

Spotlight: Celebration

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Tracy Rainville, Clinical Systems Analyst, Information Technology, North Country Healthcare

Each month in our Spotlight: Celebration series, we highlight a team member who exemplifies the core Values of North Country Healthcare. This time, however, our conversation with Tracy Rainville brought us back to something even more foundational: our Mission:

"To improve lives by assuring consistently excellent, integrated healthcare."

One word stood out in particular: **integrated**. Integration means more than just systems working side by side - it means coordination, connection, and collaboration. And no one embodies that better than Tracy.

As a Clinical Systems Analyst, Tracy lives at the intersection of technology and patient care. Whether she's assisting a patient with the portal, building templates, resolving documentation issues for caregivers, or training providers to use our dictation software, Dragon, Tracy is constantly building the bridges that make integrated care possible.

In speaking with her, it became clear that integration doesn't just happen. It takes intention. It takes

persistence. It takes people like Tracy. Every day, she approaches her work with what she calls her "investigative hat" - problem-solving with precision, patience, and purpose.

Tracy won't just recover your lost documentation; she'll work to find out how it went missing in the first place and how to prevent it from happening again.

When we asked why this work matters to her, she didn't hesitate:

"So, we can deliver good patient care."

And when asked questions to determine how she approaches her role, the answer was just as heartfelt:

"By delivering smiles."

It's a simple but powerful theme. Tracy recognizes that behind every technical challenge is a person trying to do their job better - or a patient waiting to feel seen, supported, and taken care of. Her impact isn't just operational - it's deeply human. It's deeply NCH.

By our count, Tracy is responsible for 25 to 50 smiles a day. That's hundreds each week. Thousands each year. All because she believes that excellence in healthcare starts with people helping people - and doing it with heart.

Thank you, Tracy, for making integration more than a concept. You've made it personal. And in doing so, you help NCH deliver on our Mission every day.

With appreciation,



Pictured left to right:
*Bernie Adams, LSSBB,
Chief Quality Officer, and
Abby Lane, Performance
Improvement Specialist*

