

T•H•E BRIGHTLOOK



April 2021



I am a healthcare worker • I am there for you • I will carry you when you are weak • I am your advocate • I will listen when you feel alone • I give time • I hold your hand • I care • We are NVRH Strong •
THANK YOU healthcare workers, for all that you do.

Medical Laboratory Professionals Week

April 18 – April 24

This year, the NVRH Lab is celebrating the Medical Laboratory Professionals Week's theme



- NVRH Director of Laboratory Services Jeanne McBride (left) and NVRH Laboratory Medical Director Jason Brazelton, MD (right) take a selfie with Dr. Anthony Fauci.

“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 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.

#ASCP LabWeek21!

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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 **April 15, 2021** for the May issue.



DID YOU KNOW


Between March 2020 and the end of the year, the NVRH Lab processed a total of 11,000 COVID-19 tests! The newest analyzer is the DiaSorin Simplexa Analyzer. It is now up and running. 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.



“Now is the time ... to care selflessly about one another” - Anthony Fauci, MD

March 30 was National Doctors' Day.

Should I get vaccinated against COVID-19?




YES

It will protect you from getting very sick.

YES

It could save your life.



YES

It will protect your family and close contacts.

In honor of our team of doctors here at NVRH, we are donating \$500 to Faith In Action Northern Communities Partnership, Inc. and \$500 to NAMI Vermont. Want to show your support for doctors, too? When it is your turn to get the COVID-19 vaccine, thank your doctor by getting it. Go to healthvermont.gov/myvaccine.com to learn more.



- L-R: Linda Lamont, Unit Coordinator;
- Viola Frandiani, EVS, Genette Hoffman,
- RN/Clinical Nurse Educator; Front:
- Janet Simpson, EVS . Hand made scrub caps. Donated by Heather Martin, her sister Tiffany Currier, and her month
- Flora "Pookie" Roy. Having made and distributed more than 3,000 hats to multiple medical facilities in eight states since June 2019, Flora said "We have been using our stimulus money to buy supplies and friends and family have been donating fabric. Sewing these caps is our small way to try to keep essential workers safe and maybe possibly a tiny boost in morale."
- To help with this effort visit [www.](http://www.heathermartinmade.com)
- heathermartinmade.com.

WISDOM

OR

Socrates had it right

DR. DAVID BRODY

“The controller picked up
that something was off, asked
me where I was heading –
and then gave me a prompt
directive...

Get out of the way!”

Twenty-five hundred years ago a youthful Socrates consulted the oracle at Delphi and was puzzled when told that of all Athenians, he was the wisest. Having had no particular schooling, he set about questioning the great minds of the land to see if he could discover what the oracle may have meant, or to prove her wrong. In so doing he discovered that much of what passed for wisdom in the age proved false and empty on close examination, and came to understand that recognizing one's own limitations was itself a form of knowledge. Thus was born the famous dictum that the highest form of wisdom is knowing that one doesn't know.

And so it is in the universe of aviation – of the truth of which I had recent occasion to see forcefully demonstrated.

Mid-air collisions are a rarity in modern aviation due largely to the observance of well established “rules of the road.” Not surprisingly, the highest risk is in the immediate vicinity of an airfield, for this is obviously where aircraft will be converging and in greatest proximity. The rules governing flight in the vicinity of the airfield center on the so-called traffic pattern, a rectangular circuit bordering the runway in which all movements are along one of the “legs” of the circuit, a controlled four step dance from takeoff to touchdown.

So, there I was the other day flying into Portland International (I like to fly to the larger airports from time to time to keep up my skills in communicating with Air Traffic Control). About twenty miles out I was told to expect to join the traffic pattern on downwind (the downwind leg is flown parallel to the runway, offset about $\frac{3}{4}$ of a mile, but in the opposite direction to landing, setting up a double elbow to final approach). As per plan I landed, came to a stop, and then immediately took off again for home.

This is where the trouble started.

As I was climbing out the controller instructed me to establish right upwind. I had never heard such an instruction, but in the heat of the moment – take off is an intensely focused, high workload situation -- what came to mind is that occasionally during training I had been asked to turn to the right to depart the field on the upwind side of the runway (this is on the other side from the flow of traffic). As I later came to understand, what the controller had apparently intended (though it seems stated ambiguously) was that I should offset to the right, but continue in the same direction as takeoff, this to allow clearance for a faster plane taking off behind me. However, since my destination was in the opposite direction I ended up extending my right hand turn into a full 180 – which placed me heading towards incoming traffic!

The controller picked up that something was off, asked me where I was heading – and then gave me a prompt directive to turn sharply to the east out to sea. Get out of the way!

It was only later that I was able to piece together what had happened, but in the compressed moments of climb out my mind attempted to make sense of an unfamiliar instruction by matching it as best I could to some prior bit of experience. Add to that not wanting to sound amateurish in front of “the big boys,” and the stage was set for that most basic of communication errors. If you don't understand – ask for clarification.

Of course it all ended well – I seem to recall that that's how my last column closed! – and I try to see to it that I learn something from every flight. But there are times in life when, just like for Socrates, the most important thing to know is that you don't know.

Auxiliary Updates

The NVRH Auxiliary Annual Raffle is underway. Letters and information sheets have been mailed to all medical staff and volunteers. Please return your information sheet at your earliest convenience. The proceeds of the raffle will support the NVRH Auxiliary Scholastic Achievement Awards. Scholastic Awards will be given on May 14 with three \$2,500 and two \$1,000 awards to eligible healthcare students.

The NVRH Auxiliary will resume our fundraising sales beginning May 19 with the Uniform Professional sale. The sale will only be open to staff. Generally, open to the public, that will not be the case for now, only staff members.

There is a whole lot of work still being done by volunteers at NVRH. I just wanted to take a moment to thank you for providing your services to us.

Deb Davison and Karen Cheney have been making activity blankets for patients. These sensory- based blankets allow patients with dementia an opportunity to fiddle with things, to keep their hands busy and reduce anxiety.

There is walk-in primary care available in Lyndonville & St. Johnsbury on Saturdays!



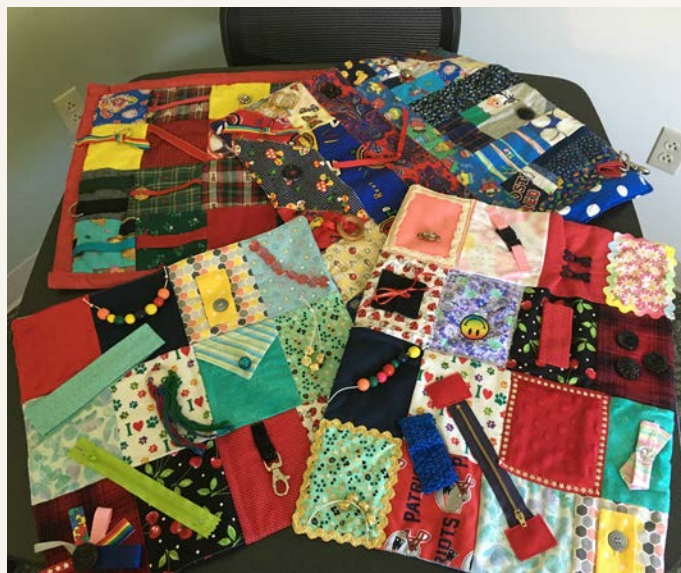
Northern Express Care - Lyndonville & StJ offer walk in visits for sore throats, coughs, fevers, sprains, infections, and other acute health concerns also on Saturdays! More info at nvrh.org & www.nchcvt.org

In addition to Deb and Karen, Betsy Merrill, who joined our ranks after retiring, have been sewing and repairing our cloth gowns used in the Emergency Room. Not an easy job, but saving us an incredible amount of money and resources.

All of our knitters have been busy keeping us in Prayer Shawls.

Elsie, Lawrence, Rosina Greenwood, Jeannette Farmer, Laural Ruggles, Anne Creaser, Judy Selle, Lana Mitchell, Susan Carr, Vickie Schafer, Denise Dion, Joyce Evans, and Barbara Cochrane. Beulah McGinnis has been doing shawl cards. Chaplain Abby Pollender continues to deliver these beautiful items to our patients.

Richard Redznak is working from home assisting us in keeping up with our



• The activity blankets that Deb Davison and Karen Cheney have been made for patients. These sensory- based blankets allow patients with dementia an opportunity to fiddle with things, to keep their hands busy and reduce anxiety.

catalogued newspaper articles. Nancy Erickson and Laurel St. James-Long have been shopping for the Cherry Wheel Gift Shop.

The NVRH Board of Trustees (also volunteers) continue to meet and lead NVRH. We are grateful for you all and grateful for the work you continue to do. We look forward to having you back on premises!

THANK YOU FOR GIVING



Don't forget to take a charitable gift deduction on your 2020 taxes for up to \$300

Even if you don't itemize your taxes!

This is in addition to the standard deduction.

LEARN MORE | [CLICK HERE.](#)

NVRH Connects the Full Birth Experience with Expanse Labor and Delivery

Regional hospital sees immediate impact after implementing Expanse Labor and Delivery.

January 20, 2021 | MEDITECH Nurse Success Stories

During childbirth you hope for the best but prepare for the unexpected. The same can be said when implementing new software.

“Typically, there can be chaos after any big change, which is part of the reason an implementation can be intimidating. But our implementation went well,” says Donna Laferriere, RN, Clinical Informaticist at Northeastern Vermont Regional Hospital.

“I expected a lot of elbow-to-elbow teaching, but it’s really just been small questions that always lead to improving something. Everyone found their footing quickly.”

Laferriere and her team at Northeastern Vermont recently completed the implementation of Expanse Labor and Delivery. With years of experience as an OR nurse and a successful Expanse implementation under her belt, Laferriere brought her existing MEDITECH product knowledge to the Labor and Delivery project.

“As I was building the L&D templates, it just made sense to bring in the prenatal information, for example.”

Laferriere knew these data connections needed to reach both backwards and forwards in time, pulling critical Ambulatory information from months back, as well as providing a clear story for future care interactions. “I saw it all as a big jigsaw puzzle, covering multiple care spaces. But by following that data, where it comes from and where it’s headed, we can cater the information to our caregivers, showing only what they need to see. This was crucial for us.”

Timing was also crucial to this project, as the COVID-19 pandemic made in-person support impossible.

“MEDITECH is usually my security blanket, on-site during an implementation,” says Laferriere. “But my specialist Katherine really went above and beyond to address my questions remotely. Even when it wasn’t her area of expertise, she was always willing to help.”

During the planning, Laferriere and her team worked with MEDITECH Development to make data capture changes, further enhancing the flow of information between Ambulatory and Labor and Delivery. The streamlined workflows enabled by the new Labor and Delivery system have been well received by her nursing colleagues.

“Usually when you implement something, you have weeks of putting out fires. But after just two weeks, we had already started optimizing,” says Laferriere. “I’m not getting calls, I’m not hearing complaints from the end-users, I honestly haven’t heard any negative feedback. It’s really rewarding to see people finding value in what we’ve done. I expect when we start seeing numbers, they will show that value.”

That value is already being felt beyond the floor, as these improved data path-

ways are sprouting into a more harmonious ecosystem. “Our ED providers are benefitting because they can more easily find the information that was documented in Labor and Delivery,” shares Laferriere. By honing information down to what each provider needs to see to make a clinical decision, she says Northeastern Vermont is already seeing efficiency improvements. “It’s a big shift for us to have Labor and Delivery data more readily available to view.”

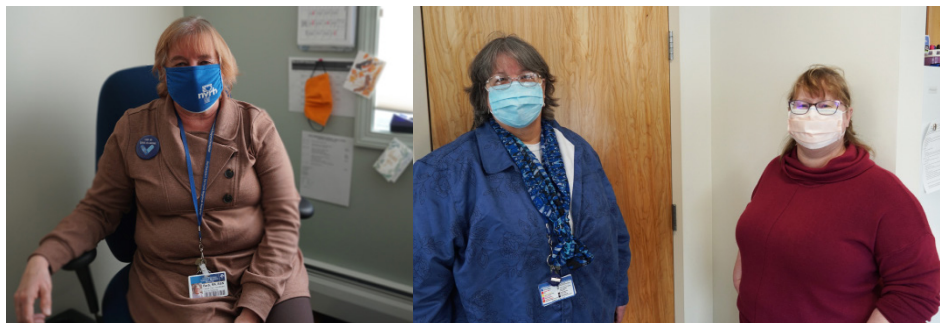
Starting in early 2021, the hospital will be rolling out MEDITECH Point of Care on Zebra devices, beginning with nurse superusers and education teams.

“The OB department is using a laptop on wheels right now, so I know the mobility is going to free them up,” says Laferriere.

Today, Donna can stand back like a proud parent and watch the benefits of her work grow.

“The continuity of care is great. From mom’s prenatal visits, all the way to the pediatrician, this whole multi-day care experience is seeing benefits.”

COMMUNITY HEALTH WORKERS LYNN GOULDING & DEBORAH LOCKE-ROUSSEAU & CORNER MEDICAL CLINICAL CARE COORDINATOR BARB BYRNE ARE NOW ALL BOARD-CERTIFIED CASE MANAGERS!



- Earning the certified case manager (CCM) credential demonstrates their commitment to life-long learning. Not only do Barb, Deborah, and Lynn have the knowledge to practice to this high standard of case management, they are now part of an even larger multidisciplinary team! Congratulations!



Next year's goal? Let's make it to 750 lbs!

THE HEAT OR EAT MARCH FOOD DRIVE

Often during the later winter months, some of our neighbors are choosing between paying for heat and paying for food. **The Heat or Eat March Food Drive in the NVRH Courtyard Café resulted in 736.6 lbs of donated food.** Donations go to the Kingdom Community Services Food Shelf. Donations to the Food Shelf allow them to save some money to put toward heating bills. Items included dry goods, canned goods, and diapers.



- Community health worker Lew Apgar helps load boxes of food
- collected during the Heat or Eat Food Drive for the Kingdom
- Community Services Food Shelf.

MOVING FORWARD

After fighting cancer, Harmony Berube Receives Peloton Bike

When Harmony Berube, RN of Corner Medical received the email that she had been selected to receive a Peloton and a three year membership through Peloton's The Comeback, she was completely surprised. She knew that her coworker and friend, Darcy Labounty, RN entered her in the program, but hadn't thought they'd actually select her.

Through The Comeback, Peloton gifts 50 bikes to new members. According to their webpage,

"Because of your nominations sharing stories of heartbreak and hope, loss and perseverance, we are able to gift the Peloton Bike as a way to empower recipients to keep fighting. Through the power of community and movement, there's nothing we can't accomplish together."

Last summer, Harmony was diagnosed

with breast cancer. Thankfully, her NVRH provider had her start getting mammograms at age 40. This was key to her recovery. She did have to undergo surgery and radiation, but because the cancer was caught early, the overall interventions were luckily minimal and she is healing well.

"I was surprisingly calm throughout the whole situation. I believe my faith played a huge role in navigating through the process and moving through the appointments and treatments," she said. "I was told, had my mammograms began at age 50, that my cancer would have been far advanced. I am so thankful for that early detection."

Harmony bikes with my husband, two boys, her mother-in-law, extended family, and friends as often as possible on the rail trail. She has never had a stationary bike before.

"I was so excited when I received the email stating that I was chosen to receive the Peloton from the comeback

giveaway. I called Darcy immediately to tell her the good news. Then proceeded to tell my whole family."

Having the Peloton means Harmony will be able to exercise during the winter and during rainy days.

"My goal is to ride at least three days weekly to begin, and see how it goes. I can't wait to get started on this journey!"



Harmony (left) & Darcy (right).

WELCOME
MARCH 2021
NEW HIRES!

*From left to right:
Jennifer Clark, Cheri
Walters, Sarah
Chouinard, Kevin
Driscoll, Steven
Jones, Dr. Moriah
Krason, Gary Allard
and Muhammad
Abbas. Missing:
Lynn Borchers.*



Human Resources Corner

IT'S TAX SEASON!

**Are you aware that the wage brackets (tax tables),
W-4 forms and methods of calculation for Federal Tax
withholding were changed by the IRS in 2020?**



Not to worry!! Making sure you are withholding enough Federal Income Tax is super important, but easy to change if necessary:

Review the Employee Paid Taxes – Federal Income Tax (FITW) amount on your paystub and Year to Date (YTD) amount.

If you feel your taxes should be adjusted:

- **Review with a Tax Advisor or Michelle Clark from the United Way/Working Bridges Program (Call 793-9517 for appt.)**
- **Calculate it yourself using the online Tax Withholding Estimator: www.irs.gov/W4app OR, on paper, with the IRS Publication 15-T, found on the irs.gov website.**

As your employer, NVRH cannot advise you on how to complete Step 3 and Step 4 on the W-4 Employee's Withholding Certificate due to potential liability. Contact HR Assist for a blank W-4 Form, or if you have any questions.



DARTMOUTH MEDICAL STUDENT JOINS ST. J PEDIATRICS FOR PEDIATRICS ROTATION

Over the past few weeks, Mica Goulbourne has been working with Dr. Josh Kantrowitz, MD along with other providers at St Johnsbury Pediatrics for her pediatrics rotation. Goulbourne is a second-year medical student at the Geisel School of Medicine at Dartmouth College.

Goulbourne was born in Jamaica and grew up in Georgia. Her interests include child abuse prevention and rural health.

"There's this idea that people keep to themselves in the northeast, that they're kind of distant," she said. "But I have found Vermont's northeast kingdom and all the people I meet here to be very friendly and welcoming."

Goulbourne is eager to learn as much as she can during her time at St. Johnsbury Pediatrics.

"Mica is really dedicated to the patients and her work," Kantrowitz said. "It'll be after 5 p.m. on a Friday and she's still asking if she can see another patient."

Education Corner

Submitted by Jaime Gadwah, Central Clinical Education

After many faithful years, Carol Hodges RN moved to a well deserved retirement from the Education Coordinator position (we still see you keeping busy though Carol!). During these changes, a new look was taken on the education structure here are NVRH. Many of you participated in a hospital wide survey back in the fall and your responses



were instrumental! Thank you! Over the past several months, the education department has undergone many changes. Jaime Gadwah (above, right) has filled the role of Central Educator and is getting off to a busy start! The addition of Unit Educators was also a big focus of the new structure. While some nurses were already doing this role in their unit, the administrative team worked along side directors and these nurses to create actual positions for these roles. This allows the



educators the time and focus they need to begin strengthening the education structure at the unit level. Some of the topics being overhauled both at the unit and hospital level include orientation, CEU hours, Nursing Skill Days, Code drills, and more! This team is working hard behind the scenes to create an organized, standardized,

robust education system. Over the coming year, you will here more about education opportunities and new improvements. Thank you for your patience as your educators press ahead. If you have any education questions, please reach out to your unit educator or Jaime Gadwah (in the basement office across from Conf. room C).

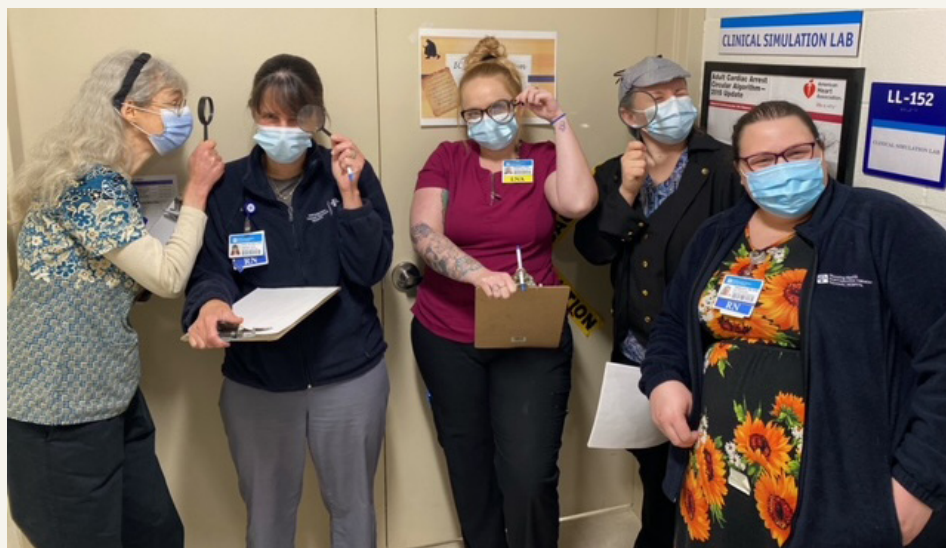
LIFE SUPPORT 2021

The Life Support System has also been in the updating process! As many of you know, the updated RQI system was rolled out this past Fall. This is the way that NVRH now provides and tracks completion of the BLS, ACLS, and PALS



focused on letting you sharpen any ACLS/PALS skill you need. There is no testing! Come for any portion you can.

You'll also meet some new faces!



ICE RNs | Escape Room!

certifications. Despite fewer recert classes because of RQI, the sim lab and class schedule are becoming more and more robust! All new certifications are still done with the standard two day class. In addition, we have added



monthly hands-on practice classes (skills days) for ACLS and PALS. These are for your learning enjoyment. They are fun, interactive, and completely

We have added almost a dozen instructors including partnering with Calnex Instructors. Staff have enjoyed working alongside our local EMS. New simulators were purchased and constant upgrades are being made to have the sims as realistic and smooth as possible. If you have any questions on the RQI, Life Support, of ACLS/PALS Skills days. Please reach out to Callie Phelps or Jillian Knight. We look forward to seeing you in the sim lab!

For more information on classes, visit <https://nvrh.org/professional-education/>

NVRH RECEIVES DRUG-FREE COMMUNITY GRANT

NVRH was awarded on behalf of The Northeast Prevention Coalition (NPC) a FY 2020 Drug-Free Communities Support Program grant in the amount of \$125,000 by the White House Office of National Drug Control Policy, in cooperation with the Centers for Disease Control and Prevention. The Coalition serves Caledonia and southern Essex Counties in support of healthy choices. It is dedicated to support prevention and promote education for youth, as well as all ages, concerning substance use, misuse, and abuse.



The goals of the Drug-Free Communities support grant are to: 1. Establish and strengthen collaboration among communities, public and private non-profit agencies, as well as federal, state, local, and tribal governments to support the efforts of community coalitions working to prevent and reduce substance use among youth. 2. Reduce substance use among youth and, over time, reduce substance abuse among adults by addressing the factors in a community that increase the risk of substance abuse and promoting the factors that minimize the risk of substance abuse. NPC will continue to address substance use among youth by implementing evidenced based strategies. The coalition will use the Strategic Prevention Framework, developed by the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration (SAMHSA), which will guide the coalition in developing the infrastructure needed for community-based public health approaches leading to effective and sustainable reductions in substance use.

In February of this year, Christina “Tina” Plazek was hired as the Substance Misuse Prevention Coordinator to manage this grant. Tina has dedicated over 27 years to working in human services, providing connections to community resources, and counseling to those struggling with mental health and substance dependence. “After years of working on the treatment side of addiction, I have seen the devastating effects on families and the community. It has always been my passion to help others and to serve the community with respect, openness, and most importantly compassion. I am very much looking forward to focusing on the prevention of substance misuse in this new role.”



If you would like more information on our work, or wish to join our efforts as a member of the Northeast Prevention Coalition, please reach out to Tina at npc@nvrh.org.

FIVE NURSES AT KINGDOM INTERNAL MEDICINE PARTICIPATE IN CLINICAL LADDER

Submitted by Reinette Hutchins, Nurse Manager



Left to right: Reinette Hutchins, RN, Mary Kate Foley Marvelli, RN, Diane Covell, LPN, Erica Owen, RN and Sherry Chesley, RN.

Our first nurse to apply for Clinical Ladder was Sherry Chesley 8 years ago. She was the first office nurse to be recognized with this designation in 2013. I encouraged nurses in our office to apply once I learned about this program through Elaine Luther

and didn't even know it. This program acknowledges the nurse's activities and achievements that surpass the core competencies and requirements of an individual's job description. This opportunity is opened to any nurse interested in pursuing

The Clinical Ladder Program celebrates nurses at NVRH who engage in professional development through academic pursuits, clinical nursing practice, leadership, and service.

It acknowledges activities and achievements that surpass the core competencies and requirements of the individual's job description and recognizes the value of “above and beyond” efforts in supporting the mission of NVRH to improve the health of all people in the communities it serves.

RN. I started at KIM 2013 and quickly recognized we had nurses in our clinic who went “above and beyond” in their efforts to support the mission of NVRH on a regular basis and

this goal at NVRH. Much time and effort goes into meeting all requirements which are different based on which lever is being applied for. There are five levels of Clinical ladder. The applicant then builds a portfolio as evidence to support how the criteria were met. The portfolio is submitted to the Clinical ladder Committee for review.

We have five nurses at KIM who have been awarded clinic ladder. That is 55% of our nursing staff. We feel this showcases the high level of commitment these nurses have to supporting KIM and NVRH.

What our patients are saying about us.

PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

Ambulatory Surgery

- The procedure was not completed because of complications, but I was well cared for and explanations were made.
- I felt very comfortable and safe. And I was treated with respect. Thanks so much.
- Dr. Stoiber and Trish Ballard were excellent!! Outstanding care from Holly, Donna, and Jodi in Day Surgery, and Tara, my OR nurse, excellent care from Kay in PACU. Outstanding care from Leah of anesthesiology. Very caring, knowledgeable and confident! Very appreciative of all!
- Had a very positive experience. I don't think it could have been any better.
- Everyone was very professional and I was well taken care of.
- Very good hospital.
- Looking back at my paperwork there is all the information on after care and information covering before, during, and after surgery. I can't remember my nurse's name, but she was excellent!
- NVRH Day Surgery staff were very attentive before & after my ankle surgery. Dr. Prohaska and his staff are rock stars! Any time I hear of people needing ortho surgery I always recommend him.
- I had a colonoscopy. The nurse was kind and helpful. The anesthesiologist was great - Super happy and sweet. And the doctor was very professional and kind. I had 3 follow up calls over 3 days to insure I was doing fine. Great job everyone. Thank you so much!
- My nurse, Holly was exceptional!
- Across the board, an outstanding experience! A kind and supportive team. Extremely professional. Very proud of our small regional hospital.
- A very pleasant experience, comfortable.
- Staff was very reassuring, and careful in respect to COVID precautions. Each health care worker was cheerful and dedicated to excellence. Dr. Prohaska was excellent in calling two of my family after the surgery.
- My experience related to my hospital procedure was excellent. All the nurses were very cordial and eased all of my concerns.
- All nurses & doctors gave me excellent care.
- I always seem to get excellent care at NVRH.
- Angela was my nurse. David my anesthesiologist. They both made me comfortable and relaxed before my procedure. I'm very thankful to have their support in these crazy times.
- I felt very well cared for above and beyond. They treated me extremely well. I would go NVRH again for sure.
- Couldn't have asked for a better experience.
- All went smoothly and quickly.
- Friendly, caring, supportive - I had a VERY positive experience. THANK-YOU!
- Very smooth from start to finish in spite of COVID restrictions. All staff were very caring and supportive. The facility was spotless. As always, everything is positive @ NVRH!
- The experience was fine - Prep crew was efficient & fun. My back ached during the procedure but I loved coffee & a muffin later!
- All the staff relating to my procedure were excellent. They put me at ease and I was very happy with all that was done.

Thank you to all that was involved.

- Excellent staff & care provided. Dr. Prohaska's excellent technique has made my rehab exceed my expectations.
- Everything went fine. Excellent hospital & staff.
- As far as a colonoscopy goes - it's not very pleasant - However, having it done @ NVRH with the caring staff and health care providers made it very pleasant. Thank you to ALL.
- All staff were exceptionally nice!
- The facility is excellent. My nursing care and Dr. Prohaska were excellent as well.
- Your team from the pre check COVID gentleman to the surgery recovery staff were great. Dr. Kaufman the surgeon was great!

Emergency Department

- I was escorted to ER in less than 5 min.
- No one could have asked to be used any better with the respect, concern and care that I received. Thank you and God bless you all.
- All is great.
- She treated me like I was her only patient.
- I was never left in wonder.
- A wonderful team, I was blessed to have them.
- The nurses were very caring - and respectful. Couldn't have asked to be treated better.
- Even during COVID they treated me well and I'm thankful.
- I cannot stress how amazing I felt nurse Megan was.
- As soon as I entered the most fantastic nurse, Megan Johnson met me & started calming me down.
- Nick & Brodie in radiology were amazing. I was well taken care of, they were great!
- The doctors made me feel that I was important and worth their time.
- I was referred to the ER by urgent care. The visit could have been avoided, but the ER team took my issues seriously & the care I received was simply kind & thorough. The ER & radiology team are outstanding.
- Very good service, I've been here twice for heart problems. Well taken care of both times, thank you all.
- Nurses all were awesome!
- Very satisfied with my care and treatment, staff/doctors went above and beyond and I would recommend the ER to anyone.
- Triage person was empathetic/sympathetic.
- Even though it was busy, everyone was attentive & comforting. I never felt forgotten. Care was prompt. I'm glad I went to NVRH-ER.
- Didn't even sit! Fast care! Thank you.
- Thank you to Dr. Spicer & Carol were superfast, caring and took time to listen and offer support.
- The doctor kept my daughter updated and informed on my treatment.
- Everyone was upbeat and cheerful.
- I had a very good experience and they kept me calm.
- I was taken right in, so did not wait in the waiting room.
- Staff & processes were very good, especially on a very busy, COVID era visit. Thank you all!

INPATIENT

MedSurg

- Very good experience.
- Two women came & mopped the floor.
- Dr. Stoiber was excellent.
- All staff was amazing! Caring, polite, talkative... absolutely wonderful.
- The kitchen staff was great! Very polite. Even called after my surgery to see what I wanted to eat, even though it was late afternoon.
- Dr. Johnson is amazing! I believe there were 3 babies born that day and she still took the time to come check in.
- Excellent care, wonderful meals, very clean!
- Dr. Johnson and Dr. O'Connor did a great job on my surgery, and addressed any concerns & questions.
- Staff did an excellent job at managing my emotional need to be discharged my second night due to a very loud patient in the next room.
- Extra thank you to Tony in food service for his pleasant meal delivery! Excellent food!
- Kudos for EXCELLENT CARE: Kim, RN day surgery, med/surg. - Marcus, RN, Emilie, RN, Shelby, RN, Brittney LNA, Elizabeth RN also Albert, anesthesiologist.

Birth Center

- I thought it was extremely generous to provide snacks & a meal when we left the hospital.
- Best doctors & nursing staff.
- George, Dienna, Ky, Jackie, and Carol M-W were beyond amazing!! We can't thank them enough!
- Dr. Johnson was the best! We were very happy to have her bring our baby into this world!
- We could not have asked for a better birthing experience.
- Nurse Erika in particular explained how and why she was performing certain tasks, very helpful & professional.
- Simone & Emily are exceptional at their jobs, we are grateful for them.

MEDICAL PRACTICES

Corner Medical

- I have never had a bad experience at Corner medical, everyone is always pleasant and helpful.
- Very accommodating and clean
- Very quick and everyone was extremely pleasant and professional
- Very pleasant and professional
- Having visited other health care facilities, Corner impressed me.
- Always good! Love Dr. Dobbertin!
- Amy Joyal is the best!
- Dr. Dobbertin always listens and is very understanding.
- Call to set up a test the day after my appointment very quickly
- Everything was on time
- This was the first time and I believe it was an emergency. It was just fine as the wonderful visit with Doreen Brado made up for any delay. If I couldn't wait I was offered another appointment. I was happy that I waited. Doreen made me feel as if I were the only patient at Corner Medical!
- All contacts are great!
- I did not have to wait at all. Everyone was right on point.

- Everyone was very helpful and kind.
- Doreen Brado was professional, friendly and showed concern and compassion for my situation. I would highly recommend her!
- I usually schedule appointments when I leave and Meghan is always friendly & helpful.
- Adelaide always listens and addressed my concerns. She also gives positive reinforcement.
- Ashley was pleasant.
- Everyone you have contact with is friendly & respectful of my needs and treats you like you are the only person they are caring for.
- Krystal is top notch. I was very glad when she joined the Corner Medical practice.
- I was in and out as if I were the only person there.
- They took time to every item.
- Organized and on point.
- Mary the nurse is wonderful!
- Amy is excellent and very friendly.
- Dr. Dobbertin is really good and I feel very comfortable with her.
- Staff got me in and out safely and quickly.
- Amy is the best!
- Jaime, LICSW, was very nice & I have another appt. with her in 3 wks. (Phone appt. this time).
- Very nice staff and a friendly atmosphere.
- Dr. Dobbertin is the best. She is knowledgeable, caring, supportive.
- Everything went great. From start to finish.
- Very polite & prompt.
- They were very polite, promptly explained everything thoroughly.
- Very polite.
- My appointment with Adelaide was one of the best PCP appointments I have been to. Thank you!
- Very nice nurse.
- First time meeting her, and I liked her.
- Always excellent!
- Got all my questions answered.
- I love my doctor! She is compassionate, thorough, smart, gentle, open minded and she listens to me. I am so lucky that she took me on!
- Amy was my nurse. She is great! Helpful, kind, compassionate. We worked out the kinks of my new BP cuff! She also comforted me on the recent death of my precious black lab.
- There was no waiting.
- I always feel safe, heard, well advised and delighted with the beautiful *Dr. Dargis and the entire staff at Corner Medical.
- Excellent experience & treatment guidance.
- My visit (referral) to the respiratory clinic was handled very professionally & my treatment was very effective.
- Excellent experience throughout, the entire staff was very professional and courteous.
- Very comprehensive discussion & review of my symptoms, history and treatment.
- Mary is very comforting and has my complete confidence based upon many previous appointments.
- People working at NVRH Corner Medical are friendly, empathetic and highly professional.
- Dr. Broderick immediately alleviated my concerns about lumps on my left leg. He explained that they are due to varicose veins and NOT to cancer.

Kingdom Internal Medicine

- I tell Dr. Lee she's a keeper, makes me feel at ease & in a room with a window.
- very professional and caring
- good bedside manner
- Everyone is very helpful.
- I really like Dr Lee
- I had a very good experience
- I have no complaints.
- I really look forward to seeing the whole crew. They are so nice.
- They are so nice so I'm so happy with them all.
- Awesome as always! Very HAPPY.
- Sherry was awesome!
- So very glad to be seeing Jessica MacLeod again!
- There were no delays.
- Dr. Lee cares and explained everything in depth. Great experience.
- No wait time.
- She was very concerned and willing to listen. Great experience.
- Very impressed with the friendliness and helpfulness of the staff.
- Everyone was exceptionally kind and courteous.
- Overall, I am very happy with the care and attention I received.
- 'Well-oiled machine' great.
- Complete visit was excellent!
- The doctor spent a lot of time getting to know me as a new patient she answered my questions and provided information in an understandable way.
- Dr. Lee and Diane work well together and provide excellent care.
- Everyone I interacted with was friendly & helpful.
- I always feel Dr. Lee listens to me & works with me to provide the best possible care.
- No wait, great place to be seen.
- This was not my PCP but my care was excellent.
- Professional and polite.
- Really nice practice - they know, care about, and respect their patients
- All easy & excellent.
- I was literally, amazed by my 1st visit - time spent - concerns - asking them questions was very easy - Dr. Irene then asked me MANY questions. So thankful I changed providers - I feel secure in this office meeting my needs.
- Everything was REALLY excellent.

North Country Otolaryngology/Audiology

- Extremely confident in Dr. Rankin's ability.
- Kristen Freeto at Dr. Rankin's office is delightful and has such a great way with older people.
- It's always a great experience at Dr. Rankin's, his way of communicating with my father is marvelous. He totally enjoys his visits.
- Excellent experience.
- Especially professional and helpful
- Danielle was very nice.
- Kelsey & Miranda were very polite.
- Danny was familiar with my symptoms. Very informative on how to treat them.
- So very easy to talk to
- Dr. Leung was great!
- Lobby area and waiting area were very clean.

Specialty Clinics

- Administration staff did a fine job. The entire medical staff involved with my procedure (colonoscopy) was very professional and personable.
- Jade did very well. Balanced my care and instructing student nurse Brooke.
- Great team work. From the student nurse to the physician!!
- Courteous and fast.
- Very nice, efficient.
- I like this hospital, everyone is nice, polite and care is great. Very fast to get things done step by step.
- Excellent all around.
- No delays.
- After detailed checklist for pre-op. - she was friendly & answered my questions.
- For this procedure (even in COVID) they seem to have everything organized, streamlined & orderly.
- Always a pleasure.
- Very impressed with Dr. Korsh, his care & the success of my shoulder surgery. He has a great bedside manner as well as being an excellent surgeon.
- Wait time was short.
- I moved to Newport, but stayed with this practice that is how well I like it and believe them and trust them. Thank you.
- In depth explanation of shoulder issues; options discussed in detail & the doctor understood and supported my decision to wait for a future decision regarding surgery.
- Couldn't have asked for more positive care and personnel.
- Most efficient and capable - also, everyone was pleasant at all levels at all times.
- Everyone that worked with me was totally attuned to my comfort and any questions I had.
- Nurse is a friend of mine; my previous pre-op nurse from years past. She has been through a lot with me.
- Once again perfect!
- Great pre/post op nurse.

St. Johnsbury Pediatrics

- Waiting was not an issue. Our appointment was smooth and we felt very well taken care of.
- Dr. Josh takes amazing care of our family.
- Elaine Stasny M.D. has been an exceptional provider for our sons care for his entire 10 years of having her be his primary care provider. We are very confident in her knowledge and she goes beyond the scope of her Well child exams to ensure the absolute best care for our son. We have been so happy with the entire St. Johnsbury Pediatric team.
- Always had a pleasant experience from start to finish with the entire staff.
- Very clean practice, felt safe even during COVID times.
- Dr. Josh makes us always feel comfortable to discuss any questions and/or concerns. Always feel confident in him!
- Very friendly nurse!
- Highly recommend Dr. Josh
- Everyone was very helpful in getting us in early.

Women's Wellness

- Dr. O'Conner is very passionate and caring
- I could not be more pleased with the genuine attention to care that my medical provider and her administrative team showed me.
- Kind, gentle and used good communication techniques. I felt very comfortable.

- All contact was at A++ level and I felt very safe and secure. My privacy is definitely evident in the way they conduct themselves. Very impressive.
- I could not be more pleased with the quality of care received.
- They have appointments down to a science and build in screening time so that each patient is given the time they need to actually be evaluated by the medical team. A for effort.
- I have always liked her!
- I called hoping to be seen ASAP. I got right in and everyone was very nice from beginning to end!
- Very friendly!
- They got me in within a couple of hours!
- The wait time was minimal.
- The NP came in as the nurse walked out, so fast!
- I am always pleased with the thoughtful care I am given at my Women's Wellness appointments.
- very quick and easy
- she is the best... compassionate, understanding, informative
- I totally trust my doctor
- I felt I was listened to and they showed to be caring. They gave me time to ask questions and I did not feel rushed with my appointment.
- ALWAYS treated with respect and caring conversation!
- Always have felt comfortable with providers in this setting - well cared for - I have been a patient for at least 30 years.
- I have never had a negative experience with Women's Wellness Center.
- Always a clear communication experience and always positive appointments - from beginning to leaving!
- Even my nurse washed her hands; their computers even had keyboard covers.
- Great social distancing in all areas, friendly staffing and clean facilities.
- Very good facility with expedient set up.
- I felt important in my appointment.
- Smaller, personalized service.
- I greatly appreciate everyone at Women's Wellness, especially Courtney, and think she is a true value and asset to the organization. She is thorough, respectful, kind, and genuine. She also makes me feel safe and comfortable in an environment when some subjects are difficult to discuss. She is amazing at her job!
- I'm glad I can ask them any questions and feel they are going to provide me with good advice!
- I called the receptionist, and she was able to schedule me an appointment two days later, very quick and efficient.
- Everyone was nice & understanding. My doctor went out of her way to calm me down before doing my procedure or examining things.
- she listened to everything I had to say
- Dr. O'Connor is wonderful.
- Careful, friendly staff - Thank you!
- I like the pre-registration very much, it eliminates the paperwork before.
- Brock was great!
- Mammography tech did a great job.
- Staff made me feel comfortable and was very informative about procedure.
- I ALWAYS have a good experience @ mammography - - they are ALWAYS kind and gentle, and truly care about their patients.
- Both of the technicians who worked with me were wonderful, respectful, patient, I appreciate them!
- Tyler was awesome!!
- Keep up the excellent work!
- Always impressed with the professionalism and kindness your staff displays.
- Both techs were excellent. Everything was explained thoroughly. I had to come back for further studies and I was very reassured throughout the process. Good communications.
- Very social distanced, very much appreciated.
- I have to use a walker to get around. The people that I dealt with were very accommodating. I needed help getting on the table this was done expertly.
- I've had mammograms in many facilities. This was the BEST experience. Friendly staff and great set up!
- Such a pleasant experience.
- I preregistered on phone, efficient & helpful.
- The staff are always very friendly and cheerful.
- I was very grateful to see all the extra precautions that were taken during these COVID times. Thank you!
- Absolutely couldn't have been better. I was very nervous about being called back for further testing. Everyone was incredibly caring, concerned, reassuring and kind. I was very impressed and pleased.
- This team is clearly patient centered and go out of their way to provide excellent care. I felt I was in very good hands.
- Very efficient, on time, well-spaced, clean & felt very safe.
- NVRH is the best.
- I've always shared my positive thoughts of all who have been part of my experience w/mammograms - wonderful people - thank you!
- Everyone was very patient and reassuring.
- I got there early, they took me in early, and I was back on my way! Gretchen was great!
- I have not had an outpatient visit recently. But I will add that I LOVE your woman's wellness.
- The whole experience was POSITIVE.
- Love NVRH.
- I asked a question about density - tech was very helpful.

OUTPATIENT

Diagnostic Imaging

- Technician was very pleasant and treated me with respect and explained procedure.
- Your procedures for patient safety and health during COVID-19 were streamlined and well handled by your staff.
- No concerns or complaints!
- I lived in Massachusetts most of my life; a psychologist, I interned at BIDMC & have received care there for years. NVRH DEFINITELY measures up! Thank you!
- I felt very comfortable & put my full trust in the qualified person.
- I like the respect & gentleness of the qualified person that was treating me.
- I would recommend anyone to take a test & feel comfortable.
- All beautiful & the very best.
- There is none better. I thank God for them all!
- Made me feel very comfortable.
- I like being able to get in and out quickly. Very little wait time.
- Everyone was very thoughtful, very pleasant and put me at ease. it was nice to see people happy with their jobs
- Did not see staff - just girl at registration desk, she was pleas-

Laboratory & COVID Testing

ant.

- My doctor, Dr. Sullivan, his nurse, reception area & blood draw are all excellent.
- Excellent service and very organized.
- Excellent blood draw. She really did a great job. Painless and quick!
- Anita in the lab is kind and patient.
- Mike administered the test and he was awesome!
- Everyone was so kind.
- Patsy was kind and professional when drawing my blood, she was also skilled!
- Quick, painless and super friendly staff. Thank you!!
- A pleasant experience. I rather enjoy your facility. I moved to Vermont 1 yr. ago from CA. Your facilities are my choice for healthcare. I'm grateful.
- Pre-registering by phone is a big help!
- Always excellent - very caring knowledgeable staff -
- Very welcoming!
- Always a good experience.
- Everyone was courteous, professional & cheerful.
- A pleasurable, neighborly time!

PHYSICAL THERAPY

Northern Physical Therapy

- I always recommend Jen Legacy Gray to others.
- This is an absolutely superb therapy system, which I enjoy and from which I achieve significant improvement both physically and mentally.

- I feel well cared for by the folks at Northern PT - they've helped me a lot.
- Maryn was very kind, responsive and attentive.
- Lindsay is terrific - she's thoughtful, encouraging and always listens and was good suggestions. She knows what she's doing.
- Kary Piece is an excellent therapist. I cannot praise highly enough.
- Liz is very friendly & professional.
- Explanations were very thorough printed handouts to take home were extremely helpful to provide explanation to my spouse.
- Jennifer Legacy-Gray came highly recommended and exceeded all expectations.

Dan Wyand PT & OT

- I feel so much better since I've been going to PT.
- Dan Wheeler is an outstanding clinician!!
- Excellent PT personnel & program!
- The Physical Therapist administered a very thorough evaluation. The instructions were clear and concise.
- The Sports Clinic is a valuable asset to NVRH... our family has used the service many times and we find treatments & recovery plans TOP NOTCH!! We're thankful to have such a great response!!!
- Excellent in all regards!
- Best facility I've been to!
- Excellent in every way.
- I could not be happier with NVRH, Dan Wyand and his office.
- Absolutely excellent overall service & care. The best PT ever.

