

# NEW VENTURES

## *Name Change: Northwestern Partners in Hope & Recovery*

This year, Northwestern Medical Center “pain clinic” adopted a new identity that better reflects the mission and approach of the clinic: Northwestern Partners in Hope and Recovery. This new name gives clearer representation of the work of the team which partners with community members who are working to overcome addiction. The butterfly in the logo is unique among the NMC practices, and represents the transformative changes many of our patients make in the process of recovery and growth.

“With expanded services including educational groups, psychiatry, medication management, multiple care providers, nursing care coordination, mindfulness and social work, we are well equipped to provide a whole-person, holistic approach to recovery,” says Medical Director Suzan White.

“It is our goal to create a foundation for lasting change in individuals who are ready to move toward a more stable and healthy life. Our experienced team facilitates this transformation by treating everyone who walks through our doors with kindness, caring and respect,” she says.



## *New Services, Greater Access*

NMC continually strives to meet community need for healthcare and this year, we launched several new services, and partnered with other healthcare organizations to strengthen the local care system.

- In the fall of 2018, Northwestern Occupational Health began providing telemedicine visits for injured worker care for two Vermont businesses, saving time and travel for their employees
- The two St. Albans offices of the Northern Tier Centers for Health moved onto NMC's campus in March 2019, offering patients convenient parking and quick access to hospital services as well from their location in Suite 3 of the Doctors Office Commons building.
- In April, NMC announced a partnership with Vermont Tech and Community College of Vermont to bring a nursing program and wellness resources to downtown St. Albans in the building project at the corner of Congress and Main Streets. This collaboration anchors health, wellness and education right at the heart of our community, a big win for the local economy, for the business community, for local students and for the healthcare field so urgently in need of qualified nurses.
- NMC launched its Hearing Aid Clinic in the spring, bringing much-needed access to area residents seeking help with hearing aid assessments, purchase and fittings.
- On July 1, NMC's infusion medicine services moved into a new location – the West Wing of the Progressive Care inpatient unit. The location provides dedicated space for infusions, moving out of shared space in the operating suites.
- In the fall of 2019, NMC began offering endocrinology services in partnership with the University of Vermont Medical Center, using a UVVMC physician two days per week in NMC's specialty clinics space at the front of campus.



## *Coaching a Village to Health*

One key focus for NMC's Lifestyle Medicine Clinic this year is a Health Coaching approach – a technique that involves a triad of providers: Physician, Dietician and Athletic Trainer. The Health Coaching model is all about building relationships, says Athletic Trainer John Burke. That relationship enables a Health Coach to uncover a patient's motivators ... and finding those intrinsic reward systems leads to sustainable changes.

"It also gives patients a platform to be heard," says Burke. "When was the last time they were truly and deeply listened to?"

A Health Coach is there to listen, and to reflect what patients say, responding with empathy and compassion. That listening session starts the whole process of creating a wellness vision, setting short and long-term goals, and looking to the future.

"This behavior change mindset is key to making changes in your lifestyle that you will be able to maintain over time," says Lifestyle Medicine Medical Director Elisabeth Fontaine, MD

And, when individual efforts like Health Coaching meet up with community-based changes – like those supported by RiseVT – successful wellness is much easier to achieve and sustain.

*Want to meet with  
a Health Coach?*

**CALL 524-1227 TO MAKE  
AN APPOINTMENT TODAY!**