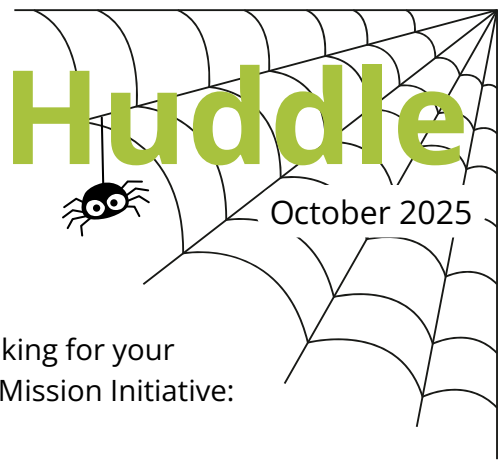


NCH Volunteer Huddle

The Hands that Make a Difference are the Hands of a Volunteer



October 6

Lois F. - WMC

October 10

Ann N. - AVH

October 14

Anita N. - WMC

October 23

Amanda D. - NCHHHA

October 30

Denise G. - AVH
Jackie G. - AVH

Attitude of Gratitude:

The NCH Patient Experience Team is asking for your support with our latest One Team One Mission Initiative: Sharing an Attitude of Gratitude.

Our patients are the reason we are here, and we want them know how much we value them.

What?

Express gratitude to our patients, visitors, and coworkers.

Why?

Patients have a choice as to where to receive healthcare services, when they put their trust into us, we can show appreciation for their choices.

Manners Matter.

Something as simple as a sincere "please" and "thank you" can create the foundation of a respectful work environment and positive experience for everyone. They are more than a courtesy - they reflect on you as a caring person

How?

Express sincere gratitude to our patients and don't forget to thank your coworkers for their help and support.

Milestones

11 Years

Paul L. - WMC

14 Years

Casey D. - WMC



October 2025

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Events:

- **October 6:** AVH Ambassadors Membership Meeting, 5pm in the Mt. Success Board Room. Anyone interested in joining or learning more about the AVH Ambassador Program, please reach out to Candy O'Neil at (603) 326-5676 or candy.o'neil@northcountryhealth.org
- **October 16:** Super Shoe Uniform & Shoe Fair. 7am-4pm in the Mt. Success Board Room at AVH.
- **October 18:** NCH will be at RiverFire at Heritage Park in Berlin from 1pm - 5pm. Come say hi, grab a bite to eat from one of the food vendors and enjoy the lighting of the boom piers and pumpkins on the bridge at dusk.
- **October 20:** New Volunteer Orientation at UCVH - Know of anybody interested in volunteering? This session will introduce them to NCH's mission, policies, and volunteer opportunities. Note: this event is open to all interested in volunteering at North Country Healthcare , and is not site specific.
- **October 22:** Super Shoe Uniform & Shoe Fair. 8am-3pm in the WMC Cafeteria Hallway.
- **October 24:** Trunk or Treat at the Lancaster Fairgrounds. 5-7pm.
- **October 29:** American Red Cross Blood Drive - AVH

Meet The NCH Volunteers:

Each month we will be highlighting one or more volunteers from NCH.



Meet Ann Nolin. Ann volunteers in the Sunny Corners Gift Shop at Androscoggin Valley Hospital. She can also be found helping with fundraising and special events such as the AVH Ambassadors Golf Tournament. Ann started volunteering at AVH on December 1, 2016.

Why do you Volunteer?: Ann enjoys giving back to the community and she said the staff at AVH is fun to be around.

Hobbies/Skill/Interest: Ann enjoys reading, crafting, volunteering, going to plays and concerts, and spending time with family and friends.

Fun Fact: Ann loves the Boston Red Sox.

Prior Work: Before volunteering, Ann worked as an Elementary School Teacher at Brown and Hillside Elementary schools. She still serves on the Berlin School Board.

Family: Ann has 1 daughter, 3 step children, 8 grandchildren and 3 great-grandchildren.

NCH Announces Strategic Partnership with Hartzler Healthcare (H2)

North Country Healthcare (NCH) has announced an important and strategic step to enhance the efficiency and stability of its Revenue Cycle Management (RCM) operations by transitioning to a trusted national partner, Hartzler Healthcare (H2). H2 possesses significant expertise in healthcare revenue cycle operations. RCM functions include Health Information Management, Patient Access and Patient Financial Services.

The engagement reflects the reality of an increasingly complex and challenging reimbursement landscape. NCH had sought to retain the function internally despite the national and statewide trend for hospitals and health systems to partner with external subject matter experts.

This decision reflects North Country Healthcare's continued commitment to operational excellence and long-term sustainability. We are confident that this transition will strengthen our organization and help ensure the viability of healthcare in Northern New Hampshire.

A number of key factors influenced the decision. They include:

- A Challenging Payer Landscape – Increasing denials for care, changing prior authorization requirements and shifting reimbursement rules have placed growing strain on providers.
- Operational Pressures – Staffing shortages and system challenges, compounded by industry-wide disruptions such as the Change Healthcare cyberattack, highlighted the need for new solutions.
- Independent Guidance – External experts concluded that outsourcing select RCM functions would best position NCH for long-term stability and success.

While some positions will be affected, many patient-facing and oversight roles will remain within NCH. The organization is committed to, wherever possible, supporting its workforce by retaining staff and providing training for those in new or redefined roles. Assistance will be provided to those impacted. The transition is anticipated to conclude in February.

Fun Fact: Halloween

- Finding a spider on Halloween is considered good luck and was often interpreted as a sign that a deceased relative was watching you.
- In 2006, New Hampshire adopted the pumpkin as its state fruit.

