



## Summer is here!



With 24 teams participating, this summer's corn hole competition is the biggest tournament that the Joy Committee has ever hosted!

The **Popped Corn's** Laural Ruggles and Andrea Willey played against **Corn in the USA's** Bob Hersey and Julie Schneckburger.

Popped Corn won this round!

"Arrrggghhh!"

- Laural's corn hole battle cry

### The Caledonia County Relay for Life

NVRH CEO Shawn Tester speaking at the Caledonia County Relay for Life event on Saturday, June 26 at St. Johnsbury Academy. The walk for essential workers, "Not All Heroes Wear Capes," was dedicated to celebrating healthcare workers and essential workers for their tireless work during the pandemic.



July 2021

### In This Issue

Tim Carpenter in the Gray Gallery

Photos from Nurses Week

Don't Forget the Sunscreen

Webex Boards

New Tobacco Specialist

Caught You Caring

Readers Are Asking

NVRH & Flek Receive Marketing Awards

LNAs Pass Rigorous Exam

Ed Corner

LNA Week

Celebrating Success

NVRH & Umbrella Announce Sub-Award Recipients

Positive Comments

### 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 **July 16, 2021** for the August issue.

# New Art Show in NVRH's Gray Gallery

## TIM CARPENTER

The Charles M. and Hanna H. Gray Gallery at Northeastern Vermont Regional Hospital is pleased to announce "THRU MY LENS," a new display by photographer Tim Carpenter. The exhibit opened Thursday, June 24, and runs until Monday, August 16, 2021.

Carpenter was born and raised in the Northeast Kingdom. His first camera, a Polaroid Pronto, was a gift from his mother when he was in high school.

The subject of Carpenter's work is mostly rural New England with an emphasis on Vermont.

"Landscapes, barns, churches, fall foliage, are some of my favorites," Carpenter said.

The Charles M. and Hanna H. Gray Gallery is located on the hospital's main floor. The exhibit will be on display until Monday, August 16, 2021. Due to COVID-19, please visit the exhibit in person only when you have a healthcare appointment at the hospital. You may also view photos of the exhibit on the Charles M. and Hanna H. Gray Gallery webpage at [nvrh.org](http://nvrh.org).

A portion of the proceeds benefit the NVRH ARTs program. For more information, please contact Associate Director of Philanthropy and Art Gallery Curator Jennifer Layn at [j.layn@nvrh.org](mailto:j.layn@nvrh.org) or 802-748-7313.



## Do you have a will?

More than half of Americans do not have wills or estate plans. Don't leave it up to your loved ones to guess what to do with your assets when you no longer need them, especially if you have a special appreciation for an organization like NVRH.

If you need to create a will, contact an attorney today. Or for more information, visit Vermont's Legal Help Website.

If you'd like to visit with someone about including NVRH in your will, contact:

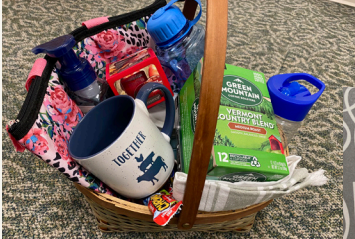
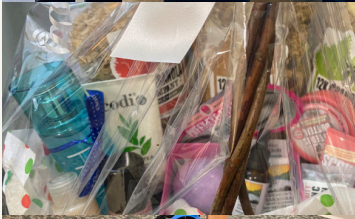
Emily Hutchison, NVRH Director of Philanthropy, [e.hutchison@nvrh.org](mailto:e.hutchison@nvrh.org), 748-7476.





# NATIONAL NURSES WEEK

MAY 6-12, 2021



Thank you!





### JUNE'S VEGGIE VAN GO

- 273 families received lettuce, peppers, potatoes, cucumbers, tomatoes and cottage cheese at VeggieVanGo this month. A big thank you to the Vermont Foodbank and to all the volunteers! If you weren't able to get to today's VeggieVanGo, the next one will be Thursday, July 15, 10 - 11 a.m.



## Headed Outside to Have Fun this Summer? Don't Forget the Sunscreen

By Katie Bocchino, Director of Healthcare Integration

Sunshine can have a lot of positive benefits. More sunshine means we can spend extra time outdoors, which is a great way to be physically active. Increased sunlight can also have positive effects on our mood, can increase vitamin D levels which is important to support healthy bones and the immune system, and can support better sleep.

While you're enjoying the sunshine, it's important to make sure you protect your skin from the sun as the sun's rays can be harmful.

Ultraviolet (UV) rays from the sun, as well as tanning beds that use UV light, are the main causes of skin cancer, said Brent Braswell, Nurse Practitioner at Corner Medical in Lyndonville. The UV rays can damage skin cells, and skin cancer occurs when abnormal cells grow out of control in the outermost layer of the skin, he said.

The four main types of skin cancers are squamous cell carcinoma, basal cell carcinoma, melanoma, and Merkel cell carcinoma, Braswell said. Although basal and squamous cell carcinomas are the two most common types of skin cancers, melanoma is the type of skin cancer that causes the most deaths because it can spread to other parts of

the body, according to the Centers for Disease Control and Prevention (CDC). Vermont has one of the highest rates of melanoma in the country.

Dr. Moriah Krason, who joined St. Johnsbury Pediatrics in February 2021, said having a blistering sunburn any time from birth to young adulthood increases a person's risk for developing melanoma.

The 2019 Vermont Youth Risk Behavior Survey showed that 73 percent of high school students and 66 percent of middle school students had a sunburn within the last year.

"Sun exposure without appropriate use of sunscreen can increase a child's risk of severe sun burn with blistering," said Krason.

Braswell said the main way to prevent skin cancer is to protect your skin from UV light.

"Using long clothing to cover the skin or hats when working outside can dramatically decrease skin cancers," he said. "There are also the different sun blocks that you can spray on your skin to protect it from UV light."

To protect your child from getting too much sun, Krason suggested covering their head and neck with a wide-brimmed hat, wearing sunglasses, and dressing your child in cool, comfortable clothes that can protect them from the sun's rays.

Braswell and Krason both recommended trying to avoid being in direct sunlight between 10 a.m. to 4 p.m., which is when the sun is at its hottest and gives off the most significant UV light.

For all kids six months and older, Krason recommended applying a broad spectrum sunscreen to your

child's skin at least 20 minutes prior to sun exposure, being sure to reapply more sunscreen every 2 hours. She recommended using a sunscreen with SPF of 30 and avoiding the ingredient Oxybenzone if possible.

"If your sunscreen has [Oxybenzone] as an ingredient, it is better to use is than to risk sunburn," she said. "If you are concerned about the ingredients in sunscreen, use a barrier type option, such as zinc oxide or titanium oxide."

For infant's under six months of age who are in the sun, Krason said you can apply one of the barrier sunscreens on sensitive areas such as face and ears. Krason said if your child does get a sunburn, keep them out of the sun until the burn has healed completely.

People who have a lighter natural skin color; skin that burns, freckles, reddens easily or becomes painful in the sun; blue or green eyes; blonde or red hair; certain types and a large number of moles; a family history of skin cancer; or a personal history of skin cancer are at increased risk for skin cancer, according to the CDC. Regardless of whether you have any of these risk factors, it's a good idea to limit your exposure to UV rays to keep your skin healthy and lower your chances of getting skin cancer.

Changes in your skin are the most common signs of skin cancer. An existing mole that changes shape, color or texture, or begins bleeding, should be checked by a healthcare provider, Braswell said, as these could be signs of skin cancer.

"If you're concerned you may have skin cancer, please see your healthcare provider," Braswell said. "They may refer you to a dermatologist as well, but always get skin lesions looked at by a professional healthcare provider."



# USING ADVANCED TECHNOLOGY TO BETTER COLLABORATE & EXPAND PATIENT CARE SERVICES

Submitted by Kayla Bateman, IS Education Coordinator

Back in April of 2019, we introduced two Cisco Webex Applications – Teams & Meetings, here at NVRH much thanks to Josh Lawrie, one of our Network Engineers. Adoption was slow initially, but some departments began to rely on it for communication amongst their teams. With the onset of the COVID pandemic came the transition from our typical in person meetings to virtual meetings and we began to send people home to work remotely. It was more apparent than ever that we needed a reliable platform to allow us to continue with our scheduled meetings and collaborate with others working off site. As such, we saw an increased utilization of the technology we already had in place. Webex Meetings quickly became our solution for virtual meetings and Webex Teams was utilized to collaborate both within our departments & across the organization through chat features and the ability to share content. Back in April of this year, the two apps were combined into one Webex application and we've continued to see enhancements in the technology, as Cisco is constantly adding functionality and features.



It seems that virtual meetings are here to stay in some capacity, and to aid us in that effort, we are excited to announce that we were able to purchase (with CARES Act Relief Funds) several interactive Webex Boards for our conference rooms. We will be working to install these over the next few months in our main conference rooms across the facility. The devices have a built in smart camera that enhance the virtual meeting experience; they also allow you to stream content (even from your personal device), whiteboard, and more. Click [here](#) to watch a video

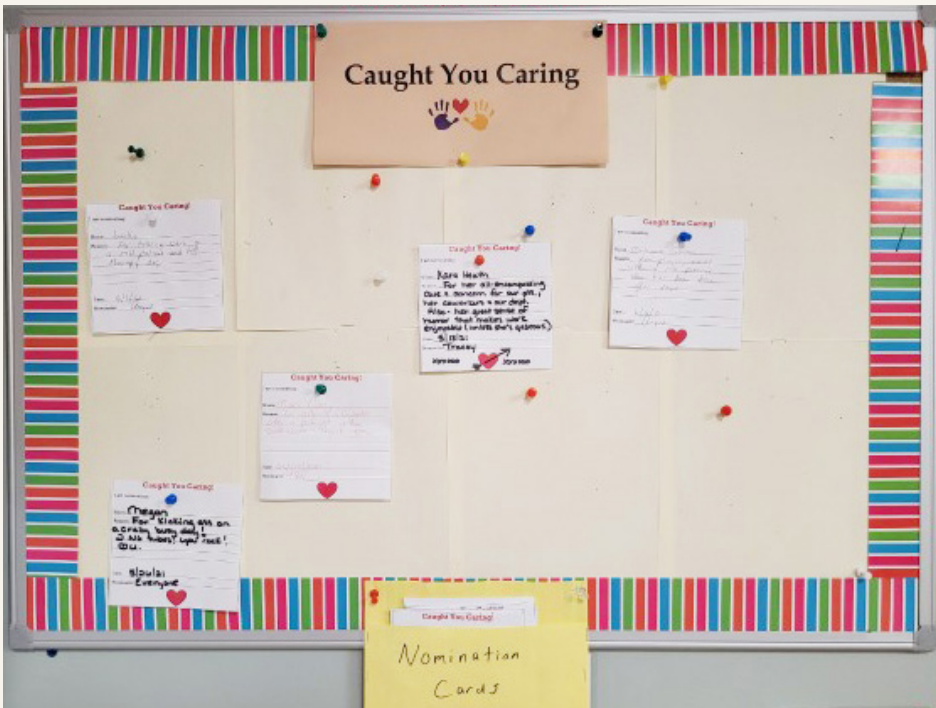
demonstrating features of the Webex Board.

In addition, we recently launched a Tele-Psychiatry Program in the ED with Alpine Telehealth using a smaller desktop Webex device with similar functionality. The device will be used to offer virtual Psychiatry consultations for our emergency room and admitted patients (date TBD), allowing us to provide our patients with more comprehensive care. What a great example of how innovative technology can assist us in healthcare delivery!

## BRIANNA LAMOTHE JOINS NVRH AS NEW TOBACCO SPECIALIST



My name is Brianna Lamothe but most people call me Bri. I have recently received a B.A. in Psychology and Human Services from Northern Vermont University and have lived in the Northeast Kingdom the majority of my life. While earning my bachelor's degree I participated in two internships; one working with the St. Johnsbury School third through fifth grade counselor, and one as a social change intern at Umbrella under the Prevention Center of Excellence Grant. Through my internship at Umbrella, I did work involving Vermont's 3-4-50 program and helped develop the Prevention Coalition formerly known as the PITR Collaborative. While helping develop this coalition I was introduced to the Northeast Prevention Coalition and was given the opportunity to take the skills I learned at my internship and develop them through this job opportunity. I am incredibly grateful for and excited to start this new role. I look forward to developing youth programs that will promote prevention of Tobacco and in turn improve health outcomes in our community. I'm also very excited to create opportunities for youth to become more involved in the Northeast Prevention Coalition.

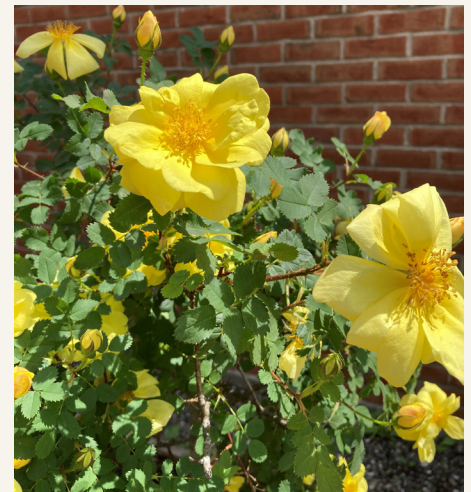


## Caught You Caring

The Caught You Caring board was started in the ED a few months ago. This concept is popular in universities, schools, and healthcare facilities. When you observe a coworker going out of their way to help a patient, family member, or coworker, a nomination card is completed and each month all nominees get put in a hat and a winner is drawn. That person receives a gift card for \$25 to a local business. We was implemented as a way to boost staff morale. Staff have responded well to this and enjoy recognizing their coworkers' efforts.



Holly making the walk to and from the hospital a little more beautiful. **Thank you!** Photo by Jen Layn.



## READERS ARE ASKING...

LEW APGAR, TOBACCO CESSATION SPECIALIST

**Question:** I only smoke to relieve stress, is it really that bad for me?

**Answer:** Research has shown that smoking increases stress levels overall. The apparent calming effect of smoking a cigarette is simply due to the relief of withdrawal symptoms such as irritability, anxiety and restlessness caused by nicotine.

Stress is a regular part of life, and cannot always be avoided. But we can change how we deal with stress. Some of the relaxation from smoking is from the act of taking a break and a few deep

breaths, not the cigarette itself.

Smoking increases stress by causing frequent withdrawal periods during the day between cigarettes. Further stress is created by the guilt and/or shame of smoking and by concerns about the health effects. Nicotine is a stimulant and releases stress hormones such as adrenaline. Research studies have shown that ex-smokers report feeling less stressed than when they were smoking.

Cigarette smoking remains the leading cause of preventable disease, disability, and death in the United States.

Currently smoking is on a decline, with approximately 21% of people smoking in 2005 compared to only 14% in 2019.

For more resources regarding smoking and stress; visit these web sites:

<https://smokefree.gov/challenges-when-quitting/stress/stress-smoking>

<https://smokershelp.net/stress/>

<https://www.healthline.com/health/heart-disease/stress-smoking>

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/>.

# NVRH & Flek Receive Three Marketing Awards

NVRH and Flek Inc. have received two Bronze awards from the 38th Annual Healthcare Advertising Awards and one Gold award from the Aster Awards Program. The Bronze awards are for the hospital's 2020 Annual Report, Resilience in a Global Pandemic, and the COVID-19 ad series. The Gold award is for the COVID-19 Vaccine ad, Be The Herd.

The theme of all three awards was the COVID-19 pandemic.

"When it came to the 2020 Annual Report and the COVID ad series, marketing was all about public health messaging," said Laural Ruggles, VP Marketing and Community Health Improvement. "It wasn't just messaging about what NVRH and its services could do for you, it was messaging that empowered and educated our communities about what they could do for themselves to stay safe."

Many individuals and community partners contributed to the success of the Annual Report. Unlike in past years, when much of the photography was planned, the 2020 Annual Report incorporated a collection of photos submitted by staff and community members of how they managed their work and their lives during the pandemic.

The intention of the COVID-19 ad Be The Herd, which won Gold, reinforced the message that getting vaccinated wasn't just something you do for yourself alone, but something you do for the health of your friends, neighbors and family members.

"This year's work with NVRH was highly rewarding — and more collaborative than in years' past," Keith Chamberlin, Flek Inc.'s co-owner said. "There was a greater urgency to the work. It was gratifying to use our skills to educate folks in our area about NVRH's critically important public health efforts."

Flek Inc. is a graphic design, web development and advertising firm located in St. Johnsbury, Vermont. Its three partners are Florence Chamberlin, Keith Chamberlin and Amy Hale. Together, they have more than 90 years of experience as designers, photographers, writers, web designers and marketing professionals. To meet their clients' needs, they also work with outside producers, printers, illustrators, videographers, and manufacturers.



● L-R: Flek Inc. partner Keith Chamberlin, Flek Inc. partner Florence Chamberlin, NVRH Marketing and Communication Coordinator Katie Moritz, Flek Inc. partner Amy Hale and VP Marketing and Community Health Improvement Laural Ruggles.

## NVRH LNAs Pass Rigorous Hospice & Palliative Care Exam



● L-R: Donors Suzanne Mudge, Dr. Clement Dussault, NVRH LNAs Michael O'Dell, Wendy Jones and Sam Monfette.

### THEY JOIN ONLY 19 OTHER LNAs IN THE STATE WITH THIS CERTIFICATION

Northeastern Vermont Regional Hospital is excited to announce that three Licensed Nursing Assistants (LNAs) from the Medical/Surgical/Pediatric department have passed the Certified Hospice and Palliative Nursing Assistant (CHPNA®) examination on June 1, 2021.

The three LNAs are Michael O'Dell, Sam Monfette and Wendy Jones. They join only 19 other LNAs in the state of Vermont to receive this certification. For these LNAs to pass the CHPNA® exam, they had to have 500 hours of hospice and palliative practice in the last year, or 1,000 hours in the last two years under the supervision of an RN prior to applying.

Obtaining the CHPNA® certification demonstrates that O'Dell,

Monfette, and Jones have the skills and knowledge to support patients and their families through hospice and palliative care. According to the Hospice and Palliative Credentialing Center, “The public’s right to choose the focus and type of care they will receive with a life limiting illness and at the end of life has finally been established. As a result, more people are electing to have comfort and quality at the end of life for themselves and those they love.”

Coupled with a person’s primary medical treatment, palliative care seeks to prevent and ease suffering and improve the quality of life for both the patient and the family. End-of-life care provides compassionate support and care for people with a terminal condition. The goal is to support the patient and the family as the person approaches his or her final stages of life.

“We’re firm believers that nobody dies alone,” LNA Coordina-

tor, Michael O’Dell said.

Funding for the CHPNA® exam was paid for by the Denise Angel Dussault Caron Fund, which was established by donors Suzanne Mudge, Dr. Clement Dussault and their family members. The fund, which was started after the loss of a loved one, helps support palliative and hospice care training for LNAs and RNs. The fund also helps transform patient rooms and waiting area into more comfortable spaces and provides comfort items for patients and their families, such as sleeping cots and care carts with books, beverages and snacks.

“We wanted to help,” Mudge said. “We often don’t prepare for death,” Dussault added. “So we wanted to support training for LNAs as they are the ones spending the most time with families and patients in their last days of life.”

## Education Corner

Submitted by Jaime Gadwah, Central Clinical Education

Nursing education has been quite busy! Each of the unit educators have been hard at work in their units making sure the staff have all the education and training they need. For July, we have a few things going on:

AVADE training continues on the 1st and 4th Thursday of every month and I have received GREAT feedback from staff who have attended! This training is for all Med/Surg staff and ED staff, as well as those who work as CPSO’s and those who respond to Code Greys. If this describes your position, let your manager know so they can get you signed up. If you’re not in one of these departments but still interested, check with your manager, we will likely be able to add you into a class.

CPI classes resumed as of June 17th! Due to the AVADE training including a physical, hands-on component, we decided to not duplicate efforts and have removed the hands-on training from CPI classes. Going forward, all CPI classes will be scheduled for 4 hours and will include the integrated experience training with de-escalation techniques and non-restrictive risk behavior management.

Nurse Skills Days are being offered in July. This will be the annual mandatory nursing competencies and will be offered over the course of a week. There will be several hours available each day and nurses can come to the training whenever it works best for them. The trainings will be set up like a skills fair and should take no more than 20 or 30 minutes to complete. We are going “back to the basics” for the skills which will include medication administration, blood administration, and point-of-care devices.

I will be working with the practices to come up with skills that pertain to their areas and those skills days will be coming up as well. I have also been working with the practices on an orientation process that will be specific to them. The outpatient, practice world is much different than the inpatient world, therefore the education needs to be tailored to match the specific needs.

A hands-on hoier lift training was done with day surgery staff to help them in preparation for patients needing to be lifted from chairs or even the possibility of a patient needing to be lifted from the



Day Surg working with a hoier lift





bed. This hands-on training has been offered out to other departments as well, sometimes the best way to learn a piece of equipment is just to get your hands on it and use it yourself!

Med/Surg CPSO education day will be offered in July as well, which is a great addition to the education for our CPSO staff.

All in all we remain quite busy and we’re always looking for new topics to teach. Stay tuned for a survey on ideas for upcoming in-person trainings, as COVID restrictions lessen we can start planning ahead for the fall. Thank you all!



# July 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	<b>memorial DAY</b> 			<b>1</b> <b>AVADE TRAINING</b> 8AM - 2PM Rm 126 & 127	<b>2</b>	<b>3</b>
	<b>5</b> HR Orientation & Orientation for All New Hires Day 1	<b>6</b> <b>CPI DE-ESCALATION</b> 10 AM-2PM	<b>7</b> 8am - Shared Governance 9am - Policy Review 9:30am - Product Stds Weekly COVID-19 Update Call with Dr. Rousse: 10 am	<b>8</b>	<b>9</b>	
<b>11</b>	<b>12</b> HR Orientation & Orientation for All New Hires Day 1	<b>13</b> Med/Surg LNA Education Day	<b>14</b> Weekly COVID-19 Update Call with Dr. Rousse: 10 am Safe Patient Handling 2:30 pm Conf Rm 224	<b>15</b>	<b>16</b>	<b>17</b>
	<b>19</b> HR Orientation & Orientation for All New Hires Day 1	<b>20</b> <b>NURSE SKILLS DAYS:</b> Monday 12p-5p Tuesday 3a-1p Wednesday 12p-8p	<b>21</b>	<b>22</b> <b>AVADE TRAINING</b> 8AM - 2PM Rm 126 & 127	<b>23</b> <b>NURSE SKILLS DAYS:</b> Thursday 4p-8p	
<b>25</b>	<b>26</b> ACLS SKILLS 8am-12pm PALS 1pm-5pm SIM LAB HR Orientation & Orientation for All New Hires Day 1	<b>27</b> Day 2 Orientation: All New Clinical Staff 8am - 3pm Conf C & Sim Lab	<b>28</b> Day 3 Orientation: All New Nurses 8am - 12pm Conference Rm C	<b>29</b> Med/Surg CPSO Education Day	<b>30</b> Med/Surg CPSO Education Day	
<p><b>NURSE SKILLS DAYS!</b> We're going "Back to the Basics" for this year's Skills Days. Nursing Skills Days will take place in Conference Room 127. Room and will be set-up and available for the times listed on the calendar and on the postings - COME ANY TIME IN THAT WINDOW. Plan to spend between 20 and 30 minutes. There will be SNACKS AND DRINKS AVAILABLE!</p> <p><b>AVADE Training:</b> Continues on the 1st and 4th Thursday of every month, in rooms 126 &amp; 127 - ask your manager to sign you up!</p> <p><b>CPI:</b> Classes will be focused on non-physical interventions including de-escalation techniques -- all classes will be 4 hours - sign up in Elsevier <a href="https://www.vertex42.com/calendars/blank-calendar.html">https://www.vertex42.com/calendars/blank-calendar.html</a></p>						

## NVRH CELEBRATES NATIONAL NURSING ASSISTANTS WEEK JUNE 17 – 24

Northeastern Vermont Regional Hospital is excited to recognize all of its Nursing Assistants during the 44th annual National Nursing Assistants Week, “Nursing Assistants: Creating a Community of Caring,” Thursday, June 17 to Thursday, June 24.

LNAs provide as much as 85 – 90% of the hands-on care patients experience across health systems, including long-term care facilities and in-patient hospital departments.

According to the National Network of Career Nursing Assistants, “Nursing assistants are key players in the lives of the people in their care. Each day, more than 4.5 million caregiv-

ers provide hands-on care to our nation’s frail, elderly, or chronically challenged citizens in nursing homes and other long term care settings. And the number is growing as an additional 700,000 new positions will need to be filled in the next 25 years.”

The first day of National Nursing Assistants Week, “National Career Nursing Assistants’ Day” recognized nursing assistants who have dedicated their lives to the well-being of others. The following days highlight how LNAs create a community of caring.

In 2018, NVRH’s Medical/Surgical Unit received the Academy of Medical Surgical Nurses (AMSN)

PRISM Award®. This prestigious honor recognizes the collective achievements and contributions of the NVRH Med-Surg nursing staff. Applications were peer reviewed by a team of medical and surgical nurses. During the selection process, the team commented that, “NVRH nurses and LNAs are engaged and flourishing in a supportive environment that encourages education, professional development and recognition or excellence.”

Curious about working as an LNA at NVRH? Visit [nvrh.org/careers](http://nvrh.org/careers) for more information.



## CELEBRATING SUCCESS

**Left:** Jackie Osanitsch, RNC-OB, IBCLC has earned the National Certification Corporation (NCC) Credential in Inpatient Obstetric Nursing. To qualify for the NCC credentialing exam, Jackie needed a minimum of two years’ specialty experience in providing care to patients during the antepartum, intrapartum, postpartum and newborn periods.

Jackie has worked on the Birth Center at NVRH since 2017. During this time she has quickly become an expert Labor & Delivery RN; orienting new staff to the department, and sharing her knowledge and passion for the specialty with new families.

Congratulations on your most recent accomplishment, Jackie!  
— Laura Emery, Director, Birth Center

**Right:** Carly Boudreau is a new grad that started in the ED. She earned her BSN from Colby-Sawyer College. Angel Whitehill ED Clinical Educator and many other educators and managers coordinated her orientation to include an experiences through the inpatient units, some of the clinics and EMS. Her primary Preceptor is Kimberly Raboin ED RN.

Welcome Carly and thank you for helping!

— Darrell Bormann, Director, ED



# NVRH AND UMBRELLA ANNOUNCE SUB-AWARDS RECIPIENTS

Northeastern Vermont Regional Hospital (NVRH) and Umbrella are excited to announce the recipients of the NEK Prevention Center of Excellence Grant (NEK-PCE) program's sub-awards. The awards were granted to local partners whose missions support substance misuse prevention.

"Applicants who received awards demonstrated their learning by creating program proposals that inspired all of us on the Steering Committee to expand our own thinking about the potential impact of this grant to build protective factors for young people," Advisory Committee Member Samantha Stevens, who serves as the Equity and Community Outreach Coordinator for the North Country Supervisory Union, said. "Our potential to end substance misuse in the Northeast Kingdom is enhanced and secured by each community entity and individual understanding the role they can play in that effort. These projects exhibit a full understanding and commitment to a healthier future for everyone."

Competitive sub-award recipients and descriptions are listed below.

**NEK Youth Services** received \$25,000 to increase staff learning through a "Train the Trainer" with Outright Vermont focused on supporting youth within the LGBTQIA+ community as well as training focused on implicit bias and inclusive practices, among other prevention activities.

**Catamount Film & Arts Co.** received \$12,876 to support their Open Stage program which will provide a safe and creative social environment for students to heal and grow as they learn to reintegrate socially post-COVID.

**Big Brothers Big Sisters of VT Inc.** received \$25,000 to provide activities, materials, and community engagement opportunities for mentor matches to participate in that are designed to promote resiliency in

youth, develop healthy coping skills, provide an outlet for creativity, and build upon teamwork and leadership skills through a DEI lens with the culmination of a community wide prevention campaign/ activity led by the youth.

**North Country Supervisory Union Encore After School and Summer Programs** received \$23,273 to hire 7 Behavioral and Social Emotional Learning Leaders who will support 7 summer program sites.

**The Community Restorative Justice Center, Inc.** received \$15,000 to support 20 teachers from schools in Caledonia and Essex counties in attending the Summer Institute for Restorative Practices.

**Northwoods Stewardship Center** received \$18,975 to launch their Junior Counselor program which will engage young teens in an empowering program focused on building confidence, connection to place and each other, communication strategies, outdoor skills, and resilience.

**Link Inc.** received \$10,098 to expand their summer open community bike shop in St. Johnsbury and expand youth employment.

**Northeast Kingdom Human Services, Inc.** received \$16,008 support strategies to reduce mental health risk factors for substance abuse through education for community members, employees, and caregiver/ family members.

**Stable Connections, Inc.** – financial approval amount pending; eight themed weeks for youth led by an Equine Specialist and a Mental Health Professional. These themed weeks will aim to build protective factors such as coping skills, getting along well with others and understanding of self and others' emotions.

"With this grant, we are able to

address some of the most pervasive inequities in our community that lead to LGBTQIA+ youth using substances," Dan Brogan of NEK Youth Services, said. "Our purpose is to intentionally foster strong and healthy relationships...We know that there are disparities LGBTQIA+ youth face in the NEK, including a lack of positive adult relationships, increased substance use, and suicidal ideation, and we recognize that this effort will take all members of our community to learn and grow to have a truly inclusive Kingdom."

Non-competitive recipients include 302 Cares, a community coalition committed to supporting and celebrating the health and wellness of all people, which received \$9,750 to support their Prevention Coalition, located in Wells River, and Northern Counties Health Care (NCHC), which received \$25,000 to address substance misuse prevention at the regional level through the development of a plan to address the social determinants of health in Orleans and northern Essex Counties.

"At the heart of this work is really a shared understanding that there is much more to health than healthcare," NCHC Director of Quality Initiatives/ Compliance and Privacy Officer Kari White said. "If we are 'all in' on creating the conditions for communities to thrive and prosper, we need to acknowledge the deep and complex roots of the challenges that prevent optimal health and well-being and contribute to adoption of risk behaviors as coping strategies."

The total amount funded for competitive grantees was \$146,294. Total funding altogether was: \$180,980.

The sub-award recipients will utilize evidence-based and promising primary and secondary prevention strategies for reducing one or more of the following in the Northeast Kingdom of Vermont: underage drinking; high risk alcohol

consumption; marijuana and tobacco misuse; prescription drug including prescription opioid and stimulant misuse; illicit stimulant use (including cocaine) and illicit opioid use (including heroin). Project activities must primarily impact the individuals or communities in the St. Johnsbury service area and/or the Newport service area.

“Together we need to test new and emergent ways for a broad set of stakeholders to build the trust necessary to collaborate at the root to resolve these challenges; structure and resource this collaboration effectively; and commit to evaluation, measurement and continuous improvement of not only the strategies and interventions developed by the collaboration, but the very collaboration itself,” White added.

The grant, which totals \$450,000, tackles two components of

prevention: the promotion of healthy lifestyles and norms that reduce the risks associated with the use of alcohol, tobacco and other drugs and the reduction of the impact of those at higher-than-average risk for substance misuse. The grant also aims to build substance use primary and secondary prevention capacity and infrastructure at the community and regional levels.

Funding was made possible by the Vermont Department of Health Division of Alcohol and Drug Abuse Programs. To learn more and contact the Prevention Center of Excellence Program Managers Cheryl Chandler and Amanda Cochrane, visit [nvrh.org/nek-pce](http://nvrh.org/nek-pce).

## What our patients are saying about us.

### PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

#### Ambulatory Surgery

- I appreciated that I had the same nurse for the whole experience. I also appreciate that the surgeon waited for the anesthesia to wear off to follow up.
- Kind, caring, welcoming, understanding, excellent!
- From the moment I went through the door @ 9:30 a.m., until I left at 4:30 p.m., my experience was wonderful! All staff were wonderful! As well as Four Seasons Orthopedic staff! And of course Dr. Prohaska!
- I felt very comfortable having the surgery.
- I was very pleased with the nurse that took care of me before and after the procedure. She was attentive, comforting, and knowledgeable and had an excellent bed side manner. Her name was Kim.
- This was the very best experience that I have ever had at NVRH. EVERYONE was kind and thoughtful. I did not feel rushed at all. I received excellent care and attention.
- NVRH rocks!!
- Nurses Kim and Jackie were wonderful. Dr. Kaufman & anesthesiologist, David were informative & friendly. Kim was with me before surgery & afterwards. Kept me supplied with warm blankets - very comforting. Staff were all first rate and made a colonoscopy almost a pleasant experience.
- They couldn't been more helpful & informative.
- My day started with an amazing group of very professional individuals, and ended the same way - I could not have asked for a better group in day surgery. They were amazing - Made me feel very comfortable.
- Everyone was excellent.
- Kim, Angela, Jackie and all the staff were great. The male anesthesiologist who put in the IV was good. The doctor was good. Overall the whole experience was as comfortable as possible.
- Every procedure I had was excellent I would recommend doctor and staff to anyone they were all great, I thank them all.
- I felt well cared for and very safe. Kudos to: David & Austin (anesthesia), Kim & Holly (pre-op) and Tony (OR).

- Miscommunication between Norris Cotton Cancer Center & surgeon in reference to local anesthesia vs. mild sedation. Worked out to my satisfaction.
- My day surgery nurse was great!
- My nurse Jodi was very helpful she calmed me down so I did not need any anesthesia at all! She should get a raise!!
- Wonderful!! Went very good.
- Everyone was very pleasant and helpful. I was very pleased with everyone. Excellent care.
- Everyone I had contact with during my hip-replacement, surgeon, team, and all nurses were fantastic & very professional. They've helped me get my active life back.
- I thought that the whole thing went great and the staff was great.
- They are like family to me. Very friendly and caring. They will answer any questions you have, my CAT - surgery went well. I recommended this hospital #1 it's the best.
- Everything went as well as they said. Thanks to all.

#### Emergency Department

- The doctor I saw was amazing!
- It was less than 5 minutes before I was seen.
- Was seen right away.
- Very good and reassuring visit. Will go again if needed.
- Was kept warm and safe during transport from exam room to x-ray and back.
- Took us right in and nurse came immediately.
- Everyone was excellent. Very fast getting into exam room & treatment was quick and professional.
- Everything went well everyone was knowledgeable.
- Took me right in. No waiting.
- They could not have gotten my mom in and taken care of any faster. Nothing but high praise from us.
- Was great and explained everything to us.
- Could not have done a better job.
- Dr. Richard was amazing! Took excellent care of me!
- All staff & doctors did an extremely good job.
- Was taken care of quickly & in a friendly manner.

- Very good all.
- I have so much respect for St. Jay Hospital staff - on the floor and the ER. They made my overnight night stay very comfortable.
- Now that we have COVID you're in and out and are better cared for.
- Very good care & great personality.
- Great experience.
- I am very thankful to the ambulance workers, nurses and technicians that helped me. Dr. Richard Taylor was excellent and attentive to me, and is a very good doctor. The ER staff were also very good. It is nice to know the excellent and compassionate people working there.
- Was a lengthy but positive experience.
- I felt very well cared for. Transfer to the hospital was ok. Very good care.
- Dr. Spicer was great. He was quick, to the point & helpful. He was very respectful as well!
- Everyone was wonderful from the moment I walked in the door! If I could send flowers to each and every one of them I would! Thank you!
- I usually dread going to the ER, especially at 9 PM on a Saturday night, but this was the quickest visit that I've ever had at NVRH. I was very happy about that! I usually go to the ER between 4 & 6 AM because I can get seen quicker but this time was great! Thank you!

## INPATIENT

### MedSurg

- Actually cared about me - felt so reassured by their treatment/ concern.
- Over the top to see to my comfort (both mentally & physically).
- I had the best nurses EVER!!!
- I loved all of my nurses they were also the best ever!!
- The meals were of the best, I have ever had in a hospital!
- I had very good staff. I had very good help!
- I had a very good experience I love the nurses and doctors.
- I loved my doctor, she was so good to me!!
- The nurses were very kind and understanding towards me.
- Explained why certain things were being done.
- For an ER visit turned emergency surgery I could not have asked for better support! If I could go back and thank each one I would! Thank you all so much!
- Everyone was kind and gentle. I was sad & scared and they all helped. They all knew I was scared & nervous & they went above & beyond to try and help.
- They were all wonderful. If I could send them all flowers I would.

### Birth Center

- Best nurses we've had at the hospitals during any stays we've had.
- Wasn't there at cleaning time. Room was excellent when I arrived - left in the morning before cleaning time.
- Very experienced, felt totally confident in the care of the nurse midwives at NVRH.
- Always have had positive experiences at this hospital.
- Very patient centered hospital.
- The nurses were exceptional and very kind and compassionate toward me.
- The food was very good and was what my husband and I

ordered. The staff was very kind too.

## ICU

- Staff were very caring!
- The ICU nurses are all awesome!!
- Cafeteria tried its best, but it was institutional food.
- They were right on top of things.
- They were very friendly, good sense of humor! Answered any question they could.
- Food was good.
- Always have excellent care at ER - and when I had my 2 knee replacements and now this recent stay.

## MEDICAL PRACTICES

### Corner Medical

- Adelaide spent a good amount of time with me, 45 minutes
- Very polite, helpful staff
- Care provider was excellent.
- All very good.
- Joyce is excellent!
- Care provider is wonderful, friendly, caring, and knowledgeable.
- Doctor apologized for being late
- Very receptive and did the job well
- I was taken right in
- I have hope future treatment plans will help me to live a better quality of life
- The entire staff are respectful, courteous and helpful. In twenty years I have never had a bad experience
- Dr. Dobbertin is absolutely fantastic! She went above and beyond to see me on Thursday after a scheduling issue arose and was great about putting next steps in place. She understood the necessity of me needing to see her.
- Excellent
- Amy has been great and went out of her way to see me when the appointment time issue arose.
- Dr. Sullivan and the staff provide excellent care.
- Prompt & professional.
- Great clinic!
- Excellent experience. Everyone was helpful and professional.
- Adelaide is professional, intelligent, understanding of idiosyncrasies, caring, and thorough. Thank you.
- Dr. Dobbertin is TOPS!
- COVID protocols slow things down, but staff are doing the best they can.
- I was very impressed with your COVID-19 precautions. Physically getting into the clinic was quiet and well-orchestrated. It was very easy to follow instructions.
- Good experience as usual, easy to talk to and knowledgeable and efficient.
- I was reminded on my portal to pre-register. I was also sent a paper copy to update my records. All good timing contributing to a successful and prepared visit.
- Good experience. She's very thorough, listens well and is easy

- to talk with.
- Very good as always.
- Amanda Trucott - excellent & very thorough - very helpful.
- She was very good - helpful.
- Very Friendly
- Dr. Broderick is great!
- Mary's great!
- Amy is awesome!
- No wait time.
- Always pleasant!
- Dr. Sullivan took time to answer my questions. Made me feel heard. Thank you
- Amy is wonderful.
- Excellent. Messaged through portal Sunday night, Dr. Dobbertin was able to see me the next day, Monday. Tuesday I have already had an ultrasound.
- I appreciated Dr. Broderick's support for my self-directed plan for treating cholesterol and high blood pressure. We seem to be making progress.
- It's always easy, prompt and courteous
- Doctor is incredibly knowledgeable.
- They follow so well COVID cleanliness protection.
- I am amazed at how quick tests were scheduled and in my portal!!
- My experience with Corner Medical has been very positive.
- I didn't have any wait time or delays
- Always have excellent attention with everyone.
- Everyone was courteous and pleasant.
- We've always been satisfied with the care and concern of the doctors and nurses at Corner Medical, Dr. Sullivan is great!
- As always very good in every area.

### Kingdom Internal Medicine

- So happy I switched to this practice!
- The receptionists are very friendly.
- I am so happy with my provider! I have never really loved any primary care provider until now in this office!
- The nurse was fantastic and very kind
- We have the best there is. Our hosp. and med. teams are a great source of comfort to us all who know it.
- Diane is the best!
- very pleasant experience, incredibly grateful
- Dr. Lee is the best there is, she gets to the bottom of it.
- Joyce is great!
- The ladies in the office are always very nice. The nurses are always so nice and pleasant.
- Always look forward to my appointments.
- Outstanding personnel.
- Leave you with a sense of truly caring.
- Very thorough.
- Professional & efficient.
- Excellent!
- Dianne is excellent! She is pleasant, kind, and a very good listener.
- Everyone was so pleasant and helpful.
- Dr. Lee thoroughly explained my lab results and recommended options for treating my chronic dry eye.
- Everything was exceptional.

- Everyone was helpful and the visit enlightened me.
- She listened and answered my questions.
- All good. The staff is so nice and helpful.
- No delays or wait time.
- Very happy with the care I receive at Kingdom Internal.
- Nurses were very nice.
- Cleanliness was great.
- She was so nice!
- My appointment was right on time.
- Everything was done well.

### North Country Otolaryngology/Audiology

- Among all the NVRH practices, I find yours to be the simplest to deal with every time.
- Great service from the staff. secretaries and office people
- Very satisfied - would highly recommend.
- The complete staff are great. They exemplify a positive and friendly attitude. They go above and beyond. Please pass along my appreciation. Thank you.
- Was able to be seen right away due to a cancellation.
- Dr. Fitzpatrick was straight to the point and explained everything clearly. He made us feel confident with the care our daughter was receiving. Would 100% recommend others with small children to him.
- Do a very good job on reminding you of your appointment.
- Everything went very well

### Specialty Clinics

- I'm very happy with all that was done for me.
- Ashley Gerrish was my care giver. She is wonderful - makes you feel relaxed! She was cheerful, thoughtful and knowledgeable.
- As always, it went perfectly. Nurse Chelsea is outstanding!
- There were no delays!
- Nothing wrong keep up the good work.
- Telehealth visit not in clinic. Went very well.
- I met Dr. Korsh first time in September and he took time, x-rayed my shoulder and explained every detail to me and offered me options. Excellent Dr. PA Mark was the first time I met him and he is so personable.
- Connie was awesome both times I've been there.
- No wait time, took me right in. I was there for approximately 1/2 hr.
- Visit was pre-scheduled to my satisfaction.
- All excellent.
- Dr. Korsh is awesome and his PA was great. He gave me my shot and I didn't realize he had done it, so good and both so personable. I like going there.
- Excellent team approach!
- There was no waiting, great flow!
- No delays.
- I really love \*Dr. Van Stratton for my neurologist. She is excellent.
- The highest rating on the form is 'very good - 5.' If the form provided a higher rating (such as 'outstanding - 6,' I would have checked that. Dr. Dixon was truly exceptional regarding all five issues.
- Dr. Korsch was very patient, knowledgeable & professional took lots of time with me and explained things well. Very impressed with him!
- I would recommend to others.
- Very helpful.
- I have no complaints.
- That office is very good.
- Overall a good experience with the office.

- No waiting.
- The doctor was very informed, and easy to talk to.
- Dealing with COVID. I felt they did a good job with checking people entering the hospital.
- The office appointment proceeded very efficiently.
- So glad that Dr. Dixon and his staff were in my area to address my condition.
- Excellent experiences.
- Very professional and informative.
- All personnel are very concerned for my privacy and very protective with cleaning self and materials that I touched like light system etc.
- All nurses were excellent & Tracy is very attentive at making sure results are reported to Dr. Hammer and myself. Kara is also very careful with treatment of Puva.
- Very pleased with the results and care getting to that point by all caregivers I came to meet.
- Could not be better. Very professional and congenial. Have had many contacts over the years with Puva this was an A+ experience with excellent results.
- Scheduled next day.
- Everyone made me feel at ease.
- I was very nervous and Trisha made me feel so comfortable - excellent provider.
- Had no delays - needed an excision was able to come back later in day to have done - excellent service.
- Dr. Van Straten and staff were very concerned and caring. Excellent.
- Totally satisfied with whole visit.
- It went very well!

### St. Johnsbury Pediatrics

- The nurse did fantastic encouraging my son to cooperate and staying patient with his difficult behavior.
- Dr. Josh is hands down the most amazing pediatrician. His care, knowledge, and patience are phenomenal and I couldn't recommend him highly enough to others.
- I've always been able to get an appointment fairly quickly when I need one.
- Brenda was wonderful. She was kind and understanding and informative.
- My daughter was distraught about being there and the nurse was great about trying things to help make her happy
- Whenever we have a visit scheduled we try so hard to get in with Dr. Josh because he is so informative, patient (especially when my daughter is climbing on everything and my attention is spread all over the place!) and so incredibly kind. He never makes you feel rushed or that you're asking a 'stupid question'. He entertains all questions and concerns that I have regardless of how trivial or worrisome they may be. Hands down best pediatrician out there.
- Dr. Josh listens to our questions/concerns with great attention, and answers them with detail! We never feel rushed or unheard!

### Women's Wellness

- The nurse has been there a while and yet she can read each patient for their nerves and knowledge very well
- COVID protocols were wonderful. Thank you for requiring everyone to be masked.
- You can tell that 95% of this clinic enjoy working here
- My nurse and doctor were a well-oiled machine!
- It was one of the best colpol experiences I've had.

- It's always a good experience to visit the Women's Wellness Center. I have been going there since 1994!
- It was my first meeting with Dr. O'Connor and it was a positive experience. I felt comfortable with her right away.
- Dr. O'Connor and her staff are amazing. They care so much about their patients and make sure they are comfortable with everything that is being done. I would highly recommend them
- Meghan Haygood is an EXCEPTIONAL provider, knowledgeable, caring & compassionate.
- Care provider was as kind and considerate. She listened to my concerns and was very helpful with suggestions and making another appointment.
- Megan is excellent.

## OUTPATIENT

### Diagnostic Imaging

- I appreciated the truthful, concise answers and friendliness that balanced a professional demeanor.
- The receptionist was extremely friendly.
- Greeted with smiles therefore making registration extremely comforting, friendly and efficient
- No waiting...
- The radiologist was kind, efficient and took great care to make sure I felt comfortable during the procedure
- Sue's great!
- The technician was kind and gentle. Thank you.
- Very good. I'm always nervous about tests, but everyone was patient with me and help to calm any nerves I had. Caring & thoughtful about my care.
- No complaints. Follow up check. All is good!
- Everyone was kind & respectful made me very comfortable.
- Everything went smoothly.
- I was so full of anxiety & stress that day. The staff really worked together to calm and assure me throughout the whole morning. Had 2 tests back to back.
- Very pleasant.
- Tyler is awesome. Nick did a great job putting in IV.
- Staff worked very well together, made me feel comfortable and explained everything to me.
- Everyone was very welcoming!
- The staff could not have been better!
- Everything was explained before it was done. Very kind and respectful. Nice and made me feel at ease.
- Exceptional service was provided by all of the staff who assisted me at NVRH - thank you!
- No wait time. Efficient use of time without feeling rushed. Friendly staff.
- We are very proud to be part of the NVRH community.
- Very friendly people
- Jessica was the best! Very friendly and she made me feel very comfortable. Great attitude! She gets a 10 from me.
- The staff were all very courteous and kind
- The technicians took time to listen and help me better understand the CT scan. I never felt like a number being pushed through the system.
- Excellent experience. Never was on a treadmill & 2 women working that day were extremely kind & professional.
- Excellent COVID-19 protocol.
- Safe, efficient, and 100% friendly
- I've always been treated fine at NVRH.
- I really liked being able to pre-register online.

- Keep doing what you are doing. I was very happy with the care! Thank you!
- Very pleasant.
- I would recommend NVRH to anyone for anything. The level of professionalism combined with the warmth of a small town hospital amounts to outstanding experience every time.
- Love the blanket warmer! Such a treat!
- No concerns or complaints.
- Very comfortable.
- You all have created a very friendly work environment!
- All my questions were answered professionally!
- I accidentally left my watch in the changing area. The staff immediately called and alerted me. I was thankful for their prompt attention to that oversight on my part. Even the ladies at the COVID check-in desk had been alerted that I needed to simply retrieve my watch so I did not have to wait and recheck in when I had just walked out the door.
- I live in Newport, VT, and ALWAYS recommend your hospital & Women's Clinic over the hospital less than five minutes to my house. Keep up the great work!!
- The mammogram technician was very friendly & made me feel at ease.
- I was very impressed with speed & courtesy of everyone involved in my whole experience. I arrived 10 minutes early and was out 15 minutes later! Awesome experience!
- I had a very positive experience at NVRH.

### Laboratory & COVID Testing

- I received the best care possible on my recent visit. Thank you.
- Friendly - quick.
- I have always been satisfied with the care at NURH.
- Staff was quit competent and courteous. Considering that the lab tech/phlebotomist used to work for me; she was quite gentle.
- They were very kind, as I was in town earlier than my appointment and upon my request of them fitting me in earlier as I was 1 hour away from home and my appointment was 2 hours till, she graciously fit me in, even though they were busy there was a time slot open! So very nice of them!
- This appointment was made for me by my doctor's office staff.
- Melissa was incredible with my children and I, very personable.
- A well-oiled machine!
- I would recommend your facility as one of the best.
- All of the staff were very friendly.
- My appointment was for 9:40 and I was tested @ 9:35. Great job - very efficient!
- The COVID testing tent is run efficiently and effectively. I received my results within 24 hrs.
- Hardly felt her drawing the blood
- They helped me to be able to hear, wrote out instructions for me when needed
- They are a good crew
- Very good experience - no waiting - no discomfort - no complaints

from me.

- Registered by phone - very quick and easy.
- I was in my car the entire time. Nurse was very pleasant while she tested me for COVID-19.
- No concerns or complaints.
- Pre-registered over phone

## PHYSICAL THERAPY

### Northern Physical Therapy

- Matt was outstanding! Answered all questions thoroughly; provided exercises appropriate to my situation & age; illustrated how to do those exercises.
- Krista went out of her way to help me and additional concerns.
- Therapist is terrific.
- Great!
- 5/5/21 was my 1st visit with Nick. I have seen Karey quite a few times. Both are very competent caring people and I like them both. I give them both A+.
- Excellent services. Thank you!

### Dan Wyand PT & OT

- Fantastic.
- Always has been excellent.
- Mike Matteis is the BEST! Really explains things.
- I Didn't have to wait.
- Very helpful to me as I was in GREAT pain.
- Great staff - great safety!
- Caring thoughtful staff.
- Great team, wonderfully engaged, informed & patient/client-centered. I have already recommended the team to others.
- Always excellent.
- Superb professionals.
- I'd recommend anyone work with Dan Wheeler & the entire staff at Wyand PT in St J. It's been a tremendously helpful step in my recovery process!
- All staff at Wyand PT were extremely professional, nice, and helpful during my visit.
- Dan Wheeler did an amazing job of assessing my condition, explaining next steps, answering questions, providing stretches to improve my condition, etc.
- I believe they were very efficient.
- I have no complaints.