



Advanced Practice in the Hospitalist Program: Inpatient Care

Editor's Note: This is the second in a series of articles highlighting the teamwork in NMC's practices. The series will take a look at the role of Advanced Practice Providers in our area in the many environments in which they work.

As a patient at Northwestern Medical Center, your care may be provided by one of the Advanced Practice Providers on the Hospitalist Team: Amanda Flyckt, NP, Laura LaFreniere, FNP, or Susan Willard, FNP. These well-trained and friendly caregivers are part of the Hospitalist Program which began at NMC in 2007.

Laura LaFreniere is a Family Nurse Practitioner who joined NMC in 2011. She's originally from Hinesburg and attended Trinity College for her undergraduate degree and the University of Vermont for her Master's in Nursing.

As a Family Nurse Practitioner in an inpatient care setting, LaFreniere sees patients of all acuity levels and provides them a broad range of care. That variety is one of the things she likes best about her job. "I love being a Hospitalist," she said. "I really like the unpredictability about what you're going to get next."

Her typical day is anything but. She starts at 7 a.m., reviews the hospital's census data, checks in with patients she already met and greets new ones through the admission process. As an FNP, she follows her patients throughout their hospitalization, ordering tests,

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Family Nurse Practitioner Laura LaFreniere is a part of the Hospitalist Program at NMC.

NMC publishes Insights on a bimonthly basis to help our neighbors have a better understanding of their primary care hospital. If you have questions or comments about this publication, please email insights@nmcinc.org or call our Community Services Office at 524-1280.

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Family Birth Center Pursues Baby-Friendly Designation

As part of our efforts to ensure the newborns in our community have the healthiest start possible in life, NMC's Family Birth Center has adopted evidence-based best practices related to breastfeeding and we are pursuing official designation as a "Baby Friendly" hospital."

NMC will be one of only a select few Vermont hospitals to have made this strong commitment to the health of our youngest community members and their moms.

The facts and research behind the importance of breastfeeding on the babyfriendlyusa.org website are compelling. Human milk gives infants the most complete nutrition possible and studies show that "breastfed children have far fewer and less serious illnesses than those who never receive breast milk, including a reduced risk for Sudden Infant Death Syndrome (SIDS), childhood cancers, and diabetes.

It also benefits the mother, as studies show "women who breastfeed enjoy decreased risks of breast and ovarian cancer, anemia, and osteoporosis" – in addition to the "emotional benefits of the very special and close relationship formed through breastfeeding."

Breastfeeding benefits families by reducing household costs tied to formula and the impact of illnesses. Communities benefit from improved health, including findings within research that "shows there is less absenteeism from work among breastfeeding families."

The "Baby Friendly" designation is based upon the "Steps to Successful Breastfeeding" that involve:

- establishing best-practice policies within the hospital,
- providing professional development and training for staff,
- educating expectant mothers and their supporting partners,
- helping initiate breastfeeding within an hour of birth,
- encouraging breast feeding on demand and supporting new moms in maintaining breast feeding,
- avoiding the use of pacifiers and using milk substitutes only when medically necessary,
- allowing mom and baby to be together 24 hours a day, and
- fostering new moms' relationship with a breastfeeding group for ongoing support after they go home.

All of this is in place at NMC's Family Birth Center and we work collaboratively with our medical staff, the Vermont Department of Health, and other community partners to make it as easy as possible for new families. At the same time, in a true NMC patient-centered fashion, we respect individual choice and are able to provide exceptional care to moms who chose not to, or who cannot, breastfeed.

In addition to our "Baby Friendly" efforts at NMC, Northwestern OB/GYN is currently refining an exciting enhancement to how prenatal care is provided, taking an evidence-based approach to improving health outcomes while enhancing the relationship between the expectant parents, the delivering physician, and others involved in the birth. Plus, NMC offers free tobacco cessation support and assistance to our entire community, an offering particularly critical for expectant mothers. We also have special care protocols and partnerships in place to enable moms with addictions to have their babies safely here, in their home community. NMC has also been recognized as a baby-friendly employer, with dedicated lactation rooms available.



Evening Hours for Primary Care

Access to healthcare is a critical part of our mission at Northwestern Medical Center. We're pleased to now offer extended evening hours at both Northwestern Primary Care and Northwestern Georgia Health Center to help ensure that access is convenient for our community.

We know that life does not always run on a predictable, 9 to 5 schedule, and that's why our two Primary Care practices now stay open past 5 p.m. several days each week. These extended hours are also popular with commuters who need an appointment after work.

Northwestern Primary Care, located in the Cobblestone Health Commons building on NMC's campus, is open until 7 p.m. Monday through Thursday. Northwestern Georgia Health Center, located on Highbridge Road in Georgia, is open until 7 p.m. on Mondays and Wednesdays.

Both practices are taking new patients, so please contact either office to make an appointment.

Northwestern Georgia Health Center Hours

Mondays 8:00 am – 7:00 pm

Tuesdays 8:00 am – 5:00 pm

Wednesdays 8:00 am – 7:00 pm

Thursday – Friday 8:00 am – 5:00 pm

Call for holiday hours

Phone: 802-752-1930

Northwestern Primary Care Hours

Monday – Thursday 8:00 am – 7:00 pm

Fridays – 8:00 am – 4:30 pm

Call for holiday hours

Phone: 802-524-8805

DOT Physicals in St. Albans & Georgia

One of the many services offered at our Northwestern Walk-In Clinic in Georgia and at Northwestern Occupational Health on NMC's campus are physical exams required for obtaining a Commercial Driver's License (CDL). This spring brings a change in certification requirements for doctors who provide CDL medical exams and we're happy to say that our staff already meets those requirements.

In addition, we make the physical exam process easy: At the Northwestern Walk-In Clinic, we welcome walk-ins with no appointments needed, we offer short wait-times and can provide same-day DOT cards. The Walk-In clinic is also incredibly convenient for a host of other services. Stop in and see us if you need help with sports physicals, have questions about flus and colds, or need stitches. Below are just some of the ways we can help:

- X-rays
- Urinary tract infections
- Skin irritations and minor burns
- Mammograms

You can find the Walk-In Clinic at 927 Ethan Allen Highway (Route 7) in Georgia, less than a mile off the Interstate at Exit 18. Hours at the Northwestern Walk-In Clinic are also convenient: We're open on Saturdays from 8 a.m. to 2 p.m., and on weekdays from 8 a.m. to 7 p.m. Call 802-524-8911 for more information.

You can find Northwestern Occupational Health on the second floor of the Cobblestone Health Commons building on NMC's main campus. The NOH clinic is open Monday through Friday, 8 a.m. to 4:30 p.m. Call 802-524-1223 to reach NOH.

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prescribing medications, helping them get better and transition home. She may see typical conditions for our area like Chronic Obstructive Pulmonary Disease or something completely unexpected.

At NMC, the Hospitalist team provides care 24 hours a day to ensure that patients at NMC get the highest-quality, compassionate care possible. The team shares information about patients regularly so that if questions come up, a knowledgeable provider is available. This team-based approach results in superior coordination of care and patient outcomes.

LaFreniere is passionate about her role on the Hospitalist Team, and also enjoys acting as a preceptor for Nurse Practitioner and Physician Assistant medical students to encourage them into the field. "It's the best job in the world. You have so much independence, but you also get to collaborate with your partners. To be trusted with somebody's care and be part of that intimacy is amazing."

For information about the Hospitalist Program at NMC, call 524-1256.



Pre-registration is required. Please call 524-1234 (or email cfhw@nmcinc.org) to pre-register or receive more information on content. Programs are FREE unless otherwise indicated.

APRIL & MAY PROGRAMS

Yoga with Northwestern Lifestyle Medicine

Tuesdays 6:30 to 8 p.m.
Location: Collins-Perley Sports Complex
Cost: \$12 per class or \$80 for 10 classes
Contact: Collins Perley at 527-1202

Healthier Living with Chronic Pain

Wednesdays, April 2, 9, 16, 23, 30 & May 7 1:30 to 4 p.m.
Feel better by learning how to deal with frustration, fatigue and pain, manage symptoms and medications, and improve strength and flexibility.
Location: St. Albans Primary Care
Pre-registration Required: Call 524-8831 or email hmessier@nmcinc.org

Diabetes and You

Thursdays, April 17, 24 & May 1, 8, 15 1:00 to 3:00 p.m.
Location: Richford Rural Health Center
Wednesdays, May 19, 26 & June 2, 9, 16 2:00 to 4:00 p.m.
Location: Northwestern Medical Center, Conference Room 2
A five-part, ten hour group education program is for people with diabetes and their families and includes telephone follow-up sessions.
Facilitator: Deb Robertson, RN, BSN, CDE, NMC
Program Charge: Call for pricing information
Pre-registration Required: Call 524-1031 or email drobotson@nmcinc.org
Program Size: Limited to 15

Breastfeeding: Keep it Simple

Thursday, April 17 Noon to 1:30 p.m.
Location: Vermont Dept. of Health, 20 Houghton Street, St. Albans
Tuesday, May 20 5:30 to 7:00 p.m.
Location: NMC, Family Birth Center Conference Room
In this Department of Health's free breastfeeding prep class you will learn how your body makes milk, what to expect, and tips for getting nursing off to a great start and who to call if you need support or help.
Speaker: Vermont Department of Health staff
Pre-registration required: Call 524-7970 to register

Cholesterol Class

Wednesday, April 9 and May 14 8:00 to 9:00 a.m.
This monthly group discusses foods and eating habits that may help to manage cholesterol levels.
Location: NMC, Cobblestone, Education Room
Speaker: Kay Tran, Registered Dietitian, MS, CDE, NMC
Pre-registration Required: Call 524-1234 or email cfhw@nmcinc.org

AARP Driver Safety Course

Wednesday, April 21 4:30 to 9 p.m.
This 4 hour refresher course is open to all drivers 50 years and older and the curriculum addresses the normal physical changes brought on by the aging process, how these changes can affect driving ability and then offers ways to compensate for those changes.
Speakers: Baird Morgan, AARP instructor
Location: NMC, Conference Room 1
Pre-registration Required: Call Baird @ 802-372-8511 or 802-483-6335.
Cost: \$12 for AARP members and \$14 for non-members

Healthier Living with Chronic Disease

Tuesdays, May 6, 13, 20, 27 & June 3, 10 5:30 to 8 p.m.
Feel better by learning how to deal with frustration, fatigue and pain, manage symptoms and medications, and improve strength and flexibility.
Facilitator: Various
Location: NMC, Conference Room 1
Pre-registration Required: Call 782-5323 or 524-1031 or email hmessier@nmcinc.org

Healthier Living with Diabetes

Wednesdays, May 7, 14, 21, 28 & June 4, 11 10 a.m. to 12:30 p.m.
Learn how to manage the issues that go along with this chronic disease.
Location: Cold Hollow Family Practice
Pre-registration Required: Call 524-1031 or email drobotson@nmcinc.org

Look Good Feel Better

Monday, June 2 4:30 to 6 p.m.
A free interactive demonstration for women experiencing appearance related side effects due to treatment.
Featuring: Carol Lumbr, Beautician, Rail City Salon and Bonnie Rainville, Beautician, Elite Body Boutique
Location: NMC, Conference Room #1.
Pre-registration Required: Call Olivia LaPorte at 524-8479

Childbirth Education Classes

6 Week Preparation for You & Your Baby
Mondays, April 28 7 to 9 p.m. **Cost:** \$105
Refresher Class
Monday, May 12 7 to 9 p.m. **Cost:** \$25
Birth and Beyond
Saturday, April 12 or May 17
8:30 a.m. to 4:30 p.m. **Cost:** \$90
Location: Franklin County Home Health, 3 Home Health Circle, St. Albans
Pre-register Required: Call 527-7531