

Care.



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WE DO THE BEST OF CARE HERE

**A HISTORY OF CARING
FOR THE COMMUNITY:**

**CHARITY CARE
PROVIDED
\$1,052,769**

.....

**TOTAL COMMUNITY
BENEFITS PROVIDED
\$9,899,857**



Tracey Paul, IMO

Over the past year, helping to lead North Country Hospital as Chief Financial Officer, and now as Interim Managing Officer, I appreciate the strength and fortitude of our staff. It's clear that from our nurses to our environmental services staff, from our lab and radiology techs, from our physicians and advanced practice providers to our patient and financial accounting staff, and everyone in between, we rely on each other to take care of our patients and to get the job done.

This has been a difficult year, to put it mildly. Preparation for and still adapting to a new electronic medical record has consumed much of our energy. We have changed processes due to the ongoing pandemic. Unfortunately, it has been a year of financial hardship, with cost increases in several areas. Like the rest of the country, staffing shortages in healthcare and here at North Country are a real thing. We are sensitive to the hardships our community has suffered over this last year, as well.

Some bright spots include partnering with Northern Counties Health Care in the opening of a walk-in clinic in Newport, the confirmed hiring of a cardiologist and a general surgeon, who will be new to NCH in 2023, and the approval of our certificate of need to begin renovating part of our 50-year-old building. Please read about additional 2022 highlights as you thumb through this annual report.

With both my financial and operational hats on, I want to thank all staff, physicians, advanced practice providers, volunteers, the auxiliary, and the board of trustees for their dedication, as well as for the sacrifices they have made over this last year. We will continue to take the best care of our community and each other as we steer the course forward.

Tracey Paul
Interim Managing Officer

Northern Express Care - Newport

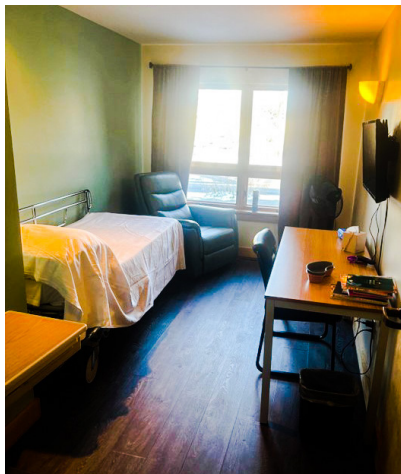


Steven Perlin, MD, NCH Chief Medical Officer, Chris Towne, NCHC Chief Strategy Officer, Michael Costa, NCHC Chief Executive Officer

"We are proud to partner with North Country Hospital to expand health care options in the region," - said Michael Costa, Chief Executive Officer of Northern Counties Health Care (NCHC). "Community partnerships are key to improving life and access to care in the Northeast Kingdom."

As of July 2022, after many months of planning, Newport has another option for convenient care, regardless of the ability to pay. Walk-in medical care is provided for individuals in need of assistance with a minor illness or injury for sprains, bumps and bruises, respiratory illnesses, and vaccinations.

Journey to Recovery Community Center



An ongoing collaborative effort between Journey to Recovery (JTRCC) and the Emergency Department of North Country Hospital (NCH) is the result of many months of planning and coordination, with recovery coaches now in the department to assist in times of need. Thanks to a donated bed from NCH, JTRCC has opened a one-bed social detox pilot program at its center, located across the street from the hospital. The bed is positioned to help people transition from substance use crisis to their next level of care and recovery. North Country Hospital is providing all the linens and meals for the pilot program. The goal is to reduce overdose deaths, reduce repeat visits to the emergency department for people seeking treatment, and to support people in crisis to access the resources they need.

Continuing Partnerships and Outreach

60 weekly Healthcare Shares with VT-grown produce were distributed by prescription to families for eight weeks this past summer. Primary Care staff identifies patient families who are experiencing food insecurity or a diet-related illness. North Country has partnered with Vermont Youth Conservation Corps on this annual project since 2017.

North Country Hospital continues as the site coordinator for the VT Foodbank's VeggieVanGo program, which provides produce to an average of 600 or more families each month.

North Country Hospital has placed more than 20 defibrillators (AEDs) in the local community, partnering with schools, gyms, and churches to bring this important and potentially life-saving piece of equipment to public spaces. Additionally, our nursing education department provides training at each site. The first two community AEDs placed were at two local golf course clubhouses (Newport and Orleans).

The NEK Council on Aging and NCH partner each year on the infamous "Grey Hares Program." Employees volunteer to provide Christmas gifts to an elder who lives alone and may not have a family. The council then delivers these gifts to those in need.

WELCOME



1. Steven Goldstein, MD - North Country Obstetrics and Gynecology

2. Zabi Hayati, MD- North Country Hospitalist Program

3. Andrea Van Woert, FNP- North Country Primary Care - Newport

4. William Manning, MD - North Country Hospital Emergency Department

5. Stephanie Amorosa, MD - North Country Primary Care - Newport

6. Andrea Dale, MD - North Country Primary Care - Newport

7. Mark Crane, MD - North Country Hospital Surgical Associates

8. Eric Mullins, MD, FAAOS - North Country Hospital Orthopaedics

9. Hailey Bonneau, FNP - North Country Primary Care - Barton/Orleans

10. Lori Koshowski, RN, ANC-BC, NP - The Northern Vermont Center for Sleep Disorders

Laboratory



In August, the NCH Laboratory was recognized by the Vermont Dept. of Health as a Sentinel Clinical Laboratory in the Laboratory Response Network. (LRN)

Sentinel laboratories play a key role in the early detection of biological agents. Sentinel laboratories provide routine diagnostic services, rule-out, and referral steps in the identification process. These laboratories can evaluate whether samples should be sent to an LRN reference laboratory for further testing.

The LRN works with the American Society for Microbiology and state public health laboratory directors to ensure that sentinel laboratories, such as private and commercial laboratories, are part of the LRN. There are an estimated 25,000 private and commercial laboratories in the United States. The majority of these laboratories are hospital-based, clinical institutions, and commercial diagnostic laboratories.

Diagnostic Imaging



NCH Diagnostic Imaging again received ACR accreditations in CT, MRI, and Mammography which are granted for 3 years each. ACR ensures that we are providing the highest quality of care in our imaging services.

Diagnostic Imaging renewed their Radioactive Materials License with the State of Vermont on behalf of the Nuclear Regulatory Committee. This license is good for 10 years, and allows them to utilize radioactive materials when imaging in Nuclear Medicine and PET services.

The Wellness Center



Going on 42 years of offering our community a wealth of wellness classes - The NCH Wellness Center was awarded a GOLD Level Award once again this year! This is our 9th award (7 at the highest level possible.)

"On behalf of the Vermont Department of Health and the Governor's Council on Physical Fitness and Sports, I would like to congratulate your organization on being selected to receive a 2022 Governor's Excellence in Worksite Wellness - GOLD Level Award! We thank you for your commitment to health and wellness at your workplace." Ashwinee Kulkarni, Public Health Specialist, Vermont Department of Health

Information Systems and Clinical Informatics



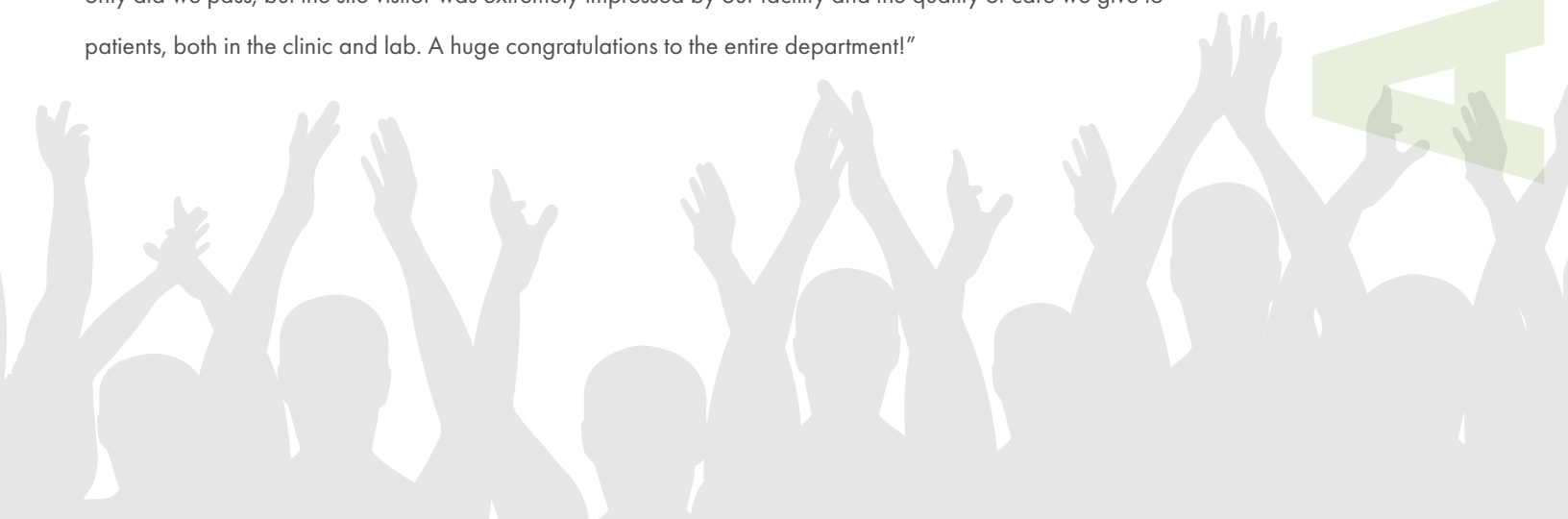
North Country Hospital receives CHIME HealthCare's Most Wired Recognition again in 2022! We have been awarded The College of Healthcare Information Management Executives (CHIME) Digital Health Most Wired recognition for the seventh consecutive year. The national program conducts an annual survey to assess how effectively healthcare organizations apply core and advanced technologies into their clinical and business programs to improve health and care in their communities.

The Northern Vermont Center for Sleep Disorders



We are proud to announce the American Academy of Sleep Medicine re-accreditation which was recently awarded on Nov 11, 2022. Since 1977, the American Academy of Sleep

Medicine (AASM) Standards for Accreditation have been the gold standard by which the medical community and the public evaluate sleep medicine facilities. Achieving AASM accreditation demonstrates a sleep medicine provider's commitment to high quality, patient-centered care through adherence to many standards. Dr. Weili Gray said, "Not only did we pass, but the site visitor was extremely impressed by our facility and the quality of care we give to patients, both in the clinic and lab. A huge congratulations to the entire department!"





A YEAR IN PICS



YOUR BOARD OF TRUSTEES

The North Country Hospital Board of Trustees is comprised of a cross-section of professional men and women representing our community. All Trustees volunteer their time and expertise to attend monthly meetings, serve on additional board committees and participate in activities.



Dr William Peck >
< Janet Osborne



< Stacey Charboneau
< Steve Wright – Interim Vice Chair



< Jennifer Harlow
Nancy Bullock - Secretary >
Frank Knoll – Chair >



< Andre Messier
< Louise Bonvechio – Treasurer & Vice-Chair, Finance
John Monette >



Gregory Walker, MD – Med Staff President >
Peter Stuart, MD – Med Staff Vice President



Charitable giving at all levels, including legacy and foundation gifts, are extremely important to our financial future at North Country Hospital. Thank you to all of our generous contributors for becoming partners in our efforts to improve the health of our community.

The names listed here represent cumulative giving to the Hospital Foundation from January 1 - December 31, 2022. These contributions include annual gifts, memorial and honorarium donations, event/program support and in-kind donations. For additional information on giving, please contact the Foundation/Development Office at 802-334-4186.

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(\$5,000 and above)

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(up to \$99)

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Amazon Smile
America's Taco Shop
American Legion Auxiliary #21
American Whitetail Maple Syrup
Ron Bellefeuille
Bobbi-Jo Andrews
Animal Kingdom
Anonymous (10)
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North Country Hospital EVS Night Staff
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Helen Schnopp
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Karen Silvestri
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Tractor Supply Company
Carol Trembley
Chelsea Trucott
United Ag and Turf - John Deere
Helena Vachon
Amanda Valenti
Charlotte Vinal
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L. Fay Waterhouse
Donna Weigand Bicknell
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Window Box Gift Shop
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