

Grit and Growth



Choosing Health

Northeastern Vermont Regional Hospital 2025 Annual Report

OUR MISSION

Committed to improving the health and wellbeing of all.

OUR VISION

Providing exceptional care in an environment where our patients, community, and employees thrive.

Ground Gritand Growth

Ground, Grit, and Growth frame this year's NVRH Annual Report. These themes reflect our journey — our values in action through challenge, change, and progress.

As you explore the report, you'll see how they emerge across stories, data, and milestones, guiding us toward a stronger, more connected future.



A MESSAGE FROM
Board Chair
John Kascenska



A MESSAGE FROM
Chief Executive
Officer
Shawn Tester

erving as Chair of the NVRH Board of Trustees for a second year has been both humbling and energizing. This year brought significant change and opportunity, requiring us to adapt and lead with purpose in a dynamic healthcare environment.

Working alongside fellow trustees, our CEO, medical and support staff, senior leadership, and community partners, we remained focused on delivering high-quality care and an exceptional patient experience. Our stewardship included developing and approving a balanced hospital budget, while closely monitoring regulatory and legislative shifts to ensure NVRH's long-term sustainability.

We also tracked economic and demographic trends to guide strategic decisions, pursued responsible growth, and formalized healthcare partnerships. A highlight was the successful fundraising and construction of the West Wing Project, enhancing our facilities and services.

Throughout my tenure, I've been continually inspired by the dedication of those affiliated with NVRH — our talented staff, committed leadership, tireless volunteers, and engaged corporators and trustees.

On behalf of the Board of Trustees, thank you for your continued commitment to the health and well-being of the Northeast Kingdom.

John R. Kascenska, PhD, Board Chair

ive years ago, we faced the uncertainty of a global pandemic. I believed then that we would overcome COVID together — and we did. What I couldn't have imagined was how much the years that followed would test our resolve.

This year, the NVRH story is one of **Ground**, **Grit**, and **Growth**.

Ground reflects our steadfast commitment to the essentials — our core services, exceptional patient care, and the relationships that define our mission. These connections, with patients, staff, and our community, guide every decision we make.

Grit speaks to the resilience we've shown in the face of mounting challenges. Rising costs, declining reimbursements, and unprecedented regulatory hurdles have placed pressure on our operations. In September, we made difficult but necessary decisions to ensure long-term sustainability — including staff reductions and program closures. These choices were deeply considered and made with care.



A MESSAGE FROM
Medical
Staff President
Deborah
Harrigan, MD

Even in adversity, we've seen remarkable **Growth**. We broke ground on the West Wing Expansion — a once-in-a-generation investment in the future of care at NVRH. Already, we've expanded parking, opened a new in-house pharmacy, and begun transforming our Emergency Department. We've also welcomed new physicians and staff across key specialties, ensuring exceptional care remains available, close to home.

Healthcare affordability continues to weigh heavily on Vermonters, and the road ahead will be complex. But what stands out is the perseverance and generosity of this community. Your support sustains us and makes progress possible.

Together, we are grounded in purpose, fueled by grit, and committed to sustainable growth. Shawn P. Tester, MSOL, Chief Executive Officer

A Year of Purposeful Progress

his year, our hospital stood firm on its founding values — providing exceptional care in an environment where our patients, community, and employees thrive — even as we faced mounting challenges. It's true our resolve was tested, but our team rose to meet the moment. Medical staff demonstrated remarkable flexibility, adjusting work schedules and stepping into new roles to ensure continuity of care and financial stability. Their willingness to adapt — often at personal cost — was a testament to the deep commitment that defines our culture. It was not just resilience; it was leadership in action.

Growth came not only in spirit but in structure. Over the past several months, as we've recruited and on-boarded new providers, we've strengthened NVRH — expanding capacity and access to care.

The expansion of the West Wing marks a milestone in our journey, increasing our footprint and enabling more integrated services. We also accelerated our adoption of innovative technologies, including AI-assisted documentation and diagnostics, which are enhancing clinical workflows and improving patient outcomes. This growth reflects our vision for the future: one rooted in excellence, accessibility, and healing.

Deborah Harrigan, MD, Medical Staff President

When we speak of ground, we talk about maintaining stability in an ever-changing environment.

This year, we embarked on projects the helped solidify our foundation, putting an emphasis on the core services and programs that define our hospital, and the infrastructure that keeps us up and running.



A Fresh Chapter in Nursing at NVRH

In March, NVRH welcomed Aimee Carew-Lyons, APRN, as our new Chief Nursing Officer. With deep experience in nursing leadership across New England, Aimee brings fresh energy and insight to our team.

She began by listening engaging staff in conversations about what should start, stop, and continue. That input helped shape a more transparent, quality-driven culture.

Since then. Aimee has introduced new structures to support accountability and improvement, including a refresher course in fall prevention. Her leadership continues to strengthen morale, elevate patient satisfaction, and ensure that compliance remains a priority.

She's also revitalized our nursing education program, building a stronger partnership with Lyndon Institute and exploring innovative ways to reduce costs without compromising care.



Service Excellence: Labor & Delivery at NVRH



In 2025, NVRH was re-designated by Baby-Friendly USA, celebrating 25 years of commitment to evidence-based care for babies and families. We're one of only eight hospitals nationwide to reach this milestone — and the only Baby-Friendly certified hospital in Vermont.

This recognition honors our dedication to bonding, breastfeeding, and skin-to-skin care, and reflects the incredible work of our Labor & Delivery and Lactation teams.

Our obstetrics providers and nurses continue to meet rigorous

"Safe Care: Obstetrics" standards year after year, demonstrating a deep commitment to patient safety, team communication, and best practices. We've also seen record-breaking attendance at our Childbirth Education classes, showing how deeply families value the support and preparation we provide.

As rural hospitals across the country close their birthing units, NVRH remains a stronghold. Our grounded approach ensures families in our region continue to have access to high-quality, compassionate care — right here at home.

grounded and ready to grow — we're not going anywhere."

SHAWN TESTER, CEO

Proud to be BabyFriendly

DESIGNATED

"Labor & Delivery

at NVRH is firmly

NVRH Certified Nurse Midwives, Emily Olson (L), and Jade Kaplan (R), bring expertise and joy to the NVRH birthing experience.

A new Labor &
Delivery video
highlighting
the services at
NVRH was
unveiled in 2025.

WATCH THIS



donor powered!

Thank You!

Birth Center Support

As NVRH reaffirmed its commitment to keeping the Birth Center open and serving local families, community members came together with generous gifts to help meet evolving needs — replacing outdated equipment, improving spaces, and ensuring the Center remains a welcoming, state-of-the-art resource for the region.

Donor support made possible items such as a triage stretcher for safer, more comfortable exams and procedures; new birthing beds to replace aging models; improved lighting that enables more in-room procedures; and a high-precision baby scale for accurate newborn weight measurements.

Strengthening Our Digital Foundation

This year, the NVRH Information Systems (IS) Team made major strides in modernizing our infrastructure and improving integrations. Key to this was migrating employees to Microsoft 365-a multi-phase effort that retired aging servers, moved us to secure cloud-based storage, and unlocked access to powerful tools like AI-driven Copilot without added licensing costs. Employees now benefit from seamless collaboration, anytime access to documents, and enhanced productivity.



In addition, the IS Team launched two major initiatives to improve patient access and operational efficiency: the implementation of the NCHC LAB Order Interface and Artera integrations for patient scheduling. These enhancements streamline workflows, reduce manual processes, and improve the patient experience by enabling timelier and coordinated care. Together, they represent a significant leap forward in how we connect patients with the services they need. These up-grades position NVRH to better meet the evolving needs of our organization, support future communication and collaboration, and ensure a more connected, resilient workforce.

"While these upgrades often occur behind the scenes, they are key components to maintaining regional excellence in an ever-changing technical landscape."

SHAWN BURROUGHS, CHIEF INNOVATION AND SECURITY OFFICER





Grounded in Expression: Youth Find Their Voice Through Photography

NVRH supported a creative collaboration with the Northeast Prevention Coalition and CatCH summer program, empowering middle school students to explore identity through photography.

Fifteen youth used digital cameras to tell personal stories, practicing teamwork, decision-making, and self-expression. Projects like this reflect NVRH's commitment to prevention — creating space for young people to grow with confidence, purpose, and pride.







Sarah Emery, MEd, CPCS, CPMSM (R) and Mary Marceau (L) celebrate the 35th Birthday of the Vermont Association of Medical Staff Services — a group which comprises twelve hospitals in the state.

NVRH Recognized for Excellence

At NVRH, our foundation is built on supporting our people — patients, staff, and community alike. This year, that commitment was recognized through several meaningful honors that reflect our core strengths, and showcase our administrative, clinical and quality teams' dedication to patients and their experiences here.



CMS 3-Star Rating

NVRH earned a 3-star rating from the Centers for

Medicare and Medicaid Services, reflecting our dedication to safety, patient-centered care, and continuous improvement.



Clean Sweep – two years in a row!

NVRH was recognized again by Becker's Hospital Review as one of the top cleanest hospitals in the nation, thanks to our Environmental Services and Laundry team!



Wellbeing First Champion

Our Medical Staff Office was named a 2025 Wellbeing

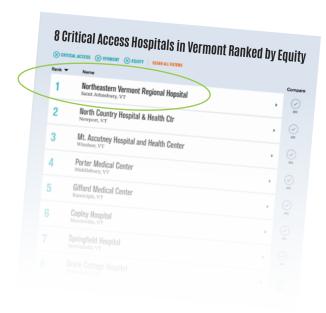
First Champion by ALL IN: Wellbeing First for Healthcare. This national recognition affirms that our credentialing process is free from stigmatizing language around mental health, helping staff feel safe seeking care without fear of professional consequences.



Leader in Social Responsibility

For the second year in a row, the LOWN Institute named NVRH Vermont's top Critical Access

Hospital for social responsibility — highlighting our leadership in health equity, value, and outcomes.



Grit

Challenging regulatory environments at the state and national level called for departmentwide streamlining.

The NVRH Pharmacy team met the challenge with innovation, perseverance, and creative thinking.



NVRH & NCH Pharmacy Collaboration

Improves efficiency & patient care

In July, NVRH partnered with North Country Hospital (NCH) to enhance pharmaceutical services through shared leadership and resource optimization. This one-year pilot program aims to improve efficiency, reduce costs, and ensure regulatory compliance across both sites and will be especially beneficial to rural patients in Orleans and North Essex Counties.

NVRH's pharmacy leadership will oversee operations, budgeting, compounding, and strategic planning. Key benefits include optimized purchasing, improved drug distribution systems, and clinical consulting support. With deep experience in regulations and compliance, NVRH will help both sites mitigate risks and elevate care quality. A final recommendation on the program's success and continuation is expected by June 2026.

"This collaboration represents a progressive solution to persistent challenges affecting rural health care delivery. By aligning resources, expertise and strategic oversight, NVRH and NCH can build a sustainable pharmacy care model that will reduce costs, highlight safety and improve patient care."

MAX STINEHOUR, PHARMD, DPLA

NVRH DIRECTOR OF PHARMACY SERVICES







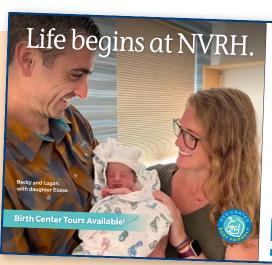
A collaboration with LI trains future health care professionals

An innovative partnership between NVRH and the Lyndon Institute is offering Licensed Nursing Associate (LNA) instruction to high school students during the 2025-2026 academic year. Students receive daily class-room instruction, practice their skills

using simulated patients, and gain hands-on health care experience to prepare for Vermont licensure testing. The program aims to prepare students for careers in the health care field and to create a pool of skilled employees to fill local health care jobs now and in the future.

Lives begin - and are saved - at NVRH

To demonstrate the value of local hospitals to the community. a communications campaign was launched to highlight the local lives impacted by the care at NVRH.



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nearby is vita

When Becky Arr of The Coffee Ca place to welcom

Our OB/GYNs and with you to devel making the health

"They listen to you so well taken care As people who wor appreciate that leve

From prenatal and to labor, birth and p care, the NVRH B

Choose health



Local residents Becky and Logan welcomed their new baby, Eloise, at NVRH

NVRH saved my life.

process for both patients and the hospital by reducing administrative burdens and

Using Quik-Pay simplifies the billing

improving patient satisfaction.

Efficiency in Billing: Welcome Quik-Pay



This year NVRH introduced the Quik-Pay system, allowing patients to pay their medical bills from anywhere using their Smartphone and a QR code on their statement.

> When Lyndonville artist, Lori Hinrichsen, had a heart attack, EMS quickly transported her to NVRH. There, the highly-skilled Emergency Department team triaged, stabilized and readied her for helicopter transport. Within 90 minutes of her symptoms, she was in emergency surgery at Dartmouth Health. Now back home, she continues her rehabilitation with NVRH's Cardiac Rehab team and is back to creating art.

"My heart attack came out of the blue. I am so grateful for the life-saving, professional care I received at
NVRH. They were so kind and reassuring—they looked into my eyes and said, 'you're going to be OK."

Despite providing exceptional care, Vermon hospitals are not OK. Rising costs and pressing regulations are threatening their ability to care for communities. Without support, they could lose essential services. We must continue to fight for our rural hospitals



Northeastern Vermont Regional Hospital



NVRH's ED team helped save local artist Lori Hinrichsen's life.

Ensuring sustainability & longevity

Cost containment efforts lead to changes

In July, with increasing costs and regulatory requirements, NVRH announced the implementation of a cost-containment plan focused on savings through a modest reduction in services and staffing, while ensuring minimal impact to essential services for our community.

To this end, NVRH Occupational Medicine services closed on September 30; certain services were transferred to Northern Express Care, while implementing an in-house employee health nursing model. Early retirement opportunities were offered for some personnel. NVRH also ended its partnership for ENT services with Littleton Regional Healthcare, transitioning patients to our existing ENT providers. Cuts to services and staffing are extremely difficult and challenging and support for those affected is on-going.

NVRH's Shawn Tester (L), with area resident (C) and Tom Frank, CEO North Country Hospital (R) advocating for local hospitals at the VT State House.



Empowering the ED

Real talk about Suicide Prevention

Since 2022, our Emergency
Department has adopted a universal screening process so that every patient is screened for suicide risk, no matter why they're visiting. This vital step helps identify people at risk of suicide, improves safety, and can save lives. This year our ED team received additional training and collaborated with the Vermont Program for Quality in Health Care on a powerful video about how hospitals across Vermont are strengthening suicide prevention efforts in the ED.





Thank You!

McCormack Endowment

The Benjamin A. McCormack Fund, established by William and Claudia McCormack in memory of their son, awarded its first year of grants supporting whole-person wellness — integrating care for both body and mind. Funded initiatives included: creating a lending library at Northern Physical Therapy with resources on managing pain and its effects on mental health; expanding the Empowering Relief program to help individuals with chronic pain better understand and address its emotional impact; training a social worker in Mindful Meditation to benefit both patients and



other clinicians to enhance patient care; and offering resources for patients and their families arriving in the Emergency Department during a mental health crisis.

Grounded in Safety

Training & Drills prepare NVRH and our partners



This year, NVRH has put an emphasis on safety for our team, employees and patients. One of the best ways to prepare for unknown events is to conduct drills that simulate events. This way internal teams and external partners can be ready in case of an actual emergency.

Two important drills were held this year — an active shooter drill and a decontamination drill. Both events involved community response team from around the region, as well as our own Hospital Emergency Response Team (HERT) who were able to apply training techniques gleaned from their FEMA Center for Domestic Preparedness (CDP) Alabama training earlier in the year.







Partnering for a safer hospital campus

In an effort to ensure a safer and more secure environment for staff, patients, and visitors, the Caledonia County Sheriff's Office started providing additional rounding and traffic services on the NVRH campus in September. This renewed partnership between the Sheriff's department and NVRH demonstrates our shared commitment to safety and community well-being.

Digging into workplace safety

Safety on the job is a key focus for NVRH, as feeling secure at your place of employment improves job satisfaction and retention.

46% of NVRH employees took a Workplace Violence & Safety Survey in September. Building on the foundation of the Workplace Violence Prevention Team and the survey results, we've introduced the Respect & Safety Alliance, an interdisciplinary group focused on fostering a safe, respectful, and healing environment for patients, visitors, and staff.



Emergency Management Coordinator Alissa Fontaine (L) and Risk & Compliance Officer Samantha Dow (R) keep NVRH focused on safety.

Growth

Whether it's technological advances that improve patient care, expanding our roster of providers, forging community partnerships, or breaking ground on spaces that will allow us to serve more patients, NVRH is always looking down the road, evaluating future needs, and planning ahead.



The West Wing takes flight

This year we embarked on the West Wing construction project, the biggest renovation and expansion to NVRH's clinical space since it was built in 1972. The project will bring essential, transformative improvements to our lab, pharmacy, and Emergency Department. As construction proceeds, the exterior profile of the expanded Emergency Department has taken shape, giving us all a promising look at what will be a more efficient, welcoming space to deliver patient care.

We're grateful for the generous support that the West Wing Project continues to receive from supporters and for the patience of our staff, patients, and visitors during construction. We look forward to the project's completion in 2027.





Ongoing construction meant challenges

for patients, NVRH launched a wayfinding video to assist in showing the way.

donor powered!

Thank You!

NVRH Gambled... and the West Wing WON!

Thanks to the incredible generosity of our sponsors and donors — both employees and community members — this year's Gala, Black & White Casino Night: All in for the West Wing, was a tremendous success. Gathering at the beautiful Joe's Pond home of Garry and Marion Cairns, we welcomed a record-breaking crowd of more than 250 attendees, along with over 40 volunteers and vendors, and together we raised more than \$140,000 for the West Wing Project (with gifts still coming in!). Every dollar raised helps ensure our ability to meet the health care needs of our community.







A new tool for breast health

In September, our General Surgery department acquired a new Mammotome Elite a vacuum-assisted core needle biopsy tool that allows our diagnosticians to take high quality biopsies under quidance of ultrasound.

The tool can be used to biopsy a breast mass or lump at a regular office appointment, eliminating the need for patients to travel to the x-ray department or to another facility.



Thank You!

New, comfortable places to rest

Our West Wing construction has made it necessary for patients to walk longer distances from our parking lots. Thanks to the generosity of the Dussault and Mudge families and our NVRH Auxiliary, NVRH installed a series of beautiful new benches along the walkways by our main entrance to provide a comfortable place to rest for patients and visitors.



Partnering to help kids get off to a healthy start

This year St. Johnsbury Pediatrics partnered with Northeast Kingdom Community Action (NEKCA) and Vermont Department of Health, Family, & Child Health Division on Health Resources and Services Administration's (HRSA) Transforming Pediatrics for Early Childhood (TPEC) Program to bring the DULCE (Developmental Understanding and Legal Collaboration for Everyone) Program to St. Johnsbury.

Through the DULCE program the Family Specialist at St. Johnsbury Pediatrics has met with over 100 children and their families, providing resources ranging from mental health support to nutritious food, transportation and more. Programs like DULCE help ensure that families are off to a good start, with the resources they need to give children a healthy foundation.

New providers grow services

This year, NVRH welcomed 8 physicians to our practices, bringing a wealth of experience, knowledge, and skill to departments throughout the hospital. Along with our Advanced Practice providers, they'll help increase our capacity to serve the community.

- Dr. Robert Brown, Hospitalist
- Dr. Cy Cedar, Hospitalist
- Dr. Amira Ghazali, General Surgeon
- Dr. Linda Kissane, Audiologist
- Dr. Mark Pluym, Pulmonologist
- Dr. Brandon Schwartz, **Emergency Medicine Physician**
- Dr. Jennifer Wetherald, OB/GYN
- Dr. Maggie Yau, Pediatrician



Diagnostic Imaging and Lab combine forces for improved patient care

An increase in patient call volume was putting a strain on departmental resources in our Diagnostic Imaging department and Lab.

In early May, NVRH streamlined the phone system so that patients calling to schedule appointments in either department would call a single number for both.

"Having calls to both departments go to the same number has made scheduling patient appointments more efficient and more effective." JEANNE McBRIDE, DIRECTOR OF LAB SERVICES



Federal Grants Help Ensure Quality Care

State and federal grants enable NVRH to purchase new equipment, strengthen technology and security systems, and enhance regional collaboration with other NEK healthcare providers. For example, a HRSA Medicare Rural Hospital Flexibility (Flex) Grant — administered by the Vermont State Office of Rural Health & Primary Care — will fund integration between NVRH's electronic medical records and those of local emergency responders, CALEX (St. Johnsbury) and Lyndon Rescue.

This connection will automatically import patient information from transport to hospital records, saving time for EMS and hospital staff while improving information accuracy and availability.





Perfect chemistry

In March, NVRH welcomed the arrival of a new Atellica CI1900 chemistry analyzer to our laboratory, thanks to a \$59,500 grant from the USDA's Rural Development Community Facilities Program. Having the analyzer allows us to run certain tests in-house, including blood tests that screen for diabetes and cardiovascular risk factors, thyroid tests, and more, and get results to patients more quickly.

New analyzer installed in the lab, will process tests more quickly.

Positive partnerships improve community care

Andrea Willey and Debbie Locke-Rousseau of the NVRH Community **Health Improvement Department** recently formed the local Administrative Team for the "Situation Table," a program designed to reduce risks and prevent crises. The NVRH team works collaboratively with key partners including police, fire and rescue, schools, the Department of Corrections, and other agencies to identify people or families with elevated risk of harm and provide supportive options and services within 24-48 hours. The goal of the Situation Table is to bring agencies together to build a collaborative "no wrong door" system of team-based community care.



Left: NVRH Community Health Worker Supervisor, Deb Locke-Rousseau.





Thank You!

New NVRH Lab at the Dartmouth Cancer Center

Support from Chick Allen and the Hawk Rock Foundation is helping purchase the analyzer needed for a new on-site lab at the Dartmouth Cancer Center (formerly Norris Cotton Cancer Center).

Having a local lab is essential for enrolling patients in clinical trials. When completed in 2026, the lab will allow community members to participate in life-saving research close to home, helping reduce a major healthcare inequity for those unable to travel to Dartmouth.



Philanthropy

Our donors are the force behind Northeastern Vermont Regional Hospital,

helping us hold our ground, persevere through challenges, and grow to meet the evolving healthcare needs of our community. Your generosity sustains essential services, fuels innovation, and allows us to extend care across every corner of the rural Northeast Kingdom of Vermont. In every challenge we face, we know we can count on you!

Your support reflects the grit, dedication, and compassion that define our region and we are deeply grateful for your partnership and shared vision of a healthier, stronger community. We celebrate the role you play in shaping the future of healthcare in the NEK and building a lasting legacy of care for generations to come.

Generosity at a Glance GIVING FOR FY24/25



4,438 NUMBER OF GIFT

\$200,000 LARGEST GIFT \$1 SMALLEST GIFT





NVRH Legacy Circle: Your Gift. Your Legacy.

NVRH is grateful to our Legacy Circle members who have provided thoughtful and generous support through estate and planned gifts. These gifts will help ensure that NVRH is able to meet healthcare needs into the future.

Anonymous (1) Jane Arthur Dorothy Hunt **Bailey Trust** James† and Mary Bailey Mark Bowen and Wendy Stein Charles and Wynne Browne Rita Calkins† Frances Conlon† Estate of Edward A. Cramton† Henry G.† and Kathleen C. Darling Trust Duffy and Patrcia Dodge† Conrad† and Theresa† Doyon The Dussault Family Jim Flynn and Claudia Mosher

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†Deceased

Estate Planning Brings Peace of Mind



Through NVRH's complimentary estate planning service, several friends have included gifts in their wills to support community healthcare for years to come. While making a gift is not a requirement of this confidential, values-based planning process, we are deeply grateful to those who have chosen to do so. Providing this service reflects NVRH's commitment to overall health, recognizing that financial wellness is an important part of well-being.

Thank you for your support!

We are honored to recognize all of the NVRH employees and medical staff, trustees and Corporators, community friends, local businesses, organizations, and foundations who provided support during fiscal year 2025. (This includes gifts made between October 1, 2024 and September 30, 2025.) Your unwavering generosity is what sustains us and helps us proudly meet the healthcare needs of our region.

Individual Donors

The Achilles Family Friend of Adobe, Inc John and Patricia Ajamie John Alexander Heather Alger* and Nicolas Anzalone

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Konnie Marrier Continued on next page

^{**}Trustee or Honorary Trustee *Corporator or Corporator Emertius †Deceased



Grounded in Growth: Building Our Nursing Workforce



NVRH's Career Advance Program (CAP), generously supported by donors, continues to strengthen our clinical workforce. The first cohort of six students earned their Medical Assistant (MA) certification, and all remain active in clinical roles. A second group of three employees advanced to Licensed Practical Nurses (LPNs). Through this experience, we found that while MA certification offers a strong foundation, LPN and CRN pathways better align with our clinical needs.

We've since shifted our focus to supporting staff in pursuing LPN and Certified Registered Nurse (CRN) credentials — with LPN serving as a valuable first step.

In addition to tuition support, CAP funds now help sustain our New Nurse Residency Program on MedSurg. This initiative pairs new graduates with experienced nurses for six months of mentorship and orientation, improving retention, morale, and patient care. Together, these efforts ensure our nursing team is grounded in skill, support, and long-term success.



By the numbers: **Current CAP Students**

We currently have six students actively participating in the CAP program, and we are excited about the continued growth of this initiative.

- · 4 Students are working on their RN
- 2 Students are working on their LPN
- 2 additional employees have pending CAP applications to start their LPN

Over the years, our CAP grads have gone on to support a variety of NVRH departments, including: ED, Med Surg, Pediatrics, Primary Care, Podiatry and more.

Bill and Donna Marshall* Jennifer Martin Audrey Mattei Mary and Erik Maurer Cindy Mayhew Annie McCaffrey Kristine McCaffrey John and Anne McClaughry Stephen McConnell* Edward and Jo-Ann McCormack William and Claudia McCormack Daisy Cox McCoy Lisa McCrae* and Richard Leven Margaret McGandy Brian McGregor Tim and Betsy McKay Otis and Sylvia McKinstry Evelyn McNichols Gabriel and Kathryn Mello Darcie Miles Davis and Jonathan M. Davis Eric and Westerly* Miller Peter* and Barbara Miller Jamie Milne* and Katheryn Webb-Milne Ralph Mold Carol Moore-Whitney & Peter Whitney† Julio and Annette Moran George Morehouse Sarah Morgan Katie Moritz* and Brian Wallace Michael and Suzanne Morley Deborah Greenman and Humphrey Morris Timothy and Natalie* Morris Harry and Claire Morrison Suzanne and George Mudge Carolyn Mugar John and Carolyn Mulligan Mr. and Mrs. William Murray William and Jennifer Nelson Laura Newell Elizabeth R. Newman, M.D. Mark and Robin Nicholson Carol Novick and Larry Stahler Cam and Peter O'Brien Dr. Anne M. O'Connor and Iane Woods Michael O'Dell

Cecelia A. O'Keeffe Dr. Brandon T. Schwartz and Dr. Maggie Yau Mike and Ian Oliver Tari Scott* Erica-Lynn Owen Mary D. Scott Stacia and Jacob Page The Ashe Family Mary Parent* and Ben Copans Bart and Judy Selle Semprebon Angel Noves

Hank Parker* Cheryl and Thomas Candace Patridge and Family Jerome and Diana Senturia David and Cyndie Hetzelt Geoffrey and Gillian Sewake Peggy Pearl Drs. Ryan and Kara Sexton Paul and Dorothea Penar Fiona Shackleton Marcel Perreault Crosby and Helen Sherman Jennifer Peterson Bettylou Sherry* Barbara M. Phaneuf Karena and Samuel Shippee Neil Pilotte Wilfried and Gail Sieg Sharon Pinard-Sisle Rachel Siegel* Bill Piper* Dr. Katherine Silloway** Placey Family and R. Gerald Webber Abby Joy Pollender* Dr. Bennett Simon and Dr. Drusilla B. Powden Roberta Apfel Terry and Ann Powers Sara J. Simpson* Debra and Kevin Powers Theresa Sinclair Dr. and Mrs. Matthew Katherine Siner Prohaska Chuck Prokocimer Connie Sleath* Bryon and Janet Quatrini Roger and Sherry Sylvain Beth M. Quimby* Hilairy Smith Donna and Robert Racine Walter and Suzanne Smith Deane and Sandra Rankin Roberta Smith John Raser and Amanda Cochran Brian and Stephanie Smith Dr. Mary Ready and The Robert Smith Honorable Scott Campbell Aaron and Loren Solnit Richard and Patricia Reed Gilman Somers Jo-Anne and David Reed Walter and Laura Sophrin Robert and Deborah Regis Yvette St Hilaire Annie Renaudette Dr. Amanda M. St. Martin Lloyd Reyes Laurel Stanley* David* and Nancy Reynolds Ronald and Dale Steen** John P. Ricard, Jr. Iamie and Ioanne Stewart Thomas Robinson* Maxwell and Richard M. Roderick Lauren Stinehour John and Brenda Rodgers Richard Stodola and Kathleen Bales Iulie and Arthur Roslund Dr. Laura M. Stoiber Larry Rossi and Michelle Parker Steven W. Stowell David and Anita Roth Cynthia Stuart* and William Humphrey Paul and Susan Rowe Tim* and Julia Sturm The Rubalcaba Family Keith and Linda Ruede Charlotte Stynes Suzanne Ruggles Chettha Sukkaew Jim Sullivan and Wendy Bean David G. Russell Sally Schlueter and Mitchell and Delphine Sullivan Richard Prescott Continued on next page

Daniel and Mary Swainbank Meghan and Johnny Swinehart Susan Taney Jeffrey and Nancy Temple

Shawn* and Loralee Tester Leah Pearl, CRNA

Bridget A. Toll

Curtis Tompkins Patsy Tower

Carolyn Towne

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Iackie Zaun

Thomas Ziobrowski** and Elizabeth Williams

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Aubuchon Hardware Barrett Insurance Agency

Bean's Mobile Homes, Inc.

Beth El Synagogue BJB Properties, LLC

Blake Jenkins Painting, Inc.

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Butterfly Weed Fund of the Vermont Community Foundation

Cabot Creamery Co-operative, Inc.

Calkins Portable Toilets

Canterbury Inn Cary & Main Co.

CFW Electric, LLC

Community National Bank

Dan Wyand, P.T. and Associates

Daniel McCabe, Esq.

David Cloutier Contractor Dussault Charitable Fund

of the Vermont Community Foundation

Fidelity Charitable Gift Fund Fred's Plumbing and

Heating, Inc.

Hawk Rock Foundation Kingdom Trails Association

Knights of Columbus "Sheridan Council 421"

LaVallee Brensinger Architects Louise G. Bristol Fund

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Lyndonville Rotary (District 7850)

Marty's First Stop Melissa Andrews Trust

Milne Financial Planning New England Air Systems

NFP P.C. Services Inc Northeast Kingdom

Council on Aging Northern Counties

Health Care

NVRH Auxiliary

Passumpsic Bank Passumpsic Bank

Charitable Fund, Inc. Passumpsic Lodge No. 27

Paypal Giving Fund Price Chopper's Golub

Foundation

Primmer Piper Eggleston & Cramer PC

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Sanderson Enterprises, Inc.

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St. Johnsbury Distillery

St. Johnsbury Town Band Sugar Ridge RV

Village Campground

The Bobolink Fund of

the Vermont Community Foundation The Leukemia &

Lymphoma Society The Michael and

Jeanine Greenleaf Fund The Walker/Van Son

Families Charitable Fund

The White Market Union Bank

Universalist Unitarian Congregation of

St. Johnsbury Vermont Program for Quality

Care in Health Care, Inc. WEIDMANN

WICOR Americas, Inc.

NVRH Tribute Gifts

In Honor of Grand & Great Grand Children Joan Wollrath

In Honor of **Keith Fortier**

Aaron and Loren Solnit

In Honor of Frederic and Kathy Hoffer Joan Butler

In Honor of **Betty Ann Laflam** Beth Ann Laflam In Honor of Jerry Leach Anonymous

In Honor of **NVRH Staff**

Anonymous Kay Hopkins

John and Carolyn Mulligan Sandra Wavne

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In Memory of Ted Farrow Merle and Pat Fitzgerald

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In Memory of Barbara and John Hubbard Dane and Kathy Daley

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Paul Sullivan Mitchell and Delphine Sullivan In Memory of

Michael Taney Susan Taney In Memory of David Toll Anonymous

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Mark Tucker In Memory of Anthony J. Viola

Nancy T. Viola In Memory of Elizabeth Watkins Anonymous

In Memory of Arthur White Christine E. Allsop

In Memory of

Moriah Wilson

Fiona Shackleton In Memory of George Wollrath Joan M. Wollrath

Every effort has been made to ensure this recognition list is accurate and complete.

Please accept our apology for any inadvertent errors or omissions. Please report any errors to the NVRH Philanthropy Department at 802-748-7313.

^{**}Trustee or Honorary Trustee *Corporator or Corporator Emertius †Deceased

Auxiliary

Our team of hospital volunteers make up the NVRH Auxiliary.

They bring a diverse range of backgrounds and experience to their work at the hospital. From managing the Cherry Wheel Gift Shop and staffing the front desk to organizing medical supplies and escorting patients to appointments, our volunteers go above and beyond to make NVRH a welcoming place and to treat patients and their families with care and compassion.

SINCE NVRH
OPENED IN 1972,
VOLUNTEERS
HAVE GIVEN OVER
576,439
HOURS IN TIME

Under the guidance of Pat Forest, NVRH Director of Entrance Operations and Volunteer Services, over 119 community members volunteer their services

at NVRH on a regular basis. They bring a wide range of skills to their work at the hospital, including playing the piano and dulcimer, giving Reiki massage, crafting, sitting with patients at end of life, and much more. This year the Auxiliary organized a new team of Wayfarer volunteers to help patients get to their appointments during our West Wing construction.

This year the Auxiliary awarded \$9,500 in scholarships to area high school and college students who are pursuing a career in healthcare.

Volunteer Numbers at a Glance

13,996
ESTIMATED HOURS
DONATED

\$486,920 ESTIMATED VALUE OF DONATED HOURS 4,009
LAB SAMPLES
DELIVERD

1,483
PATIENTS
ESCORTED

119

NUMBER OF ACTIVE VOLUNTEERS IN FY 2025

YEARS SERVED BY OUR
LONGEST SERVING VOLUNTEER

NUMBER OF VOLUNTEER WHEEL CHAIR ASSISTS SINCE WEST WING CONSTRUCTION BEGAN



"My family has spent a good deal of time in hospitals in the past ten years and without exception every person with whom we had contact was kind, helpful, skilled, and incredibly hard-working. It's a small way to give back for so much excellent care." CATHY BROWNE,

VOLUNTEER SINCE 2025

"I have been inspired by the dedication of NVRH volunteers. Whether they're retired people or high school students, NVRH is richer because we have the community in our community hospital."
PAT FOREST, NVRH DIRECTOR OF ENTRANCE OPERATIONS AND VOLUNTEER SERVICES



Are you or someone you know interested in volunteering at NVRH?

To learn more, please call Pat Forest at 802-748-7310 or click on this link.



"Volunteering at NVRH makes me feel good. It gives me purpose." RICK JOHNSTON, VOLUNTEER SINCE 2020

NVRH's Strategic Plan clearly demonstrates our commitment to S.E.R.V.I.C.E. and putting these values in action — with support from every department and team.

Delivering compassionate and understanding care to our patients is at the core of what we do. Here at NVRH we put patient care first.

EMPATHY

At NVRH we're committed to forward-thinking innovation, collaborative learning, and growth. As we expand to meet the community needs of the future, we won't loose sight of what truly matters - high-quality patient care.

VISION

We have deep roots in our community — we live here, work here, and raise our families here. We're committed to building and sustaining our relation ships with other regional organizations, and being an active, engaged, caring partner in building a stronger, healthier community.

COMMUNITY



SAFETY

Ensuring the safety of our patients, staff, and visitors is a top priority, from training our staff in fire safety and evacuation procedures and putting measures in place to prevent workplace violence, to establishing our Hospital Emergency Response Team (HERT) trained to respond quickly to large-scale emergencies.

RESPECT

Emphasizing dignity, equity, and privacy our team treats each patient with the care and respect they deserve.

INTEGRITY

For us, integrity means that we stick by our core mission and values, even during challenging times. We stay focused on our strengths, maintain the highest standards of ethical behavior, communicate openly and honestly, and honor our commitment to excellent patient care.

EXCELLENCE

Striving for the highest quality care in our programs and services. Dedicated to ongoing training and the latest in state-of-the art equipment.

Financial Statements

Balance Sheets

SEPTEMBER 30, 2025 & 2024

ASSETS	2025*	2024
CURRENT ASSETS		
Cash and cash equivalents	\$ 2,444,718	\$ 4,375,255
Patient accounts receivable, net	13,832,904	10,831,778
Supplies inventory	1,494,592	1,436,487
Prepaid expenses	914,939	1,020,545
Other accounts receivable	5,728,346	6,487,291
Total current assets	24,415,499	24,151,356
ASSETS LIMITED AS TO USE		
Internally designated for		
Capital acquisitions	26,844,851	23,699,863
Funded depreciation	3,959,474	6,009,875
Donor restricted — other	380,769	380,769
Total assets limited as to use	31,185,094	30,090,507
Property and equipment, net	35,333,429	28,690,666
Beneficial interest in net assets of Parent	5,364,099	4,616,223
Other long-term assets	4,156,287	3,749,362
Total Assets	\$ 100,454,408	\$ 91,298,114

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The accounting records for Northeastern Vermont Regional Corp. and Subsidiary have been audited by Berry Dunn, Certified Public Accountants.

The complete audited report is on file and is available for inspection at NVRH's Finance Office.

LIABILITIES AND NET ASSETS	2025*	2024
CURRENT LIABILITIES		
Accounts payable and		
accrued expenses	\$ 14,278,967	\$ 10,447,338
Estimated third-party	555.015	2 200 101
payor settlements	555,017	3,389,121
Other current liabilities	6,996,010	4,975,930
Current portion long-term debt	1,352,370	1,579,854
Total current liabilities	23,182,364	20,392,243
OTHER LONG-TERM DEBT		
Long-term debt	6,012,617	5,908,998
Other long-term liabilities	4,352,079	3,874,829
Total liabilities	33,547,060	30,176,070
NET ASSETS		
Unrestricted	57,153,203	55,596,907
Temporarily restricted	9,307,082	5,078,074
Permanently restricted	447,062	447,062
Total net assets	66,907,348	61,122,044
Total Liabilities and Net Assets	\$ 100,454,408	\$ 91,298,114

Operating Statement

FOR THE YEARS ENDED SEPTEMBER 30, 2025 & 2024

	2025*	2024
WHERE THE MONEY COMES FROM		
We billed for services to inpatients	43,498,469	46,933,981
We billed for services to outpatients	238,375,387	220,917,382
Total patient revenue billed	281,873,856	267,851,363
BECAUSE WE DID NOT RECEIVE FULL PAYMENT FOR AMOUNT BILLED		
Total uncompensated care Those unable to pay (patient assistance) plus Those unwilling to pay (bad debts)	9,107,296	5,817,041
From other contracted payors	147,062,404	140,531,921
Therefore we wrote off	156,169,700	146,348,962
OUR NET PATIENT REVENUE WAS	125,704,156	121,502,401
We had other operating revenue of	9,029,514	7,924,846
OUR TOTAL OPERATING REVENUE WAS	134,733,670	129,427,247
WHERE THE MONEY GOES		
To pay salaries and benefits to our 693 employees	81,712,865	78,789,279
To purchase supplies and services	42,070,016	37,550,752
To pay the VT Health Care Provider Tax Assessment	7,349,461	6,652,495
To allow for wear and tear on buildings and equipment	3,943,332	4,722,577
To pay for utilities	1,480,054	1,345,405
To pay interest on our outstanding debt	228,959	238,346
OUR TOTAL EXPENSE WAS	136,784,687	129,298,854
THIS PROVIDES A NET OPERATING REVENUE OF	(2,051,017)	102,393
We had income (losses) from investments and non-operating revenue of	3,607,315	5,974,744
FUNDS REMAINING TO PAY ON OUTSTANDING DEBT AND TO INVEST IN THE HOSPITAL'S FUTURE (New and replacement equipment,		
new technology, new services, etc.)	\$ 1,556,298	\$ 6,076,137

^{*}Unaudited

Community Benefits

PROVIDING MEANS FOR OUR MISSION

The NVRH Community Benefit program builds on the foundational belief that we have a responsibility to improve health in the communities we serve. Each year, NVRH allocates financial resources for community programs, prevention strategies, and providing medical care to all regardless of ability to pay.

NVRH quantifies our benefit to the community on Schedule H of IRS form 990. Here is a summary from our Fiscal Year 2024 Community Benefits Report.

FISCAL YEAR 2024 COMMUNITY BENEFITS REPORT		
Uncompensated Care	\$ 14,215,792	
Charity Care	882,596	
Medical and Professional Education	67,655	
Cash and In-Kind Contribution to Community Groups	87,424	
Subsidized Health Services	4,620,842	
Community Health Improvement Services	1,370,648	
TOTAL	\$ 21,244,957	

The Community Benefits provided by NVRH during fiscal year 2025 are calculated and submitted to the IRS in late summer 2026 and will be posted to the FY 2026 annual report.

Medical Staff and Allied Health Professionals

DEBORAH HARRIGAN, MD

President

ANESTHESIA

Rebecca Barski, CRNA Albert Fischer, CRNA Michael Hawkins, CRNA Jason Johns, CRNA David Kapplan, CRNA Leah Theeman, CRNA

BEHAVIORAL HEALTH

Katherine Harris, LICSW Jaime Lipka, LICSW Susan Rhodes, LICSW Lorraine Strang, LICSW

CARDIOLOGY

Mark Bilodeau, PA Mary Dowd, MD Evan Grove, MD Mark Kiessling, PA Ashley Luneau, PA

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Jennifer Boccia, MD Lynn Borchers, PA-C Josh Browning, PA-C Wendy Demartino, MD Stephen Disabatino, MD Cate Fernando, DO Allison Ebrahami Gold, APRN Robert Grant, MD Nicole Houston, AGACNP-BC Shawna B. Johnston, FNP Joseph Lahey, MD Michael J. Lahey, MD John Nesbitt, MD Jorge Otero, MD Betsy Piburn, PA-C Brandon Schwartz, MD Ryan Sexton, MD Joshua Spicer, DO Amanda St. Martin, MD Jonathan Vacik, MD

Joshua White, MD

GENERAL SURGERY

Trisha Bullard, PA Amira Ghazali, MD Ben Schroer, MD Brian Smith, MD Tamsin Durand, MD Philip Hamby, MD Byron Burnes Holloway, DO Stephen Phipps, MD Autumn Sacklow, MD Mary Woodhouse, MD

HOSPITALIST

David Bourgeois, MD Robert Brown, MD Cy Cedar, MD Marie Dumas, AGACNP Nicole Houston, APRIN Justin Katz, MD John Raser, MD Donna Toohey, APRN

INFECTIOUS DISEASE

Susan Taney, NP Timothy Whitman, DO

MIDWIFERY

Meghan Arthur, CNM Jade Kaplan, CNM Kathleen Mulkern, CNM Emily Olson, CNM

NEUROLOGY

Anna Driscoll, AGNP-PC Amanda Van Straten, MD

NORTHERN EXPRESS CARE

Ericka Dekle, MSN Gerald Hussar, PA Camille Lamell, PA Kathryn MacDonald, PA-C Deena Masten, FNP-C

OBSTETRICS-GYNECOLOGY

Lisa M. Baclawski, MD Kim Johnson, DO Stephen Genereaux, MD Mary Macdonald Griffin, MD Simone R. Lessac-Chenen, MD Courtenay Lahey, WHNP-C Anne M. O'Connor, MD Jennifer Wetherald, DO

OCCUPATIONAL MEDICINE

Jane Goodman-Page, ANP

ORTHOPAEDICS

Christopher Bateman, PA Olivia Bellavance, PA Jeremy M. Korsh, MD Laura A. Nixon, PA-C Matthew Prohaska, MD Mark Regis, PA-C

OTOLARYNGOLOGY

Danny Ballentine, PA-C Britney Bigelow, FNP-C Patrick M. Fitzpatrick, DO Deane E. Rankin, MD

PAIN MEDICINE

David Dent. DO Bert Fichman, MD

PALLIATIVE MEDICINE

Anne Cowles, FNP-BC Joyce Dobbertin, MD Kelly Lemieux, FNP Elizabeth Newman, MD Mary Ready, MD

PATHOLOGY

Ison Brazelton, MD Heather Crowley, MD Cathy Palmer, MD

PHYSICAL & OCCUPATIONAL THERAPY

Jacqueline E. Abella, DPT Neil Abella, PTA Tiffany Benoit, OTR/L Matthew Breton, PT Kaela Drown, PTA Ryan Farley, ATC Renee Ignjatovic, PTA Hannah Johnson, PTA Sharon Lamb, PT Krista Laramee, DPT Jennifer Legacy-Gray, PT Joyce Lockert, DPT Megan Lynch, PTA Michael Matteis, DPT Lindsay O'Steen, DPT Karey Pierce, PT Evita Sandoval, ATC Kate Simone, MPT Sara Stinson, DPT Pam Stewart, PT Nicole Strong, PT Tyler Welles, PT, DPT Kelly Wilkins, PT, MPT Mykala Wiswell, DPT Dan Wyand, PT

PODIATRY

Sarah Zaidi, DPM

PRIMARY CARE

Adelaide Adjovu, FNP-BC Brent Braswell, APRN Thomas Broderick, MD Logan Dege-Pearl, DNP Joyce Dobbertin, MD Deborah Harrigan, MD Tina Heck, FNP-C Xavier Giddings, APRN Jessica Macleod, APRN Thomas Myrter, DO Hannah Prevost, APRN Mitchell Sullivan, MD

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RADIOLOGY

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Linda Kissane, Au.D Rita-Mary Sweeney, SLP

UROLOGY

Eugene Dixon, MD Ashley Gerrish, DNP

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†Deceased

NVRH Corporators

Corporators are an invaluable source of wisdom and perspective for current hospital leadership. They are key links in the essential communication system between members of our community and their hospital.

Heather Alger Joseph Allard Steve Amos Richard Anaell Iane Arthur Nolan Atkins Debra Bach Fric Bach Lisa M. Baclawski, MD Betsy Bailey Sharon A. Baker, RN Danny P. Ballentine, PA Paul Barone Michael Barrett Rebecca S. Barski, CRNA Andrew Barter Christopher I. Bateman, PA Lynn Beaudoin Kim Behr Olivia T. Bellavance. PA Paul R. Bengtson Joe Benning Sarah E. Berrian, MD Eric Berry Kate J. Bertolini Britney Bigelow, FNP-C Nicole Biggie Mark Bilodeau, PA Elaine S. Bixby Jennifer Boccia, MD Sarah Bona Lvnn A. Borchers, PA-C David Bourgeois, MD Mark S. Bowen Cynthia Boyd Catherine M. Boykin Brent R. Braswell, APRN Iason D. Brazelton, MD Thomas F. Broderick, DO Alex Brown David L. Brown Robert W. Brown, MD Joshua R. Browning, PA-C Trisha M. Bullard, PA Meg Burmeister Danielle Burstein, MD Anne Campbell

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- Day Surgery
- · Pain Management
- · Preoperative Evaluation

Audiology

Cardiology

- EKG & Cardiac Event Monitoring
- Holter Monitoring
- Cardiac Stress Testing (Regular, Nuclear, and Echo Stress Tests)
- · Inpatient Consults

Cardiopulmonary Rehabilitation

Care Management

Chaplaincy Services

Community Connections

Diagnostic Imaging Services

- · CT Scan
- · DEXA
- Echocardiogram
- Mammography
- · MRI
- · Nuclear Medicine

Ear, Nose, & Throat (Otolaryngology) and Allergy

- General Ultrasound
- · X-Ray

Emergency Department

· MD Staffed 24/7

HIV/Hep C

Inpatient Services

 Medical, Surgical, and Pediatric

Intensive Care Unit

Labor & Delivery

- · Childbirth Education
- · Labor & Delivery
- · Newborn Care

Laboratory Services

- Blood Bank
- Cytology
- · Pathology

Neurology

- · Occipital nerve blocks
- EMGs
- Memory Testing

Northern Express Care

 Walk-in Primary Care Services

Nutrition and Diabetes Counseling

Obstetrics, Gynecology & Midwifery Services

Occupational Medicine

Orthopaedics – Four Seasons

Outpatient Infusion Services

Palliative Medicine

Pharmacy

Physical Therapy

- Inpatient
- Outpatient and Occupational

Podiatry

Primary Care

- · Corner Medical
- · Kingdom Internal Medicine
- St. Johnsbury Pediatrics

Psychiatry

Pulmonology

- Simple Spirometry
- · 6 minute walk test
- · Biologic management
- · Inhaler Education

Respiratory Care Services

- · BiPAP/CPAP
- EEGs
- Inhaled medications and therapies
- · Mechanical ventilation
- PFTs

Sleep Medicine

Speech-Language Pathology

Surgical Services

- · Anesthesia
- Ear. Nose, and Throat
- Endoscopy
- General Surgery
- Gvnecology
- Obstetrics
- Orthopaedics
- · Ophthalmology
- Podiatry
- Urology

Urology

- · Catheter management
- Cystoscopies
- Management of urinary problems
- Vasectomies

Volunteer Services

Service to the Community

	2025	2024
Acute Inpatient Admissions*	1,608	1,494
Deliveries	230	232
Acute Inpatient Days*	4,650	4,861
Average Length of Stay (days)*	2.9	3.3
Operating Room Minutes	184,753	200,868
Emergency Department Visits	15,074	14,103
Diagnostic Imaging Exams	25,974	24,324
Laboratory Tests	268,813	249,235

*excludes swing bed and newborns

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