

T·H·E BRIGHTLOOK



April 2020



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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, April 24 for the May issue.**

Hospital Preparedness 101

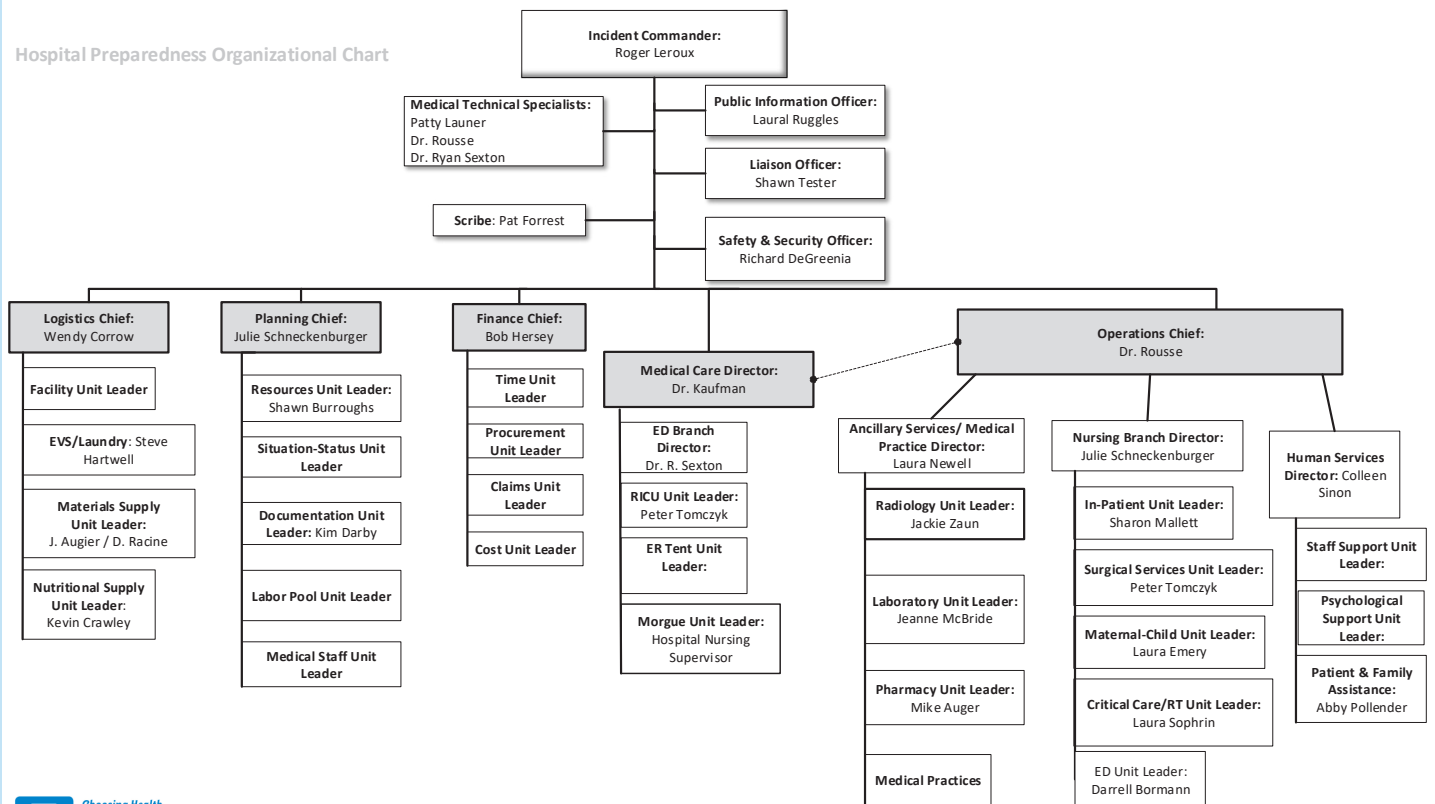
A Message from NVRH Public Information Officer Laural Ruggles

Thank you to the NVRH Corporators for your support and for being the eyes and ears for the hospital in our communities. At any time, but especially during the COVID19 pandemic, please feel free to share any information you receive from these Corporator mailings with family and friends.

On Wednesday March 4, 2020 at 12:30 p.m. in response to the information on the impending coronavirus pandemic, NVRH activated our Incident Command System (ICS).

ICS comes out of FEMA and is a standardized approach to command, control, and coordinate organizational operations in emergencies. Hospitals use ICS because it works, and because it is mandated under federal law. CMS (Centers for Medicare and Medicaid) requires hospitals to establish procedures and adequately plan for both natural and man-made disasters. Once under ICS, the hospital chain of command and routine operations change. Shawn, while still the hospital CEO, also assumed the role of Liaison Officer and as such, coordinates all COVID19 related operations under the leadership of Incident Commander Roger Leroux. Roger is an RN; outside of COVID19 he works part-time as NVRH Emergency Preparedness Coordinator and also does some shifts as House Supervisor. For me, VP of Marketing and Community Health Improvement, marketing hospital services and programs took a back seat to Crisis and Emergency Risk Communications (CERC). If you look at the NVRH Hospital Preparedness Organizational Chart, you will see that many NVRH leaders have assumed an additional role under the ICS chain of command. Each of us have assembled our own team of hospital employees to assist us in our ICS roles.

Hospital Preparedness Organizational Chart



Continued from previous page

When you hear me, or Shawn, or others say that we were “ready for this,” we are not just trying to calm fears – we mean it! We have been aggressively preparing for another pandemic for over 10 years. After the H1N1 novel influenza pandemic in 2009, Vermont hospitals, the Vermont Department of Health, and Vermont Emergency Management made preparing for a pandemic a top priority. Consequently, NVRH is part of a state network that includes systems for reporting bed, equipment, and staff availability and shortages, as well as the ability to request these resources from other areas of the state. Since 2009, NVRH and other Vermont hospitals have participated in numerous statewide pandemic “flu” drills, where we worked through “what if” scenarios: what if there is no vaccine, what if we don’t have tests, what if we run out of personal protection equipment, what if people get sick, what if schools close?

Sound familiar? Problem solving through those mock scenarios made us better prepared for the real life COVID 19 event. NVRH has an Emergency Preparedness Committee that meets monthly to work on our emergency policies and procedures. Most of us have training in the FEMA based National Incident Management System (NIMS). Many of us have additional training in Homeland Security Exercise and Evaluation Program (HSEEP) and routinely serve as evaluators in emergency drills like the Vermont CAT4, a multi- day exercise last October, and Vermont Vigilant Guard - a 10 day full scale exercise in summer 2016. Others have participated in the week long training in Aniston, Alabama sponsored by the Center for Domestic Preparedness where mock emergencies are drilled using a former hospital facility.



Using emergency preparedness grant funds, NVRH further prepared by purchasing the medical surge trailer that you can read about in our 2019 Annual Report. Other items purchased with grant funds and now being used for COVID-19 include, ten powered air-purifying respirators (PAPR) and other personal protection equipment, a portable radio system that is currently in use in our drive through testing tent, a defibrillator, and additional licenses for the InformaCast Emergency Notification System. All these purchases over the last few years prepared us for the pandemic that we hoped would never come.

The circumstances of COVID-19 have changed quickly, day to day and sometimes hour to hour requiring us to quickly adapt and adjust standard operations. Almost everything we do is done differently now. Here is a partial list of what we have put in place under our COVID-19 ICS:

- Respiratory Intensive Care Unit (RICU): designated repurposed space in the day surgery area to care for patients ill or suspected ill with COVID-19
 - o Space renovation, including air handling for negative pressure
 - o Staff reassignments and training
 - o Clinical protocols
 - o Infection prevention protocols, including personal protection equipment (PPE)
- Additional negative pressure space in the ED
 - o Space renovation, including air handling for negative pressure
- Drive through COVID-19 testing outside the main hospital facility
 - o Tent procurement and placement
 - o Logistical protocols
 - o Clinical protocols
 - o Infection prevention protocols, including PPE
 - o Staff reassignments and training
 - o Coordination with state labs
- Revised guidelines for use of personal PPE
 - o Infection protection protocols and training
 - o PPE procurement and distribution, outreach to vendors, outreach to community for donations; collection and distribution systems
- Revised visitor’s policy, patient and staff entrance policies to limit entrance to the hospital and outpatient clinics

- o Repurposing of staff as sentries to screen patients, visitors, and staff
- o Internal and public communication
- Virtual meeting policy to model social distancing
- o Remote meeting software installation
- o Training
- Telehealth outpatient clinic visits
- o Software installation
- o Staff training
- o Outreach to patients, including appointment rescheduling
- o Documentation and billing protocols
- Internal communications
- o Daily email updates to staff: snapshot of virus spread and supplies on hand, personal protection guidelines, highlights of progress and changes since the day before
- o COVID-19 groups on WebEx teams for secure texting for immediate communication
- o Signage
- Public information
- o NVRH.org: links to reliable sources, prevention tips, updates on changes in hospital operations
- o COVID-19 hotline
- o NVRH generated content with media partners: earned and paid print media, earned and paid radio, social media, TV and video, Front Porch Forum

The list doesn't begin to capture all the team work, decision-making, and pure physical efforts of the ICS teams. The ICS Section Chiefs meet every day to review and formulate objectives, and have been available literally 24/7 since March 4. Medical staff and employees of NVRH, and our community partners in healthcare and social services have been incredibly flexible during this stressful time and have stepped up to fill essential roles needed to combat COVID-19. When the pandemic is over and we deactivate our ICS, we will do an After Action Report Improvement Plan (AAR/IP) to review how we did on each of the objectives to identify key strengths and areas for improvement should we ever have to do this again.

Some of what this pandemic is throwing at us is out of our control. Training, purchasing equipment, drilling pandemic scenarios, were all in our control - and we did it.

NVRH is doing our part to keep the community safe. Continue to do your part to slow the spread by staying home and staying calm. Together - we will stop the spread of COVID-19. NVRH Strong!

COVID-19

Telehealth@NVRH

Visit your healthcare provider from the safety of your home.

- Corner Medical
- Four Seasons Orthopaedics
- Kingdom Internal Medicine
- North Country Otolaryngology
- NVRH Cardiology
- NVRH General Surgery
- NVRH Neurology
- NVRH Palliative Medicine Clinic
- NVRH Psychiatry
- NVRH Urology
- St. Johnsbury Pediatrics
- Women's Wellness Center



The NVRH medical offices are now offering telehealth visits through MyPortal. This means we can visit with you virtually and continue to provide quality care while avoiding the risk of COVID-19 exposure.

MyPortal

**Sign up through
MyPortal at nvrh.org**

If you would like to make a telehealth appointment, please call your medical office.



Appreciation

I have been thinking a lot about appreciation and its power to uplift us all. It is so easy (and completely understandable) to become heavy with all the sadness and loss. One outgrowth of the internet and our virtual connections is that we are privy to the whole world's sadness and suffering. AND we are also privy to all of the amazing things happening. One thing I have been warmed by is the outpouring of appreciation in so many forms for our frontline workers in the world, all of those people who go off to work each day in order for us to be able to stay at home and eat, have electricity, internet, mail, news and on and on.



The people on the front frontlines caring for those with the virus are those who work at our hospitals and clinics. They are the ones who go to work and leave their families behind(at their own peril) to care for our family members. We are incredibly fortunate to have a group of people here at NVRH and the affiliated practices who are doing this for us under the leadership of Shawn Tester, our CEO and his Senior Leadership Team. Everyone has stretched personally and organizationally to make sure we are prepared for whatever this virus may bring to the NEK and all the while keeping us posted. They have done it with integrity, calm, thoughtfulness, care, skill and sacrifice. I heard of Richard DeGreenia's, head of facilities, last minute trip to Pennsylvania to pick up doors for our new Respiratory Care Unit that failed to arrive as planned! This is just one of the many stories I have heard over these last few weeks that signal the generosity and dedication of our staff and leaders.

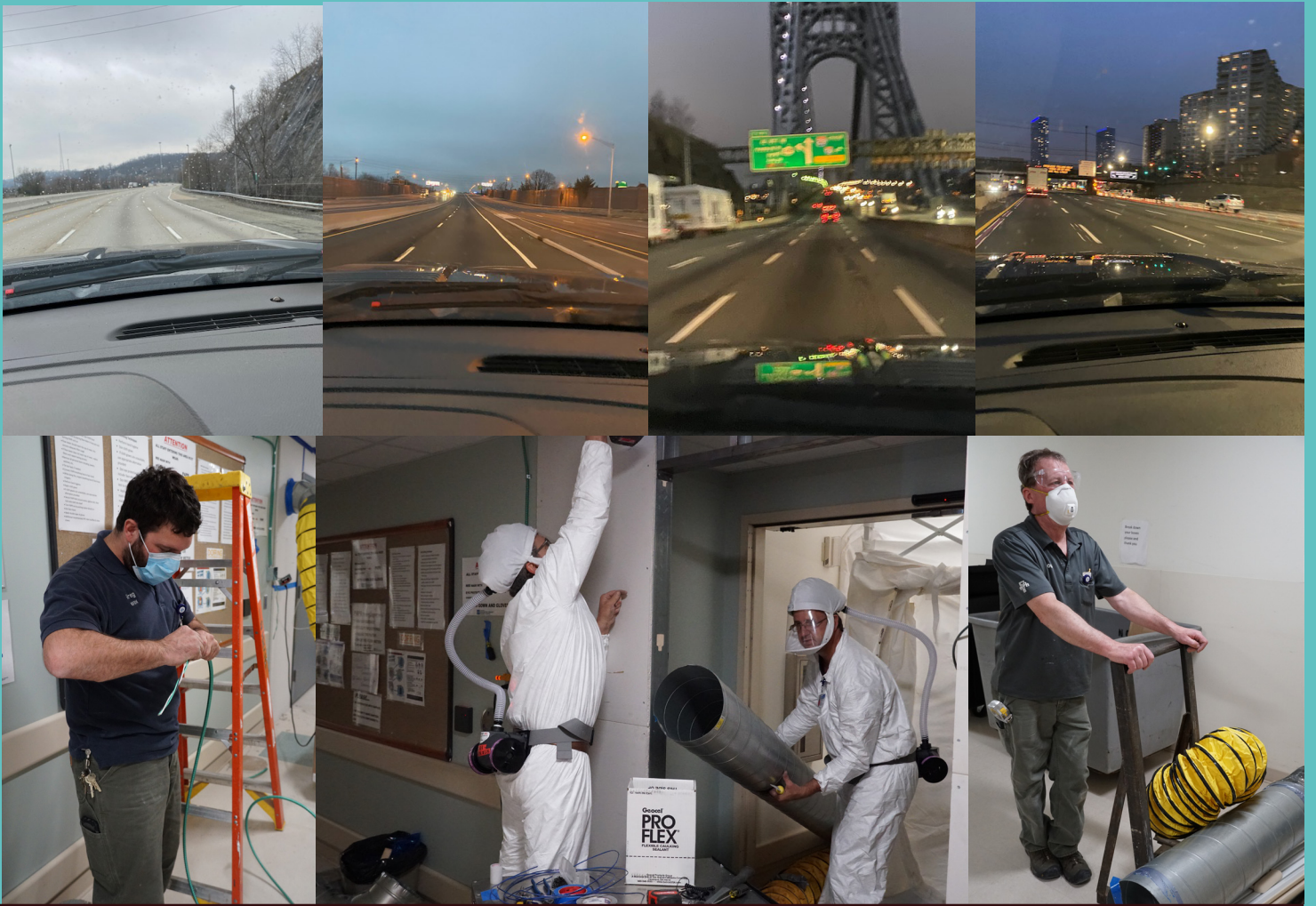
Everyone, literally everyone, at the hospital and our practices deserves every ounce of appreciation we can muster. If we lived in a city I would say let's flash the lights in our homes, honk our horns, play our music and sing our appreciation and thanks to our employees at NVRH.

Thank you and we appreciate you so much!!!!

Jane Arthur
Chair
NVRH Board of Trustees



Please note that many of the photos on the cover as well as throughout this publication were taken PRIOR to the CDC guidelines' change, which now, as of April 9, recommends widespread use of masks for people who are not ill.



Plant Operations and Richard DeGreenia hard at work setting up the RICU.



**THANK
YOU
EVERYONE!**





Flying High

By Dr. David Brody

"A mile of road will take you a mile, but a mile of runway – can take you anywhere."

This past February brought to a successful conclusion a four year program of flight training culminating in my earning my Private Pilot's Certificate. To family and friends – indeed, and perhaps especially, to me myself – the entire effort has been cloaked in mystery and astonishment insofar as I had long suffered from a paralyzing fear of flying and had not stepped into an airplane for almost forty years.

The story began when my then to be bride, former ICU nurse Annamarie Sloss, expressed a desire that we might get married on the small Bahamian out island of Eleuthera. After desperately researching a variety of frankly ridiculous land and sea options (including the twice weekly mail packet from Nassau), all of which would have had the farcical effect of my missing my own wedding, I decided that at least this once I was going to have to face down my fear. A course of home study regarding the aerodynamics of flight, and then a sort of practice run in a claustrophobic two place Piper Cherokee (courtesy of NVRH's former staffer Dr. Jauch) and the stage was set for a nail biting, sweaty palmed flight in February of 2006 – lubricated, truth be told, by a somewhat too early in the day rum cocktail.



There followed, over the next years, the occasional trip to the Carolinas or back to the Bahamas, but still always accompanied by an unrelenting sense of dread. Then, sometime in the summer of 2015 – something happened. It was, and is, unclear exactly what that was but, in one of those great and mysterious lurches of the psyche, I decided that I was going to overcome my fears and take flying lessons! It began with a so-called Discovery Flight through the Vermont Flying Academy in Burlington (a Discovery Flight is not a scenic tour, but rather a flight in which one actually takes the controls – for a while, that is, and there is of course an instructor!). In a daze of denial and determination I strapped myself in – the cockpit is a very small place indeed, just room enough for the task at hand – and, furiously chewing gum (I had heard it can prevent motion sickness – it doesn't.), we lined up on the runway... paused a moment before full throttle... a zoom and rush... and off we went! A gentle climb to the north took us quickly past the sprawl of Burlington and towards field and farm

And then there I was, a raptor, soaring over the Champlain Valley.

Since that time I have continued the pursuit in whatever spare time work and weather would allow, usually one or two lessons a month at most. Controlling an aircraft is not intuitive, and the training entails the learning of a series of small steps and inputs to achieve stable flight. In the meantime one of the biggest, and unanticipated, challenges I faced was airsickness. This is not uncommon in new pilots, but in my case it took some seventy gut turning hours before mercifully it seemed to let go (There were more than a few occasions when I questioned what insanity it was that kept me returning for more punishment). And then the anxiety too never entirely leaves I might suppose -- flashing out with a sudden roll of the aircraft in turbulent air -- but with mastery of flight one comes to realize that an airplane simply will not fall out of the sky, that although turbulence may be at times unpleasant it is not dangerous, and unless the pilot chooses to do something entirely contrary to all sense and training, flight is predictably and reliably safe and secure.

The final exam, if you will, a demonstration flight with an FAA examiner, was accompanied by a good deal of entirely predictable jitters – after all it all came down to this one flight – but despite my sometime less than stellar performance of the requisite maneuvers, my examiner was able to see that I had mastered the basics and could declare me – officially -- a safe and competent pilot.

I have not quite figured out what exactly it is that draws me to flight. Somewhere in there no doubt is the simple wish to overcome the fear, while the challenge and pleasure of mastering a new field has been a stimulating and driving force (Interestingly the blend of art and science involved in flying is somewhat reminiscent of the appeal of medicine). There is also the undeniable and invigorating sense of heroic adventure. But beyond this there is something larger that I cannot yet articulate, but it is something akin to wonder. During my training I have of course been intently focused on the mastery of the technical skills of flying, but there have certainly been times, especially while I am solo, when I will take a moment to look out and just try to take it all in, to drink in the magic of flight. Truly there is nothing like it in the world.

Support NVRH's COVID-19 Efforts

Gifts to the NVRH COVID-19 Relief Fund will help NVRH remain strong during this time. The Fund will help meet emerging needs such as securing crucial supplies and equipment to care for an increased number of patients, and supporting employees facing COVID-19-related hardships. Visit the NVRH website and click on "DONATE TODAY."



A note from the library

What Was Old Is Suddenly New Again

Submitted by Betsy Merrill, Medical Librarian

I was born and grew up overseas in Liberia, a country the size of Ohio, with name recognition based on the country's experience with Ebola. It was a quiet life much of the time. It was a rich, simple lifestyle. There was no road noise, no street lamps to light our bedrooms all night. It was like being at camp, only permanent.

Many of my school mates lived, as we did, miles from anywhere or anyone else, with water we hand pumped into an elevated holding tank, gravity fed into the house, and heated in a 5-gallon bucket on the back of the wood stove. If we were going to drink that water, we boiled it for twenty minutes, and fed it through a double filter system, after it was cooled. Filtered water was stored in the kerosene powered refrigerator in recycled spirits bottles with twist-off caps. Our electricity was almost nil, being at the whim of the generator, or the availability of petrol. If we needed to get a message to someone, we wrote it down, and sent it with a runner to the next house, where it would change hands, repeating until it reached the person for whom it was meant. The process reversed to get the answer to the sender.

It sounds like it could have been complicated, but there was great freedom in its simplicity. I've been reflecting on that portion of my life as I adjust to our "new norm." I recently received a poem, authored by Kitty O'Meara, which is being widely shared on social media.

**"And the people stayed home. And read books. And listened. And rested. And exercised. And made art. And played games. And learned new ways of being.
And were still. And listened more deeply. Some meditated. Some prayed.
Some danced. Some met their shadows. And the people began to think differently.**

**And the people healed. And I the absence of people living in dangerous, mindless
ways and heartless ways, the Earth began to heal.
And when the danger passed, and the people joined together again.
They grieved their losses, and made new choices, and dreamed new images.
And created new ways to live and heal the earth full. As they had been healed."**

I have been able to find very little about the author of this piece. According to Google, this poem, written by Kitty O'Meara, was perhaps inspired by an Italian poem by Irene Vella (whose immuno-depressed husband has been ill during this period of Coronavirus). It seems to say what so many are thinking.

COMING TO YOUR NEIGHBORHOOD SOON (and it isn't a virus!)

We are all in this together! Vermont has taken the bold step of asking all Vermonters to compost their food scraps. At NVRH we have been composting our kitchen scraps (that do not go to feed pigs) since 2014. Our composting processor, Black Dirt Farm from Greensboro, informed us we have composted 216,216 pounds of scraps in that time. It takes extra effort to separate the food, store it, carry it to the totes through heavy doors and down cement steps outside in all weather, and wash the storage buckets to be used again. The benefit is capturing nitrogen to fertilize 16.2 acres of produce. It can be messy work (but it doesn't have to be!), and it is part of living life responsibly and of taking care of our children's children.

There is compelling reasons Vermont has taken steps to prevent greenhouse emissions. <https://dec.vermont.gov/waste-management/solid/materials-mgmt/organic-materials> is the link explains the law.

From the farmer to the grocer, from the line cook to the home cook, Vermonters are on a mission to keep food out of landfills. It's good for your budget. It's good for the environment. And starting this summer, it's the law.(from the website) The link gives interesting information on what you CAN do with your food scraps to keep them out of the landfill and WHY it is an effort worth doing.

<https://dec.vermont.gov/sites/dec/files/wmp/SolidWaste/Documents/Universal-Recycling/Compost-With-Confidence-VT.pdf> Compost with confidence

40% of all food in America is WASTED. Food is being wasted at an alarming rate. And we - consumers - are the largest source of it. More than grocery stores and restaurants combined. But there's good news: we can do something about it. Everything we need is right here (and in our fridges). Check out this link for tips on generating less waste. <https://savethefood.com/> and save yourself some \$\$!

Article excerpted from Department of Environmental Conservation

February Fitness Challenge Results

Hi everyone! Great job on the exercising. We had nineteen teams participate, and ten teams completed the goal of having all participants exercise (at least) 2.5 hours per week. All employees who participated 100% will receive a \$10 gift certificate to The Cherry Wheel Gift Shop. The plan is that you'll receive them at the end of next week.

Here are the team names:

Pedi Performance – 100% Participation

CoCo Nuts – 100%

Tootsie

Registars!

Ambulatory Angels – 100%

Between A Walk and A Heart

Trauma Troopers – 100%

Palc/Ent/Psych

The Hustle and the Muscle – 100%

Fifty Shades of Weigh – 100%

Smooth Operators – 100%

People of the Kingdom – 100%

Mission Slimpossible - 100%

Patho-Gems

Don't Go Bacon my Heart

Rootin' Rhubarbs

Lyndi's League – 100%

Mad Mutts

Radicals

THE TEAM WINNER IS LYNDI'S LEAGUE!! The participants are Ashley Gerrish, Chelsea Colgrove, David Peritz, Gene Dixon, Gladys Batchelder, Karen Batchelder, Liz Chasse, Lyndi Medico, Samantha Gale and Taylor Ward.

Keep on exercising – it can be mighty challenging, there's no question. But, it will pay off in the short and long term.

Community Response, Personal Protection Donations, & Volunteer Opportunities

“I am of the opinion that my life belongs to the whole community and as long as I live, it is my privilege to do for it whatever I can... the harder I work the more I live.” – George Bernard Shaw

There has been a lot of uncertainty and change over the past few weeks, but one thing has remained steadfast: we are all in this together. NVRH feels immense gratitude for the outpouring of support from our friends, our families, our neighbors, and our community partners. So many individuals and organizations have found creative ways to let us know that we are not alone, and that we will get through this difficult time.

NVRH has received help and support in many forms, from donated items such as N-95 masks and gloves to volunteers distributing food during our first ever drive-through VeggieVanGo. Those who sew are working on making masks.

Thank you Weidmann Technologies for arranging a shipment of 10,000 protective masks!



Roger, our Incident Commander, holds N-95 masks donated by Murphy's Cell-Tech.

Mandy Chapman and Jillian Knight are coordinating donations of personal protection supplies to NVRH. The best way to reach them is to call 748-8141 and dial 1 for the COVID-19 hotline and leave a message that includes what you have to donate and your contact information.

NVRH is working with the Mighty Maskmakers of NEK and H.O.P.E. for donations of homemade masks and gowns. You can find them on Facebook. If you are not on Facebook, contact Mandy and Jillian and they will help connect you to the right people.

Please call Mandy and Jillian before bringing donations of any kind to the hospital.

If you are willing and able, below are some current volunteer opportunities in the Northeast Kingdom.

Green Mountain United Way

<http://www.gmunitedway.org/volunteer/>

A link to opportunities. You do not need to sign up to see them:

<https://gmunitedway.galaxydigital.com/user/register/>

A link to sign-up and get alerts:

<https://gmunitedway.galaxydigital.com/user/register/>

NEK Collaborative Mutual Aid – for volunteers looking for neighbor-to-neighbor support:

<https://docs.google.com/forms/d/e/1FAIpQLSchZxxGqh8Ffzptz1cvFYehWNbFodAXfGSmyFpGFOKR9YXyAg/viewform>



Northeast Kingdom Council on Aging – for volunteers looking to deliver meals or offer other kinds of support: 802-748-5182 or pbeckwith@nekouncil.org; 802-473-4999 or MBurmeister@nekouncil.org

Is It Seasonal Allergies or COVID-19?



How to tell the difference

It's mid-April, and some of you may have noticed you're starting to cough and feel a bit short of breath. Normally, you wouldn't worry because you know that these symptoms are just your seasonal allergies. But with the novel coronavirus, or COVID-19, pandemic sweeping across the nation and the world, how can you be sure this year?

COVID-19 is a respiratory illness that can spread from person to person, according to the Centers for Disease Control and Prevention (CDC). The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when a person who has COVID-19 coughs or sneezes.

Patricia Launer, RN, CPHQ, Northeastern Vermont Regional Hospital Director of Quality/Infection Preventionist, said common symptoms of COVID-19 are fever, cough and shortness of breath.

To help protect yourself from the virus, the CDC recommends to avoid close contact with people who are sick, avoid touching your face without first washing your hands, and wash your hands often with soap and water for at least 20 seconds. If you don't have access to soap and water, use an alcohol-based hand sanitizer that contains at least 60 percent alcohol.

There is no specific antiviral treatment for COVID-19, according to the CDC, but people with COVID-19 can seek medical care to help relieve symptoms. If you think you were exposed to COVID-19, you should call your doctor and stay home except to get medical care.

"The most important thing that people can do to prevent the spread of COVID-19 is to practice social-distancing," said Launer. "It is hard, especially with spring beginning to happen all around us – but the way this virus moves is person-to-person. So if you are with someone who has it, and then you get it, you can spread it to the next person that you have contact with, sometimes before you even know that you are sick."

In Vermont, seasonal allergies to tree pollen often begin in April; allergies to grass or weed pollens often begin to appear later in the summer.

The Allergy & Asthma Network describe seasonal allergies as a reaction that often causes inflammation when the immune system treats normally harmless proteins like plant pollen, pet dander or dust mites as if they were "dangerous invaders." "Unlike the COVID-19 virus, airborne allergy symptoms do not include a fever, and only occasionally include chest discomfort," said Launer.

Although allergies share symptoms similar to COVID-19, such as shortness of breath and cough, people also may experience itchy, running nose with sneezing and coughing; itchy, watery eyes and redness; itchy, sensitive skin, rash or hives and swelling; and chest tightness, according to the Allergy & Asthma Network. Allergies cannot be spread from person to person. "If you know what your allergy triggers are, try to avoid them," Launer advised. "If that isn't possible, then contact your doctor to get ideas of how best to treat them."

We want to hear from you! Are there health topics or issues that you'd like to read about in an upcoming Vital Signs? Email us your suggestions at vitalsigns@nvrh.org, or mail them to NVRH, c/o Katie Bocchino, P.O. Box 905, St. Johnsbury, VT, 05819.

The Power of Phytochemicals

Submitted by Sabina Hansen

Eating a varied diet of colorful plant foods is something you do have control over. It will strengthen your ability to fight off any infection. All plants contain substances called phytochemicals. Phytochemicals are plant chemicals that contribute to their color, taste and smell. They give beets their great red hue, Brussel sprouts their bitter taste and hot peppers their searing bite. Phytochemicals are found in all edible parts of a plant, especially the skin or peel.

So power up on these immune boosting phytochemicals:

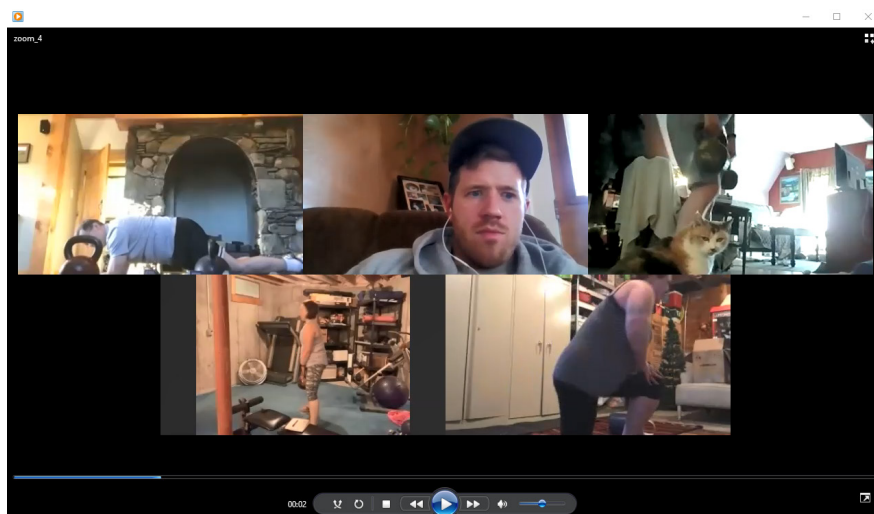
- Carotenoids in red, orange, yellow and green plants
- Flavonoids in berries, apples, citrus, onions, soybeans and coffee
- Anthocyanins in berries and red wine
- Resveratrol in red wine, grapes, dark chocolate and peanuts
- Proanthocyanidins and flavones in grapes, apples, cocoa, red wine
- Sulfides and thiols in onions, garlic, leeks and olives
- Isothiocyanates in cruciferous vegetables such as broccoli, cabbage and kale
- Quercetin in apples, onions and citrus
- Terpenes in cherries and citrus fruits
- Lutein and zeaxanthin in dark leafy greens

Eating a RAINBOW of fruits and vegetables are good for your whole body and helps keep you strong during the COVID-19 pandemic.

As Covid-19 takes its toll on our communities, the importance of maintaining a strong immunity.

The Café is still offering all the same selections but in single serving containers. It's unfortunate that due to Covid-19 has led to increase in plastic use.

COVID-19 leaves many of us worried and fearful. We all need to do our part in protecting our community and ourselves. We don't have control over the outcome of this pandemic but we do have control about the steps we take.



A few staff have found a way to safely stay active with a virtual workout from Brad at KILOS Performance and Fitness. You can also stay active outdoors – just keep that all important 6 feet distance between yourself and others.

New Charitable Giving Incentives Available

With the passing of the federal Coronavirus Aid, Relief and Economic Security (CARES) Act, donors can now take a deduction for up to \$300 in charitable gifts made in 2020, even if they take the standard deduction. And for those that do itemize their deductions, there are expanded limits on charitable contributions. To find out more about these new charitable giving incentives, contact Emily Hutchison, Director of Philanthropy at 802-748-7476 or e.hutchison@nvrh.org.

Laundry staff include Charity Austin, Kyra Carey, Patricia Hunter, Jane Lyon, Jocelyn Simpson

Laundry By The Numbers

1,500 Average for pounds of laundry processed daily. Dirty Laundry picked up Washed Dried Folded Delivered

80 Number of pounds of dirty laundry per load in the large washing machines

39 Number of locations in the main hospital building that are stocked daily with clean linen

7 Number of off-site locations including the warming shelter stocked daily.

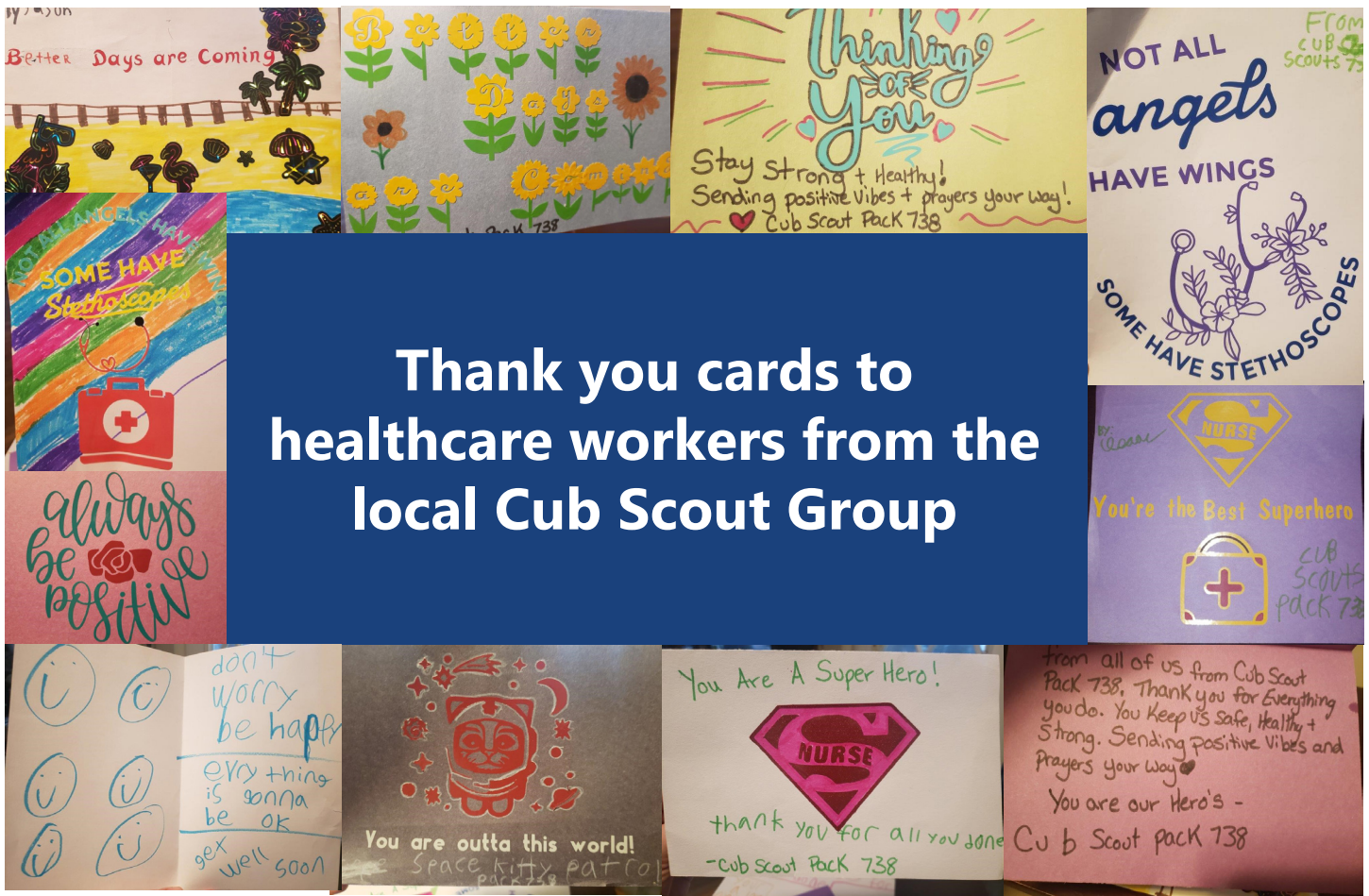
4 Number of Office Practices stocked on a weekly basis.

3 The number of washers and the number of dryers in the NVRH Laundry

1 Number of community locations stocked weekly. St. Johnsbury Academy Dormitory

5 The key number is 5 which represents the number of staff members working as a team in the Laundry to make sure the job is done correctly and completed on time each day. Team members really know about the correct products to use as well as the importance of time and temperature for producing clean, safe laundry for all of our internal and external customers.





To Adhere to COVID-19 Precautions, NVRH Encourages Mailing in Expired, Unused Medications

Although the in-person drop off events for National Prescription Drug Take Back Day, originally scheduled for April 25, have been cancelled, the public can still dispose of unwanted and expired medication safely.

The Northeast Prevention Coalition (NPC) in partnership with Northeastern Vermont Regional Hospital (NVRH) and the Vermont Department of Health is providing free medication mail-back envelopes. In light of COVID-19, this allows those who wish to dispose of meds to do so safely from the comfort of their homes.

“Although we’re dealing with COVID-19 as a community,” NVRH Prevention Specialist Tennyson Marceau said, “we’re accessing solutions through alternative means.”

To learn more about safe use, storage and disposal of prescription medications and to order your envelope, visit <https://www.healthvermont.gov/alcohol-drugs/services/prescription-drug-disposal>. If you’re a community partner and would like to request a bundled shipment of Medication Mail-back Envelopes, please call NVRH Prevention Services at 802-748-8400.



To stay up-to-date on COVID-19, visit www.nvrh.org.

What Our Patients Are Saying About Us

Ambulatory Surgery

- My entire experience was beyond excellent! Thank you all, and especially Dr. Prohaska!
- The nurse who took care of me from beginning to end, Kim was wonderful.
- I was very comfortable - relaxed and felt safe at NVRH. Dr. Prohaska & his surgical team did an excellent job!
- The staff was very helpful and courteous. They made me comfortable about the procedure and were very professional and compassionate.
- Everything went smoothly.
- Nurses were upbeat and friendly. Very caring.
- Staff & facility was much better than expected. This was the second time there. I would definitely pick this place if I had to again... hope I don't though!! Thank you everyone!
- Staff was very kind. Thank you.
- Happy and felt safe with nurses & Doctor.
- I was treated well at NVRH. Everyone was extremely professional and kind to me.
- I have nothing but good things to say about NVRH and the excellent care that I have always received. The nurses especially do a tremendous job!!
- Everyone one calmed my fears. The day of pre-op visit an anesthesiologist came to speak to me to help me overcome my fears of spinal taps & nerve blocks - he really helped me calm down & again on the day of my surgery.
- My experience was very good. I was treated with utmost respect and enjoyed it as much as I could.
- From beginning to end of my experience at NVRH the entire staff was excellent - professional, caring, even FUN. You could tell they all loved working there and cared deeply for the patients and the procedures.
- Very smooth. Good to visit with anesthesiologist before procedure.
- I was very pleased with the friendliness & care of all who worked with me. Each individual introduced her/himself to me, and explained what was happening, although the administration of anesthesia was so subtle that I never felt it coming. I was impressed by the whole experience.
- I think they did a really good job.
- I was very much at ease with the surgical procedure because of my nurses' care. A phone conversation two days later was also very helpful.
- My nurse was awesome!

Emergency Department

- The ED was EXTREMELY busy when I was there, but PA Katie & nurses ALL were very thorough & concerned for my care. This was the best visit I have experienced at the ED. PA KATIE IS EXCELLENT.
- Dr. Peter Weimersheimer - A++!
- Katie MacDonald was excellent! Very concerned about my care and comfort.
- Would definitely recommend Dr. Spicer, he was great. Careful, very comforting, had me laughing and still provided excellent care. He is a wonderful doctor.
- Dr. Spicer was awesome.
- My nurse, Sabrina brought me cookies and a card, because I was in the hospital for my birthday and all the nurses wished me happy birthday when they came to my room.
- Alison in access was very pleasant when asking for information.
- The nurse's IV insertion was painless, Terry (night RN). She worked quickly to relieve my discomfort.
- MacDonald was awesome, very thorough in examining my knee, ended up with a brace.
- Dr. Spicer was quick, thorough, and checked-in multiple times.
- They had my records & information on file.
- Good experience, very comfortable.
- Fortunately there were no other people awaiting treatment so action was immediate.
- Excellent.
- It was a really long day, but I left feeling well cared for and lucky.
- Very attentive.
- Everyone was nice.
- Everything went fine no wait time.
- Very nice staff, just a poor outcome for me.
- They did a good job trying to move people around, so I could get to a treatment area.
- I think NVRH is a wonderful gem and I'm very happy to have come there.
- I felt like I was in good hands.
- No waiting time.
- As an NVRH employee, the professionalism, care speed, concern; and communication I encountered made me appreciative of the quality staff at our hospital.
- Pleasant, professional staff.
- Very courteous staff.
- Staff very accommodating.
- Very efficient staff.
- Very favorable treatment.
- Rolled me right into a room.
- NP was excellent.
- I had a good experience, I was having really bad back spasms and the nurse was trying to get blood or IV, but the doctor told her to give me

something for pain first, then do the IV. After that it went great. Thank you!

- Very favorable treatment.

InpatientICU

- Everyone was excellent they all are angels.
- Very fast! Had my bracelet ready for me right after I gave my name.

MedSurg

- Dr. Korsh, my surgeon was very kind, compassionate and took time in spite of being busy.
- Mild mannered Marcus listened, was clear, and had an exception attitude!
- Much kindness & cheer! My nurse, Marcus was very good in every way & very considerate.
- The meals were excellent. All staff were friendly & courteous.
- All staff at NVRH were wonderful. Gold star performance by all.
- I was treated like a king. All nurses were great. All personnel were great also.

Birth Center

- At one time I had eight visitors in the room while a Pediatrician was visiting my baby. Dr. Kantrowitz was very polite and accommodating.
- Dr. Eric Siegel is an excellent doctor in all ways. No complaints.
- I had a lot of nurses, but one in particular, Sharon, I really relied on and liked having around!
- I liked our room.
- The food was really good - everything I ordered - I received. Very nice!
- It was easy.
- My experience was good and it was a relaxing, healing time with my husband by my side.
- The midwives who cared for us were exceptional - very skilled & very caring.
- Every one of the nurses were excellent - very kind, caring, friendly & helpful when needed.
- I would highly recommend NVRH as a great place to have a baby and for women's health.
- Staff was very kind, friendly and the food was always what I had ordered and tasted great!
- The new rooms are incredible!
- I really enjoyed the food we had during our stay!

Medical Practices

Corner Medical

- I have Nurse Harmony and she is by far the best nurse!
- Half of my family sees Dr. Alfaraz. The best doctor anyone could ask for, I got all my family to switch to him.
- Nurse Teresa was very kind and took the time to listen to my concerns.
- Dr. Scott is the best doctor I ever had.
- Pam was on top of everything
- Dr. Broderick is always easy to talk to and is genuinely interested and concerned with my health and well being
- Amy is an excellent nurse with professionalism and concern.
- I was seen almost right away and was given full attention by Dr. Dobbartin.
- Dr. Dargis & her nurse assistant provided excellent concern for my medical issue. Thanks!
- Dr. Sullivan, the nurse and entire team ALWAYS do a great job by me!
- I'm so happy with this clinic that they finally had some changes done and brought in some new, nice faces.
- No complaints.
- Awesome!
- No waiting!
- Nurses are very good, thorough, caring & prompt.
- Very good! Always courteous and caring.
- Always a good visit - All staff are efficient & caring.
- Always good. Very responsive.
- Always to the point - Saved my life!
- Smiles from the office helps a lot.
- 5 minute wait time, not even time for a beer!
- I am so impressed with the employees at this facility. So competent.
- Outstanding.
- The Doctor apologized for the long wait.
- Always listens and takes action.
- Very impressed.
- Everyone is always very willing to help.
- Very smart, caring and explaining.
- We talked through everything.
- All my appointments were good.
- You folks are the best! Thank you for all you do!
- My doctor is the best!
- Saw a new practitioner and loved her! She listened and didn't treat me as if I were deficient because I am old.

- Everyone worked together as a team and I felt much supported by answers to my questions and clarifications on follow-ups and details.
- There was very little wait time and everything went very smoothly.
- The nurse was extremely helpful and supportive, and very informative.
- The nurse was great!
- Scheduling my appointment went fine
- There weren't any delays to report.
- Corner Medical gives warm, friendly and professional care.
- The staff was very accommodating, easy to speak with, friendly, professional, and informative.
- Everyone was friendly and courteous.
- I am always treated well at Corner medical.

Kingdom Internal Medicine

- I absolutely LOVE your practice. Diane and Dr. Lee are wonderful!! They both have made me feel so comfortable and now I look forward to going to the doctors!
- Dr. Lee was able to diagnose an issue I have been dealing with for 20 years at the first appointment I had! I owe her everything!!!
- I feel the nurses do a good job. Especially Diane, I get along very well with her. And she is a little older than me so she can relate to my needs and problems.
- I'm very satisfied with Dr. Myrter and his staff.
- Dr. Lee is always pleasant and helps you understand what is what!
- Diane is always nice and listens to your questions.
- Jessica is an excellent N.P. She listens, asks the right questions, observes and explains VERY WELL. I trust her completely. She also has an excellent interpersonal skill set.
- Dr. Myrter was very kind, did a thorough assessment. Dr. Myrter listened to my questions and concerns and tried to work through what we thought was going on, which alleviated my concerns, he's a great provider, it's nice to feel listened to and not brushed off.
- Joyce Vitale was excellent at helping me with my issue. Great service!!!
- Joyce Vitale is great, I would highly recommend her!
- I love my nurse Diane! Very caring, attentive and listens to me.
- I love Joyce!
- They're always nice and wait no time at all.
- GREAT SERVICE!
- Very kind & helpful.
- The staff are pleasant and make you feel comfortable - from checking in to the time you leave.
- I called and got an appointment with in just a couple hours later. Quick and simple.
- I have recommended this practice to others - many times.
- Everyone knew their job! Top notch!!!
- Took me right off! Good service.
- Every time I was very well taken care of, every one showed professionalism & great service.
- Everything was very good, well pleased!!
- Staff is respectful and considerate of privacy and my comfort. I really love the practice.
- Very good! 100% concerned in my health.
- The nurses are always gentle, caring, and take the time to listen to my problems.
- Always great service at Kingdom Internal, would highly recommend it.
- Very good.
- Love the staff best ever
- No delay
- We discussed adjustments to medications and the change has been a very positive outcome
- I was seen right before my appointment time.
- She had checked my past visit reports and lab results in order to be prepared
- There were no delays.
- I like that I did not have to wait a long time.
- I like the staffing and the experience.

North Country Otolaryngology/Audiology

- It's always a pleasure to take my child to Dr. Rankin!
- Dr. Deane Rankin, MD, is a wonderful doctor. He is very pleasant, honest, and he can even make me laugh.
- Jayce is a gem - so compassionate, patient, clear, friendly, and professional.
- Dr. Rankin's clinical skills are excellent. He is a good listener.
- I appreciated being fit into Jayce's visit from afar, and in a manner that was accommodating.
- Very good experience all was explained and everything went well.
- Top shelf in my opinion.
- I had a very good experience and would return if need be.
- Exceptional doctor, courteous & professional staff.
- Extra attention was given to getting plastic caps for my hearing aid. Thank you!
- No delay.
- I asked about my sinus cavities never really clearing. Dr. recommended saline solution. Works great.
- I transferred from another hospital and am very happy with the change.

- They were all very good at working together efficiently.
- Very good.
- So far I think this Doctor is VERY good - a real detective.
- Very Happy!
- Very positive atmosphere

Specialty Clinics

- Dr. Prohaska is the best. He listens to you. He cares about you, and your pain. I have recommended him!
- Very impressed with the staff & especially Amanda Van Straten.
- Dr. Dixon is a great doctor!
- Excellent experience. *Dr. Dixon gave detailed explanation of various treatment options and provided excellent, empathetic care; and has a very good sense of humor, often making me laugh.
- Attention provided in a timely manner.
- The nurse assistant was very friendly, courteous and empathetic with me.
- Very professional.
- Good experience, top notch.
- Quick and efficient.
- Good hospital.
- Great staff.
- Good - concerned and explanations were good.
- I would recommended this office anytime. Everyone is so nice.
- Every one I spoke to on the phone making this appointment was courteous, efficient, and professional.
- Saw the NP and really like her. She explained things very well and answered all my questions so I could understand. Thank you.
- All went well.
- Good - very pleased.
- This was a consult appointment, which I was very happy with. Doctor & staff gave 100% attention. I would recommend family & friends.
- The experience was fine, and I liked everyone I dealt with.
- No delays.
- It was all up to the standards that anyone could want.
- All staff were extra kind & helpful, all had happy faces to see me.
- Everything was fine.
- Very satisfied with all aspects of care!
- Great nursing staff.
- This nurse was very polite and very concerned. I like her very much.
- Appointment was made through my primary care office.
- Staff was knowledgeable and professional.
- Everyone was polite and professional
- From beginning to end it could not have been better!
- Very courteous & kind.
- I have always been treated in a professional manner, best ever.
- Nicely done!
- Didn't really wait - moved right though.
- I found the staff and doctors outstanding, I thank them all.
- The staff are excellent, the wait time is so speedy! They really seem to genuinely CARE!
- Very kind - empathetic.
- All of my experience was very good thanks.
- I have recommended her twice!

St. Johnsbury Pediatrics

- Dr. Josh is always very kind and knowledgeable. He is our favorite Doctor!
- I forget the name but excellent bedside manner, my child and I felt very comfortable.
- They always try to get us in and out quickly.
- They're always able to get my children in if they are sick and need to be seen.

Women's Wellness

- Great! I love Jodi.
- Dr. Siegel was very helpful, friendly, and sympathetic.
- I am very comfortable in Megan's ability. Wish I could see her for everything!
- Courtney Lahey was amazing. Very nice, knowledgeable, friendly and would definitely recommend her.
- It is usually very easy to schedule my appointments. They are pretty flexible and reachable by phone.
- Always clean - always concerned for my privacy.
- Never really had any problems being heard.
- I like my doctors at Women's Wellness.
- No informing of delays, but wait time is not bad.
- Great! It's been a wonderful experience so far! Birth Center tour, initial meet and greet & two prenatal appointments. Love you guys so far. Thank

you for your hard work!

- Staff is friendly and easy to communicate with.
- Friendly and helpful.
- I've had nothing but positive experiences at the Women's Wellness Clinic. I look forward to all my appointments.
- The front office staff, intake nurse, and midwife were all efficient while at the same time giving me plenty of time for any questions or concerns that I had.
- All staff's ID tags were visible and they always introduce themselves as well. I always feel that my privacy is well-cared for.
- Area is excellent at talking me through my appointments and letting me know what to expect at my future visits. She is warm and kind and never rushes me through appointments.
- The nurse was kind and attentive - she had clearly read through my chart and knew all about my pregnancy.
- Took me right in.
- She was very easy to talk to, and made me feel less nervous.
- From my first call to make the appointment to someone checking my insurance to my care while I was there, EVERYBODY was excellent. Easy to talk with.
- Doctor was wonderful! Took time to listen to my issue. I never felt rushed and she gave me options.
- Got me in within hours of my call to office.
- They are always friendly and helpful
- I love all the people at Women's Wellness. Very friendly and kind.
- No delays!
- I've been going to the Women's Wellness Center for years, and I'm always happy with the care I receive.
- Excellent people, excellent care!
- Great nurses and great health care provider
- Provider took her time and even went the extra mile helping me look for a treatment option.

Outpatient

Diagnostic Imaging

- Thank you Mark!
- Gretchen (radiology) & Wendy (office services) also went out of their way to talk with me about non-mammography questions.
- Monica was very polite and experienced.
- The 3 individuals (Tyler, Yvette, Cienna?) worked as a team to make me feel comfortable with the process. They answered all my questions and were extremely encouraging.
- Mark and Tyler went the extra mile to make me comfortable. I had shoulder surgery in December and could not get comfortable finally on the second MRI we made it with their help.
- Gretchen was great.
- The guy who did my CAT scan was super nice and explained everything really well and made me feel comforted.
- EXCELLENT experience, even updated spouse in waiting area with procedure without being asked.
- It is always a pleasure to go to NVRH for my test. The facility is beautiful and the staff is excellent with regard to my care & treatment.
- I had no complaints - care was excellent. Bowl of fruit offered is so sweet & thoughtful. Thank you.
- Everything went very smoothly. All of the staff was pleasant, looked and acted professional. They were very welcoming and kind. The atmosphere was clean and welcoming too.
- Always helpful and cheerful.
- Everyone was very helpful and gave great explanations every step of the way.
- Everything was very pleasant and even the room was very private and comfortable.
- I always have positive thoughts and comments, NVRH has a good staff with very good Doctors and care givers.
- It is always clean and hardly ever a long wait. My procedure was very informational & quick.
- No complaints.
- This time the Doctor came in after my mammo and told me the results right then there, very good to know.
- She was very caring & respectful!
- The woman at the desk was helpful.
- Outstanding all very clean!
- The entire staff treated me very well!
- Very pleasant.
- Excellent!
- Kudos to all the diagnostic imaging staff thank you!!
- Very good experience.
- Excellent.
- There was a person playing the dulcimer! It was very calming and lovely.
- No complaints!
- I didn't have any concerns or complaints.
- Very good experience.
- Thank you for employing caring staff. They are professional and kind.
- When they realized that they were running behind, the receptionist came out to let me know and asked me to fill in the paperwork while I was waiting to speed things up. I felt that was nice of her to keep me informed and to work on helping catch up the exams.
- Excellent experienced tech.

Laboratory

- I had no concerns or complaints. She was an exceedingly skilled phlebotomist. 10 or 12 tubes, only one stick, no pain and no bruising.
- No wait!
- Quick, efficient, professional.
- The person at the registration desk was helpful & pleasant.
- Excellent at drawing blood.
- She's very pleasant
- No complaints or concerns.
- A very good experience.
- Impressed by phone charging station!
- I feel like you guys might make me feel like you want me there.
- I used to be in health care, so I know how cynical the public can be. Keep up the great work you do.
- Registered by staff at Corner Medical who did it ALL for me.
- I recommended you to my husband and others.
- Very good!
- Every time I ask to use their smallest needle, they always listen to me.
- My overall experience with everyone was good, but the person who registered me was excellent. I felt at home and knew she cared about me.
- NVRH certainly is improving in all areas. Thank you for this survey.
- Everything went smoothly.

Pain Clinic

- Excellent.
- Could not be better. Procedure itself was also excellent.
- Excellent as usual.

Physical Therapy

Northern Physical Therapy

- Very professional, gentle, instructive. Explain every exercise.
- Everyone is very personable and helpful.
- This is the second time I have used this place for physical therapy. My husband has been here also. Very professional and friendly.
- Exceptional! Love, love, LOVE this place & the staff.
- Staff was friendly and helpful.
- Good experience. Can't complain about anything. They are great!
- First visit, can't evaluate how well team works together, but feel very confident they communicate well - just observation.
- The physical therapist I saw was great - professional, kind and helpful.
- Good experience. Everyone very pleasant.
- They are wonderful - so helpful, caring & knowledgeable.
- Long-handle shoe horn such a nice addition to help putting shoes/boots on - very thoughtful.
- Excellent physical therapists - caring & helpful.

Dan Wyand PT & OT

- So welcoming & kind. Fantastic place.
- Someone is always checking on you to assure your comfort
- Everyone was very friendly & helpful
- Amazing place!
- 100% satisfied.
- Well executed treatment. Therapist is very confident & skillful.