



Northwestern Urgent Care open 7 days a week

Northwestern Urgent Care opened on Monday, June 16, offering convenient, quick access to quality care from the NMC family. Located in the Cobblestone Health Commons building at 260 Crest Road, the new urgent care facility is on NMC's main campus, and complements the NMC's other urgent care office, the Northwestern Walk-In Clinic in Georgia. The provider team at Northwestern Urgent Care includes Dr. David Simcoe, a new physician at NMC. The team will provide a wide range of services, caring for conditions like:

- colds and flu;
- moderate fevers;
- eye, ear, or skin infections;
- sprains and strains;
- possible fractures;
- respiratory or urinary tract infections;
- skin irritations and minor burns;
- cuts requiring stitches;
- and more.



Northwestern Urgent Care provides valuable services to the local community, often at lower costs than the same service provided in an emergency room setting. More than 300 attendees turned out to the Open House on June 15, in support of this much-needed resource. The crowd – which gathered at Cobblestone on Father's Day – included several local officials who helped cut the ribbon to formally open the new clinic.

Northwestern Urgent Care is open seven days a week in St. Albans: Monday through Friday, 8 a.m. to 8 p.m., Saturday from 9 a.m. to 5 p.m. and on Sunday from 11 a.m. to 5 p.m. For more information about Urgent Care, call 802-524-8911, or visit northwesternurgentcare.org.

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 Relations Office at 524-1280.

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advanced practice in the hospital: Anesthesiology

Editor's Note: This is the fourth in a series of articles highlighting the teamwork in NMC's practices. The series examines the role of Advanced Practice Providers in our community in the many environments in which they work.

As a surgical patient at Northwestern Medical Center, your anesthesia may be provided by one of the Advanced Practice Providers in the Surgical Services department: Kim Cotnoir, Susan Lawlor, or James Mackey, all of whom are Advanced Practice Registered Nurses and Certified Registered Nurse Anesthetists. These highly-trained and friendly caregivers are part of the team performing surgeries of all types at NMC.

Jim Mackey is a Certified Registered Nurse Anesthetist (CRNA) with an interesting healthcare background. After nursing school, he worked for 10 years in emergency and trauma medicine before joining the Air Force and serving overseas as a flight nurse. He was deployed to Iraq and Afghanistan, sometimes flying on combat descents, outfitted with a flak jacket for quick nighttime drops into battle zones to pick up patients before daylight. He later transferred from the Delaware Air National Guard to the Army Reserves where he began school to become a nurse anesthetist, graduating from La Salle University in Pennsylvania.

Mackey had spent many summer vacations in Vermont and so when a job at NMC came open, he was happy to relocate, starting at our community hospital in 2013. The small, local hospital setting appeals to him and he said he enjoys the support he gets from his colleagues. "I love this hospital, it's a really nice place to work," he said noting the camaraderie among nurses, surgeons and all the other staff.

As a Certified Registered Nurse Anesthetist at NMC, Mackey works with patients who are having surgery for a variety of needs including orthopaedics, obstetrics, eye care, and urology among others. He finds emergency cesarean sections the most stressful, but loves the balance of structure and variability his job offers. He knows his caseload in advance, but is also on call one night a week, and works with the many talented surgeons at NMC – sometimes several in one day.

A nurse anesthetist performs all the same duties as their physician counterparts, and Mackey handles his own cases each day within NMC's several operating rooms under the oversight of medical staff anesthesiologists. That level of autonomy engages Mackey and he calls his work fulfilling. "I like that at the end of the day I feel that I've really accomplished something."

NMC earns National Awards

In June, NMC was honored with two national awards from Quorum Health Resources (QHR): Best Overall Performance among hospitals our size and CEO Jill Berry Bowen earned the QHR CEO of the Year award.

"Both of these awards are a direct reflection of the work of our entire NMC family," said Bowen. "Our team is passionate about our mission to provide exceptional care for our community and it shows in everything they do. I am very proud of their efforts and honored to be a part of it. We have an outstanding Board of Directors, a devoted Leadership and Management team, a wonderful Medical Staff, and incredible employees and volunteers. I was humbled to accept these awards on their behalf."

In recognizing NMC, QHR President and CEO James L. Horrar said that the hospital has demonstrated a commitment to quality and reducing avoidable readmissions through the adoption of a LEAN approach to streamline processes and reduce waste without adversely impacting quality or access. NMC is also adopting principles from Studer to improve the patient experience and heighten patient satisfaction. NMC recently opened Northwestern Urgent Care in St. Albans to further improve access to convenient non-emergent care in an approach integrated with local Primary Care. "Jill Berry Bowen has attained the highest level of hospital leadership excellence. She is forward-thinking and innovative, runs effective hospital operations and leads with enthusiasm," said Horrar.

QHR is ranked among the top healthcare consulting firms in the nation and NMC has been a QHR client hospital for 36 years.



Celebrating the two national awards for Northwestern Medical Center are: Robert Vento, Senior VP of QHR; Scott Towle, Regional Associate VP at QHR; William "Chip" Holmes, Regional VP at QHR; Jane Catton, NMC's Senior VP and COO; Jill Berry Bowen, NMC's Chief Executive Officer; Ted Sirota, NMC's Senior VP and CFO; John Hango, Chairman of the NMC Board of Directors; and James Horrar, President and CEO of QHR.



Timely Access to Orthopaedics

Northwestern Orthopaedics is happy to have improved access to care, with shorter wait times for patients to see a provider at the practice located in Doctor's Office Commons on NMC's campus.

This established practice recently added additional staff and expanded their hours to offer patients quicker scheduling for appointments and patients with acute needs can usually be seen within one to two business days!

Northwestern Orthopaedics provides a comprehensive range of musculoskeletal services including neck, back, hip, shoulder, knee, hand, wrist, elbow, foot and ankle. Fellowship-level expertise in sports medicine, spine and upper extremities along with extensive experience in all general orthopaedic needs makes this practice a popular choice.

All surgeries are performed at NMC, which is nationally recognized for high levels of patient satisfaction and very low levels of infections.

Find out more by visiting SurgeryAtNMC.org, or call 802-524-8915 to make an appointment.

donor profile:

Helping Others, Leaving a Legacy

Editor's Note: Mary's name has been changed in this article to preserve her anonymity.

Sometimes, life-changing events spur us into action as though the change unveiled a new path in our lives. It was an event like that – the death of her husband – that prompted Mary Smith to begin thinking about donating a portion of her estate to NMC's Palliative Care and Community Funds.

The concept of giving, of Christian charity, is dear to Smith's heart. She says she was fortunate to have had a good life, to have had all she needed, and that she'd like to help others.

"If just one life could be changed, that would be a good thing," she says of her aim to support the Palliative Care and the Community Funds at NMC.

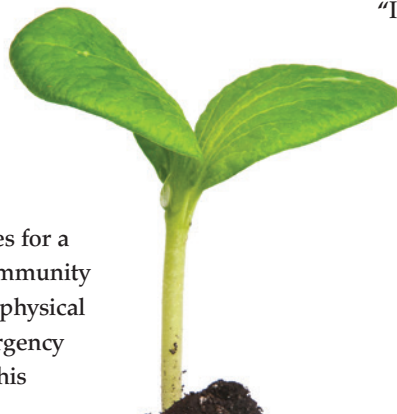
Both she and her husband used NMC's healthcare services for a variety of ailments, and always felt at home at our small community hospital. She had several surgeries at NMC, went through physical therapy here, and her husband was treated at NMC's Emergency Department as he struggled with serious illness at the end of his life. "I think that this is an outstanding hospital," she said of the compassionate care the couple received.

After her husband's death three years ago, Mary moved from her large home to a smaller one, and continued her active lifestyle. Although retired from teaching, she keeps a busy schedule that includes

church, regular exercise and participation in a local artist's group. Trees are her favorite painting subject: She and her husband lived in a wooded area and she loves to walk in the woods. Her art has always been a satisfying creative outlet – she meets regularly with her fellow artists and teacher, and she once displayed her work on the art wall at NMC. Lately, though, Mary has missed her husband's feedback and encouragement. "He was my muse."

The idea of giving back to the community through a donation to NMC sparks passion in Mary. "There are so many people in this community who need help. I'm in a position to help, so I'm going to," she says. She remembers the help that she received as her husband neared the end of his life, and knows many others will welcome such supportive, loving care. Helping secure those services gives her a feeling of peace.

"It gives me a peace of mind that people who need to be taken care of will be taken care of."



Want to Help?

If you're interested in learning more about planned giving at Northwestern Medical Center, please contact our Director of Development, Jeff Moreau. You can reach Jeff by calling 802-524-8467 or by emailing: jmoreau@nmcinc.org.

LEGACY CIRCLE
OF NORTHWESTERN MEDICAL CENTER



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.

AUGUST & SEPTEMBER PROGRAMS

Yoga with Northwestern Lifestyle Medicine

Tuesdays 6:30 to 8:00 p.m.

Location: Collins-Perley Sports Complex

Mondays 5:30 to 6:30 p.m.

Location: NMC Conference Center

Registration Required: Call 524-8846.

Cost: \$12 per class or \$80 for 10 classes

AARP Smart Driver Course

Wednesday, August 13 4:30 to 9:00 p.m.

This 4 hour course is open to all drivers 50 years and older and addresses the normal changes brought on by the aging process and how these changes can affect driving ability.

Speaker: Baird Morgan, AARP instructor

Location: NMC, Conference Room #1.

Cost: \$15 for AARP members and \$20 for non-members

Registration Required: Call Baird at 802-372-8511 or 802-483-6335.

Cholesterol Class

Wednesday, August 13 or September 10 8:00 to 9:00 a.m.

Discuss foods and eating habits that may help to manage your cholesterol levels and get practical suggestions for eating in a heart healthy way.

Location: Northwestern Medical Center, Cobblestone, Education Room

Speaker: Kay Tran, Registered Dietitian, MS, CDE, NMC

Registration Required: Call 524-1234 or email cfhw@nmcinc.org.

Healthy Beginnings Open House

Saturday, August 16 9:00 to 11:00 a.m.

Tour our Family Birth Center, meet the provider team at Northwestern Ob/Gyn and hear about our innovative group approach to prenatal care.

Location: FBC and Northwestern OB/GYN

Introduction to Tai Chi

Mondays, September 8, 15, 22 & 29 5:30 to 6:30 p.m.

Enjoy a slow gentle series of movements designed to enhance mental and physical well-being. All welcome, including those with joint pain, arthritis and balance issues, or anyone wanting an introduction.

Location: NMC, Cobblestone Gym

Instructor: Pat Cervini, NMC Physical Therapist, and certified instructor

Cost: \$5 per class

Registration Required: Call 524-1064.

Stronger U

Mondays & Wednesdays, Sept 15 - Nov 17 9:00 to 10:00 a.m.

Build strength and bone density in this exercise program for women.

Location: NMC Conference Center

Registration Required: September 1st registration deadline. Call 524-8846 or email stremblay@nmcinc.org.

Better U

Tuesdays, starting September 16

7:00 to 8:00 a.m.

Thursdays

5:00 to 7:00 a.m.

Reduce the risk of cardiovascular disease and monitor changes in your blood pressure, waist circumference, weight, BMI and cholesterol. This 12-week program is a perfect combination of education and exercise.

Location: NMC Conference Center

Instructor: Elisabeth Fontaine, MD and Whitney Craig, ATC

Cost: Call for price information.

Registration Required: Call 524-8846 or email stremblay@nmcinc.org.

Driving Safely While Aging Gracefully

Tuesday, September 16

6:00 to 7:00 p.m.

Get recommendations for improving or maintaining the physical and cognitive abilities needed for driving safely as we age.

Instructor: Susan Casavant, Occupational Therapist

Location: NMC Cobblestone Gym

Registration Required: Call 524-1064.

Activate Your Core!

Tuesday, September 23

5:00 to 6:00 p.m.

Location: Enosburg Health Center, NMC Physical Therapy Gym

Wednesday, September 24

5:00 to 6:00 p.m.

Location: NMC Cobblestone Gym

Interested in learning about core strengthening or looking for some new routines? Join this class as we demonstrate and practice various exercises that can easily be done at home.

Instructor: NMC physical therapists

Registration Required: Call 524-1064.

Breastfeeding: Keep it Simple

Thursday, August 21

Noon to 1:30 p.m.

Location: VT Department of Health, 20 Houghton Street, St. Albans

Thursday, September 18

6:00 to 7:00 p.m.

Location: NMC, Family Birth Center Conference Room

In this free Breastfeeding Prep class, learn how your body makes milk, what to expect, tips for getting started and who to call if you need help.

Speaker: Vermont Department of Health staff

Registration Required: Call 524-7970.

Vermont Quit Network - Freshstart

Mondays, September 8, 15, 22 & 29

5:30 to 6:30 p.m.

Join others for this 4-session series to help you successfully quit smoking.

Location: Richford Health Center

Registration Required: Call Chari at 524-8480.