

# taking care



## ▶ High Honor

AVH named a best large company to work for in N.H.

From left: Andri G. Olafsson, MD  
Stephanie Allen Lilly, MD, FACS  
Christopher U. Glenney, MD, FACS



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FROM THE CEO



## AVH Earns Workplace Recognition

Recently, Androscoggin Valley Hospital was recognized by *Business NH Magazine* as one of the Best Large Companies to Work for in New Hampshire. The process involved, among other things, a tour of the Hospital and a meeting of a focus group of employees with a panel of four independent judges who asked those employees a series of questions about their experiences at our facility.

As CEO of Androscoggin Valley Hospital, I can tell you that it is our employees' focus on providing the utmost in quality and service to all our patients and co-workers that truly makes us a great employer. My sincere thanks to our dedicated staff and practitioners for all that they provide to the members of and visitors to our community.

If you haven't visited AVH lately, please stop by and let us show you how we remain committed to Leading the Way to a Healthier Future.

Yours in good health,  
Russ Keene  
Chief Executive Officer



# Top OB/GYN Welcomes New Patients

**Congratulations to Nancy Burleson, MD, FACOG, AVH Surgical Associates. Dr. Burleson was recognized by the Consumers' Research Council of America as a top OB/GYN. Dr. Burleson welcomes new patients at her offices at the AVH Professional Center, 7 Page Hill Road in Berlin, as well as at Upper Connecticut Valley Hospital, 181 Corliss Lane in Colebrook.**

For an appointment in Berlin, call (603) 752-2300.

For an appointment in Colebrook, call (603) 237-8652.

You can also follow us on Facebook and Twitter.



Nancy Burleson

## "We Highly Recommend AVH!"



Krzysztof Z. Plociennik, MD, FACOG,  
Proud Parents Shannon Taylor and  
Jim Cochran and baby Calvi Mae

"Hi, we are Shannon and Jim from Intervale and we want to tell you about our experience at AVH Surgical Associates and the Valley Birthplace at AVH. Earlier this year, we learned that we were going to be new parents. We kept hearing from friends that we should look into delivering at Androscoggin Valley Hospital. That was some of the best advice we ever received.

From the day that prenatal care began, right up until Shannon's delivery, everyone kept us informed, told us what to expect and provided excellent patient service. Absolutely every department with whom we had contact went above and beyond our expectations. Our OB/GYNs, Drs. Burleson, Kull and Plociennik were amazing. The Valley Birthplace nurses were incredible. Even the care from the staff in Food Services was impressive!

There is no doubt that everyone at AVH realizes the importance of high quality, patient care. We will definitely recommend AVH Surgical Associates to everyone we meet."

AVH Surgical Associates and the Valley Birthplace are departments of Androscoggin Valley Hospital, Berlin, NH. (603) 752-2200. Visit us online at [www.avnhn.org](http://www.avnhn.org)

**Androscoggin Valley**  
HOSPITAL

*Leading the way to a healthier future*

# ▶▶ Healthy Living Expo

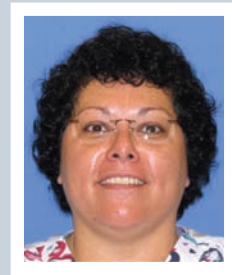
The AVH Healthy Living Expo, held Wednesday, Sept. 28, was a great success. Held on the Hospital's first floor, there were numerous health screenings, demonstrations and presentations, including lectures on the topics of "Coronary Artery Disease" and "Atrial Fibrillation," both presented by Dr. Daniel van Buren, Cardiologist and Medical Director of the New England Heart Institute (NEHI) at AVH. The Healthy Living Expo is an annual event and part of AVH's commitment to the communities that it is so fortunate to serve.



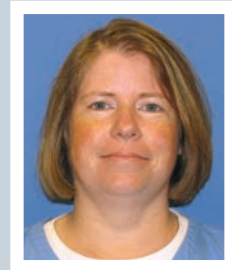
TEAMWORK: The volunteers who made this year's Healthy Living Expo a success.

## STAFF RECOGNITION

Two of our employees have recently earned new certifications! Sabrina Delorge, CMSRN, recently passed her Medical-Surgical Nursing Certification Exam. And, Lori Angevine, MT (AAB), is now a Certified Medical Technologist in the disciplines of chemistry, immunology, hematology, microbiology and immunohematology.



Sabrina Delorge



Lori Angevine

## Team Leads Heart Failure Clinic

The New England Heart Institute (NEHI) at AVH now hosts a Heart Failure Clinic. The Clinic features a multidisciplinary team to provide the first Heart Failure Clinic in Coos County. Directed by Dr. Daniel van Buren, Cardiologist and NEHI at AVH's Medical Director, it also comprises Roberta Balon, MS, RD, LD, Exercise Physiologist, AVH Clinical Nutrition Services Director, and Ann Morin, RN, AVH Cardiopulmonary Rehabilitation Coordinator.



HERE TO HELP: Roberta Balon , Dr. Daniel van Buren and Ann Morin

▶▶ For an appointment, please call (603) 326-5848.

# AVH Named One of **Top 100** Critical Access Hospitals in U.S.

Patient-centered care and outstanding quality earned spot on list.

**A**VH is proud to announce that it was recently named one of the Top 100 Critical Access Hospitals in the United States, by the National Rural Health Association (NRHA). The Hospitals named to the list scored highest on the Hospital Strength Index™ that considers such factors as quality outcomes, patient perspectives and growth factors.

The Hospital Strength Index provides a comprehensive rating system, which compares U.S. general acute-care hospitals across a continuum of financial, value-based and market-driven performance indicators. For the purposes of this Index, a strong hospital is considered one that has, among other qualities:

- Dominant market share with growing demand
- Outstanding quality and safety programs
- Loyal, satisfied patients
- Efficient and appropriately priced services

“This excellent recognition comes as the result of our employees’ hard work, initiative and patient-centered care,” commented Russ Keene, AVH CEO. “At Androscoggin Valley Hospital, we remain committed to the communities that we are so fortunate to serve.”

According to its website, [www.hospitalstrengthindex.com](http://www.hospitalstrengthindex.com), the Hospital Strength Index is the first rating system to incorporate market position, competitive intensity and growing health care demand.

NRHA is a nonprofit organization working to improve the health and well-being of rural Americans and providing leadership on rural health issues through advocacy, communications, education and research.

AVH is proudly Leading the Way to a Healthier Future.

▶▶ For more information, please call (603) 752-2200 or visit [www.avnh.org](http://www.avnh.org).

## AVH Health Education Lecture Series 2012

Lectures take place from 6 p.m. to 8 p.m. in the AVH Lecture Room (unless otherwise noted). Admission is free and open to all. Refreshments will be provided. For more information, call (603) 326-5606. Here’s a look at what’s coming up:

**Monday, Jan. 9**

▶ **Technology Advancements in Dentistry**  
Paul C. Schoenbeck, DMD,  
North Country Dental

**Monday, Feb. 13**

▶ **Human Trafficking**  
Nancy L. Burlison, MD,  
FACOG, AVH Surgical  
Associates

**Monday, March 12**

▶ **Vitamin D Is a Superhero**  
Dean A. Stockwell, DTR,  
Nutritional Professional—  
AVH, Javier Cardenas, MD,  
Hospitalist—AVH

**Monday, April 9**

▶ **Electrophysiology—  
Specific Topic to be  
Determined**  
Daniel M. Philbin, MD,  
FACC— New England  
Heart Institute (NEHI) at  
Catholic Medical Center

**Monday, April 23**

▶ **Specific Topic to be  
Determined**  
Daniel F. O’Neill, M.D.,  
Ed.D., the Alpine Clinic

**Monday, May 14**

▶ **Diabetes and Good  
Control. Sweet!**  
Cindy King, RN, BSN,  
CDE, Diabetes Education  
Coordinator

**Monday, June 11**

▶ **Audiology**  
James M. O’Day, AuD,  
Audiologist,  
AVH Surgical Associates

### AVH Foot Care Clinic

The AVH Foot Care Clinic is held in the lower level (rear entrance) of the AVH Professional Center from 8:30 a.m. to 4 p.m. on the first Wednesday of the month and every Friday of the month. For an appointment, please call (603) 326-5870.

# A Strong Start With Proper Prenatal Care

When to see your doctor and what to expect.



**W**hen most of us think of caring for a baby we think bottles, baths and, if we're lucky, nice long naps. But in reality, some of the most important care you can provide your baby takes place before he or she (or they!) even arrives.

Proper prenatal care not only helps ensure your baby grows healthy and strong, it also keeps you, the most important person in your baby's life, in your best physical condition.

Prenatal care should begin as soon as you think you're pregnant and continue right up to delivery. Adopting a healthy lifestyle before even getting pregnant should be a priority, too.

Your first prenatal visit will most likely be your longest appointment. Your healthcare provider will assess your current health, review your pregnancy

history and conduct a number of exams including:

- Pregnancy test
- Blood pressure
- Blood work
- Pelvic exam
- Pap test
- Breast exam
- Urine test (checking protein and sugar levels)

An ultrasound may be performed at this exam if you experience any pain or bleeding, or if you underwent fertility treatments.

If you're healthy and there are no complicating risk factors, most providers will want to see you:

- Every four weeks until the 28th week of pregnancy
- Then every two weeks until 36 weeks
- Then once a week until delivery

If you have a high-risk pregnancy, additional visits may be in order.

While these visits can't compare to the moment your child arrives, they are vitally important to making sure you and your baby are healthy for that first moment and all that follow.



Stephen A. Kull, MD, FACOG, Nancy L. Bureson, MD, FACOG, and Krzysztof Z. Plociennik, MD, FACOG.

▶▶ For an appointment in Berlin, please call (603) 752-2300. For an appointment in Colebrook, please call (603) 237-8652.



## AVH NAMED A TOP PLACE TO WORK IN N.H.

Androscoggin Valley Hospital is proud to have recently been recognized by *Business NH Magazine* as one of the Best Companies to Work for in New Hampshire. Such companies are named to the list by being the businesses whose employees love their jobs, have great benefits, are treated fairly and take pride in the work they do.



Stephanie Allen Lilly, MD, FACS

One of the  
**Top 100**  
Critical Access Hospitals  
in America\*\*

## Woman-centered surgical care that's closer to home

*You already know us as the North Country's leader in innovative cardiac care.*

But did you know that AVH is also a leader in surgical services unique to women? Providing a level of one-on-one attention that ensures every woman is a full partner in her care. Women's surgical services - one more way AVH is leading the way to a healthier future in the North Country.

- Varicose vein treatments
- Breast biopsies
- Colonoscopies
- Laser aesthetic procedures

*To schedule an appointment call 603.752.7750, or for more information visit [avbnh.org](http://avbnh.org)*

LEADING THE WAY TO A HEALTHIER FUTURE

  
Androscoggin Valley  
HOSPITAL

*\*\*As determined by the Hospital Strength Index™*



# AVH Diabetes Education Program Merits ADA Recognition

If you have diabetes, this AVH program can help you manage the condition.

**T**he prestigious American Diabetes Association (ADA) Education Certificate for a quality diabetes self-management education program was recently awarded to the Androscoggin Valley Hospital program. The program was originally recognized on Oct. 9, 2002. The ADA believes this program offers high-quality education that is an essential component of effective diabetes treatment.

The Association's Education Recognition Certificate assures that educational programs meet the National Standards for Diabetes Self-Management Education Programs. These Standards were developed and tested under the auspices of the National Diabetes Advisory Board in 1983 and were revised by the diabetes community in 1994, 2000 and 2007.

Programs apply for recognition voluntarily. Programs that achieve Recognition status have a staff of knowledgeable health professionals who can provide participants with comprehensive information about diabetes management. "This process is voluntary, but AVH feels it is important to measure the quality of our standards," commented Cynthia King, RN, Certified Diabetes Educator and Coordinator of the AVH Diabetes Education Program. "In addition, it provides our patients with assurance that they are receiving quality information about diabetes management." AVH has the area's only two Certified Diabetes Educators. Roberta Balon, RD, LD, CDE, and King work as a team to provide the skills and

education necessary for patients to lead healthy lives with diabetes.

According to the ADA, there are 25.8 million people, or 8.5 percent of the population, in the United States who have diabetes. While an estimated 18.8 million have been diagnosed, unfortunately, 7 million people are not aware that they have this disease. Each day, approximately 5,205 people are diagnosed with diabetes. Many will first learn that they have diabetes when they are treated for one of its life-threatening complications—heart disease and stroke, kidney disease, blindness or nerve disease and amputation. About 1.9 million new cases of diabetes were diagnosed in people ages 20 or older in 2010 in the United States. Diabetes contributed to

231,404 deaths in 2007, making it the seventh leading cause of death in the U.S. Overall, the risk for death among people with diabetes is about twice that of people of similar age but without diabetes.

The ADA is the nation's leading non-profit health organization supporting diabetes research, advocacy and information for health professionals, patients and the public. Founded in 1940, the Association has an area office in every state and conducts programs in communities nationwide.

▶▶ For more information on recognized education programs in your area or other American Diabetes Association programs, call the AVH Diabetes Education Department at (603) 326-5631.

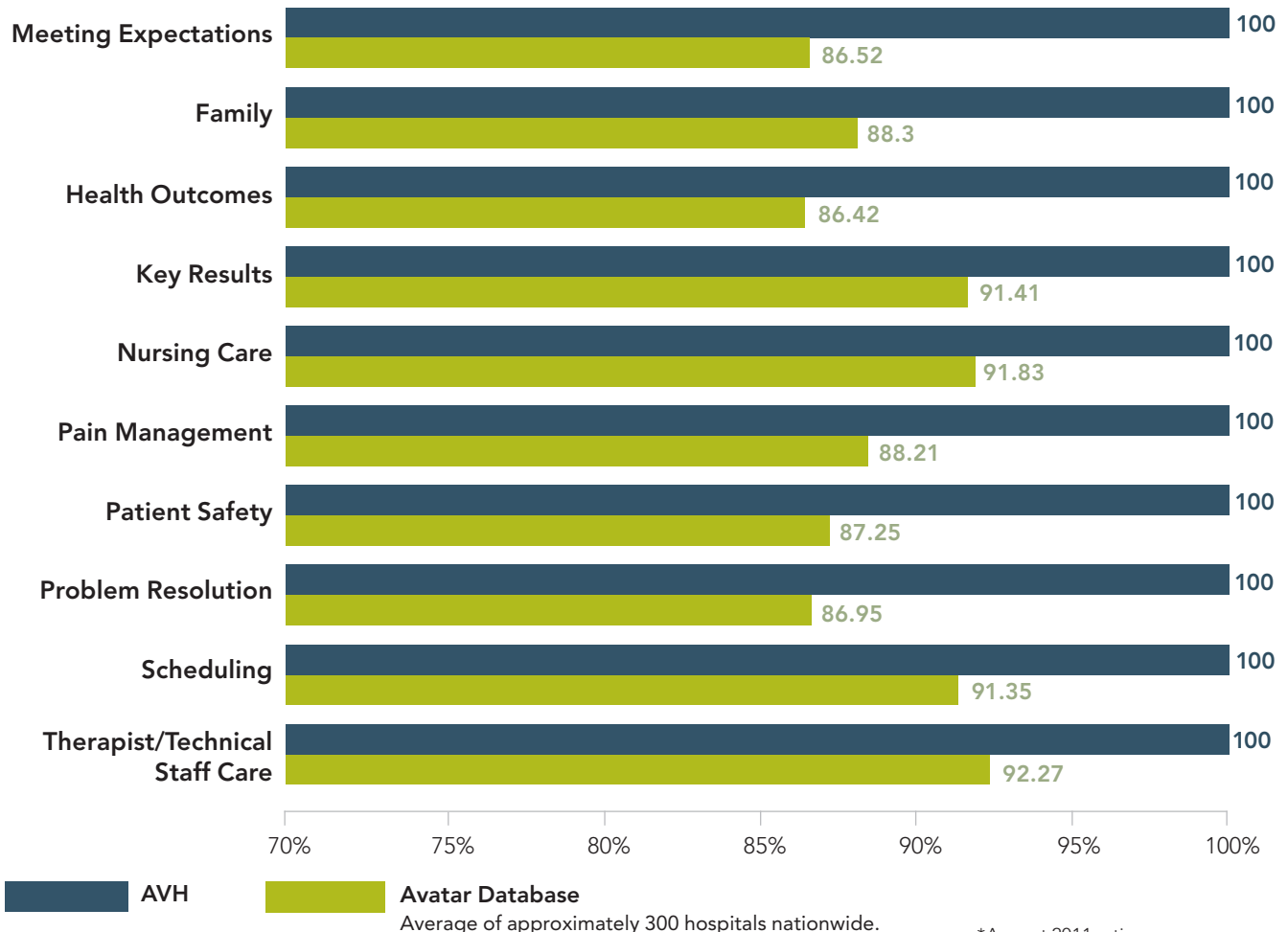


From left, Cynthia King, RN, BSN, CDE and Roberta Balon, MS, RD, LD.

59 Page Hill Road  
Berlin, NH 03570  
www.avnh.org  
(603) 752-2200

## how we rate

### AVH Home Health **Patient Satisfaction Scores\***



\*August 2011 ratings