



NCH Leadership Corner

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

I am thrilled to share a remarkable achievement: North Country Healthcare has attained a 99.1% success rate in bedside medication barcode scanning!

A best practice compliance rate for bedside medication barcode scanning is considered **95% or higher**. This benchmark is widely endorsed by patient safety organizations, including The Leapfrog Group, which recommends that hospitals scan both the patient's wristband and the medication in at least 95% of bedside medication administrations.

Barcode Medication Administration technology is instrumental in reducing medication errors by ensuring the "five rights" of medication administration: right patient, right drug, right dose, right time, and right route. Studies have shown that implementing BCMA can decrease medication administration errors by up to 43.5%, significantly enhancing patient safety. While generally a nursing driven process, we couldn't have achieved this level of success without the support of other NCH departments supporting the goal, namely Pharmacy and IT.

Achieving a 99.1% compliance rate, as we have, not only surpasses industry standards but also exemplifies a commitment to high reliability and continuous quality improvement in patient care.

Our success with bedside medication barcode scanning reflects our dedication to Continuous Quality Improvement (CQI), a process that fosters a culture

of ongoing learning, innovation, and enhancement in healthcare delivery. CQI encourages proactive identification and resolution of issues, leading to improved patient outcomes and system efficiency.

High reliability in healthcare means consistently delivering safe, high-quality care over time. Our 99.1% scanning success rate is a significant step toward this goal, demonstrating our ability to integrate reliable processes and technologies into our daily practices.

Looking Ahead

While this achievement is commendable, our journey toward excellence continues. We must maintain our focus on:

- **Sustaining High Performance:** Regularly reviewing processes to ensure continued success in barcode scanning and medication administration.
- **Ongoing Training:** Providing continuous education and support to staff to adapt to evolving technologies and protocols.
- **Feedback and Improvement:** Encouraging open communication to identify areas for further enhancement in patient safety practices.

Thank you for your dedication and hard work in reaching this milestone. Your efforts make a profound difference in the lives of our patients and the quality of care we provide.



Nursing Leadership Communication

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



Happy Nurses Week (May 6-12) and Happy Healthcare/Hospital Week (May 11-17)!

One of the most rewarding decisions I have ever made was to pursue a career in healthcare as a nurse. From a young age, I felt a strong calling to the profession, which was further affirmed through my participation in a school-to-work program at Upper Connecticut Valley Hospital. That experience solidified my commitment to nursing and the values it represents.

As a leader, it is deeply important to me that our nursing staff feels empowered, supported, and aligned with the vision of our high-reliability journey. Together, we can continue to foster a culture of excellence, safety, and compassionate care. Thank you to all of our healthcare heroes, I am proud to work beside you.

Barcode Scanning:

Thanks to the outstanding work across NCH on this initiative, we are pleased to report that we have successfully increased the mean to 99.1%. This reflects six consecutive months with an NCH average above the previous mean of 98.1%. Continued focus and sustained efforts will remain essential to maintain this remarkable progress and ensure long-term success. Thank you all!

Flu Season:

Flu season has officially concluded at NCH, as we have gone two consecutive weeks without a positive influenza case across our facilities. While this marks a positive milestone, we continue to observe a low positivity rate for both RSV and COVID-19. Therefore, we encourage continued vigilance, including the use of masks for patients exhibiting respiratory symptoms, to help minimize transmission and protect our patients and staff.

NATIONAL NURSES WEEK

May 6 - May 12

Here's to the heroes we call Nurses, making a world of difference every day.

MEDICATION AND BRACELET SCANNING (BOTH MET)						
MONTH	AVH	UCVH	WMC	NCH	Mean (98.1)	FY2025 GOAL 99%
AUG	97.4	99.2	98.0	97.8	98.1	98.0
SEPT	97.5	98.5	97.7	97.9	98.1	98.0
OCT	97.3	99.2	98.4	97.7	98.1	99.0
NOV	98.6	99.3	98.3	98.4	99.1	99.0
DEC	99.2	99.7	98.7	99.0	99.1	99.0
JAN	99.3	99.5	98.7	99.1	99.1	99.0
FEB	99.3	99.5	98.6	99.1	99.1	99.0
MAR	99.6	99.4	99.3	99.4	99.1	99.0
APR	99.6	99.5	99.4	99.5	99.1	99.0

CLINICAL ACHIEVEMENT

NCH continues to make significant strides on its journey toward high reliability, achieving a key milestone in patient safety and clinical quality. While the industry standard for high performance for bedside medication verification is 95%, NCH has not only met but exceeded its ambitious goal of 99%, attaining an exceptional compliance rate of 99.1%.

IT System Updates

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



Current and Completed Projects and Highlights **Behavioral Health and Berries AI**

Berries AI is an advanced documentation and clinical intelligence platform designed to ease the administrative burden on behavioral and mental health providers. By passively listening during patient encounters, it generates accurate, real-time clinical documentation—freeing up valuable time for providers to focus on patient care.

For our Behavioral Health teams, Berries AI has proven especially effective. Its ability to capture nuanced conversations, maintain therapeutic flow, and deliver high-quality notes with minimal disruption has made it a standout solution. Unlike other platforms, Berries AI is uniquely built with a focus on behavioral and mental health language, an area where competitors like Augmedix are still evolving their capabilities.

We recently launched a 60-day pilot with our Behavioral Health team, and the initial response has been overwhelmingly positive. Providers are already seeing measurable benefits, and due to this strong early feedback, we anticipate expanding the pilot to additional teams in the near future.

MEDITECH Expanse 2.2.58 Upgrade:

The MEDITECH 2.2 upgrade remains firmly on track, with significant progress made toward delivering enhanced system scalability and improved workflow efficiency. We are currently around 75% complete with testing and getting a good head start with the top off code we recently received. With a targeted go-live date of June 2025, our team continues to move forward with focused momentum, recently adopting a more streamlined and updated approach to parallel run testing. This refined method is designed to reduce disruption and make the transition easier for all involved. While there is still important work ahead, our collective efforts across NCH are driving meaningful results. This initiative is a major milestone for our organization, requiring continued collaboration and support from all departments. We are confident that these efforts will unlock the full potential of MEDITECH's most advanced capabilities.

Security Assessments:

As part of our continued commitment to cybersecurity resilience, NCH has launched its annual System-wide security assessments—and we've already completed reviews at two facilities, with work underway at the next. These proactive efforts are essential to ensuring we remain vigilant and prepared against an ever-evolving threat landscape. The assessments involve a thorough evaluation of both external and internal security postures, including external penetration testing, internal hardening reviews, system vulnerability scanning, and phishing simulations. These exercises not only help us pinpoint opportunities for improvement, but also reinforce our defenses and elevate cybersecurity awareness across the organization. In addition, scenario-based planning

exercises—modeled after real-world cyber incidents—are being incorporated to further strengthen our preparedness and response capabilities. We are also collaborating with CISA (Cybersecurity and Infrastructure Security Agency) to provide additional testing and validation throughout the assessment process.

Infrastructure Updates:

We remain dedicated to modernizing our technology environment by replacing outdated systems that have reached the end of their lifecycle and proactively implementing critical upgrades. We have initiated or completed the replacement of legacy hardware within our core switching infrastructure across all locations, along with enhancements to our wireless networks, server clusters, and storage systems. These improvements are essential components of our broader infrastructure strategy. As Microsoft phases out support for widely used platforms such as Windows 10, Windows Server 2016, and legacy SQL Server versions, we are taking deliberate steps to stay ahead—ensuring continued operational security, efficiency, and compliance. These efforts are key to building a more stable, secure, and sustainable technology foundation for the future.

MEDITECH Interoperability and Traverse Exchange:

MEDITECH's Traverse Exchange is emerging as a critical asset in healthcare interoperability, effectively bridging the gap between disparate EHR systems and enabling secure, real-time patient data exchange. The ability to seamlessly share accurate, timely patient information across platforms is a game-changer for care coordination, clinical decision-making, and overall patient safety. As we continue to integrate Traverse Exchange, we are already seeing promising improvements in workflow efficiency, enhanced communication among care teams, and, most importantly, better patient outcomes.

Augmedix Ambient Voice AI:

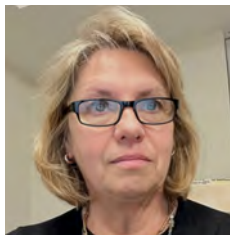
As part of our strategic efforts to reduce documentation burden and enhance provider efficiency, NCH has made significant progress in the rollout of the Augmedix AI ambient voice solution. We are now operating near full capacity with our initial cohort of 15 providers, marking a major milestone in this transformational initiative.

Augmedix passively listens during patient encounters and uses AI to generate accurate, structured clinical notes in real time. This allows providers to remain fully engaged with their patients while significantly reducing after-hours charting. The solution is designed to integrate seamlessly with our existing workflows, and early feedback has highlighted improvements in provider satisfaction, documentation accuracy, and work-life balance. As we approach full utilization of the initial implementation, we are evaluating opportunities to expand the program based on clinical needs, provider interest, and demonstrated outcomes. Future phases may include additional specialties and expanded support across the system. This initiative represents a critical step forward in our commitment to leveraging innovative technology that supports both patient care and provider well-being.



Quality Corner

Lori Morann, Quality Coordinator,
Grant Administrator



Value-Based Care

"Value-based care" describes health care that focuses on quality, provider performance, and the patient experience. In this system, organizations commit to delivering a high standard of care. Unlike fee-for-service models, value-based care emphasizes preventative care, positive care experiences and coordination between providers. Eliminating excessive services and hospitalizations can also reduce costs.

Weeks Medical Center (WMC) Practices participate in Quality Incentive Participation Agreements with healthcare insurers. These value-based care arrangements tie payment amounts for services to the quality, equity, and financial results that are delivered.

Below are the key principles of value-based care and some of WMC's efforts toward them:

Patient-Centered: Tailoring care to patients' individual needs, focusing on their overall health and well-being. WMC patients are asked about nonmedical factors that could impact their well-being, called Social Determinants of Health, such as access to reliable transportation or healthy food and relationships with family. We refer to case management and outside resources to assist patients in receiving support.

Quality Over Quantity: Incentivizing payments to deliver high-quality care: improving patient outcomes, reducing hospital readmissions and enhancing patient satisfaction. WMC

participates in the Aledade Accountable Care Organization and has incentive agreements with multiple insurers.

Performance Metrics: Evaluating based on specific performance metrics, such as patient outcomes, adherence to clinical guidelines and patient satisfaction surveys. WMC shares outcome measures, such as controlling high blood pressure, with providers monthly.

Coordination of Care: Emphasizing collaboration among healthcare providers to ensure seamless care across different services and specialties. WMC Care Coordination department works to ensure that primary care patients are seen by a provider in a timely manner after a hospitalization.

Cost Efficiency: Aiming to reduce unnecessary medical expenses by focusing on preventive care and effective management of chronic diseases. WMC hired a care coordinator to work with Medicare patients to facilitate and schedule Annual Wellness visits.

Use of Technology: Encouraging the adoption of technology, such as electronic health records, to improve communication and care delivery. Documentation of interactions in the patient portal is automatically entered into patients' records, reducing wait time for replies and allowing multiple practitioners to be involved in the conversation.

Patient Engagement: Involving patients in their own care decisions and encouraging patients to take an active role in managing their health. WMC cares for patients with diabetes through education and facilitates support groups and monthly newsletters.

Value-based care prioritizes population health management, preventive care and increasing equitable care, improving the overall health of our community.



North Country Healthcare (NCH), is proud to announce its recognition by *Becker's Hospital Review* as it honors the 150 Top Places to Work in Healthcare in 2025.

"The organizations honored on this list stand out as top-tier employers, devoted to supporting their teams holistically. They offer wellness programs, community involvement opportunities, and a culture that values balance and meaningful connection in the workplace.

The *Becker's Hospital Review* editorial team accepted nominations for this list. The team also assessed rankings and awards from reputable organizations such as *Forbes*, *Newsweek*, *Great Place to Work* and more. The list is intended to highlight and uplift hospitals, health systems and healthcare companies that positively influence their employees and communities.

The full list features individual profiles of all hospitals, health systems and companies on the list, and can be read at this link: <https://www.beckershospitalreview.com/hospital-management-administration/150-top-places-to-work-in-healthcare-2025/>."

- *Becker's Hospital Review*

Human Resources Corner

Human Resources Team



As we step into the vibrant month of May, the season brings a renewed focus on growth and well-being. It's Mental Health Awareness Month, a perfect reminder to prioritize emotional health and support one another in our personal and professional journeys. With spring in full bloom, we have exciting opportunities and resources lined up to help you thrive. Let's make this month one of positivity, connection, and progress!



May is Mental Health Awareness Month – Support from KGA

May is Mental Health Awareness Month, a time to prioritize emotional well-being and reduce the stigma around mental health. At NCH, we support your mental wellness through our Employee Assistance Program (EAP), provided by KGA.

KGA offers a wide range of confidential services to help you manage life's challenges, including up to **five free counseling sessions**, educational courses, and additional resources like legal and financial consultations, work-life support, and more. Whether you're dealing with stress, personal issues, or seeking personal development, KGA is here to help.

Take time this month to explore what KGA has to offer and invest in your mental well-being. Stop by your local HR Affiliate today and get more information on how to access.

Welcome to Our Newest HR Team Member!

We are thrilled to introduce our newest addition to the NCH HR team, Christopher Miranda, HR Operations Specialist! Chris brings a wealth of experience in employee and customer support, resolution,



and problem-solving. Chris is passionate about process improvement and organizational development, aiming to make a positive impact through meaningful projects.

In this role, Chris will focus on HR operations and leave of absence management, providing essential support and assistance to our employees. Excited about team engagement, Chris has already felt the warm welcome from everyone at NCH and is eager to contribute to our collaborative environment.

Outside of work, Chris enjoys hiking, kayaking, ATVing, and spending time with friends, family, and dogs, exploring all that the great North Country has to offer. A fun fact about Chris—he has a knack for automotive improvement and repair, enjoying hands-on projects and vehicle customization.

Committed to fostering a welcoming and supportive atmosphere, Chris noted being inspired by his mother's example of kindness and community support.

Join us in welcoming Chris to the NCH family!



Welcome to the NCH Team!

We are excited to welcome the following new members to the team that successfully completed our March Orientation. Give a warm NCH welcome to the following members:

Tracy Davis | Cook, Dietary, UCVH

Bailey Spicer | RN, Weekend Baylor, NCHHHA

Tinika Coy | LNA, Med/Surg, AVH

Laura Scherf | Admin. Assistant, Nursing Admin, AVH

McKenna DeMelo | Unit Coordinator, MedSurg, AVH

Chris Miranda | HR Operations Specialist, NCH

2025 Discounted Tickets at Clark's Bears in Lincoln, NH!

It is as easy as 1, 2, 3, to save money when buying tickets to Clark's Bears. Tickets include all rides, all shows, all day!



Please visit the Intranet, Human Resources Page, then Discounts section for more details!

We can BEARLY wait to see you!

Androscoggin Valley Hospital

Michael Peterson, FACHE, President and CEO



There is much to celebrate at Androscoggin Valley Hospital (AVH)!

I would like to begin this month's article by congratulating the AVH Environmental Services Team. Becker's Healthcare Review recently compiled a list of hospitals which earned 5-star ratings for cleanliness. I'm extremely proud to say that AVH is one such facility - one of only 350 recognized as 5-star cleanliness in the entire country, and only one of 4 in New Hampshire. The list was comprised from ratings on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) surveys from the time period April 1, 2023 – March 31, 2024. Simply put, it is our very patients who are identifying our outstanding attention to detail in maintaining our

cleanliness. Healthcare takes a village, and the work of Environmental Services is crucial to ensuring a sterile, healing environment and meeting/exceeding patients' expectations. THANK YOU and congratulations to our entire Environmental Services team.

Congratulations also to Baileigh Hoyt, named the 2025 AVH Employee of the Year, earlier this week. Baileigh was nominated by her peers. Thank you, Baileigh for your dedication to our organization's Mission!



Pam Coy and Tricia Halle, recently selected from all AVH Values Recognition nominees.



Happy Retirement to Johanne Mercier, Unit Coordinator, Med/Surg

More kudos! It is my pleasure to recognize Pam Coy and Tricia Halle, recently selected from all AVH Values Recognition nominees submitted during March 2025.

Pam demonstrated the AVH Values of Flexibility and Quality by going above and beyond when given the task to perform a three-day clean for the IV Rooms in the Pharmacy. She even did her own research and did an outstanding job. Thank you, Pam!

Tricia Halle demonstrated the AVH Values of Flexibility, Integrity, and Collaboration by dropping what she was doing to assist a cardiology patient. She is always willing to lend a helping hand. Thank you, Tricia!

We also want to wish Johanne Mercier, Unit Coordinator, Med/Surg, a very happy retirement! Thank you for your commitment and service to AVH and its community!

Finally, as we observe National Hospital/Healthcare Week, I'd like to take a moment to thank EVERYONE - provider, staff member and Ambassador alike, who personifies the AVH Values. Now more than ever, your high-quality service and care are critically important to our patients; it is your dedication to them and our Mission that inspire me and make me proud to work alongside you. THANK YOU.



2025 AVH Employee of the Year
Baileigh Hoyt, Senior Administrative Assistant to the Vice President, Compliance and Risk Management, AVH Corporate Compliance Officer, AVH Privacy Coordinator

North Country Home Health & Hospice Agency

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



May flowers are blooming—a welcome and uplifting sight after the long winter months! I'm pleased to share some exciting updates and ongoing efforts happening here at the Agency.

Star Rating:

Our Star Rating is a direct reflection of the quality of care we deliver and the experiences of our patients. It is based on key Performance Indicators such as:

- Timeliness of care
- Patient improvement in mobility, breathing, and overall health
- Patient satisfaction and communication
- Hospitalizations and emergency visits

Star Rating Scale: Home Health Agencies are rated from one to five stars. Five stars indicates Best Performance and one star indicates a lower performance.

Why it's Important:

- **For Patients:** The rating system helps families compare home health agencies based on their performance in key areas of care.
- **For Agencies:** Higher star ratings can improve the reputation of the agency, which may influence referrals and patient trust.

As of the most recent CMS update, our Agency is currently rated at 4.5 stars.

This is something to be proud of and a testament to the dedication and hard work by each of our staff members. At the same time, we recognize the importance of maintaining and improving this rating as part of our ongoing commitment to excellence.

Hospice:

The Agency has experienced a slower April in terms of hospice referrals, which is concerning—especially given the volume of seriously ill patients that we know are present in the North Country.

We remain committed to increasing awareness and ensuring that education stays at the forefront of how we communicate the value and availability of hospice services.

As part of my ongoing efforts to stay in the know, I've started following a Hospice and Palliative Care provider on Instagram @howtotrainyourdoctor - www.howtotrainyourdoctor.com. This provider shares real-life scenarios with a focus on a clear framework for having conversations with patients and families, so they fully understand their situations, empowering them to make informed decisions without second-guessing themselves. I encourage everyone to check him out.

In April 2025, the program further enhanced caregiver support with the rollout of a new Hospice Caregiver Binder. This resource was designed to provide patients and their families with accessible information, practical guidance, and education on hospice services, symptom management, and available support systems—empowering caregivers to feel more confident and prepared throughout the care journey.

SHP				Real-time Star Ratings Preview - Quality of Patient Care				Period: 04/2025 (PHE Exclusion), OM/PM: 07/23-06/24, Hosp: 01/23-12/23									
North Country Home Health and Hospice - HH								Report Date: 4/7/2025									
1		Initial Decile Rating		Process		Outcomes											
		High/Low Better (+/-)		Timely Initiation of Care		Mgmt of Oral Meds		Ambulation		Bed Transfer		Bathing		Dyspnea		PPH (CMS)	
				+		+		+		+		+		+		-	
2		0.5		0.0-82.4		0.0-54.3		0.0-61.6		0.0-58.8		0.0-65.5		0.0-60.9		14.0-100.0	
3		1.0		82.5-90.3		54.4-67.7		61.7-73.5		58.9-72.5		65.6-77.4		61.0-76.0		12.4-13.9	
4		1.5		90.4-94.2		67.8-76.4		73.6-80.0		72.6-80.6		77.5-83.3		76.1-82.7		11.3-12.3	
5		2.0		94.3-96.4		76.5-81.4		80.1-84.0		80.7-85.0		83.4-86.8		82.8-86.8		10.5-11.2	
6		2.5		96.5-97.8		81.5-84.9		84.1-86.8		85.1-87.6		86.9-89.3		86.9-89.5		9.8-10.4	
7		3.0		97.9-98.7		85.0-87.4		86.9-89.0		87.7-89.6		89.4-91.2		89.6-91.4		9.2-9.7	
8		3.5		98.8-99.3		87.5-89.6		89.1-90.8		89.7-91.3		91.3-92.9		91.5-93.0		8.6-9.1	
9		4.0		99.4-99.8		89.7-92.0		90.9-92.9		91.4-93.0		93.0-94.5		93.1-94.8		7.9-8.5	
10		4.5		99.9-99.9		92.1-95.7		93.0-95.7		93.1-95.4		94.6-97.3		94.9-98.0		7.1-7.8	
11		5.0		100.0-100.0		95.8-100.0		95.8-100.0		95.5-100.0		97.4-100.0		98.1-100.0		0.0-7.0	
12		Your HHA Score		99.0		87.9		90.4		92.2		90.9		93.4		6.6	
13		Your Initial Decile Rating (Requires N ≥ 20)		3.5		3.5		3.5		4.0		3.0		4.0		5.0	
14		Your Number of Cases (N)		1,347		995		1,021		1,019		1,025		812		666	
15		National (All HHA) Median		97.9		84.9		86.8		87.6		89.4		89.5		9.8	
16		Your Statistical Test Probability Value (p-value)		0.001		0.003		0.000		0.000		0.060		0.000		0.002	
17		Your Statistical Test Results (Is the p-value ≤ 0.050?)		Yes		Yes		Yes		Yes		No		Yes		Yes	
18		Your HHA Adjusted Rating		3.5		3.5		3.5		4.0		3.0		4.0		5.0	
19		Your Average Adjusted Rating										3.8					
20		Your Average Adjusted Rating Rounded										4.0					
Final Step: Convert Your Average Adjusted Rating Rounded (Line 20) to the 1.0 to 5.0 star scale as shown below:																	
21		Your Overall Star Rating (1.0 to 5.0)															
Average Adjusted Rating Rounded				Overall HHC Star Rating				% of CCNs with Rating (CMS: 01/2025)									
4.5 and 5.0				(5.0) ★★★★★				5.75%									
4.0				(4.5) ★★★★★				13.78%									
3.5				(4.0) ★★★★★				16.63%									
3.0				(3.5) ★★★★★				15.66%									
2.5				(3.0) ★★★★★				15.58%									
2.0				(2.5) ★★★★★													

Upper Connecticut Valley Hospital

Greg Cook, FACHE, President and CEO



Exercise done with wheelchair bound patient to utilize arms for strength.



Motivational Board in MedSurg Hallway

BMAT at UCVH

Hospitals are always looking for ways to boost patient outcomes and cut down on length of stay. A new mobility program at Upper Connecticut Valley Hospital (UCVH) is doing just that by combining the Bedside Mobility Assessment Tool (BMAT) with structured walking plans tailored to each patient.

BMAT is a quick, evidence-based tool used by nurses within the first 24-hours of admission to assess a patient's mobility—sitting, standing, transferring and walking. It scores patients from levels 1 to 4, helping staff safely guide mobility interventions.

Launched in late February, the program promotes progressive walking goals and includes fun "walking challenges" to keep patients motivated. The result? Faster recoveries, improved independence and lower fall rates compared to last year.

For observation, inpatient and skilled care patients, this program is more than rehabilitation—it's a movement toward better outcomes and healthier futures. We're excited to see its continued impact across our community.

Thank you to our LNA team for expertly executing the rollout of this program, with special thanks to Jennifer Radun, Emergency Department Manager and Bethany Dagesse, Med/Surg Manager.

UCVH Employee Receives Community Benefit Award from Coös County Family Health Services, Inc.

Today, I am so happy to recognize someone whose hard work and dedication makes a big difference every day – Donna Lapierre, the well-deserved recipient of the Community Benefit Award!

Donna, you work hard to keep our office clean, organized, and welcoming even on days that are physically challenging, and we all notice and appreciate it. You put in the effort to make sure our clinic isn't just a workplace but a space where everyone, staff and patients, feel at home.

But you do so much more than just keeping things tidy. Your kindness, warmth, and positive energy make our team stronger. Whether it's offering a helping hand or sharing a friendly smile, you are making our team stronger.



Pictured left to right: Donna Lapierre and Dr. Kexin "Muna" Ding, DDS

We truly appreciate everything you do, and today, we want to thank you for your dedication, hard work and the impact you have on our community. Donna, you make our clinic feel like family. Congratulations!

please **TUESDAY, JUNE 3RD**
Join Us... for the next
NH ENA MEETING

WHERE: UPPER CONNECTICUT VALLEY HOSPITAL
IN COLEBROOK
PEARSON BOARD ROOM
TOUR OF UCVH ED AT 4:30 PM IF INTERESTED

IN PERSON OR JOIN
WITH QR CODE >

Education at 5 PM:

FUNDAMENTALS
OF BURN CARE
& BURN WOUND
ASSESSMENT

Presented by
HANNAH MINER BSN, RN, CWON, CBRN

MEAL WILL BE SERVED

AT 6PM NH ENA BUSINESS MEETING
& ROUNDTABLE DISCUSSION ON METHODS
OF TRAINING STAFF TO PERFORM
USG PIV INSERTION

ENA

Emergency Nurses Association (ENA): I spent two days in Washington, D.C., advocating for two bills in Congress with 175 nurses representing the Emergency Nurses Association (ENA) and our individual states. We were advocating for the Dr. Lorna Breen Health Care Provider Reauthorization Act (H.R. 929/ S. 266) and the Save Healthcare Workers Act (H.R. 3178/ S. ____) which was to be introduced to Congress Monday, May 5th.

I had joined NHENA President Stacey Savage, MSN, RN, CPEN, CEN, TCRN, for this event. We were to meet with a representative from Chris Pappas Office and dropped off information packets with the offices of Representative Maggie Goodlander, Senator Jeanne Shaheen and Senator Maggie Hassan. This was an educational and rewarding experience, and I look forward to future involvement.



Marci Ducret, BSN, RN, standing outside the Cannon House Office Building with the U.S. Capitol Building in the background.

Weeks Medical Center

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



Dr. Charles Brown, MD,
Pathologist, Laboratory
System Medical Director

In a small, rural, Critical Access Hospital, the clinical laboratory serves as a vital hub for timely and accurate diagnostic testing that supports nearly every aspect of patient care. Despite its modest size, the lab operates with a high level of sophistication, powered by a robust array of instrumentation that enables comprehensive testing across multiple disciplines.

Core chemistry and immunoassay testing is handled by the state-of-the-art **Quidel/Ortho Vitros 7600**, **Vitros 3400** and **Beckman Coulter-Access II**, which provide critical data on organ function, electrolytes, cardiac markers, hormones, and therapeutic drug levels. These results guide physicians in diagnosing conditions like heart attacks, diabetes, thyroid dysfunction, and kidney disease - conditions that require swift intervention, especially in rural areas with limited access to specialists.

The **Sysmex XN-1000** and **XN-450** deliver rapid and precise hematology analyses, vital for evaluating infections, anemia, and leukemia. The **CA660** complements these systems by providing the platform for testing coagulation function and the desired effects of anticoagulants and clot busting medications that are essential for treatment of acute and chronic illnesses. Hemoglobin A1c testing for diabetic management is accomplished using the **Trinity Biotech Premier**, ensuring long-term glucose control is properly monitored.

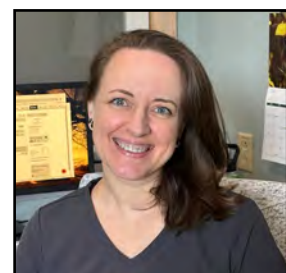
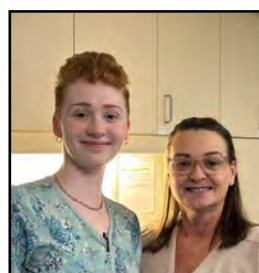
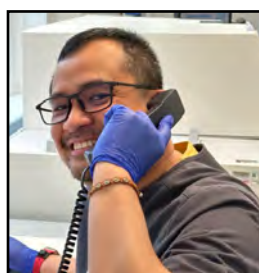
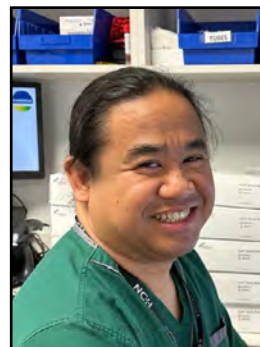
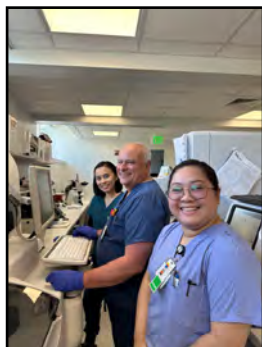
Blood bank operations are maintained through the **Echo blood bank system**, providing safe and efficient crossmatching and antibody screening for transfusions critical in emergencies where time and accuracy are paramount. The **Vitek II** system supports microbiology by identifying pathogens and guiding antibiotic therapy through susceptibility testing, while the **BacT/ALERT blood culture system** rapidly detects bloodstream infections.

Molecular diagnostics are represented through platforms like **Cepheid** and **Verigene**, which enable the detection of infectious diseases such as influenza, COVID-19, RSV, MRSA, Clostridium difficile and other infectious diseases with high sensitivity and rapid turnaround. These capabilities are essential for early diagnosis and containment, particularly in rural communities where outbreaks can have a disproportionate impact.

A variety of point-of-care and smaller systems also allow for flexibility and rapid testing, helping clinicians make real-time decisions in urgent care and emergency settings.

Altogether, the lab's work ensures continuity of care, supports local healthcare autonomy, and reduces the need for patient transfers to distant facilities. By providing essential diagnostic services, the lab plays an indispensable role in safeguarding community health and enabling timely, evidence-based medical treatment in areas where access to comprehensive care would otherwise be limited.

Laboratory staff pictured left to right, top to bottom: Lorily York, Vanessa Tamayo, Domingo Lamadriz, Maikee Halili, Philip Warton, Gibbie Ubaldo, Dardyl Alforon, Marriam Al Hashimi, Irene Nadeau, Brian Cruzada, Genna Mazza, Christine Boos and Amy Saxton (Not pictured: Robin Kozioski)



Marketing Update

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



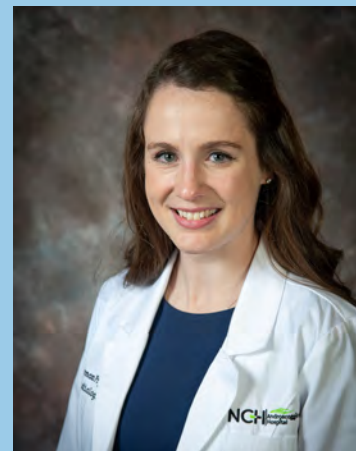
Happy May!

As Champion of the North Country Healthcare (NCH) Education/Communication One Team One Mission Team, I'd like to offer my congratulations and thanks to everyone involved in helping make last month's Passport to Knowledge event so successful. Although I've had the pleasure of attending many of the Education and Communication Teams' meetings, I was admittedly awestruck in how seamless the event's components were and how positive and constructive the message was from start to finish. Just think of where we were a mere few short months ago, when One Team, One Mission participants were in the very early stages of Group Development! I can honestly say that you have all done a wonderful job in serving as ambassadors to this program – a program that once again proves that NCH is a special place for which to work! THANK YOU.

I wanted to update everyone on the progress of one of NCH Marketing's goals – to create an SBAR (Situation, Background, Assessment and Recommendation) report relative to the NCH intranet. Through Survey Monkey and focus group findings, I learned that awareness and usage of the intranet is strong. However, there is much progress to be made. The SBAR presented to the CEO Cabinet last month, which recommended a re-design, lead by Information Technology and Marketing, was ultimately approved. I will be working on this initiative with Brooke Robinson-Miller, NCH Marketing and Community Relations Coordinator, and Will Hammond, Systems Analyst. The intranet is a valuable communication tool that we can use to share useful information.

Last month, I had the good fortune of being able to attend the first recognition luncheon for all volunteers across NCH. Thank you to all who had a hand in planning the special event at the Chapel at Bellevue, as well as all volunteers who attended. Volunteers are such an important part of what we do across our healthcare System. I'm very appreciative of all that they provide to our patients and our own team members. Thank you also to Michelle Brault, Nicole Gross and Candy O'Neil for all of their hard work to organize a fun event.

As a reminder, my Yellow Belt project focuses on increasing service line awareness among our team members. It's important that we know, for both our patients and ourselves, what we offer within NCH and what we do not.



This month's service line spotlight is **Audiology**, which provides the following, among many other offerings:

- Hearing evaluations
- Hearing aids
- Custom earplugs (I have a pair – one of the best investments I have ever made!)
- Unexplained dizziness

Dr. Shannon Frye, Audiologist, welcomes patients in the 2-North area of Androscoggin Valley Hospital (AVH) and at Upper Connecticut Valley Hospital. Appointments can be made by calling (603) 752-2300.

Last, but certainly not least, congratulations to all team members who are celebrating work anniversaries this month! Thank you for your role in helping NCH provide integrated health care to our communities.



2025 Volunteer Appreciation Luncheon

CLICK ON THE IMAGE OR SCAN THE QR CODE TO REGISTER!



P.A.C.T.: Practical Approaches to Comprehensive Treatment of Pain

FREE

Self-Paced!

**Virtual CME Program on
Pain Management**

4.00 CME/CE Credits

The nation is facing competing public health issues: the need to treat a large number of Americans with acute and chronic pain vs the crisis of prescription opioid abuse. National AHEC Organization (NAO) has partnered with Pri-Med to offer the P.A.C.T.: Practical Approaches to Comprehensive Treatment of Pain curriculum which focuses on:

- ✓ Improving practitioners' ability to recognize, diagnose, and classify pain
- ✓ Educating clinicians on the full spectrum of pain management options, including non-opioid pharmacologic interventions
- ✓ Providing risk reduction strategies through integration of opioids into individualized pain management plans



This program is intended for those involved with direct patient care, including all members of the healthcare team and provides 4 CME towards meeting the Drug Enforcement Administration (DEA) Medication Access and Training Expansion (MATE) Act; required training to obtain or renew a Drug Enforcement Administration (DEA) registration.



**Register by scanning the QR code
or visiting: <https://nchcnh.info/PACT>**

**Please select Northern New Hampshire AHEC
(NNH AHEC) as the referral source***

This activity is supported by an independent educational grant from the Opioid Analgesic REMS Program Companies.

Any Questions?
Please contact us at: nnhahec@nchcnh.org

