silence,” NVRH CEO Shawn Tester said. “That’s why it’s so important to talk with each other, as individuals and as community partners. This community discussion will allow us all a chance to do just that.”

According to NAMI (National Alliance for Mental Illness), one in five adults, or 43.8 million or 18.5 percent of Americans have a mental illness at any given time. Emergency teams recognize the prevalence of mental health issues in the community and work hard to support those who need help.

“Mental health affects every single one of us, and the 99 Faces exhibit offers the perfect platform to open a conversation about mental health, wellness after diagnosis and the importance of connection in healing,” NKHS Director of Marketing, Development and Community Relations Lila Bennett said. “At NKHS, we are working hard to send the message to our community that it is okay to not be okay, and that asking for help is a sign of strength, not weakness.”



This symposium will not only address mental health and the stigma around it, but it will also offer a space for multiple people to come together, engage, and hopefully learn more about the ways that collaborative crisis response reduces recurring emergency room visits, provides the proper and necessary support more quickly and, essentially, saves tax payer dollars.

“Mental health awareness is a community issue,” NKHS Emergency Services Supervisor Tonya Davis said. “At NKHS, we began providing education and training to our community partners as an effort to help provide a higher level of care to our clients. Collaboration with our community partners furthers this initiative.”

The goal of The 99 Faces Project exhibit 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. Cutrell created this exhibit after she learned of a family member’s schizophrenia diagnosis.

“Every person experiences varying levels of physical health, and also varying levels of mental health,” artist Lynda Cutrell said. “We all experience depression and anxiety at some point in our lives, while others may have more chronic experiences including mania or psychosis. Recognizing that symptoms are a complexly human experience helps us accept treatment and the experience in our community. My exhibit displays 99 individuals that have achieved recovery, despite the most chronic of symptoms. They are champions that inspire us.”



“Visitors have traveled to see this show,” Art Gallery Curator Jen Layn said. “One individual emailed me and said ‘This is one of the most progressive exhibits on mental health I’ve seen.’ They also said that ‘It should be seen by many.’ We have really enjoyed hosting this show, and hope that our friends and community members will join us for this closing reception.”

The 99 Faces Project (99facesproject.com) exhibit is striking and powerful. This is the largest art exhibit to visit NVRH. For more information or to see some of the art, visit www.99facesproject.com.



Happy 48th Birthday NVRH!

On Friday, Feb. 14, we celebrated NVRH's birthday by wearing our best NVRH Blue!



ENT/Allergy/Palliative



Cardiac Rehab



KIM



RT



Kitchen



Gen. Surg

The College of American Pathologists (CAP) completed their inspection of the NVRH Laboratory on February 20, 2020. Thanks to the diligent work of the laboratory staff, our laboratory met the vast majority of accreditation requirements. As is typical with CAP inspections, a small number of deficiencies were found. We were thankful to have a very thorough inspection team as we will use their findings to improve the high quality of care provided by the laboratory. The final review of the findings, our response, and any process changes will occur with the CAP within the next few months. We will send another announcement as soon as the process is complete. Many thanks to everyone in the laboratory for their hard work, attention to detail, and dedication to patient care! - Jason Brazelton, MD, Pathology



Many items were donated to the Kingdom Community Foodshelf's Heat or Eat Food Drive. L-R: Lew Apgar of Community Connections and Jack and Ellie, who picked up the goods.

The Quality Corner

*Submitted by Kim Darby, RN
Quality Improvement Specialist*

Patient Safety Awareness Week is an annual recognition event intended to encourage everyone to learn more about health care safety. Patient Safety is the foundation of quality patient care and is at the center of everything we do.



Patient Safety Awareness Week serves as a dedicated time and platform for growing awareness about patient safety and recognizing the work that is being done, however, current estimates cite medical harm as a leading cause of death worldwide.

The Goal of Patient Safety is to minimize adverse events, eliminate preventable harm to our patients, and enhance the culture of safety across the continuum of care.

NVRH demonstrates patient safety through Quality improvement activities, patient experience feedback, infection prevention best practices, fall prevention program, coordinating with community partners.

Only when we take the time to CARE & LISTEN to specific needs and requests of our customers can we provide the right care, at the right time, in the right way, every time.

Patient Safety Word Find

N L G N N R R E A S S E S S M E N T F J I F Y X
 O X W X C C T E A C H B A C K C Q J P J G I S P
 I P T S D P H Y S I C A L T H E R A P Y B V W P
 T A M Y C O M M U N I C A T I O N B E D L L R Z
 A T P Q Z Y Q N O I T A C U D E T N E I T A P W
 I I A Q U A L I T Y I M P R O V E M E N T F O I
 L E T P F C R G R U I O P G T F E F W M N N Q N
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TIME OUT MEDICATION RECONCILIATION ALERT FATIGUE PATIENT SATISFACTION
 HAND HYGIENE QUALITY IMPROVEMENT TEACHBACK PATIENT SAFETY GOALS
 INFECTION PREVENTION MEDICATION SAFETY NO LIFT CHECK BACK
 REASSESSMENT FIVE RIGHTS ASK ME NOW YELLOW SOCKS PHYSICAL THERAPY
 FEEDBACK QUALITY MEASURES ROUNDING PATIENT EDUCATION DEBRIEF
 COMMUNICATION HUDDLE PATIENT SAFETY HANDOFF

Han's trip to China, January 22 – January 29, 2020

Han Duong Talks with Katie Moritz, NVRH Communications,

"People don't understand what Chinese New Year is, how Asian culture looks at it," Han Duong says as he gets settled in my office. "The New Year is a combo of Christmas and Thanksgiving for us. It's so important that China shuts down for seven days and everyone gets to stay home."

Han works as a network engineer in Information Service, and, although his family is from Vietnam, he has family and friends in China as well. He had been planning to visit China for the New Year, which took place January 25, 2020, for a while, and hadn't even heard of the corona virus until Josh Lawrie, Information Services, mentioned it the day he was leaving. The night of the flight he began to look into it.

"This was my third trip to China for the Chinese New Year," he says. "My friend Yun, who was going with me, was not only celebrating the New Year, but it was her birthday as well. So we had to go. How bad could it be?"

When Han and Yun landed on the first day, things seemed normal. "Maybe half the people we saw were wearing masks," Han says. "But we didn't think anything of it because that's a pretty common sight."

They were staying with his Yun's family and some friends in Beijing. On the second day, Han and Yun woke up to find Yun's parents watching the news. It was then they began to realize something was going on. Yun's parents told them to be mindful of other people, to wear masks.

"Although the news was saying little about how dangerous the virus was," Han adds. "They were saying not to go out unless you absolutely had to, to wear a mask at all times, and to wash your hands a lot."

However, they needed to buy groceries for the New Year's celebration, and so Han and Yun ventured out. "The stores were packed, everybody had masks on. People were stocking up too, because shelves were almost empty!"

When Han and Yun arrived back at the house, which was situated in a gated community, they were told that before they could enter, they needed to be sprayed down by what smelled like isopropyl alcohol.

"I don't speak Chinese, only Vietnamese," Han says. "I didn't want to cause any problems or miscommunications, and so I remained quiet and compliant. That was when I realized it was getting serious."



<https://freevectormaps.com/chinaCN-EPS-02-0001?ref=atr>



"We did try to go to the Great Wall of China, but it was closed. And even surrounding towns seemed closed down. There were walls put up around villages, made from stacked bricks, to signal that people were not welcome there." Here you can see the Great Wall in the background.

On day three, Han and Yun did not go out. They stayed home and put up decorations, preparing for the New Year. Then, January 25, they ate dumplings and celebrated Yun's birthday. Originally there was supposed to be a bunch of people over to celebrate, but a lot of people canceled because of the virus. "It was impossible to travel. We thought people were scared. We were scared too."

The next time Han and Yun went out was after the January 25th. This time, when they went to leave the gated community, they were asked why they were going out.

"We said we need food," Han says. "But we go out and the closest store is empty. We come across multiple stores, but they are all closed." They finally found a mom-and-pop store that was open, as well as a rest stop, but both

were deserted.

“Everything is huge in china,” Han says. “And here, there’s one person working and the shelves are all stocked, but there’s no one there.”

After they returned, a community leader come by and knocked on the family’s door to check in and take their temperatures. “He didn’t make us do it on spot, but he told us to make sure we took our temps. And he would come back every two days to check.” A 4 p.m. curfew was then established so that people could spray down the streets with what also smelled like isopropyl alcohol.

And then, after the New Year, someone come to their door and told them to evacuate. Someone in the community had come down with a fever. Han and his friend’s family then moved into a hotel in the center of Beijing.

They decided it was time to go home.

“On the way to the airport, there were a lot of check points where they would stop every car and look at each person’s ID. Every time they checked my ID, it took a long time because I have an American passport,” Han said. “They never see Americans around this part of Beijing and were trying to figure out my story.”

When Han finally arrived at the airport, and then boarded the plane, he felt like it was almost too easy. “That’s when I was the most scared,” he said. “I washed my hands a ton, wore a mask, but for 14 hours, I couldn’t sleep. Because I’m sitting next to people and I don’t know where they’ve been.”

And just like that, Han landed in the airport, and no one was wearing masks. “When I got off the plane, people looked at me weird because I was still wearing the mask. I wondered, can I take this off?”

Han then drove home and stayed there for 14 days of quarantine. Towards the last week, the isolation was beginning to take a toll on him.

“It made me feel like something was wrong with me. I went to the Taco Bell drive-through and Locally Social. Those were the only two places. And those people saved my life. Oh, and Will from the Vermont Department of Health. He would call me all the time, and check in on me and that really helped.”

“When I got back,” he adds as he puts on his coat and gets ready to leave my office, “I went to give Shawn Burroughs a high-five. But he hugged me instead. He was the first person. The first person to hug me.”

WHAT IS NVRH DOING TO PREPARE?

NVRH staff for Infection Prevention (Patty L), Emergency Preparedness (Roger L and Laural R) and Materials Management (Wendy C and Donna R) have been receiving daily updates from national and local agencies, including the CDC, WHO, the American Hospital Association, and the Vermont Department of Health. Our standard of care is to ask about travel and to request that patients or visitors who are symptomatic put a mask on: there should be both a poster and masks at all access points. We are closely monitoring our supply of personal protective equipment and have proactively reached out to procure the materials that we might potentially need. We have worked with Sharon Mallett to develop a plan to create a unit where multiple patients could be placed on airborne precautions should the need arise

WHAT CAN NVRH EMPLOYEES DO TO SUPPORT THIS WORK?

1. Continue to practice excellent Standard Precautions! All current evidence suggests that this virus is spread via droplets (the same way cold and flu viruses are spread).
2. Be thoughtful in your use of Protective Equipment (do you need a mask, gown, etc.)
3. Wash your hands.
4. Stay home if you have a fever and respiratory symptoms. If you do come to work - Wear a Mask!

WHAT TO DO IF YOU ARE TRAVELING?

From the Vermont Department of Health: “There is no 100% guarantee of zero risk, but at the moment we have no reason to advise against travel, unless the travel is to the CDC-identified areas of risk for COVID-19 or other infections mentioned by specific country, on the CDC travel site. There is no recommendation to avoid travel in the U.S. now. The CDC travel section is a great resource for travelers in general, (<https://wwwnc.cdc.gov/travel>), and they are keeping the links updated there re: COVID-19.”

The WHO stated that the best way to avoid getting sick is to practice excellent hand hygiene and respiratory etiquette.

Contact Patty at 802-748-7380 or p.launer@nvrh.org for more information.

Sue Longchamp Retires!



Many thanks to Sue Longchamps for 46 years (yes, 46 years!) of dedicated clinical laboratory service to NVRH.

Sue began her studies in radiology, but the clinical lab field chose her. She was approached by a neighbor and friend, Jennifer St. Hilaire, who was working in the hospital lab as a medical technologist, and encouraged to check out the lab. She was further persuaded by another neighbor who just happened to be the lab manager, Phyllis Burbank, and was hired as a lab aide. Sue enjoyed her lab experience so much that she switched her course work to clinical laboratory science.

Sue feels honored and privileged to work in the lab. As the years went by, she was given more responsibilities. She credits pathologist Dr. Gerald Arthur for encouraging her toward advanced training on the chemistry analyzer, the Dupont ACA, in 1977. This was a pivotal time for the clinical lab, a time of major change from manual methods to automation. Sue was trusted to move the lab forward; as one pathologist commented, "we have moved out of the dark ages and into the light."

Sue researched new technologies as they emerged and would travel for training and education; bringing back and sharing new techniques and skills. She trained staff, monitored quality control, and calibrated and maintained analyzers. Sue took a leadership role in proficiency and competency testing, complying with lab accreditation regulations, and upgrading new methodologies along with the daily patient workload. Sue earned the respect of her peers and manager and was promoted to chemistry supervisor. In addition to her chemistry assignments she rotated through the lab in all areas including 10 years backing up the microbiology dept.

Sue says it was a very tough decision to move on from a career that defined three-quarters of her life. She will miss the daily routine, the challenges and especially interacting with patients. After 46 years in the lab she would still choose to work in the clinical laboratory setting.

Sue lives in Burke Hollow with her husband, Chuck, and their canine child, Rielly. She looks forward to making her home life a priority and a new routine of spending more time in her shop, The Burke Hollow Rug Room. The shop is a passion of Sue's where she designs, creates, sells, and teaches the art of rug hooking with wool cloth. Stop in, she would welcome a visit from her friends at NVRH.



Fit Feb

"I've been a pharmacist at NVRH for almost 4 years and I've been playing hockey for 18 years. I started because I enjoyed skating and thought it looked fun. I continue to play because its a great workout, it makes me feel good, and I enjoy the conversations on the bench and ice."

-Megan Price

"I'm one of three partners at Flek, Inc. in St. Johnsbury. Flek is a design and marketing firm that has been working with NVRH for over 20 years. In that time I have worked on countless projects for NVRH – too many to count! My daughter (who is now 19) has even appeared in several pieces for NVRH when she was just a baby. Most recently, I worked on the redesign of the hospital's website. My fitness philosophy is that when my body feels good, I feel good and my brain works better. I play hockey because it is as much for the awesome workout you get on the ice as it is the social aspect. It's the trash talk and laughs on the bench, and the diverse, awesome community of men and women who play. I LOVE IT!"

- Amy Hale

"I am an RN at NVRH. I have worked here for almost 20 years! I started on Med/Surg in 2000 and moved to the OR in 2003. I am a scrub and circulating nurse and recently took the Clinical Leader position in the Operating Room. Fitness is a huge part of my life and I love being active in ways that are fun and bring together groups of people who love to do the same thing. Hockey is perfect for that. It is physically challenging and there is so much to learn about the game and skating itself, it is never dull! My husband, my two boys, and I play now. I started about seven years ago, when I could barely skate, or stop! Now, we have a small outside rink at our house and we are a hockey family!"

- Leah Rexford



Jen Layn, Amy Hale, Leah Rexford, Megan Price. 6:45 a.m. co-ed hockey. The guy in the back is Ryan Noyes. And notice the jerseys! No sugar added.

"I work in the Administration Office as the Associate Director of Philanthropy. I have enjoyed my 9 years here at NVRH! As for fitness, I love movement! Every time I move, it changes my body, mood, happiness, balance, and nutrition. I don't make it a chore, I make it enjoyable and do the things that interest me most! I started skating at the age of 2.5 years old, which I could write a novel about and title "The Family of Fenton Chester Arena 1980-2000 Era". But to keep this short, here is a brief background:

I competed in figure skating until my sophomore year in high school, and ice hockey until junior year in college, which I had the opportunity to be invited and play at USA Olympic Training Camp in Lake Placid (trying out for the Olympics) and played DI at UVM. During and after college, I found the enjoyment in coaching private skating/edge work lessons to hockey and figure skaters. As we all know, life must go on, so I got married and we have two amazing and active children. Juggling all of this was a new lifestyle, so the sports went on the back burner for me. Once you fall out of the fitness for hockey, it is certainly a tough one to get back. But, this past year my father, struggling with a terminal illness, and siblings, and mother wanted to see me play again in the Lyndon Institute Alumni game in January after not playing for 8 years. I brought my skates out of retirement and my sports lifestyle is back. I have been playing every weekend since!"

- Jenn Layn

Auxiliary/Volunteer News

By Pat Forest, Director Volunteer Services

NVRH Auxiliary Scholastic Achievement Award Application Now Available

The NVRH Auxiliary Scholastic Achievement Award applications are now available to complete. Students who will be entering their first year of college in the fall of 2020, or are entering their junior or senior year of college in the fall of 2020, may apply. Please note that this application is for those students who qualify to apply for one of five awards being offered. Students must be entering a course of study within the healthcare field. Students must indicate if they are applying for one of the two types of awards being offered: a \$1000 award to a person entering first year of study or a \$2500 award to a person entering the third or fourth year of their study. If the student has received a previous Auxiliary Award, they cannot apply for an award of the same amount. Students must live in the NVRH service area in order to apply.

Application will not be considered unless they contain all the required information at the time of submittal. Applications must be at the front desk of Northeastern Vermont Regional Hospital by 4:00 p.m. on the 19th of March, 2020. Please return completed applications to the address on the cover letter. Should you have further questions, please contact Beulah McGinnis, Chair-802-748-2155, 911 Higgins Hill Road, St. Johnsbury, VT 05819.

Watch your mail for a chance to purchase raffle tickets for the NVRH Auxiliary Annual Raffle that supports the Scholastic Achievement awards. Tickets are \$5 each with a chance to win \$300, \$200 or \$100 in cash, plus prizes.

And remember,

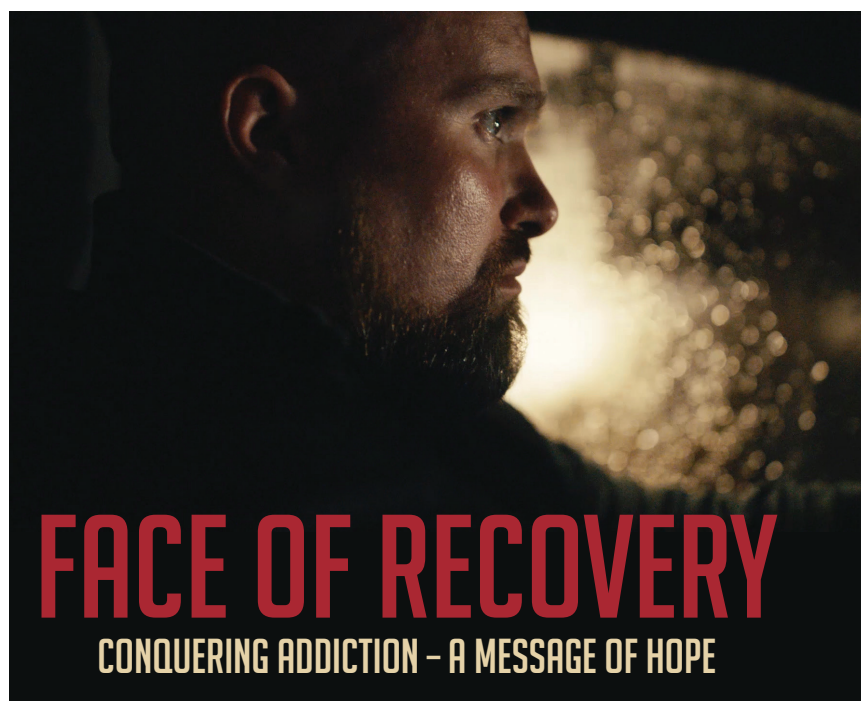
Uniform Professionals is on Tuesday, March 17, 7:30 a.m. – 4:00 p.m. in Conference Rooms 126 & 127.

Deadline to Accept NVRH Auxiliary Scholastic Achievement Awards is on Thursday, March 19 at 4 p.m.

The U.S. Attorney's Office brings Face of Recovery to St. Johnsbury for a community viewing

Face of Recovery is a short documentary film that focuses on the story of Justin Goulet. An athlete and powerlifter, Goulet injured himself in a weightlifting competition. Prescription medications provided pain relief for a time but Goulet eventually turned to heroin. As he became more dependent on heroin he turned to a variety of methods to gain access to the drug. Face of Recovery shares the unique relationship between Goulet and U.S. Attorney Christina Nolan, who prosecuted him. Goulet speaks about his path from a collegiate strength and conditioning coach, to heroin addict, federal defendant and convicted felon. His path to recovery began when the jail cell door closed behind him in federal prison. Today, Goulet is a business owner and newly married. His message of hope in the midst of the drug crisis is highlighted in this film and public service announcement. Recovery from drug addiction is possible.

Justin Goulet and U.S. Attorney Christina Nolan will participate in an interactive discussion with attendees following the film.



Friday, March 27, 6 – 8 p.m.
Catamount Arts | 115 Eastern
Ave, St. Johnsbury, VT
Free

The Workplace Well-Being Committee was established in June 2018 and continues to meet monthly. The committee's purpose is to foster a workplace that is supportive of and openly talks about well-being. One of the first steps the committee took was distributing an anonymous survey, collected by a neutral third party. The survey's intent was to give people an opportunity to answer questions about their own well-being, both at home and at work, and to share their wants and needs. The committee then began to address what was heard in the survey. The group held follow-up meetings to hear more, and compiled that info into a "pebbles" (things that can be addressed quickly) or "boulders" (things that will take longer or require more resources)" document, and began work to address the line items. It was clear from the meetings and survey that there were 5 main categories that employees had stress around: communication, leadership, plant operations, systems and people. The committee has worked tirelessly over the past year and a half to address these categories:

- * Manager meeting format was changed to encourage engagement
- * Webex Teams was introduced to promote communication
- * First round of “Town Hall” meetings were held
- * Departmental meetings were held post-survey to ensure everyone had the opportunity to speak and be heard

- * Strength-based leadership training was offered to all leaders to help encourage a positive, open leadership style
- * Applied Mindfulness training was offered at Leadership meeting
- * The committee worked with department leaders to address some “pebbles” & “boulders”

*The committee continues to work with department leaders and maintenance to address many space constraints

- * Developed position and hired an IS Educator
- * Introduced “Blueprint for Change” format to help work towards solutions

- * Resilience training program (Compassion Fatigue) designed and offered to all staff on an ongoing basis
- * “Lumunos” is offered on an on-going basis to support providers
- * “Safetalk” Suicide prevention training was offered
- * Specific wage & paygrade increases, including differentials
- * The Joy Committee continues to offer morale-boosting activities
- * Health plans were improved to ensure all mental health providers are “in-network” and that all ED visits are covered 100%, less \$100 co-pay
- * EAP offers a wider variety of counseling formats
- * Spotlights on employees on Facebook and in Brightlook
- * Day care options continue to be researched and investigated

Looking forward, the Workplace Well-Being Committee will continue to be guided by its purpose. The group is committed to continuing its efforts in addressing the 5 identified categories and evolving their approach to meet employee's well-being needs.



NUTRITION MONTH DEDICATED TO GUT HEALTH & IMPROVED IMMUNITY

Submitted by Sabina Hansen, MS, RDN

The vision of NVRH Nutrition and Food Services is to share knowledge and expertise to help our staff and patients improve the quality of their food choices for a vital healthful life.

March is National Nutrition Month. This year we are focusing on maintaining a healthy GUT by identifying the benefits of pre and probiotics in the foods we offer. Each Friday during March, our café will offer meals and/or food samplings that emphasize pre and probiotic foods that can make a difference in your overall health.

All the Hype about Good versus Bad Bacteria

Everything we eat and drink passes through our digestive system. Our digestive system is like an ecosystem of beneficial and harmful bacteria, fungi and yeast and is collectively called the microbiome. The balance of good and bad bacteria play a pivotal role in maintaining our immunity in our gut to help us prevent infections (1). Studies have shown that high bacterial diversity is associated with health, while lower diversity is linked with inflammatory diseases, type 1, and 2 diabetes and autoimmune diseases.

The human gut bacteria varies from person to person and shifts over time as a response to environment, medication, illness and food choices. Animal studies have found that foods high in saturated fats (meat, dairy) promote the growth of harmful bacteria and reduce bacterial diversity that can damage the immune system and contribute to chronic inflammatory health conditions. Reliance on more plant based foods with unsaturated fats (olive oil, avocados and nuts) tend to increase beneficial bacteria and increase bacterial diversity in the gut which appears to reduce the inflammatory response and infections (2, 3). Foods can alter the ratio of beneficial to harmful bacteria and can cause an increase or decrease in disease, illness, and inflammation (1, 2, 3).

The benefits of high fiber, nutrient rich food choices full of antioxidants, pre and probiotics seem like a risk-free way to maintain good gut and health.

In March, we will highlight several meals and beverages that contain pre and probiotic properties that can increase your beneficial bacteria and increase bacterial diversity in your gut to help promote a healthy immune system.

References

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2. Diet and the development of the human intestinal microbiome. *Front Microbiol.* 2014;5:494
3. Environment dominates over host genetics in shaping human gut microbiota. *Nature.* 2018;555(7695):210-215
4. Dynamics and stabilization of the human gut microbiome during the first year of life. *Cell Host Microbe.* 2015; 17(5):690-703.

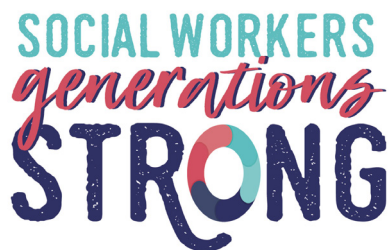
NVRH Has Two Tobacco Treatment Specialists!



NVRH now has two Tobacco Treatment Specialists as Community Health Worker Lynn Goulding joins Community Health Worker Lew Apgar in offering The Fresh Start Smoking Cessation classes.

Fresh Start is a 4 week class designed to help smokers plan for a successful quit attempt by providing essential information, skills for coping with cravings, education on nicotine replacement products and group support.

Kick the Habit! Proven techniques that can help with a successful quit attempt. New Classes are offered free and starting soon: Once a week on Wednesdays April 1 – April 22 4:30 – 5:30 p.m. NVRH Room 224; May 6 – May 27, 4:30 – 5:30pm. For more info and to register, please contact Pam Smart at 802-748-7395. min. 6/max



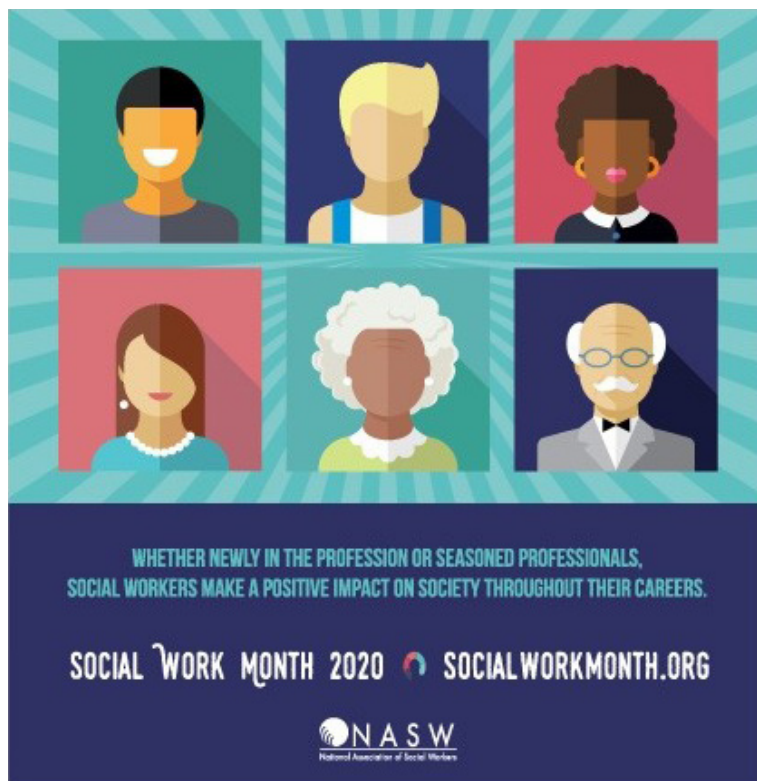
Social Work Month 2020

March has been known as Social Work Month (since 1964 in the United States). This month is a chance for fellow social workers to celebrate their profession and the work they do in our community across the nation.

The theme this year from the National Association of Social Workers (NASW) is Generation Strong, where we celebrate social workers from all generations.

Here at NVRH, we have three social workers: Jin Li Chan, LICSW (Kingdom Internal Medicine), Katherine Harris, LICSW (Women's Wellness), and Jaime Lipka, LICSW (Corner Medical) who are all behavioral health specialists. They provide short term therapy and services around:

- Stress management and healthy coping
- Changes in life that are hard to deal with
- Managing chronic conditions
- Anxiety and Depression
- Grief and loss
- Support and Referrals around financial stress, food insecurity, affordable housing, transportation challenges, legal issues, and more.



Animal Visitation Policies

NVRH has three policies dealing with animals in the hospital and outpatient clinics. You can find them in MCN: Therapy Dog Visits, Service Animal Guidelines, Personal Pet Visitation. To make it easy to communicate these policies to the general public, you will soon be seeing these signs:

We have also created a rack card summarizing our animal policies at NVRH. If you would like to have some for your department, email Katie Moritz at k.moritz@nvrh.org.



Healthy People, Healthy Planet, Healthy Bottom Line

Submitted by Laural Ruggles, VP Marketing & Community Health Improvement

Improving energy efficiency has been a triple win for hospitals around Vermont and the US, including NVRH. Better energy efficiency saves money, is good for planet, and provides a more comfortable working environment for staff and a healthier space for patients to recover and heal.

Hospitals are open all day every day. Routine daily operations use a lot of energy to heat and cool spaces, and power lights and equipment. For over a decade, NVRH and other Vermont hospitals have worked with Efficiency Vermont to better control and reduce energy use. Just last year, Plant Operations Director Richard Degreenia, Mechanical Chief Doug Pastula, and Electrician and Systems Specialist Greg Lepine attended a series of Continuous Energy Improvement workshops sponsored by Efficiency Vermont. They shared and learned energy saving tips and techniques from experts and staff from other hospitals. The goal of the workshops was to help hospitals create and implement energy plans that align well with their patient-centered missions.

“Right now we are going through the process of retro commissioning all our water pumps, boilers, and air handlers to make them more efficient,” said Richard. “We have the technology to make all these systems react faster and more efficiently to changes in temperature and humidity. This saves energy and money and makes people working in these spaces happier.”

Richard goes on to describe how making small changes to how the “chillers” – the systems that cool the hospital – run makes a big difference in energy use. “Running both at “half” capacity rather than one at a time at full capacity saves energy,” said Richard.

Another big energy saving initiative was to replace the 1970’s era hospital windows. The old style single pane windows were replaced with double glass with a “thermal break” – a layer creating a barrier between the outside and inside. “These windows were like going from a Pinto to a Mercedes,” said Richard. “Not that there is anything wrong with Pintos, I do like them”, added Richard.

For about four years now, NVRH has been part of net metering project using a solar array located in Randolph Vermont. “That project sells energy back to Green Mountain Power and saves NVRH \$35,000 to \$40,000 per year on our electricity bill,” said CFO Bob Hersey.

Future plans to improve energy efficiency is a thermal energy audit of the hospital building, an inventory of all the LED lights to make sure none have been missed, and upgrades to high energy use equipment in various hospital departments.



NVRH Food Service replaced the 45 year old dishwasher in 2017. The new model is Energy Star® rated and has an energy recovery system that captures escaping heat and steam from the exhaust and recycles it into free energy that preheats the incoming water supply.

NVRH Has Improved Energy Efficiency by

- Upgrading lighting. Old style florescent lights replace with LED. Lights on a 7 minute timing sensor.
- Installing energy efficient windows in the main hospital building.
- Switching to Compressed Natural Gas (with oil backup).
- Upgrading to more energy efficient dishwashers in the kitchen and ironing system in laundry.
- Replacing old style valves on toilets to conserve water.
- Installing electric vehicle charging stations (in partnership with Green Mountain Power)

Improve Energy Efficiency at Work

- Shut off computer monitors whenever possible
- Eliminate or limit the use of space heaters
- Shut off printers and copiers whenever possible
- Shut off desk lamps whenever possible

Human Resources Corner



FREE TAX SERVICE THROUGH WORKING BRIDGES

Volunteer Income Tax Assistance (VITA) will be available to employees (total household income is \$56,000 or less) the last two weeks of March, Monday 3/16 (9-11am); Friday 3/20 (2-4pm); Monday 3/23 (9-11am) and Friday, 3/27 (2-4pm). These times are available during work hours; you must communicate well with your Manager (give her/him plenty of notice). If you are unable to schedule during these hours, please contact HR Assists at 748-7949. Additionally, please call HR Assists at 748-7949 to sign up for an available spot.

Your Retirement Account at T. Rowe Price

All employees are eligible on the first of the month after 30 days of service with NVRH. All employees receive 3% contribution from NVRH to their 401K plan. If you make at least a 2% pre-tax contribution to your 401K, NVRH matches an additional 1 ½ %. So, that's a match of 6.5%, which adds up. Roth (post-tax) deferrals are also an option, rather than the pre-tax contribution.

- Pull up www.rps.troweprice.com on Google Chrome.
- Go to the orange box that says "Enable Online Access."
- This will lead you through security questions and the ability to choose your own user name and login. Hint: choose security questions that you will always know the answers to.
- After your initial log on, in the future you will use the user name and password you choose.
- Once you are in the website, you will see your full retirement account balance.
- See Take Action in the bar across the top – you can change the amount of your contributions.
- In the Profile section of the bar, make sure your beneficiaries are updated. This is important. Beneficiaries didn't transfer over for all employees when we changed to T. Rowe Price. You will need to make sure that you have birth dates, addresses and social security numbers for your beneficiaries.
- Explore all the available learning opportunities T. Rowe Price offers you – there are MANY!
- If you have questions, call T. Rowe Price at 1-800-922-9945. They are available from 7am-10pm Monday – Friday.
- Look in your email and the BrightLook for upcoming learning opportunities in the next few months. Our Independent Consultant, Ron York, will be offering educational sessions this spring as well as his 20 min private sessions.



Melissa Gans, CPSO - Nurse
Administration Kevin Crawley, Director
Food & Nutrition Services, Allison
McCabe, PA - Surgical Services,
Tara O'Neil RN – OR, Helen Reese
Secretary Medical Office – Surgical
Services, Olivia Lamothe RN – Birth
Center, Charmaine Vinton Director of
Health Information Management, Chris
Bateman PA – ED, Kayla Bateman
IS Educator – Information Services,
Alicia Choate LNA – Med/Surg, Jen
Brown RN - OR, Trudy Harran, Unit
Coordinator – Pain Clinic.

An Update from Heather Spinney – Talent Acquisition Specialist in Human Resources

In 2019 we hired 138 new people with a growth rate of .8% over the year. We ended the year with 621 employees. Our headcount as of the middle of February is rising, we are at 633 with 38 open positions and 17 hires in progress that will start over the next few weeks. We have been very successful at the 2 most recent job fairs, the first one being Fort Drum NY where there are 15,000 US service people stationed. About 3,000 are transitioning out over the next 3-18 months and exploring their options. We had the pleasure of attending the job fair with Northern Community Investment Corporation and the Vermont Department of Labor, which was incredibly helpful to promote the state and all the reasons to move to VT as well as the incentives. It was a very busy and engaging job fair.



We also went to University of New England's Health Careers Fair. They had PA, Pharmacy, OT, PT, Social Work and RN's. It was a very busy job fair, lots of students from VT/NH/NY that want to either return to VT to start their careers or move here. One PT Student is doing a rotation at Dan Wyand PT. Another RN student is from the area and actually had her tonsils out here! She is very excited about the opportunity to work at NVRH. We also spoke to an RN who got her degree at UVM in Psych and wanted to get her RN there but it was full so she ended up at UNE for her BSN. We have a Pharmacist student from the area who would love to do his rotation here. So, many opportunities!

Although the market is tight, we are definitely making progress. We still hear a lot from RNs and Lab on the rates of pay. But usually when we share the benefits with them, we can win them over as our benefits really are the best in the area and that really makes us stand out. We have increased our Social Media output on FB/Twitter/Instagram/LinkedIn and Glassdoor. We have also increased our advertising on Indeed, focused sites (Audiologyonline, Gasworks.com etc), using Handshake (colleges & universities in the US). On Handshake alone we reach 394 schools, we have had 2,357 views on our 11 posted jobs. We have also started a new Referral program which is going well, we've paid out \$6000.00 so far in bonuses since the rollout in December 2019.

When I talk to people about the area it is very easy to sell to the right person. We have mountain biking, skiing, hiking, water sports etc. We have great schools and communities, despite being "rural." Housing continues to be an issue, as it is in many areas in the Northeast.

That's all for now – stay tuned!

Mud Season Symposium on Mental Health

April 15 | 7:30 a.m. – 4 p.m. at the St. Johnsbury Comfort Inn

Submitted by Carol Hodges, NVRH Approved Provider Unit Primary Nurse Planner

Over the past few years, NVRH staff have been provided an array of education/training in regards to caring for behavioral health patients/clients, yet there still seems to be a need for more education. In November of last year, the Nursing Education Office sent out a survey to all NVRH nursing staff. The survey was also distributed to Northern Vermont AHEC and Northern Counties Healthcare to see what the larger nursing community needed or desired for closing gaps in providing care for populations seeking care for behavioral or mental health conditions. Out of the 55 respondents, 95% stated that they would be interested in attending the symposium. It was interesting that while we did not receive any

Continues on next page

respondents outside of NVRH, there was a pretty even response from both hospital and clinic nurses (44%-hospital, 46%-clinic). Often clinic and hospital nurses do not feel that they have the same educational needs, clearly that is not the case when caring for the behavioral/mental health patients/clients. This was an important trigger for us to move forward with the symposium.

There were ten topic areas provided for participants to rank:

1. Adverse Childhood Experiences (ACEs) (9). **2.** Compassion Fatigue (9). **3.** Dementia/Alzheimer's (8). **4.** Geriatric Psych (8). **5.** Human Trafficking (7). **6.** Mental Health Toolbox for the Non-psychiatric nurse (10). **7.** Pediatric Mental Health (9). **8.** Post-Partum Depression (7). **9.** Substance Use Disorder (SUD) (10). **10.** Traumatic Childbirth (7)

The planning committee reconvened in January to choose the topics for the symposium and potential presenters, as well as an overarching outcome for the symposium. When choosing the topics the ranking of topics was considered first, but the final decision was weighted by the comments that respondents provided. Respondents were clear that they did not want "just the same old thing," the other main theme had to do with assessing patients and providing them with resources. "Mental health for the non-psychiatric nurse is a greatly neglected topic. In medical practices we see so much mental health, it would be great to know more in depth how we could help our patients, and what they are going through." The planners also had to address the issue of how would the participants at the symposium be able to successfully complete the learning activity. Most of the NVRH activities require attendance at the entire session and completion of an evaluation form. Because this symposium is covering a very diverse population, it was felt that staff could pick and choose which sessions they wanted to attend. Registration will be through Elsevier (self-enroll in courses and events) where people can choose either the Mud Season Symposium to attend the full day, or simply register for the individual sessions.

While Post-partum Depression and Traumatic Childbirth were not included in the top 5 choices, it was felt that it was a population that needed to be addressed and luckily for us, Cheryl Tatano Beck, an internationally known nurse researcher, professor, and nurse midwife has agreed to speak on this topic for us (<https://www.goldperinatal.com/conference/speaker/130/cheryl-tatano-beck>). Meghan Baston who is currently the CNO for Brattleboro Retreat (BR) has offered to present on the "Mental Health Toolbox for Non-psych Nurses." Prior to becoming CNO at BR, Meghan was the manager of a hospital based behavioral health unit, where often there was overflow into the Medical Surgical Unit. She created this toolbox for that facility and will be sharing that with us, as well as an update on current placement options at the BR.

Survey feedback driving the topics chosen for SUD were:

- 1. Actual tools to take back to work. No more awareness raising, please. If you're going to a conference, you're probably aware of your lack of knowledge. Now tell me what I can do to fill in my lacks.*
- 2. Actionable steps that nurses and providers can take to address these problems with patients.*

Substance Use Disorder will be presented by Susan Taney addressing the Anatomy and Physiology of Addiction and we hope to follow that up with a speaker on resources and treatment options.

At our first planning meeting in November we had invited Northern Vermont Area Healthcare Education Center to participate as a potential joint provider. While they will not be joint providing, they did provide us with feedback from their annual educational needs assessment. The top priority in their survey was Pediatric Mental Health, for this segment of our symposium, Dr. Cynthia Swartz will discuss what she feels are the hot spots at providing care for this age group.

In 2017 the NVRH Nursing Education Office and the Vermont Department of Health jointly provided a Resiliency Workshop that incorporated the research around ACEs. Kari White from Northern Counties was one of the presenters and will be returning for an Overview of ACEs. Kari's presentation will also include learning more about what clinic and hospital nurses need to learn about caring for this population. This segment will really be about giving and sharing information and looking for solutions.

Compassion Fatigue was another high ranking topic and there was some valuable feedback from survey respondents:

- 1. Not compassion fatigue which is an accusation against the healthcare worker: How about instead, the mental health of the healthcare worker I can't care for anyone else if I can barely take care of myself.*
- 2. Self-care for compassion fatigue prevention.*
- 3. The difference between Burnout and Compassion Fatigue*

Based on this feedback we have decided to focus on self-care with Doug Wysockey-Johnson from Lumunos Well-Being Cohorts. This company specializes in well-being training and tools for medical professionals and is currently working with NVRH medical staff. The title of this section is "Wellness for Nurses". While we have not covered all the topics I think that this is a good representation of providing something that fits the needs of all nurses at NVRH, as well as nurses within our catchment area. When participants leave this educational activity they should be able to add resources and tools to improve comfort and competence in providing care for a diversified mental/behavioral health population. I would like to take this opportunity to thank the planning committee and all the support they have provided in bringing this altogether, especially Jillian Knight who has done "tons" of stuff to keep the us on track, other members for their expertise and constructive critiques. I would also like to thank all that completed the survey and look forward to any feedback that can be provided to us to enhance education and training at NVRH. I hope you will join us at the Mud Season Symposium on Mental Health.

What Our Patients Are Saying About Us

Ambulatory Surgery

- Holly Ely was terrific!
- Dr. Fitzpatrick & the day surgery nurses I had were wonderful, as was the doctor, with issues that arose after surgery.
- Same day nurse - Kim - was excellent Albert - CRNA - had great personality & put me at ease. Dr. Prohaska was fast & efficient.
- Thank you all! What a surprising difference from surgeries I have had, the past! Very positive experience.
- NURSE'S WERE TOP NOTCH!
- You have an amazing staff at NVRH they all went above and beyond the line of duty to take care of me. Thank you one and all!!
- Everyone was kind and considerate; respectful of my needs. My questions and concerns were addressed before surgery with knowledgeable responses. The operation room was warm and comfortable. The anesthesiologist explained anesthesia so much better than when I had it many years ago! Fantastic! (She explained some history about it.)
- Treated with respect, well cared for, a job well done. Thank you, to all involved.
- Was very happy overall. Everyone was very pleasant.
- Very happy with the care I received from my initial surgical visit throughout pre-procedure, procedure and post procedure time. Everyone was professional, responsive and caring!
- The nurse was nice and asked me questions. They did a really good job. I was really nervous in the operating room, there were a lot of people and I started to cry, but the doctor and the nurses said, "You're OK, everything will be fine." And I stopped crying.
- I'm always very nervous about anything to do with procedure/needles/IV's, but the nurses and Doctor were fantastic. Made me feel safe & calm. They spoke to me on my level, not using technical, medical terms. Very good experience.
- This could not have been any better.
- Great procedure! Caring & helpful staff I feel fortunate to have access to quality care and medical support. Thank you all for fixing me.
- The nursing staff was exceptional - as was the anesthesiologist.
- I was there for routine colonoscopy but nurse was very responsive to my concerns that I get dizzy around needles. She was great.
- Everyone was great, especially the anesthesia person - She was wonderful and made me so comfortable. Normally I would have been nervous. The whole team was fantastic.

Emergency Department

- I was well cared for and had excellent nurses, Margi was great!
- Dr. Sexton was very caring & explained everything very clearly. He listened to every complaint. Excellent doctor.
- Ashley was terrific, she's very efficient putting in an IV.
- Great nurse who attended me - believe Margi was her name. EXCELLENT NURSE.
- Dr. Taylor was very kind, and very thorough. He gave me some things to try to help my problems.
- I don't know who the techs were, but both were great and explained what would happen and made me comfortable.
- Very nice nurses: attentive & professional, but friendly.
- The nurses and doctors were casually professional: I liked that. No ego, impatience, or arrogance was displayed at any time. NVRH has a very relatable staff.
- There were no delays in care.
- Nurse double checked med dose. He thought it seemed high.
- Less than 5 minute wait before a nurse wanted me in a room.
- I loved the doctor and the nurse who took care of me.
- The care provider that saw me was great, not from this area was traveling
- I couldn't be more than pleased!
- The best.
- As always very proficient.
- Good.
- As a retired RN I was very pleased with the care I received. No criticism.
- There was no waiting. I was escorted immediately to an ER bed.
- Extra blankets made it all very good!
- Our nurse was very concerned
- Doctor on call was exceptional.
- No wait time at all between check-in & transfer to exam room: amazing!
- I am originally from the Boston area and many locals here have a negative opinion, but I think overall you do a fantastic job. NVRH is a wonderful and friendly place!!
- My mother was mistakenly taken to St. J. by the ambulance. By the time I arrived she was warm and comfortable, and being attended to by an actual doctor. She was then transferred to the originally intended hospital where she waited in a cold room for several hours to see a doctor. We wished we had stayed in St. J. We were very favorably impressed and tell everyone so.
- So good!!
- No pain.
- Overall good experience. Doc on call was exceptional.
- Everyone was top-notch from beginning to end, felt safe and heard.
- There was very little delay. Everyone was great and attentive.
- Good experience - made you want to come back, but just to visit this wonderful staff.
- Both ER doctors were familiar with my problem, which is very comforting.
- ER staff are very caring and sympathetic while doing what's necessary.
- They already had my insurance information.

- I am a doctor - The care I received was excellent. You should be proud of your team.
- I was in a lot of pain, the girls were very patient on waiting for me as I moved very slow.
- My husband called to alert ER that I was coming in. Cuts waiting time - ER staff very efficient.
- Took me right in and did whatever was needed.
- It was exceptionally good.
- ER doc and staff were excellent.

Inpatient

- Marcus was great.
 - Excellent care. Superb staff. Dr. Kogan was super. Everyone was great.
 - Sam and Pat were great.
 - Dr. Kogan was outstanding. Kept me informed the whole time.
 - Theresa was cheerful and thorough. First class!
 - All of the nurses were the very best.
 - Very - very good excellent meals!
 - I felt I was in good hands.
 - It was an excellent experience as far as hospital stays go.
 - Zero complaints.
 - I am absolutely impressed by how good I was treated by every single person from food workers to doctors.
 - Everything went well.
 - I couldn't ask for anything more.
 - I was glad to be kept overnight - it directly impacted on feeling my pain was controlled. Surgery was at 7 pm. Going home that night would have been difficult, to say the least.
 - We liked the music.
 - Best the hospital has ever been. Nice turn around.
 - I loved everything.
 - They were very good.
 - I love this hospital.
 - I love my Doctors from NVRH.
 - I had very good treatment.
 - People who took the order delivered the meal, and collected the tray were all super.
 - Discharge was handled quickly and right on the schedule estimated by the doctor.
 - My wife was there quite a bit - everyone was very accommodating.
 - The nursing staff was outstanding. All shifts 24/7. Excellent care from all of the nurses & LNA's who were on shift during my stay.
 - Staff were exceptional. Volunteers were great including music and Reiki!
 - Lots of choices, substitutes allowed. Assistance very courteous & accommodating.
 - Couldn't have had any better experience - was treated like royalty.
 - Chaplain came in for a visit & to offer services/help if needed.
 - Care couldn't have been any better anywhere - no complaints whatsoever.
 - Normal hospital noise, nothing disturbing.
 - I felt I was in good hands.
 - Could not ask for better.
 - Dr. gave booklet on the whole surgical process: - pre - during & after as well as what to do to prepare at home & what to do after getting home.
- Nurse went through discharge instructions thoroughly & gave time to answer questions. Received follow-up call after home to see how I was doing.

Medical Practices

- Diane is wonderful! She is a huge asset to the practice. She actively listens, is warm, engaging, caring, and responsive.
- Secretaries are amazing!!
- Dr. Prohaska and his team were wonderful!
- The NEK is extremely blessed to have Dr. Prohaska!
- Very good experience.
- Dr. Korsh was excellent.
- She was very pleasant & answered any questions I had.
- Dr. Siegel is great! He takes the time to listen to and answer my questions and/or concerns!
- Dr. Lee is a very good listener. She is considerate and excellent at explaining my issues and care.
- I would highly recommend Dr. Alfaraz and Corner Medical
- Dr. Joyce is a fabulous, listening, empathetic physician who I am fortunate to have! My kudos to her always.
- I saw a relatively new NP and will request an appointment with her in the future. Her assistant is Hannah who is exceptional, also.
- Dr. Dobbartin had a student with her and they were both very helpful.
- Jessica is very compassionate and knowledgeable. I love how she cares for me.
- Very professional and friendly from reception to medical assistant to Dr Alfaraz to check out. I was very impressed with Dr. Alfaraz. He did his research on my records before coming in and was very easy to talk to. Great first impression of the doctor and Corner Medical.
- Dr. Sullivan was very professional yet personable... He has since followed up on two occasions with a personal note.
- Harmony had a great attitude and was knowledgeable
- Mary and Dr. Broderick are both FANTASTIC! Very skilled & professional yet personable, all at the same time!! We VERY MUCH RESPECT AND APPRECIATE THEIR SERVICES!!

- I did have one question and Megan answered it well and made sure I understood.
- Jessica was very professional and caring, discussed a strategy for my next appointment and made me feel very comfortable.
- Love Dr. Fitzpatrick very nice.
- Heather was a very positive, happy person. Had a great time talking and enjoying our time. I had no problems.
- Ellyn, Megan, and Amy - all wonderful and pleasant, very helpful, great to work with and to talk to.
- Dr. Rankin is always thorough, knowledgeable, skilled, all the traits you wish every doctor possessed.
- Diane was very friendly, professional, and caring.
- I had a great experience interacting with Jessica and Erica.
- Dr. Schwartz was great with my teen aged son!
- If all doctors were like Dr. Rankin the world would be all set, he's so good.
- Dr. Dobbertin is a great listener! I have several questions and she always answers them thoroughly. I feel that she genuinely cares that I understand.
- Dr. Sullivan is excellent in all the areas!
- Dr. Stasny was fantastic, very positive. She did not dismiss or downplay any of my concerns as a new mom. Because being a new mom there is a lot of what if and fears, and she quickly alleviated any of those that I had. She was very kind, and my husband doesn't usually comment on the staff, but he said he thought she was wonderful and very kind, and very informative and attentive.
- We love St. J Peds!
- Great place.
- Did not wait/no delays.
- This is such a wonderful friendly place for women in this area. We are very lucky to have them!
- I have recommended my Doctor!
- My daughter had to go in alone and I was on speaker phone during the whole visit. What a huge help when your work schedule gets in the way.
- Was seen immediately on walk-in.
- I always have a good experience at KIM - Quite a few years etc. I love you all.
- I love my nurse. She is awesome.
- I have the best Doctor in the practice. She's incredible. Never once disappointed me, always received the best quality of care.
- No delays.
- Office was well staffed, clean, bright, and busy.
- I'm in excellent health. My concern was just to maintain this status. I feel like this medical practice will be an excellent resource in future when needed.
- Every person I spoke to was very pleasant & helpful.
- It was a very relaxing atmosphere.
- They made me feel comfortable
- They always asked questions and how I am - They take an interest in their patients.
- I have always had good care. Good nurses, doctors and good food in cafeteria.
- Care Provider goes above and beyond, which makes this a perfect experience. They truly care.
- The nurse was friendly, informative and welcoming. The Doctor spent an entire hour talking with me - answering questions - felt more like a friendly visit. - This was my first visit - my concern was to stay healthy.
- Obviously, there is a lot of teamwork here.
- This facility and its staff are very capable and give you a reference if needed.
- no delays today
- No delays, got in and out quick.
- Very kind & funny.
- I was in such pain I told the secretary I needed to see someone. She set me up with an early AM appointment the next day - Very positive.
- As always a wonderful experience.
- The staff was excellent in reaching out to me to make my appointment and in helping have my medical records transferred to KIM.
- As soon as I walked in people greeted me by name and welcomed me.
- very professional all around
- Great all around, very highly recommend.
- Very nice people at the desk.
- I was primarily seeking a referral for physical therapy. The practitioner agreed that it was in order and made the decision to proceed without delay.
- Loved her!!!!
- I was able to schedule my appointment to see someone for a pre-op physical immediately.
- My questions were answered even if they went beyond the reason I was there.
- Getting in & out quickly is a plus.
- No delays, no wait time
- Never have to wait.
- Very accommodating - always personable.
- Always professional & puts patient at ease.
- The assist was very nice.
- I was there early and got in right away.
- No issues with scheduling and works well with my schedule.
- N/P PHD Karen was excellent! Personable, caring explained the need for a blood test, very knowledgeable!
- Because of the prompt service, there were no delays -
- Doctors were great. Explained my problem in easy to understand ways.
- Nurses were very polite and very good at telling me what was going to happen.
- I am impressed.

- Excellent staff. Extremely caring.
- No delays or wait time
- There were no delays!
- She is always listening to what I say, very pleasant and lets the doctor know my concerns or will call me with recommendations from the doctor.
- Always good. No complaints. Doctor & staff are super!
- Outstanding practice... can't imagine a better experience.
- Loved the way I was treated. Sincerely pleased with patient care at NVRH. Thank you.
- Zero wait time. I arrived early and they immediately took me in.
- I could tell that all workers cared a lot and were a very solid team. They were so positive, professional, and FUN.
- Excellent experience - This is a superb provider.
- Excellent service - efficient, friendly, and listened very well to my questions and answered fully and clearly.
- All contacts were very professional, clear, and very accommodating, informative, and friendly.
- Listened attentively & answered all my questions, which I had many.
- Very thorough, relaxed, educational service.
- Already have recommended.
- I have never had a bad experience concerning wait time or delays.
- We are so fortunate to have Corner Medical in our area!
- I have never had a negative experience at Corner Medical in all the years I have been going here.
- Everybody in this practice is wonderful.
- The staff at this clinic are wonderful! I'm a DON at a SNF in the NEK and I would love to have them work with me.
- Very good experience
- It was a pleasant experience. The staff had me at ease and ready for this appointment.
- Everybody is very nice
- The nurses are attentive...listen to questions and concerns. They do not make me feel rushed.
- I became ill to the point that I called the clinic and they were able to get me in right away.
- Good listener.
- Hands were always washed.
- Always a good experience
- Dr. Dobbertin and Amy always provide kind care and express their concern and respect for me as an individual.
- I would highly recommend Kingdom Internal.
- Nurse Jennifer did an excellent job. She made me feel very comfortable. Thank you.

Outpatient

- Dr. Sullivan hustled to get me in to the Lab just before it closed. The lab tech was great
- All superb!
- Very professional and friendly.
- Always happy to use NVRH for X-ray! People are great!
- Pain free machine!
- Outstanding people work at this hospital.
- I am a breast cancer survivor, a DHMC patient. When my oncologist let me go, I came back to NVRH for my mammos. Hartley Neel diagnosed me 10 years ago and promised me that he would read my mammos every year until he retired. He's my good luck charm! I got there 3 weeks after he retired! These folks - The radiologist & the tech Yvette were so careful with me, both went beyond the call of duty - dense breasts = more mammo's, very thorough, VERY compassionate. I was warned that we might go right to ultrasound, but the last picture was the defining one, what a relief! Yvette was there for me through the whole thing. SHE WAS WONDERFUL! NVRH is very lucky to have her! Top of my gratitude list! Hartley saved my life. I will always be grateful!
- Touch & go for a while. We had to take four more pictures, just to make sure. Yvette, my tech was very careful & thorough & included me in viewing the mammos & explaining everything.
- I love seeing Alice Neel's paintings in the waiting room.
- No concerns nor complaints.
- Always have great care at NVRH great staff - very friendly, kind and caring.
- Pre-registration via phone several days pre procedure is a bonus.
- I felt very well cared - for, and listen to.
- Excellent. Equipment is outstanding
- I always recommend NVRH! My tech, Yvette & the radiologist were extremely compassionate and sensitive to my needs!
- Efficient and respectful service.
- No concerns or complaints.
- Explained new 'paddles' for the breast and minimizing of procedure discomfort. Technician was courteous & congenial.
- Excellent!
- I had no concerns or complaints.
- The X-ray tech was very professional and kind.
- Love the 'taller' chairs - GREAT for folks like me who are mobile, but have a hard time lifting out of regular height chairs.
- I appreciated that both people who worked with me introduced themselves at the first encounter. That made me feel more trust and respect.
- Charlotte Hoppe was compassionate, knowledgeable and kind. Very impressed.
- My entire experience was outstanding. I would commend everyone that I dealt with.
- I've recommended this facility to many others.
- All the outpatients (7 women) and myself agreed the procedures went great. They thought he was very handsome, then I got them talking recipes.

- Great experience.
 - I like this facility!
 - I enjoy the atmosphere - staff get along with each other & with clients. They seem to enjoy their work and it's a positive environment.
 - Staff know me by name, are always smiling and friendly.
 - I have 3 therapist Lindsey, Nic & Jesse. They are very good at their job & very helpful. I have come a long way with their help. I am very grateful to them!
 - I was given excellent instructions for my 'home-work' to augment my speedy recovery and ongoing self-care
 - Thank you for an excellent experience all 'round!
 - Excellent staff! All took personal interest in my comfort, well-being and process. Exceptional, professional care by my Therapist Lindsay O'Steen.
- Very knowledgeable and helpful.
- Definitely recommend.
 - Very nice & helpful people.
 - Excellent service in accommodating my needs - care for my 'TMJ' was exceptional Dan is fantastic.
 - Sara is the best PT around.
 - Ben in the gym is always there to help and I appreciate that.
 - Great staff great help for me.
 - Very good experience, very caring staff
 - Staff was very cordial, caring and generous with kind thoughts and words.
 - Just drew blood, excellent job - sweet lady -
 - Lab work was done very professionally -
 - Very pleasant experience.
 - Tech was very, very good.
 - Lady at the desk was very good & helpful.
 - Girl taking blood sample was very good and answered any questions I had! Good job.
 - I enjoy NVRH and am a volunteer.
 - Everything went smoothly.
 - Didn't have any concerns or complaints.
 - Good experience!
 - Everyone has been super nice & helpful every time.
 - Very good.
 - Everyone was very helpful
 - The phlebotomists are always great. They know I have tough veins & do very well.
 - Did not have to wait, was taken right in as soon as done checking in.
 - Great staff.
 - My concerns were all addressed.
 - Good, thank you!
 - Patty is very friendly.
 - Matt Bretton and the other therapists at NPT are top notch in all that they do.
 - Matt has really helped me with my chronic headaches. I have complete confidence in his abilities. He is truly caring and really listens.
 - Jen was great.
 - The receptionist are very friendly at every visit I have had.
 - Nick and Lindsay BOTH expertly explained in perfect detail how my activities affect my injured 'parts', and taught me to observe carefully my work & exercise at home to use proper movement that is greatly improving my condition & healing.
 - I am very pleased with the professionalism with the staff.
 - No complaints - Dan is great! Very informative - friendly - helpful.
 - Excellent communication and treatment!
 - Excellent service.
 - Felecia and Nancy are awesome!
 - Dan Wyand's clinic gets a gold star!
 - I was seen right away, and made to feel important to them, thank you.
 - Professional at the highest level.
 - You have an excellent group of people at PT. You couldn't find a better group. Thank you.
 - Registered by phone - easiest way.
 - Employee that checked me in was very friendly and accommodating.
 - Love all of the staff.
 - Everyone was so nice to me.
 - Outstanding care!
 - All personnel were very professional and friendly
 - Quick and efficient.
 - Everyone was polite and professional.
 - They care and that is what really matters, and they provide good care!
 - Everyone was nice and helpful.
 - Everything & everybody are great every time I go in.
 - I have been having to go for test & etc., for 2 years now and do not have 1 complaint about any of the people or treatments I have taken.
 - Professional & swift what more could I ask.
 - Very good.
 - I registered on the phone.