

June 2021

St. Johnsbury Pediatrics' Dr. Mark Price Retires After 35 years



Dr. Price participated in NVRH social media campaign, *Why I Got My COVID-19 Vaccine*. He states, "I got my COVID-19 vaccine because I want to be free! 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!"

After 35 years of providing care to hundreds of children in the community, pediatrician Dr. Mark Price retired from St. Johnsbury Pediatrics on May 28, 2021. In addition to general pediatrics, Dr. Price was also interested in pediatric behavioral medicine and provided care for children with ADHD as well as a number of other behavioral challenges.

IN THE BEGINNING

Dr. Mark Price completed his pediatrics residency at the University of Vermont and joined pediatrician Dr. Cindy Steinem at Northeastern Vermont Regional Hospital (NVRH) in 1986. They worked together for two years, and when Dr. Steinem left, Dr. Price held a solo practice for four years.

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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 **June 18, 2021** for the July issue.

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"It was just Dr. Price, Cheryl Stahler, who was the Office Manager at the time, and nurse Nancy Cohen, and we did it all," Dr. Price said. "We added nurse practitioners, eventually more doctors and staff, and things kept growing and growing."

But growth isn't the only change Dr. Price saw over his tenure at St. Johnsbury Pediatrics.

GROWTH

"One of the biggest things that has changed over the years is that vaccines have helped get rid of some bad diseases," Dr. Price said.

In 2019, the Vermont Department of Health (VDH) recognized St. Johnsbury Pediatrics for their high immunization rates. The percentages of patients between the ages of two and three who received a particular vaccine ranged from 91 - 96%.

The arrival of COVID-19 presented new challenges. Dr. Price believes that although the reaction to this new illness was impressive, with its testing and vaccines, COVID-19 also affected children's mental health.

"Children struggled with the isolation

and separation and we had to learn how to respond to this and look at new ways to deal with the mental health of kids and their families," Dr. Price said.

WORKING WITH CHILDREN AND THEIR FAMILIES

Pediatrics is about more than treating a child's physical and mental health, it's about providing guidance and encouragement to families.

Dr. Price says that what he will miss most in his retirement is being able to tell parents and children that they are doing a good job, and that they are good parents or good kids. That they have what it takes to continue to grow and do great things in the world.

"I gave out many prescriptions over the years, but I think it was the words of encouragement that were most important. I will miss those the most," he said.

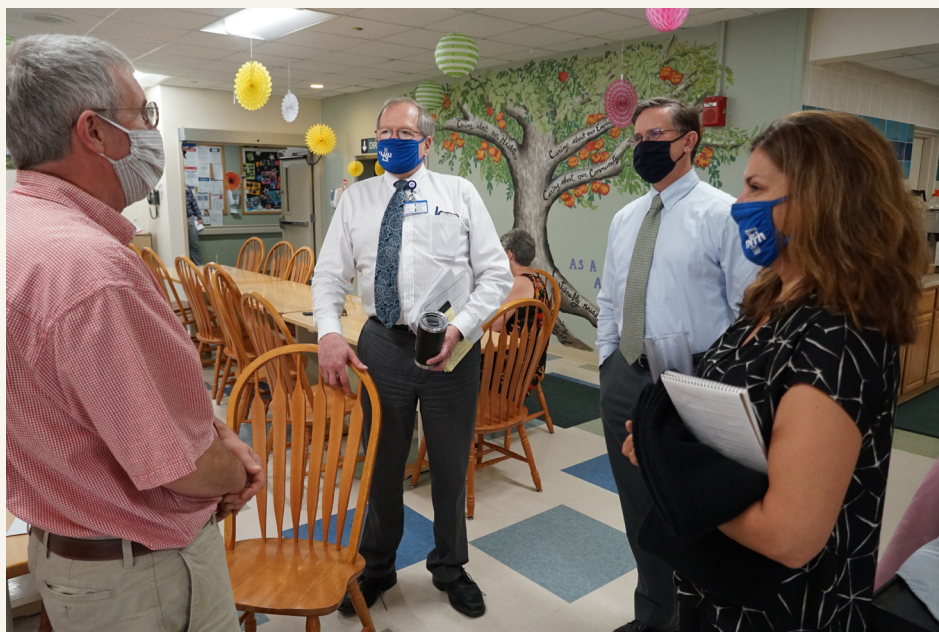
WHAT'S NEXT?

Currently both of Dr. Price's sons are in Washington state as well as their daughter-in-law, who is pregnant, and their three-year-old grandson. Dr. Price and his wife Jane hope to spend time with them as well as travel the country.



Dr. Mark Price was honored for his decades of volunteer service to the community, including coaching and mentoring youth in the region, with the Dr. John Elliott Community Service Award at the NVRH Recognition Dinner on October 9, 2019.

Dr. Mark Price made a real and positive impact, on our patients, co-workers, and community with his devotion, commitment, and hard work. Dr. Price cherished the relationships he established with his patients and their families. St. Johnsbury Pediatrics is grateful for his years of dedicated service. - Cheryl Stahle, Practice Operations Director



L-R: Dr. Price, CFO Bob Hersey, CEO Shawn Tester, and VP Operations & Medical Practices Laura Newell chat during Dr. Price's retirement party in the Courtyard Cafe on May 26, 2021.

Dr. Price will continue to be involved with a summer camp that he has worked with for many years. He also plans to continue to be involved with his church and church activities. Plus, he has several hobbies he plans to do more.

"I'm going to ride my bike, play golf, and practice my bass guitar," he said.

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Dr. Mark Price and Dr. Josh Kantrowitz

ST. JOHNSBURY PEDIATRICS IS GRATEFUL FOR DR. PRICE'S YEARS OF DEDICATED SERVICE.

“It takes a team of people to provide good medical care and I have been blessed to work with many excellent people over the years both at St. Johnsbury Pediatrics and at NVRH,” Dr. Price concludes. “I am proud of what we have been able to do for our community and I am excited about the future of our practice as we add new providers and new services. It is exciting to me to know that the practice will continue to thrive and grow and take care of families for years to come.”

“I met Dr. and Mrs. Price soon after their arrival in St. Johnsbury and babysat their sons when I was in high school. When my husband and I moved to St. Johnsbury with our two sons, it was an easy decision about who would be their pediatrician. Dr. Price was our trusted health care provider as our young family grew to four sons over the years. From dozens of annual physicals, immunizations, panic-stricken parenting moments, to many coughs, runny noses, rashes, and more, we felt completely supported by Dr. Price. At every appointment, he took the time to listen, then explain to us and the boys the procedure, medication, or prognosis to ensure we understood every step and our options. Our boys also experienced a different side of Dr. Price at the hockey rink during the years that he coached for LAYHA! We are grateful for the many years of constant care for our children and wish Dr. Price the best in his retirement.” - Nicole Biggie

“It’s hard to put into words how much you have meant to our family as not only our pediatrician, but friend. The care you have given my children (and me) over the last 20 plus years has been amazing. We have been through a lot together over the years, from Cole having RSV at 3 weeks old and having to be hospitalized, Carlie having colic for almost 4 months, and the biggest of all, Allie needing emergency heart surgery at 5 days old in Boston! You allowed me to bring all of my kids in for their wellness visits at the same time, something I’m told you don’t do with many families. And as much as I have been in the office with my 3 kids over the years, you have never ever made me feel like my reason bringing them was not necessary. You treated all of them with the most compassion, love, and expertise ever possible. I knew the day would come when you would retire and it was hard for me to hear, but I’m so very glad you waited until my kids were teenagers to do so! You so deserve this! Thank you for dealing with this crazy mom, thank you for being such a wonderful doctor, and most of all, thank you for taking such amazing care of the most precious things in my life! We are so very grateful to you! ENJOY YOUR RETIRMENT!” - Patients’ mom, Stacie Beliveau



Dr. Price & Pete Tomczyk, Director Peri OP services.



NATIONAL HOSPITAL WEEK

MAY 9-15, 2021





May 13 was a beautiful day for our OR and Day Surgery staff to get some hands-on fire safety training. Thank you St. Johnsbury Fire Department!

Cognition and Swallowing Among the Common Challenges Persisting for Many Americans After COVID-19

Speech-Language Pathologists Can Help Patients Regain Health & Quality of Life,
Vermont Expert Stresses During Better Hearing & Speech Month

With an estimated 10 to 30% of COVID-19 survivors experiencing “long-haul” symptoms including brain fog and swallowing difficulties, Vermont-based Speech-Language Pathologist Sierra Downs, MA CCC-SLP is encouraging the public to seek care from qualified experts who can help them regain their functioning and quality of life. Downs is sharing this message in recognition of May being national Better Hearing & Speech Month (BHSM).

“The pandemic has posed so many challenges to us all as a society, but one of the persisting and most vexing ones right now is the daunting set of difficulties many people are having for months after contracting COVID-19,” said Downs. “From brain fog, to difficulty eating and drinking, to speech and language problems, these can affect return to work, the ability to take care of one’s family, and overall recovery. Many people don’t know about the services of speech-language pathologists—professionals trained in these areas who can make a huge difference for these people. This is an important time for us to spread the word: Help is available.”

How They Help

Speech-language pathologists (SLPs) can help people with, or recovering from, COVID-19 who are having short- and longer-term difficulties in the following areas:

Cognition

Many COVID-19 “long-haulers” are reporting persistent brain fog as a debilitating symptom after their bout

with the virus. This can prevent a return to work and impact their ability to tend to family responsibilities. SLPs can work with individuals to improve their memory, attention, organization and planning, problem solving, learning, and social communication—such as re-learning conversational rules or understanding the intent behind a message or behind nonverbal cues. The focus is on the person’s specific challenges as well as regaining the skills that are most important to their daily life and priorities.

Swallowing

People diagnosed with COVID-19 may experience swallowing problems that can put them at risk for choking or aspirating, which is when food goes into the lungs instead of the stomach. This may be the result of time spent on a ventilator, or it may be another side effect of the virus. SLPs use different types of tests to determine what happens when a person swallows and how the related muscles are working—helping a patient’s medical team, including the SLP, decide on the best course of action with the patient and their family. SLPs may recommend modified textures of food and drink for patients; therapy exercises to strengthen the tongue, lips, and muscles in the mouth and throat; and strategies to make eating and drinking safer, such as modifying the pace of chewing/eating, size of food, and more.

Communication: Voice, Speech, Language

People diagnosed with COVID-19 are also experiencing speech and language difficulties. Some, such as those who spent a significant amount of time

on a ventilator, were intubated, or experienced low oxygen to the brain, are at a higher risk of having a vocal cord injury, overall muscle weakness, or reduced coordination in the muscles of the face, lips, tongue, and throat—making it difficult to talk. Others, particularly those who experienced a COVID-related stroke, may experience a language disorder called aphasia—which makes it hard for someone to understand, speak, read, or write. SLPs work with patients through targeted treatments and therapy to improve their communication and understanding.

People who have severe speech and/or language difficulties may need to find other ways to answer questions or tell people what they want, such as through gesturing with their hands, pointing to letters or pictures on a paper or board, or using a computer. These are all forms of augmentative and alternative communication (AAC). SLPs help find the appropriate AAC method to meet an individual’s needs.

Where to Find Care

SLPs work in settings that include hospitals, long- and short-term care facilities, private practices, and patients’ homes. Many SLPs are also providing their services via telehealth at this time. If you or a loved one are experiencing communication challenges, Downs recommends letting your doctor know.

For more information, Saint Johnsbury residents can contact North Country Otolaryngology & Audiology at (802) 748-5126 or visit www.asha.org/public.

THE KIDS ARE ALRIGHT

Now that the COVID-19 vaccine has been approved for children age 12 and up, parents around the country are asking “should I get my kids vaccinated?” Physicians with children at Northeastern Vermont Regional Hospital are asking too.

“We are parents too,” said pediatrician Dr. Josh Kantrowitz from St Johnsbury



• Tillie, Dr. Johnson's daughter, receives shot #1 at
• Miller's Run School on Wednesday, May 19.

Pediatrics. “We have been talking about the vaccine for a long time in our house. When it came time to decide, it was my daughter Willa who came to us



• Melissa Casto-Gordon and her son Arthur Larose (17). Arthur said he got his shot “to protect friends, family, myself and my community from this deadly virus. I also want to be a role model to my community.” Melissa runs on the Northfield Ambulance and Arthur is a Jr firefighter on Woodbury. Arthur is also in CVCC's EMT program, where he was inducted into the National Honors Technical Honor Society for his leadership and skills in the EMS program.

and said ‘sign me up!’”

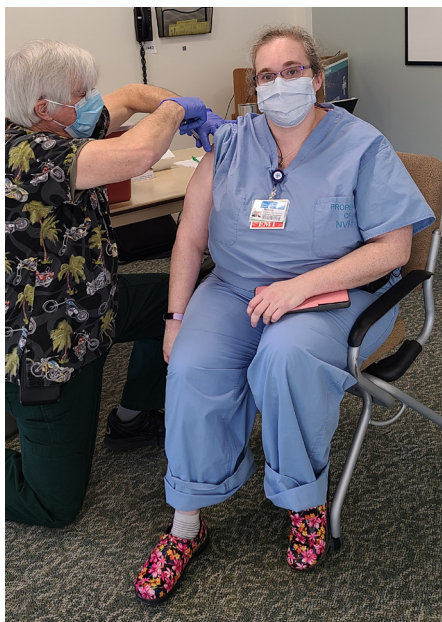
This was the first week of school clinics for Michael Wright, Director of



• Sisu, Dr. Johnson's son, receives shot #1 at
• Miller's Run School on Wednesday, May 19.

CALEX, and his staff. CALEX has been vaccinating people throughout the Northeast Kingdom since the vaccines were approved in mid-December 2019. “We will be vaccinating kids in most of the Kingdom East Supervisory Union schools this week,” said Wright. “And we will be back in a few weeks for their second dose of Pfizer.”

CALEX vaccinated kids in the Millers Run School in Sheffield on Wednesday. Soph Hall, RN is the school nurse at Millers Run. Hall is just one of many school nurses around the state who are coordinating vaccine clinics for chil-



dren. “We are excited to partner with EMS to bring the vaccine right to our school to vaccinate the kids,” said Hall. Hall was impressed by how quickly the students signed up and by the willingness of the parents to let their kids get vaccinated.

Dr. Kim Johnson is an Ob/Gyn in the NVRH Women's Wellness Center. Her children Sisu and Tillie attend the Millers Run School and were vaccinated this week. As a physician, Dr. Johnson gets questions from patients concerned about how the vaccine may affect puberty in kids, or fertility in women in the coming years. “There isn't any biological reason that this vaccine would affect puberty or fertility,” said Dr. Johnson. “The vaccine just allows your immune system to recognize the spike protein unique to the coronavirus and then fight it off if it sees it again if you are exposed to COVID-19. That spike protein is not found anywhere else in your body”

“In our office we get the most questions about what to expect if a child has a food or other allergy,” said Dr. Kantrowitz. “It is still safe for your child to get the vaccine. If you have an epi-pen, bring it with you. If your child has had a reaction to other vaccines, be sure to talk to your healthcare provider first.”

“This vaccine is safe and effective and important,” added Dr. Johnson. Vaccines are an important tool to prevent serious illness and death. The US and other countries around the world have reduced or eliminated many diseases like polio, small pox, chicken pox, and measles because of vaccines.



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Dr. Annick Kaufman's son, Sebastian, receives the COVID-19 vaccine.

General surgeon Dr. Annick Kaufman said she elected to vaccinate her son so he can stay safe, and so it is safe for him to see his elderly grandparents. "He wanted to get vaccinated so that he can hopefully go five days a week to high school this year," added Dr. Kaufman.

The pandemic has been hard on kids. Youth in Vermont reported the social isolation, inherent uncertainty, and



Deborah Locke-Rousseau's sons, Carb (left) and Foster (12). Foster receives the COVID-19 vaccine and says "maybe I can see my friends and my brother can see his, (his brother has had 1 of 2 shots), to get rid of COVID so more people don't die, & I can see my family like Grammie Sue and Papa."



limits of virtual classes during the pandemic have been particularly hard on them at a time in their lives when they are supposed to be embracing all of life's possibilities.

"Being vaccinated means kids can once again be with friends and family and not worry about someone getting seriously ill," said Dr. Kantrowitz.

For more information about the COVID-19 vaccine for children and adults, visit nvrh.org

READERS ARE ASKING...

LYNN GOULDING, TOBACCO CESSATION SPECIALIST

Question: I am pregnant and have been smoking the entire time, so there's no point in quitting now. Besides, that would be too stressful for me and I don't want to stress the baby. I'd like to be able to come back with a good line for people when they keep telling me to quit. What do you recommend I say to them?

Answer: Unfortunately, there is no safe amount of smoking. There are many possible risk factors associated with smoking before and after the baby is born that can range from pregnancy complications, premature birth, and unhealthy low birth weight. According

to the CDC, "Both babies whose mothers smoke while pregnant and babies who are exposed to secondhand smoke after birth are more likely to die from sudden infant death syndrome (SIDS) than babies who are not exposed to cigarette smoke. Babies whose mothers smoke are about three times more likely to die from SIDS."

Read some of the other myths about pregnancy and smoking at: Smokefree.gov <https://women.smokefree.gov/pregnancy-motherhood/quitting-while-pregnant/myths-about-smoking-pregnancy>.

Quitting anytime during pregnancy is one of the best things you can do for you and your baby and doesn't put extra stress on the baby.

This might be the time to ask those people if they would support you in a quit attempt! There are specific things that a friend can do when you pick a

quit date to stop smoking, such as would you like them to call you at a specific time each day for support, go for a walk or just listen?

Quitting smoking is hard. There is support out there to help you plan ahead for a successful quit attempt. While using Nicotine Replacement Therapies might not be an option while pregnant, planning supports around you and strategies for triggers can make the difference. Plan a quit date and get your friends on board to understand how to help you.

For more info and one on one support from a Tobacco Treatment Specialist, call Community Connections at 748-7526; for an online class with one of our Tobacco Treatment Specialists call Jen Grant 748-9405 ext. 1026 to find out about our next 8 week Freedom From Smoking class. If you are looking for free Nicotine Replacement products and other quitting supports, visit VT 802 Quits at <https://802quits.org/>.

Having the Time of Your Life

Laural Ruggles, VP Marketing & Community Health Improvement, to Retire Last Week in June

By Katie Moritz, Marketing and Communications Coordinator



Laural Ruggles, VP Marketing and Community Health Improvement, at the corn hole tournament, summer 2019. Photo credit: Robbin Aldridge.

"I don't like to say no," Laural Ruggles, VP Marketing and Community Health Improvement, tells me from across the picnic table. "Interesting opportunities are everywhere and I don't like to let a good opportunity go by. Opportunities start in responding, in answering the email, in calling someone back when they leave you a voicemail."

It's a sunny day, although a bit windy. I've just asked her what it takes to start something new. What the ingredients are. Because, as we sit opposite each other, we're both about to face professional change. After 26 years, Laural will be retiring on July 2. And I, as the Marketing and Communications Coordinator, will have a new supervisor.

She pauses for a second, before explaining that a big part of successfully starting something new is both being allowed to do it as well as having the confidence to do it.

For example, Laural has been involved in breaking down many of the silos around community health in the Northeast Kingdom.

Career Highlights

- Named author on 4 peer-reviewed journal articles on public health and healthcare quality improvement
- Community Star 2019 (with Paul Bengtson and Pam Smart) – National Association of State Offices of Rural Health
- Individual Community Impact Award 2014 – Green Mountain United Way
- Goodwill Ambassador Award 2007 – NEK Chamber of Commerce
- Walking College Fellow 2016 – America Walks
- Results Based Leadership Fellowship 2017 – Anne E. Casey Foundation
- Vermont Blueprint for Health Program Manager for St. Johnsbury Health Service Area 2005 – 2019. First in Vermont NCQA Patient Centered Medical Homes (2008); architect of the first Community Health Team.
- Dartmouth College – Dartmouth Medical School, Adjunct Assistant Professor of The Dartmouth Institute 2011 – 2014; Co-Investigator Dartmouth Prevention Research Center
- American Public Health Association; Annual Conference presenter – 2012, 2013, 2014

"When I hear about something interesting that is happening somewhere else in the state or the country, I think 'we can do that here,' and also I know that I can help our community do 'that here.'"

Laural Ruggles is originally from the Mid-West and fell in love with the Northeast Kingdom when she attended Lyndon State College (now Northern Vermont University - Lyndon). She joined NVRH as a financial controller in 1995. Two years later she changed titles to Director

of Physician Practices. In 2002, she became the Director of Marketing and Community Health Improvement, and eventually the VP of Marketing and Community Health Improvement.

During that time, Laural has had twelve different offices.

"The one I'm in now is the third worst," she laughs. The worst by far was located on the third floor of the hospital, where cardiac rehab is now. At the time, her office not only



Laural Ruggles and Katie Moritz attended A Healthier State House health fair at the State House on Thursday, Jan. 23, 2020. They talked about Food Hero initiatives and handed out easy, healthy recipes as well as homemade pumpkin breakfast cookies. For more info on Food Hero, visit foodhero.org.

lacked a window, it also had a bathroom actually in it. The only bathroom on the entire third floor.

"Yeah, Darcie McCann, a Corporator here, saw me in that office one time and said, 'Laural, you have the worst office in the Northeast Kingdom!'"

When I ask her why she cares about public health, Laural pauses and stares off into the distance. She matches my question with a question:

"How could you not care about it?"

INVOLVEMENT WITH NEK PROSPER

NVRH uses its community health needs assessment, which became a requirement for not-for-profit hospitals under the Affordable Care Act, as both a catalyst to change how community partners work together, and to inform how to spend community benefit dollars to impact community health.

NEK Prosper was formed in 2014 to do just that. NEK Prosper uses the Accountable Health Community model, the collective impact framework, and the principles of Results Based Accountability to guide the work. NEK Prosper now has participation from over twenty organizations, and five working groups – called Collaborative Action



• Laural and CFO Bob Hersey, *Born to Cook!*

Networks – to champion five outcome areas: our community will be well-nourished, well-housed, physically healthy, mentally healthy, and financially secure. NVRH serves as the integrator organization for NEK Prosper.

"It's really true that if you have your health, you have everything. The problem is not everyone has the same opportunity to be healthy."

When asked what kind of impact her work

Anyone who has had the opportunity to work with Laural knows her seemingly effortless expertise, 'no fuss, muss or nonsense' attitude and easy way with complicated theories and emergent practices. Work with her closely enough and you also get a glimpse into her wicked sense of fun (she will wear a costume for the right occasion). Her advice early on to me in my career was "Fake it till you make it." It's hard to imagine that Laural ever had to fake anything, but her words of wisdom have carried me far in this field.

Behind Laural's incredible breadth and depth of knowledge sits her indelible curiosity and drive to assimilate complex information and distill it to its essence so others may use it to take smart action. My insights about adaptive systems, population health and community collaboration have been because Laural held the flashlight in the corner where I needed to look.

A visionary steward who has contributed more to the health and wellbeing of our communities than any other individual who I have worked with, Laural's deep contributions will fertilize the soil of our fruitful collective efforts for many years to come.

Laural: Thank you for your sage guidance, firm support and sincere friendship. I can't wait to see what you do next. Whatever it is, I'm sure it will be both straightforward and significant. "You're gonna make it after all."

– Kari White, NCHC

By the numbers

- 12 offices
- 19 national award winning NVRH Annual Reports
- 4 job titles/departments



"Laural has truly been a force in driving healthcare reform both within our community as well as the entire state." – CEO Shawn Tester

in community health has had on who she is, Laural explained that she found inspiration in the community members working in community health and on the Community Health Team.

"Laural has been an incredible leader at NVRH. Her ability to teach, give feedback, and stay calm under every situation has helped me to be a better leader. She will be missed in ways we haven't imagined." – Pat Forest, Director of Volunteer Services, Security

"They embrace that we're in this together. They break down silos.

The word that comes to mind is stewardship."

PROUDEST ACCOMPLISHMENT

Laural's proudest accomplishment is her involvement with the creation of the Lamoille Valley Rail Trail.

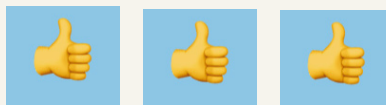
"This has been a long-term project," she says. "The LVRT has so many benefits. It will be an economic engine for the region, and it is a

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recreation and physical activity resource that people of all ages and abilities can use.”

The Lamoille Valley Rail Trail is 96 miles and extends across northern Vermont, from the Connecticut River Valley to within two miles of Lake Champlain. It is a four-season, multi-purpose recreation and transportation trail for walking, hiking, biking, horseback riding, snow-shoeing, XC skiing, and snowmobiling. In 2020, the Vermont State legislature authorized funding to complete the trail within the next two years.

According to the website, “The LVRT is a project of the 501(c)3 nonprofit Vermont Association of Snow Travelers (VAST) in partnership with the State of Vermont, which owns the rail line. Beginning in August 2020, the state will be responsible for building the remaining miles of the trail while VAST retains responsibility for maintenance and upkeep.



– Katie Moritz

Visit the VTrans local projects page for more information on construction progress.”

When asked what was next, Laural remains mysterious. She says that she plans to continue to be involved in the community through volunteering and maybe some part-time work.

I tell her my final question might be a bit strange, and she perks up, cocking her head to the side and squinting behind her sunglasses. I ask her,

“As you leave NVRH on your last day, what song is playing? What is your theme song?”

“I will never forget the day I met Laural, she came storming into the Community Connections office on a mission. Anyone around could easily see what a force she was! I asked my co-worker, “Who is that?!” “Ohhhhhh, that’s Laural!” she replied with a ‘don’t you know’ in her voice. Little did I know, the powerhouse I had just met would soon be become a trusted mentor and friend. Not long after that I applied for a position that would require reporting directly to Laural. At the time, the thought was pretty intimidating. Taking that leap of faith turned into the most rewarding move of my career, mostly because of Laural Ruggles.

Over the past few years I have learned so much from Laural! She has encouraged me to reach higher, look at things differently, & to never lose the drive for innovation, all while doing it with a good sense of humor and a lil snark. This hospital and community have been so blessed with Laural’s brains, wit, fearlessness and, most of all, passion for the last 26 years. Thankfully, she has indeed left her mark! Cheers Laural!” – Laura Newell

(I myself have thought about this question at prior jobs, and the songs are wildly different; Folsom Prison Blues by Johnny Cash at one place [there was a train that passed by every day], Born to Be Alive by Patrick Hernandez at another...)

She laughs and to my surprise, has a quick answer:

“ABBA’s Dancing Queen!”

AND SO, DANCE ON DANCING QUEEN...

“LOOKING OUT FOR ANOTHER
ANYONE WILL DO
YOU’RE IN THE MOOD FOR A DANCE
AND WHEN YOU GET THE CHANCE
YOU ARE THE DANCING QUEEN...”



NVRH Employees gathered on Thursday, May 27 at 3:30 p.m. in front of the Admin Building Entrance for a Remembrance Service for patients who died during the past year.

NVRH Chaplain Abby Pollender opened with a beautiful prayer then recited the names of the patients & community members we have lost.



Better Hearing and Speech Month, A Success!



• L-R: Dr. Christie Leung; Julie Hall, LHAD and Sierra Downs, MA CCC-SLP.



• WCAX Filming a live segment for the evening news featuring one of the free hearing screenings.

During the month of May Audiologist Dr. Christie Leung and Hearing Instrument Specialist Julie Hall, in collaboration with Speech-Language Pathologist Sierra Downs, brought attention to the importance of hearing and speech with education and awareness through different media outlets and by offering free hearing screenings.

“Our hearing screenings have been able to bring awareness to our community. Knowing the facts eliminates the uncertainty surrounding hearing loss and allows people to come to terms with the results at their own pace. I’m so proud to be a part of an organization that gives our community this amazing benefit and encouraged by how many people responded.” – Julie Hall Hearing Instrument Specialist



• Keith and Cheryl Chandler show off their goods after getting their hearing checked.



• Suzanne Ruggles

• Top: The screening booth. Top right, Julie with the swag. Bottom right, Dr. Leung being interviewed on live TV.

Education Corner

Submitted by Jaime Gadwah, Central Clinical Education

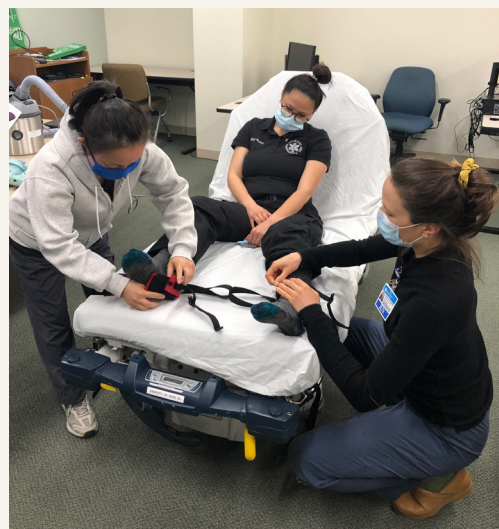
We have been super busy here in the NVRH education department! We have held 2 IV classes, 1 phlebotomy class, and we've held our first Day 2 and Day 3 clinical orientation (see the pics). New to NVRH are Code Blue Skills Days. Similar to what Caleigh from the ICU does already for ACLS, these are a hands-on 2 hour block where BLS-certified staff can come and practice their skills, ask questions, and role play for codes – in a low-stress, high-fun environment! There are 3 sessions scheduled for June 11: at 10 a.m., 12 p.m., and 2 p.m. – you can come for any amount of time and you don't have to come right at the start time. Please do sign up in Elsevier for whichever session you plan to pop in during so I will know roughly how many attendees. Currently there is a max of 4 because the session takes

place in the Sim Lab.

The AVADE training starts Thursday, June 3rd and will be twice monthly going forward (the 1st and 4th Thursday). This is a workplace violence prevention training and we are focusing on ED and M/S staff initially but if anyone is interested in attending, please have your supervisor contact me and we can register you. The trainings go from 8 am to 2 pm and will be held in conference rooms 126/127.

CPI classes are getting up and running again as well! We will be streamlining the classes, please sign up for a class in Elsevier. If there are no classes that work for you, please be patient, we will be adding more classes soon.

I am working to have an education



• Practicing applying restraints as part of our Day 2
• Clinical Orientation for all new LNAs, techs, & RNs.

calendar for each month, with all life support classes, any skills training classes, AVADE and CPI, clinical orientation, and any other educational offerings, hope you all find it useful!

Human Resources Corner

Retirement Planning Seminars

Save the Date!

Thurs., July 15, 2021

- 4 Virtual Sessions throughout the day with a T Rowe Price retirement expert
- Participate on the big screen in our conference room ~OR~ in the comfort of your own home or office
- Watch your NVRH email or inquire with HR for more details!



THANK YOU!

\$13,000 and counting... from 107 donors.

There's still time to GIVE to make a difference in the lives of people in our community!

Changes to Tax Law – Are You Ready?

The Biden administration's proposed 2021 tax reform will be substantial and far reaching. The tax changes are anticipated to include corporate, individual and capital gains tax rate increases, as well as estate and gift tax changes. Tax reform may mean that charitable giving becomes even more advantageous for you!

- 1) Schedule a time to talk to your advisor now about your estate plans.
- 2) Contact Emily Hutchison, NVRH Director of Philanthropy, to discuss how a gift to NVRH can make a difference in our community and benefit you at the same time! E.huthison@nvrh.org or 802-748-7476.

June 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 HR Orientation & Day 1 Orientation for All New Hires	2 8am - Shared Governance (Virtual) Weekly COVID-19 Update Call with Dr. Rousse: 10 am	3 AVADE TRAINING 8AM - 2PM Rm 126 & 127	4	5
6	7 HR Orientation & Day 1 Orientation for All New Hires	8	9 Safe Patient Handling 2:30 pm Conf Rm 224 Weekly COVID-19 Update Call with Dr. Rousse: 10 am	10	11 CODE BLUE SKILLS SESSION (NEW!) SIM LAB: 10am, 12pm, 2pm (See Elsevier to sign up and for more info!)	12
13	14 M/S RN Education Day HR Orientation & Day 1 Orientation for All New Hires	15	16 Weekly COVID-19 Update Call with Dr. Rousse: 10 am	17 CPI FULL CLASS 8 am - 4:30 pm	18	19
	 HR Orientation & Day 1 Orientation for All New Hires	22	23 Weekly COVID-19 Update Call with Dr. Rousse: 10 am	24 AVADE TRAINING 8AM - 2PM Rm 126 & 127	25 ACLS SKILLS SESSION: SIM LAB 1 PM - 5 PM PALS SKILLS SESSION 8 AM - 12 PM	26
27	28 HR Orientation & Day 1 Orientation for All New Hires	29 Day 2 Orientation: All New Clinical Staff 8am - 3pm Conf C & Sim Lab	30 Day 3 Orientation: All New Nurses; 8am - 12pm Conference Rm C Weekly COVID-19 Update Call with Dr. Rousse: 10 am			
<p>AVADE TRAINING: Mandatory for all MED/SURG and ED clinical staff, offered twice monthly. See your nurse educator or Jaime Gadwah to sign up.</p> <p>CPI TRAINING: With two new instructors, will be able offer more classes -- see Elsevier for times and to enroll in a class. Offering full classes and recertification classes.</p> <p>NEW THIS MONTH! We will be offering BLS Skills Sessions/Renewals, similar to the ACLS/PALS skills sessions. To take place in the Sim Lab in 2 hour blocks, but come for as much time as you are able.</p> <p>https://www.vertex42.com/calendars/blank-calendar.html</p>						

'Extraordinary Nurses' Awarded At NVRH



• L-R: Tracy Robillard, RN; Lyndi Medico, NVRH Nurse Manager, COVID Testing; Tori Guibord-Morse, RN; Shawn Tester, CEO; Laural Ruggles, VP Marketing and Community Health Improvement; Betty Ann Gwatkin, VP Human Resources; Melissa Blanchard, RN; Shawn Burroughs, VP Chief Information Officer; Julie Schneckenburger, Chief Nursing Officer and Michael Rousse, MD, Chief Medical Officer.

NVRH nurses Melissa Blanchard and Jackie Osanitsch were honored with The DAISY Award for Extraordinary Nurses® for their compassionate care at the two latest DAISY award ceremonies, held on Thursday, May 6 and Friday, May 7. The two ceremonies, which are traditionally held on the units and attended by patients, colleagues and family members, were either live-streamed or later published on Facebook.

The award is part of the DAISY Foundation's mission to recognize the extraordinary, compassionate care nurses provide their patients and their families every day. The DAISY (Diseases Attacking the Immune System) Foundation is a not-for-profit organization, established in memory of J. Patrick Barnes, by members of his family. Patrick died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon autoimmune disease. The care Patrick and

his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.



• L-R: Julie Schneckenburger, CNO; Jackie Osanitsch, RN; and Laura Emery, Birth Center Director.

Both Blanchard, who works as the RN Clinical Coordinator in the COVID testing trailer, and Osanitsch, who works in the Birth Center, were nominated by fellow NVRH nurses.

"I was absolutely thrilled to present Melissa and Jackie with their DAISY Awards," NVRH Chief Nursing Officer Julie Schneckenburger said. "Especially during the start of National Nurses Week. Our Nurses have been through so much during the pandemic. And yet, despite all they have to manage, they continue to be these incredible patient advocates."

NVRH Nursing Administration Project Coordinator Jillian Knight opened each of the ceremonies with the background of the DAISY Foundation and the DAISY Award before turning it over to Schneckenburger, who presented the nurses with their DAISY honoree certificates. Osanitsch and Blanchard then received their Healer's Touch sculptures, which are hand-carved from serpentine stone by artists in Zimbabwe and represent the bond between nurse and patient. Schneckenburger also read each nomination story during the

Continues on next page

JACKIE OSANITSCH BECOMES A INTERNATIONAL BOARD CERTIFIED LACTATION CONSULTANT!

SUBMITTED BY CAROL MOORE-WHITNEY

Congratulations Jackie!! Jackie Osanitsch, RN is the latest NVRH Birth Center nurse to become an IBCLC as of November 2020. International Board Certified Lactation Consultants are certified health care professionals trained in the clinical management of breastfeeding. The IBCLC credential is the highest certification, and the only internationally recognized credential in the field of lactation.

ceremony.

"One of the highest honors a nurse can receive is recognition from the patients they care for," Blanchard said. "I absolutely love being a nurse, and I am incredibly grateful for this recognition. It is in moments like these that I am reminded why I love what I do. I mean, I get to come to work and sing the 'boogie song.' It doesn't get much better than that. I will wear my daisy pin proudly!"

"We are proud to be among the health-care organizations participating in The

DAISY Award program," Schneckenburger added. "Nurses are heroes every day. It's important that our nurses know their work is highly valued, and The DAISY Foundation provides a way for us to do that."

Nurses may be nominated by patients, families and colleagues. The award recipient is chosen by a committee at NVRH. DAISY nomination forms and collection boxes can be found in units throughout the hospital and at all of our medical practices. Electronic nominations can also be completed by visiting www.daisyfoundation.org/NVRH.

Jackie is an amazing OB nurse with a thirst for knowledge and growth. Jackie grew up in Connecticut, graduated from nursing school, worked in emergency medicine, home health and became a Reiki master. Jackie and her family dreamed of owning a farm, so they moved to Vermont in 2017. Jackie is mother of two, a talented podcaster (The Farmgirl Collective and The Rural Woman Podcast), author and photographer.



CELEBRATING Success

Left: I want to send a shout out to Holly O'Rourke, CPC, COC, CDEO who obtained certification as a Certified Documentation Improvement Expert Outpatient. The certification course took a tremendous amount of effort and dedication on her part, this aspect of healthcare services not only included coding and billing but reaches beyond to include the documentation of quality care. Holly has worked hard for this impressive achievement, and we are very lucky to have her on our team!

Congratulations Holly on a job well done!

— Charmaine Vinton RHIA, CCS, CPC
Director Health Information Mgt/Privacy Officer

Right: Sabina Hansen passed her Certified Diabetes Care and Education Specialist exam (CDCES) last Thursday and now holds that credential. It was 1000 hours of patient education (400 in the last year) and 16 hours of Diabetes related CEU's along with a grueling comprehensive 4 hour exam. This will be reassuring to patients and colleagues that she took on this challenging piece of professional development. She is also certified in Continuous Glucose Monitoring.

GREAT JOB!

— Kevin Crawley, RDN, CD





SAY HELLO TO THE NEW STATE OF THE ART 3 BAY SINK FOR CENTRAL STERILE REPROCESSING. It replaced the original sink from way back when NVRH was built. The big happy white machine has the privilege of high level disinfecting all of our colonoscopes and gastroscopes, preventing cross contamination. Pictured are Jody Cote CST, Sierra Collins CRST, Glen Locke CRST and Mitch Lewis CRST all from Central Sterile Reprocessing, missing from the photo is Joe Doherty CRST who helped make this project successful along with the Plant Operations team. Next time you see one of CSR staff walking down the hall say hello.

NVRH HOSPITAL AUXILIARY PRESENTS \$9,500 IN SCHOLASTIC ACHIEVEMENT AWARDS



On Friday, April 30, Northeastern Vermont Regional Hospital (NVRH) Auxiliary presented Scholastic Achievement Awards, which totaled \$9,000, to six students. The awards were presented by Scholastic Achievement Award Committee Chair, Beulah McGinnis. The NVRH Auxiliary provides Scholastic Achievement Awards annually to both high school and adult students who are pursuing a career in healthcare.

Katelyn Brown from Danville, a junior at University of Southern Maine – Nurse Anesthetist-CRNA student, and Ember Rousseau from St. Johnsbury, a junior at Norwich University – Corp of Cadets – Nursing, each received a \$2,500 award

• (L-R) Hannah Roberts, Committee Chair Beulah McGinnis, Holden Middleton, Kylee Lapete,
• Olivia Hudson, Katelyn Brown and Ember Rousseau on Friday on April 30, 2021.

to assist them with their college expenses.

Olivia Hudson from Lyndonville, Kylee Lapete from St. Johnsbury, Holden Middleton from Newark and Hannah Roberts from Lyndon Center each received a \$1,000 award from the NVRH Auxiliary. Hudson will be attending Norwich University, Lapete will be attending Montana State University, and Hannah Roberts will be attending UVM. All three students will be studying nursing. Middleton will attend UVM and will concentrate his studies in physical therapy.

The NVRH Auxiliary also held their Annual Scholastic Achievement Award Raffle drawing. The winners of the raffle were Linda Johnson – \$300 cash; Bruce Corrette – \$200 cash (Donated Back); Alice Kitchel – \$100 cash; Kim Brown – Vermont Teddy Bear; Jeannette Farmer and Jay Sprout – Burke Mountain Resort Ski Lift Ticket; Cathy Boykin and Dr. Schein – Burke Mountain Resort Bike Lift Ticket; Fred Wells and Judy Desrochers – Cabot Creamery Gift Box; David Brown and Karla Cornelius – Thielmann hand-made sweater and hats, and Cynthia Keenan, Nancy Fried, Gladys Batchelder and Fred Kitchel – Miss Lyndonville Diner Certificates. All proceeds of the raffle supported the NVRH Scholastic Achievement Awards.



Choosing Health

NORTHEASTERN VERMONT REGIONAL HOSPITAL

NVRH Employee Referral Program

NVRH is always looking for great people, and you can help! Research has shown, and our own experience supports, that new hires who come into NVRH through employee referrals are excellent contributors, stay with the company longer and are more cost-effective.

That's where you come in! If you know someone who would be a good addition to NVRH you may be awarded a referral bonus of **\$1000.00** (less applicable taxes) if you refer a candidate and he or she is hired.

Employees must refer candidates to Human Resources through the employee referral program by using the attached candidate referral form prior to the hire date.

Program Rules

- All NVRH employees, except managers with hiring authority over the referred candidate, are eligible for the referral bonus.
- To be eligible for an award, an employee must submit a referral to Human Resources using a candidate referral form – prior to the candidate being hired.
- The referral date cannot be earlier than the date the job opening is posted. The hiring of a referred employee must occur within 180 days (six months) of the initial referral date.
- **The candidate must apply online and enter the referring employee's name when applying in the application section "Please indicate how you heard about employment opportunities", candidates must choose the "NVRH Employee" option and enter your name. In order to receive the referral bonus, your name must be in this section on the employee's application.**
- The referring employee must agree to have his or her name used when the company contacts the candidate.
- The first employee to refer a candidate will be the only referring employee eligible for payment.
- Only candidates who meet the essential qualifications for the position will be considered.
- Previously employed NVRH employees do not qualify for the Referral Program (includes interns, students, contractors, etc.).
- All candidates will be evaluated for employment consistent with company policies and procedures.
- All information regarding the hiring decision will remain strictly confidential.
- The referring employee must be employed by NVRH during the hired candidate's first 30 days of employment to receive payment of the referral bonus.
- Any disputes or interpretations of this employee referral program will be handled through Human Resources.



Choosing Health

NORTHEASTERN VERMONT REGIONAL HOSPITAL

Candidate Referral Form

Candidate Name:	Referral Date:
Job Title:	Job Requisition #:
Referring Employee's Name:	Work Phone #:
Work Email:	Department:
I have read and understand the referral program rules.	
_____	_____
Referring Employee's Signature	Date
<u>Attach the candidate's resume or application and submit this form to Human Resources.</u>	

All referral bonus payments will be paid within 30 days after the referred employee's first day of employment at NVRH.

INTERNAL USE ONLY:	
To: Payroll	
From: Human Resources	
Charge To:	
Target Date for award payment:	(within 30 days of hire date below)
Referred candidate's hire date:	

What our patients are saying about us.

PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

Ambulatory Surgery

- Everything was perfect!!
- No complaints or concerns. I felt well taken care of.
- My experience in surgery was very pleasant. Everyone was very comforting & caring.
- Overall - a very positive experience.
- They worked well together & I was made to feel comfortable and at ease.
- Everyone on the staff was excellent. I THANK them all.
- All staff were extremely helpful and professional. Great to have such a friendly and competent facility in our area. Good job!!!
- I would recommend anybody to go to N.V.R.H. for eye operation. They were all very concerned. Thank you to all of you.
- Doctor & nurses were great! I would recommend them to anyone it is a great hospital.
- Nurses were great. I had no more post-op pain then expected.
- The experience was excellent. The nurses were terrific. They did everything possible to make the procedure as easy as possible.
- Anesthesiologist gave as much sedative as I wanted.
- I was in and out before I realized it had happened - everyone was excellent
- Everyone was very nice and efficient.
- Staff were all great!
- I was quite pleased with the service I received. Dr. Stoiber is magic. The nurses were pleasant, they did me right.
- Everyone was very kind, attentive & helpful.
- Excellent care - I'm impressed by the quality of my experience! I'm so happy to have such a great resource so close by.
- I received EXCELLENT printed instructions for each step of the process
- I felt extremely well cared for and valued. My comfort and ease was clearly top priority.
- Everyone was excellent. I am an employee at NVRH and everyone has always been great during my surgeries. I feel like NVRH is my family, and would recommend it to anyone.
- The nurses were amazing, both in day surgery, pre-op; scrub & float nurses. Anesthesia was wonderful - explained everything in great detail, eased my concerns. Dr. Kaufman is also GREAT!!
- All the nurses and anyone I had contact with were extremely kind and helpful. My experience was great!
- A very good experience. Very good care. The provider and nurses were caring.
- My nurse, Holly, was the best!
- Same day OR nurse - Angela very friendly. Allowed to keep hearing aid through-out entire process. Very comforting. All staff *r. Prohaska, Albert Fisher from anesthesia, Angie in the OR Suite were very good. Cannot remember post-op person's name - Provided coffee & Gluten free snack - Wonderful.
- Everything went as expected and the entire staff was very good at what they do.
- Kim is a great nurse - you're lucky to have her. Albert is excellent with anesthesia.
- Everybody was very nice to me, and very professional. I would

go back there again if I ever needed a procedure again.

- Everyone did a great job!
- Well pleased!
- My whole experience was great. I was very nervous, but the staff was wonderful. My opinion of this facility has not been very good, but this procedure went very well. I think the staff did an excellent job. Very positive experience.
- The staff was extremely courteous and respectful. They went out of their way to make sure I got the care that I needed.
- I had wonderful care!! Please let everyone know.
- Every person that I was in contact with was great. Deb Yonker was fantastic in recovery.

Emergency Department

- Provided anti-nausea medicine which helped.
- I don't recall the Physicians name, but he was thorough, efficient, respectful, timely, professional, and courteous - I can't say enough good things!
- Traveled further to go to this E.R. Instead of our local hospital because heard they were a lot better. Glad I did. I will continue to go there from now on.
- Efficient, thorough, courteous service.
- Ericka Downing and Megan Johnson were amazing nurses - they worked as a well-oiled team and made me feel like the most important patient ever. They were profession kind and funny - I was in and out in record time.
- Everybody was so good to me.
- Nurses were great.
- Dr. was really great.
- Was given wheelchair to treatment room.
- Very favorable.
- Thank you to my great care team! Betsy, PA; Kara, RN; Linda, CT; Gina, transport LNA. Helped me out at a bad time!
- Didn't have any wait.
- Overall I felt like I was very well cared for - seen & heard - questions and concerns were met and treatment plan made.
- Excellent!
- All were so nice.
- Was accepted immediately.
- As always, nurses very professional, fully explaining treatment... AFTER extensive questions & probing.
- Very open to discussing current and past treatments. Involved me totally in decision for treatment.
- Almost instantly brought into treatment area.
- Very professional & personable treatment by all involved. Clearly discussible that patient comfort & feelings were primary concern.
- Getting me out of there as quickly as possible.
- No one else in waiting room. Seen immediately.

INPATIENT

MedSurg

- Staff were very respectful in regards to my privacy.
- The nurses were incredible - so kind, caring, supportive, compassionate!!

- Dr. Johnson is a rock star. She was very understanding & easy to talk to.
- They were all amazing, they noticed some things before I even voiced them.

Birth Center

- Doctor Johnson & O'Connor are amazing.

MEDICAL PRACTICES

Corner Medical

- Efficient, timely, safe
- Always feel like the most important person of the day
- Dr. Dobbertin is great
- Great! Scheduling was easy. Phone operator was very helpful. Easy to get through on the phone
- no wait time
- Very good.
- No delay.
- Dr. Dobbertin has been my provider for over 40 yrs. and I love her.
- Very happy with Corner Medical and my provider, Doreen. Staff is always very accommodating to assist in making scheduling changes. Rx's are promptly taken care of.
- Substitute nurse for usual one was very good.
- I had no wait time!
- Dr. Imperio is excellent. Fully and warmly engaged. The best!
- Altogether a positive experience. Friendly, smooth with no waste of time.
- Doreen was supportive and helpful.
- Superb skills ,both clinical and interpersonal
- When fortunate enough to make human contactall is well
- extremely professional and helpful
- Dr. Mitch Sullivan provided excellent professional & compassionate care. He truly cares about his patients & demonstrates expert medical knowledge & is empathetic & patient.
- Their scheduling is excellent!
- There were no delays.
- Dr. Mitchell Sullivan is exceptional. I always look forward to his friendly and courteous care and views as well as his exceptional knowledge and expertise.
- I have never had a bad experience!
- Everyone was helpful & courteous.
- My experiences have always been awesome!
- Always had good experience at NVRH
- Dr. Tom... One of the best!
- Always caring and courteous.
- We have a long history together. I always know Joyce is listening to my concerns and is focused on my best health outcome.
- Dr. Dargis is kind, engaged and professional.
- Kim on the phone is always helpful, courteous and professional.

- Awesome. Everyone there is lovely.

Kingdom Internal Medicine

- Very professional & friendly.
- The doctor was very good at explaining things in a way so I could understand them as well as the PA.
- Everyone was good about cleanliness and safety for all. Very good about my health goals and helping me to arrive at these goals.
- She was attentive, professional and friendly.
- Well run with care of people such as myself and probably others. Very clean and courteous.
- No delays and hardly any time of waiting from when I arrived and left.
- Everyone at KIM is always professional and very nice
- There were no delays
- Jessica is excellent. She is always extremely knowledgeable and friendly.
- Staff seems to be attending punctual, and professional.
- No problem.
- Joyce is awesome. I don't usually like going to the doctor's but she makes me want to go as well as take better care of myself.
- Joyce is an awesome provider. She obviously cares about her patients and always offer alternatives if current medications or therapies are not working out as expected.
- NP was excellent. Definitely an asset to NVRH
- Macleod was fantastic. I appreciate that she is candid about how she provides care. Felt comfortable right away talking with her.
- This group of professionals operate as a well-oiled machine, wonderful.
- KIM is the yardstick I wish others to follow. PLEASE thank them all for team effort.
- Everyone is pleasant and patient.
- Joyce Vitale goes above and beyond in her attention and caring for her patients. She exemplifies the kind hearted person she is.
- ALL the staff at KIM exemplify a most positive attitude. Thank you.
- Diane was awesome!
- Awesome staff. VERY PROFESSIONAL.
- I feel confident I'm in good hands.
- Wrap down 11:45 instead of 11:15. I was 30 min. late & they were very accommodating & saw me anyway.
- Good conversation with my Doctor
- All were extremely friendly and informative.
- Nice atmosphere - Very clean.
- Jessica is thoroughly competent, delightful and has an awesome personality.
- If I had to wait for Jessica I wouldn't mind. She is the reason I stay in the practice - along with the nurses.
- They clearly help each other out.
- There were no delays. I only waited in the waiting room after checking in for about 2 minutes.
- Nurse Zoe was excellent.
- I've been with Kingdom Internal for 25+ years. It's an excellent practice with an outstanding staff.
- I have been seeing Caryn Everett since she joined the practice. She is top-notch and provides excellent care.
- The excellence, courteousness and professionalism exceeded expectations.
- I want to recommend this care provider to everyone!! They are just extraordinary.

- I wish everyone could have access to care of this quality.
- My experiences at NVRH have always been exceptionally good!
- Smooth, expedient, courteous, informative/5 stars.
- Dr. Irene is the best.
- Very good team of people - I tell others to look into Kingdom Internal being if they have problems with their provider.
- Support staff -reception, RN's - are the reason I continue to have my health care here. They are definitely what makes the practice.
- Very well managed.
- Very thorough and pleasant.
- Extremely professional, caring office.
- There were no delays.
- Staff members at KIM are CONSISTENTLY GRACIOUS, caring and supportive.
- Dr. Myrter has been my primary physician since he arrived at KIM/ NVRH. He had a difficult act to follow (Frank M and Tom Z), but I have full confidence in him.
- Very good because there were no surprises.
- Caring and attentive to my needs.
- A + all around.

North Country Otolaryngology/Audiology

- Squeezed us in to schedule, but did not make us feel like we were a burden to work with.
- A very good experience
- My husband and I got right in - no wait time.
- Very nice and very efficient.
- She was very thorough
- I would have liked to see Kelsey as it was her birthday and I brought her a gift.
- A good over-all feeling regarding the visit.
- I felt very at ease with all the staff and appreciated being able to have my hearing checked after my scheduled appointment.
- I do not like dr. appointments but Dr. Rankin & the audiologist have made my visits a very good experience. Thank you.
- Staff were very personable.
- Very comfortable & happy with the doc.
- Very good excellent.
- Dr. Rankin is amazing.
- Great practice; patience and professionalism.

Specialty Clinics

- I felt well cared for and my nerves were calmed by everyone's assistance
- All the Dr's appointments prior to the procedure were all great. I felt like everyone cared for me as a person.
- I had excellent care.
- The whole procedure for the appointments were well managed.
- The girls were so concerned for my comfort, and so gentle, I fell asleep!
- Service I got was very excellent.
- Did not have any delay.
- Always a super good experience.
- Just recommended
- Everyone was amazing.
- Everyone was very efficient and knowledgeable about their jobs.
- Everyone was very helpful.
- Perfect.
- I felt very comfortable with everyone that helped me.

- Dr. Stoiber was very straight forward with her ideas about how she felt about my care. She included me in every aspect of care.
- This was an easy, comfortable visit. I learned a lot & expect to learn more. VERY happy!

St. Johnsbury Pediatrics

- St. Johnsbury Pediatrics is a wonderful practice. We are lucky to have this resource in our area.
- Dr. Josh is a great doctor! So good with my kid!!!
- Sherry Fournier was very helpful and professional. Her caring and support was very much appreciated!
- Dr. Josh is a knowledgeable caring physician.
- I love the waiting room!!!!
- The office staff are very kind and friendly and know my children by name.
- Dr. Z. is a great addition to St. J. Pedi - very kind and compassionate!
- Very friendly and kind, this was our first time seeing Dr. Z and both left happy!!
- Dana was AMAZING!!!
- I absolutely love everyone here! They are so friendly and absolutely adore my son!
- Always professional and friendly :)
- Virtual visit - please keep this option, always!
- LOVE, LOVE DR. Z!!! Would love all my children to have her as their doctor.
- We love how accommodating this office is always willing to go the extra mile for my kids.
- We love the staff and the speed of things with the COVID restrictions doing an amazing job.
- 6 pm appt, no wait
- Dr. Josh is wonderful! My child and I both feel very comfortable with him and honestly feel that he is looking out for our best interests!
- Great care and attention to my child by Dr. Josh.

Women's Wellness

- Wonderful people!
- I've never waited more than a few minutes.
- Katherine is an excellent therapist, a real asset to Women's Wellness Center.
- In this time of COVID 19 Katherine has been a godsend to me. She listens, respects my knowledge in the field of counseling, and we go step by step as a team.
- Most staff remember me by name.
- Megan is very professional, great listener and has good ideas. She always takes the time to answer my questions. She knows how anxious these appointments make me and does her best to ease that for me.

OUTPATIENT

Diagnostic Imaging

- Very happy.
- A lovely and caring provider - made me feel comfortable with the process.
- I felt very comfortable. The staff were awesome, respectful, and attentive and explained every procedure.
- As always, everyone was friendly and the hospital is very welcoming.
- Awesome experience

- Definitely recommend the hospital to friends and family
- Receptionist checking in was clear & explained all steps, apologizing for any delay or wait which was extremely minimal.
- Very clear instruction, felt very respected, especially for exam being of a sensitive area.
- This experience was much better than the ultra sound I had almost 2 years ago. This technician was friendly, kind and comforting. Very different than the tech from 2 years ago.
- Tai did a great job with instruction & cared during mammo.
- No complaints; very good experience.
- The staff were very nice to me.
- Thank-you!!
- Preregistered on phone.
- I hadn't been waiting very long when Steve, at the registration desk, came to let me know I'd be called in a little bit late. I appreciated he took the time to tell me (and I didn't even wait very long!)
- Excellent experience!
- The 2 technicians were very professional & personable. The process was explained very clearly & simply and they both gave MULTIPLE opportunities for me to ask questions.
- Staff is courteous, kind, caring and they do their job well.
- Excellent care!
- Friendly and efficient. Thank you.
- Thank you!
- 6. No complaints.
- No complaints at all 'everyone' from start to finish were wonderful!
- This was the second time Brock did my scan - Excellent manner - 5 stars!
- Everything went well. Staff are excellent and attentive.
- Very good experience.
- Very comfortable experience.
- Thank you to Susan Wells in Diagnostic Imaging. Based on my experiences with her over the years she is super knowledgeable & helpful.
- Very friendly & explained everything.
- Very accommodating & kind.
- The rad. tech was very friendly and caring.
- Anita outstanding.
- Good experience - everyone very respectful & caring!!!
- Have always had good experiences at the hospital.
- Excellent service.
- I also had a shoulder injury and mammography worked with me with this so it benefited myself and the exam!
- As always, a great experience. No waiting, very COVID-19 safe, great staff.
- Pat was excellent!
- The person that called for pre-registration was friendly & upbeat. In hospital, registration was the same. Very nice waiting area.

Laboratory & COVID Testing

- Always a great visit at Corner Medical lab as well as the clinic.
- Everyone, the screener, front desk person and phlebotomist who I interacted with was professional and pleasant!
- Everyone I dealt with was very professional.
- Lab tech was great.
- The lab tech went above and beyond to insure that my experience was as pleasant as possible
- NVRH is an excellent hospital with great staff.
- Great experience...I get monthly blood draws and have always had

good experiences.

- Staff has a great sense of humor - a rare commodity these days.
- The doctor at C. Medical who read my ECG said it looked OK. Later that day the cardiologist from DHMC told me the ECG was abnormal.
- Always great experiences at our small town hospital.
- The COVID test was administered to me quickly and efficiently.
- Good experience. Very helpful with wheelchair to aid in hallway to lab. Organized & efficient.
- Technician was very personable. Remembered me from my stay in hospital a year ago.
- Very helpful & organized -
- Thank you. I got the results sooner than I expected.
- Melissa was excellent!
- I had no concerns or complaints during this visit.
- I have used the NVRH lab many times in the past 2 years - the staff is exceptionally helpful, skillful and solicitous.
- no concerns or complaints
- Gail Carpenter @ the entrance door was extremely helpful and welcoming. Awesome smile and warm greeting.
- Your lab techs are excellent.
- Always enjoy my visit. Never feel a thing when drawing blood.
- I already have - It is a very nice facility.
- NVRH has the best staff in all areas.
- Everyone is friendly and helpful - very welcoming - Cheerful.
- Norris Cotton hadn't scheduled my appointment, but NVRH staff were exemplary in fitting me in and getting my blood work done in time for my chemo infusion. Thank you, NVRH!
- They called me that day to give me the report. I have also had blood drawn a lot, & that is also very good. Very satisfied.
- It was very quick, clean, & kind to me.
- Best I have ever received!!!
- No waiting time at all - appt. right on time, very pleased with service.
- Staff very careful with safety - prevent of infection.
- I've always had good experiences.

PHYSICAL THERAPY

Northern Physical Therapy

- Everything was great, quite, calming and welcoming.
- Mikayla did an excellent & thorough evaluation and listened attentively.
- Staff was very friendly, helpful and knowledgeable when I asked questions. I would highly recommend this facility because of the personnel, cleanliness and strict COVID-19 practices.
- The patience, friendliness & knowledge of my conditions were outstanding!!!

Dan Wyand PT & OT

- Mike Matteis is the best.
- Dan Wyand is super and knows his stuff.
- Dr. Prohaska and Mark Regis always provide me with great service and answer all of my questions and concerns directly. Also, Dan Wheeler at PT has been excellent in providing exercises to help recondition my hip post-surgery and he's always fun to talk with so the appointment goes by quickly.
- Pre-registered through the Portal much easier, done on my own time.
- Mike Matteis is a wonderful therapist. Can't think of anyone better.
- I didn't wait; I was ushered into the dx'ic & tx'ment area immediately upon arrival & after registration.
- No bad experience they are a super group.
- Mike Matteis was excellent! He listened attentively & he & I talked about treatment.