



2025 NMC Annual Report

2025 Annual Report Introduction



[Watch Video](#)

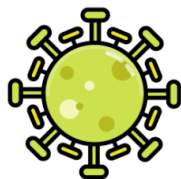
A QUALITY FOCUS

Quality Plan Update

This year, NMC updated its Quality Plan, mapping out our areas of focus for the coming year. The plan identifies the following key priorities:



Reducing Hospital-Acquired Conditions like pressure injuries and falls



Reducing Hospital-Acquired Infections like Urinary Tract and C. diff (Clostridioides difficile) Infections



Reducing patient readmissions, especially for conditions like CHF and COPD



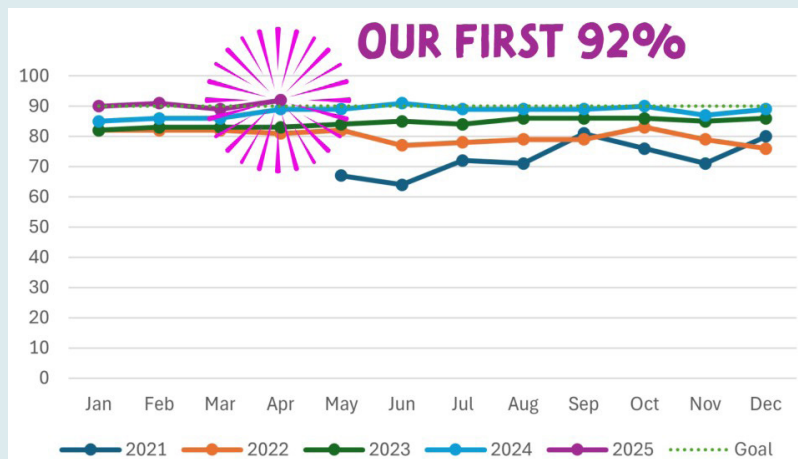
Improving the patient experience with improved staff responsiveness and a cleaner hospital environment

Targeted focus and progress in these areas will improve patient outcomes, and lead to shorter hospital stays with greater patient satisfaction.

Hand Hygiene Focus Continues to Pay Off

In April 2025, NMC hit a 92% hand hygiene compliance score for the first time since we began measuring and tracking this key stat in May of 2021.

Looking at this graph, you can see the Hand Hygiene scores for the hospital overall in a year-over-year format, with the dotted green line of a 90 percent goal.



NMC Collaborates With NCSS To Implement Universal Suicide Screening Process

This year, NMC joined all 14 Vermont hospitals in implementing a new screening procedure to better identify patients who may be at risk of suicide. The Vermont Suicide Prevention Center identifies Vermont as having the highest rate of suicide in New England, with Franklin County having the highest prevalence in the state of Vermont. National statistics further show that 44% of people who die by suicide have had an Emergency Department visit in the preceding 90 days.

To help address this critical issue, Northwestern Medical Center collaborated with Northwestern Counseling & Support Services (NCSS) and the Vermont Program for Quality in Health Care (VPQHC), to implement new evidence-based screening procedures to improve how NMC's Emergency Department identifies patients at risk for suicide.

Rachael Capsey, Nurse Manager of NMC's Emergency Department, said the new screening process has the potential to open a whole other side of the story when a patient presents to the Emergency Department for seemingly unrelated ailments. NMC and NCSS worked for two years to develop and implement new protocols, documentation and best practices. Prior to this program, NMC's screening for suicide was often limited to patients who presented to the Emergency Department in mental health crisis.

Under the new approach, all patients over the age of 12 are asked standardized questions to bring potential suicide concerns to the surface. During a recent triage session, Emergency Department nurse Heather Tremblay asked the new standardized questions of a patient who was having suicidal thoughts, but those thoughts were not the reason for the Emergency visit. Heather said the patient seemed appreciative. "It took him off guard, and a look of relief crossed his face", she said.

NMC also screens pediatric patients from the ages of 8 to 11 years old but only if they present with a mental health complaint, as is best practice.

While most patients may not be at risk of suicide, the new screening process helps identify those who are at risk, allowing care teams to implement appropriate interventions and treatment. These treatment plans may include referrals to NCSS, an integral partner in setting up this new program. "NMC and NCSS have worked well together, and this



Universal Suicide screening practice will provide additional benefits for the patients", said Kevin King, RN. King said his work as a nurse in NMC's ED for over 30 years led him to focus on patients' mental health needs and in 2022 he completed his MSW and is now working as a crisis clinician for NCSS.

"I feel that screening patients for their mental health needs and having a collaborative approach with the community mental health agency makes for better outcomes and is best practice," said King.

Tony Stevens, the Emergency Services Program Manager for NCSS agreed. "I have worked on the NCSS Crisis Team (Emergency Services Team) and managed it for the past 23 years," he said. "Over the years, the idea of universal suicide screenings in the ED or at Triage have been discussed but there have been barriers to implementation." Stevens said that the collaborative roll-out of the new process has allowed both NMC and NCSS to do so in an achievable way for both organizations.

The early numbers have been eye opening at NMC.

In the eight weeks following the start of the program, 251 patients were identified as having concerns around suicide or suicidal ideation and 53 were actively considering suicide. Eleven patients that presented with a medical chief complaint also disclosed that they were having suicidal thoughts while in the Emergency Department. Without the new procedures, these eleven patients may have not gotten the resources or treatment for their suicide concerns.

If you are having thoughts of suicide or have concerns about someone who may be considering suicide, please seek help by calling Northwest Counseling Support Services at 1-802-524-6554, option #1 for Crisis, or, call or text the National Suicide Prevention Hotline at 988.

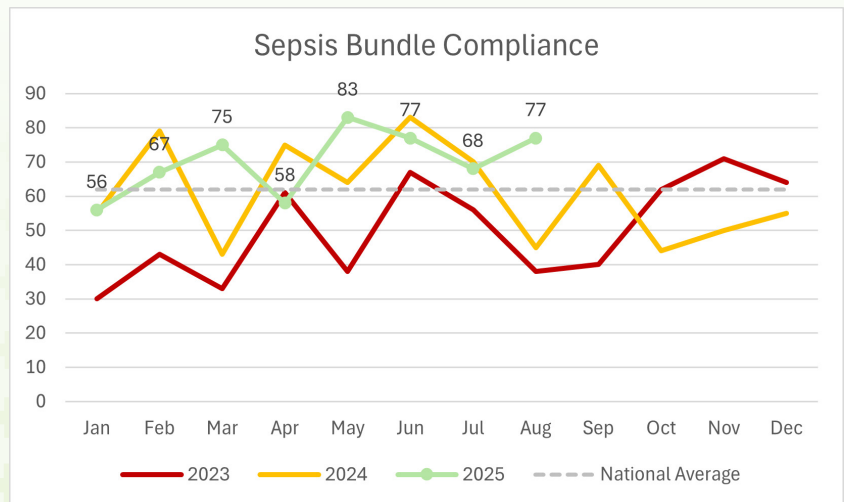
Visit the [Vermont Program for Quality in Health Care \(VPQHC\)](#) for more information about the Vermont Emergency Department Suicide Prevention Quality Improvement Initiative.

Collaboration and Technology Help Prevent Sepsis at NMC

Once again this fiscal year, NMC focused on sepsis prevention as a key quality initiative. This attention is important because sepsis – an extreme response to infection – is the most common cause of death in US hospitals.

Work this year involved strong collaboration from the providers in the Emergency Department and the Progressive Care Unit to increase awareness of our efforts to be compliant with a bundle of treatments steps that should be taken. The national average for hospital compliance with this bundle is 60 percent and NMC aims to be well above that.

The collaboration has included using a widget in the electronic medical record to display the elements of bundle compliance, including what has been completed and what is left to do. This helps the care teams keep track of their work when patients move from one unit to another.



[Click here to read more](#)

Focus on Quality: Reducing Contaminations in Blood Cultures

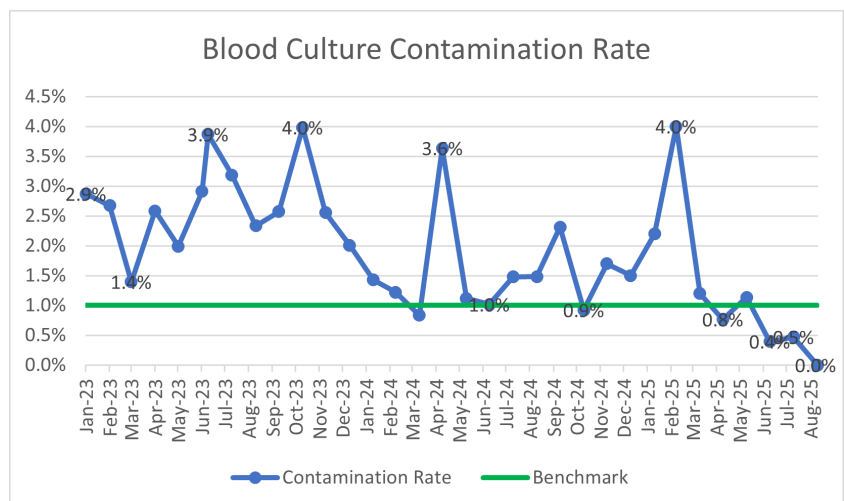
This year, NMC's focus on reducing contaminations in blood cultures has resulted in more consistently lower rates, lowering from 4 percent to below 1 percent – meeting the national benchmark.

Why reducing blood culture contamination rates matters

False positives have a significant clinical and economic impact to the patient and NMC.

For patients, this could mean longer hospital stays and increased use of antibiotics which creates risk of allergic reactions, drug-to-drug interactions, and antibiotic resistance.

Studies of false positives have shown that each instance contributes to an average increase in length of stay of 3.4 days and an average increase in hospital cost of \$4,162 per admission.



[Click here to read more](#)

PATIENT CARE

Patient Stories

BREAST CANCER AWARENESS: ONE WOMAN'S JOURNEY WITH BRCA2

Story by Sarah Parsons West

Preventative cancer screenings such as Mammograms are a common part of annual checkups with your provider. An additional option for those at higher risks of inheriting cancer is genetic testing. NMC uses the 'MyRisk® Heredity Cancer Test,' supplied and supported by Myriad Genetics to provide these tests to patients.

Amanda Wilson, LICSW, the Manager of NMC's Care Management team, was offered genetic testing during her routine annual screening due to her family history of cancer. When she received the results of the test, she learned that she was positive for the BRCA2 gene mutation.

According to the National Breast Cancer Foundation, although everyone carries BRCA genes, only a small fraction of people carry the mutated forms. Those with a BRCA mutation face increased risks of developing breast cancer, often at a younger age than the general population.



[Click here to read more](#)

Patient Stories

REHABILITATION ROAD: LONG AND SLOW

Story by Sarah Parsons West

Surviving a head-on collision offers Fairfield woman second chance at life

The results of head-on motor-vehicle collisions are often catastrophic, yet surviving such a traumatic event has prompted one woman's profound transformation and appreciation for second chances.

In June of 2022, Suzanne "Super Suz" Seymour was driving along route 116 in Hinesburg, when a large pick-up truck with a fully loaded trailer came around a blind corner – in her lane.

[Click here to read more](#)



"There was no time to think, no time to do much of anything. My only thought was, 'Is this it? Is this the moment of my death? We all wonder about the moment of our death,'" says Seymour, "I definitely thought this might be my time of reckoning."

Navigating Unusual Situations, Changes and Challenges

A reflection on NMC's Fiscal Year 2025 would be incomplete without a pause to acknowledge the efforts of the NMC team to adapt to several unusual situations. We are grateful for all the effort invested in working through them.

Hurricane Helene destroyed a manufacturing facility in North Carolina that produced 60% of the IV (intravenous) fluid used by U.S. hospitals. The resulting national shortages lasted months and disrupted normal care processes across the country. NMC's clinical teams adjusted usage and implemented conservation techniques while NMC's supply chain experts partnered with Ovation Health and others to maintain as strong a supply as possible until production could be resumed.

The sustainability of the **University of Vermont Health Network's Dialysis Clinic** on the NMC campus came into question this year in relation to budget orders from State regulators. This service has provided life-saving care to people in Franklin County for 30 years, and with the clinic reportedly at capacity in Chittenden County, the alternative

appeared to be Plattsburgh or beyond. NMC aggressively advocated for continuity of this care in our community. Fortunately, closure was averted, and dialysis service continues here on the NMC campus.

The impact of the **national shortage of Radiologists and Diagnostic Imaging Techs** (X-Ray, CT, MRI, ultrasound, echo, mammography, nuclear medicine, etc.) was felt in NMC's busy Diagnostic Imaging Department this year and was complicated by changes to the department's scheduling team. This necessitated intermittent closure of X-Ray services at the Georgia Urgent Care and disruption to patients' schedules in other modalities at other times. We are making progress filling vacancies, have implemented scholarship programs to "grow our own," and are expanding the scheduling team as we work through it.

[Click here to read more](#)

Pet Therapy at NMC

NMC is lucky to have a team of amazing pet therapy volunteers who help the organization bring comfort to those in our care. We sat down with them to learn more about incredible impact they make and to get to know their wonderful canine companions.

Meet Michael and Lemmy, Manon and Charlie as well as Colleen and Brynn through this fun Q&A with these beloved volunteers.

NMC's Volunteer Program Growing Strong

NMC has a team of 88 incredible volunteers who contributed a total of 16,442 hours in 2024. They help the organization be a welcoming place that is easy to navigate.

Volunteers at NMC serve as greeters at information desks in the Medical Office Building, the Cobblestone Health Commons building, the Enosburg Rehab Services facilities and at the Surgical Services Department. Volunteers also serve in the Gift Gallery, the Courtyard Café and provide courier and pet therapy services.



If you would like information about our volunteer program, or have an interest in volunteering, please call Volunteer Services Manager Katherine Winchester at 802-524-1055.

A Focus on the Patient Experience



[Click here to read more](#)

Two groups at NMC are focused on the patient experience and finding ways to improve it: The Patient and Family Advisory Council and the Patient Experience Taskforce.

NMC's Patient and Family Advisory Council continued its regular meetings in 2024, with updated membership. In 2025, the group learned about and provided feedback on a number of NMC initiatives, including NMC's Patient Relations, the Green Mountain Care Board, referral processes, faith-based resources at NMC, Environmental Services, and Master Campus Planning.

NMC's Patient Experience Taskforce is comprised of physicians from many departments around the hospital and is focused on improving the patient experience. Themes the group has discussed in 2025 include:

- Perceptions of care and why patient satisfaction is so important
- Providers as influences, including self-reflection, coaching and communication
- The ways in which culture drives outcome, including emotional intelligence, team-based thinking, shared goals and communication

NMC Nursing Creates Mission, Vision and Strategic Plan

In fiscal year 2025, NMC's nursing team worked to develop their own mission and strategic plan to support NMC's mission of providing exceptional healthcare for our community. The nursing mission is:

To advocate for and serve our community by providing high quality, evidence-based, collaborative care for all. The nursing vision focuses on fostering a culture where self-care is prioritized as essential to providing compassionate, high-quality patient care, empowering nurses to maintain their physical, mental and emotional well-being for sustained professional effectiveness.



Nursing's strategic areas of focus for the 2025-2027 timeframe include:

- Improving patient communication
- Reducing pressure injuries
- Improving call-bell response time
- Ensuring appropriate catheter usage
- Using Shared Governance
- Creating opportunities for Mentorship and professional growth
- Building healthy work culture
- Using digital tools to streamline workflows, minimize administrative burden and enhance patient care
- Reducing practice variation
- Improving clinical outcomes
- Optimizing resource use through collaboration

DAISY Award Winners



Jennifer Stafford, RN

Jennifer Stafford, RN of Northwestern Medical Center was honored this year in May with The DAISY Award® For Extraordinary Nurses. The award is part of the DAISY Foundation's programs to recognize the super-human efforts nurses perform every day. Jen was presented with this award at an event on Monday, May 12th, which took place during NMC's Nurses Week!

The nomination submitted read: "Jennifer Stafford R.N. is truly a "rock star". My husband was an inpatient at NMC for 2 days. When he was brought to his room from surgery, she greeted him with a smile. She was very soft spoken and gentle as she introduced herself. She immediately asked what he needed; what she could do to make him more comfortable...a pillow, blanket, ginger ale?, as well as what she could do for me. She was always available when we needed anything. We felt like he was her only patient, but we could tell she treated everyone like that. She truly loves her work."



Max Boulerville, RN

Max Boulerville, RN of Northwestern Medical Center's PCU was honored this year in January with The DAISY Award® For Extraordinary Nurses. The award is part of the DAISY Foundation's programs to recognize the super-human efforts nurses perform every day. The award was presented to Max at an event on Friday, January 24th in NMC's Courtyard Café.

The patient who nominated him said: "... He listened to what I had to say and was compassionate, kind, understanding. He allowed me to progress at my own speed even though I know he had other patients to care for as well. He went above and beyond checking with my doctors when I had concerns and checked in on me even when I hadn't rung the call button; sometimes even when I was not his patient! He stayed beyond his shift one night to help me... I felt seen, understood and cared for when he was my nurse."

NMC Completes Project Upgrading CT Scanner and Enhancing Privacy



NMC upgraded their CT (Cat Scan) equipment which has enhanced the speed, quality and privacy of visiting patients. The renovation took place in the existing space and expanded the CT suite, adding two triage rooms and a new waiting area.

“This space will allow us to grow over the coming years as well as provide the space needed for our very dedicated and hard-working team to perform to the best of their ability to ensure our patients have the exceptional experience we want to offer,” said Director of Diagnostic Imaging Erica Coburn.

[Click here to read more](#)

NMC Nursing Pathways



NMC celebrated in June this year our third group of nursing pathway students advancing to their LPN coursework at Vermont State University. Becoming an LPN is the first step in the state's licensure training program to becoming a Registered Nurse.

Our program provides financial support, covering tuition costs and paid study hours to allow employees to keep full-time employee status with benefits at NMC while attending nursing classes.

The initiative is funded, in part, through an Agency of Human Services Grant, to support the development of sustainable Nursing Apprenticeship Pipelines. The grant was awarded to NMC along with seven other Vermont hospitals in 2023 to address Vermont's critical nursing shortage and grow the pipeline of nurses working in Vermont.

[Click here to read more](#)

PROVIDER SPOTLIGHT

New Providers

Responding to community need for better access to specialty care, NMC brought on 18 new advanced practice providers and physicians in areas like OB/GYN, Orthopaedics, Emergency Medicine and more. We are fortunate to have had so many talented, passionate providers join our team!



JONATHAN BAPTISTE, MD
Emergency Medicine



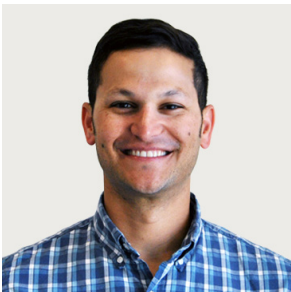
JACQUELINE BRAY, FNP
Urology



STEPHANIE BOSWELL-DAVIES, CNM
OB/GYN



JENNIFER CHAMBERLIN, DNP
Emergency Medicine



DREW FLEMING, DO
Hospitalist



HANA GALLETTA, FNP
Urgent Care



CURTIS GAUTHIER, PA-C
Orthopaedics



YEVGENIY "GENE" GINCHERMAN, MD
Executive Medical Director of Acute Care
Services



ALEXANDRA GEORGE, PA-C
Orthopaedics



MARK HAMLIN, MD
Anesthesia



ADAM LACAYO, MD
Urgent Care



KIRSTEN LANPHER, PA-C
Hospitalist

New Providers



FREDERIC LAPORTE, MD
Emergency Medicine



CHRISTINE MALCOLM, DNP
Emergency Medicine



ALEXIS MESSAK, NP
Cardiology



MARISSA NEEDLEMAN,
PA-C



DARIA OSIPCHUK, MD
Emergency Medicine



ANNE STOHRER, MD
OB/GYN

Hear From Our Providers

Dr. Gino Trevisani

Connecting with Patients



Hear from Dr. Gino Trevisani of Northwestern Associates in Surgery about why he's happy to get back to the roots of what he wants to do as a general surgeon – connecting closely with patients. [Watch Video](#)

Dr. Benjamin Chaucer

Meeting Community Needs



Meet NMC's new pulmonologist – Dr. Chaucer. In this brief video, he shares his background and why he's happy to practice here in his home state of Vermont. [Watch Video](#)

Dr. Anna Royer

Practicing in Vermont



Hear from surgeon Anna Royer, MD about living and working in Vermont, and connecting with patients about farm life. [Watch Video](#)

Dr. Steven Anisman

Personalized Care at NMC



Meet Dr. Steven Anisman, an NMC cardiologist with ties to Franklin County. In this brief video, he talks about his experience and what he enjoys about the practice of cardiology. [Watch Video](#)

Hear From Our Providers

Dr. Carter Lindborg

Sports Medicine



Hear from orthopaedic surgeon Dr. Carter Lindborg about what he enjoys in the practice of sports medicine and orthopaedics at Northwestern Medical Center.. [Watch Video](#)

Dr. Allicia Imada

Upper Extremity Care



Meet Dr. Allicia Imada, an upper-extremity surgeon with the team at Northwestern Orthopaedics. Learn about Dr. Imada's background, training and all the hand and arm conditions she treats.

[Watch Video](#)

Medical Staff Awards

Each Fall, NMC honors members of the medical staff who have reached milestone anniversaries with the hospital in five-year intervals. Med staff are recognized at a special dinner in their honor, and during the ceremony clinical awards are given out as well.

In 2024, Amy Fox, APRN of NMC's Hospitalist team was honored with the Clinical and Cultural Excellence Award and Dr. Anna Royer of Northwestern Associates in Surgery received the Leadership Award!

Congratulations to Amy Fox, APRN



for earning the 2024

Clinical and Cultural Excellence Award

Recognizing a physician or APP who actively promotes a culture that embraces, expects and rewards the delivery of exceptional patient- and family-centered care.

Congratulations to Anna Royer, MD



for earning the 2024

Leadership Award

Recognizing the valuable skills the Physician or APP is developing through activities undertaken alongside his/her medical practice. Examples include recruitment of new providers, committee work, volunteer work and medical staff leadership.

Dr. Donny Khela Earns the Deogracias P. Esguerra Award

Dr. Donny Khela, a Hospitalist in Progressive Care Unit, was honored with the Deogracias "Deo" P. Esguerra, MD Service Award at NMC's Medical Staff Appreciation event held in October.

The award was created in 2011 to honor a provider with a "passion for excellence and dedication to the patients of our community." Its namesake, Dr. Esguerra, was known as a caring, passionate and inspirational physician who loved both the science and art of medicine.

Peter Wright, Chief Executive Officer of NMC, said, "Dr. Khela embodies everything the Deo award stands for. He is kind and caring, thoughtful, always willing to help and teach, and very approachable. I think I can safely speak for everyone when I say, this is so well deserved and was a great choice. It was an honor to be present and witness Dr. Khela's reaction and the standing ovation that followed."

Congratulations to Donny Khela, MD



for earning the

2024 Deogracias "Deo" P. Esguerra, MD Service Award

Recognizing a physician with a passion for excellence and dedication to the patients of our community. Deo Esguerra was known as one of the most caring and passionate physicians on the NMC medical staff. He was a man who loved both the science and the art of medicine. He was both a physician and a surgeon. He cared about people: from the patients he saw, his community, the nursing staff, and all the other physicians in the hospital. Deo's philosophy was about embracing family, which to him meant everyone around him whether at home or at work. He was inspirational in his passion and commitment to caring and healing.



STAFF ENGAGEMENT

NMC Continues Focus on Diversity, Equity, Inclusion and Belonging

This year, NMC focused on three key areas to cultivate an environment where our patients, community and team members all feel exceptionally cared for, welcome, seen, heard, and celebrated.

Here Buds: A Resource for Staff

Work on Resource Groups continued for the second year at NMC with the creation of an activities-based group designed to build community among staff who are new to Franklin County or to those looking to strengthen their connections with colleagues.

Called the “Here Buds,” the group meets socially on a regular basis, going for hikes, attending concerts in the park, and competing in trivia night at 14th Star.

The group is a good example of how NMC is working to be more welcoming, and foster a sense of belonging among our employees.

SOGI Data Collection

This project aims to create a consistent and respectful way for collecting data from patients about Sexual Orientation and Gender Identity (SOGI). Gathering SOGI data will help NMC evaluate the care we deliver and ensure that we are meeting our mission of providing exceptional care for our community. In order for care to be exceptional, it must be inclusive, welcoming and supportive for all people. Learning about how to create inclusive processes also helps build a strong workplace culture where LGBTQ+ employees feel valued and welcome.

NMC worked on the processes for collecting the data, provided more training to staff and created a coaching program to support the work. Work will continue into the next year with the launch of the data collection process still to come.

Culture Training

This year, NMC ran a pilot project focused on workplace culture in order to improve the sense of belonging among employees, and strengthen retention.



Other DEIB Work

In November, Chief Gagner of the Abenaki Nation of Missisquoi came to NMC to share history and information about the Abenaki, including why members have trouble trusting healthcare providers and the state of Vermont. This session helped build awareness, understanding and relationships.

In June, NMC participated in the St. Albans Pride Parade for a second year in a row.

NMC also continued to use its process for reviewing policies through the lens of equity.



NMC Welcomes New Chief Nursing Officer



In July, NMC welcomed a new head of team member services, Lorraine Jenne as our Chief people officer. Lorraine brought three decades of experience in human resources and organizational development. Most recently she worked for Community Care Network, an organization providing mental, behavioral and developmental services in the Rutland area. She also worked in HR at the Howard Center and the Franklin County Home Health Agency.

Her experience grounds her in State and Federal employment and labor law, benefit and compensation design, organizational development, leadership development, coaching, and more. Lorraine also holds certifications in Diversity, Equity and Inclusion and Labor Management from Cornell University, which have been instrumental in supporting organizations in these endeavors.

Making it Clear: We Have Zero Tolerance for Workplace Violence

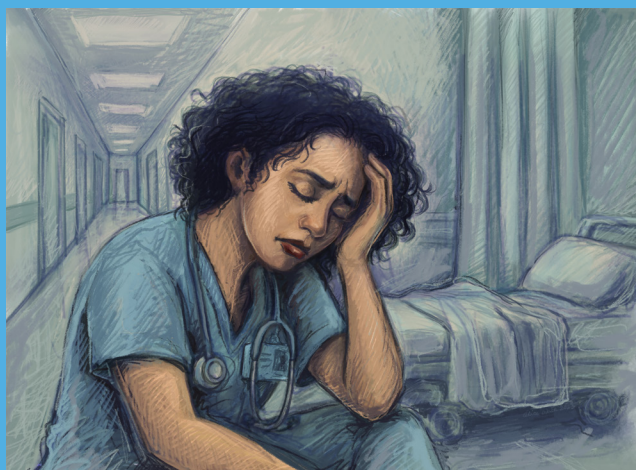
NMC continues to focus on the issue of workplace violence – a topic of growing concern nationally. According to the US Bureau of Labor Statistics, the healthcare and social service industries have the greatest rates of workplace violence injuries, with workers in these industries being five times more likely to be injured than other workers. This violence comes in large part from the patients we serve and the visitors who accompany them.

This fiscal year at NMC, our employees experienced more than 20 instances of violence, with the largest number of incidents happening in the Emergency Department. This data is likely lower than the actual number of occurrences. A survey of our employees in 2024 showed that although 61 staff members said they experienced a violent event, 29 said they did not report the incident. Workplace violence includes physical harm as well as verbal threats and intimidation. At times, a single patient can harm our staff multiple times in their hospital stay – a frightening and frustrating situation for all involved.

NMC is shifting toward greater recognition of workplace violence, changing from accepting these events as normal to highlighting them as unacceptable.

In November of 2024, NMC put up new signage around the organization that makes NMC's position on workplace violence clear: **We have zero tolerance for that behavior.** This is a difficult issue to address, and although signage likely won't fix the problem, it is important that NMC make a strong statement in support of our staff and a healing environment.

The messaging is one of several initiatives underway



that seek to address the increase in workplace violence. We invest in having security officers on duty 24-7 and strong video surveillance of our campus. We have invested in locked units to prevent unauthorized access to sensitive areas. We have trained our entire team in de-escalation and prevention of violence and injury. At the local level, we have strong partnerships with law enforcement and the crisis team at Northwestern Counseling & Support Services. At the state level, our leaders are working directly with the States Attorney, the Department of Mental Health, and the Department of Corrections to navigate State parameters to better protect our staff while maintaining proper patient care. We will continue to involve our local legislative delegation and testify in Montpelier regarding efforts to better prevent workplace violence, particularly within healthcare. Violence against a healthcare worker is simply unacceptable and cannot be tolerated.

Internal Events Around NMC

NMC came together to celebrate and recognize a variety of fun happenings over the course of 2025. Team members wore colors to bring awareness to cancer, brought cheer during Halloween and the Holidays and took part in completing a puzzle that was an overview of the NMC campus provided by a team member.



Activities Committee Events

Our Activities Committee was busy this year hosting and participating in over 28 events that took place internally at NMC and in the community.

They helped coordinate our first ever Community Partners Trunk or Treat which brought multiple organizations together for a night of family fun, participated in three parades and organized a variety of events for team members and their families to enjoy.

The Activities Committee currently has 20 members from across the organization who come together once a month to plan and coordinate events.

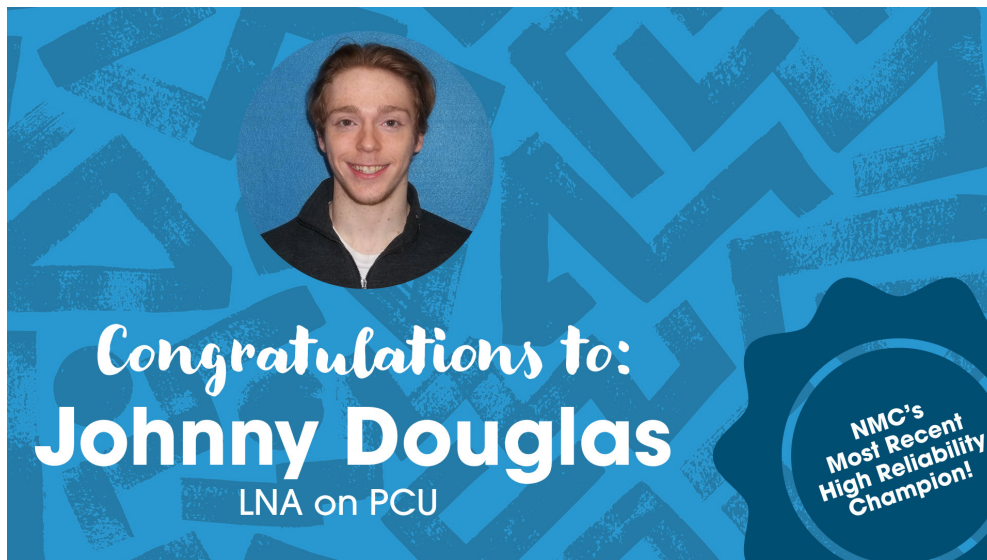


High Reliability Champion Awards

Each month NMC recognizes and celebrates a team member for the High Reliability Champion award. This award is given based on nominations from peers to a team member who embodies our Four Keys to Success which are connected to our Strategic Pillars. The Four Keys are; **Safety, Quality, Empathy and Respect**. Congratulations to these NMC'ers for their outstanding work and dedication!







Employee Recognition Banquet

NMC team members, leaders and members of our Board of Directors came together to recognize staff reach milestones from 5-40 years of service! The event took place at The Abby where team members enjoyed a delicious meal before awards were given.



5 Year Honorees



10 Year Honorees



15 Year Honorees



20 Year Honoree



25 Year Honoree



30 Year Honoree



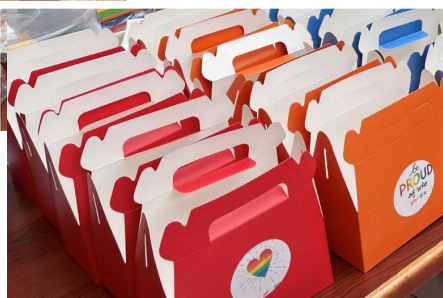
40 Year Honoree

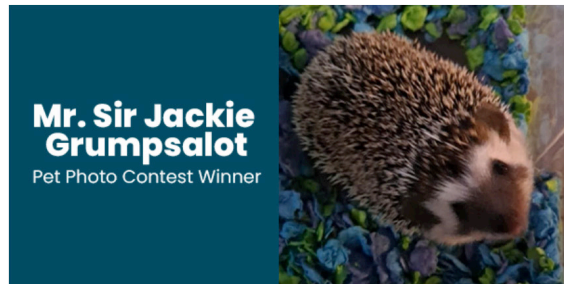


45 Year Honoree

Celebrating Hospital Week in May

NMC came together to celebrate hospital week which took place from May 11th-17th. Team members came together to participate in a variety of activities such as a bake sale, pet photo contest, basket fundraiser and more! To top it off all team members were entered to win a variety of prizes and were provided with a delicious BBQ by our Restaurant and Catering team.





Nurses Week Celebrations

This year we recognized and celebrated Nurses Week from May 6th-12th! As part of the celebration RN, LNA, MA, Tech's and other clinical partners were nominated by their peers to receive awards. These awards recognize team members for their excellence in teamwork, efforts to support their departments, and their passion to help patients in their care.



Randy Hartman

Clinical Partner of Excellence Award



JoAnn Manahan, RN

Lifetime Achievement Award



Shannon Harvey, RN

Nursing Practice Leader Award



Amirah Tarte, RN

Community Nursing Leadership Award



Marissa McAllister, RN

Emerging Nursing Leader Award



Jessie Barron

Nursing Care Partner Award

COMMUNITY ENGAGEMENT

Cardiac Champ Challenge: A Wet, Windy and Wild Success!

Although the weather was wet, windy and wild, the first-ever Cardiac Champ Challenge event was a big bright spot of success. About 150 people attended the fund-raiser which was the brainchild of the St. Albans Rotary Club, raising funds for NMC's cardiology programs.

21 teams, each with eight members competed in short paddling races in inflatable boats at KillKare State Park.

The event raised an incredible \$135,000 for heart care in our community from sponsorships and donations of every size.

"At NMC, we take care of our friends, our families and our neighbors, so it's really personal to us," President and CEO Peter Wright said at the awards ceremony. "It's really hard to find the words, and it's completely overwhelming to see everybody come together today to raise money for our cardiac program," he said.

Top Sponsors – donating \$10,000 each

AN Deringer, Inc
Med Associates, Inc / The Garibay Family
In Memory of Gladys Mr. Rocheleau, NP, RN



Champ Challenge Results

Cardiac Champ Challenge Champions: Got Heart!

2nd Place: NMSeaworthy

3rd Place: Row Hard or Go Home

Biggest Team Fundraisers: St. Paul's Queen of Hearts

Most Team Spirit: Franklin County Women's Leadership Circle



First Vermont Baby of 2025 Born at NMC

On Wednesday, January 1, at 12:09 am, Tricia and Dawson Wright welcomed baby girl Evelyn Jean into their family.

The Dawsons live in Swanton, and were happy to meet their first child – who was a healthy 7 pounds, 5 ounces, measuring 20 inches long.

Butt Litter Clean Ups Mark 10-Year Milestone

For the 10th year in a row, the Franklin Grand Isle Tobacco Prevention Coalition and its partners and volunteers picked up cigarette butt litter in our community gathering spaces. Between June and August, events took place in the Georgia Industrial Park, Alburgh, Village of Swanton, Richford, Enosburg Falls, Downtown St. Albans, the St. Albans Industrial Park, and St. Albans Bay Park.

During those 8 events, 133 volunteers cleaned up over 29,000 butts, representing 1,450 packs of cigarettes.

NMC was one of the organizations volunteering at butt litter cleanups, along with the Knights of Columbus #297, Rotary Club of St. Albans, the Franklin County Senior Center, Swanton Library Camp, LEAPS Summer Camp in Richford, Coalition for Tobacco Free VT, Franklin County Stormwater, and Hey Neighbor Hey!



NMC Begins Selling Jenna's Promise Coffee

In the fall of 2025, NMC began selling Jenna's Promise coffee our Courtyard Cafe, a product from a Vermont-based company that is part of the Jenna's Promise recovery community.

Jenna's Promise provides recovery housing for women seeking treatment for substance use disorder as well as workforce development opportunities through the coffee company and a discount store.

"I love that we can offer great coffee and at the same time, support the important work that Jenna's Promise does," said Executive Chef Carrie Consentino.

"The Jenna's Promise approach of longer-term treatment and skill building for sustainable employment are so needed in Vermont," said Jonathan Billings, NMC Chief Operating Officer. "We hope this new partnership helps them continue to grow to meet the need."

Learn more about Jenna's Promise here: <https://jennaspromise.org>



NMC's Auxiliary: Powerful Positive Support

NMC's Auxiliary is an organization committed to supporting to support the hospital through fund-raising and positive community relations. The Auxiliary is made up of 180 members who meet four times each year in September, November, February and April. Guest speakers at membership meetings this year included Dr. Kevan Sternberg of Northwestern Urology, Dr. Benjamin Chaucer of Northwestern Pulmonology, Dr. Alicia Imada of Northwestern Orthopaedics and Katie Shattuck, NP of NMC's Pediatric Developmental Clinic.

In September of 2025, the Auxiliary donated \$65,000 to NMC to purchase a new ultrasound-guided nerve block machine.

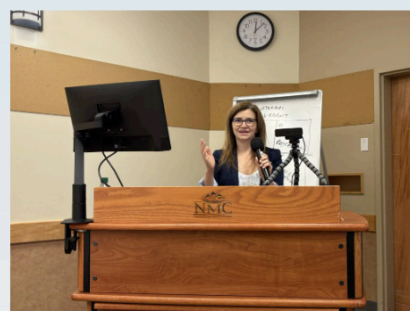
NMC is grateful to the Auxiliary for its many years of support of the hospital – we are fortunate to have such an active group of passionate people supporting our mission.



Dr. Katie Montagne of NMC's Anesthesia Department and Wayne Hobbs, Chief Ambulatory Officer make a request for a donation to support a new ultrasound-guided nerve block machine during an Auxiliary membership meeting.



Chief Operating Officer Jonathan Billings and Auxiliary member Bonnie Evans pose with a quilt that was raffled off by the Auxiliary to raise money for their organization. The Auxiliary holds regular fundraisers at NMC, and is also supported by funds generated by the popular Gift Gallery at NMC.



Katie Shattuck, NP of NMC's Pediatric Developmental Clinic spoke to the Auxiliary membership at a meeting in September 2025. She spoke about autism and the services that the clinic provides with developmental evaluations for children. [Learn more here.](#)



Abenaki Nation Flag Raising Ceremony

On October 14, The Abenaki Circle of Courage youth drummers and Chief Brenda Gagne of the Abenaki Nation of Missisquoi led a flag raising ceremony at Northwestern Medical Center. NMC was honored to take part in the ceremony as part of our recognition of Indigenous People's Day.

Community Partners Classic Golf Tournament

This year's Community Partners Classic golf tournament raised just over \$36,000 for Northwestern Counseling & Support Services and Northwestern Medical Center.

In its 17th year, the collaborative tournament was a great success with 40 teams enjoying a round of golf at the Champlain Country Club and 33 sponsors supporting the tourney.

Funds raised from the event are split between the two organizations and help support the physical and mental health of the Franklin and Grand Isle communities.



Watch this video thanking our incredible sponsors and see golf in action through photos from this year's tourney held at the Champlain Country Club. Special thanks to Irons & Ale for the delicious food at the tournament!

NMC By The Numbers

NMC BLOOD DRIVES IN FY2025



41

*Total Blood
Drives Hosted*



6

*2025 Blood
Drives Hosted*



1,267

*Total Units of
Blood
Donated*



27

*Units Donated
Last Blood
Drive*



1,336

*Number of
Donors*



90

*Total First
Time Donors*



6

*First Time
Donors in
2025*



505

*Units Given
by Top Donor*

NMC's Support for Our Community

NMC remains steadfast in our commitment to supporting our community through generous donations and sponsorships despite facing financial challenges and uncertainty about the future of healthcare in Vermont.

In addition to the many ways we partner with local organizations and businesses, NMC also donates to worthy causes – especially those that relate to the health and well-being of our friends and neighbors.

Just a few examples of donations we made this year included funds presented to Spectrum Youth and Family Services, the Samaritan House, Laurie's House, and the St. Albans Pride Corps. We are also proud of our annual United Way campaign and support for Operation Happiness at the holidays.



The Samaritan House

The Samaritan House received a donation from NMC of just over \$700. The funds were raised as part of a basket raffle fundraiser which was raised during a hospital week.

[Click here to read more](#)



St. Albans Pride Corps

St. Albans Pride Corp. received a donation from NMC from funds raised during a bake sale held on hospital week. They were presented with a check for just over \$600. Thank you to all our team members who participated in the bake sale. Thanks for making a difference in the lives of our patients and their families and helping us deliver exceptional care to our community!

[Click here to read more](#)



Spectrum Youth & Family Services

NMC's President and CEO Peter Wright and Chief Operating Officer Jonathan Billings presented a donation to Spectrum Youth and Family Services in St. Albans. This donation was in support of their 10-bed youth homeless shelter on Lake Street.

[Click here to read more](#)



Voices Against Violence

NMC presented a \$1,000 donation to Voices Against Violence. This was part of a celebration for the opening of a second shelter for survivors of domestic violence.

[Click here to read more](#)



Haddad Subaru of St. Albans

Haddad Subaru of St. Albans donated blankets to our patients as part of the Subaru Loves to Care initiative, a partnership with the Leukemia & Lymphoma Society supporting patients facing cancer. Representatives from the dealership dropped off boxes filled with 80 warm and fuzzy blankets, shaped as hearts, to encourage messages of hope during their stay.

[Click here to read more](#)

NMC Raises \$15,000 for the United Way

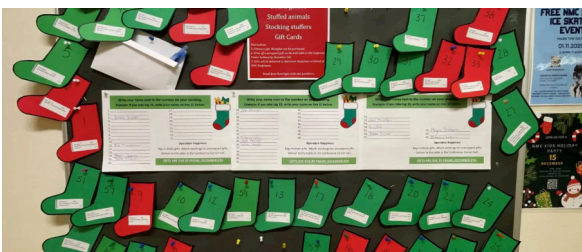
In the fall of 2024, Northwestern Medical Center celebrated the spirit of giving with another impactful United Way Campaign. This year we raised \$15,000 for the United Way of Northwest Vermont.

This year's campaign included bingo, which sent our team on a hunt for facts about United Way and their impact they have on the community. Those who participated gained an additional entry into our grand prize giveaway of a premiere reserved parking spot on campus. The winner was Stephanie Koch, our RN Clinical Educator in the Family Birth Center!

We also hosted our annual cookie sale with cookies made by Executive Chef Carrie Consentino! It raised \$2,492!



Operation Happiness Stockings Success



Operation Happiness was a huge success with our team taking 50 stockings! Operation Happiness is a volunteer initiative supported by the United Way of Northwest Vermont. Operation Happiness provides food and toys for nearly 1,000 families and their children (16 and under) in Franklin and Grand Isle counties during the holiday season.

2025 NMC ANNUAL REPORT

STEWARDSHIP

NMC's Financial Update

NMC is greatly concerned about its poor financial performance over the past decade, and about its projected future financial performance. NMC has lost over \$30 million from operations in the past 10 years and is currently projected to lose money from operations in the next fiscal year. NMC has relied on stock market gains to survive; this is not a viable plan for our future.



During the same period of time, healthcare costs in Vermont have risen to unaffordable and unacceptable levels. Meaningful change is necessary, and NMC is part of the solution. NMC's is one of the lowest cost hospitals in Vermont, significantly lower than the University of Vermont Medical Center. Patients who receive healthcare services at NMC, instead of going to the University of Vermont Medical Center, pay less in out-of-pocket costs not covered by insurance and their insurance carrier also pays less. This results in lower healthcare costs to the overall system.

Our community deserves a hospital that delivers great value. NMC defines value as high-quality healthcare services at a low cost. We are working tirelessly to improve quality and to keep costs low. We need the community's support by choosing your local hospital as the place to receive your care.

NMC By The Numbers

A FEW STATS ABOUT THE CARE PROVIDED BY NMC IN FY2025



2,529

Hospital Admissions



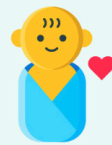
70,431

Inpatient Lab Tests



350,445

Outpatient Lab Tests



311

Total Births



25,243

Urgent Care Visits



70,004

Diagnostic Imaging Tests



49,906

Specialty Practices Visits



24,195

Emergency Room Visits



211,829

Total Meals Served



38,456

Patient Meals Served



173,373

Staff and Public Meals Served

Financial Report

**Unaudited data*

	Actual	Budget	Variance	PY Actual
Gross Patient Revenue				
Inpatient Revenue	\$ 60,303,012	61,430,676	\$ (1,127,664)	\$ 55,763,664
Outpatient Revenue	253,826,289	264,757,799	(10,931,510)	230,668,858
Total Gross Patient Revenue	314,129,301	326,188,475	(12,059,174)	286,432,522
Revenue Deductions				
Contractual Allowances	180,458,699	190,644,762	10,186,063	161,264,741
Charity Care	1,767,515	3,353,604	1,586,089	1,054,855
Total Revenue Deductions	182,226,214	193,998,366	11,772,152	162,319,596
% To Total Gross Revenue	58.01%	59.47%	1.46%	56.67%
Net Patient Revenue	131,903,087	132,190,109	(287,022)	124,112,926
Other Revenue	9,975,878	7,477,884	2,497,994	7,513,627
Total Net Operating Revenue	141,878,965	139,667,993	2,210,972	131,626,553
Operating Expenses				
Salaries and Wages	62,881,034	61,337,738	(1,543,296)	59,161,238
Employee Benefits	16,025,033	14,804,616	(1,220,417)	14,518,061
Supplies	18,668,370	18,120,087	(548,283)	16,833,280
Contracted Services	22,329,970	19,729,112	(2,600,858)	21,210,043
Travelers	7,062,521	5,289,261	(1,773,260)	4,589,407
Depreciation	6,594,484	7,097,652	503,168	6,284,618
Interest and Amortization	533,011	850,524	317,513	550,093

Financial Report (continued)**Unaudited data*

	Actual	Budget	Variance	PY Actual
Medicaid Provider Tax	6,330,399	5,559,852	(770,547)	5,805,098
Other	2,726,717	2,759,520	32,803	2,652,617
Utilities	1,126,611	1,157,388	30,777	1,197,726
Repairs and Maintenance	447,940	357,780	(90,160)	377,909
Insurance	2,178,661	2,424,996	246,335	1,853,585
Total Operating Expenses	146,904,751	139,488,526	(7,416,225)	135,033,675
Net Operating Income (Loss)	(5,025,786)	179,467	(5,205,253)	(3,407,122)
Nonoperating Gains (Losses)				
Interest and Dividends	2,048,491	1,742,844	305,647	1,512,515
General Donations	32,960	21,840	11,120	15,430
Realized Gain(loss) on Investments	55,362	-	55,362	709,903
Unrealized Gain(loss) on Investments	5,527,716	-	5,527,716	14,131,337
Other	(217,511)	(194,004)	(23,507)	(817,579)
Investment Property, net	708,739	806,004	(97,265)	733,404
Total Nonoperating Gains (Losses)	8,155,757	2,376,684	5,779,073	16,285,010
Net Income (Loss)	\$ 3,129,971	\$ 2,556,151	\$ 573,820	\$ 12,877,888

Medical Records Team Moves to Downtown St. Albans

In October 2025, NMC's Medical Records team has moved to a new location on the third floor of the Congress & Main building in Downtown St. Albans.

Previously this department, which NMC calls Health Information Management, was located at 27 Fisher Pond Road in St. Albans. NMC is in the process of selling the building on Fisher Pond Road to the Northern Tier Centers for Health. NMC also has a long-term lease on the third floor of the building that sits on the corner of Congress and Main Streets. Some of that third floor space had not been used, and so the move into that NMC-leased space made financial sense.

If you need access to your medical records, please call their office at 802-524-1060. Calling first will help the team assist you with your request. Their office hours are Monday through Friday from 8 am to 4 pm, and they can also be reached by email at HIM@nmcinc.org.



Specialty Practices Moving into the Cobblestone Building



In July, NMC's Endocrinology practice moved to the second floor of the Cobblestone Health Commons Building at the back of the hospital campus.

Previously Endocrinology services were provided in the Medical Office Building (MOB). The move to Cobblestone gave the practice more room, and freed up space in the MOB for the growing practices of Urgent Care and Orthopaedics.

Growth is fueling the moves of other practices as well, and NMC spent time in fiscal year 2025 planning for the relocation of Northwestern Ear, Nose and Throat as well as Northwestern Urology.

There is community need for more capacity in the ENT and Urology specialties and the move to the second floor of Cobblestone offers more exam rooms for each practice, increasing efficiency of operation, and access for patients.

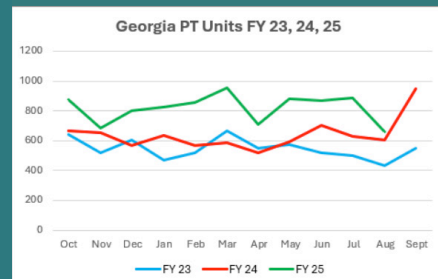
Specialty Practices Moving into the Cobblestone Building

NMC expanded its Enosburg Physical Therapy and Rehabilitation services to a larger, and newly-renovated space in the upper level of 44 Center St. in Enosburg Falls where NMC has provided services for more than 25 years.

Previously, the rehab gym and treatment rooms on the lower level of the same location were undersized for the needs of the local community. Limitations restricted the number of patients scheduled for treatment on a given day and meant that administrative supplies and equipment storage intruded on patient care areas.

The renovated larger and brighter space allows more therapists to comfortably treat patients on a regular five-day-per-week schedule. Larger private treatment rooms also make patients more comfortable, and staff no longer need to shuffle equipment around the rooms to make space during every visit.

In Georgia, NMC was able to expand services with the addition in August of Maria Thibault, PT-ATC to the team there. Maria has had a long career in Physical Therapy with more than three decades focused on Sports and Orthopedic rehabilitation, with experience in helping people recover from concussion, and working with people who have Hypermobility Syndrome, Postural orthostatic tachycardia syndrome (POTS), and Ehlers Danlos syndrome (EDS).



King's Daughters' Home Donates \$1 million for NMC Healthcare Education

This year, NMC accepted a \$1 million donation to the hospital to support the hospital's scholarship programs.

"This is an incredibly generous gift and one that will have lasting impact," said Peter J. Wright, FACHE, President and CEO of NMC. "Recruitment and retention has been a focus of NMC for years, and supporting community members as they look to start a career in healthcare is a win-win. It builds a stronger Vermont workforce, and strengthens the hospital."

NMC will use the donation to strengthen existing scholarship programs and build new ones to attract and retain healthcare workers to combat the national trend of declining interest in the healthcare profession.



A Message from the King's Daughters' Home

The King's Daughters' Home was founded in St. Albans in 1925. The stated mission of our organization has been to provide a home environment for women in need of medical, nutritional, social and spiritual assistance.

After carrying out that mission for 100 years, it is fitting that we at King's Daughters' Home have opted to continue our mission into the future by creating a fund which will provide financial aid and support for the employees of Northwestern Medical Center who wish to advance themselves through continuing education.

We are pleased and proud to know that because of King's Daughters' Home, our community will be well served by Northwestern Medical Center through the advancement of nursing and other specialized occupations at the hospital.

It is the hope of King's Daughters' Home that our financial contribution will be of valuable assistance in enabling Northwestern Medical Center to continue providing outstanding and compassionate care to the patients it serves.

On behalf of our Board,
Donald A. Wells, President
King's Daughters' Home
Board of Directors

The 2025 Annual Run/Walk for Jim

This year's Run/Walk for Jim was held at the Hard'Ack Recreation Area for the first time. The new location offered a course through the woods for adult runners, and a great space for the kids races, too. Although a thunderstorm ended the race early, the event was a huge success, raising \$18,000 for the Jim Bashaw Cancer and Catastrophic Illness Fund.

Nucar Donation to the Bashaw Fund



During Breast Cancer Awareness Month, Nucur Automall of St. Albans raised an incredible \$16,000 in support of the Jim Bashaw Cancer and Catastrophic Illness Fund.

The Jim Bashaw Cancer and Catastrophic Illness Fund provides financial assistance to people in Franklin and Grand Isle counties who are struggling with cancer or a catastrophic illness. NMC is proud to partner in distributing these funds of hope. Read more on our website.

[Click here to read more](#)

Run/Walk for Jim Raises \$18,000 for the Fund



In the spring, the 26th Annual Run/Walk for Jim was hosted in a new location from previous year, at Hard'ack. The turnout at Hard'ack was a great success and raised \$18,000 in support of the Jim Bashaw Cancer and Catastrophic Illness Fund. Read more on our website.

[Click here to read more](#)

RECOGNITION & MILESTONES



Edward J. Tyler, III Honored with NMC's Community Service Award

NMC's Board of Directors recently honored Edward J. Tyler, known as Ted, as the recipient of NMC's 2025 Community Service Award in recognition of his broad and sustained community service to the northwestern Vermont region.

The award was presented by Lawrence Bruce, an Incorporators Member and Member of the Bylaws Committee and CEO Peter J. Wright, FACHE.

"It is a pleasure and an honor to present our Community Service Award to Ted Tyler," Larry said, calling Ted a mentor who had a big influence on him as they worked together at Ted's law firm.

2025 Board Directors

Barb Toof
President

Anna Royer, MD
Medical Staff President

Brittany Greene
Member

Corey Parent
Vice President

John Casavant
Past President

Jake Holzscheiter
Member

Erin Creley
Secretary

Coleen Bruyette
Member

Gregory Sargent
Member

Karen Rocheleau
Treasurer

Vaughn Comeau
Member

**Meredith Roberts, RN,
BSN, MSN, PhD**
Member

Senior Leadership Team

Peter J. Wright, FACHE,
President and Chief Executive Officer

Jonathan Billings, FACHE,
Vice President and Chief Operating Officer

Stephanie Breault, Vice President and
Chief Financial Officer

Michelle Buck, DPN, RN, FACHE,
Vice President and Chief Nursing Officer

Wayne Hobbs,
Vice President and Chief Ambulatory Officer

Lorraine Jenne,
Vice President and Chief People Officer

John Minadeo, MD,
Vice President and Chief Medical Quality
Officer



Medical Executive Team

Medical Executive Committee

Anna Royer, MD, President of the Medical Staff

Katie Montagne, MD, Vice President

Colleen Moran, MD, Secretary

Rajvinder Khela, MD, Immediate Past President

Christopher Williams, MD, Chief of Emergency Service

Steven Anisman, MD, Chief of Medicine Service

Kahren Aydinyan, DO, Chief of Surgical Service

Katherine Shattuck, PNP, Chief of OB/GYN
& Pediatric Service

Judy Fingergut, MD, Member at Large

Lucas Carter, PA, APP Member at Large

NMC Medical Directors

Khalid Alsabban, MD, Medical Director, Radiology

Gene Gincheran, MD, Executive Medical Director
of Acute Care Services

Tracy Hagerty, MD, Medical Director, Cardiology

Marc Kutler, MD, Medical Director, Emergency and
Medical Director, Urgent Care

Katie Montagne, MD, Medical Director, Anesthesia

Colleen Moran, MD, Medical Director, Medical Specialties
and Medical Director, Inpatient Pediatrics

Haitham Nsour, MD, Medical Director,
Pulmonology/Sleep

Lowrey Sullivan, MD, Medical Director, OB/GYN/FBC

Thomas Suppan, MD, Medical Director, Laboratory
Services

Gino Trevisani, MD, Medical Director, Surgical Specialties

Leadership List

Abbie Neville <i>Manager of Clinical Informatics</i>	Chelsea Mulheron <i>Clinical Practice Manager</i>	Jessica Frost <i>Manager of Population Health</i>	Patrick Lennon <i>Decision Support and Budget Manager</i>
Adam Thompson <i>Manager of Facilities</i>	Courtney Leduc <i>Director of Emergency Services</i>	Jill Torrey <i>Outpatient Clinic Manager</i>	Rachael Capsey <i>Nurse Manager, ED</i>
Alisha Sawyer <i>Manager of Organizational Dev</i>	Danielle Boudro <i>Director of PCU</i>	Katharine Laddison <i>Director of Communications</i>	Sarah Nielsen <i>Clinical Practice Manager</i>
Amanda Wilson <i>Manager of Care Management</i>	David Blin <i>Director Laboratory Services</i>	Katherine Winchester <i>Manager of Volunteer Services</i>	Shawn Smith <i>Safety, Security and Emergency Preparedness Manager</i>
Anna Gabaree <i>Director FBC</i>	Erica Coburn <i>Director of Diagnostic Imaging</i>	Kelly Campbell <i>Director of Professional and Organizational Development</i>	Stephanie Shuford <i>OR Manager</i>
Anneke Merritt <i>Director of Performance Improvement</i>	Florence Emch <i>Clinical Practice Manager</i>	Kevin Melo <i>Director of Quality</i>	Susan Couture <i>Director Surgical Services</i>
Bobbie Billado <i>Clinical Practice Manager</i>	George Gattullo <i>Director of Facilities/ Support Services</i>	Kristy Cushing <i>Director of Operations</i>	Vinnie Jiwatram <i>Manager of Materials Management</i>
Carrie Consentino <i>Manager of Food Service</i>	Jake Ashline <i>Informatics Supervisor</i>	Megan Smith <i>Director of Revenue Cycle/ Privacy Officer</i>	
Chris Sheldon <i>Director of Information Systems</i>	Jennifer Howrigan <i>Controller</i>	Michele Huddleston <i>Risk Manager</i>	
Christopher Bouchard <i>Manager of Environmental Services</i>	Jessica Aboelezz <i>Director of Pharmacy</i>		

Team Member Leadership Group

The Team Member Leadership Group is a multi-disciplinary group of NMC employees working with Leadership to inform changes to improve NMC as a place to work and a provider of care. The TLG provides the organization with the opportunity to gather employee feedback, identify opportunities, communicate information, and reinforce NMC's direction.

Nicole Albarelli, RN
*Shift Administrator Nursing
Administration*

Susan Casavant, OT
Rehab Services – OT

Emiley Ledoux, MA
Cardiology / Pulmonology

Robyn LaRose
*Patient Access Lead,
Patient Access*

Josiah Mallette
*Food Service Worker,
Restaurant and Catering*

Amanda Miner, MA
Urgent Care

Molly Pike
Patient Care Tech, PCU

Katelyn Rea, RT
Respiratory Therapy

Danielle Scott, RN
ENT

Therese Tucker
*Payor Credentialing Specialist
– Patient Finance*

Meghan Voelsing
*EVS Tech – Environmental
Services*

Peter J. Wright
*President and Chief Executive
Officer / Executive Sponsor*

Lorraine Jenne
*Vice President, Chief People
Officer*

NMC Auxiliary Board Members

Maris Rock
President

Pat King
Vice President

Judy Nasca
Recording Secretary

Linda Rowden
Treasurer

Andrea Wells
Corresponding Secretary

Katherine Winchester
Hospital Liaison

Auxiliary Chairs

Katherine Winchester
Gift Gallery Manager

Jeannette Warn
*Hospitality & Fundraising
Chair*

Maris Rock
Membership

Fran Beauchemin
Nominating

Bev LeClair
Sunshine Cards

All Board Members
Parliamentarian/Bylaws

Kate Laddison
Program and Publicity

Board of Incorporators

The NMC Incorporators is a group of up to 128 local residents from throughout northwestern Vermont who serve as a formal connection between the hospital and the community we serve. The Incorporators meet twice a year with primary functions being electing the Board of Directors, approving the corporate bylaws, and acting as ambassadors and advocates.

Janis Appel	Grace Dickinson-Branon, MD	Carrie Johnson	Corey Parent
Judy Ashley	Catherine Dimitruk	Paula Kane	Pamela Parsons
Lorne Babb, MD	David Ducham	Celeste Kane-Stebbins	Kristin Prior
Reginald Beliveau	Jeffrey Eaton	Kathleen Keenan	William Roberts, MD
Leon Berthiaume	Thomas Gallagher	Betsy Liley	Meredith Roberts, RN, PhD
Robert Bessette	Elizabeth Gamache	Sally Lindberg	Karyn Rocheleau
Jacqueline Brosseau-Cyr	Valdemar and Bridget Garibay	Deborah Loughlin	Marietta Scholten, MD
Lawrence Bruce	Nilda Gonnella-French	Adam Luneau	Sherry Scott
Dawn Bugbee	John Gorton	David Mahoney	Tami St. Marie
John Casavant	Matthew Habedank	James Manahan	Stephen Stata
Jane Catton	Nicholas Hadden	JoAnn Manahan	Barbara Toof
Vaughn Comeau	Joe Halko	Kevin Manahan	Dr. Frank and Judy Zsoldos
Coleen Bruyette	John and Lisa Hango	Steve Marshall	
Michael Corrigan, MD	Hector Hill	Janet and Michael McCarthy	
Erin Creley	Jacob Holzscheiter	Mike McCarthy	
David and Erica Debellis	Jacqui Hood	Sheri Moore	
Christopher Dermody	Bridget Howrigan Rivet	Dr. Joseph and Judy Nasca	
Rich & Tasha Dickinson			

Gifts from Our Community: Annual Donors

Individuals

Adam Branon	James Hill	Marylou Zakrzewski
Dr. Adam Kunin	Jessica Aboelezz	Michael Tuttle
Amy Irish	Jessica Boutin	Michelle Cioffi
Ann White	Jill Bowen	Nicholas Hadden
Anthony Stevens	John Chesarek	Patricia King
Charles Dimitui	John Eldridge	Dr. Paul and Kristin Newton
Dr. Chip and Mary Chiappinelli	John Newton	Peter Hofstetter
Chris Hariegel	John and Lisa Hango	Peter Wright
Cynthia Choiniere	Jonathan & Marilyn Billings	Randall Pratt
Dan Petherbridge	Judge A. Gregory Rainville	Rene Meilleur
Daniel Thompson	Karen Capsey	Dr. Robert Zelazo
David Ducham	Katherine Winchester	Robert and Karin Berno
David Knightes	Kathy Tabor	Ronald Anstey
Derek Hoy	Kurt Hansbury	Ruth Cronin
Devin Quinlan	Kyle Magnuson	Ryan and Kevin Hamel
Dr. Joseph and Judy Nasca	Kyle Thorne	Shari Bashaw
Dr. Frank and Judy Zsoldos	Laura Bellstrom	Steve Bourgeois
Gary Gilmond	Lawrence Bruce	Susan Bruce
Gregory and Dale Brown	Leo Chaplin	Thomas Roby
Heather Streeter	Maris Rock	Tina Mueller
James Dickmann	Mary Ann McDermott	Valdemar and Bridget Garibay

Businesses & Organizations

AA St. Albans Group	Heald Funeral Home	Open Approach
Acrisure	Jeff's Maine Seafood	Peoples Trust Company
A.N. Deringer, Inc.	Joseph Architects	Primmer Piper Eggleston & Cramer
Bellows Free Academy Student Activities	Kinney Drugs Foundation	QHR Health dba Ovation Healthcare
Casella Waste Systems, Inc.	Kissane Associates	Rotary Club of St. Albans
CBA Blue	Kittell Branagan & Sargent	Run for Jim Event
Coca-Cola Beverages Northeast	Let's Lead LLC	St. Albans Duplicate Bridge Club
Connor Contracting, Inc.	M&T Bank	Stewarts Shops
Consolidated Communications	Maple Capital Management	Sticks & Stuff
Corporate Outfitters Inc.	McSoley McCoy & Co.	Stone's Auto Repair
Cross Consulting Engineers PC	Med Associates	Suncrest Health Care Communities
Dickinson & Branon Dental Care	Missisquoi Valley Union High School Student Activities	Tenth Crow Creative
Driven Marketing Solutions	NCSS	Teknor Apex
E4H	Netsmart Technologies	The Richards Group
Eaton's Fine Jewelry	New England Air Systems	The Tyler Place
Grizzly Graphix	Northeast Delta Dental	Union Bank
Handy Toyota / Handy Chevrolet	Northwestern Medical Center Auxiliary	Usherwood Office Technology
Hannaford Community Bag Program	Nucar Automall of St. Albans	Versatile
		VNA & Hospice of the Southwest Region

In Memory of

In Memory of Brenda Rich

Amy Biggie-Ward

In Memory of Donna L. Ducham

David Ducham

In Memory of Greg Mayhew

Bonnie Mayhew

In Memory of Ken Fairchild

Dawn Fairchild

Donald Davison

Douglas and Mary-Jane Huntley

Helen Ellsworth

Jean Fairchild

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Frank Short

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In Memory of Roger Gingras

Graham Pickard

Kathleen Evans

Michael Gingras

Rachel Bourdeau-Yandow

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Barbara Toof

In Memory of Aging Raging Raptors

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