

St. Johnsbury Pediatrics' Dr. Elaine Stasny Retires

After 22 years of providing care to children in the community, pediatrician Dr. Elaine Stasny has retired from St. Johnsbury Pediatrics.

Dr. Stasny worked 10 years in Montana and New Mexico before she joined Dr. Mark Price, Dr. Karyn Patno and a nurse practitioner at Northeastern Vermont Regional Hospital in 1999.

"It was neat because I had been in residency with Dr. Price and Dr. Patno at UVM," Dr. Stasny says. "They were both two years ahead of me, and at NVRH, we were on-call every third night and weekend. We didn't get a break until we had a fourth person join us!"



HAPPY RETIREMENT DR. STASNY!

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August 2021

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It's National Breastfeeding Awareness Month!



Did you know that you can get the COVID-19 vaccine and still breastfeed? According to a new study, there is no sign of the Messenger RNA from vaccines against COVID-19 detected in breastmilk.

"We are seeing that breastmilk contains antibodies, which may help protect your baby from getting COVID-19," says Dr. Kim Johnson, OB/GYN.

To read more about this new study, [click here](#).

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 **August 20, 2021** for the September issue.

The pediatrics practice has expanded steadily over the years, and Dr. Stasny along with the other providers worked through several changes, including a remodeling which gave them more space and updated rooms.

Another change Dr. Stasny and the providers encountered in their work was an increase in mental health needs.

"We rarely see the severity of illness in newborns that we used to," Dr. Stasny says. "We used to work much more with antibiotics, because that was the treatment that so many children and adolescents needed. Now we are much more involved with mental health concerns."

An increase in mental health crises and suicidality, especially during the pandemic, has become a focus for St. Johnsbury Pediatrics. The practice, which sees more than 13,000 patients annually, added a full-time, on-site behavioral health specialist

to its medical team. The practice has also received a COVID Relief Suicide Safer Care Mini-Grant to support suicide awareness and response training for staff, and is participating in the Vermont Zero Suicide Initiative. All patients ages 11 and up are screened for mental health challenges and substance abuse issues, and providers have access to an on-call child/adolescent psychiatrist.

"I know our community will find creative ways to address these mental health issues," Dr. Stasny says. "The energetic young folks are stepping up to do amazing things."

"Of course I'll miss the families and I'll miss the daily stimulation of the wonderful, smart team of providers and staff at our office," Dr. Stasny adds. "But I won't miss the pager going off when I'm asleep!"

Dr. Stasny is proud to have been part of the NVRH team.

"We have so much going on here that is the envy of our colleagues in other parts of the state and country," she says. "I especially thank the Birth Center and

our lactation specialists for their baby-friendly work and steadfast support of breastfeeding. Oh, and our Care Coordinators are the best!"

Dr. Stasny is a certified Nordic ski instructor and hopes to teach somewhere in the winters ahead. She also plans to continue playing oboe with the Vermont Philharmonic Orchestra, and other groups in the state.

"But first, I am taking a fishing trip to a remote river in Alaska," she adds. "Hopefully I will bring home some delicious salmon!"



World Breastfeeding Week was Sun., Aug. 1 to Sat., Aug. 7

OBJECTIVES OF #WBW2021



Inform

people about the importance of protecting breastfeeding



Anchor

breastfeeding support as a vital public health responsibility



Engage

with individuals and organisations for greater impact



Galvanise

action on protecting breastfeeding to improve public health

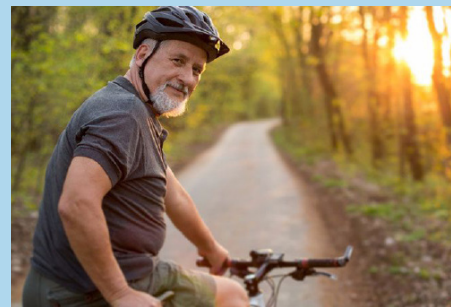
WABA | WORLD BREASTFEEDING WEEK 2021



JULY'S VEGGIE VAN GO

301 families received yogurt, eggs, cottage cheese, corn, lettuce, cauliflower, tomatoes, and cucumbers! We also had people take advantage of the free feminine hygiene products that were available from an individual donor to the Food Bank at VeggieVanGo this month. A big thank you to the Vermont Foodbank and to all the volunteers!

The next VeggieVanGo will be
Thursday, August 19, 10 - 11 a.m.



If you have invested in NVRH's mission by regularly supporting our work or volunteering your time, please consider a planned gift. There are many easy ways to do this! For more info, contact Emily Hutchison, Director of Philanthropy at 802-748-8486 or e.hutchison@nvrh.org

New Art Show in the Gray Gallery

Cynthia DeKett

Artist and author of *Emrysia: The Three Sisters Trilogy* (*Emrysia Awakening, Lament & Endurance*), Cynthia DeKett (aka C.A. Morgan) is a 1982 cum laude graduate of Ferris State University's Commercial Art program, and has studied independently under artists Margaret Tvedten, Pat Deadman and Stephen Huneck. In 1988 she completed instruction through the Institute of Children's Literature in Redding Ridge, CT. A lifelong learner and champion dream chaser, she continues to grow as an artist and autodidact, and loves to encourage others to develop and contribute what only they may to the world.

Formerly, Ms. DeKett provided private art instruction for elementary school students in Harbor Springs, MI, and for various adults and local homeschoolers, as well as working in a variety of art related and teaching fields including: managing an art gallery, framing shop, kitchen & bath design showroom, and as head painter for the Stephen Huneck Gallery. For three years, she taught music to the students at Good Shepherd Catholic School, and is currently in her fourth year of teaching art there. When time allows, she works from home as a freelance & fine artist, writer & author. She is a staunch supporter of the arts and local libraries, having donated numerable hours painting scenery for Vermont Children's Theater, as well as

several pieces of artwork, most notably "The Baby Sitter" - an "illuminated" child-sized hardwood chair which fetched \$4000 for the St. Johnsbury Athenaeum Charity Auction.

From northern Michigan to remote mountainside in Vermont's Northeast Kingdom, she is equally at home on stage or in her garden, and loves sharing her gift of music in both church and hospice choirs. Current projects include: completing illustrations for her children's book on the fears associated with diagnostic testing, which she hopes will raise funds for CHAD (Children's Hospital at Dartmouth); rounding out her trilogy with a prequel and sequel (which she will also illustrate) and making art furniture. She and husband, Roger are enjoying a quieter house these days, raising their fifth child with occasional unsolicited advice from their four adult children.

To learn more visit her online at: www.camorganwrites.com and facebook.com/reademrysia



"I specialize in portraiture, though lately have been playing with landscapes and floral paintings. Most of my time, of course, is spent preparing projects for my students with and emphasis on creatively upcycling materials. Nothing gives me more pleasure than turning something that would normally be discarded into a beautiful work of art."

Rising Temperatures Impact Environmental, Human Health

By Katie Bocchino, Director of Healthcare Integration

This year the NEK has already experienced abnormally hot temperatures accompanied by high humidity. Hotter weather is something we've been experiencing more and more frequently. In fact, 2020 was the second-warmest year on record, and nine of the 10 warmest years on record have occurred since 2005, according to the National Oceanic and Atmospheric Alliance.

These hotter temperatures are a result of climate change. "Climate change is the long-term impact on the air and water of the planet being caused by our introduction of certain gasses – greenhouse gasses – that are slowly warming up the planet and the oceans, and shifting the environment from its very stable position to a whole new arena that could become unstable, which would be an enormous threat to all living things," said Dan Quinlan, Chairperson of the VT Climate and Health Alliance (VtCHA).

VtCHA is a group of health professionals concerned about climate change and its impacts, with a mission of using their expertise to inform the public and lawmakers about the effects of climate change on human and animal health.

"The U.S. is already seeing impacts of climate change: the forest fires, the heatwaves, the high-tide flooding," Quinlan said. "It's not a remote, next-century thing. It's already happening and we need to get moving."

The changing climate doesn't just impact the weather we experience. It also impacts human health.

"Climate change is first and foremost a health issue," Quinlan said. Climate change can cause increased risk of respiratory and heat-related illness, illness from contaminated water, food insecurity, poor nutrition and disease from insects.

In the extreme heat, like what we've already experienced twice this year, people can have difficulty breathing and suffer from heat-related illness including heat rashes, heat stroke and heat exhaustion. But climate change doesn't just affect our summer temperatures, it affects our winters as well. Data from the VT Department of Health (VDH) shows that our winters are shorter, which Quinlan said impacts our insect population and our tourism industry.

Quinlan said NEK residents may be seeing a "tick infestation" due to warmer average temperatures, which can be extremely harmful to our animal populations. He said residents may have noticed a dwindling moose population, which scientists are attributing to increased numbers of ticks. A study conducted in 2017 – 2019 in Essex County found that winter ticks caused 74 percent of all mortalities in the moose population, according to the VT Department of Fish and Wildlife.

"People are starting to see what's happening to the herds," Quinlan said. He added that a thriving tick population puts people at greater risk of disease carried by ticks.

Winter temperatures are rising quickly in the northeast. According to the VtCHA website, the average temperature in Burlington has risen seven degrees Fahrenheit since 1970. Quinlan said VT is already starting to see the impacts of climate change on the ski industry, with shorter ski seasons, lower than average snow fall, and warmer days and colder nights, creating less than ideal ski conditions.

Warmer average temperatures will also have an impact on agriculture and food production, Quinlan said. Extreme differences between hot and cold temperatures are growing, he said, which will lead to more

and heavier rain, which will increase the variability in the farming conditions that farmers will see.

Although VT may not be experiencing impacts of climate change as severely as other states, Quinlan said we are still seeing its impacts and we need to act quickly and do what we can to respond.

Quinlan said home weatherization is one way to address energy, health and environmental issues. VDH has a weatherization program designed to make homes for low-income households more energy efficient, which Quinlan called a "triple win."

He explained that weatherizing your home significantly lowers energy costs, reduces greenhouse gas emissions, and can improve health and lower medical bills. He gave an example that weatherizing a home helps with issues such as mold and mildew and can provide cleaner air indoor air quality, which would create a healthier environment for someone with a respiratory condition.

When asked how NEK residents can help combat climate change, Quinlan said the first thing people can do is to contact your legislators.

"Phone calls and emails make a huge difference," he said. "We have a lot of entities in the state who are working on these issues and they're looking for public support."

To find and contact your legislator, visit <https://legislature.VT.gov/>.

Looking to get started on weatherizing your house? HEAT Squad and The VT Low Income Trust for Electricity (VLITE) seek to help income eligible homeowners in the NEK save on their energy bills. More info available at heatsquad.org.



And the winner of the Corn Hole Championship is Shut Your Corn Hole, Dorothy Brown & Shawn Burroughs!

Runners Up: These Bags Are Real, Melissa Gagnon & Rebecca Simpson. Special thanks to Richard "The Expert" Degreenia and Greg "Curly" Lepine for the fine color commentary and play-by-play coverage, DJ Rousseau for the last minute contribution of his time and real expertise with the sound system, Dietary for providing the prize corn muffins, philanthropy for the donation of drinks for prizes.

HEALTH CARE SHARE

Northeastern Vermont Regional Hospital is once again partnering with the Vermont Youth Conservation Corp to offer Health Care Share. Health Care Share is a farm-to-hospital public health program that connects Vermonters with fresh healthy local food.

Participants receive a large bag of locally grown produce each week for twelve weeks. The participants in the program were referred by their healthcare provider, by the NVRH Community Connections staff, or recruited by hospital staff. Thirty families are again participating this year.

According to Vermont Department of Health data, only 23% of teens and 18% of adults in Caledonia County get the recommended number of fruits and vegetables each day.

The food comes from farms in Vermont run by the Vermont Youth Conservation Corps. Each week during the growing



season, the Farm Corps Members grow and pack vegetables and herbs for about 400 families in the Health Care Share program in Vermont.

The Health Care Share program is free to participants, funded solely by NVRH

as part of the Community Benefits allocation. Each of the families served in 2021 represents a success. The 30 participants (with a total of 74 people) benefitted from free, locally-grown vegetables and fruits, and nutrition education.

READERS ARE ASKING...

LYNN GOULDING, TOBACCO CESSATION SPECIALIST

Question: Is there group support to quit smoking?

Answer: Yes! Are you ready to quit? NVRH is offering the Freedom From Smoking class starting August 31, 2021. Freedom From Smoking is an intensive seven week, eight session group course designed by the American Lung Association to help people break their addiction to nicotine. This evidence-based program is highly structured with a focus on behavior change. Being held virtually from 1:30-3:30 pm, participants spend time planning for their quit date and reviewing coping strategies to set themselves up for success. To register for this free class, call Jen Grant at 802-748-9405, extension 1026 or email her at jenniferg@nchcv.org.

Locally, a Nicotine Anonymous group runs Tuesdays from 4 to 5 p.m. at the Kingdom Recovery Center at 297 Summer St. St. Johnsbury VT. For more information on this group, you can call 802-751-8520.

If you are looking for more support online, the American Lung Association also offers: “ ‘Freedom from Smoking Plus,’ A user-friendly interface helps you create a personal quit smoking plan on your desktop, tablet or smartphone. Through interactive features that include videos, quizzes and activities, Freedom From Smoking Plus walks you through the quitting process and offers a surround sound of support from our Lung HelpLine counselors and other quitters through our online community. See a free demo of this program here and an online support group”.

VT 802 Quits is there to help you with not only Nicotine Replacement products (patches, gum, lozenges), they also have an interactive quit date plan you do on line. They support via texting and emails and other online resources. If you are on Medicaid, you may be eligible for \$150.00 gift cards for participating with the 802 programs. Check it out at <https://802quits.org/>

The benefits of quitting are immediate. 20 minutes after quitting your heart rate drops to a normal level and 12 hours after quitting the carbon monoxide level in your blood drops to normal. (American Lung Association).

From your Tobacco Treatment Specialists at NVRH - There is no better time than today to reach out to get support in quitting!

Auxiliary/Volunteer News

By Pat Forest, Director Volunteer Services & Security

Time to submit your Wish List items to the NVRH Auxiliary. Here is the criteria for the Wish List items:

The NVRH Auxiliary will begin the process of accepting Wish List Requests from hospital departments. All departments are qualified to submit a proposal for new equipment or services that would not be in their regular capital budget requests. These items cannot be for staffing positions, but can be used for equipment or services that would support patients and staff. The focus is always on the patients in determining which projects the Auxiliary will support.

Please submit a letter to the Auxiliary stating

- What the equipment or service is for.
- How much it will cost to provide the service or purchase the equipment
- How many patients will be served.
- How will the award impact your ability to provide service to the patients.

The Auxiliary rarely reaches out to the departments to discuss their proposals, so please be clear, concise and convincing in your proposals. If you have any questions, you can reach out to Pat p.forest@nvrh.org (x7310) or Lorraine (Auxiliary President) (626-8589 lomatteis@charter.net) for guidance on whether a particular piece of equipment/service would be something

they generally would support.

The deadline to submit proposals is by the end of day on Friday, August 13, 2021. All proposals should be delivered to Pat Forest in Volunteer Services who will deliver all proposals to the Executive Committee of the Auxiliary. Good Luck everyone!

Upcoming Events

Red Cross Blood Drive

Tues. Aug. 31, 11:00 a.m. – 4:00 p.m. (severe blood shortage). Please consider giving or covering the registration desk if you can.

Uniform Professionals

Fri., Sept. 10, 7:00 a.m. – 4:00 p.m.

Education Corner

Submitted by Jaime Gadwah, Central Clinical Education

Education continues to roll along, we are busy making big plans for the fall. We completed a survey to all nurses – thanks for your responses! The biggest requests were education on pediatric mental health and cardiology! Each choice we gave had some interest though so I think we'll have plenty of topics for lunch n' learns – stay tuned!

We held a phlebotomy class this month which went great. An IV class is scheduled for August 12, from 10 a.m. to 2 p.m., please sign up in Elsevier if you're interested. We continue to offer AVADE trainings twice per month (your supervisor can sign you up) and CPI classes once to twice monthly (you can sign yourself up).

We are making plans for the LNA annual mandatory skills week for either August or September, which should be lots of fun. The nursing annual mandatory skills week was held July 19 through 23 and was very successful.

The nursing education department is working on upgrading and improving our New Nurse Residency program at NVRH with a Transition-to-Practice module from Elsevier. This is something that is so beneficial to our hospital and our patients.

There is no education calendar for August yet – we are working with IS to get the education calendar onto the Pulse Page – stay tuned for more information on that!



L-R: Cassy Janes, Angel Whitehill, Rachael Morrow, and Kasey Putvain. Angel Whitehill, the phlebotomy class teacher, watches students Cassy, Rachael, and Kasey practice on each other.

NVRH 14TH ANNUAL GALA – SEPTEMBER 10, 2021

Let's
TWIST! Again
Like we
did last fall!

Supporting Adolescent Mental Health in our Community
as part of National Suicide Prevention Week



Choosing Health
NORTHEASTERN VERMONT
REGIONAL HOSPITAL

Lead Sponsors:



Magic
97.7FM



“Our kids are not okay,”

*said Governor Phil Scott in a spring 2021
COVID briefing.*

The negative mental health impact on our
adolescents is one of the long lasting
effects of this pandemic.

Help NVRH's St. Johnsbury Pediatrics
address this crisis.



Magic 97.7
Livestreaming
Now Available!
[Click here!](#)

New Pulmonologist joins NVRH

Dr. Brittany Duchene, pulmonary and critical care physician, joins Northeastern Vermont Regional Hospital. She is also an assistant research professor at the Larner College of Medicine and has completed a Pulmonary and Critical Care Medicine fellowship at the University of Vermont.

Dr. Duchene did her internal medicine residency at Medstar Harbor Hospital in Baltimore, Maryland and went to medical school at Aureus University School of Medicine in Oranjestad, Aruba. She also holds a bachelor's degree in science from Laurentian University and a master's degree in science from York University.

Her clinical interests include obstructive lung diseases, including asthma and COPD. Her research interests focus on asthma associated with obesity. She is a critical care provider as well. With her addition to the Pulmonology clinic, NVRH can now continue to provide patients care locally, as Dr. Duchene is able to navigate acute issues.

"Before patients went to Dartmouth or UVM. Can take care of patients here now. This adds support to the hospitalist services – support them, back them up with resources as a team."



Dr. Brittany Duchene

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CELEBRATING Success



Left: Kasey Putvain, LNA and Terry Littlefield, RN both earned certification as Child Passenger Safety Technicians during July. Kasey and Terry both work on the Birth Center and are passionate about newborn safety and educating parents on car seat safety and proper use. To become a Child Passenger Safety Technician, one must attend a four day training and pass the certification test, which includes both a multiple choice exam as well as hands-on skills verification.

Congratulations to both on this achievement!

— Laura Emery, Director, Birth Center

Right: On July 14, the Maternity Services passed a rigorous Survey done by Medical Mutual of Maine for their program Safe Care: OB, which they have been participating in for four years. This is their 4th successful survey in a row, and CNM Jade Kaplan is very proud of her team!



Did you know? NVRH offers tobacco cessation course

Eight week intensive
supports participants
beyond their quit day

To offer more support to those who wish to quit smoking, Community Connections at Northeastern Vermont Regional Hospital (NVRH) will be offering Freedom From Smoking, a group course designed by the American Lung Association. The course, which is free for Vermonters, starts on August 31 and runs until October 12, 2021.

If you are ready to quit nicotine, Freedom From Smoking can help you take action by giving you the skills and tools for success. The curriculum is designed to build your confidence up to week four, your quit day, and provide you extra support through another four sessions.

Because most people already know that smoking is not healthy, Freedom From Smoking focuses on how to quit, rather than on why. According to the American Lung Association's Freedom From Smoking webpage, the program uses pharmacology and psychology to help tobacco users control their behaviors. It also acknowledges that there are many methods to effectively quit, and therefore the program includes a variety of evidence-based techniques.

Approximately 15% of adults in Caledonia County smoke. And most of these people likely know that smoking causes cancer. But there are other ways that smoking can affect health. For example, smoking has been connected to blindness, type 2 diabetes, erectile dysfunction, ectopic pregnancy, rheumatoid arthritis, gum disease and even fertility issues.

Freedom From Smoking has been helping participants quit for over 35 years

Continues from previous page

Services include PFTs, bronchoscopy, biopsy, hoping to start hypertonic saline trials. Dr. Duchene is originally from Northern Ontario, Canada and has recently relocated to the NEK. "I grew up in a small town, and I like how everyone knows each other, I like that vibe, it's what drew me to Vermont."



and has helped hundreds of thousands of individuals live healthier lives. The American Lung Association webpage claims that those who participate in Freedom From Smoking are six times more likely to be smoke-free one year later than those who quit on their own. When used in combination with other cessation techniques, up to 60 percent of participants report having quit smoking by the end of the program.

"Because the program offers an evidence-based approach to quitting, it really supports you in changing your behavior," program facilitator and NVRH Tobacco Treatment Specialist Lynn Goulding says. "Take the step towards better health today!"

This Freedom From Smoking is an intensive eight week group course facilitated by NVRH Tobacco Treatment Specialist Lynn Goulding. The first virtual class will be 1:30 – 3:30 PM on August 31, 2021. To sign-up for this program, please contact Jen Grant at 802-748-9405, ex. 1026 or jennifergr@nchcv.org.

For more information about the American Lung Association, www.lung.org/

Dr. Duchene is interested in hiking and travels often to the Adirondacks to camp and hike. She also enjoys spending time with her family: her partner Jeremy and bonus son William who is 9.

If you would like to breathe better, talk to your PCP about a referral today. For more info and to schedule an appointment, call 802-745-6800 or visit nvrh.org.



Link, now open!

Link, in downtown St. Johnsbury, exists to provide a space for people of all ages and abilities to come together and learn about and enjoy biking and bike mechanics. This summer, Link opened its doors to the public in a new location and has partnered with CatCH and the St. Johnsbury Rec Fit in order to offer workshops to interested students. **We are also open from Monday thru Friday from 2-6 p.m. and Saturdays from 9 a.m. -1 p.m. on a drop-in basis.** You can come by and get advice on fixing your bike or tinker around on used bikes we have at the shop! On Tuesdays at 5pm there is a Women's Ride and on Thursdays at 5pm there are workshops on basic bike mechanics.

Coming up, on **August 14th**, as part of Get Downtown St. J we will also have the space open to get a basic tune-up or to shop around for a used bike. If you would like to donate a bike or would like help to sell a bike please let us know. Lastly, Our bike camp, scheduled from August 9th-13th from 8 a.m. - 3 p.m. daily is open to students going into 6-8th grade. **Email us at linkdirectorvt@gmail.com for more information or come by 397 Railroad Street, around the corner from Whirligig Brewing.**

"The future depends on what you do today." - Gandhi

Welcome to NVRH, new hires!

Curious about joining our team?

[Click here for more info!](#)

L-R: Hannah Brown, Heather Bowser, Diana Gibbs, Kari Anderson (blue, back row), Jessica Gilman (flowers, back row), Candy Rowe, Dr. Brittany Duchene (back row), Joshua Britch, Mike Russell (back row), Shane Mason, & Joby Philip.



What our patients are saying about us.

PRESS GANEY POSITIVE COMMENTS: A+ STANDARD OF CARING.

Ambulatory Surgery

- Everyone was courteous, compassionate, and professional.
- Everything went very well. Staff was great. Pre procedure info could have been easier to follow, but was adequate.
- The outcome of the cataract surgery was better than I could have expected - Everything went very smoothly.
- My experience was awesome. They made me feel very relaxed.
- Everyone was very kind, the NEW Dave nurse anesthetist was very, very nice.
- Very clean, professional, and polite people. Everyone seemed to care.
- Excellent, thoughtful, thorough care. Only waited for a while for procedure to happen. But that can happen!
- Everything was excellent!
- Great experience and outcome to cataract surgery.
- The best care I have had.
- Colonoscopy - went as well as it could possibly go. Everybody was very nice & helpful.
- Keep up the great work & care.
- All very good.
- Day surgery staff very caring!!
- Best nap I ever had.
- Everyone was friendly and helpful, which made a nervous situation feel not so scary.
- Day Surgery nurse Kim - VERY knowledgeable, professional, and compassionate - they should all be as great as her. Dr. Kaufman is awesome, so knowledgeable and a great personality.

Emergency Department

- Due to COVID restrictions I was brought into a room promptly with no wait time in the waiting room.
- Doctors explained in detail - degenerative most likely, follow up needed to determine true cause. MRI & follow up care by primary (have now secured appt. with primary care doctor for VT).
- I was seen and treated only by a PA, Betsy Piburn, who was professional, thorough and attentive. She was excellent in the care she provided.
- Everyone was very professional and took good care of me.
- The nurses were very caring and made me feel like I mattered as a person and not just a number.

- Overall everyone was kind, caring, understanding, and made a bad, painful situation a bit better, from front desk, to ALL nurses, and doctors.
- There was no wait - I was taken in immediately.
- John, my traveling nurse, was excellent.
- My experience was totally positive and I was completely satisfied with the care I was given.
- Our daughter's family have been patients in your ER and highly recommended we go there. We are all from out of state.
- I was taken in to the ER right of.
- All good and they were professional yet they also took good care of my concerns when I found I was going to Dartmouth. Felt they cared.
- Went to ICU of hospital, where care was very good.
- Care at the NVRH ER has improved tremendously in the past 5-7 years. It is comforting to know such a fine ER is locally accessible & congrats to Dr. Sexton and all who have helped make this transition!
- Excellent care!
- Nurse told me of an effective tick repellent.
- Excellent care!
- I was treated very good THANK YOU.
- Nurse was extremely helpful.
- We are from Mass., this is the second visit for me and my husband to the emergency center. We both had excellent care.
- The entire staff was supportive, attentive and caring!
- Good sense of humor.
- Quick, efficient, personable, professional.
- Good - on the ball.
- I was treated with respect.
- I appreciated everything they did to bring me resolution and comfort.
- All staff was excellent. The doctor was very good at listening and explaining. Great bedside manner.
- Margi was very attentive; kind, caring and very efficient. I was able to communicate with her my wants and needs regarding my daughter.
- Good sense of humor in the nurse made it more pleasant.
- I had dislocated my shoulder and just wanted to say that Christopher Bateman was the best, I never felt him put my arm back in. I am so grateful to Chris he made me feel so relaxed. I am grateful he was there.

- Last 3 experiences at NVRH ER have been as good as could possibly be expected.
- Great, I had a grand mal seizure and they were extremely helpful.
- The paramedics also deserve a gold star. I usually have a seizure in public & won't go to ER. This time they made go, it was the right thing to do.
- The nurses are always great, they were just very busy that day & doing their best.
- I saw an NP, Shawna Johnston - she was great, and as busy as it was, took time to talk with me & explain stuff thoroughly.
- NVRH is always wonderful. The ER staff is great & much thanks to Darrell & Kelly and their staff for all that they do!
- Welcoming, kind, professional knowledgeable.
- Very well cared for.
- Received care right away.
- Everything was explained before any action was taken.
- Very polite and kind.
- Kind, supportive, informative, and clear. We became partners in my care.
- Very supportive, excellent, experience.
- Nurse was awesome.
- Doctor was excellent & the nurses also. Best emergency visit.
- EVERYONE was extremely pleasant and helpful.
- Went in not expecting that I was actually having a heart attack, only a little nausea and wet under my hairline. Quick action they say I was having heart attack.
- Overall an excellent visit. I was listened to regarding my daughter's problem. Due to COVID my daughter has not had lab work for a long time so I requested labs to be drawn because of this including liver function tests (takes seizure meds). Dr. Stoiber and Dr. Bugby were kind enough to do this for us so that my daughter would not have to make another trip for labs. It was more efficient and time effective to have blood work drawn while she was in the ER. As a result it was found she had a critical valve that was followed up with by her primary. This would not have been found if the doctors had not allowed my request to have been done at this time. Thank you to both MD's.
- It happened to be an abnormally busy ER day, so I waited a while, but that's understandable as my issue was less critical.

INPATIENT

MedSurg

- Excellent attention to detail.
- Knowledgeable and thorough explanations.
- Competent and kind.
- Kind and informative.
- My diet was restricted, but I had good choices and the food was well prepared.
- NVRH ROCKS (as expected)!
- Marcus was excellent!
- Always willing to walk with me as I had to use a walker.
- Everyone was great - they made me feel special.
- The nurses were very attentive.
- Food was excellent.

Birth Center

- Excellent nurses. If anything they were too attentive. We appreciated their care.

MEDICAL PRACTICES

Corner Medical

- Providers are responsive and I have enjoyed the ease of accessing information on the portal
- I love Adelaide Adjovu! She is warm, friendly, thorough, and a clear communicator.
- All went smoothly.
- Very knowledgeable.
- My doctor is easy to talk to.
- Always an easy experience.
- No problems at all!
- Nurse *Mary is very good and Dr. Broderick is very good.
- All experiences with Corner Medical have always been good.
- Very friendly staff
- Dr. Sullivan explained everything to me and he answered all my questions and concerns
- Margaret was my nurse, she listened to everything I asked. She was very kind, caring and professional
- The staff at reception were very thoughtful and kind.
- The whole experience was great from the receptionist, the nurse and Dr. Sullivan
- Dr. Addy is WONDERFUL!
- Good and quick service
- Everyone was great, all washed their hands, had protective wear if needed wore gloves. The waiting room and exam room were sparkling clean
- Quick coordination with lab to get me in immediately after office visit.
- Always courteous.
- Care provider is the best!
- Always friendly and professional!
- Dr. Sullivan is very knowledgeable and supportive
- Dr. Dobbartin is the best, we are so fortunate to have her.
- No real wait time
- Margaret was great
- Amy is always wonderful.
- Always a friendly, helpful interaction.
- Great PCP!
- Dr. Dobbartin and her staff are a great team.
- very polite and courteous
- Great clinic with friendly staff
- Amy is Always first rate. Very thorough, friendly and professional. Always hope she'll be my nurse!
- Everything was really excellent.
- These people are very professional, and kind.
- Very clean.
- Awesome as usual.

Kingdom Internal Medicine

- It was very easy.
- My nurse, Diane was fantastic and made the time to help me immediately. She is a blessing to KIM.
- Joyce Vitale is the most attentive and accommodating provider there is. She listens to me and she cares about how I feel. I couldn't ask for more.
- Care provided was exceptional (as always?!).
- I enjoy everyone at Kingdom Internal Medicine
- I love all the nurses there
- There were no delays
- All went very well.
- Nurse assistant was very attentive and friendly. Quite a character as well. Enjoyed my time with her.
- All was done professionally and very carefully coordinated.

- Always a good experience.
- Joyce has always been up front and pleasantly helpful.
- NVRH portal: Very speedy responses/results.

North Country Otolaryngology/Audiology

- No delays.
- Very welcoming, low-key and relaxed.
- I was very nervous and everyone made me feel welcomed and were very relaxed.
- There were no delays or wait time.
- Very nice people in this office.
- Excellent, no improvements necessary

Specialty Clinics

- Very good & informative.
- Both Dr. Prohaska & Mark (the PA) were extremely professional, explaining everything, listening, offering options for care, and long-range expectations. Although the appointment was brief there was no feeling of being rushed and all questions were answered to my satisfaction.
- The nurse was very quick. The PA gave clear explanations of what would occur and what to expect.
- I feel I was treated very well.
- The practice is very good with minimal, if any, wait time.
- Everyone was so nice - Friendly & willing to help.
- I had no problem scheduling my appointment
- We went over necessary prep information and a basic check up to prepare me for my upcoming colonoscopy quite quickly
- Listened well and I did not have a problem explaining
- Excellent, she explained all the steps and reasons for everything.
- Excellent service from Dr. Dixon and his staff!
- Polite, efficient, and very nice. She spoke to us with concern and caring.
- Very friendly folks
- I didn't have any delays or wait time. Very prompt.
- they all were very attentive and did not try to persuade my decision one way or the other and gave all the things that I could use
- Only quality care
- very knowledgeable and courteous with everyone we dealt with
- Felt very comfortable with my encounter.
- Very helpful.

St. Johnsbury Pediatrics

- Dr. Z is amazing!
- We love having access to the portal. It would be really great if we could schedule appointments using it.
- We had no delays or wait time
- For years we were the fortunate family that only saw the doctor once a year for well-child checkups. Our daughter has developed a number of issues in recent years, and we are so grateful to have a provider as attentive, kind, and thoughtful as Brenda Stewart is!
- Loved our provider, love how she referred to my daughter as 'love' it was so sweet, she had a great bedside manner and really worked hard to build trust.

Women's Wellness

- Meghan listened to my concerns and together, we formed a plan
- No delays, no wait time
- Super-efficient and worked extremely well together!
- I've been seeing Megan for years and I have never had anything but excellent care.
- Amazing and caring!
- There was no problem. It was an annual visit.

- Dr. O'Connor is a kind and caring doctor. She was very thorough in my exam and explained in detail of a problem and recommended a treatment and further testing. I would definitely recommend her.
- Doctor O'Connor is amazing. She really cares about my health.
- Megan is an amazing provider.
- Prompt at receiving phone call & scheduling appointment.
- Very prompt overall appointment. Saw clinic nurse & practitioner with minimal wait time in between.
- Very professional - comfortable to talk to.
- Very knowledgeable, knew what my issue was quickly and what to do to clear it up. Very pleasant & caring.
- Superb - over time Dr. Haygood has been consistent in her attention to my well-being.
- Friendly and helpful.
- Completely professional care throughout dept.
- Excellent - front desk scheduled my radiology appointment promptly - Both check in nurse/and provider were great - knowledgeable - concerned and listened to me - I am very happy with their care.
- From front desk through discharge - All quick and smooth.
- My 1st time with this provider - very comfortable to speak to - She listened and was very helpful alleviating my concerns about my health. Will enjoy returning to her care in future.
- Wonderful clinic - Woman's Wellness. Thank you!
- Very helpful
- I have recommended this practice to others and I will continue to use this facility. Thank you!
- Access has always been good.
- I didn't have any problems.
- Privacy & safety was fine.
- Everything moved along fine.
- I would not hesitate to refer friends/family to Dr. Johnson & her team.
- Dr. Kim Johnson is a credit to her profession: She's an excellent listener & doesn't make this patient feel as if she's #99 out of 100 patients of the day.
- No problems - courteous, professional staff.
- Called with a concern, got me in right off, excellent care.
- Dr. O'Conner & staff are wonderful & make you feel at ease.

OUTPATIENT

Diagnostic Imaging

- I was preregistered by the hospital by a phone call a few days before my appointment.
- All good - but, of course, all is colored by the relief experienced from POSITIVE outcome of CT scan results.
- Two prescribed tests were thoughtfully scheduled close together and the tech made it easy for me to move to the next one and have my belongings in the right location.
- Staff explained 'call back' if something should call X-ray otherwise I would receive a letter with results.
- We are lucky to have a real small town hospital which is sparkling clean, and staffed by competent trained personnel.
- Pre-registration was a good idea. Kept things moving along with no repetitive forms to fill out.
- I was overall impressed with your dedication to the COVID rules.
- In and out - very well done!!
- Linda is great. So nice.
- Staff is always friendly & prompt. Especially enjoyed check in with Sue.
- The technician who did my mammogram was kind, funny and put me at ease. She was very knowledgeable, open, and provided me with excellent information. It was a very positive experience.
- Really appreciated the check in desk staff (imaging) allowing me to be seen sooner than scheduled when an earlier appointment finished two

hours early. Technician who performed the mammography was very professional and very thoughtful.

- Always recommend NVRH for quality care. We are very lucky to have such a great hospital in our town.
- Sam the technician was wonderful.
- The secretary who helped me with registration was kind, patient, and helpful.
- Everyone was very professional and pleasant.
- Jaime was wonderful and kind. She made my experience comfortable.
- I live exactly halfway between NVRH - CVMC - Copley. I choose NVRH for its excellent care. I've been a patient for 42 years.
- The young lady doing my screening mammogram was friendly, professional and very good at explaining each position. Fabulous experience.
- very kind since unsteady walking with cane and got me a wheelchair for any long distances
- Jaimie, the technician, was very good at giving me an understanding how the carotid artery functions.
- NVRH always delivers quality in all levels.
- Everything moved smoothly & comfortably.
- Same tech I had for my last echo ultrasound in January 2021. She does a fine job, professional and apparently completely competent.
- Mike did part of my test, he is EXCELLENT. Two women who conducted stress test were great, especially the aide.
- Timely and professional.
- Best experience ever with mammogram!!!
- It was very good.
- I have been to NVRH several times for ER or tests etc. Excellent!!
- Awesome! Love the new MRI machine. Great techs - made you feel very comfortable.

Laboratory & COVID Testing

- Top quality attention & care.
- I enjoy NVRH.
- Everything went very well.
- Very helpful.
- A breeze - just took a couple minutes.
- Well done!
- It was easy, took no time!
- Person that took blood did so well it didn't hurt when needle went in what so ever.
- First time registering through the portal. Very easy.
- Great experience. Wonderful care.
- She listen to me. I have deep/rolling small veins, knew what to do. Excellent.
- Super.
- Great!
- I had to wait for about 15 min. but they fit me in without an appointment
- Have always had good experiences with the lab.
- Nothing bad to say so far. I've been going there a lot the last 4 years
- No waiting time in registration, received a phone call to register for appt.
- Very comfortable.
- I had a very good experience. Thank you.
- Love the heated blanket.
- Very helpful and friendly.
- Very well run, friendly and helpful in answering all questions.
- Everyone was cordial and very helpful.

Pain Clinic

- Always good visits!
- Always a good experience with caring staff.

- Very professional and courteous.

PHYSICAL THERAPY

Northern Physical Therapy

- I always recommend N.P.T. to others; they are the absolutely best. What a gem you have.
- NPT is the epiphany of professionalism and excellent care. I cannot imagine going anywhere else and receiving the same level of care. Attentive to concerns with great listening skills.
- Karey is an exceptional therapist. Her gentle encouragement has helped me to succeed. She always has a positive attitude.
- The staff at NPT are the best all around!
- Krista is terrific.
- Excellent care.
- My three day visits with Krista Boulanger at Northern Physical Therapy was very informative and a very helpful experience. It helped me a lot. Looking forward to seeing her again. Thank you!
- I had no complaints. This was the second time I used this physical therapy location following knee surgeries.

Dan Wyand PT & OT

- Highly professional, warm, engaging, deeply respectful.
- Get me in faster.
- Immediate & friendly service - all seem to know patient and are polite and helpful.
- Excellent, truly therapeutic service all around.
- What a wonderful staff. Very friendly atmosphere throughout!
- Everyone is very knowledgeable and kind.
- I have never had a problem.
- I drive 30 miles one way to use your services and have been doing this for 10 years in the summer. Everyone is welcoming & remembers me from the previous summer. It is a great staff all around.
- Overall they are very good people.
- The expertise of the staff was far above the average, not just counseling/directing but explaining in depth the muscle & bone structure regarding my problem.
- Appointments have been well scheduled with hardly any waiting time, due to COVID restrictions. Well done!
- There is never any wait time.
- These people have been very good to me.
- Ian is wonderful, I could not ask for a better PT.