

## COVID-19

### DOCUMENTING YOUR EXPERIENCE WORKING IN HEALTHCARE DURING COVID-19

“The adversity brought on by the pandemic has provided an opportunity for me to hone my skill set as a clinician and manager. Being part of this team has given me a sense of place and purpose in these times of uncertainty. Looking forward to getting some new plates when the DMV resumes normal services. Until then I’ll just drive on.”

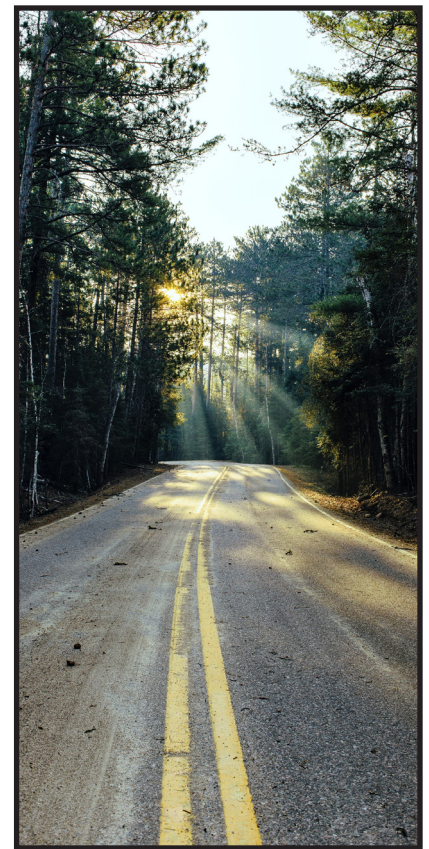
- Kevin Crawley, Director of Nutrition and Food Service

“It has certainly been an interesting time to work in healthcare, but even more so, an interesting time to start a new job at a new healthcare facility. Relocating and starting here in early February, my husband & I have quickly realized how proud we are to be part of the NVRH community. COVID-19 preparations started early on in our tenure and we continue to be impressed by the level of transparency, adaptation, and dedication to the employees. NVRH strong!”

- Kayla Bateman, IS Education Coordinator & Christopher Bateman, PA, ED

“A wise and very dear friend once told me there are two kinds of prayers: help me and thank you. Because of an underlying health condition, I have been working from home since March. I often find myself existing in these two spaces. Sometimes both at the same time.”

- Katie Moritz, Marketing and Communication Coordinator



*Continues on next page*

- Documenting COVID-19 in Healthcare
- DAISY Nominees Announced!
- Party with a Twist
- The Importance of NVU to the NVRH Community
- Flying Solo
- Mental Health Symposium
- Laura Morehouse Passes the Serve Safe Food Exam

- Cheryl Chandler Accepts Prevention Board Position
- Auxiliary Updates
- Masks
- August Orientation
- RAM in the ED
- 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, September 18 for the October issue.**

# COVID-19



“The COVID-19 Crisis makes it demands on all, mentally and physically. Many of us having parents and grandparents that lived through recession and depressions, I myself being one, grateful, to have been raised in the exposure of their experiences. These everyday experiences played key roles in raising my family over the years and again definitely utilizing survival skills and everyday living strategies in the rougher time of COVID-19. Skills of gardening, canning, sewing, relying on self-efficiency barter and trade. Extending offerings sharing food, and donating skills for the benefit of others. Our backs are not against the wall, instead our

backs together make the wall, the wall of strength! In face of crisis, our torch burns brighter. This is why, our chosen Statue of Liberty holds her torch high, to remind us that light and warmth shine in the darkness of deepest despair, illuminating The American Way!”

- Glenda Bernier, LNA Transport/CPSO, Radiology

“The first word that comes to mind is PRIDE—pride in my colleagues for once again putting their own safety second to caring for others. The second word that comes to mind is faith—faith in a higher power that brings comfort in the most trying of times. The third word that comes to mind is love—love means wearing a mask and social distancing to protect others- both loved ones and total strangers. As I look toward the night sky and reflect on my life, I believe that love, faith and compassion will prevail if we set a shining example for others to follow. Without those, we are nothing.”

- Barbara Byrne RN, Care Coordinator, Corner Medical



Photo by Barbara Byrne

“In this time of uncertainty, we have all grown and learned. We have found new strengths we never knew we had and we have overcome obstacles we never thought we could. Change is hard to grasp sometimes, but as the world around us has evolved, just like it has done in cycles for many years, we will come out stronger and more knowledgeable on the other end.”

- Crystal Bigelow, Community Health Worker, Community Connections

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# COVID-19

“Pulling into work and seeing the COVID-19 tents taking over the parking areas by Diagnostic Imaging and the Lab brought a bit of fear the first few days. How many patients would test positive in there? There was some relief from knowing that everyone who entered the hospital was using the same entrance and having their temperature checked, even if it’s only a false sense of security since not everyone who tested positive for COVID-19 had a fever, but it was odd to see so many NVRH staff members acting as sentries instead of performing their regular jobs.

It was quite surreal and somewhat scary the first time we were required to wear a surgical mask. I was concerned that it wasn’t as protective as an N95 and worried about what would happen if a patient were to cough or sneeze on us. I was relieved that at least in Diagnostic Imaging we were leaving the window closed and asking the patients for verbal consent instead of having them sign.

Having coworkers on furlough left a gap. At times, the hallways felt like a ghost town and it took a few weeks to recognize who everyone was underneath their masks, but I sensed camaraderie among those of us who were still working. It was also odd to have half of our chairs removed from the waiting room and the cafeteria, but at least we were able to see full faces at lunchtime and it almost felt like normal.

In my usual job, I have the protection of a window between me and the patient most of the time, but as a patient sitter, I found myself wondering each time I came in if this would be the first PUI I would sit with and I tried not to let my fear get in the way of agreeing to come in. At the end of May, it happened with a patient in the ER. As soon as I arrived, I was instructed to suit up in the full PPE gear, which I wore for the next 7-1/2 hours as she was transferred to Med/Surg. As awkward and uncomfortable as the PPE was, I couldn’t help but be concerned that the elderly woman with dementia I was watching might find it disconcerting to see the one person staying beside her bedecked in such a way. She seemed calm with me anyway and we made small talk most of the day. The next few days I tried not to worry, but I did have a little trouble falling asleep each night as I was half expecting to receive a phone call at any time telling me I had been exposed. Fortunately, that call never came and I did not need to worry about contact tracing.

Slowly, things began to return to somewhat normal, starting with the reopening of some other doors. I actually don’t mind using the thermal scanner each time I enter the building. We have recently reopened our windows in DI and started having patients sign electronically again, wiping down the stylus after each one. I eagerly await Dr. Rousse’s thrice weekly updates on how we’re doing locally as compared to the US as a whole and I remain optimistic that there will be a vaccine by next year.”

- Steve Stowell, LNA, Medical Secretary, Diagnostic Imaging



Drive through COVID-19 testing at NVRH is getting a new look. The tent is being replaced with a trailer and canopy.

# We Are So Excited to (FINALLY) Announce Our Very First DAISY Award Nominees at NVRH!

Submitted by Jillian Knight, Administrative Project Coordinator

**Nominees include Sharon Baker, Birth Center, Kim Foster, Day Surgery Unit, Kara Heath, Emergency Department, and Margi McGandy, Emergency Department.**

As some of you may remember we kicked off the DAISY Award program in January 2020. The DAISY Foundation is an international program honoring nurses around the world for their selfless work in caring for others. The DAISY acronym, Diseases Attacking the Immune System was established in 1999 following the death of 33-year-old son, husband and father, Patrick Barnes, of an auto immune disease. Other than Patrick's memories, the one thing that remained with his family following his death was the extraordinary care Pat received from the nurses during his last eight week hospitalization. The Barnes family needed a way to give back to the nurses that cared for Pat, and nurses everywhere (DAISY Foundation – About, 2020).



Our intention was to hold our very first DAISY Award



Laura Emery, RN, Director, Birth Center, Sharon Baker, RN, Birth Center, Julie Schneckenburger, RN, Chief Nursing Officer.

Ceremony during Nurses Week, but as with many other events this was also put on hold as we

navigated through COVID-19. Traditionally, the DAISY Award Ceremony is held with patients, colleagues and family members of these amazing nurses being honored, but we have had to get creative! We are excited to announce that we held our very first DAISY Award Ceremony on Thursday, August 27th, streaming live on Facebook, and the patients who nominated these nurses joining us via Webex! Be sure to check out the next issue of Brighlook for photos and our DAISY Award Honorees!

Pete Tomczyk, Director of Perioperative Services, Kim Foster, RN, Day Surgery, Judy Wheeler, RN, Manager, Day Surgery, and Julie Schneckenburger, Chief Nursing Officer.

To provide a little background, blind nominations are presented to the Nursing Shared Governance Council, where nomination criteria and a scoring rubric was established based off guidance from the DAISY Foundation and in alignment with NVRH's mission and values. All licensed nursing staff are eligible to be nominated, and receive the DAISY Award. All nominees receive acknowledgment of their nomination with a nominee pin. "We think it's important when someone takes the time to thank a nurse and tell their

story with a DAISY nomination, that nurse gets recognized. That's why we have the DAISY nominee pin (DAISY Foundation - Nominee Pins, 2020)."

Margi McGandy, RN, ED, receives her DAISY card surrounded by coworkers.



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Left: Julie Schneckenburger, Chief Nursing Officer, Marge McGandy, RN, ED, and Darrell Bormann, Director, ED.

Chief Nursing Officer, Julie Schneckenburger presented each of the above nominees with their DAISY nominee pin

and a copy of the nomination. "It was such an honor for me to surprise each of these nurses with their pin and nomination. I was not surprised that these nurses were nominated by a patient or coworker for the extra special care they witnessed/received by each nominee. These are just a few, amongst the many, nurses that give outstanding care here every minute of every day at NVRH."

DAISY nomination forms and collection boxes can be found in Units throughout the hospital and at all of our Medical Practices. Electronic nominations can also be completed by visiting [www.daisyfoundation.org/NVRH](http://www.daisyfoundation.org/NVRH). For more information on NVRH's DAISY Award program, please contact Jillian Knight, Nursing Administration Project Coordinator, [ji.knight@nvrh.org](mailto:ji.knight@nvrh.org).



Julie Schneckenburger, Chief Nursing Officer, Kara Heath, RN, ED, and Darrell Bormann, Director, ED.

Do you have a chronic health condition that is affecting your life?

Would you like to change your life for the better?

# HEALTHIER LIVING

## WORKSHOP

A **FREE** PROGRAM FOR PEOPLE WITH CHRONIC CONDITIONS

### Looking to improve your overall health?

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**Sept. 8 - Oct. 13**  
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TO CELEBRATE OUR 13TH ANNUAL GALA

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The first ever  
community-wide  
dance party!

FRIDAY, OCTOBER 16, 2020



**SUPPORTING BREAST CARE AND TREATMENT AT NVRH**

*In honor of October being Breast Cancer Awareness Month*

Join the entire community for an  
evening of celebration live on Magic 97.7FM

**FRIDAY, OCTOBER 16<sup>TH</sup> FROM 6 pm TO 9 pm**

Social distance, stay home, dress up,  
dine in and have fun together!



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Choosing Health  
**NORTHEASTERN VERMONT  
REGIONAL HOSPITAL**



**DANCE STEP 1:** Make a gift to support  
breast care and treatment at NVRH

**DANCE STEP 2:** Make a song dedication  
or select other amusing options

**DANCE STEP 3:** Tune in to Magic 97.7 Flash Back Friday  
or watch live on Facebook

**DANCE STEP 4:** Tag videos and pictures on social media,  
(@NVRHvt, #NVRH) and check out the  
Facebook Event: NVRH Twist

For more information visit [nvrh.org/twist](http://nvrh.org/twist) or  
call Jen Layn at 802-748-7371

Win Prizes  
for best dressed,  
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& best dance  
moves!



## The Importance of NVU to Our Community & Workforce

Op-Ed by NVRH CEO Shawn Tester

My relationship with Northern Vermont University and the Lyndon campus runs long and deep. My mother, in her 20s, chose to focus on raising my sister and me while working in the family business, and never attended college until her early 30s. Always

a hard worker, by the early 80s she had enrolled in business classes at Lyndon State College and was able to balance work, raising a family and attending classes to receive her associate's degree. I still remember hanging out on the campus lawn with my sister while she either met with professors or attended class. That degree enabled her to grow professionally, eventually having a long and successful career at a New Hampshire-based engineering firm from which she comfortably retired in 2017. This opportunity would never have been available to her without Lyndon.

Today, I have watched similar experiences with staff members at my organization. One of the biggest challenges facing Northeastern Vermont Regional Hospital (NVRH), and all our healthcare institutions, is our current and future workforce. The VSC, and especially NVU, plays a vital role in filling these essential positions. At NVRH alone, we currently employ 37 NVU-Lyndon graduates (formerly Lyndon State), 24 Castleton State graduates (23 of them are RNs), 3 Johnson State graduates, 15 CCV graduates, and 40 Vermont Tech (VTC) graduates (including 30 RNs). That is a total of 119 staff out of a workforce of just over 600. Many of these people, especially women, grew up here and are locals, but many others came here for college and stayed. These numbers highlight just how dependent our local healthcare system is on the Vermont State Colleges System to grow and support our workforce.

Vermont is facing a significant challenge in meeting our workforce needs, especially in nursing and other allied health roles, and NVU will play an essential role in helping us meet these needs. Over the last several months, we have worked closely with NVU and Vermont Tech to develop a strategy to expand NVU-Lyndon-based nursing programs, and this will give the University a strong platform to grow into other allied health offerings. I am not alone in seeing NVU stepping up to create Vermont's 21st century workforce, giving young people a path into excellent careers to fill the job needs of the Northeast Kingdom. Other sectors, including outdoor recreation, banking, and information systems all benefit from NVU.

Yet, to those of us who are committed to the well-being of the Northeast Kingdom, NVU is more than just an educational organization: it is an "anchor institution," underpinning our local economy as well as enhancing our quality of life. It is a concert venue and a training resource. The students who attend our campuses contribute to the vitality of our downtowns. NVU-Lyndon is where my middle school and junior high sons attend practice for their swim teams. It is the institution that brought to life the "Do North" co-working space, which enables entrepreneurs and remote-work professionals to relocate to our region. NVU-Lyndon is woven into the very fabric of the NEK, with the economic and cultural impact being far greater than many of us realize.

I love the Northeast Kingdom, which is why my wife and I chose to come back and raise our family here. My life's mission is to make the Northeast Kingdom a better place to live, and that means having a strong healthcare system, ensuring the economic vitality of our region, and meeting the needs of the most underserved Vermonters. NVU is a vital resource for achieving these goals.

As the fall legislative session gets underway, we are hopeful that the legislature will approve the Vermont State Colleges System's request for bridge funding. This funding will help ensure NVU continues to offer the best possible education and learning opportunities to students and continue to provide a workforce pipeline for Vermont's employers. While the challenges the system faces seem daunting, I am confident that working together, we can forge a path that will allow the University, as well as the entire VSC system, to thrive.

Sincerely,  
Shawn P. Tester, NVRH CEO



# Flying Solo

## A Meditation in Three Parts on the Gift of Letting Go

### Dr. David Brody

There is a moment in the 1960s classic *Birdman of Alcatraz* which embodies in one scene the entire emotional weight of the story: The prisoner, a self-taught veterinarian, has spent weeks nursing a dangerously ill sparrow back to health. At last the bird has pulled through, and as it regained strength it delighted in flying about the cell, and has become a companion in the otherwise lonely isolation of prison life. But one day the bird alights on the ledge of the tiny, barred window to the cell – and pauses. A bird's destiny is to fly – freely – and in that pause it seems to understand that in flying away it would leave its benefactor and friend behind; and in the same instant the prisoner recognizes that he may lose the only connection to life that he still has, and the purpose that has been sustaining him.

This is the supreme moment. And then in an angry gesture of magnanimity, because only in anger could he otherwise overcome his longing, the prisoner shoos the bird away, insisting that it fly away and live the life it is meant to live.



Dr. David Brody

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Every parent faces the same challenge in raising their child, knows that in the end love means – letting go. This wonderful creature that begins life as an utterly helpless and dependent being has to learn, step by tiny step, to master the challenges of autonomy leading – one hopes! – to a life of independence. And each step along the way – first words, first halting steps, kindergarten, making friends, dating, driving, a summer job, college – for each of these steps, and innumerable gradations along the way, the job of the parent is inversely and precisely reciprocal: the child takes on new responsibilities, the parent needs to loosen their hold. Not all at once of course, and there may be times of backtracking, but in the end irreversibly in the direction of independence. And this is not easy. The parent needs to be accepting of their diminishing role, be willing to trust despite their natural anxiety, and be respectful of the autonomy of the emerging adult whom they have nurtured, all the while being mindful that the erstwhile rewards of caregiving are losing their relevance. And in bearing that loss, the loss of something precious and soul satisfying, find meaning in having done a job well.

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These reflections came to me as I looked back over the course of my flight training and recognized an almost precisely analogous relationship between student and instructor.

At first the student will do little more than point the plane in a generally desired direction, perform some gentle turns, slow climbs and descents, all under the watch, indeed touch, of their instructor. But little by little one accumulates additional aspects of the flight procedure: the instructor demonstrates, the student tries to mimic... And over time the strangeness begins to turn to a certain practiced though still anxious routine.

And then begin the more advanced maneuvers: stall recovery; steep turns (45 degrees of bank, in which it feels at first like you are sliding into an airy oblivion!), tracking a circle around a point on the ground, night operations, flight by instruments alone (a special type of goggle obscures the outside vision), and then of course landings. Landings are the greatest challenge in learning to fly, and ultimately what one spends more time on than any other aspect of training.

But through it all there is one supreme challenge that awaits all students, the moment one knows has to be coming, but which the routine of instruction tends to make one forget: the climactic moment when one is allowed to fly solo.

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I remember this moment indelibly. I had been up with my instructor practicing landings, and after three or four circuits, instead of taxiing back to the end of the runway she directed me to the main terminal. We had never done that and I was a little confused as to what we were doing. Maybe take a break for lunch? As we came to a stop she casually asked me if I wanted go up by myself! I wasn't really able to fully take in the question and I responded stupidly with *You mean without you?* Yes, she said, *do you think you're ready?* I hesitated for just a beat, but I knew in that fraction of a moment that this was the test all my training had been aiming towards, and I knew with utter clarity that the choice was between the comforting safety of the status quo – or a leap into the future. More determined than certain, I saw myself nod, and then watched with a slow motion sense of unreality and gathering apprehension as my instructor casually exited the plane – gathering her papers and headset, unlatching the door, stepping down onto the tarmac – all these ordinary and commonplace actions entirely out of congruence with the pounding drama playing in my head.

And then there I was, for the first time ever, alone in the cockpit, engine humming in idle, awaiting my command!

Routine kicked in, and I turned to taxi back to the runway, but in one of those moments one would never be able to script – I had never been to this section of the terminal – I comically lost my way and found myself almost mistakenly crossing the active runway! Not a good start! But in what would I guess have to be considered my first decision as Pilot in Command, I did a quick one-eighty and got myself back on track. While then taxiing towards the takeoff end of the runway, and reminding myself that most mishaps in the air can be ascribed to flying in too steep a pitch attitude, I kept repeating over and over the mantra *if you get in trouble lower the nose, if you get in trouble lower the nose...*

I did three takeoffs and landings. None of the landings were too smooth – to be honest they were probably a little ugly – but I completed them all successfully and, with a powerful sense of having passed through a great trial, that something fundamental had shifted, I taxied on back towards the hangar. My instructor radioed her congratulations – I am sure she was anxiously watching her little birdie – and then there were tears and hugs all around, and a celebratory photo. It was a moment!

*Author's postscript: While putting the finishing touches on this piece little did I suspect how its lessons would circle back so close to home. For a year and more my stepson, a young twenty-something, has been toying with the idea of moving to Boston to be nearer his girlfriend. But somehow the project never advanced and I kept telling myself that his ties to family, that he was too much of a country boy, would always keep him close to home. Now, however, he actually is going to make the move and I have been forced to realize that my sense that he would stay put has been influenced, I will be completely honest, by a selfish hope that I might continue to have him nearby. But though I will miss him terribly, in the end I cannot help but admire his pluck and can only congratulate him – be glad for him – as he advances along the path of independence. We wish you well, Joe!*

NURSING EDUCATION PRESENTS

# Mental Health Symposium

MONDAY, SEPT. 21, 2020 | 7:30 AM - 4 PM  
VIRTUAL

## TOPICS INCLUDE

- ⚙️ Adverse Childhood Experiences ⚙️ Wellness for Nurses
- ⚙️ Traumatic Birth/Postpartum Depression
- ⚙️ A&P of Addiction ⚙️ Mental Health Toolbox

This activity has been submitted to the Rhode Island State Nurses Association for approval to award 6.25 contact hours. The Rhode Island State Nurses Association is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.



Don't miss this important symposium on mental health!

Speakers include Meghan Baston, Chief Nursing Officer at the Brattleboro Retreat, Cheryl Tatano Beck, Distinguished Professor at the University of Connecticut School of Nursing, and Doug Wysocky-Johnson, Executive Director Lumunos.

**Free for NVRH employees. Contact Jillian for more info, or to register for this event at [ji.knight@nvrh.org](mailto:ji.knight@nvrh.org).**



**Congratulations to Laura Morehouse for successfully passing the Serve Safe Food Protection Manager examination and earning her certification!**

**The Serve Safe Food Protection Manager is a certification that verifies that the person or persons in charge (PIC) of a kitchen shift has sufficient food safety knowledge to protect the public. It authenticates that the tasks employees need to know to keep food safe here at NVRH are being adhered to correctly. This is especially important during the COVID-19 pandemic.**



Laura Morehouse and Kevin Crawley, Director of Food Service

## NVRH Prevention Services' Cheryl Chandler Accepts VT Prevention Certification Board Position

NVRH Regional Prevention Partnership Coordinator Cheryl Chandler has accepted to serve as a board member for the Vermont Prevention Certification Board. The Vermont Prevention Certification Board, in collaboration with the Vermont Department of Health's Division of Alcohol & Drug Abuse Programs (ADAP Division) and the Center for Health and Learning (CHL), is a new initiative aimed to strength prevention work throughout the state.

The mission of the Vermont Prevention Certification Board will be to help ensure that prevention services in Vermont are provided in an appropriate, ethical manner utilizing best practices. Prevention Certification will require demonstration of competency through a rigorous credentialing and examination process that promotes personal and professional growth, increased recognition and professionalism of the field.

"I am honored to serve as a board member for such an important purpose," Chandler said. "I plan to pursue certification myself as soon as the guidelines have been established."

Board member responsibilities will include reviewing and approving board by-laws, governance structure, policies and procedures; reviewing and approving individual certification applications; issuing initial certifications and recertification and reviewing and approving Continuing Education Units for certified prevention specialists for trainings and other events.

"Cheryl was asked to be part of the inaugural Board because she has extensive experience in substance use prevention both here in Vermont and in Connecticut," Senior Program Specialist with the Center for Health and Learning Beth Shrader said. "She is well respected by her peers in prevention and brings to the Board a great deal of knowledge about professional development."

The Vermont Prevention Certification Board will provide individuals with the guidance needed to successfully attain and maintain their Prevention Specialist certification.





“Thus far we have done well to keep Vermont ‘green’ on the map,” Medical Director and ED doctor Ryan Sexton says. “But this pandemic is not a sprint, it is a marathon. Now is not the time for complacency. Please do not let your guard down. Let’s all do our part to keep Vermont healthy and strong!”



“I wear a mask because fewer people will get very sick or die if we all wear a mask,” Chief Financial Officer Bob Hersey says.



## Auxiliary/Volunteer News

By Pat Forest, Director of Hospital Entrance Operations and Volunteer Services

If Gift Shop supplies are needed, you can email Pat Forest at [p.forest@nvrh.org](mailto:p.forest@nvrh.org) and Lew Apgar at [l.apgar@nvrh.org](mailto:l.apgar@nvrh.org) and Pat Forest will assist with your order and payment. You can still get all the things that you need, just in different way of shopping. Email Pat for the lists of candy and OTC Drugs.



**Welcome NVRH NEW HIRES!** Left to right (back row): Kristina Barrett, Amy Dean, Julie Hall, Christy Mann, Pamela Moon, Riley Barter, Kelley Hever, Mykala Wiswell, Candy Andres. Table left to right: Eric Burnham, Rose Gagnon, Sonya Bridges, Alicia Mallaber, Bri Ward.



## NVRH Emergency Department to Offer Opioid Treatment

NVRH Emergency Department joins other Vermont hospitals in offering medication assisted treatment to people coming to the ED with opioid use disorder.

Providers in the NVRH ED will start the addiction treatment process with a three day prescription for buprenorphine, a medication used to treat opioid addiction, and a referral to BAART Programs in St. Johnsbury.

Emergency departments are well positioned to screen and assess people with opioid addiction disease.

Working with BAART Programs and the Kingdom Recovery Center, the NVRH Emergency Department has started initiating treatment for opioid use disorder. Members of the ED team include from left: Darrell Bormann, Director of Emergency Services; Morgan Roy, LNA; Kara Health RN; Christopher Bateman, PA.

“We often provide stabilizing medicines for people with chronic conditions like diabetes or heart disease and then ask them to follow up with their outpatient medical provider,” said Dr. Ryan Sexton, Medical Director of the NVRH ED. “Opioid addiction is another chronic condition that can be successfully treated with medications.”

While the intervention will begin in the NVRH ED, it is part of a comprehensive approach to opioid addiction. The NVRH ED will screen and assess patients for their willingness to begin addiction treatment. Recovery coaches from the St. Johnsbury Kingdom Recovery Center are already embedded in the ED to provide addiction recovery support services. The NVRH Care Managers will assist the recovery coaches in coordinating the social needs for patients, including making sure they have insurance, transportation and a primary care provider.

With the referral to BAART, each person will receive counseling and other support services to assist them in their addiction recovery.

“The providers, nurses, counselors and staff at BAART Programs in St. Johnsbury are dedicated to the rehabilitation of our fellow community members who have opiate use disorder and are looking forward to furthering that mission by partnering with NVRH ER’s Rapid Access Medication Program,” said Susan Taney, Nurse Practitioner at BAART Programs. “The importance of continuity of care in an expeditious manner is most important for successful recovery for these individuals.”

The Emergency Department physicians and nurse practitioners were required to complete specialized training to qualify for a waiver to prescribe and dispense buprenorphine. Once the training was complete, qualified providers received a waiver to their Drug Enforcement Administration (DEA) license to prescribe buprenorphine.

“BAART staff provided our nurses with additional training,” said Darrell Bormann, RN, NVRH Director of ED Operations. “We look forward in bridging our patients over to BAART so they may receive the treatment that they need.”

“We are excited to be able to initiate this treatment in the emergency department,” added Dr. Sexton. “We hope that by increasing access to treatment and bridging patients to outpatient services, we will improve the health and wellbeing of those seeking care for opioid addiction, save lives, and significantly reduce the impact of this disease on our community.”



## What Our Patients Are Saying About Us

### Ambulatory Surgery

- Dr. Kaufman was wonderful during the pre-op. Kim, my day surgery nurse, was professional and delightful!
- Dr. Prohaska did a great job and everyone at the hospital was very caring.
- Everything went like clockwork! Glad to see old friends and familiar faces. Dr. Prohaska's PA was excellent! A nurse, Riley, stayed with me during the procedure, all the staff was great!
- Everyone was so great! Doctor Johnson, the CRNA, both Deborah's! Thank you.
- CRNA David was excellent. Patient with others that needed to talk with us. He treated me with respect, explained everything at 'my' level of understanding.
- They got me in and out in a very timely matter.
- Everyone was excellent and did a terrific job.
- I was very happy how everything went that day especially having coffee and a muffin ready for me when I got out.
- All of the contact pre-op and post-op was excellent! It was a stress free experience, which I believes speaks volumes about my visit & surgery.
- They were all very nice and treated me very nice.
- Excellent experience.
- Everyone who cared for me made me very comfortable - they were amazing.
- They were professional, attentive and made sure I was comfortable. Thumbs up.
- Great facility, caring staff. This has become my 'go to' place for any future medical care.
- Very impressed with the anesthesia provider. It was my first time undergoing anesthesia and I was nervous. It turned out to be a positive experience. The nurses were all kind and helpful and took great care of me.
- I felt relaxed & confident about the procedure and care providers.
- I was treated very well from everyone as soon as I entered the hospital until my departure. It was very important to get calls from staff after I got home as well, very important.
- This was my third visit to day surgery and each time I have been very well cared for.

### Emergency Department

- The nurses (Vanessa and another that I didn't catch her name) were honestly the best.
- All the nurses made me feel welcome and helped me beyond belief, they were all great.
- The nurses that helped get me in super, fast were amazing.
- I absolutely hate going to the hospital, but I was treated so well - it made my experience bearable. Thank you.
- Called in before I arrived.
- There was no waiting - arrived and immediately was seen by staff.
- Good experience even though it was busy.
- All working together!
- Amazing experience well organized very pleasant staff.
- For all the bad reports from people, I personally have never had a bad experience with our hometown hospital.
- Helpful, friendly, and attentive.
- Prompt and caring staff.
- Courteous and very upbeat.
- Physician called to follow up 10 days later - amazing, and much appreciated.
- Staff was waiting for me. It was amazingly well managed.
- Everyone was so, so nice and treated me with respect.
- This is a great hospital.
- No wait. Seen immediately.
- Did not wait or sit in waiting area.
- The nurses and physicians were fantastic! Very caring. Treated like a family member. Informative, pleasant.
- Gave me information as to what was going to happen and how.
- The ER nurses are awesome.
- I was treated well, especially by nursing staff!
- She was very careful and gentle with my arm injury!
- Due to COVID, no one was allowed in, but they kept love ones notified.
- Everyone was amazing, very clean especially the ambulance guys.
- My daughter has down syndrome. The doctors and nurses were very patient and treated her excellent.
- Kind & compassionate.
- Very empathetic!
- Nurses and doctor were good on explaining using the heart monitor for 48 hours and necessary follow-up care.
- My experience was good through nurses and doctor treatment of myself and my dad.
- The nurses took time to explain symptoms in a manner that I understood.
- Sanitary protocol used well.
- All were very attentive.
- Supportive and very pleasant staff.
- Great experience!
- Knowledgeable and caring.
- Everybody was good to me thank you.
- All excellent! 100% happy.

## **ICU**

- Very supportive care. All of my questions were answered.
- Very good, caring nurses and doctors.

## **Med/Surg**

- All nurses were great... Especially, Jared and Edna on Unit!
- All nurses from ED to MedSurg were wonderful - Megan in the ED and Deidria on med surge were exceptionally kind.
- Awesome food!
- I can't say enough of all nurses, LPN, and other people on the second floor were very professional and polite. Nurses and aids do their job well.
- Good food... Very impressed!

## **Birth Center**

- Jade was fantastic & encouraging for delivery.
- All were great. Felt Rachel was a very strong advocate, Pam, Haley, Jackie and Terry were all very caring!

## **Corner Medical**

- Dr. Broderick is the best!
- Each staff member was courteous and diligent about safety protocols regarding my health care.
- Dr. Broderick always personalizes the care appointments.
- Mary is always respectful, professional, and knowledgeable.
- Harmony is amazing. A wonderful listener, well informed about her patients with a joyful presence.
- Good experience - office personnel - nurse - doctor all great! Listened well and wanted to provide good care.
- Great doctor!
- Attentive and helpful
- Top notch professional
- She is a wonderful person who puts you at ease almost immediately
- Kim does her job well.
- Dr. Sullivan is an excellent doctor.
- Did not have to wait long
- Adelaide was excellent.
- Very thorough annual exam explaining every question asked.
- Corner Medical has the best nurses.
- EVERYONE at Corner Medical is interested in the patients comfort and interests. EVERYONE AT CORNER MEDICAL IS SUPER.
- Excellent! I loved having my visit "face to face" and not having to go into the office.
- Amazed to be able to get an appointment the day I called.
- Dr. Sullivan is super.
- They had to reschedule my appointment but there was no problem with that.
- Kristal is always very concerned and makes you feel comfortable. I like her very much
- Always treated very well. All questions answered and everyone was caring & kind. Thank you all.
- My appointment was a lot longer, but I appreciated it because she listened to me thoroughly.
- Good experience through the portal
- I am so pleased, Doreen is my Care Provider. I believe she is truly concerned about my health. She always spends enough time with me. Darcy is also a treasure.

## **Kingdom Internal Medicine**

- The nurse assistants have ALWAYS been personable and thorough.
  - The administrative staff were wonderful in helping me get in before my insurance changed as I am not sure about what will be covered in the future.
  - The ENTIRE staff are always professional, but personable. They always clarify any questions and help to solve any issues whether expected or unexpected.
- No problem is too small or too large.
- Excellent service.
  - The 'team' is always a pleasure to see and they make me feel comfortable.
  - Great bunch of people I dealt with that day.
  - Very professional, polite and thorough.
  - My experience at this appointment was great. It took Jessica a bit to get to me after the nurse was done, but she realized I was only on my break from work and got me out in time to get back to work. She was awesome!
  - Linda - 5 stars!
  - Doctor was attentive and wonderful
  - No delays
  - Nurses were very informative & helpful.
  - Superb doctor
  - Excellent
  - Best care!
  - Keep up the good work.
  - Super professional.
  - Knowledgeable, focused immediate action taken to address concerns - Some of the most personable, professional healthcare I have ever received.
  - Excellent experience throughout visit.
  - Wonderful 'customer' service - Patients feel welcome and nothing is a problem! Solution oriented and calm expertise.



- Well organized scheduling in response to COVID.
- KIM staff always takes care of me, 100%
- Even through the difficulty of viral pandemic - all was handled extremely well.
- Jessica is great!
- Very kind and efficient!
- Very helpful.
- Dr. Irene gets 10 stars!
- Going to KIM is always a great experience!
- Love Dr. Lee.

#### **North Country Otolaryngology/Audiology**

- Job well done. You all are appreciated!
- On a scale of 1 to 10 - Everyone here is an 11. Thank you.
- What a great personality this nurse has. Thank you.
- Dr. Dean Rankin sets a terrific example for others to follow. He instills trust and confidence in the patient, and allows trust.
- ALL of the staff exemplify a positive attitude along with being kind and respectful. Thank you.
- Everything went super smooth and easy.
- Completely professional - patient, sense of humor, integrity.
- Very satisfied.
- Extremely happy with Dr. Fitzpatrick.
- No waiting.
- Very happy with the whole experience!
- Fabulous people.
- Great nurses, doctors and guest receivers.
- Excellent care by friendly people. Would come back here in a heartbeat.
- Dr. Rankin and his staff made me feel that if they saw me out in public and recognized me they would say, hi and speak to me. Only one other Doctor made me feel this way!
- Registration, nurse, and Dr. Rankin - all very nice, prepared, and thorough.
- Julia Hall is a great addition to the Audiology staff. She is professional in her manner, yet very personable and listened to and responded appropriately to my questions and concerns.

#### **Specialty Clinics**

- The phone appointment started exactly on time and took 20-25 minutes.
- My contact is with Dr. Dixon's urology staff almost exclusively. Their professionalism and personal attention is consistently 100% and BEYOND. Very special in every way.
- I am a new patient. I was scheduled quickly for my first appointment and surgery was scheduled and performed very quickly also.
- Special thanks to Dr. Dixon, Chelsea and Ashley all deserve commendations.
- No delays.
- I was very pleased with my procedure. I felt comfortable with the doctor and my anxiety was lessened.
- Thank you everyone for being here.
- No delays, my visits are always a pleasure.
- I couldn't ask for a better person to be helping me.
- The people in this office rock, always professional.
- Excellent doctor - excellent experience.
- I have no complaints for the care only appreciation I have received over the years.
- Good experience.
- Excellent!
- No delays.
- Didn't wait at all.
- I was very pleased with my visit from start to finish.
- Very good and attentive.
- Very pleasant experience - Doctor was great about answering my questions and explanations of my concerns.
- Dr. Gagnon takes his time to answer my questions and explain things which is much appreciated. I don't mind waiting for the doctor when I know that I will be given sufficient time during my appointment.
- Very pleasant visit.
- No wait time at all.
- Very comforting experience

#### **St. Johnsbury Pediatrics**

- I love that they got us right in and no waiting around other patients.
- There was a small comment I had made that didn't get addressed due to other issues having precedent. I was quite impressed when she followed up early the next morning to address it.
- Immediately gave us a PT referral and was very willing to help us find the right person
- I like the way they address my child and not just me.
- Doctor Josh is our favorite physician - He is very respectful, listens to our concerns, addresses them, and gives excellent suggestions, etc. My son loves him and always looks forward to seeing him.

- They took her right in and there was little to no wait time.
- Excellent!
- We really appreciate being taken back to an exam room immediately.
- Everyone we dealt with was very kind, caring and accommodating. Also, they were all respectful of me as a mother - it's much appreciated!
- Doctors and staff are friendly and pleasant to deal with.

### **Women's Wellness**

- Both Anne O'Connor and Kathryn Harris have been wonderful.
- Kathryn Harris has been beyond flexible and accommodating. I greatly appreciate her phone check in and emails.
- No delays and it was not busy at all.
- Everything was fine.
- No problems.
- She was amazing! So caring, knowledgeable and gave me all the time I needed
- Everything, everyone was wonderful. Thank you all.
- No delays.
- Everything was great. I loved Megan.
- Everyone was great.
- Megan Haygood is the best! Kim Johnson did my procedure and she was very reassuring and easy to talk to.
- Anyone I've ever dealt with at Women's Wellness has always been very pleasant and professional.
- Excellent care from beginning to the end of my appointment
- Courtney is very friendly and attentively listened to my concerns and kindly explained answers to any questions I had.
- She was super friendly!
- Beautiful facility.

### **Diagnostic Imaging**

- Good experience, couldn't have gone any better.
- Everything went great.
- Outstanding. In and out in 15 minutes!
- Tech was very professional. Couldn't ask for a better experience.
- It was a smooth, comfortable, and professional exam
- Thank you!
- Minimal waiting.
- Kind, relaxed, and competent care. Good explanations, put me at ease.
- The staff, specifically the radiologist, were patient and supportive of my needs (concern), which seems silly, but I fretted about leaving my purse in the adjacent room. She was reassuring and light. I brought my purse into our room.
- Excellent - good precautions for SAFETY.
- Congrats to all.
- Nice work!
- All staff are very good in providing care. Wonderful experience.
- Good experience. Everyone is so friendly, and helpful.
- Fabulous mammo tech! So sweet, kind, and caring.
- In and out quickly.
- Happy to see that seating in waiting area was +6' apart. I pre-registered by phone ahead of time. I appreciate this option.
- The Tech that did my mammo deserves an award for the way she handled my panic attack. I was ready to either bolt or pass out, but she got me through - BRAVO. She was able to talk me through the process and got me back outside super quick so I could remove my mask.
- It was all good.
- There was no bad experience. All was easy and kind.
- Someone made an excellent decisions hiring Tyler Fournier!
- Registered by phone.
- DI staff are amazing
- Best mammography experience EVER! Shout out to Monika!

### **Laboratory**

- I had COVID test and your staff is excellent, very helpful in setting the appointment up, and explained the process completely, step by step - great team!
- I'm always treated well there!
- Thank you!
- Very polite Nurse who drew my blood was excellent. No pain.
- Went right to lab soon as I got there.
- Excellent COVID practices!
- I liked her very much.
- Could not be better.
- Having appointments for lab work minimizes the small space in the waiting area - making the waiting for your lab draw much more acceptable and pleasant.
- Could not be better.
- All was good and explained what was going to happen!
- Warm and competent. Thank you!
- I was taken in right away



- Very competent phlebotomist
- They were all very kind.
- Everything and everyone was GREAT.
- Informative and relaxing.
- Answered any questions I had
- Pleasant and helpful people all around
- I had a COVID-19 nasal swab. The registration was quick and easy, I waited in my car with just one in front of me - no wait!
- Reception and discharge are excellent.
- Though I did not use the cellphone chargers, the opinion of having a charging station is wonderful.
- Very professional & caring.
- Everyone engaged in conversation well and showed genuine interest in me as a patient and an individual.
- Every experience I've had at NVRH has been excellent & positive.
- Always treated kindly.

#### **Pain Clinic**

- Excellent. Could not be better.
- The PA was thorough, professional & congenial - very blessed.
- I could go to DHMC, but prefer NVRH.
- I feel very comfortable and safe visiting NVRH's pain clinic.
- Staff was very professional and extremely helpful and knowledgeable. Exhibited real concern with patients' health problems.
- Nurses and Doctor who performed radio frequency were excellent. Talked, asked, and made me feel comfortable.

#### **Physical Therapy**

##### **Northern Physical Therapy**

- My therapist was the best. She evaluated my shoulder and set up exercises that began to have a positive effect right away. Her follow up was professional and the handouts for home exercises is the way to go for everyone, very happy.
- The people at NPT are fantastic.
- Therapists are outstanding and very caring.
- Everyone is very friendly.
- Great people.
- More than met my expectations.
- The PT was extremely adept at instructing and assisting my exercises. Very professional & caring.

#### **Dan Wyand PT & OT**

- I have never had an unpleasant experience at PT and usually have Mike Matteis.
- Everyone is always so pleasant.
- I've had a great experience. Excellent care and knowledgeable, skilled staff. I will recommend facility to others.
- Great place for PT - recommend anyone needing PT this is an excellent choice.
- All therapist have been amazing. We are so lucky to have Dan in this area and all his staff.
- Good experience. All were cordial and helpful.
- Very good experience.
- The team is a well-oiled machine!
- Don Whelan was excellent.
- Good precautions taken to address COVID for both patients and staff.
- COVID change everything - But all was good.
- Very good.
- I had Dan in St. Johnsbury. Very good. I am very relaxed with him. Do not want anybody else but him. He is a super person. Dan is one of best.
- All is good - Proud to have this fine facility in area.