



NCH Leadership Corner

Tom Mee, RN, BSN, MBA, Chief Executive Officer

In past columns and other documents, I've highlighted the financial success that North Country Healthcare (NCH) and its affiliates have enjoyed over the past few years. In a healthcare environment in which 40% of Systems nationwide are performing "in the red", NCH stands out as an outlier in this regard.

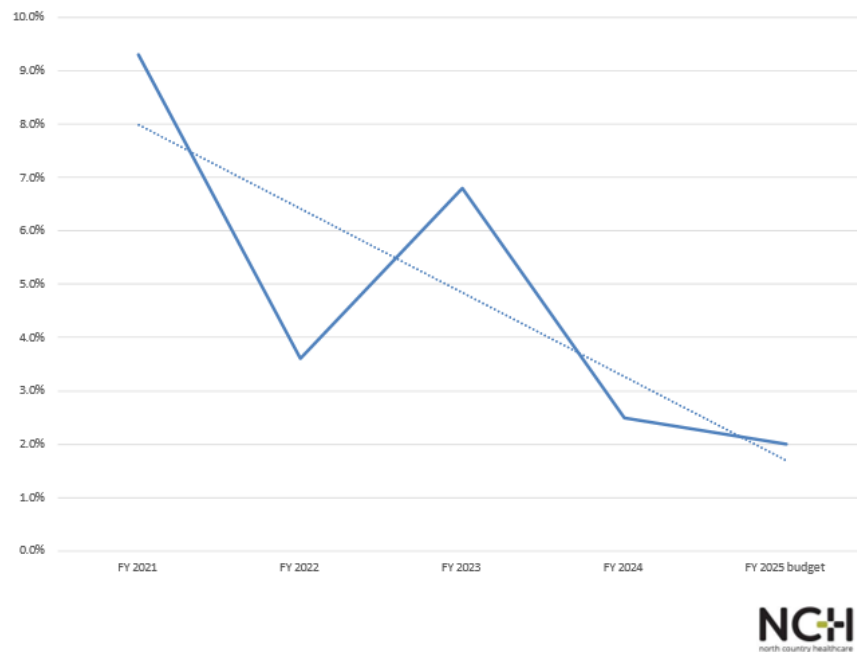
That said, prolonged success can lead to complacency, and we're all very aware of just how quickly financial outlooks can change. While NCH has managed to navigate these troubling waters successfully, there are storm clouds on the horizon that require monitoring and action as necessary.

While NCH has been able to achieve a positive operating margin over the past few years, the trend line is troubling in that we're experiencing a consistent degradation of our operating margin. That trend can be shown as seen in the chart above.

While we recognize that the correlation between time and operating margins are not necessarily linear, the trend line is concerning. In a healthcare System with declining operating income percentages, managing expenses efficiently is crucial to maintain financial health while still meeting patient needs. The key is to reduce the cost per unit of service - essentially improving cost efficiency - rather than cutting overall costs across the board. Our focus on efficiency as opposed to simply reducing costs across the board, is essential for the following reasons:

- 1. Sustaining Service Volume and Quality:** Reducing overall costs often risks cutting valuable services, limiting capacity, or diminishing care quality, all of which can negatively impact patient outcomes and all of which run counter to our stated mission and vision. By targeting cost per unit of service, we can maintain or even expand our ability to serve more patients at the same quality level, creating economies of scale.
- 2. Preserving Revenue-Generating Services:** High-margin services,

NCH Consolidated Operating Margin



like surgery, advanced imaging, or swing bed activity, are often the most vulnerable to broad cost cuts. Rather than indiscriminately reducing costs, improving efficiency per unit allows us to preserve revenue-generating services, supporting financial sustainability even as margins tighten.

- 3. Leveraging Process Improvements and Technology:** There are a myriad of reasons that NCH created a very ambitious goal of training 100% of our stakeholders in performance improvement methodologies. Focusing on unit costs promotes innovations that improve workflows, reduces waste, and leverages technology. This approach often leads to reduced labor hours per unit or optimized supply usage, which have immediate cost benefits without reducing patient care or staff productivity.
- 4. Adapting to Value-Based Care Models:** As healthcare shifts to value-based care, where reimbursement increasingly depends on outcomes and efficiency, managing cost per unit aligns well with this trend. It allows us to objectively demonstrate high-value care, leading to stronger payer relationships and potentially better reimbursement rates.

Over the course of the next fiscal year, NCH will be taking steps to look more closely into how efficiently we operate our various clinical service lines, with the unambiguous intention of reducing our costs per unit of service. To be exceedingly clear, NCH is not embarking on a cost-cutting initiative simply for the sake of pulling expenses out of the equation, however there will be increased focus on the processes that drive the provision of clinical care with the intention of identifying, and responding to, wasteful or non-value added steps within that process. Taking these steps now, while we're financially healthy, will enable us to remain financially viable, competitive, and patient-centered, even in an ever-changing environment.

Finance/Accounting

Matthew Streeter, MBA, FACHE, FHFMA,
Chief Financial Officer



Meditech Optimization Project

The General Ledger (GL) portion of the project was completed and implemented on 9/30, as planned. Just like all projects, there are things that work as we expected and some that do not, despite our planning and testing. Thank you to all who have been working diligently to bring this part of the project over the finish line. Thank you, also, to all who have been impacted by these changes and for your patience and perseverance while we continue to improve the financial systems and our service to stakeholders across NCH. The revenue cycle and reporting parts of the project continue.

Year End Closing & Audit

As October 1st marks the start of a new fiscal year, it also marks the start of a very busy time in Accounting as we prepare the ledgers for closing and audit. We started the

field work portion of the audit back in July and will have auditors on site for testing and review in the coming weeks. As always, there may be questions for departments outside of Finance, and we thank you all in advance for your timely responses. We improve our processes each year and are excited for this year's audit to determine how well we've done to prepare. Final financial statements and audit reports will be presented to the Boards of Directors in January.

Year-End Inventory

Perhaps everyone's least favorite part of year-end processes is the counting of the inventories. Regardless, I am pleased to report that our teams across the System coalesced and completed the task efficiently and on time again this year. While it has simply become "normal" for us to expect an efficient inventory process, it is not normal across healthcare for it to go as smoothly as it does here at NCH. This represents collaboration between and among our clinical departments and our supply chain teams. Congratulations and thank you to all involved for another job very well done this year!

IT System Updates

Darrell Bodnar, BS, CPM, CPHIMS,
Chief Information Officer



Current and Completed Projects and Highlights:

Meditech Optimization - The Meditech Expanse project has successfully transitioned into the post-go-live phase for General Ledger (GL). While a few expected issues remain, nothing unexpected has emerged due to the great work done by the NCH finance team and the team from Cerecore. This update lays a solid foundation for our future efforts and will enhance the organization's ability to efficiently and effectively monitor department-level finances.

NCHHHA MS Office Migration - NCHHHA will migrate its Microsoft Office 365 instance to the same tenant as the rest of NCH, providing a unified and standardized platform across all affiliates. This migration will enhance collaboration, security, and access to shared resources. By consolidating into a single tenant, we reduce administrative overhead, ensure seamless integration across departments, and ultimately boost productivity and communication throughout the system.

WMC Wound Care - We successfully transitioned the Weeks Medical Center Wound Care platform from the Healogics iHeal platform to a completely new build within Meditech Expanse. This accomplishment is particularly impressive, given the tight project timeline, the novelty of building a wound care system within Meditech Expanse, and the requirement to go-live on the same day as two other major projects. Great job by the entire team!

Epiphany Cardio Server C Platform - We completed the upgrade of the Baxter/Hillrom Cardio Server to the latest version. Epiphany Cardio Server Platform is a comprehensive cardiac data management solution that centralizes and streamlines the storage, integration, and review of diagnostic cardiology test results from multiple devices across healthcare systems. Although this upgrade was driven by compliance requirements, it also introduced valuable improvements to support our new Concord Health Cardiology partnership.

Ambient Voice Technology - The Augmedix pilot has successfully onboarded the majority of our providers. Augmedix Go leverages advanced AI-driven ambient voice technology to enhance the efficiency of note-taking and documentation during patient encounters. This innovative solution

significantly reduces the time spent on documentation, enabling our clinical staff to dedicate more time to face-to-face interactions with patients. So far, we've enrolled 15 providers across various disciplines and affiliates. We are now exploring opportunities to improve the order placement process through this platform.

Meditech Web - Over 50% of our user population is now utilizing the fully web-based version of Meditech Expanse. This transition positions us on a more versatile and accessible platform, paving the way for the upcoming Meditech 2.2.55 upgrade, scheduled to begin this month.

Point-Click-Care - The Point-Click-Care system, a comprehensive communication and messaging platform, is poised to enhance the efficiency of our Emergency Departments by streamlining admission and readmission processes across all New Hampshire Hospital Association member hospitals. As a key initiative for the State of New Hampshire, this project has made consistent progress, overcoming the complexities of integration and challenges related to limited funding. We remain committed to advancing this critical initiative to improve healthcare coordination statewide.

Hyve Vitality Scorecard - The Hyve Health Vitality Payer Scorecard is on track to provide greater transparency in healthcare payments. We are currently finalizing the file formatting and compiling the historical data deliverables to ensure a smooth and successful launch.

Upcoming Project Highlights:

Meditech Expanse 2.2 - NCH is currently running version 2.1.48 of Meditech Expanse, with a major upgrade to version 2.2 on the horizon. This upgrade will introduce significant enhancements, including a fully web-based platform that improves both integration and user experience. Beyond these improvements, version 2.2 will also enable new, advanced features to support the scalability and efficiency of our health information systems. The upgrade is scheduled to begin this month, with a go-live target of June 2025.

UniteUs - UniteUs is a closed-loop referral platform designed to create a statewide network for exchanging resources and referrals across New Hampshire. This platform plays a crucial role in advancing population health management by addressing the challenges of identifying and accessing resources for underserved populations. By fostering collaboration among healthcare providers, community organizations, and other stakeholders, UniteUs strengthens care coordination and ensures that individuals receive timely, appropriate support. This initiative is instrumental in reducing barriers to care, particularly for vulnerable communities, by facilitating real-time communication and data exchange among all participants.

Nursing Leadership Communication

Tiffany Haynes, MSN, RN,
Chief Nursing Officer, NCH



Happy November everyone!



I am happy to congratulate Julie Bolton, BSN, RN, on her recent acceptance of the NCH RN Infection Preventionist position. Julie will be working closely with Karen Bertin-Roy, RN, Infection Preventionist at AVH and

the clinical teams, to develop a System-wide approach to infection prevention.

For those of you who may not know Julie, she grew up in Colebrook, NH, and graduated from Colebrook Academy. She worked at Ethan Allen for 14 years and ended her career there as an Environment, Health and Safety Professional, specializing in OSHA compliance. Julie then went on to White Mountains Community College to earn two degrees; an Associates Degree in Spatial Information

Technology/Environmental Science and an Associate's Degree in Nursing. She has since earned her Bachelor's Degree in Nursing from Southern NH University and is preparing to complete her Master's Degree in Nursing with a focus in Patient Safety and Quality. Julie started her career as an LPN at the Coös County Nursing Home in Berlin, and also held the position of school nurse for UCVH. Julie has since worked at Weeks Medical Center for three years as a Med/Surg RN, Home Health and UCVH as an Emergency Department (ED) RN. For the last four years, Julie has been working as an Infection Preventionist/ED Nurse at UCVH and ED Nurse at Weeks Medical Center. Julie is a proud member of the Association for Professionals in Infection Control and Epidemiology and the Emergency Nurses Association. She is also a BLS, ACLS and PALS instructor. Julie has two daughters, Ashley and Jennifer, both are in Nursing school. She enjoys hiking, spending time with family and doing occasional carpentry jobs around the house. She also enjoys traveling when time allows!

Bedside Medication Verification: Thank you to the NCH IT team which has built a report for nursing leadership to track barcode medication and patient scanning rates in real time. This report is being sent to the nursing leadership inboxes every morning and will give them the data they need to reach 99% for FY25.

NCH Employee Health Nurse Job Posting: NCH has posted a new position, for a System-wide Employee Health Nurse. If you know of anyone that would be interested in this position, please encourage them to apply! The position will be responsible for standardizing employee health functions across the System.

Human Resources Corner

Human Resources Team



As we turn the calendar to November, we find ourselves in a season synonymous with reflection and gratitude. At North Country Healthcare we believe in the power of appreciation and the influence it has on creating a positive and cohesive work environment. This month, let us dedicate this time to celebrating the spirit of thankfulness within our organization. We'll explore ways to cultivate gratitude, recognize outstanding contributions, and share heartwarming stories of appreciation among colleagues. Together, let's embrace this opportunity to acknowledge and celebrate the hard work, dedication, and generosity that make our workplace truly exceptional.

Celebrate the 12 Days of NCH Holiday Cheer!

We are thrilled to announce that it's that joyous time of year again! Get ready to bring in the festive spirit with our Second Annual "12 Days of NCH Holiday Cheer!"

Beginning December 5th, 2024, we will embark on a journey of spreading cheer throughout our NCH family. For twelve weekdays, at least one employee from NCH, and every affiliate, will win one of many prizes! Including, but not limited to, a Propane Fire Pit, BEATS Headphones, 55" Smart Television and \$125 Gift Card. **Note:** All prizes won are subject to federal taxation per the IRS regulations and the value of the prize will be added to your taxable wages.

A System-wide email will be sent every weekday starting Thursday,

December 5th, 2024, through Friday, December 20th, by 11:00AM. Please reach out to the HR Talent Development Team, Evan Tassis or Melanie Gelinas, for more information.

Welcome to the NCH Team!

The following new team members have successfully completed October Orientation. Please give a warm NCH welcome to:

Katelynn Badger, Nurse Anesthetist - AVH
Sarah Colon, Medical Assistant I - AVH
Shaun Fitzpatrick, Registered Nurse - AVH
Robert Levesque, Environmental Svcs. Shift Supervisor - AVH
Charanjit Veeramalla, Hospitalist - AVH
Christopher Goupil, Denials Specialist - NCH
Kelly Grover, Health Information Mgmt. Tech. - NCH
Tamika Phillips, Human Resources Operations Specialist - NCH
Daniel Tice, Clerk - NCH
Elizabeth Waitt, Department Manager - NCH
Michael Ball, LSWM, Social Worker - NCHHHA
Nicolette Fillion, Licensed Nurses Assistant - NCHHHA
Sarah Johnson, Provider, ED Svcs. - UCVH
Krista Rodrigue, Registered Nurse (AS) - UCVH
Karen Ahrens, Cash Postng Assistant - WMC
Michael Curtis, Dietary Tech. / Nutrition Assistant - WMC
Steven Degnan, Cook - WMC
Lydia Frenette, Medical Assistant - Certified - WMC
Raina Gadwah, Unit Coordinator - WMC
Jewelene Russell, Pharmacy Tech. - WMC
Kera Theriault, Registered Nurse - WMC

Quality Corner

Bernie Adams, LSSBB, Chief Quality Officer, NCH



On October 14, leaders from across the System gathered for the first NCH Leadership Summit. One of the major activities of the day was to roll out 2025 System goals and practice cascading them.

What does it mean to cascade goals?

Cascading goals is a strategic approach that aligns objectives across all levels of an organization. It begins with high-level goals, which are then broken down into actionable targets for teams and then individuals.

When done well, this process accomplishes a few key things:

- **Alignment:** By linking individual and team goals to the organization's objectives, everyone understands how their work contributes to the bigger picture. This creates a sense of purpose and direction.
- **Enhanced Communication:** Goals promote dialogue between leadership and team members. Regular check-ins ensure that everyone is on the same page, fostering a collaborative environment.
- **Increased Engagement:** When team members see how their efforts impact overall success, they feel motivated and invested in their work. This engagement leads to higher productivity and job satisfaction.

Over the next few months, leaders will be working to meaningfully cascade goals. Every employee will be empowered to work together on their departmental goals. More than ever before, we are engaging our staff in creating the future of NCH.

From Clare Fox, NCH Director of Performance Improvement:

A big thank you to all those who came to our first annual Yellow Belt Project Showcase! We had 150 total attendees across the five sites.

Staff voted for the following as their preferred projects:

1. **David Fawcett** wins \$100 of NCH logowear for the project "Pre-Authorization for Inpatients"
2. **Jill Gregoire** wins \$75 of NCH logowear for the project "Improving Intravenous (IV) Access"
3. **David Solon** wins \$50 of NCH logowear for the project "New Provider Meditech Training"

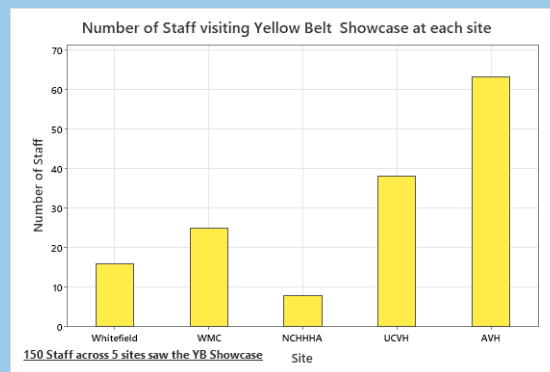
All 28 posters received at least one vote, which emphasizes the importance of every single project.

Our door prize winners were:

- Monday: Christina Patten (Hat) | Pamela Frizzell (Water bottle)
- Tuesday: Dr. Stephen Regan (Hat) | Susie Reynolds (Water bottle)
- Wednesday: Tyler Ruggles (Hat) | Stephanie Chase (Water bottle)
- Thursday: Jane Lyttle (Hat) | Clarke Reiner (Water bottle)
- Friday: Monique Girard (Hat) | Sonia Craft (Water bottle)

By the time this newsletter comes out, the posters will have been shown at all five board meetings!

Thanks to all staff who completed a project or supported someone else in their work on a project! If you're interested in doing your own project, email the Performance Improvement team at: PDCAproject@northcountryhealth.org.



NCH Professional Wellbeing Initiative

The Benefits of Giving

Giving back can play into many dimensions of wellness – spiritual, environmental, and social wellness – and it can release endorphins and lower your overall stress levels.

This year, Giving Tuesday – the Tuesday after Thanksgiving – falls on December 3, 2024. Giving Tuesday is a great day to donate to a cause, as many organizations have donors that will match gifts on this day – and it can help you to reconnect with your values in the midst of the rush of gift shopping.

Here are some different ways to give back this holiday season (and beyond):

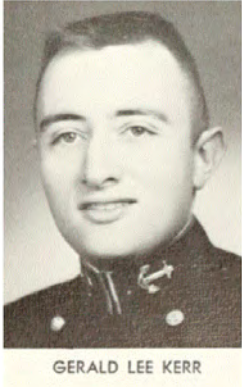
- Look into local mutual aid organizations to support your community members.
- Help people directly through GoFundMe and other digital giving platforms. You can search directly on GoFundMe or keep an eye out for links that your network shares on social media or otherwise. You can also multiply your impact by sharing the fundraisers with your network.
- Do you struggle with impulse-buying things for yourself during holiday sales? Try challenging yourself to match the amount you spend on yourself with a donation after your holiday shopping is done.

- Budget for giving too. It's kind of a no-brainer to budget for holiday shopping, but have you considered putting aside an amount for giving? That way you know how much you can afford to spend and you can make sure to hit that number.
- Pay attention to sales on grocery staples – if peanut butter is 2-for-1, consider getting two and donating one!
- Volunteer your time – and sign up to volunteer at other points in the year! The holidays are a time when lots of folks want to get involved, but both donations and offers of help tend to decline other times of the year. By ensuring that your support is ongoing, you will make an even greater impact on the organization with which you volunteer.
- Donate blood. Look for blood drives happening within NCH and in our communities.
- Reach out to a loved one who might need a little extra support this year. Maybe you can offer to babysit while they go out and shop, cook dinner for their family, or just be a listening ear.

All employees have free access to Be Well and KGA, our Employee Assistance Program. Links to these and additional resources can be found on the Intranet under: Quick Links > Employee Wellness Resources.

Androscoggin Valley Hospital

Michael Peterson, FACHE, President and CEO



It brings me great pleasure to announce the Gerald Kerr Memorial Scholarship Fund. Berlin resident, Gerald Kerr, had a number of what he cited as very positive experiences at facilities within NCH, including at the AVH Infusion Center, as an Inpatient and more. Mr. Kerr had experienced health care at a number of locations outside of New Hampshire, and often offered “kudos” about the wonderful the care was in Northern New Hampshire. As a thank you to staff and out of a desire to help retain and grow the workforce in our area, he made a generous donation to provide financial awards for programs/education related to the health care services.

Applications for, and information about, this Award can be found by visiting the EDUCATION tab in the navigation bar near the top of the NCH Intranet homepage. Please submit any application to James Patry, Vice President, Marketing and Community Relations, who will share them with the Award Committee.

Finally, thank you to everyone who provided Mr. Kerr such wonderful care prior to his passing in 2023.

National Medical Staff Services Awareness Week (MSPWeek) in 2024 was celebrated from November 3–9. The week recognizes medical staff services professionals (MSPs) who perform a variety of tasks, including:

- Credentialing and privileging medical staff
- Provider Enrollment
- Managing meetings
- Staying up-to-date on regulations and accreditation standards
- Maintaining rosters and financial accounts
- Keeping medical staff policies, rules, regulations, and bylaws

President George Bush signed a Congressional House Joint Resolution in 1992 to proclaim the first MSPWeek. The National Association of Medical Staff Services (NAMSS) partners with hospitals, doctor’s offices, MCOs, university health systems, and government agencies to promote awareness of MSPs. I can’t thank the all of our team members who do such a great job across NCH working with our Medical Staff matters. THANK YOU.

Happy Halloween! The Employee Engagement Committee would like to announce the winners of the Pumpkin Decorating Contest (pictured at right, left to right):

- Funniest #7 made by Janet Lavoie, Occupational Health
- Scariest # 2 made by Candy O’Neil, Volunteer Services
- Most Creative #5 made by the Rehab. Department
- Judges Award #14 made by Danielle Roy, Cardiopulmonary/ Cardiology

Thank you to all who participated. There were 15 entries, and all the pumpkins were awesome! It was a lot of fun!

Thank you to our Volunteer Judges: Ken & Lise Proulx, Bev Dupont, Mona Landers, & Jean Scolere.

We would also like to thank David Fawcett for donating the prizes for the contest.



North Country Home Health & Hospice Agency

Jessica Foster-Hebert, RN, CHHCM, CHCM, Interim President and CEO



As we move into November, I'm filled with gratitude for our incredible team here at North Country Home Health & Hospice Agency (NCHHHA). It's National Hospice and Palliative Care Month (HAPCM), a time to pause and recognize the dedicated individuals who provide such compassionate care at the end-of-life. Established by President Jimmy Carter in 1978, this month serves as an opportunity to raise awareness about hospice and palliative care while highlighting the amazing contributions of our staff and volunteers. Their commitment to our patients and their families is truly inspiring, and I'm so proud to be part of this incredible team.

We recently celebrated our annual employee event at the Copper Pig in Lancaster, and it was another incredible success! This venue has truly become a staff favorite, offering great snacks, drinks, and plenty of laughter. Each year, the event just gets better, and the prizes have certainly followed suit. A special congratulations to Kara Gooden, who won both the fall basket and the Yeti Cooler! Gwen Dovohluk also had a big win, securing an overnight stay for the Hospice Gala.



Looking ahead, I'm excited to share that we're in the process of setting new goals for NCHHHA, which align with North Country Healthcare's broader strategic objectives. These goals will be finalized at our next board meeting, and I'm enthusiastic about the future direction we're heading in. It's an exciting time as we continue our journey toward becoming a high-reliability healthcare System, and I can't wait to see what we accomplish next.

Lastly, I'd love to personally invite you to join us on December 6th for our 2024 North Country Home Health & Hospice Gala, at the beautiful Omni Mount Washington Resort. It's a night dedicated to celebrating and supporting the vital work we do. From a live auction and raffle, to a night of dancing, it promises to be a wonderful evening. Your participation makes a real difference for our patients and their families. For more information or to purchase tickets, please visit onecau.se/2024nchhhgala. Thank you for your continued support—it's because of you that we're able to make such a meaningful impact.



*2024 North
Country Home
Health &
Hospice Gala*

Presented By Wipfli LLP

December 6th, 2024
Friday, 4:00 PM-10:30 PM

OMNI MOUNT WASHINGTON RESORT
310 Mount Washington Road • Bretton Woods, NH

NCH | North Country Home
Health & Hospice Agency

Upper Connecticut Valley Hospital

Greg Cook, FACHE, President and CEO



2024 Department Halloween Costume Contest

As the clock struck noon, the Witching Hour began at UCVH, and the Department Halloween Costume contest began. The contest brought smiles and a sense of camaraderie, proving that even in a busy healthcare setting, there's always room for a bit of Halloween spirit!



Physical Therapy - "Average Joes"



Maintenance - "Trees & Logger"



Materials and Housekeeping - "Biker Chicks"



Nursing - "Disney"



Radiology - "Porcupines"



The judges faced a tough challenge in selecting a single overall best group costume, resulting in a tie! Congratulations to....

The Radiology Porcupines and The Housekeeping/Materials Biker Chicks!



UCVH Installs HVAC System Through a USDA Grant

The installation of an upgraded HVAC system was recently completed for our Med/Surg inpatient rooms at UCVH. During the peak of the covid crisis, we had set up three patient rooms with portable units to create negative pressure. During preparations for the replacement of the HVAC unit, the decision was made to equip inpatient rooms 100 through 109 with the ability to create negative pressure at the flip of a switch. We were awarded a USDA grant which covered much of the cost, and we worked closely with the USDA throughout the duration of the project. Nursing staff have been trained and are using the system for isolation patients.

Upper Connecticut Valley Hospital Rehabilitation Program Certified by Industry Leader

Upper Connecticut Valley Hospital (UCVH) is proud to announce the certification of its Cardiovascular and Pulmonary Rehabilitation Program by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR).

To earn accreditation, the program participated in an application process that requires extensive documentation of the program's practices.

Each program's application is reviewed by the AACVPR Program Certification Committee, and certification is awarded by the AACVPR Board of Directors.



NCH | Upper Connecticut Valley Hospital

Weeks Medical Center

Matt Streeter, MBA, FACHE, FHFMA, Interim President, Weeks Medical Center



Good things are happening, here at Weeks Medical Center!

Positive Review Online

Weeks Medical Center received the following online review: *"I've lived in Lancaster for over 10 years and I would recommend Weeks and their staff to anyone who asks, people have and their experience has always been great too. I fought cancer at Weeks and had my surgery done there, if I have to do so again I want it to be at Weeks! As for primary care doctors they are great and I haven't heard any complaints. My eldest daughter and granddaughter are also patients and as a mother and grandmother I have total trust in them. The only difficulty I had was during Covid and that was because I had to put trust in unknown doctors and nurses. I moved from a small community to this small community and I love living here. Weeks is 1 of the best there is in my opinion. Whenever I have a heart attack I'm disappointed that I have to be transferred to DHMC or CMC. Not because they aren't great too but I'm happier closer to home."* - Leslie Finch

Trunk or Treat Event, Lancaster, NH

The Northern Gateway Chamber of Commerce hosted a Trunk or Treat Event at the Lancaster Fairgrounds on October 25th. Weeks Medical Center (WMC) was one of more than fifty vehicles participating! WMC gave out sunglasses to about 500 kids and they were a big hit. The infamous DJ John Jaworski donated his time, adding to the huge success of this event. WMC had a lot of fun, and these three culprits, photographed here, are already planning to make Weeks Medical Center have an even bigger presence next year!



Pictured left to right: Michelle Brault, Lisa Tetreault and Corina Kay

Weeks Medical Center Staff Receive Recognition for Doing Great Things Around the Hospital



Marketing Update

James Patry, FACHE, Vice President, NCH
Marketing & Community Relations



Happy November from the North Country Healthcare (NCH) Marketing and Community Relations Department!



I want to begin by sharing how honored I was to be a part of an informal tree dedication ceremony held early last month in honor of the late Claudette Morneau, who gave 44 years of service to AVH as a Registered Nurse and Nurse Educator. I learned a lot from Claudette and am grateful for having had the opportunity to have known her. A maple tree and memorial marker, located outside of the AVH campus, are a testament to her impact on providers, her co-workers and friends.



I'd also like to thank Lisa Tetreault, Michelle Brault and Corinna Kay who represented Weeks Medical Center at the Trunk or Treat event held

October 18 at the Lancaster Fairgrounds. It was my first ever Trunk or Treat. I was amazed at the attendance. Thank you, ladies, for your focus on giving back to our community. You could have chosen to just go home after a long work week, but you stayed until evening giving out items to our area youth. It speaks to your kindness!



I'd like to welcome Ren Anderson, former Senior Manager, Philanthropy & Community Engagement, NCHHHA, as the new

Director of Philanthropy and Community Relations for North Country Healthcare. In her new role, Ren, among other duties, will develop, implement and refine volunteer programs for NCH/affiliates, ensuring alignment with organizational goals and volunteer interests; lead, mentor and support existing volunteer department staff; develop and execute community outreach strategies, and identify, implement and refine philanthropy and grant programs across NCH affiliates. Ren brings a wealth of experience to her new role. And, she's working towards her Doctorate!

Michelle Brault and Candy O'Neil, who oversee Volunteer programs at Weeks Medical Center and Androscoggin Valley Hospital, respectively, now report to Ren, who, in turn, now reports to me.

Ren will be present throughout the NCH affiliates.

Ren's move is FTE-neutral, as her prior position within NCHHHA will not be replaced.

Please join me in congratulating Ren at lauren.anderson@northcountryhealth.org or (603) 444-8399.

Earlier this month, the kickoff meeting for NCH's 2025 Community Health Needs Assessment took place. NCH will continue to work closely with Coös County Family Health Services and Ovation Healthcare for the next several months to ensure that an appropriate and meaningful report is developed. Ovation, under the name of Quorum assisted NCH with our most recent Community Health Needs Assessment in 2022. More to come! As a reminder, previous CHNAs can be seen at <https://northcountryhealth.org/community-health-needs-assessment/>.



NCH Team members participated in the RiverFire 5K event in October, of which, NCH was a sponsor.