

T • H • E BRIGHTLOOK



Congratulations DAISY Award Honorees!

**Lyndi Medico, RN &
Glenn Wagner, RN**



Jillian Knight, Julie
Schneckenburger, Glenn
Wagner, Lyndi Medico,
Sharon Mallett

RN's, Lyndi Medico and Glenn Wagner have been honored as the very first DAISY Award Honorees at NVRH! Both Lyndi and Glenn were nominated by patients whose lives and experiences were significantly impacted by the care they received from these extraordinary nurses!

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.

NVRH held the first DAISY Award Ceremony on Thursday, August 27th, streaming the event live on Facebook, and the patients who nominated these amazing nurses joining us by *continued next page*

**November and
December 2020**

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The BRIGHTLOOK

is a 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 **January 10, 2021** for the January/February issue.

phone. Traditionally, DAISY Award ceremonies are held on the Units and are attended by patients, colleagues, and family members of the nurses being honored, but in light of these unprecedented times, we managed to pull off a meaningful ceremony all the while being able to surprise Lyndi and Glenn!

Nursing Administration Project Coordinator, Jillian Knight kicked off the ceremony with the background of the DAISY Foundation and the DAISY Award before turning it over to Chief Nursing Officer, Julie Schneckenburger who announced the Honorees and presented Lyndi and Glenn with their DAISY Honoree certificates, the Healer's Touch Sculpture, which represents the bond between nurse and patient. These sculptures are hand-carved from serpentine stone by artists in Zimbabwe, DAISY Award pin, and read aloud each touching nomination story.

"Presenting these two amazing nurses, Lyndi and Glenn,

with their Daisy Awards was one of the highlights of my Nursing career. I was so pleased that we were able to surprise them with this well-deserved honor," said Julie Schneckenburger, CNO

A special thank you to Kara Lawrence for letting us intrude on her pediatric education day as we took over the conference rooms! Thank you to Sharon Mallett for tracking down the Cinnabons, which are symbolic to the DAISY Foundation and the memory of Patrick Barnes. And a huge thank you to everyone who helped keep this a surprise!

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. For more information on NVRH's DAISY Award program, please contact Jillian Knight, Nursing Administration Project Coordinator.

Meet Our Entrance Screeners

This pandemic has forced many changes on how we at the hospital and in our medical offices operate. The most evident change is we went from being an open and welcoming place to limiting entry to all our buildings in order to keep patient, staff, and visitors safe from COVID.

An important part of the safety and infection prevention team are the Hospital Entrance Screeners. Their job is to provide screener and sentry support at hospital entrances in the main lobby, diagnostic imaging and laboratory entrance, some of the offsite medical offices, and soon down at the Bloch Building too.

Pat Forest supervises the screeners in her role as Director of Hospital Entrance. "I am so grateful for these staff members, who sometimes have a difficult job, doing it with compassion and trying to accommodate the variety of situations that come through the doors," says Pat.



Sitting Anthony Whitehill, standing from left: Megan Gibson, Gail Carpenter, Pam Moon, Evita Sandoval, and Pat Forest. Not pictured, but also part of the screener team is Lew Apgar, Erica Beer, and Gina O'Meara from Community Connections; and Jen Layn and Emily Hutchison from Philanthropy.

For each person who enters the building, the screeners identify the person, ask a series of screening questions, observe and note the person's temperature using the thermal scanners, make sure they are wearing a mask properly, and direct them to their destination in the building. Screeners need to be ever vigilant, pay careful attention to quickly changing patient schedules, and project a confident and friendly demeanor.

The screeners work closely with the House Supervisors and department appointment scheduling and registration staff to make sure everyone who enters has a valid reason to be here.

Be sure to say a friendly hello when you see a screener at one of the entrances — they are here to keep you safe and secure.



NVRH Donates PPE to Local EMS

Northeastern Vermont Regional Hospital has donated one hundred reusable N95 masks, called the enviro[®] mask, to local EMS providers including CALEX, Lyndon Rescue, St. Johnsbury Fire Department, Groton/Ryegate EMS, Newbury EMS, and others.

According to the manufacturer's website, Sleepnet Corporation located in Hampton, NH. "the enviro[®] mask is a reusable N95 respirator mask used in trades, industrial environments, and many other NIOSH (National Institute for Occupational Safety and Health) N95 rated applications."

COVID-19 spreads most often from person to person contact. Personal protection equipment (PPE) like masks, gloves, goggle, gowns, and face shields is essential to keep healthcare workers safe from infection during the coronavirus pandemic. Many of these basic protective supplies were in short supply once the virus came to the US; items were hard to get and prices for some items more than doubled.

"The enviro[®] mask has proven to be an essential component of our personal protective equipment in the emergency department," says Dr. Ryan Sexton, Medical Director for the NVRH Emer-

gency Department. "With this donation to regional EMS agencies, our pre-hospital partners will also benefit from a high level of protection against COVID transmission."

NVRH staff has been using these masks for several months. The manufacturer states, and users at NVRH agree, the enviro[®] masks are more comfortable, offer a better seal, and won't fog glasses or goggles. Cassylonn Janes, RN on the NVRH Medical Surgical Unit says, "I feel safer when wearing the enviro[®] mask. It fits me better, I can breathe easier, and it is far more comfortable — especially when I have to wear it for long periods of time."



Like all PPE it is important to use and wear the enviro[®] mask using the recommendations of both the manufacturer and the CDC (Center for Disease Control and Prevention). "Making sure the mask fits the user per OSHA guidelines through fit testing, is kept clean per the

NVRH donates 20 reusable N95 masks to CALEX Ambulance. From right: Shawn Tester, NVRH CEO, Heather Nelson, NVRH Respiratory Therapy, Michael Wright, CALEX Director, Dr. Ryan Sexton, NVRH Emergency Department Medical Director.

manufacturer's recommendation, and the filter is replaced is really important," says Heather Nelson, Respiratory Therapist at NVRH.

"We greatly appreciate the recent donation of enviro N95 masks, these will not only be beneficial in protecting our staff, but allow a more extended supply as they are reusable and only need to replace the filters which are more readily available than the more common disposable N95 masks", says Michael Wright, CALEX Ambulance Director. "These masks also eliminate fogging which is a common problem especially in our environment"

"Our EMS partners are so important to us and the community," added Heather Nelson. "It just makes great sense to give them the same protection as we have."

NVRH supplied the enviro[®] masks as part of their commitment to fund community programs, services, and make financial donations under the community benefits responsibilities. To learn more about community benefits at NVRH visit nvrh.org.

Gifts of GRATITUDE

A gift from the Graham Foundation allowed NVRH to purchase a top-notch trauma stretcher for the Emergency Department. Among other improvements, this stretcher allows for 360 degree x-rays without moving the patient off the stretcher.



Dr. Ryan Sexton, Medical Director of Emergency Services (left); Darrell Bormann, Director of Emergency Operations (right)



Left to right: Dr. Wendy Frye, Surgeon; Leah Rexford, RN Clinic Leader-OR; Pete Tomczyk, Director of Perioperative Services.

A gift from Barbara and Chick Allen allowed NVRH to purchase a Cepheid Analyzer for the lab. Now, rather than sending tests out and waiting for results to come back in two or three days, our lab can complete a variety of tests and receive those results within an hour. Eventually, NVRH will be able to analyze COVID-19 tests in-house as well. The Allen's gift also allowed for the purchased of a Neoprobe, which surgeons use to evaluate breast tumors.



Left to right: Jeannie McBride, Director of Laboratory Services; Linda Lee, Microbiology Supervisor; Joshua Gerrits, Chemistry Supervisor; Suzanne Camber, Medical Lab Technician.

NVRH Legacy Circle

The NVRH Legacy Circle recognizes those who have remembered the hospital in their will or through a planned gift. We are grateful to our Legacy Circle members who have made such a thoughtful and generous show of support.

To become a member, simply notify the Philanthropy Department that you have included NVRH in your financial plans or your will. All information shared is confidential; if so desired, membership can be anonymous.

We encourage you to consult with your professional advisers on how a legacy gift to NVRH will best fit into your overall plans.





In support of breast care and treatment at NVRH



Thank you...

to everyone who made Party with a Twist a success!
Once again, I am humbled by the generosity of our
Trustees, Corporators and staff.

Your gifts to support breast care and treatment will go a
long way in supporting healthcare needs in our region.

Together we are NVRHStrong!

Shawn P. Tester, CEO

171 DONORS
\$36,135

77 EMPLOYEE GIFTS
\$12,970

New Art Show at NVRH Begins November 9th

My Artful Eye, by Belinda Emmons, will be showing in
The Charles M. & Hanna H. Gray Gallery at Northeast-
ern Vermont Regional Hospital from November 9, 2020
through January 4, 2021.

Due to COVID-19, please visit the exhibit in person only
when you have a healthcare appointment at the hospital.
You may also view photos of the exhibit on the [Charles
M. and Hanna H. Gray Gallery webpage](#) at NVRH.org.
A portion of all sales comes back to NVRH as a gift.

BELINDA EMMONS' ARTIST STATEMENT



*My Photography and nature are
my two passions. It is my hope
that I may share this love with all
of you through my artful eye and
camera lens. I was born and raised
in Monroe, NH and have lived in
Barnet, VT for the past twenty plus
years. My love of our area comes
through in my work. The beautiful
landscapes of VT and NH are so ap-
pealing to me. I currently focus on
landscapes, birds, florals and travel
photography. I welcome you on my
creative journey.*



The Artist's Portfolio can be viewed at: rabbitrunggallery.com

178 SECONDS

OR

**Why is it so hard to
admit you're wrong?**

DR. DAVID BRODY

***"...in other words,
the pilot flew into the side
of a mountain."***

The annals of the National Transportation Safety Board (NTSB) are replete with reports of airplane accidents caused by what is so blandly termed Controlled Flight into Terrain (CFIT); in other words, the pilot flew into the side of a mountain.

While the overwhelming majority of these cases involve bad weather — the pilot obviously couldn't see where they were going — it is important to understand it was not the bad weather per se that caused the accident. It was the pilot's decision to keep flying despite the weather conditions. But even more, let it be clear that most commonly the flight would have begun in acceptable conditions, but in conditions which then deteriorated en route. And here is the nub of the matter. Despite knowing that things were getting worse — lowering clouds, fog, impaired visibility — the pilot chooses to continue. And often enough we have the blow by blow account of the process, the actual Air Traffic Control recordings, which detail all the communications: the warnings, the concerns, the deteriorating conditions, the rising tension — and then a sudden chilling silence.

Why does a reasonable, competent and well trained pilot fly into the side of a mountain? As a newly certified airman the question has for me more than an academic interest.

One factor, I believe, is a misleading and deceptive mindset rooted in our terrestrial existence. Many of us no doubt have experienced, say, a drive home on a winter's evening where some weather starts moving in — wet snow, maybe some icing, reduced visibility or fog — and instead of pulling over or spending the night at the nearest motel, which would probably be the wiser choice, we plod on. But we do so by slowing down, maybe just crawling along, putting on the fog lights, clinging to the white line on the side of the road — and praying that the guy coming at us stays on his side of the road. And it is fair to say that this generally works out, and the only consequence is the ride takes an annoying extra hour and a half. But in flight, there is no "taking it easy", and there is no earthbound umbilical of a road which, if only you follow it, however slowly, will take you home. There is only the ever narrowing window of visibility, forcing you lower and tighter, funneling you on towards home — or disaster.

Then too there is so-called "get-there-itis", the creeping determination that, once begun, the mission is to be completed. A form of vanity ultimately, in which aborting the mission is understood as a reflection on one's competence, a mindset that places ever increasing weight on avoiding inconvenience — and possibly the wrath of indisposed passengers — and minimizes the objective reality and safety concerns.

But beyond this there has to be a certain personality type, some toxic combination of machismo and denial, something that eggs the pilot on with a that-won't-happen-to-me attitude. While self-confidence is an excellent, probably even necessary, attribute in a pilot, the almost delusional bravado that one might occasionally see is potentially deadly and, I'm convinced, something that is almost impossible to train out. One can only hope that Fate never locks on to target.

I myself have had two inadvertent encounters with the clouds and I can tell you there is nothing subtle or gradual about it; it is sudden, total and menacing. One moment one is flying pleasantly along and the next there is absolute loss of all visual orientation — a white soup, a total fog, not with limited visibility, but none whatsoever. It is truly something to be feared, and the statistics are that a pilot who is not trained to fly by instruments will become disoriented and lose control of the aircraft within, on average, 178 seconds. Seconds.

In my case the first incident came on a flight from Lebanon, NH, to Portsmouth, about 70 miles or so. The weather called for a cloud base (the lowest point of the cloud cover)

of some 6500 feet and my plan called for a flight at 5500 feet (by regulation I am required to stay at least 500 feet below the clouds). As I was climbing through about 4000 feet I was aware of the clouds but there seemed to be good clearance, though maybe not quite as much as the reports had predicted (I might say that eyeballing relative altitude is very inexact and aside from “very close” or “very far” everything in between is pretty much an educated guess). For a short while thereafter my attention was directed downward — to check my map, confirm my location with the corresponding terrain and waypoints — when suddenly all visibility was extinguished and I was in the soup. I instinctively grasped that I couldn’t be too far in so I placed the aircraft in a shallow dive, and after what seemed too many seconds, mercifully the light and the world of sight reappeared. There really had been no time to truly think or calculate, just act.

I readjusted my flight altitude to 3500 feet.

The second incident occurred earlier this summer on a return trip from Montpelier to Laconia, NH. The forecast noted a band of clouds moving eastward from

the New York area but it appeared that I would have maybe a two hour window as I took off on the outbound leg of my flight from Laconia to Montpelier. However, as I was nearing Montpelier the weather was clearly moving in “ahead of schedule” and the band of clouds was uncomfortably close — and moving closer. After a lightning stop in Montpelier I took back off for Laconia, but in the nature of things I had to first traverse a more or less southerly course, which had me flying only parallel to the advancing line of clouds. I continued to hope that I might reach my pivot point in Lebanon, where I was due to turn east, but the impossibility of this plan was announced by the appearance of rain on my windscreen — not only making it abundantly clear that I was not going to be able side step the clouds, but this was actually also the first time I had ever encountered rain in flight. I fumbled a bit with my emergency procedures — I turned on the heater to the Pitot tube, an instrument on the wing which measures air speed, thinking of the aviation mantra that “freezing will only occur with visible moisture” — clearly rain counts! — before it further occurred to me, on this summer evening’s flight, that the second half of the mantra requires — duh! —

that the temperature be below 32. But a forgivable stumble in a rookie!

What I then did — correctly — was alter my course in a more southeasterly direction to try to outrun the advancing clouds (I couldn’t go due east as that would have taken me into prohibited military airspace). Several minutes later, however, I was alarmed when I felt the temperature rising precipitously in the cockpit. I really had no idea what this meant and felt I had had enough surprises for one flight — but when I looked back I realized with a smile that it was nothing more, and wonderfully so, than the sun shining through the back window! The remainder of the flight was uneventful — just as I prefer.

• • •

Many of us have probably seen an air show, or some version of this, in which a pilot performs wonders of aerial acrobatics — loops, rolls, spiral dives and the like — and we marvel at the skill and daring and sheer miracle of it all. But it is said that the hardest maneuver in all of aviation — or in life one might say — is the one-eighty. Admitting you were wrong and turning back.

Try it, it may save your life.



The Birth Center has officially joined the Meditech Environment!

The Birth Center has officially joined the Meditech Environment! With minimal hiccups, the IS and Birth Center build teams were able to successfully cutover to Meditech and PeriWatch Fetal Monitoring solution!

I'd like to congratulate the Birth Center team for their hard work and diligence through this Early Adopter experience. Special shout out to Donna Laferriere here in IS for her dedication and willingness to push our vendor Meditech!

Submitted by Rachel Malachuk, Manager of Clinical Informatics and Laura Emery, Birth Center Director



Did you know?

Nicotine patches, gum, lozenges and inhalers may help you quit smoking.

Tobacco cessation support is available at NVRH.

If you are a smoker and are looking to quit, the Tobacco Specialists at Northeastern Vermont Regional Hospital (NVRH) may be able to help you navigate Nicotine Replacement Therapy (NRT). NRT products, such as nicotine patches, gum, lozenges and inhalers, are available in multiple dosages, with pros and cons to each, to help people quit using tobacco products.

“Nicotine replacements provides nicotine to the person without the action and habit of smoking, dipping, or vaping,” NVRH Tobacco Specialist Lew Apgar said. “Individuals who use nicotine replacements are twice as likely to be successful at quitting smoking as those who use nothing. Plus, there is a wide variety of types and doses available to help people make individual quit plans.”

Typically, NRTs are broken down into two main categories: Over-The-Counter (OTC) and prescription-only. OTC include nicotine gum, lozenges, and patches, and prescription-only includes nicotine inhaler and nasal spray. The Over-The-Counter (OTC) varieties are available at most pharmacies for sale without a prescription, however many insurances, including Medicaid, will cover these at no or very low cost. Contact your primary care provider for more information. You can also get these products through the state of Vermont for free by calling 1-800-QUIT-NOW, or going online at 802Quits.org.

Obtaining the prescription-only varieties can be a little more complicated. However, NVRH Tobacco Treatment Specialists at Community Connections can work with your primary care provider, your insurer, and your pharmacy to get you this medication. Many insurances, including Medicaid, will want you to have one or two documented tried and failed attempts on the OTC type before they will cover the cost of the prescription-only variety. So remember, even if you are purchasing the NRT OTC or getting it from the state for free, please communicate this with your primary care provider. Plus, your primary care provider will likely also be an additional positive support for you.

Dosing can be another complicated issue. OTC NRTs come in a variety of dosages and strengths. Some of the most effective strategies include use of a combination of treatments, with a long-acting patch to aid with withdrawal symptoms and a short acting agent to curb immediate cravings. Because it can be complicated, NVRH Tobacco Treatment Specialists, Lynn Goulding and Lew Apgar at Community Connections, are available to help explain your options. Both Goulding and Apgar may be reached at 802-748-7526.

READERS ARE ASKING...

LYNN GOULDING, TOBACCO CESSATION SPECIALIST

Question:

I've been trying to quit smoking. I generally just go cold turkey whenever I get low on cigarettes but then it doesn't take long for me to give in and go buy a pack. A friend told me they were able to quit because they worked with a Tobacco Treatment Specialist who suggested picking a quit date and helped them plan ahead what they would do to prepare. I'm not sure if this will work for me or how to go about it. How do I find out more about this strategy?

Answer:

Planning ahead does work! Studies have now shown that planning ahead for the day you quit smoking improves your chances of quitting for good. (<https://www.mayoclinic.org/healthy-lifestyle/quit-smoking/in-depth/smoking-cessation/art-20045441> Mayo Clinic)

Everyone's plan may look different, depending on how and where you smoke and how you get that information varies too. For some people, meeting with other smokers trying to quit in a facilitated 4 week class works great to get support and learn the steps to be successful in quitting. Many classes are now being held on line due to COVID 19. Some people prefer to use apps on their phones or to talk one on one with a tobacco treatment specialist.

What are some of the things to think about when planning ahead? Learn more about nicotine replacement products by

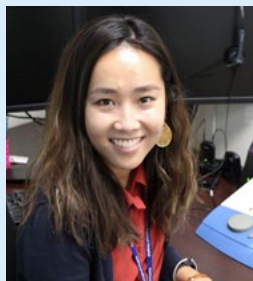
discussing with your doctor or a tobacco treatment specialist and if any of them seem right to you, have them in the house, or in some cases, start using them before the quit date. You might want to spend some time writing down places where you generally smoke and think of another strategy ahead of time to do in its place. One example is many people get in the habit of lighting up if they get on the phone. Putting away all the ashtrays the day you quit and having a small straw to hold while you are on the phone might work for you.

NVRH has two Tobacco Treatment Specialists that can work with you one-on-one. Call Community Connections to speak to one of them at 802-748-7526.

VT 802 Quits has an 800 number and website to offer information and support. <https://802quits.org/home/i-want-to-quit/get-help-quitting/find-a-vermont-quit-partner/>

Make a list of reasons for quitting and call for support today!

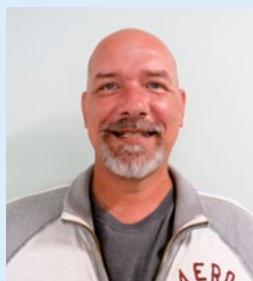
NVRH Welcomes New Providers



Christie Leung, Au.D, CCC-A has joined **North Country Otolaryngology & Audiology**. Dr. Leung was born and raised in Hong Kong and moved to New York City in 2011. After earning her doctorate in audiology from the City University of New York, she moved to Pennsylvania for a change of scenery. She now looks forward to serving patients in the Northeast Kingdom and northern New Hampshire.



Dan Wyand Physical Therapy & Associates welcomes physical therapist **Erin Galarza PT, DPT, OCS**. Galarza has over seven years' experience as an outpatient orthopedic therapist treating orthopedic conditions, aquatic therapy, and pelvic health. She received her Doctorate from Pacific University in 2013 and received her Board Certification as an Orthopedic Clinical Specialist in 2018.



Corner Medical welcomes nurse practitioner **Brent Braswell, FNP**. Braswell has a Masters in Nursing from Herzing University. He earned his Bachelors in Nursing from Western Governors University. Braswell served in the US Air Force for eight years, and worked as a registered nurse in Texas for many years. Before becoming a nurse practitioner, Braswell was the Director of Nursing in a skilled nursing facility and kept up his patient care nursing skills by working in an emergency department on the weekend.



Northern Physical Therapy in Lyndonville welcomes physical therapist **Mykala Wiswell, PT, DPT**. After completing her undergraduate degree in Exercise Science at Lyndon State College, Wiswell went on to get her doctorate at Clarkson University in Potsdam, New York.



St. Johnsbury Pediatrics welcomes **Allison Hansen, MSW, LICSW** to the care team. Hansen received her Masters of Social Work from Metropolitan State University in Denver, Colorado with a concentration in families, youth, and children.



NVRH welcomes **David Kaplan, DNAP, MSN, RN, CRNA**, as the newest member of the **Anesthesiology Department**. David joins NVRH from a critical access hospital in central Washington State and is looking forward to working and living back in New England. As a Certified Nurse Anesthetist, David worked in hospitals in both Washington state and Connecticut, with internships in New Mexico, Texas and Washington. Prior to being a certified registered nurse anesthetist, David worked as a registered nurse on cardiac care units at Hartford Hospital. He holds a Masters of Science degree in Anesthesia, as well as a Doctorate of Nurse Anesthesia Practice, both from Midwestern University in Glendale, AZ.



CELEBRATING Success

NAME

Ellen Apple, RN, MSN, BFA, SANE, CNM

DEPARTMENT

Birth Center & Day Surgery

TITLE

Registered Nurse

ACCOMPLISHMENT

Ellen recently graduated from Frontier Nursing University with a Master's of Science in Nursing (MSN) degree and is a licensed Certified Nurse Midwife.

"Ellen has been a dedicated per diem Registered Nurse at NVRH since 2015 in both the Birth Center and Day Surgery units. Ellen has over 8 years' experience in Labor and Delivery and is a certified Maternal Child Health Instructor for Nurses, Neonatal Resuscitation Program (NRP) Instructor, perinatal fitness specialist, and Sexual Assault Nurse Examiner (SANE). We wish Ellen well in this next chapter of her career and offer our congratulations and gratitude for her years of service to NVRH."

— Laura Emery

Creative Workforce Solutions 2020 Community Partnership Award.

Heather Spinney, NVRH Talent Acquisition and Physician Recruiter, accepts the Creative Workforce Solutions 2020 Community Partnership Award. Creative Workforce Solutions works with the Vermont Division of Vocational Rehabilitation to support Vermonters looking for work and match them with businesses seeking employees. "We create these partnerships with local business to help our local communities



Heather Spinney

grow," says Todd Gratton, Business Account Manager from the St. Johnsbury Creative Workforce Solutions office.

Licensed Assistive Personnel Clinical Ladder

LNA's & EMT's, have you ever wondered how to develop yourself professionally?

Are you currently involved in other projects at work and would like to get compensated for your endless talent?

It has been years in the making, but it's finally here!!

The LAP Clinical Ladder!

Get credit and be recognized for all the things that you are already doing that go above and beyond your normal job description.

Many of you are already doing a lot of extra things, why not put them together in a wonderful portfolio that celebrates what a great asset to the team you are! If you would like information, contact any of the current Clinical Ladder Committee members. If you would like to become an LAP Clinical Ladder reviewer, email the Clinical Ladder reviewer at: Clinical_Ladder@nvrh.org.

NVRH PREVENTION SERVICES



Did you know that NVRH Prevention Services has many helpful resources for NVRH employees as well as the general public? Please visit <https://nvrh.org/prevention-services/> to find out about community resources related to mental health, alcohol, tobacco products (including vaping), Rx drugs, and marijuana. You will also find information specifically for parents, caregivers, educators and youth. Can't find what you are looking for there? We are here to help! Please call us at 802-748-8400 for assistance. We are located in the lower level of the Community Connections Building at 55 Sherman Drive.

What our patients are saying about us.

PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

Ambulatory Surgery

- Jade & Jenn are super nurses and made me relax. They are worth their weight in gold. Thank you.
- My nurse Kim was by far the best nurse I have ever had. This was my 4th D&C and she helped me feel relaxed & got my IV on the first try. I can't say enough good things about her!
- I had the best care — nurses Jade & Jenn were fantastic. Dr. Forge was very gentle & informative. Jason (anesthesia) went above and beyond knowing my health issues with certain medicines & had me every 4 hours covered — thank you Jason & everyone.
- All of the nurses and Dr. Siegel were fantastic before, during and after my surgery. Good job by everyone!!
- Dr. Kaufman is the best!
- I am grateful & thankful for Dr. Frye and the whole team that cared for me. Our community is lucky!
- A nurse stayed late to make sure I was OK and to see me 'off' while I ended up being admitted to Med. Surg. after the procedure. I believe her name is Kim. She was excellent.
- Everyone was very professional and caring. Great team. No complaints — Thank you! I felt in good hands.
- It was a good experience. I'd say 90% of the time was spent by the staff making sure I was well taken care of and 10% was the procedure itself; very kind.
- I was very happy with the whole procedure and the staff were all wonderful.
- I have been a nurse for many years. Did NOT need much explanation.
- So appreciate the nurse calling the next day to see how I was doing.
- Overall it was very good.
- All excellent in every respect.
- Had cataract surgery — I was very happy about the outcome and the whole experience and two days after the surgery the surgical department called me to check on my condition and wellbeing — job well done!!!
- Everything went very well.
- I am hard of hearing and everyone made sure I could hear and understand them without using the clear mask.
- I am grateful and thankful for the care they gave me. Thank you!
- I was very impressed with how helpful and caring everyone was. A very welcoming facility. They really do treat you like family.
- Glad to work with professional people so close to home. They took good care of me. Very pleased.
- The care that I had was awesome.
- Doctors and nurses were so caring, thank you all
- I was taken very well care of.
- Everyone was very professional and made the procedure easy for me.
- All were very professional and caring.
- My experience was excellent from beginning to end.
- Surgical procedure before me went longer than expected, but the nurses explained and gave me updates. Wait time wasn't bad and got to listen to some of my olden day songs.
- Could not have asked for better care.
- Caring, professional, knowledgeable & personable.
- This was a wonderful hospital and all the nurses and doctors were nice. Especially it was great to have a warm blanket put over me while I was waiting to go to surgery. What a nice nurse!
- I wouldn't change anything. I was very pleased with everyone.

Emergency Department

- Very good experience.
- Excellent!!
- Met me at the door and brought me right out.
- The RN's were excellent!
- No wait.
- Absolutely the fastest, most caring, and most thorough ER visit I've ever had.
- Friendly & fast direction towards help.
- Was very pleased with everything!!
- Great timely care — couldn't have been better! Also got a referral to local PCP for which I am grateful because I will be here near my adult kids for quite some time!
- Excellent — great communication and I know I had LOTS of questions!
- Excellent — did MRI right in cubicle as I recall.
- Great experience.
- This is a superb facility — Nurses were exceptional; care thorough & excellent. Very fortunate to have this Doctor!
- This is St. J's best kept secret!!
- Pleasantly surprised — much better than expected! Keep up the good work.
- Staff excellent — knowledgeable, caring and better than expected.
- I was treated like royalty. As usual.
- Was seen in the ER upon arrive.
- They were all good to me.
- No waiting time to be seen. Staff was professional and caring, and funny!
- Clean ER, kind staff, little to no wait for doctor, no wait in waiting room.
- The hospital had my insurance information.
- I feel fortunate that we have the availability of the NVRH ER.
- My RN, Megan was excellent & she worked in consult with Dr. Bugbee & took care of things beautifully.

INPATIENT

ICU

- Nurses were excellent.

MedSurg

- Marcus was the nurse — he was wonderful — concerned, courteous, responsive.
- Dr. Annika Kaufman did a great job. Surgery went well! She's an excellent doctor.
- The nurses & support team were ALL noticeably attentive, caring, & professional during my stay at the hospital. I especially appreciated the warmed towels.
- The nurses were excellent in all shift. My nurse Sabrina (night shift) and *Rachel were unbelievable. They were there for all my needs.
- Dr. Prohaska always treats me with courtesy & respect.
- Dr. Stranathan 10+.
- Dr. Gagnon is a great, well spoken and to the point kind of soul. Made me happy and comfortable.
- Everyone was very pleasant, courteous and polite.
- The food was very good. I liked it.

- Wonderful care & very friendly.
- Hospital care was excellent.
- Very good stay.
- To be honest, I wasn't concerned with safety issues — my focus was on my surgery — but as I was taken through admitting and onto the surgical theater I felt quite 'secure.'
- Excellent dinner! I had FRESH organic spinach from a local farm. Way to go!

Birth Center

- I was rushed in due to a breach birth. It was a very stressful situation that was greatly improved by the amazing team that admitted & took care of me.
- My experience at the Birth Center was fantastic. I am very grateful to all the staff.

MEDICAL PRACTICES

Corner Medical

- John Scott is a good doctor, skilled listener, and I will miss him.
- Doreen Brado is exceptional! She always give fantastic advice and is very sincere and concerned.
- Ashley was very friendly and gave me very nice support
- Joyce is very approachable.
- Adelaide is wonderfully personable, smart and competent.
- Amy is the best!
- Crystal was great
- Dr. Dobbertin is excellent in every aspect of our appointments. This was the first virtual and it worked well, too.
- Dr. Scott is a gentleman and an excellent physician. I will miss him
- Dr. Sullivan and the staff at Corner Medical do an excellent job.
- Dr. Sullivan took time to call me on a Saturday to discuss results of Friday's blood work.
- Excellent — Megan is awesome!
- Corner Medical is a great team
- Very clean and safe
- Got results within 4 days
- Very nice nurse
- Very pleasant!
- Always pleasant and respectful interactions
- I don't mind waiting some minutes because I know the care is thorough.
- Excellent team approach to my healthcare, goals and general well-being
- Corner Medical is wonderful.
- Adapting well to COVID 19 restrictions
- Glad to see no magazines in facility as they carry a lot of germs on them, otherwise very clean, especially due to Covid-19
- I was greeted & ushered in!
- COVID practices in place are excellent.
- there weren't any delays
- very happy with my choice to move to CM from my previous general practitioner
- Great visit!!
- Always very professional and meet my needs.
- Very good telephone appointment.
- There were no delays and the pandemic protocols worked very well.
- Very attentive
- It was very clean there
- I was well taken care of
- Very good. I felt safe with the pandemic going on
- No delays at all. Very efficient

- So glad the lab is now reopened.
- I was impressed at how smoothly everything went with the virus going on. I was in & through the desk in no time.

Kingdom Internal Medicine

- Diane Covell is excellent, very responsive.
- Karyn Everett is kind, caring, thoughtful of my needs. She is also very knowledgeable.
- Joyce Vitale is an amazing care giver. She goes above and beyond and exemplifies a positive and helpful attitude.
- First visit — A lot was covered — very satisfied.
- All of my experiences with Kingdom and its predecessor practices have been EXCELLENT. I worked closely with the practice for my 28 years of working at NVRH. I feel very close to the practice and am quite enthusiastic about the practice. Even with new physicians and nurses, the positive spirit and care for patients has only gotten better over the last 32 years.
- First visit! Was very satisfied with all that was covered. Looking forward to next visit.
- Excellent, could not be better.
- I feel very fortunate to have Kingdom Internal Medicine as my primary care providers. They are all TOP-NOTCH.
- EXCELLENT, in-depth care!
- I would recommend this practice to my friends.
- This team is first class.
- My doctor goes beyond the call of duty.
- Staff is excellent
- I asked for and got a flu shot in less than 5 minutes... Pretty darn good.
- There were no delays
- Always ready to lend an ear!
- Always get me in within a reasonable amount of time — very quickly if I'm concerned.
- Very respectful about listening.
- I was very impressed with the COVID protocol & the ease with which my appointment went -
- COVID-19 has changed things, much faster and easier getting in and out.
- PLEASE pass on my gratitude to ALL the staff. They do such an outstanding job in caring for the patient. Thank you all!
- The staff is excellent about the ease of getting an appointment and, once present in office, moving along rapidly. GREAT teamwork.
- The nursing staff is so patient, kind, and thorough. They have 'HEART' and that is so nice. Thank you.

North Country Otolaryngology/Audiology

- Keep up the great work.
- Excellent and caring provider.
- Dr. Dean Rankin is an excellent doctor
- Dr. Rankin especially has been absolutely great in explaining what has been going on with me. He has a great personality and rapport. I thoroughly enjoyed my visit with him. Also my hearing test was explained very well by Christie.
- Staff was extremely helpful; attended to me immediately, and assisted with my balance because of my vertigo. Administrative help was very helpful as well
- Straightforward professional exam by nurse prior to ear testing & detailed exam by Doctor and NP.
- Very good, straightforward, professional testing & exam. Informative, valuable time well-spent. Thank you!
- I'm very grateful that they saw me on an emergency basis.
- She was by far the best person I have had for audiology.
- Staff was even more helpful than I had expected.

- No delays.
- No concerns. Wonderful practice.

Specialty Clinics

- First visit I was impressed with Trisha and Dr. Wendy Frye.
- Anna is awesome. Caring, compassionate & knowledgeable. Her questions gave me a better insight to the pain I have endured since February.
- I have had MANY surgeries. Dr. Prohaska is by far the BEST. My nurse Dee was also AMAZING! She was so kind and caring.
- Wonderful follow-up, follow through. Still in progress.
- Good, the procedure — removing fluid from my knee, was painful but done with sympathy and care.
- The nurse had a sparkling personality with a touch of humor that was a 'medicine' in itself.
- No delay, appointment was right on time give or take a few minutes.
- Nurses informed me of what was going on all the time so I was not left waiting and wondering.
- Nurses and providers seemed equally concerned and understanding of my concerns, and my pain that I've been struggling with for too long.
- Everyone was always very pleasant and helpful but most importantly for me, kind and nice. It's always easier for me to have nice people who help me.
- No delays and no wait times.
- I cannot think of anything negative. They are nice, great hardworking people.
- In, out, no muss no fuss.
- I recommend her to others who have neurological issues.

St. Johnsbury Pediatrics

- No delays.
- Was seen the same day I called. My daughter was sick. The doctor came out to the car, examined her, gave her a COVID test & explained to me how the results would come.
- I thought the PA was very good at understanding my child on her first visit.
- We set up the appointment through COVID-19. I thought the office transferred my child's records efficiently and set the appointment up with no trouble on my part.
- We were treated very kindly, sympathetically and friendly. It makes the yearly physical something to look forward to.
- The staff was very friendly and most kind — a very good experience overall.
- My child was treated like a real person, not just a case. Very good.
- There were no delays.
- We needed to find a reliable pediatrician group and are satisfied.
- Extremely polite and very knowledgeable
- Fantastic pediatrician
- The coordination with the health unit there is excellent. Dr. Josh always calls to follow up with me on any course of treatment he may be suggesting and to get my point of view. I have been immensely appreciative of that coordination and inclusion.
- We have never had a pediatrician as caring and as professional as Dr. Josh.
- It was much easier to tolerate a waiting room when you don't have to wait at all.
- We love St. J Peds.
- Loved Dr. Stasney. She was very thorough, competent, & understanding.
- We love Dr. Josh. He is absolutely amazing with kids
- Using the portal to send me test results and appointment notes was awesome. I really appreciate it.

Women's Wellness

- So polite and kind — very professional.
- Staff in the office are very kind and friendly. Excellent customer care.
- I have never been to a clinic where the staff was so helpful and kind — 100% refer friends here.
- Doctor O'Connor is the best doctor I have EVER had!
- Always have an easy time scheduling
- COVID protocols are great!
- She was very nice.

OUTPATIENT

Diagnostic Imaging

- My ultrasound tech explained everything, made me feel super comfortable and was very friendly and made the experience smooth & easy!
- Answered questions in ordinary language, not medical.
- Only one staff for care — very nice person.
- Short wait in waiting area and only two other people -
- Gretchen was great!
- Waiting area is so bright & cheerful.
- Excellent service (no virus) temp 97.2.
- My experience has always been good.
- They all are very good in my book. Thanks NVRH.
- I was very impressed with my 2 visits at mammography. The first visit was wonderful with great care & comfort. 1. On my second visit the technician explained everything with such empathy & concern to make sure that I knew a repeat mammogram is common and showed me the pictures to why I was called back. She was just marvelous, reassuring & SO calming. What a great experience especially since it was the 2nd time. I have to add about my first mammogram the technician was so complimentary on how I was doing saying 'I was the best patient' — She was so cute I left feeling great & so pleased with my experience. Keep up the fantastic job & work you all do for the NE Kingdom.
- The staff is always caring & professional I have had nothing but good experiences at NVRH. THANK YOU.
- The young lady that did my MRI, was very good, and made sure I knew what was being done.
- I would highly recommend NVRH. Everyone I had contact with was very professional.
- excellent very polite and caring
- The woman who did my mammogram was wonderful.

Laboratory

- Ladies in the lab were awesome! Anita, Cynthia & phlebotomist — don't recall her name.
- This is the second time I was in your hospital, but first time in the lab. I had excellent care both times.
- Staff was very kind and welcoming.
- Great people!
- Have always received excellent care at NVRH. The concern with the COVID-19 questions was handled with great professionalism.
- When I made it to the side registration desk, and the lab, everyone was very helpful and professional.
- I was extremely well cared for from start to finish.
- All personnel at NVRH have been very kind and professional. Both my husband and I have received top notch treatment.
- Very efficient & friendly.
- Well organized.
- Pre-registered over the phone.
- Excellent service.

- Basic blood draw, no registration as it was done on the phone.
- Very nice young lady!

Pain Clinic

- Very open to questions.
- I liked that there was only a few minutes of waiting time.
- I have been to pain clinic several time & have had a good experience. I noticed a subtle change for better in all treatment aspects on my last visit for our injection.

PHYSICAL THERAPY

Northern Physical Therapy

- Exceptional diagnosis and treatment. PT was able to address & to correct problems dating back to surgery in 2002. Incredible! Nobody else has ever been able to analyze & start treatment for my issues. Really tremendous progress!!
- Excellent hands on!
- Therapist explained treatment well... And checked X-rays!
- Always a good productive and educational experience.
- I love NVRH & have never had a negative experience. This visit was consistent with that.

Dan Wyand PT & OT

- Always quick & easy.
- The entire staff works together like a well-made machine — they excellently do the best.
- You are welcomed like a friend.
- I have been going to Don Wyand PT in Lyndonville for over 10 years, on & off. I have had two hips replaced, rotator cuff repair and knee problems. I have had the same people help me. Everyone from office staff to PT and assistant PT's are professional, personable, and knowledgeable. They are always friendly and welcoming. The staff know me and my medical history, so they are able to provide better care overall.
- Entire staff is kind, experienced, and worked with my individual needs.
- Great PT by Dan Wyand!
- Even the home work (exercises) was okay.
- Everything & everyone was courteous, professional & helpful!
- From start to finish, everyone worked together impeccably to provide me services that are continuing to further my left arm & shoulders mobility.
- I was a 'south paw' all my life! This is right and in training! Much gratitude & thanks to ALL.
- Everyone was knowledgeable & pleasant.

