Spotlight: Celebration

Share A Story

Every month in *Spotlight: Celebration*, we shine a light on the people of North Country Healthcare (NCH) who bring our Mission, Vision and Values to life. These stories remind us that healthcare is more than a job: it's also the moments of integrity, compassion, and teamwork that make a lasting impact on us and more importantly, on our patients.

We've received many nominations that highlight how dedicated and dependable our colleagues are. It's a wonderful testament to how much we appreciate one another. At the same time, we know there are also incredible, specific moments happening every day that go even deeper. Those are the stories we want to elevate in the coming months.

Think about it this way:

- A nurse who stayed late to hold the hand of a patient who had no family at their bedside.
- A medical assistant who noticed a subtle change in a patient's condition and spoke up, helping to save a life.
- A team member in registration who saw a patient struggling, sat down and personally walked them through a confusing process so they felt cared for instead of lost.
- A colleague who suggested a small change that made the entire department run smoother, lifting a burden off dozens of others.

These are the kinds of stories that show the heart of NCH — moments when ordinary days turn extraordinary because someone chose to go above and beyond.

When you submit a nomination, think about the story. What happened? Who was impacted? How did this person embody our Mission, Vision and Values in the moment? The more specific you can be, the more we can celebrate and honor their impact.

This is the goal of *Spotlight*, to share the stories of our healthcare System. Because those little moments that we witness end up being the stories that inspire us all, remind us why we're here, and deserve to be celebrated.

With appreciation,

Bernie Adams

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

Nominate Someone!