

**November 30, 2009**

**Indian Stream Health Center (ISHC) and Upper Connecticut Valley Hospital (UCVH) jointly announce a change of employment status for Penny Charrance, Advanced Registered Nurse Practitioner.**

Charrance, who joined ISHC in April 2008 as a full time family nurse practitioner, will be leaving the health center in January to join the emergency department team at UCVH. Charrance's experience in emergency medicine goes back to 1982 when she started her career in the emergency department in Midland, Texas. Since then she has worked in numerous emergency room settings including that of a flight nurse paramedic providing acute patient care for emergency helicopter transport.

Although she has been working full time as a family nurse practitioner at ISHC, Charrance has continued her involvement in emergency medicine by working part time at UCVH as an emergency department provider. In this capacity she has had the opportunity to continue to meet the urgent and emergent needs of individuals and has recognized that this is an area of medicine in which she finds deep gratification. According to Charrance, "Being given the opportunity to work both as a primary care nurse practitioner at ISHC and as an emergency room provider across the street, it has become increasingly clear to me that emergency care is a better fit for my skills and has emerged as my preferred medical area to practice as a nurse practitioner on a full time basis."

Shirley Powell, ISHC's CEO, states, "While the health center accepted Penny's resignation with deep regret, we recognize and respect that her first love is emergency medicine. The ISHC Board and staff are very pleased she is staying in the Colebrook community and choosing to work with our close health care partner, UCVH. Excellent emergency care providers, which Penny is certainly one, are deeply needed in a remote area such as northern Coos County."

It is anticipated that Charrance will start her full time position at UCVH by mid-January. According to Louise McCleery, UCVH CEO, "We are extremely pleased to welcome Penny as a full time emergency department practitioner. Her 25 years of experience in emergency medicine is obviously extensive and we have come to regard her as among our finest providers."

The leadership teams of both UCVH and ISHC will work closely together to assure a smooth transition and both organizations believe that this change will only strengthen the overall health care system in northern Coos County. According to John Fothergill, M.D., ISHC's Medical Director and UCVH's Chief of Staff, "As a practicing primary care physician in Colebrook for more than 20 years, I am keenly aware of the challenges our community has experienced and continues to face in attracting and retaining well trained and skilled practitioners. As the ISHC Medical Director I know that Penny has been a caring and very capable primary care provider and our patients consistently have spoken

very highly of her.” Fothergill’s leadership role in both organizations puts him in the unique position of recognizing Charrance’s transition as a ‘win-win’ for both organizations and the community. “We are retaining an experienced and very skilled emergency care provider as well as recruiting another well qualified primary care practitioner to our area health care system.” states Fothergill. Leadership at ISHC is discussing filling the mid-level provider position with a well trained and qualified physician assistant and anticipate filling Charrance’s vacancy with little void in the overall provider team. ISHC will continue to provide care to area residents Monday through Friday as well as Saturday mornings and the practitioners will remain available during off hours to patients with acute illness.