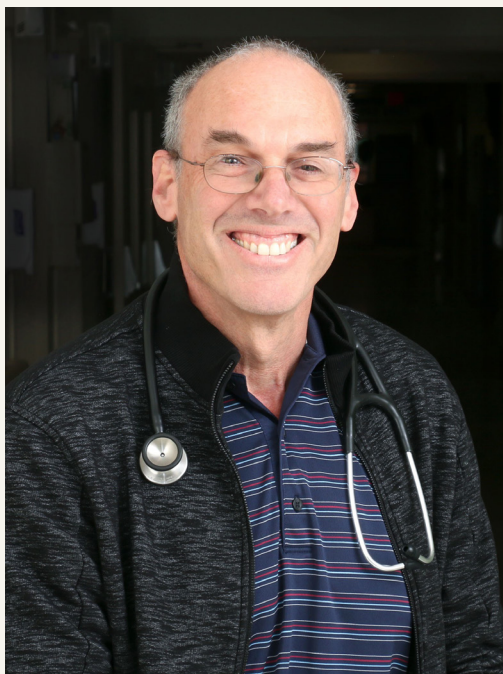


T • H • E BRIGHTLOOK



TELL ME AGAIN WHAT YOU DO?

By NVRH Hospitalist David Brody, MD



A friend of mine once offered the opinion that if you couldn't describe your job in one sentence then you probably didn't know what you did. And neither would the person asking. While there is probably some truth in this, I am going to make an exception for hospitalist, a relatively new position in the medical world.

Back in the day – say, half a generation ago – when a patient was admitted to the hospital they would be seen and managed by their regular doctor. This had the obvious advantage that the patient and doctor would know each other well – the patient would feel comforted by a familiar and trusted presence, while the physician would be up to date on any underlying conditions. However, the clear drawback was that the doctor would in the course of things spend most of their day away from the hospital (and patient) at the office, and the hospital work flow was compressed into two hurried sessions – morning rounds, in which an assessment was made and plans formulated; and evening rounds, in which one followed up on the day's developments, and made any necessary course corrections.

However, illness does not always cooperate with our schedules, and one could always expect something to come up during the day, necessitating either a disruption at the office as the doctor

Thursday, March 4 was National Hospitalist Day, which occurs annually on the first Thursday in March. The day celebrates the fastest growing specialty in modern medicine and hospitalists' contributions to healthcare.

continued next page

DID YOU GET YOUR COVID-19 VACCINE?

If you'd like to be a part of our latest social media campaign to highlight employees who have received their vaccine, reach out to Katie in Marketing (k.moritz@nvrh.org) for a chance to be featured on social media!

"I got my COVID-19 vaccine because I want to be free!" says Dr. Mark Price of St. Johnsbury Pediatrics. "Obviously I want to keep my patients and my friends and family safe, but I also want to travel and get back to living life!"



March 2021

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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 March 19, 2021 for the April issue.

rushed to the hospital, or an attempt to manage over the phone what may not have always been best so managed. We did our best with the competing demands on time and energy.

Out of such inefficiency was eventually born the concept of the hospitalist, a physician who works exclusively at the hospital managing all the inpatients. Obviously they will not be their patients, in the sense that they will not have been seeing them in the office, and will likely not even know them at all. However these disadvantages are easily overcome and outweighed by the constant presence and availability of the hospital physician. Just ask any ICU nurse with an unstable patient.

Overall, the record shows that the institution of a hospitalist system has been an overwhelming success and has all but supplanted the old rounding system. While patients may still occasionally ask "Where's my regular doctor?" Most seem to have come to understand the virtues of the new way, and are appreciative of the ready availability of a physician.

Here at NVRH, the hospitalists are all trained in the broad spectrum of acute care

medicine, with a background in either internal medicine or family practice. They are prepared to manage a diverse range of diseases, from heart failure to COPD to diabetes to stroke – essentially anything. If we need additional help, we have a team of specialists here at NVRH, or can reach out to a tertiary care center (DHMC or UVM, generally) for even more specialized care and consultation. But throughout a patient's stay, the hospitalist remains the captain of the ship and retains ultimate responsibility for formulating and managing the plan of care.

A hand on the helm at all times has proven to be good medicine!

David S. Brody, MD
NVRH Night Hospitalist

Do you have an NVRH doctor you appreciate?
Say THANK YOU to celebrate National Doctor's Day, March 30th!

Make a gift of any size in his/her honor, and include a personal note of appreciation. Your note (*like the one below*) will be hand delivered to the doctor to celebrate **National Doctors Day on March 30**. You can include your name, or make your gift anonymously.

To make your gift and send a note of appreciation
CLICK HERE!

Checks/notes can also be mailed to NVRH at
PO Box 905, St. Johnsbury,
VT 05819.

NVRH Now Equipped to Run COVID-19 Tests in-House

Two new machines decrease turnaround time for in-house patients and patients with scheduled procedures

Northeastern Vermont Regional Hospital is excited to announce that the DiaSorin Simplexa Analyzer, which analyzes lab specimens for COVID-19, is now up and running. This analyzer helps patients who are receiving care within the hospital and those who have scheduled appointments by decreasing their wait times to as little as three hours.

With the addition of the DiaSorin Simplexa platform, NVRH now has two highly sensitive PCR based testing platforms. Having two separate platforms for COVID-19 testing helps ensure access to reliable and timely testing for patients receiving care at NVRH. It also reduces the risk of running out of tests completely.

"Laboratories across the country have been dealing with shortages in testing kits and sup-



- Lab tech Karen Cate shows off the DiaSorin Simplexa Analyzer, a new analyzer at NVRH. The DiaSorin
- analyzes lab specimens for COVID-19, ultimately helping patients who are receiving care within the
- hospital and those who have scheduled appointments by decreasing their wait times to as little as
- three hours.

plies for multiple different tests, including COVID-19," NVRH Laboratory Medical Director Jason Brazelton, MD said. "These supply chain interruptions significantly impact testing capacity, access to testing, and they can change from week to week with little warning."

The increased COVID-19 testing capacity will allow NVRH to shorten the pre-procedure processing and waiting period significantly.

Prior to the DiaSorin Simplexa Analyzer, patients who had scheduled procedures at NVRH would have had their testing performed at reference laboratories. Due to the time required for specimen transportation between multiple facilities, these tests would have been collected between five and seven days ahead of the procedure. The patient would then be required to quarantine.

"This is great news for patients scheduling



- Lab tech Karen Cate pipettes specimens onto a disc, which will then be inserted into the DiaSorin Simplexa Analyzer, a new analyzer at NVRH. The
- DiaSorin analyzes lab specimens for COVID-19, ultimately helping patients who are receiving care within the hospital and those who have scheduled
- appointments by decreasing their wait times to as little as three hours.

appointments and for our patients in-house," NVRH Director of Med/Surg Sharon Mallet said. "It allows us to make faster decisions around treatment and recovery while also improving the care and safety of both patients and staff at the bedside."

The DiaSorin Simplexa Analyzer joins NVRH's original COVID-19 PCR platform, the Cepheid GeneXpert, which was purchased thanks to the generous support of a local donor. These two analyzers complement each other well, in that together they give clinical staff rapid results and they increase routine testing.

"I would like to thank the NVRH Hospital Administration for their support in bringing in this second platform," NVRH Director of Laboratory Services Jeanne McBride said. "Their attention to this important issue and their support was imperative to making this happen. Also, I would like to thank



the laboratory staff for all of their work bringing on two new PCR testing platforms in only a few months. Their hard work, dedication and attention to detail during this process has been amazing!"

Happy Birthday NVRH!



In 1964, a visionary group of community leaders asked “Why should we have a new hospital?”

“A good hospital is a basic essential to the well-being of our area,” E. Dean Finney replied.

February 14 marks the 49th anniversary of the opening of NVRH! NVRH was built to replace two old & out of date hospital facilities in St. Johnsbury, the Brightlook Hospital and the St. Johnsbury Hospital. Today, Our robust rural health system includes a 25-bed critical access hospital, multiple primary care clinics, specialty and surgical services, birth center, and a 24-hour, physician-staffed ED. And our commitment to health and well-being extends beyond our walls through community health initiatives.

Valentine's Day

- Food Service made chocolate covered strawberries and cake pops. Cyndie Payeur made heart hats for the OR and Central Sterile Supply.



Student Art Show at NVRH Runs until April 26



The Cornerstone School 100 Cameras Snapshot Program, thanks to an NVRH Community Health Grant, displays student photographs along the walls.

The Charles M. and Hanna H. Gray Gallery at Northeastern Vermont Regional Hospital is excited to announce the opening of its newest exhibit, a student art show on March 4, 2021. The exhibit includes student artists from three high schools and one middle school and will run until April 26, 2021.

Student art comes from the Arlington School, Danville School and Lyndon Institute. In addition to these three high schools, the Cornerstone School 100 Cameras Snapshot Program, thanks to an NVRH Community Health Grant, will be displaying student work.

"The pandemic has been hard on young people," Art Gallery Curator Jennifer Layn said. "Having a creative outlet, and finding artistic ways to make sense of the world is so important."

Students at the Arlington School explore visual arts as a part of their social and emotional growth. The arts program is designed to teach technical skills with an emphasis placed on self-reflection and personal expression. The arts program is also integrated into student's core and elective classes allowing for a deep and individual connection to their world. Instructor Robin Wimbiscus is a professional artist, and educator for over thirty years. She is also the Assistant Director at The Arlington School.

Through serious application, relevant experiences, and professional guidance, students enrolled in a visual arts course at Lyndon Institute learn self-discipline and freedom of expression through a wide range of artistic opportunities. Simultaneously, thanks to their instructors, Cynthia Camber and Bridget Atkins, they gain preparation for college, a professional career in the arts, or the opportunity to enjoy and explore visual art.

Danville High School Visual Art students explore a range of mediums, techniques and art history. Two works of art, both by current 12th grade students, were created during their dual enrollment course through Southern New Hampshire University. This program allows students to earn college credit, and to explore advanced level studies while in high school.

"While our hybrid schedule has posed some challenges, students have embraced their at-home studio time, and have created some amazing pieces," Danville School teacher Abigail Bartell said.

Through a grant from the NVRH Community Health Fund, middle school Students at the Cornerstone School, which is a therapeutic school serving students K-8, administered by Northeastern Family Institute Vermont, were able to participate in the 100 Cameras Snapshot Program. Students were provided with cameras, memory cards, and instruction to enable students to tell their story of life during the pandemic through pictures. They learned to see their world from a new prospective and have documented their individual journeys as seen and felt through their own experiences.

"Through this program, we can equip students to see their perspectives and community contributions being uplifted onto a global platform, showing themselves that today, and always, they are the bigger picture," Jeanne Graham of the Cornerstone School said.

The Charles M. and Hanna H. Gray Gallery is located on the hospital's main floor. The exhibit will be on display March 4 through April 26, 2021. For more information, please contact Associate Director of Philanthropy and Art Gallery Curator Jennifer Layn at j.layn@nvrh.org or 802-748-7313.



MEDICAL LABORATORY PROFESSIONALS WEEK RUNS APRIL 18 – APRIL 24

AND HIGHLIGHTS THE VERY IMPORTANT WORK THAT LAB PROFESSIONALS DO WITHIN OUR HEALTHCARE SYSTEMS.



- Carmela Bonifacio, Karen Cate, Dr. Anthony Fauci, Andi Dawson, and Josh Gerrits want you to swing by the Lab during Medical Laboratory Professionals Week (April 18 – April 24) to take a selfie with Dr. Fauci & help raise funds for a local family for the 2021 holiday season! Carmela and Josh are new to the Lab team. Karen and Andi have each been working in the NVRH Lab for over 40 years!

Over the past year, these folks have worked hard. Really hard. Really really hard. And they've been instrumental in NVRH's COVID-19 response. For example, between March 2020 and the end of the year, the Lab processed a total of 11,000 COVID-19 tests! The Lab also set up and validated two analyzers to do in-house COVID-19 testing.

Therefore, this year, the NVRH Lab is celebrating the Medical Laboratory Professionals Week's theme "Avengers of the Laboratory" with whom many might call a real life superhero: Dr. Anthony Fauci!

The Lab is encouraging staff to stop by the Lab during Lab Week, April 18-24, and take a selfie with Dr. Fauci to raise holiday funds for a local family. All donation amounts welcome! Then, to be included in a future edition of The BrightLook and on social media, please send your selfies to Katie Moritz in Marketing (k.moritz@nvrh.org).

We are happy announce a simplified pre-registration process! The feature allows you to update your demographics, photo IDs, and insurance cards in advance of your appointment.

To pre-register for scheduled appointments, a link can be found via your email from the NVRH Portal or by directly logging into your portal.

For more info about the NVRH Portal and how to enroll and access it, visit <https://nvrh.org/patients-visitors/my-portal/>



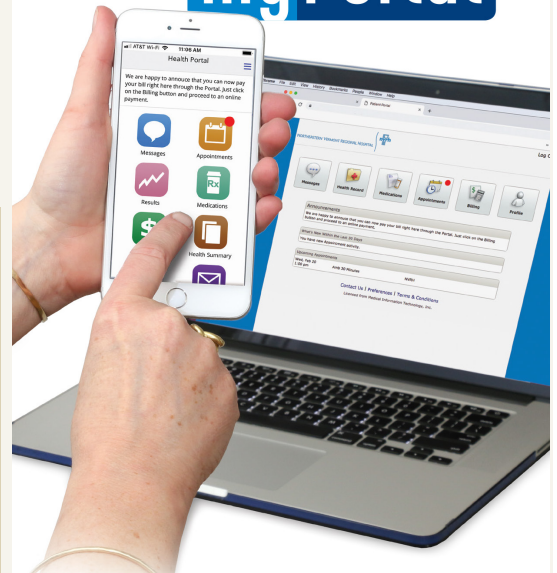
NVRH SUBSTANCE MISUSE PREVENTION SERVICES



Did you know that NVRH has many helpful resources for NVRH employees as well as the general public? Please visit www.nvrh.org/substance-misuse-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 802-748-7555 for assistance. We are located in the lower level of the Community Connections Building at 55 Sherman Drive.

Follow your healthcare from anywhere.

My Portal





L-R: Elaine O'Hara – EVS, Crystal Knowles – Sentry, Katherine Krzystyniak – RN Cardiac Rehab, Tina Plazek – Substance Misuse Prevention Coordinator, Kelli Moylan – PA ED, Emily Brown – LNA, Carmela Bonifacio – MT, and Mary Maurer – Community Health! WELCOME!



Two of the five 2020 Scholastic Achievement Award Winners, Mikayla and Delaney Payeur.

GUIDELINES

- Students must be entering a course of study within the healthcare field.
- Students must be attending college as a full-time student minimum 12 credit hours per semester.
- Students must indicate which award they are applying for.
- Students must complete the application and provide all information required in one complete packet.
- Students must submit their completed application packets by 4pm on Thursday, March 18, 2021.

COVID -19 has limited the ability of the Auxiliary to raise funds to support these awards, therefore this year the awards will be limited to \$1,000.00 each with the Auxiliary determining the number of awards available.

In addition to the Scholastic Achievement Awards the NVRH Auxiliary will be holding their annual raffle to help support the awards. Stay tuned for ticket information and when they will be on sale!

Proceeds directly support the Scholastic Achievement Awards. Tickets will be \$5.00 each with a chance to win \$300, \$200 or \$100 in cash prizes. Stay tuned!

Applications for the 2021 NVRH Auxiliary Scholastic Achievement Awards available at the main information desk!

The following criteria must be met in order to apply:

1st year students – High School Seniors entering an accredited college in the fall of 2021.

3rd & 4th year students – College students currently in their 2nd or 3rd year of college as a full-time student who will be 3rd or 4th year student in the fall of 2021.



But if you absolutely must shop Amazon... You can generate donations for NVRH while shopping at NO EXTRA COST TO YOU! Click here to select "Northeastern Vermont Regional Hospital Inc" as your charity of choice, and AmazonSmile will donate a portion of your eligible purchase price to NVRH!





Kay Hausman, CNM Joins NVRH Women's Wellness Center

Northeastern Vermont Regional Hospital is excited to announce that Kay Hausman, CNM has joined NVRH's Women's Wellness Center. Before joining NVRH, Hausman practiced as a midwife for 13 years in the Rochester Regional Health System, a large hospital system in New York State. Although she had grown up in Wayne County in upstate New York, and although she enjoyed her coworkers, she felt a pull to apply to NVRH.

"It is difficult to find a hospital that embraces midwifery as much as NVRH does," Hausman said. "Once I interviewed with the other midwives, it was like going home. I knew that this was the place that would allow me to practice the kind of independent midwifery I had always wanted to practice."

Hausman has lived in many states and has worked in a variety of different settings, including free standing birth centers and tertiary hospitals. Being able to engage with her patients and to be present with them as they navigate large life changes is one of her passions.

"I have the privilege to work with women throughout the course of their lives," she said. "And I get to make sure the experience is healthy and fulfilling. I'm there when they welcome new life into the world, but I'm also there to help them manage their health beyond pregnancy and childbirth."

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

The position at NVRH caught her interest for multiple reasons: Hausman loves the midwifery culture, the NEK, and the hospital is close to friends and family in New York State.

"I moved here in January, during a pandemic," she laughed. "But the experience has been wonderful. If that isn't a test of the graciousness of Vermont and NVRH, I don't know what is."

"We are very excited to welcome Kay to our community!" VP of Medical Practices Laura Newell said. "Kay's arrival rounds out our extraordinary birthing services here at NVRH. We are thrilled to offer our patients a provider that is so committed to helping them achieve an amazing childbirth experience."

READERS ARE ASKING...

LEW APGAR, TOBACCO CESSATION SPECIALIST

Question:

My spouse smokes. Is second-hand smoke really a risk to my health?

Answer:

The short answer is yes, there is no safe level of exposure to second hand smoke. Secondhand smoke is smoke from burning tobacco products, like cigarettes, cigars, hookahs, or pipes. There are more than 7,000 chemicals in tobacco smoke, including hundreds of chemicals that are toxic and about 70 that can cause cancer. Secondhand smoke can cause health problems in children and adults, and can even be deadly. Since 1964, about 2,500,000 people who do not smoke have died from health problems caused by secondhand smoke exposure. Tobacco smoke triggers asthma attacks in nearly 80% of people with asthma. Even if you have never smoked, second hand smoke can cause heart disease, lung cancer, and stroke. You can't hide from second hand smoke.

- Smoking in another room like a bathroom or bedroom can still spread secondhand smoke through the air in your home. In an

apartment building, secondhand smoke can go in between apartments.

- Smoking outside in a hall or stairwell does not protect children inside.

Smoke goes under doors, windows, and through cracks.

- Opening a window or using a fan does not protect children or pets from secondhand smoke.

- Air purifiers and air fresheners do not remove secondhand smoke.

- Smoke from one cigarette can stay in a room for hours. Don't smoke at home, even when children or pets are not there.

- Separating people who smoke from those who don't smoke, cleaning the air and ventilating buildings does not fully protect children or adults from secondhand smoke.

The healthiest thing your partner can do is to quit tobacco products, but quitting can be hard, and often takes multiple tries. If your partner is not ready to stop smoking, feel comfortable asking him or her to agree to make your home and vehicles smoke free, for your health. Feel free to reach out to your local Tobacco Treatment Specialists for tips on starting the conversation about smoke free homes and/or supporting someone in a quit attempt. You can reach one of our local Tobacco Treatment Specialists by calling 748-7526.

NVRH and Umbrella Announce Request for Applications

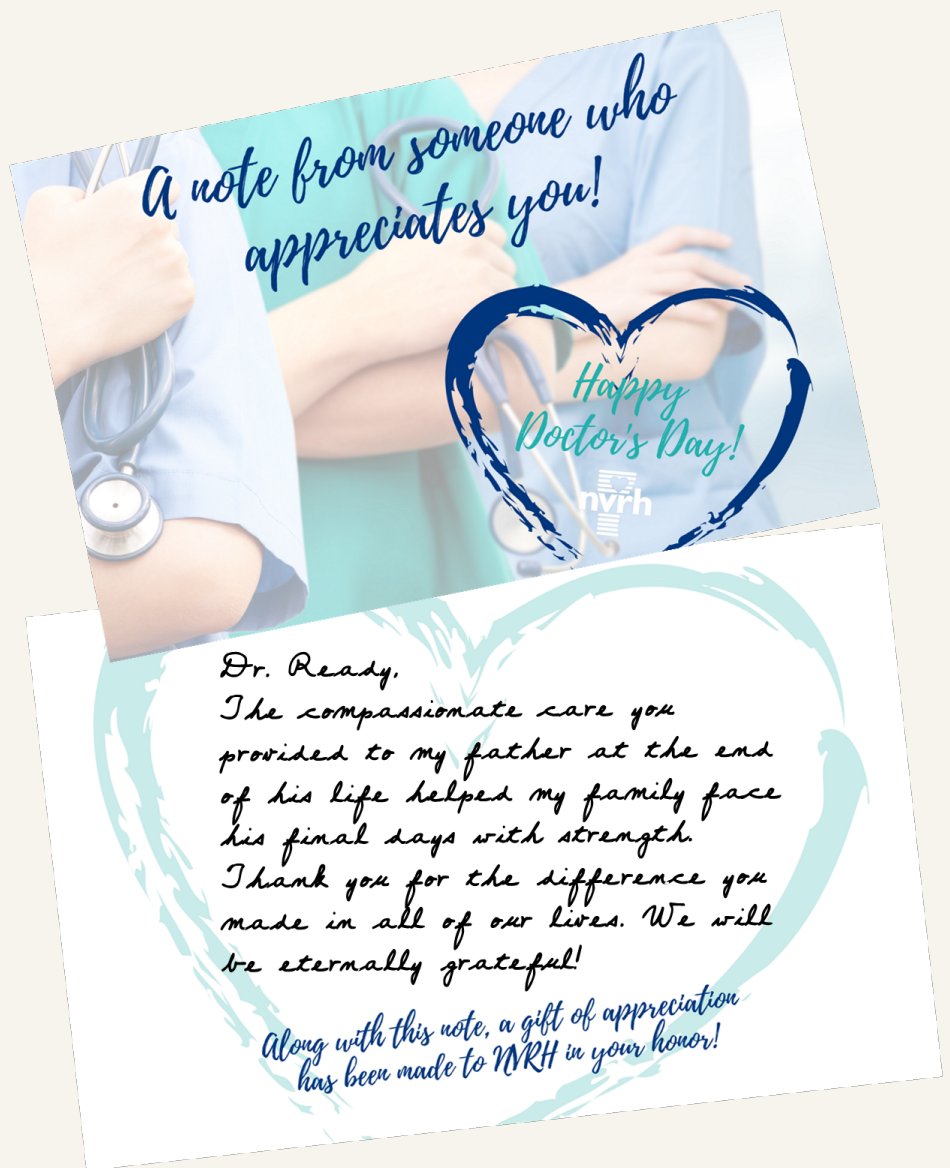
Northeastern Vermont Regional Hospital and Umbrella, Inc. are pleased to announce a Request for Applications as part of the NEK Prevention Center of Excellence Grant (NEK-PCE) program. Sub-awards will be granted to local partners whose missions support substance misuse prevention.

Organizations that utilize evidence-based and promising primary and secondary prevention strategies are invited to apply for funding with the goal of reducing one or more of the following in the Northeast Kingdom of Vermont: underage drinking; high risk alcohol consumption; marijuana and tobacco misuse; prescription drug including prescription opioid and stimulant misuse; illicit stimulant use (including cocaine) and illicit opioid use (including heroin).

"Substance misuse has impacted most of us in some way," NVRH Substance Misuse Prevention Director Cheryl Chandler said. "We expect that by increasing the capacity of the Northeast Kingdom to address substance misuse will result in a comprehensive approach to the problem, resulting in a reduction of substance misuse rates and improving the overall health of our region."

Organizations with a goal of building substance use prevention capacity and infrastructure at the community, and regional levels will be considered.

"The NEK-PCE grant program will provide the opportunity within our region for organizations and individuals to gain knowledge and expertise



*Dr. Ready,
The compassionate care you provided to my father at the end of his life helped my family face his final days with strength. I thank you for the difference you made in all of our lives. We will be eternally grateful!*

Along with this note, a gift of appreciation has been made to NVRH in your honor!

around substance-misuse prevention which will enhance the sustainability of this important work in the coming years," Umbrella's Executive Director Amanda Cochrane said.

Anticipated total funds available through the NEK Prevention Center of Excellence Grant contracts and sub-awards are \$200,000. Project activities must primarily impact the individuals or communities of one or more of the town listed below:

St. Johnsbury service area: Barnet, Burke, Concord, Danville, East Haven, Granby, Groton, Guildhall, Kirby, Lunenburg, Lyndon, Maidstone, Newbury (including Wells River), Newark, Peacham, Ryegate, St. Johnsbury, Sheffield, Sutton, Topsham, Victory, Walden, Waterford, Wheelock.

Newport service area: Albany, Averill,

Avery's Gore, Barton (including Orleans), Bloomfield, Brighton (including Island Pond), Brownington, Brunswick, Canaan, Charleston, Coventry, Derby, Ferdinand, Glover, Holland, Irasburg, Jay, Lemington, Lewis, Lowell, Morgan, Newport City, Newport Town, Norton, Troy, Warner's Grant, Warren's Gore, Westfield, Westmore.

Funding was made possible by the Vermont Department of Health Division of Alcohol and Drug Abuse Programs.

Applications are due on March 19, 2021, by 5:00 p.m. Applicants may request up to \$25,000 (no lower limit on funding requests). More information as well as the request for applications is available at <https://nvrh.org/nek-pce/>



WANT TO RECOGNIZE AN EXTRAORDINARY NURSE?

You can do so by nominating them for a DAISY Award For Extraordinary Nurses. The award is part of the DAISY Foundation's program to recognize the super-human efforts nurses perform every day.

"Nurses are an integral part of the outstanding care our patients receive every day at NVRH," Chief Nursing Officer Julie Schneckeburger said. "The DAISY Award is a way to recognize nurses throughout the organization for their caring and compassionate work."

This award gives patients and their family members an opportunity to share their story about a specific nurse or group of nurses that have given exceptional care to a loved one. It is also a formal way for staff to nominate a nurse for exceptional care they have seen provided to patients that may go unrecognized otherwise.

The award recipient is chosen by a committee at NVRH to receive The DAISY Award. Awards are presented throughout the year at now virtual celebrations attended by the honoree's colleagues, patients, and visitors. Each honoree receives a certificate commending her or him as an Extraordinary Nurse. Honorees also receive a DAISY Award pin and a beautiful sculpture called A Healer's Touch, hand-carved by artists of the Shona Tribe in Zimbabwe.

To nominate a nurse, please go to www.daisynomination.org/NVRH



PATIENT SAFETY AWARENESS WEEK: MARCH 14-20, 2021

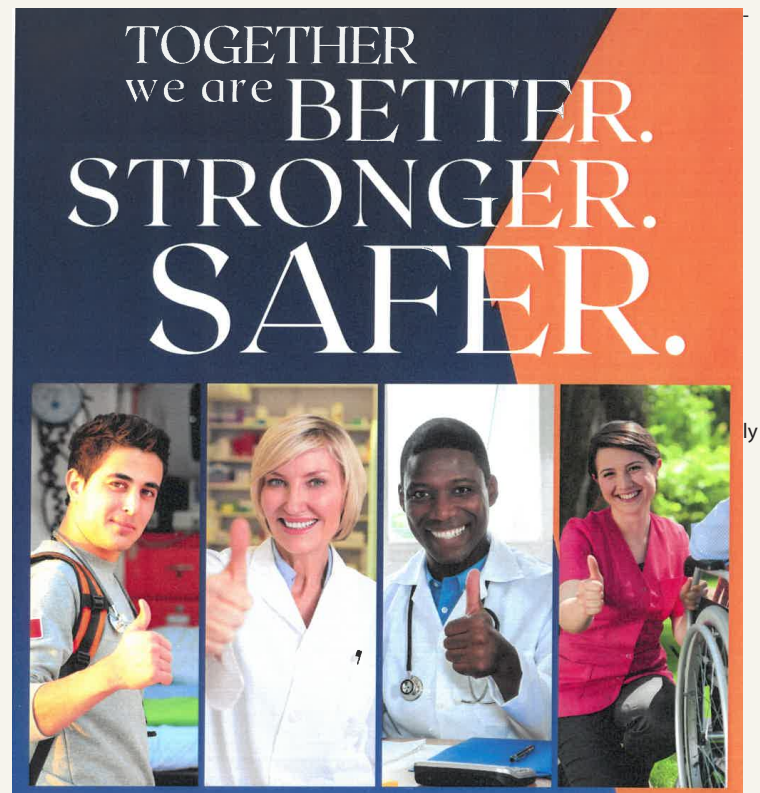
According to Wikipedia, patient safety is a discipline that emphasizes safety in health care through the prevention, reduction, reporting, and analysis of error and other types of unnecessary harm that often lead to adverse patient events. The frequency and magnitude of avoidable adverse events, often known as patient safety incidents, experienced by patients was not well known until the 1990s, when multiple countries reported significant numbers of patients harmed and killed by medical errors. Recognizing that healthcare errors impact 1 in every 10 patients around the world, the World Health Organization calls patient safety an endemic concern. Indeed, patient safety has emerged as a distinct healthcare discipline supported by an immature yet developing scientific framework. There is significant transdisciplinary body of theoretical and research literature that informs the science of patient safety.

As I reflect on the above definition, I ponder the multiple patient safety efforts NVRH implemented within this past year as we descended into a pandemic affecting the entire world. It didn't just impact patients but our staff as we began to learn how to keep safe from an unknown and potentially fatal virus. Safety guidelines were considered and implemented to comply with best known practices with frequent updates as new information emerged which included:

- Communication vehicles (to staff, patients, and community)
- Personal Protective Equipment (making sure we had the right gear N95 masks, eye protection, gowns)
- collection sites for testing with processes for resulting
- travel restrictions (quarantine of staff)
- hospital visitors (screening - limiting or restricted)
- patient appointments using telehealth
- diagnostic testing appointments for outpatients
- donning/doffing procedures (reinforcing how to put on and take off protective gear)
- negative pressure capability (one-way airflow out)
- safe traffic flow following recommended guidelines (staying 6 feet apart)
- meetings/gatherings (following CDC and state guidelines)
- information reporting to state/federal agencies
- vaccine recommendations/clinics

While these may not capture all the safety elements addressed, they certainly demonstrate this year's caption to Patient Safety . . . "TOGETHER we are BETTER. STRONGER. SAFER. Bringing the core team together for patient safety"

Kim Darby RN
Quality Improvement Specialist
Northeastern Vermont Regional Hospital
k.darby@nvrh.org



St. Johnsbury Pediatrics receives COVID Relief Suicide Safer Care Mini-Grant

St. Johnsbury Pediatrics has received a \$5,000 COVID Relief Suicide Safer Care Mini-Grant. The grant program, which is supported by COVID Relief and Carry-forward funds from the Department of Mental Health, will help providers at St. Johnsbury Pediatrics in supporting their patients as well as making referrals when a higher level of care is warranted.

The Mini-Grant program, which was developed by the Center for Health and Learning/VT Suicide Prevention Center, will engage staff in training and assessment of depression, suicidality, and safety planning. It will also help strengthen workflows and implement suicide specific protocols.

One of the goals of the grant is to increase suicide screening by implementing the Columbia-Suicide Severity Rating Scale (CSSRS), a much more in-depth screening tool.

"When someone reports suicidal thoughts, we want to gather more information to help them stay safe, the CSSRS helps us triage patients in an evidenced-based way," St. Johnsbury Pediatrics Behavioral Health Specialist Allison Hansen said.

Another goal is to work with staff on responding to patients who show signs of contemplating self-harm or suicide.

"Suicide is preventable and requires a team; training staff to feel comfortable and skilled to respond is key in helping patients recognize treatment options and support," Hansen added.



Our very own NVRH Bernie!

What are the benefits of giving to NVRH in your will or estate plans?

- It's **easy** and **costs you nothing** today!
- Your assets remain in **your control** during your lifetime.
- You can **modify** your gift intention at **any time** to address changes in your life.
- There are often **tax benefits** to you and your heirs.

CLICK HERE for more information, or contact Emily Hutchison, Director of Philanthropy at e.hutchison@nvhr.org.

Other local grant recipients include Northern Counties Health Care (NCHC) Centers in Island Pond, Concord, Danville and St. Johnsbury. St. Johnsbury Pediatrics, which is collaborating with NCHC, is also working with Northeast Kingdom Human Services. The team includes Community Health Workers, Behavior Health Specialists, and members of leadership staff from all agencies.

This COVID Relief Suicide Safer Care Mini-Grant is a state-wide initiative, with six designated mental health agencies, 17 primary care practices, two State Agency Departments. Blueprint For Health is also participating. The grant involves primary care as a unique approach to reach wider populations that may not be accessing mental health care.

You are not alone. If you need help, text VT to 741741 or call the National Suicide Prevention Lifeline at 800-273-8255. More information on suicide prevention can be found at mentalhealth.vermont.gov/suicide-prevention.

What our patients are saying about us.

PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

Ambulatory Surgery

- Excellent Care! Kim was my nurse, she is excellent and she deserves a raise in pay for good quality care.
- The skill and attention of the staff were super. Everything went very well.
- I am very impressed by the high level of professionalism and caring of the medical team. I could not have asked for better, including after-care. Thank you, Dr. Prohaska and team.
- I can't imagine my experience could have been any better. Your staff of nurses, doctors, and anesthesia team were amazing. I loved my nurses who cared for me. Made my experience a very comfortable & pleasant one.
- They gave me a warm blanket.
- NVRH - Hospital & staff have a lot to be proud of.
- The nurse I had was exceptional. Her care and concern were very special. I thank her very much.
- From pre-op, OR/staff Doctor, post-op care to physical therapy, everyone was kind and professional. Exceptional care thank you for such a positive experience. Great job!
- I just felt so well taken care of in every single way, thank you NVRH.
- As usual it was a pleasure to be treated by Dr. Prohaska. I was very lucky to have him treat me. Thank you doctor & staff.
- Surgical team & nursing staff were exceptional - one could not ask for better!
- They all did an excellent job.
- Everyone was very helpful and nice.
- I was impressed with the level of detail from the CRNA, considering anesthesia consisted of one under the tongue medication!!
- This was a very good experience for me. I was pleased with the care from beginning to end.
- Thank you for the great concern & care.
- The surgical team and nursing staff were absolutely outstanding - thank you one and all for your care and professionalism!!
- Everyone was kind & helpful!
- Excellent nurse!
- The doctors, nurses & staff that were part of the team that took care of me were wonderful - every one of them. Thank you!!!
- I had a wonderful surgical experience. I felt safe, comfortable, and well informed. No one seemed rushed, they all seemed focused on my care.

Emergency Department

- The attention given to disinfection of personal stuff, environment and space was excellent.
- From the EMTs to the ambulance crew to the emergency room crew. They all made me feel at ease and cared for. Thank you all so much.
- Nurses were great!!
- Betsy is wonderful!
- Best ER doctors! They treated me like a person and not just a number.
- Best nurses ever - kind, considerate, concerned.
- I had never been in pain like this before (dislocated shoulder) your staff helped manage my pain and my stress of the situation VERY quickly.
- Good experience - team moved me into hospital for further diagnostics and treatment.
- I was in a lot of pain on arrival, but all along I felt I was in good hands. I cannot thank enough everyone involved for their kindness and care.
- All staff treated me very good.
- Our ER doctors are great.
- Everyone in our ER has always treated me with respect, compassion and, when appropriate, humor.

- I was very satisfied with the care I received.
- Even though I've been to the ER several times with the same symptoms, the nurses are sweet and respectful.
- I was very pleased with my overall experience in this emergency room.
- Well looked after.
- No wait time!
- Dr. Taylor is an amazing doctor.
- Erik the ER tech. took good care of me. He was compassionate and caring.
- Pauline, RN was a good nurse. She listened to me and made me feel welcome and comfortable
- Nurse Meghan was exceptionally caring. She was a delight. She's an asset to your ED.
- Excellent care received. Thank you.
- I was immediately installed in an exam room

INPATIENT

ICU

- John in PT showed me excellent care and concern. Got me on my feet and moving again.
- 5 STARS for the whole ICU staff.

MedSurg

- The food was excellent. Dietary staff were most courteous, caring & informed.
- Exceptional treatment & care. I had considered having this procedure at another institution, but am ABSOLUTELY satisfied and confident that NVRH was the right choice!
- I am absolutely satisfied with the treatment received from *Dr. Dixon, Ashley and staff. He's a very unique guy, for all of exceptional skill, he's fully human. So glad that he was the one to do this procedure.
- Exceptional staff from ER to Med/Surg! No complaints and I am a 35+ year retired nurse! Thanks to all!
- The nursing staff are OUTSTANDING, without exception! Professionalism, quality of care & compassion are admirable. Our community is so blessed to have such a group.
- My nurse was amazing. She is a very dedicated person!
- I was there during my birthday and got it recognized (sung to) overnight nurse & others too.
- They were very patient and supportive.

Birth Center

- Dr. Lessac-Chenen and Dr. Oleson were beyond wonderful with their kind and skilled treatment.
- I have praised this hospital to family and friends for years and will continue to do so.

MEDICAL PRACTICES

Corner Medical

- Everything went smoothly and I appreciated the 2 day ahead call to remind me and ask that I arrive 10 minutes early for the health screening.
- Everyone is so friendly and Harmony really listened to my explanation of the pain I was experiencing and concerns.
- I had never met Harmony before, but was amazed at how attentive she was listening to what had been going on with my pain and what may have caused it.

- I'm so happy to have Corner medical and feel they go above and beyond to ease your concerns. I was impressed that the checkout was fast and I was able to get my X-ray right away.
- I had a good appointment.
- Dr. Dobbartin is a caring and patient-oriented provider.
- I only have positive experiences with Corner Medical.
- This was a Telehealth visit, Very little wait time.
- Thanks to the care I've received I'm healthier than I have been in a long time! Because I'm listened to and my health concerns are addressed!
- Answered all questions I had.
- The whole process was quick and easy. I was pleasantly surprised to be able to see a doctor the same day I called.
- Always happy with the way I'm treated and the excellent medical care.
- I was seen and all questions I had we're answered and was a pleasant visit
- Exceptionally clean and so professional. I had new doctor who I will have as my primary for years! Very, very impressed with professionalism of my new doctor and her reports.
- Always very friendly & professional
- I have no complaints. They took me right in, and I was taken care of right away. thank you all
- Very happy that Dr. Dobbartin took care of everything, she is wonderful!
- Thank you! We so much appreciate Dr. Dobbartin.
- Joyce takes care of everything.
- Amy is always compassionate and is a great listener. She is also quite thorough in answering any questions I may have.
- Dr. Dobbartin is an excellent Doctor and leaves no stone unturned when discussing any issues I have. We are truly blessed to have her at Corner Medical!
- Corner Medical is Lyndonville's gem!
- Dr. Brado was very nice & she filled all of my current prescriptions. I just relocated from Florida.
- Dr. Sullivan is an excellent practitioner and an asset to NVRH!
- Amanda was friendly and engaging.
- Dr. Sullivan is a very good caregiver
- Staff at the front desks are great
- Dr. Imperio was as warm, friendly, relaxed, engaged and informative as her reputation might indicate.
- Everyone that I met during my appointment made feel very comfortable and welcome.
- All the employees are very nice!
- Fantastic as usual!
- I always have a very good experience at Corner Medical. I really appreciate Dr. Dargis experience and diagnosis.
- As I am hard of hearing they are more than willing to write out what they request I do, bless them.
- I'm greeted when I walk in. Those people who process you with taking temps & asking questions deserve a medal!

Kingdom Internal Medicine

- Everyone was friendly and happy to help
- There was no waiting time, or delays.
- Dr. Lee listens intently, explains thoroughly, and is extremely caring and professional. I trust her to provide the best care possible.
- I feel this is an excellent practice; been going here for more than 30 years.
- Diane always listens, is empathetic and a pleasure to deal with.
- Everyone at KIM is always patient, professional and pleasant to deal with.
- The front office staff is always very pleasant and helpful. I love them.
- I have always gotten on well with Caryn Everett. She is very knowledgeable and pleasant. I'm very happy with her care.
- I am so impressed with Dr. Irene. She listens to my questions and concerns. She is very busy, but she always takes time to answer my questions.
- Very thorough and helpful.
- Jessica McCloud is the BEST doctor I have ever had!
- Very pleasant experience.
- Nurse was very polite, informative, and listened well.

- The doctor was great and made me feel comfortable.
- There was not any delay, but got the feeling if there was, I would be informed.
- Jessica always takes time to explain any questions I have
- Always very friendly and courteous
- Always a pleasure to be in the office, very caring.

North Country Otolaryngology/Audiology

- Everyone was very nice and professional....no complaints at all.
- Well run office, nice, efficient staff!
- Thank you for caring!
- No waiting.
- Great job, no problems.
- The PA was wonderful and very considerate.
- There was no delays and no waiting.
- I've never had a bad experience at Dr. Rankin's office. Not with him or his staff. One of the best doctor's office in the area. They make you feel like you are the only patient they have. Wish there were more like them!!
- I was there early and they took me right away!
- Outstanding!
- I wanted to note that the PA whom I saw at the 1st of my two visits was kind, thoughtful, did not hurry too fast and was a very good communicator. Dr. Fitzpatrick was fine & helpful, but it was the time taken by the PA that stands out.

Specialty Clinics

- I have always had good care & experiences when I have been at NVRH.
- Exceptional doctor!
- I have recommended this practice.
- The practice has an excellent team of professionals with this leadership.
- Very nice. I felt at ease about my time there. Thanks.
- I feel good about the overall time there. Thanks very much!
- Dr. Kaufman & staff were awesome!
- Excellent appointment - very caring thorough meeting with the care provider.
- Wendy was kind & compassionate, thorough & not rushed.
- Excellent treatment - super friendly.

St. Johnsbury Pediatrics

- Dr Z is an excellent addition to the staff/providers at St J Peds
- Sherri is an excellent office administrator
- I recommend you guys to everybody I know!
- Katie, RN very kind and attentive.
- Dr. Josh, is hands down the best pediatrician I've interacted with. He is beyond knowledgeable and an expert in his field, but the best thing is that he is very patient. He really listens to his patients and their parents, and takes time with them as well, there is never any rushing around so we never feel like just a number, which is great. It allowed me to be open and honest about any concerns that I may have, and you don't always get that with some Doctor's. Excellent care.
- They were very accommodating about a concern and fit us in to make sure it wasn't an emergency
- This was a telephone visit with Dr. Price and it was very easy, professional and fast.
- Dr. Price is awesome!

Women's Wellness

- Dr. O'Connor is very good about listening to my concerns and giving me information. *Dr. O'Connor is the best. Compassionate, problem-solving, non-judgmental, funny & smart.
- There was a code black(sewer back up) while there, Megan was very assuring that she was watching out for my health/safety
- I love Megan
- Awesome crew
- Jade Kaplan was one of the best doctors I have had. She was kind, compassionate and very knowledge. She went above and beyond during and after the

appointment.

- Excellent experience - Katherine is a supportive therapist - A+, during this stressful time in our world.
- I already have recommended.
- Dr. Anne O'Connor was kind and caring. She is an asset to your hospital.
- There were no delays and I was seen when I should have been
- Courtenay Lahey is fabulous. She knows all of my history and takes care and time with me. I never feel rushed by here or Nurse Despins. Together they are the only team of people who I want helping me navigate cancer recovery, peri menopause and everything that goes with it
- Everything about the process was extremely easy
- Nurse Despins is AMAZING! She remembered me and my issues from previous visits, asked thoughtful questions, and stayed when I asked her to

OUTPATIENT

Diagnostic Imaging

- Short wait times.
- Tyler performed my exam and it is very apparent he is excellent at his job. Great experience, actually dozed off at one point.
- Sue is always great!
- Worked hard to be thorough!
- The young man who did my CAT scan - did an excellent & confident job. I felt I was in good hands.
- Everyone was helpful and courteous. Thank you.
- Any time I've been here things have run very smoothly and the staff has been excellent.
- Always receive quality care!
- Lady registering me was very professional and helpful with any questions I had.
- No concerns, any questions I asked were answered to my satisfaction.
- Thank-you so much for keeping us safe!
- Excellent experience.
- I was treated with respect I felt comfortable!
- Excellent.
- I have had my mammograms done at DHMC for 10+ years, but will be coming back to NVRH from now on!
- Technician was excellent.
- Excellent.
- It went like clockwork - it was the most efficient experience I've ever had in a hospital and I have had multiple surgeries. It was also extremely clean. Thank you.
- Radiologist was awesome. Very professional & caring.
- My technician, Linda I think was her name, was absolutely wonderful! Professional yet quite friendly & approachable. She was very competent and compassionate. Just great!
- They treated me with respect & kindness too. They were very polite.
- Linda was very professional, demonstrated concern for my comfort, and efficient. Went above and beyond with attention to something aside from the procedure and took care of my request.
- Very good, quick, efficient, relaxed, and professional.
- They treated me very well and I have no complaints. The CT scan went very well and the lady was so nice.
- Robert in X-ray is very kind & personable.
- My ultrasound tech (Nick) was wonderful - explained everything and was very comforting.
- Excellent professional care.
- Every staff person told me their name and was very welcoming.
- Hospital staff are excellent, efficient, knowledgeable, professional, medical equipment all-star, compared to when I was in the hospital with broken femur & hip replacement 8 yrs. ago.
- I like the change in the hospital.
- Makayla was by far the best tech I have ever had. She was kind, compassionate

and explained everything in detail. You should take steps to ensure everyone performs as she does. I hope you let her know that she is awesome and that she is compensated accordingly.

- Everyone was kind & friendly.
- The tech was very respectful and told me what to expect. He made sure that I was comfortable during the MRI.
- A very positive experience.
- Very helpful, kind and caring.
- The X-ray department was able to schedule me on the same day as the order - wonderful!
- It was an amazingly good experience. Everyone worked in concert and helped make the CT a positive time. And then - the results came back in 3 hours (and they were good too!).
- I have had nothing but good care from your facility. I have visited you many times this last year.
- Good experience.
- I was very pleased with my recent CT scan at NVRH. It was my first experience there. The smaller hospital had such a nice feel to it. The staff couldn't have been nicer.
- Always treated kindly and by professionals deserve 10's!!! I travel from Franconia NH.
- Thanks to everyone at NVRH!
- It could not have been a better ordeal. Everything was great.
- Thank you!
- Brock in ultra sound was excellent.
- Very fast and efficient.
- Excellent service - no wait time. Prompt and professional.
- A very good experience. Everyone was pleasant & professional.
- Very friendly, made me feel comfortable answered all questions.
- Staff was pleasant, took their time. I never felt rushed. VERY PROFESSIONAL AND COURTEOUS!!

Laboratory

- Registered on line didn't have to wait
- Quick & efficient.
- We are fortunate to have such a modern facility staffed with excellent staff.
- Usual professionalism that put me at ease.
- I was well taken care of despite other emergencies.
- Excellent care, very warm & professional!
- I'm very grateful to everyone at the NVRH COVID testing office & the drive through testing site. We had time-sensitive needs regarding scheduling tests & getting our results back, and EVERYONE involved was patient with our questions and helped us get really quick results.
- We had a very good experience! Thank you TO ALL who helped us!
- They were GREAT!
- With the COVID entry process it was a little different but was explained well and made to be easy.

PHYSICAL THERAPY

Northern Physical Therapy

- NPT is one of the best places to have therapy. The staff is professional and care about their clients. They go above and beyond for them.
- Very short wait time.
- Very impressed with the professional staff.
- I love my physical therapist. She's informative, sensitive to my issues, and encourages my participation in developing a treatment plan.
- Mykala and Nic provided written instructions with diagrams of the exercises that would benefit my recovery. They encouraged me to do the exercises at home. They were both compassionate and knowledgeable with the delivery of their care. I appreciated the reminders of my upcoming appointments from Liz. Her reminders were always cheerful with dictation that was clear and professional.

- I had an updated insurance card. I inquired if there would be a possibility if my co pay was less. Jen graciously offered to check.
- Therapist was very knowledgeable and courteous.
- Excellent!
- Very good experience, could feel a marked improvement within the first week of therapy!
- Mikayla and Hannah have been great all of the staff and extremely friendly and professional!
- My physical therapist is professional, personable, kind and genuinely caring. He's very knowledgeable and listens to the patient.

Dan Wyand PT & OT

- Dan was great and easy to work with.
- Kristen and staff were terrific in getting me in and welcoming me to the practice.
- Dan Wyand the best PT I have ever had & Dan Wheeler worked with me to do and understand every part of my program. Both so helpful.
- Very professional & thorough explanations.
- No wasted time or effort; It was quite evident that all staff cared about me; It wasn't just a job!!
- Quick & easy.
- Dan Wheeler provided top-notch care. Solution-focused friendly kind. He ensured receiving of all pertinent information to make an appropriate and holistic plan of care.
- 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.



Let's end this. Be the herd.

