

# Insights

your health and your hospital



## Community Celebrates NMC's Campus Construction

Nearly 300 community members visited NMC's new Medical Office Building on Wednesday, October 25, for a celebration of hospital campus construction attended by Governor Phil Scott, Canadian trade officials, Vermont legislators, community members, NMC staff and lead donor Peerless Clothing International.

The large crowd gathered in the lobby and waiting spaces of the two-story Medical Office Building Wednesday afternoon to hear remarks from the Governor, healthcare providers, patients, capital campaign cabinet members, Dr. John Brumsted of the University of Vermont Health Network and others.

Collaboration and community were key themes in the speeches of the day.

"Any project of this magnitude requires strong community partnerships and buy-in in order to be successful," said Governor Phil Scott, "and I know Northwestern Medical Center prides itself on applying this approach to everything that it does."

NMC CEO Jill Berry Bowen echoed the sentiment when she thanked the large crowd for their attendance, and thanked the many, many people involved in bringing to life NMC's Master Facility Plan projects. "This has been an exceptional campaign," she said. "Without the community support, we wouldn't be here."

The governor also applauded NMC's work with RiseVT, which takes a community-based approach to achieve a more effective and less expensive healthcare system. *(Continued on page 2)*



Pictured: Vermont Governor Phil Scott at the celebration of hospital campus construction

Improving access to care  
*{we do that here}*

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](mailto:insights@nmcinc.org) or call our Community Relations Office at 524-1280.

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Orthopaedic surgeon Dr. Michael Barnum of the Northwestern Orthopaedic and Rehabilitation Center speaks to a large crowd in the lobby of the new Medical Office Building.

“This hospital renovation in a lot of ways reflects the makeover that Vermont’s healthcare system has started ... With an emphasis on prevention and improved service, the new design has located outpatient services in the front of the house so primary care is your first point of reference. We must look at the entire system in the same way, helping people stay healthy with a focus on prevention.”

— Governor Phil Scott at the Oct. 25 celebration of hospital campus construction

## Community Celebrates NMC’s Campus Construction

*(Continued from cover)*

Governor Scott spoke of the importance of “helping people stay healthy with a focus on prevention” and said: “In order to achieve a better and less expensive healthcare system for Vermonters, we must focus on strengthening the bridge between healthcare and community and social services ... Across the state ... we are working to take a more community-based approach to break down barriers and make more healthy choices available to more people. This is something well underway in the Franklin County area through RiseVT, which will be expanding into many areas across Vermont in the coming year.”

The ambitious and soon-to-be completed projects include:

- Renovation of the hospital’s main entrance for easier access
- Addition of a medical clinics building
- Addition of an expanded inpatient unit to provide private rooms for all patients
- Renovation of existing inpatient space
- Addition of a two-story Medical Office Building to bring Primary Care and other key outpatient services to the front of campus

Bowen also recognized and thanked the supporters of NMC’s

nearly \$2.8 million dollar capital campaign, which surpassed its goal of \$2.5 million. Those donors are commemorated in artwork throughout the new spaces, including a large set of brass leaves honoring Peerless Clothing in the main lobby. Other donor artwork includes a 20-panel piece in fused glass, a totem display, and individual stone maple leaves outside room.

Bowen closed by honoring NMC’s unwavering focus on top-notch care in an uncertain healthcare environment.

“One constant amidst all the changes happening and proposed in healthcare has been the commitment of the NMC staff, medical staff, board, volunteers and entire NMC family to our mission of providing exceptional care for our community. Our team works tirelessly each day toward that mission in pursuit of our vision for a healthier future which speaks of excellence, value, and wellness.”

The event took place about a month before the opening of the Medical Office Building on November 20. On that date, the Northwestern Orthopaedics and Rehabilitation Center, Northwestern Primary Care, Northwestern Urgent Care and the Outpatient Lab began seeing patients in the new two-story building.

## NMC To Make It Easier To Safely Dispose of Medications

This winter, Northwestern Medical Center will install a collection receptacle to be used by the community as a secure place to properly dispose of over-the-counter and prescription medications and some controlled substances.

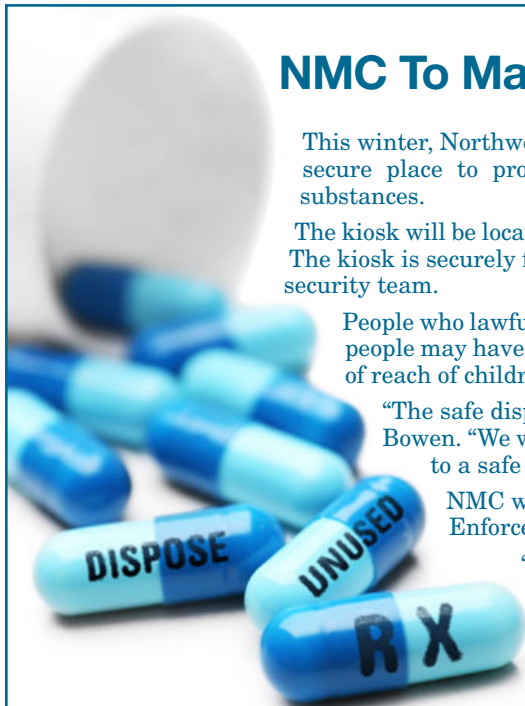
The kiosk will be located in the main hospital lobby and features a one-way drop mechanism with a locking door. The kiosk is securely fastened to a permanent structure and will be managed by hospital staff, including NMC’s security team.

People who lawfully possess medications may use the receptacle to dispose of them safely at any time. Many people may have expired or unused medications in their medicine cabinets and seek a way to keep them out of reach of children and others.

“The safe disposal of medications is incredibly important to our community,” said NMC CEO Jill Berry Bowen. “We want to do our part to prevent the diversion of left-over medication, and provide easy access to a safe method of disposal.”

NMC worked closely with the Vermont Department of Health for the project and obtained a Drug Enforcement Agency license to make the collection system possible.

“We are so pleased that Northwestern Medical Center supports our community effort to provide safe, convenient and responsible ways to dispose of prescription drugs. Having a drug kiosk at the hospital that is open to the community is another step to make sure drugs don’t get into the wrong hands or pollute our waterways,” said VDH District Director Judy Ashley.



# { Assisting All Of Our Patients }

*we do that here.*

Northwestern Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Northwestern Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

## NORTHWESTERN MEDICAL CENTER:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact: **Jane Suder**

## IF YOU BELIEVE THAT NORTHWESTERN MEDICAL CENTER HAS FAILED TO PROVIDE THESE SERVICES OR DISCRIMINATED IN ANOTHER WAY ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, AGE, DISABILITY, OR SEX, YOU CAN FILE A GRIEVANCE WITH:

### **Jane Suder**

Northwestern Medical Center  
133 Fairfield Street  
St. Albans, Vermont 05478  
802-524-5911, TTY 800-253-0191  
[jsuder@nmcinc.org](mailto:jsuder@nmcinc.org)

You can file a grievance in person or by mail, or email.

If you need help filing a grievance, Jane Suder is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [hhs.gov/ocr/office/file](https://hhs.gov/ocr/office/file).



ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-802-524-5911 (TTY: 1-800-253-0191).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-802-524-5911 (ATS : 1-800-253-0191).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-802-524-5911 (TTY: 1-800-253-0191).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-802-524-5911 (TTY : 1-800-253-0191)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-802-524-5911 (TTY: 1-800-253-0191).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-802-524-5911 (टिडिवाइ: 1-800-253-0191) ।

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-802-524-5911 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-253-0191).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-802-524-5911 (TTY: 1-800-253-0191).

XIYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. 1-802-524-5911 (TTY: 1-800-253-0191).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-802-524-5911 (TTY: 1-800-253-0191).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-802-524-5911 (هاتف الصم والبكم: 1-800-253-0191).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-802-524-5911 (телетайп: 1-800-253-0191).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-802-524-5911 (TTY: 1-800-253-0191).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-802-524-5911 (TTY: 1-800-253-0191).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。  
1-802-524-5911 (TTY:1-800-253-0191) まで、お電話にてご連絡ください。

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-802-524-5911 (TTY: 1-800-253-0191).

# Helping to Ease Labor:

## FBC's Labor Tub Offers A Comfortable Option

NMC is excited to announce that the Family Birth Center's labor tub is once again available to moms-to-be in our community.

The tub and tub room in the Family Birth Center (FBC) were renovated and reopened this fall, with great response from families who immediately begin using the large tub in a private tub room on FBC's second floor.

"Our team is really excited to have the labor tub available once again. Several moms have used the renovated room already and were happy to be able to make use of this warm, comfortable space," said Anna Gabaree, Nurse Manager of the FBC.

Immersion in water can benefit laboring mothers by shortening labor, easing pain and in some cases reducing the need for anesthesia.

The tub room is part of the home-like atmosphere inside the closed unit of the FBC. With all private rooms and personalized birth experiences, NMC is a warm and friendly place to deliver your child. The well-trained staff are experts in their field of infant care and offer a great deal of education and



NMC's labor tub offers mothers a warm, comfortable option during the early stages of labor.

support on topics like breastfeeding and newborn care.

NMC's Family Birth Center has been recognized at the state level by achieving "Blue Distinction Plus" for quality and cost effectiveness from Blue Cross and Blue Shield of Vermont.

It was also recognized at the national and international level recently, as our staff earned the prestigious "Baby Friendly" designation – joining St. Johnsbury as the

only Vermont hospitals to achieve that level of excellence focused on supporting new moms and newborns.

To learn more about the labor tub or the other amenities of care in NMC's Family Birth Center, call 802-524-1040.

Feel free to call to schedule a tour to check out the FBC at your convenience, or learn more online at:

[northwestern.org/services/familybirthcenter](http://northwestern.org/services/familybirthcenter)

## Skin Cancer in Vermont: The Risk is Real

Vermonters sometimes think skin cancer is the least of our cancer concerns. Our weather is frequently cloudy and we are bundled up so much of the year. Even with that, skin cancer rates are relatively high in Vermont. Melanoma is the deadliest form of skin cancer, and is the fourth most common cancer for men and fifth most common cancer for women in our area.

In 2016, there were 36 cases of melanoma diagnosed at NMC. In the first four months of 2017, there were an additional 17 cases. Those numbers are higher than NMC's melanoma cases in 2015 (8 cases) and in 2014 (6 cases). This increase may result, at least in part, from the addition of Dermatologist Dr. Stephanie Neider.

Dr. Neider has increased the ease of access to high-quality skin care for our community. Before she arrived, patients could wait up to a year for a dermatology appointment. Currently the wait time for an appointment at Northwestern Dermatology is approximately 3 months. The time it takes between calling for an appointment and seeing the provider is important: it could be the difference between detecting a melanoma in its very early stages and later, more dangerous stages.

Additionally, in 2016 Dr. Neider offered a 1-day, free screening opportunity for anyone interested. Of the 33 participants who were screened, 9 had suspicious skin areas and were asked to return for further examination. That is one more way that increasing access to dermatology services increases NMC patients' chances of early detection.

Many skin cancers, fortunately, are preventable. Even though we live in Vermont and believe we are covered from head to toe nine months of the year, we are exposing more of our skin than we think. It is important that we take the time to protect our exposed skin –

even on cooler (or colder), cloudier days. The American Academy of Dermatology encourages people to follow these quick tips to decrease the risk of skin cancer:

- Seek shade between 10:00 a.m. and 2:00 p.m.
- Wear protective clothing such as long-sleeve shirts, pants, wide-brimmed hats and sunglasses.
- Generously apply a broad-spectrum (UVA & UVB), water-resistant sunscreen with a SPF (Sun Protective Factor) of 30 or higher to all exposed skin (face and ears included). And here is an important point – the sunscreen has to be reapplied approximately every 2 hours, even on cloudy days!
- Use extra caution near water, snow and sand – because they reflect and intensify the damaging rays of the sun increasing chances of sunburn.
- Avoid tanning beds. It's a myth that a good "base" will prevent sun burns. The ultraviolet light from the sun OR a tanning bed can cause skin cancer. As you head out to warmer climates for winter vacations, avoid pre-vacation tanning and be sure to follow the above recommendations wherever you travel.

Skin cancers such as melanoma are important and serious health conditions, even in northern Vermont. Fortunately, these conditions are preventable through taking good care of your skin, regardless of the season. For more information on protecting your skin, checking your skin, or other facts surrounding skin cancers, check out the American Academy of Dermatology at [aad.org](http://aad.org). If you have specific questions regarding your skin, contact your primary care provider or call Northwestern Dermatology at 524-9707.

# INSIGHTS TO HEALTH

*Your guide to local healthy programs, classes, and more!*



## Featured Program

### Tai Chi Classes

**Mondays, January 8 through March 12**

**4:00 to 5:00 p.m. (1st class)**

**5:15 to 6:15 p.m. (2nd class)**

Tai Chi is a form of gentle, guided movement that is sometimes referred to as "meditation in motion" and can aid in reducing stress and anxiety.

It has also been found to improve balance and promote a sense of wellbeing. This 10-week program is open to all ages.

A physical authorization is required, so please sign up by December 15.

Location: Northwestern Medical Center Wellness and Fitness Room (Conference Center)

Pre-registration Required: Contact Faith at 524-1217 or [fdubois@nmcinc.org](mailto:fdubois@nmcinc.org) for more information.

Fee: \$80 for 10-week session

## Workshops

### Look Good Feel Better

**Monday, December 4**

**4:30 to 6:00 p.m.**

For women with cancer who are experiencing appearance related side effects due to treatment. Join us to learn how to look good and feel better about the skin and hair changes that cancer treatment can cause. Free workshops/interactive demonstration led by trained, volunteer cosmetologists. Get help with cosmetics, skin care, and head covering options. Featuring: Carol Lumbra, Beautician, Rail City Salon and Bonnie Rainville, Beautician, Elite Body Boutique.

Note: If you miss this session of this program, you can join us next month. Look Good Feel Better is held every month!

Location: Northwestern Medical Center Grand Isle Room

Pre-registration Required: Please RSVP to 524-8479 to register.

### Breastfeeding and You

**Tuesday, December 12**

**12:00 to 1:30 p.m.**

Location: Vermont Department of Health, St. Albans District Office, Federal Street

**Thursday, January 11**

**6:00 to 7:30 p.m.**

Location: Northwestern Medical Center's Family Birthing Center Conference Room

Family members and mothers-to-be get ready for breastfeeding in this practical class that helps plan for feeding your newborn in the first month of life. Personalize your breastfeeding plan, line up your support, go over the basics, ask questions and get real-life answers.

Speaker: Vermont Department of Health staff

Pre-registration Required: Call 524-7971

### Heart Healthy Classes

**Wednesday, December 27**

**10:30 to 11:00 a.m.**

and

**Wednesday, January 24**

**10:30 to 11:00 a.m.**

This meal planning class discusses barriers to eating healthy, "smart shopping", reading food labels, and serving sizes of different foods and their nutritional values.

Location: Cobblestone Health Commons Cardiac Rehab Gym

Pre-registration Required: Call 524-884

## Looking Ahead

### Healthy Hearts on the Move

**Saturday, February 10**

**9:00 a.m. to 12:00 p.m.**

Join us for the 6th Annual Healthy Hearts on the Move! This free and family-friendly event is not to be missed. You'll find free health screenings, education on cardiovascular health, fitness demos, free massages and more. We're once again partnering with Northwestern Counseling and Support Services to offer great family activities like active play and yoga for kids, a bouncy house, and face painting. Come get moving with us!

Location: St. Albans City School