

Jesse Dimick of Northern Physical Therapy Receives Master of Science in Executive Leadership

“I have always been interested in leadership development, but had never taken any formal courses,” Jesse Dimick, the Director of Northern Physical Therapy said. “I started to learn more through EMyth business coaching, which I did when I joined Ben and the team at NPT. Thanks to Ben, my passion for learning was fueled through this coaching.”

After a conversation with Shawn Tester about NVRH’s TruEd program connection with Champlain College, Jesse went home and started looking into what kinds of programs the college offered. The executive leadership curriculum spoke to him immediately and he applied that night.

“My passion for learning has continually fed my curiosity on how to be a better leader and person each day.”



How long did it take you?

This was a one-year accelerated program. Each course was 6 credits and pretty involved. There were a lot of late nights and early mornings, but thanks to my wife and the support of my family, the stress of the amount of work was minimized. Their support allowed me to get the work done and take the time that I needed to make it happen.

What is something that you learned about yourself during this experience?

There was a lot of reflective writing throughout this program. I have carried a self-limiting belief for a long time that I was not a good writer. I learned quickly that my writing skills were not as bad as I thought. Reflective writing allowed for a conscious flow of thoughts and apparently some of those thoughts were more interesting than I believed. On a personal level, I was struggling with the loss of a few very

Continues on next page

- Jesse Dimick Receives MS in Executive Leadership
- Surprise Training Keeps EMS Skills Sharp
- Flyover to Thank Essential Workers
- Jeanne Nummelin of STJPeds Receives Award
- Readers Are Asking
- World No Tobacco Day
- #NVRHSTRONG
- 2020 Scholastic Achievement Award Winners
- Kim Johnson, DO Joins Women’s Wellness Center
- NEK Prosper Awards Healthy Cents Fund
- Helpful Benefit Changes for Employees Due to the CARES Act
- NVRH & Flek Inc. Receive Gold, Silver Bronze Marketing Awards
- Positive Comments

The BrightLook is a monthly publication for employees, volunteers, providers, Corporators, and board members at Northeastern Vermont Regional Hospital. Submit your articles and/or photos to Katie Moritz (k.moritz@nvrh.org) by **Friday, June 19 for the July issue.**

important people in my life the year prior to starting the program. Reflective writing allowed me to really see the things that each of these people passed onto me. Traits and lessons that have made me the husband, father, and person I am today. This was a powerful transition for me in my grieving process that I didn't expect to happen while writing a paper in school.

Future goals?

I love knowledge sharing and helping others overcome frustrations or problems that they are experiencing. This is the main reason I got into physical therapy 15 years ago. Curiosity has led me down a few rewarding paths in my life. I do not have any formal plans at this point, but I am sure my curiosity and passion for help-ing others will lead me somewhere interesting.

From everyone at NVRH, congratulations Jesse!

'Surprise' Training Keeps EMS Skills Sharp For CALEX. NVRH Crews

By Todd Wellington, May 27

Article courtesy of *The Caledonian Record*.

It's National Emergency Medical Services (EMS) Week and CALEX Ambulance Chief Michael Wright celebrated in style Tuesday morning by launching a surprise mock training exercise which simulated an eight-year-old boy having an asthma attack.

Emphasis on the word "surprise."

"We don't let them know when it's coming or what it is until the tone drops," said Wright on Wednesday.

The CALEX crews didn't know what was really going on Tuesday until the EMS dispatcher announced that it was a "drill only."

The EMS crews were sent to a simulated scene on Higgins Hill in St. Johnsbury where they obtained patient history, performed assessments and quickly provided the necessary emergency medical services to treat the simulated patient known as "SimMan."

EMS workers performed simulated breathing for SimMan, inserted basic and advanced airway devices, started intravenous lines, administered medications and monitored vital signs including cardiac rhythms.

"The entire scenario was played out as real as possible," said Wright. "Including transport to NVRH while notifying them of the patient's condition. And it didn't stop there."

Once EMS crews arrived at the hospital they continued their care of "patient" SimMan into the hospital where nurses and physicians continued the simulation as if it was a real situation. The CALEX crew members continued to assist and report on their assessments of the patient and the treatments they had provided during transport.

"The simulation continued with treatments and stabilization by the nurses and physician team at NVRH," said Wright.

"Following the simulation, a review takes place to provide feedback. During these simulations, we identify any ways the team can improve and to train on specific simulation cases that we may not see often."

CALEX runs regular mock simulations for training purposes.

"We have found these unannounced simulations really provide a terrific learning opportunity for our staff," said Wright. "If we train hard, our crews will be better prepared when the real emergency comes."

The exercise was the result of a close collaboration with NVRH.

"Mock Codes are a great learning tool for both the Emergency Department and EMS alike," said NVRH Nurse Educator Angel Whitehill on Wednesday. "I observed great team work from both Emergency Department staff and EMS and look forward to continued collaboration with our EMS teams to help us provide the best care possible to our patients."





Jet photo credit: Timothy Kirchoff



As we prepared for Memorial Day Weekend, the Vermont Air National Guard held an F-35 flyover on Friday, May 22 to honor all of Vermont's first responders and frontline workers.

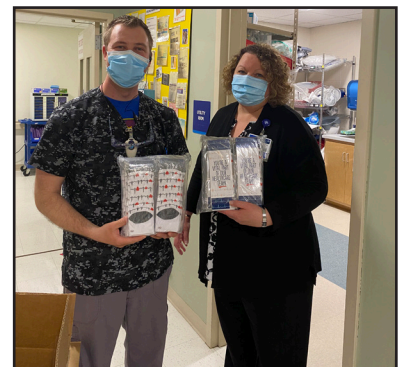
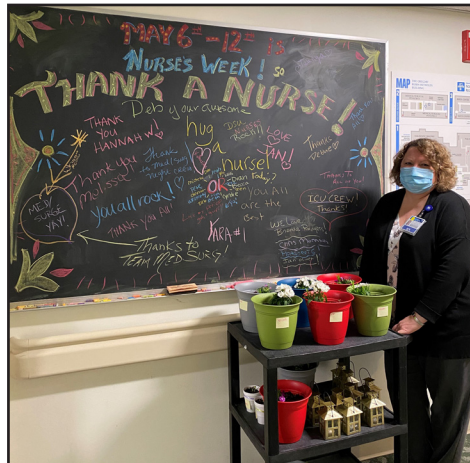
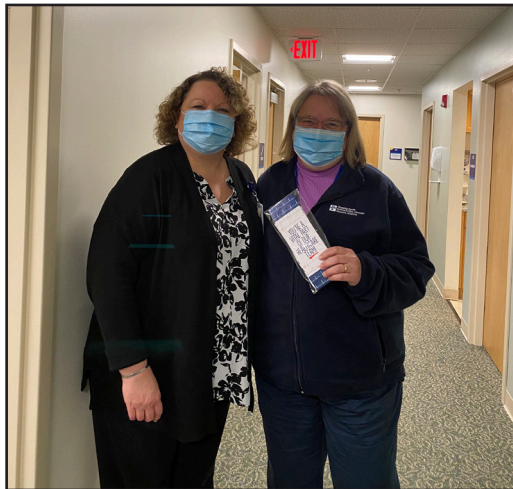


Thank You!

Nursing staff receives socks in honor of Nurses Week

MANY THANKS
to all who have supported
NVRH's COVID-19 efforts
as of June 1, 2020!
nvrh.org/give

^{88 donors}
\$61,806
^{gifts-in-kind}
128



Jeanne Nummelin of St. Johnsbury Pediatrics Receives J. Ward Stackpole, MD Recognition Award

The Vermont State School Nurses' Association (VSSNA) has awarded Jeanne Nummelin, RN care coordinator at St. Johnsbury Pediatrics the 2020 J. Ward Stackpole, MD Recognition Award.

Nummelin has been a nurse for 35 years. For the last 20 years, she has been part of the St. Johnsbury Pediatrics team. There she has been a floor nurse, triage nurse, and most recently, a clinical care coordinator. She has participated in many Vermont Child Health Improvement (VCHIP)/Child Health Advances Measured in Practice (CHAMP) improvement projects and has helped to maintain St. Johnsbury Pediatrics as a Patient Centered Medical Home through meeting the National Committee for Quality Assurance (NCQA) standards.

"As clinical care coordinator, one of my passions has been providing patient-centered care through improving communication and collaboration with our local schools," Nummelin said. "I am often the point of contact between a clinician, the school, and the family, receiving phone updates, attending school meetings, talking with families about resources they may need or how we can work together to improve their child's overall health and well-being."

Each winter, the VSSNA asks Vermont school nurses to nominate a health professional who is an extraordinary supporter of their work. The award is presented to individuals who are not school nurses, but who support school nurses' commitment to child health.

Comments received in support of Nummelin's nomination include,

"Jeanne plays a critical role in supporting area school nurses by attending IEP, 504 and other student meetings, as well as attending monthly school care coordination meetings"; "Jeanne has daily phone communication with nurses and makes our lives easier through prompt communication and timely return of orders"; and "Jeanne is a champion of school nurses and works tirelessly through communication and collaboration to support children at school."

The VSSNA created the Stackpole award in 2000 to honor Dr. James Stackpole and recognize his work in creating and working for 34 years as chair of the Vermont School Health Advisory Committee. Dr. Stackpole supported school nurses because he supported children's well-being and safety and believed that school nurses were needed to keep kids in school.

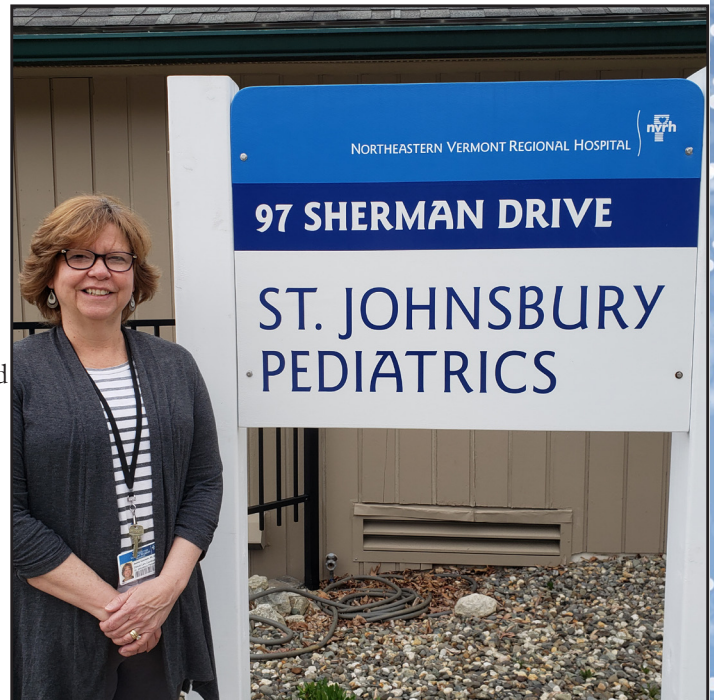
"I have the honor of conveying the Stackpole Award to the recipient annually," president of the VSSNA Sophia Boyle Hall said. "This year I am especially honored to present the award to someone I know and work closely with. Jeanne's professionalism, knowledge and expertise are valuable to our school children and our school nurses."

Nummelin uses a variety of services and resources to provide support and guidance to families to advocate and engage them in their plan of care.

"Jeanne helps identify goals with her patients that include their strengths and challenges," Practice Manager Cheryl Stahler said. "She is a very important part of our team at St. Johnsbury Pediatrics."

VSSNA intended to recognize Jeanne with this award at the spring 2020 School Nurse Conference. Due to COVID-19, the conference has been postponed until October 2020.

St. Johnsbury Pediatrics is offering in-patient appointments and telehealth options. To learn more, call 748-5131.



Tobacco Cessation Support at NVRH | **Reader's Are Asking**

I am a smoker and recently heard someone say that my smoking can affect my pet. Is that true?

It is true! Have you thought about quitting smoking, but don't think this is the right time to do so with everything going on in the world? Have you spent some time cooped up with your pet by your side due to COVID-19?

Well for both you and your pet, there is no better time to quit than now!

Many people are aware that second hand smoke is harmful to children and adults, but unaware of the impact on their pet as well. What exactly is considered second hand smoke? Second hand smoke is defined as "smoke that is exhaled or otherwise escapes into the air and can be inhaled by non smokers, including pets."

Studies show that second hand smoke can affect our pets in many ways, in pets of all kinds. It can cause cancers, lung and respiratory issues and increase eye irritations and allergies.

For you and your pet, regardless if it is a cat, bird, dog or some other species, work on quitting smoking so both you and your pet can have longer, healthier lives!

If you want more information on how smoking can affect your pet's quality of life, visit

American Veterinary Medical Association: www.avma.org/resources/pet-owners/petcare/stop-smoking-your-health-and-your-pets-health

US Food and Drug Administration: www.fda.gov/animal-veterinary/animal-health-literacy/be-smoke-free-and-help-your-pets-live-longer-healthier-lives.

Ready to quit? VT 802Quits | www.802quits.org | 1-800-Quit-Now | or call NVRH at 748-7395 to sign up for our next 4 week on line Fresh Start class that starts in June. You can do it!



May 31 Was World No Tobacco Day

Are You Ready to Quit?

Stay healthy during COVID-19, NVRH has resources to help

Do You Smoke or Vape? Because the novel coronavirus attacks the lungs, people who smoke or vape have a harder time fighting off the virus. There has never been a better time to quit, and Northeastern Vermont Regional Hospital (NVRH) has the resources to help.

"There has been a decrease in the number of adults who smoke in the state of Vermont," NVRH VP Marketing and Community Health Improvement Laural Ruggles said. "Last year, 18% of our population smoked. In 2020, it's down to 15%. The national benchmark we're trying to hit is 14%. Those numbers are trending in the right direction."

According to the World Health Organization (WHO), tobacco use is responsible for 25% of all cancer deaths globally. Using nicotine and tobacco increases the risk of a variety of cancer as well as cardiovascular and pulmonary diseases. And although many people may think that e-cigarettes, or vaping, may be safer, it actually increases one's risk of developing a lung disorder.

"That's why now, during the COVID-19 pandemic, it is so important to take the steps necessary to quit," NVRH Prevention Specialist Tennyson Marceau said."



One resource available through NVRH is the American Cancer Society Freshstart® program. NVRH has two certified Freshstart® facilitators who teach monthly group classes. The program is designed to help smokers plan by providing essential information, skills for coping with cravings and group support. Freshstart® incorporates current guidelines for tobacco cessation support into group support sessions. Program participants choose a combination of techniques and cessation treatments they will then use as they work towards quitting.

Recently, the classes have moved to an online format. Classes are held one hour each week for one month. When participants register for a class, they're sent the class materials and a link to connect with the facilitator and other participants via video. The next Freshstart® will take place Thursdays, June 4 to June 25, 3 – 4 p.m.

Another helpful resource for individuals looking to quit nicotine use is 802Quits.

“802Quits is great because it offers free customizable help,” Marceau said. “It’s designed to help people who are planning to quit as well as those who have already quit and need a little extra help. You can do it over the phone, but you can also do it online, so it’s really convenient.”

In April, 802Quits saw 569 people register to quit smoking. In honor of World No Tobacco Day, consider making May the month you take the first step. To learn more about 802Quits, call 1-800-QUIT-NOW (1-800-748-8669) or visit <https://802quits.org>. For more info on Freshstart®, call 748-7532. For local support with vaping/smoking cessation, call NVRH at 748-7526.

Freshstart®



Be smoke free!

If you are using tobacco and want to quit, join the **Freshstart®** Program today.

- Learn skills to cope with cravings
- Master stress relief techniques
- Get the facts on tobacco use
- Meet others interested in quitting
- Learn if you qualify for free nicotine replacements

Choosing Health

NORTHEASTERN VERMONT REGIONAL HOSPITAL

ONLINE | More info at 802-748-7395

Thursdays, June 4 - June 25 | 3 - 4PM | ONLINE

MEETS WEEKLY in ST. JOHNSBURY!

For information on the Freshstart® program, contact Pam Smart at **802-748-7395** or complete and mail this form to: Pam Smart, NVRH PO Box 905, St. Johnsbury, VT 05819

Freshstart®

A **FREE** ONLINE PROGRAM FOR PEOPLE WHO WANT TO QUIT USING TOBACCO.

NAME _____

ADDRESS _____

PHONE _____

E-MAIL ADDRESS _____

more online **nvrh.org**

my Portal

Find us on Facebook



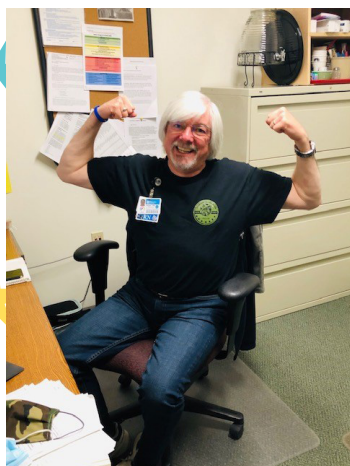
May 21 was a beautiful day for VeggieVanGo! 370 were households served. Thank you to all who volunteered!

DHMC has offered to provide TeleICU services to area hospitals during the COVID-19 emergency. Here a TeleICU demo takes place on May 13.





WE ARE
#NVRHSTRONG



We are
open and ready
to see you.



NVRH Auxiliary Selects the 2020 Scholastic Achievement Award Winners

NVRH Auxiliary is excited to announce the students who have been selected to receive the 2020 Scholastic Achievement Awards. The NVRH Auxiliary gives two \$1,000 and three \$2,500 awards to qualifying students to support their educational endeavors in a healthcare field.

The two \$1,000 awards are given to students who will be studying a healthcare field when they enter their freshmen year of college in the fall. This year's awards go to Olivia Matteis and Delaney Payeur.

Matteis is from Lyndon Institute (LI) and will be attending the University of Vermont in the fall to pursue a degree in nursing. As a student at LI, she shadowed at NVRH and made her decision to go into the nursing field based on the hands-on learning experience. She is a member of the National Honor Society and Student Council, and is involved in sports as well as being very active as a volunteer in her community.



Olivia Matteis

Payeur, of Waterford, attends St. Johnsbury Academy. She will be attending Southern Maine Community College in South Portland, ME, majoring in Radiologic Technology and Sonography. She interned at NVRH while at St. Johnsbury Academy and made her decision to go into the imaging as a career. She is a member of the National Honor Society, volunteers for St. Johnsbury Academy and is an all-season athlete.



Delaney Payeur

The \$2,500 Scholastic Achievement Awards, which are given to students who are studying a healthcare field and will be entering their third or fourth year of college, are to assist with college expenses. This year's awards go to Taylor Farmer, Mikaylah Payeur and Connor Whitehead.

Farmer, of Waterford, is attending Vermont Technical College in Randolph Center. She is a Licensed Nursing Assistant pursuing her career as a Registered Nurse. She has worked at NVRH and worked as a LNA at Canterbury Inn in St. Johnsbury.



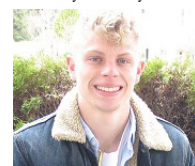
Taylor Farmer

Payeur of Waterford, attends Husson University in Bangor, ME. She is studying Physical Therapy and specializing in sports related injuries. She interned at Dan Wyand's Physical Therapy, which helped her decide on her career. She is involved in many college clubs and volunteers for the homeless shelters, food bank, blood bank and church.



Mikaylah Payeur

Whitehead, of Lyndonville, attends the University of New England in Biddeford, ME. He is studying Exercise Science with a goal to work in his own practice. He was in the National Honor Society, made the Dean List three times, received athletic honors and volunteers for many youth sports programs.



Connor Whitehead

In order to support these awards the NVRH Auxiliary holds an annual raffle. This year, due to the COVID-19 pandemic, the raffle drawing will take place on September 11, 2020 instead of May 8, 2020. If you would like to purchase tickets to support these awards, please call NVRH at 748-7310. Tickets may be purchased until the drawing on September 11. Raffle winners have the opportunity to win \$300, \$200, \$100 or \$50 in cash, plus many other prizes.

Auxiliary membership is open to all adult individuals who are interested in NVRH and who are willing to uphold the purpose of the Auxiliary. All volunteers are automatically members of the Auxiliary. Membership includes over 140 individuals who give a total of 20,000 hours of volunteer service annually. If you are interested in volunteering at NVRH, please contact Volunteer Services at 748-7310.



Beulah McGinnis,
Scholastic Achievement
Award Committee Chair.

Dr. Kim Johnson Joins Women's Wellness Center

NVRH is excited to announce that Kim Johnson, DO has joined NVRH's Women's Wellness Center.

Before joining NVRH, Johnson practiced as an obstetrician and gynecologist for 11 years at St. Francis Hospital and Medical Group, a similar sized critical access hospital in the rural Upper Peninsula of Michigan. She holds a Bachelor of Arts degree from Augustana College in Rock Island, Illinois and a Doctor of Osteopathic Medicine from Midwestern University.

Johnson's clinical interests include quality and safety practices, routine and complicated obstetrics, minimally invasive surgery and adolescent and adult gynecology.

"Obstetrics and gynecology gives me a great opportunity to interact with women of all ages, throughout their lifetime," Johnson said. "It also gives me a chance to interact with all disciplines of medicine in a collaborative way. I enjoy the balance of office practice, surgery and childbirth."

Originally from the suburbs of Chicago, Johnson did her internship and residency in Lansing, Michigan. She practiced in the Detroit area (where her husband, Scott, is from). When their son Sisu was born they made a transition to the Upper Peninsula where they could live in a more rural setting and split the distance between family in Detroit and Chicago. After their second child, Tillie, was born, the family became more and more active in the outdoors. As the children grew, Johnson and her family decided they wanted to be somewhere where they could ski, bike, and adventure outdoors every day, and so they chose the Northeast Kingdom.



"We wanted a great community, wonderful educational opportunities and of course a local community hospital," she said. "We found those here."

The Women's Wellness Center provides OB/GYN care to individuals of all ages and health needs, and is staffed by certified nurse midwives, women's health nurse practitioners, obstetrician/gynecologists and a behavior health specialist. The Women's Wellness Center also works closely with Community Health Workers who provide resources to address quality of life issues such as housing, transportation, health insurance coverage and physical safety.

"Dr. Johnson is an excellent addition to the Women's Wellness team," VP of Medical Practices Laura Newell said. "She provides care that is present, compassionate and thorough. The Northeast Kingdom is lucky to have her."

Johnson and her family are looking forward to settling in and exploring all that the area has to offer.

"I am beyond impressed with the entire NVRH organization," she said. "This is a team that truly cares about providing high-quality healthcare to this community."

Women's Wellness Center is now offering telehealth visits to supplement and/or compliment in-person appointments. Telehealth allows patients to have a video visit with their healthcare provider using their computer, laptop or a smart phone. To make an appointment, call the Women's Wellness Center at 748-7300 to see if a telehealth visit is right for you.

NEK Prosper Awards Healthy Cents Fund

NEK Prosper, the Caledonia and southern Essex accountable health community, awarded the first-ever Healthy Cents Fund grant to Umbrella, Inc. of St. Johnsbury as the lead organization representing a large group of community partners.

The group will receive \$58,000 annually for three years to create a community designed hub in St. Johnsbury that connects community members to opportunities to build social and financial capital with the overall aim to increase financial security. Specifically, the grant will be used to engage the community to create a service hub and a pilot social enterprise, and develop a robust evaluation plan for both.

“On behalf of the group, we are so pleased that our initiative has been selected,” said Amanda Cochrane, Executive Director of Umbrella. “We think that our St. Johnsbury community hub and social enterprise project will prove an important community asset in the post-COVID-19 recovery. Thank you to NEK Prosper and NVRH for the platform to collaboratively innovate around solutions to some of our community’s most intractable challenges.” The proposal includes strong community input to design the hub and delivery of services. The group envisions a hub where people can co-create leadership programs, offer professional development opportunities, as well as receive support services and job skill training.

“The thoughtful and attentive work of the Financially Secure workgroup of NEK Prosper has generated positive traction in improving the lives of residents in the Northeast Kingdom,” said Tara Holt, Executive Director of the St. Johnsbury Chamber of Commerce. “The work to create valuable cross-sector collaboration to both understand and meet the needs of our vulnerable working population is applauded. It has been a pleasure to be part of their conversations as they developed their strategy for system change.”

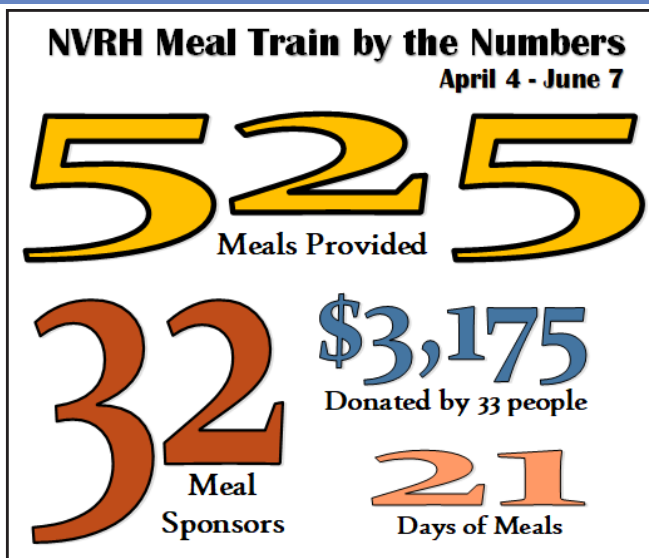
The Healthy Cents Fund is funded by Northeastern Vermont Regional Hospital (NVRH). NVRH receives a lump sum payment from OneCareVT, the statewide Accountable Care Organization (ACO), for delivering healthcare to Medicaid beneficiaries. NVRH has committed to investing 1% of those payments in the Healthy Cents Fund.

“The advantage to the new payment methods in healthcare is we have flexibility in how we use the money,” said NVRH CEO Shawn Tester. “Rather than wait to see if our hospital and region have extra money to invest in community health – often called “shared savings” – we decided to take money off the top to invest in prevention and system changes to improve the health of people in the communities we serve.”

NEK Prosper was formed in 2014. NEK Prosper uses the Accountable Health Community model, the collective impact framework, and the principles of Results Based Accountability to guide the work. NEK Prosper now has participation from over twenty organizations, and five working groups – called Collaborative Action Networks – to champion five outcome areas: our community will be well-nourished, well-housed, physically healthy, mentally healthy, and financially secure. NVRH serves as the integrator organization for NEK Prosper. To learn more visit www.nekprosper.org.

On Monday, May 11 Community National Bank, VT Branch Manager Michelle handed out some Cafe Lotti goodies to kick off Hospital Week.





According to Shane Switzer, owner of the Pizza Man and organizer of the NVRH Meal Train, "It was a no-brainer," he said. "It's a win for the hospital. It's a win for the restaurants because people are calling restaurants and giving them business. And it's a win for the community that wants to give back to the front-line workers."

THANK YOU SHANE!

Helpful Benefit Changes for Employees Due to the CARES Act

The Coronavirus Aid, Relief, and Economic Security (CARES) Act was passed by Congress and signed into law by President Trump on March 27th, 2020. This over \$2 trillion economic relief package is designed to protect the American people from the public health and economic impacts of COVID-19.

Telehealth Appointments

- Replaces the need for people to go in to office practices for primary or specialist appointments. Through the use of computers, tablets or mobile devices, you may now conveniently access health care services remotely to manage your health care!
- Preferred and Silver Plans: Effective 03/27/2020, this benefit will be covered at 100% with no co-pay!
- Bronze Plan: Effective 03/18/2020, this benefit will be covered at 100% with no co-pay!
- Any telemedicine claims after the effective dates above that have not been covered at 100% may be resubmitted to the Health Plan for adjustment:

Flexible Spending Accounts

- Year End Rollover amount has increased to \$550 for existing enrollments
- NEW enrollments AND increases or decreases to existing accounts will be allowed outside of Open Enrollment or other life events. More information forthcoming.

Flexible Spending / Health Savings Accounts

- Over the Counter Medicines

Effective 01/01/2020, previously covered only with a prescription, purchases for over the counter medications such as pain relievers, cold and flu medications, antacids, acne remedies, allergy medications, etc., are now reimbursable with your Health Savings Account or Flexible Spending Account.

- Menstrual Care Products

Effective 01/01/2020, previously not considered qualified medical expenses, purchases for menstrual care products such as tampons, pads, liners, cups, sponges, etc., are now approved and are reimbursable with your Health Savings Account or Flexible Spending Account.



Medical Insurance
800-532-7575
www.healthplansinc.com

NVRH and Flek Inc. Receive Gold, Silver and Bronze Marketing Awards

NVRH and Flek Inc. have received four awards from the 37th Annual Healthcare Advertising Awards: Gold for the hospital's internal monitor displays, Silver for the Four Seasons Orthopaedics ad series, Bronze for the Get Active ad series and Bronze for the 2019 Annual Report.

The Healthcare Advertising Awards is one of the oldest healthcare advertising awards competition. Awards are sponsored by the Healthcare Marketing Report, a publication that covers healthcare marketing, advertising and business development. To select the winners of the 37th Annual Healthcare Advertising Awards, a national panel reviewed each submission, and entries were judged on creativity, quality, message effectiveness, consumer appeal, graphic design and overall impact.

The success of the monitor displays, the 2019 annual report, and both ad series was made possible thanks to the collaborative nature of the NVRH community as well as Flek's knowledge of presenting interesting and eye-catching messages across various platforms.



“Marketing shares important messages around services that the hospital provides, ways to stay healthy in your everyday life and narratives that impact the community at large,” said Laural Ruggles, VP of Marketing and Community Health. “That’s why it’s so important to use the right platform. Monitor displays keep our patients up-to-date on our services, ads remind individuals to proactively take care of their health and the annual report showcases both day-to-day happenings as well as big picture planning”

Flek Inc. is a graphic design, web development and advertising firm located in St. Johnsbury, Vermont. Its three partners are Florence Chamberlin, Keith Chamberlin and Amy Hale. Together, they have more than 90 years of experience as designers, photographers, writers, web designers and marketing professionals. To meet their clients’ needs, they also work with outside producers, printers, illustrators, videographers, and manufacturers.

“Once again we are so proud to receive national recognition for the work we created with NVRH,” said Florence Chamberlin, Flek Inc.’s co-owner. “Now more than ever we all need to stand strong together and support their efforts in keeping the community healthy and safe. We are the deliverers of their message and we are so thrilled to be part of the creative team. We look forward to another fruitful year working with them.”

On May 13, members of our leadership team served up some burgers and hot dogs as part of Hospital Week’s Grill Day.



What Our Patients Are Saying About Us

Ambulatory Surgery

- Dr. Dixon was very kind. OR staff, CRNA, pre-op & post-op... What a marvelous team! (And this care was all accomplished while Day Surgery Unit was being converted to the respiratory care unit!)
- Dr. Prohaska and all the staff were wonderful.
- Didn't even get to sit down, everything was on time and I was called in.
- Dr. Prohaska is a great Doctor! Top of his field! Highly recommend him.
- Excellent care. Previous procedure like this was not as pleasant. I was rushed in and out. Did not have that experience at NVRH.
- I was extremely pleased with the care I received.
- Everyone was really helpful, polite and made me feel safe and worry free. Good job!!
- Cancelled due to COVID-19 can't wait to get hip done when we are all clear of this. THANKS.
- Awesome care.
- Well done by everyone!
- The doctors & nurses all seemed to work together very well -
- I got great care.
- I was very satisfied with the entire procedure and feel very fortunate to have NVRH and its staff available to tend to my medical needs.

Emergency Department

- Doctors Taylor & Lahey - BOTH GREAT!
- Pauline, Sarah, Jewell, & Callie - ALL AWESOME.
- I really liked the conversation & advice I received from Betsy. She was quick, but thorough.
- Dr. Spicer was great!
- Nurse Mark was so wonderful, he went above & beyond the call.
- Very professional, very attentive to my problem, very kind, very concerned.
- Great COVID protection felt.
- Doctor listened to my concerns about Powassan virus, and was very helpful. Great lady!
- Very fast waiting time, which almost never happens in an ER. Positive experience.
- Nurses are the best ever!!
- They were very good to me.
- Very nice intake, good questions and prompt response.
- This was during the beginning of COVID-19 everyone was a little on edge, but doing their best.
- My insurance was on file, so I did not have to give, which was good.
- I did not have to wait.
- I would highly recommend to anyone in the area!
- Great nurses!
- No wait time! I went back quickly and was in and out in less than an hour.
- Doctor was able to explain things in a simple fashion when I asked him to elaborate.
- Very nice & caring! Made sure I was comfortable.

MedSurg & Inpatient ICU

- The ICU nurses were extremely well trained and was a great overall experience.
- Eileen was especially good - friendly, but no nonsense.
- Excellent nursing, phlebotomist, emergency care, and meals.
- Excellent nurses.
- Very bad time during virus crisis. I commend the WHOLE STAFF for excellent care during these TOUGH times!!
- Physician wanted longer hospital stay. I requested an earlier discharge, the Doctor and I were able to agree on stipulations.
- I consider myself lucky to have had such a great physician during the virus!!
- Pain was relieved ASAP.
- The nursing staff is great. Very professional, caring and most of all, a healing sense of humor!!
- Wednesday night I was admitted with a broken hip. Friday afternoon I was home with a 3 screw repair complete. The reason being is the complete, professional care at NVRH.
- Excellent cuisine.
- Great staff!!
- Everything went smoothly! Right on schedule.
- Everyone introduced themselves prior - friendly, REPEATEDLY asked my name & birthdate & why I was there.
- Great team work
- Nurses were excellent.
- Was there for just overnight, nice room.
- Great service!
- Excellent!

Corner Medical

- I love Dr. Dargis. She is great.

- I like Dr. Sullivan's nurse very much.
- This visit was different in that it was online rather than in person - but it all went very well given that this was quite new to both Dr. Scott and myself.
- Very good service. Dr. Brado took good care of me!
- Dr. Dargis is the best!
- Dr. Olsen is fantastic - patient, caring and very smart. My husband and I both appreciated her care.
- Never felt rushed. Dr. Scott has always been attentive to my concerns and always took all the time needed in a low key method.
- Doctor did exam over phone.
- Made my future appointment.
- No delays.
- Nurse scheduled the visit and I stayed home - was actually called 15 minutes early.
- Seems to be very good every time.
- EXCELLENT.
- Always explain everything!
- #1 in care!
- No delays.

Kingdom Internal Medicine

- I am very happy with the care I receive from Caryn Everett.
- It was very well planned - to meet me as we drove in and Diane met me as we arrived
- Dr. Irene is a great and caring physician.
- Been seeing Karen Everett for a couple years now and have no complaints or concerns with anyone or anything at this facility.
- I have been with Kingdom Internal ever since I moved to St. Johnsburg in 1993. I have been well-cared for by everyone at this practice.
- There should be another column titled 'excellent'!
- Due to the ensuing coronavirus every precaution was taken & explained ~ (wearing masks, etc.
- This was a telehealth visit - no real wait time.
- Awesome.
- Very good, very friendly, felt like being at home.
- 1st time using virtual visit. Worked very well.
- Very nice people.
- No delays.
- No waiting for anything.

North Country Otolaryngology/Audiology

- Dr. Rankin is exceptional. Very kind & caring, knowledgeable. He wants the best for his patients and goes above & beyond.
- Dr. Rankin and the whole staff are the very best.
- Melissa is fabulous.
- Dr. Rankin is the absolute best.
- Due to the winter weather conditions we had to reschedule three times - The staff was very understanding, courteous, and had no problem rescheduling.
- For years we have enjoyed seeing Dr. Rankin and staff at the St. J location. Excellent audiology staff and audiologist.
- Very thorough, kind, courteous.
- Dr. Rankin has for years been very professional, thorough, respectful, and kind - He always takes the time to explain all concerns, procedures -
- Everybody is very friendly and caring. Doctors, nurses and staff.
- Great experience!
- Every aspect was excellent.
- No delays.

Specialty Clinics

- Dr. Dixon provides excellent care. He is a major asset at NVRH.
- Amanda Van Straten is great, and so are the nurses and staff.
- I have always had a positive experience when I see Dr. Dixon.
- Dr. Kaufmann, Stacia and Angie are all awesome. NVRH is my new hospital of choice because of them.
- Excellent. Dr. Korsh is awesome.
- Dr. Dixon was on call (urologist) at 1:00 a.m. and saved my life!
- Receptionist and nurses are always happy & friendly. Dr. Van Straten is always punctual, very efficient and takes time with patients.
- Doctor Dixon as usual, is a sweetheart!
- No delays and no wait.
- I feel very comfortable with the provider and the entire staff.
- Great helpful folks.
- Very good communication by nurses to Dr. Peritz re: their concerns, & he was very kind to speak with me directly & explain next steps. Can be extra hard to give care to a provider - Everyone was superb.
- She is great and actual listens.
- Doctor and staff make me feel cared about and give positive energy.
- I really like her.
- Great overall experience.
- Great clinic - excellent people - highly recommended.

- Excellent surgeon.
- Thank you, your treatment is second to none.
- They are the best.
- Could not ask for better treatment.
- Seldom delays.
- This hospital, care facility & specialty clinic has a very professional staff.
- Excellent care.
- It has always been a very good experience. The nurse (forgot her name) is exceptionally pleasant & helpful.
- I have never had a bad experience!
- I felt that she was very caring and let me know that I might not even speak to the actual doctor.
- The NP was very approachable and kept me informed during the process.
- The receptionist was friendly and professional.

St. Johnsbury Pediatrics

- Dr. Stasny is a wonderful provider.
- Dr. Price did a good job discussing with us what needed to happen.
- Ease with referral. We have been so fortunate to have had Dr. Stasny as our pediatrician for 18+ years. Thank you Dr. Stasny.
- Easy process
- Great experience as always
- It was an appointment done over the phone, due to COVID-19, but still very pleased with the appointment.
- Minimal time waiting in and out quickly.
- We love the care we receive here, thank you for your hard work.
- No delays with appointment.
- Never a problem with scheduling or communication. Thank you!

Women's Wellness

- Dr. O'Connor came in the room with such a calm presence and new all of my history. She summarized everything and presented options in a clear & concise manner.
- Courtney is amazing! She is concerned, genuine, realistic, smart, skilled at her job, and knew exactly what needed to be done! Courtney truly interacted & cared about me on a personal level, I didn't feel like a 'number' or 'statistic', but that she truly cared! Thanks!
- Women's wellness has been my go-to! I recommend them to everyone. They truly, genuinely care about your well-being, are so kind and thoughtful. THANK YOU!
- So friendly, very attentive! She truly listened to me and understood why I needed the appt. on short notice. She made me feel very comfortable.
- Great experiences so far, thank you!
- Great nurses, thank you!
- My appointment occurred during the onset of COVID - I was screened properly, everyone was safe, concerned & mindful.
- Excellent service.
- Doctor was called in from home – I did NOT mind the wait.
- The nurse was extremely caring and thorough.

Outpatient

Diagnostic Imaging

- Registration with Sue was quick and easy. There was no wait actually.
- Very happy and have friends who go there and they told me that it is awesome.
- Excellent care & service.
- Pat Brocher-Cox excellent, friendly, and on top of use of mask, gloves with virus about.
- Pre-registration by phone - good - saves time.
- Staff were all kind and thoughtful & professional.
- Everyone explained new COVID-19 precautions.
- Impressive; during COVID-19 outreach, very professional.
- Betty & her assistant did a great job explaining AFib & how to exercise. The therapist did a great job also - and they all were exceptional with keeping hands and areas clean too. Great job!
- No complaints.
- They knew what to do, and were very helpful.
- They were very good and quick.
- Mammography went well. Technician was very good.
- The staff was very pleasant and made me comfortable.
- Easy, quick & professional.
- The MRI patient's family waiting room was very calming, clean and perfect.
- Took me right through.
- I didn't have any concerns or complaints to respond to.
- Everything went very well.
- Excellent treatment by all.
- The majority of visits have been perfect. All the techs are efficient and professional.
- Had no complaints, and had the thyroid collar used this time.

Laboratory

- I was very impressed by the professionalism & excellent care I received in the laboratory. Debra was a very skilled phlebotomist & her calm, reassuring manner was greatly appreciated.
- There was no waiting time. I was there for a COVID-19 test. All went well.
- Smart & necessary health precautions being taken.
- Thank you for all you do!!
- Another fine INR test.
- Blood draw was excellent. Pandemic safety was also excellent.
- Very accommodating.
- Keep up the good work!
- Always had good experiences with staff.
- Staff was very good and courteous.
- People are very courteous and a short wait time.
- Always pleasantly welcomed.
- I appreciate all the staff of course, I always leave feeling better than I did when I went in! That's kindness!
- Front desk did a great job, very personable!
- Good place to go and short wait time and people very nice.
- Always caring, kind & efficient.
- Quick and professional.
- No complaints - just the opposite - I have never had anyone about which I would complain!
- With extra precautions in place, the person meeting me with question was calm and brief, thorough!
- Everything went great.
- "Nothing but good!"
- Personable, thorough care given.
- Excellent work ethic. Love their smiles!
- Girls in the lab were great & very kind.
- Very nice and understanding people.
- I feel extremely fortunate to live near NVRH.
- I was unaware of new weekend lab hours and I arrived just after the time - they took me in anyway - Great customer service.
- Pleasant and helpful.
- The staff was very good at explaining the answer to any & all of my questions & I was able to understand!

Pain Clinic

- The staff are respectful & pleasant.
- Pleasant & helpful.
- They are great!

Physical Therapy

Northern Physical Therapy

- Highly recommend Matt B for care!
- Great staff, excellent facility.
- Had student present as well who was very courteous, professional.
- Very impressed with professionalism of all staff, particularly in watching how things evolved visit to visit as our awareness & community wide acknowledgement of the COVID-19 situation rose to the top of everyone's #1 priority.
- Very nice.
- Very good - know what they're doing - patients comfort important.
- Very good, very professional.
- How about wonderful.
- All in all a very positive experience, staff answered my questions, took their time, I didn't have to wait in the reception area more than about 2 min. - they saw me right away.

Dan Wyand PT & OT

- Great experience as well!!! Dan W. & the whole team really care.
- Great experience!!!
- Everyone was very professional & thorough. I have already recommended a friend to you for PT!
- It speaks volumes!
- The physical therapy facility had to close due to precautions concerning the coronavirus. A day later Dan Wyand (the physical therapist) called me at home to check-up on me. He covered my progress, the exercises, pain level, all the elements of my program, & told me call him any time if I had any questions/concerns.
- I'm 67 yrs. old & he is the FIRST doctor or medical professional to call me about my well-being &/or any issues. I cannot speak highly enough about *Dan Wyand, PT!
- Can't say enough! Great.
- Attention to detail & very knowledgeable.
- Polite, sociable.
- I am feeling great improvement.
- Everything went so smooth & easy.
- A great experience.