



2022

Every Patient.
Every Time.

Proud of Our Patient-Centered Progress

A Message from Dr. Edmund Sabanegh, CEO



As I reflect on my first year at the Guthrie Clinic, I am incredibly proud of our laser focus on quality, safety, and patient experience. Providing the best possible care is our primary job, and we have had some great success in this area over the last year, including:

- Guthrie Corning Hospital became a Leapfrog “A” hospital for the first time ever, one of only a small number of hospitals in the state recognized for that highest level of safety. Corning also received five-star ratings from Healthgrades for the treatment of pneumonia and for C-section deliveries.
- Guthrie Cortland Medical Center received five stars for both vaginal and C-section deliveries from Healthgrades and was ranked “high performing” by *U.S. News & World Report* for the treatment of pneumonia.
- Guthrie Robert Packer Hospital was ranked “high performing” by *U.S. News & World Report* for five different diagnoses and procedures.
- Leapfrog Safety scores are improving across the system.

Increases in Performance Levels

Our focus on enhancing quality, safety, and patient experience has resulted in the highest levels of performance and the lowest levels of hospital-acquired infections ever.

Our ambulatory patient experience benchmarks are in the top quartile in the nation. Our caregiver engagement score is at its highest ever, and our leaders are ranked by caregivers across the enterprise with scores that put them in the top 10% in the nation. These are all places we haven’t been before, and it feels really good to be here.

As we continue to strive to be our communities’ most trusted health care partner, these increases and achievements in performance and experience, during a turbulent time in health care, are truly something to celebrate.

More Access for More Patients

We are setting new standards for primary and specialty care access because, no matter how good a health care system is – if you can’t get in, it doesn’t serve you. Our primary care providers have targeted same-day access for 90% of patients – and right now we’re at 95%.

We are continuing to grow to serve more patients across our 9,000-square-mile footprint, and we’ve seen double-digit percentage increases in the number of patients we

serve in all settings. Caregivers throughout our system have never treated this many patients before, and their engagement and quality scores have never been higher.

World-Class Technology

We were ahead of the game in our capabilities even before the pandemic. We are an Epic Gold Stars Level 10 health care system and one of only three organizations that has achieved this level of distinction three years in a row. With Epic electronic medical record technology, we can acquire data more quickly and easily and rapidly identify the best treatments. This has been extra important during COVID, because we could quickly identify the people who needed monoclonal antibody treatments when the supply was limited.

Through virtual care, we are lowering our hospital readmission rate for conditions like congestive heart failure because we can check on patients without them needing to travel to the hospital. Telemedicine is also allowing us to expand service lines, including psychology, dermatology, and even pathology.

We are excited about continued development of the Guthrie Pulse Center. This centralized, revolutionary innovation will change the way we can provide health care through virtual intensive care units and inpatient rooms. Virtual nurses in the Guthrie Pulse Center will assist bedside nurses to improve caregiver efficiency and bed placement, prevent falls, and more. We have also greatly expanded our eye care services, partnering with highly respected Twin Tiers Eye Care Associates, now Guthrie Specialty Eye Care.

Expanded Training and Outreach

Guthrie continues to expand its medical education program. We’ve been approved for endocrinology and hematology-oncology fellowships. We’re expanding our training opportunities to propel care forward, as well as to keep our caregivers local as we recruit our own graduates. With more than 1,500 external hires from all over the nation since December 2021, including our highest recruitment number for non-provider positions ever, we are becoming a destination employer.

Our caregivers regularly show their commitment to their patients and communities, both here and elsewhere. Recently, John Frodel, MD, FACS, a Guthrie plastic surgeon, went on a mission with 11 other American doctors to offer corrective procedures for Ukrainian people who sustained war injuries. Violeta Zeykan, MD, helped lead our big effort to provide supplies and support for Ukraine’s medical needs. We have received several letters and a signed flag from the Ukrainian people thanking Guthrie for caring and for all that we have done.

This is an extraordinary time for Guthrie, as we continue to progress through our new strategic plan journey, and we are eager to share each milestone with our communities. Thank you for all your support.

A handwritten signature in black ink that reads "Edmund Sabanegh". The signature is written in a cursive, flowing style.

Edmund Sabanegh, MD, MBA
President & CEO

Recognizing Transformational Leadership at Guthrie

Guthrie has a rich history of providing high-quality, patient-centered care. In keeping with that spirit, Guthrie has launched a transformative plan to become the most trusted health care partner for communities throughout the region. Over the past year, we have welcomed new leaders and established new roles that help embody the core values powering this transformation: providing better support and recognition for our caregivers in our journey to become one of the best places to work and demonstrating unwavering dedication to providing the best patient care, experiences, and outcomes possible – for every patient, every time.



**John Petrov, EVP
Chief Caregiver Officer**

In February 2022, John Petrov, SPHR, SHRM-SCP, became Guthrie's *first* enterprise Executive Vice President, Chief Caregiver Officer. The new title highlights Guthrie's emphasis on valuing and supporting its team of caregivers. With 20 years of experience and numerous accolades, Petrov – who joined Guthrie in January 2021 as Chief Human Resources Officer – is guiding Guthrie to becoming one of the region's best places to work.



**Terri Coutts, RN, SVP
Chief Digital Officer**

In December 2022, Terri Coutts, MHA, RN, was appointed Guthrie's Senior Vice President, Chief Digital Officer. As former Vice President, Epic Program, Clinical Systems, and Integration, she consistently led Guthrie to success and the achievement of Epic Stars 10 status, a rare honor. In this role, Coutts oversees the adoption of digital technologies across the organization, transforming business strategy using technology and data, and influencing how people, processes, and technology can enable Guthrie's vision.



**Elizabeth "Liz" Jaekle, EVP
Chief Strategy Officer**

Elizabeth "Liz" Jaekle became Guthrie's *first* Executive Vice President, Chief Strategy Officer in May 2022. With previous roles that include Regional President for ValueHealth, LLC, Jaekle is a strong leader with significant experience in strategy, business development, and physician and clinical integration. As the new Chief Strategy Officer, she is helping to lead Guthrie's transition through philanthropic initiatives, partner affiliations, physician integration, key service line strategies, and more.



**Donald Zaycosky, SVP
Chief Legal Officer**

Guthrie appointed Donald Zaycosky, JD, as the system's *first* Senior Vice President, Chief Legal Officer in June 2022. Experienced in providing legal guidance for health care entities like Geisinger Health, Zaycosky serves as primary counsel and legal expert for Guthrie. By helping inform strategic business initiatives, he plays a crucial role in Guthrie's continued transformation and growth.



**Debra Raupers, RN, EVP
Chief Nurse Executive**

Former Chief Nursing Officer Debra Raupers, MSN, RN, became Guthrie's *first* enterprise Chief Nurse Executive in December 2021. With more than 30 years of experience – including leading Guthrie Robert Packer Hospital's Magnet® journey – Raupers has improved patient safety, experiences, and outcomes to advance the health of Guthrie communities. As Chief Nurse Executive, she leads nursing efforts to provide safe, equitable, and patient-centered care throughout Guthrie.



**Guiliana Kissel
Administrative Chief of Staff**

In June 2022, Guiliana Kissel, MHA, was appointed Administrative Chief of Staff for Guthrie. Kissel joined Guthrie as an Administrative Fellow and now serves as the primary liaison between the CEO and various boards throughout the system. Her background includes roles with the Centers for Disease Control and Prevention Miami Quarantine Station and Bruce W. Carter Miami VA Medical Center.



**Koryn Johnston, DO
Chief Patient Experience Officer**

Koryn Johnston, DO, became Guthrie's *first* Chief Patient Experience Officer in April 2022. Dr. Johnston joined Guthrie in 2014 and became Physician Liaison for Patient Experience in 2020, championing transparent changes that improved Guthrie's patient experience scores. As the Chief Patient Experience Officer, Dr. Johnston strengthens Guthrie's executive-level focus on patient experiences and reinforces Guthrie's patient-centered philosophy at all levels.



**Lisa Esolen, MD, EVP
Chief Quality Officer**

Guthrie announced Lisa Esolen, MD, as the system's new Executive Vice President, Chief Quality Officer in March 2022. Dr. Esolen has served in many notable roles, including Chief Medical Officer for Guthrie Robert Packer Hospital's Sayre and Towanda campuses and Guthrie Troy Community Hospital. As Chief Quality Officer, Dr. Esolen is responsible for systemwide quality, patient safety, and experience, advancing Guthrie's unshakeable commitment to delivering high-quality, patient-centered care.

Committed to the Caregivers Who Serve Our Communities

As a health care organization, Guthrie is responsible for providing high-quality, safe care for its patients and is committed to improving the health and well-being of the communities it serves.

“I have the honor and privilege of caring for those who care for our patients and community at large: our caregivers,” says John R. Petrov, SPHR, SHRM-SCP, EVP and Guthrie’s first Chief Caregiver Officer. “I am proud to say that Guthrie considers investing in our caregivers as a top priority. So much so that we have an entire area of focus dedicated to inspired caregivers, which is part of our new ‘All In-Guthrie 2027’ five-year strategic plan. Our ultimate goal is to be the best place to work and build a career for all our caregivers.”

In December 2021, Guthrie announced a comprehensive compensation package impacting nearly 6,000 employees across the service region.

Petrov says Guthrie wanted to ensure that caregivers understood that the health system has an unwavering focus on making sure all caregivers are paid fairly and equitably.

“We are committed to retaining and recruiting the best and brightest caregivers who provide the best possible care to our patients,” Petrov says. “Along with the new minimum wage, Guthrie made wage adjustments to bring all caregivers to their target rate of pay based upon years of experience in their current role.”

After these adjustments, especially for entry-level positions, Guthrie has seen a significant reduction in the number of offers declined by applicants due to pay, a reduction in declines from registered nurses (RNs) due to pay, and an increase in applicants from other health care organizations, as well as an increase in employee engagement scores related to fair and equitable pay.

Guthrie Recruitment: Fiscal Year 2022

1,307
total external hires,*
compared to 856
in FY21

186
RNs hired,*
compared to 156
in FY21

98
LPNs hired,*
compared to 64
in FY21

140+
providers hired

5%
reduction in RN
vacancy rate from
June 2022 to
November 2022
(25.33% to 20.09%)

*Includes full time,
part time, and per diem

Improving Engagement and Working Environments

Successful retention and recruitment of nursing, direct care, and support staff are essential to Guthrie, as they are “a critical component in the delivery of care to our patients,” Petrov says. “We cannot provide the quality of care that we are committed to offering every patient, every time, without, for example, nursing staff at the bedside.”

Over the last year, Guthrie has worked to enhance workplace culture by engaging in initiatives around diversity, equity, and inclusion. Examples include increased recognition and communication regarding cultural observances and the creation of an LGBTQ+ affinity group to ensure that every caregiver works in an environment where all voices matter and everyone is seen.

Guthrie also provides opportunities for nurses to match their career objectives to where they are in their life’s journey.

“They can work full time or reduce hours and work on a per-diem basis, as needed,” Petrov says. “They can practice nursing skills at the bedside or anywhere in the continuum.”

In addition, the design of the Guthrie integrated health system model allows nursing staff to practice in a variety of patient care



environments, including trauma, critical access, skilled nursing facilities, and outpatient settings, allowing for career diversity and a teaching setting similar to physician residencies.

“We have continued to participate in regional job fairs and college and university engagements but have also experienced significant increases in hiring from virtual events that we have hosted,” Petrov says. “These events have targeted our Patient Service Specialist positions in the physician clinic offices and Care Partner positions that support the nursing staff on the acute care floors in our hospitals.” ■

Guthrie has implemented several important initiatives focused on ensuring an environment that respects and values diversity, providing equitable treatment to all who work, learn and receive care here.

Guthrie Celebrates Two Milestone Graduations

Guthrie has a long history of providing excellent patient care and developing new generations of physicians committed to meeting the region's growing needs.



Emergency Medicine Residency graduates for 2022 are Zachary Dewar, Laura Walker, and Michael Sonnier.

Over the last four years, Guthrie Robert Packer Hospital has added five new residency and fellowship programs, including the Emergency Medicine Residency Program and the Gastroenterology Fellowship Program. In the summer of 2022, the health system celebrated the graduation of its first class of Emergency Medicine residents and Gastroenterology fellows.

Guthrie residents and fellows work beside clinicians, using the latest medical technology and participating in simulations that prepare them for treating patients in complex or high-stress scenarios.

Emergency Medicine residents complete rotations in the Emergency Department, where they receive hands-on training by board-certified Emergency Medicine physicians to prepare them to provide excellent, evidence-based, and compassionate care to a diverse community. These residents also work hand-in-hand with specialists

and residents in primary care, anesthesiology, cardiovascular surgery, ENT, interventional radiology, neurosurgery, orthopedic surgery, ophthalmology, plastic and reconstructive surgery, rehabilitation services, and trauma surgery.

Guthrie's Gastroenterology Fellowship Program provides fellows with opportunities to develop clinical competence in gastroenterology, including exposure to hepatology, clinical nutrition, gastrointestinal oncology, radiology, and pathology. ■



Gastroenterology Fellowship graduates for 2022 are Neeraj Mangla, MD, and Mohammad Youse, MD.



Isaacman with the Emergency Medicine Residency graduates.

Emergency Medicine Resident Graduation Features Distinguished Speaker

Entrepreneur, pilot, philanthropist, and commercial astronaut Jared Isaacman was the featured speaker at Guthrie's first Emergency Medicine Residency Program graduation. Isaacman is the founder and CEO of the Allentown, Pennsylvania-based payment processing firm Shift4, a leader in integrated payment processing solutions. An accomplished pilot, Isaacman was the commander of Inspiration4, the world's first all-civilian mission to space, on which he was part of a crew of four that spent three days in orbit.

In his address to the graduates, he explained the important role medicine plays in space travel, including experiments and research conducted during the mission, and that Inspiration4's medical officer, Hayley Arceneaux, is a cancer survivor and was the youngest American

and the first person with a prosthetic body part to go to space. His advice to the graduates: "Aim high. There is no shortage of opportunities on or off this planet."

Isaacman holds several world records, including a Speed-Around-The-World flight record, which raised money and awareness for the Make-A-Wish Foundation of New Jersey. He is the brother of Marc Harris, DO, FACP, System Chair of Emergency Medicine at Guthrie. ■

"Aim high. There is no shortage of opportunities on or off this planet."

– Jared Isaacman

Guthrie Physicians Commit to Exceptional Care in Every Environment

Guthrie physicians exemplify our mission to improve health through clinical excellence and compassion for every patient, every time. Often that means going above and beyond the care they provide within the walls of their clinics or hospitals.

Giving the Gift of Sight

More than 30 years after Guthrie ophthalmologist Dr. Cathy Schanzer's first mission trip to provide essential eye care in Africa, her lifelong desire to care for those in need remains central to her personality.

In 2006, Dr. Schanzer founded the Southern Eye Clinic of Serabu in Sierra Leone. It serves more than 15,000 patients annually, providing medicines, eyeglasses, and modern eye surgery free of charge to all patients. This permanent eye care center features running water, electricity, an optical dispensary, and a high-tech operating theater.

Thanks to the dedication and efforts of Dr. Schanzer and her husband, patients from Sierra Leone and six neighboring countries in West Africa now have access to the clinic, which is open year-round and supports 10 satellite facilities located in other remote villages.

Patients who come to this clinic for cataract care have been blind for an average of 20 years due to their lack of accessible health care resources. Many patients walk several days to get there. In addition to medical care, the Southern Eye Clinic of Serabu has also been able to support numerous community development projects, including food programs, water wells, and education scholarships.

For more information on the Southern Eye Clinic of Serabu and Dr. Schanzer's mission work, visit thegiftsofserabu.com.



Dr. Cathy Schanzer travels twice a year to the clinic, seeing upward of 100 clinic patients and 30 surgical patients a day.

Saving a Life in the Sky

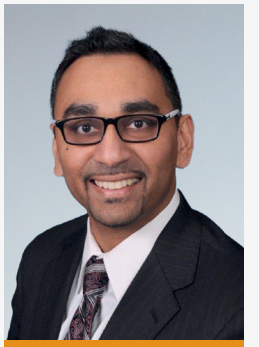
After two years of pandemic-related delays, Darshan Patel, MD, an internal medicine specialist at Guthrie, headed to Colombia for a reunion trip with some friends. He was relaxing on the flight home when he heard the pilot utter a phrase often heard in movies and television shows: "Is there a doctor on board?"

A woman on Dr. Patel's flight was having a seizure, and he measured her blood pressure in the 260s over 160s, much higher than the average 120 over 80. He used the plane's medical kit to take the woman's vitals and administer critical medication.

Stopping the seizures and reducing her blood pressure were critical to preventing a possible stroke or heart attack, and Dr. Patel was glad he was in the right place at the right time – especially since the trip to Colombia had been delayed three times and even his flight was delayed that day.

Once the flight landed, the passenger was taken quickly to the hospital, so Dr. Patel was unable to check on her, but he hopes she is doing well and recovering.

He says the experience was one that physicians, nurses, and other health care providers live for – the opportunity to save a life.



Darshan Patel, MD

Connecting With Patients Through Shared Experience

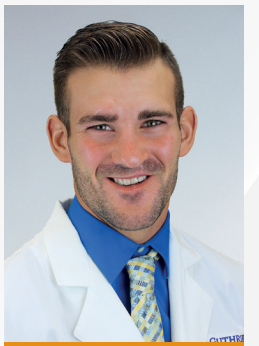
Kyle Conrad, AuD, an audiologist at Guthrie, was born with a cleft lip and palate and was later diagnosed with hearing loss, resulting in the need for hearing aids.

He believes his personal struggles with hearing and speaking during childhood and as a young adult help him better connect with and provide care for patients with communication difficulties.

Dr. Conrad is committed to raising awareness for hearing and speech-related issues. He says the pandemic has prompted more people

to seek treatment for mild hearing-related issues that might have gone undetected if not for masking and social distancing, which hinder lip-reading.

He also says one in five teenagers is now being identified as having some level of hearing loss. This could be due to a misdiagnosis at birth or early childhood or because of a loss acquired over time due to behavioral factors like headphone use at unsafe levels. The National Institute for Occupational Safety and Health recommends that hearing protection is needed for sounds greater than 85 decibels for an extended period – a level that many headphones meet or exceed. ■



Kyle Conrad, AuD

Enhancing Care and Careers With Inclusive Initiatives

Caregivers are the beating heart of Guthrie's patient-centered mission. From physicians and nurses to appointment schedulers, environmental services employees, and financial counselors – everyone at Guthrie works to improve the health of patients and our communities.

To ensure our caregivers are providing our patients with the best possible care and experiences, and to make certain those caregivers feel respected and supported in their work environment, Guthrie has implemented several important initiatives focused on ensuring an environment that respects and values diversity, providing equitable treatment to all who work, learn, and receive care here.

The Guthrie Clinic Diversity & Inclusion Coalition officially launched in 2021 with a focus on:

- Creating a strategy for identifying and addressing disparities in clinical outcomes experienced by minorities receiving care at Guthrie
- Identifying areas where minority populations in Guthrie's service area may be experiencing barriers or gaps in access to care

The coalition, consisting of patient, caregiver, and community-focused committees, has achieved great success in its infancy, including:

- Sexual orientation/gender identity training for the entire organization
- Cultural competency training for caregivers across the system
- Approval of all-gender restrooms
- Epic electronic medical record enhancements to gather patient data regarding sexual orientation and gender
- Strategy for addressing health disparities in the communities Guthrie serves
- Updates to Guthrie's visitation and medical decision-maker policies
- Expanded recruitment efforts to improve diverse talent recruiting

Guthrie has implemented several important initiatives focused on ensuring an environment that respects and values diversity, providing equitable treatment to all who work, learn, and receive care here.



The Guthrie Veterans Committee has expanded its reach and mission to create an environment within Guthrie that seeks to provide more meaningful care and services for veteran caregivers and patients.

- A Guthrie Veterans Resource Center is now open on our Sayre campus for Guthrie patients and caregivers, with similar resources offered online for individuals across the system.
- Guthrie's Veteran Patient Assistance Fund provides financial support for veterans and members of their immediate household struggling with a severe or chronic medical condition. ■
- Flags of all military branches are displayed in all Guthrie hospitals year-round.

Guthrie leaders and members of the community celebrate the opening of the Guthrie Veterans Resource Center.



Investments in Infrastructure: Making Care More Accessible & Secure

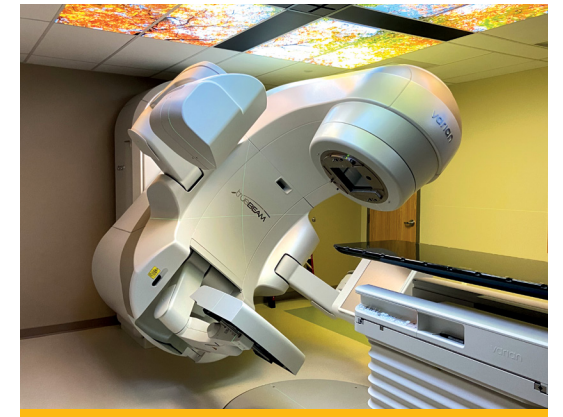
Infrastructure is the framework that allows Guthrie to better serve our communities and provide exceptional, safe care to every patient, every time. Over the past year, Guthrie has invested in expanded and improved infrastructure to give patients access to secure, quality care closer to home.



New Buildings Help Power Care & Community Partnership

On October 4, 2021, doors opened to serve the first patient at Guthrie Cortland Medical Center's **Renzi Cancer Center**. At the 10,825-square-foot facility, patients can access every form of care they need – including diagnostic, surgical, and supportive services – throughout their cancer journey. The Center includes an on-site pharmacy, phlebotomy stations, and a state-of-the-art linear accelerator for targeted radiation therapy.

The Renzi Cancer Center would not have been possible without the strong support of the communities that Guthrie so proudly serves. By early September 2021, Cortland Memorial Foundation had raised \$2,767,391 to support the new Center. These generous community donations include Nicholas Renzi's stunning gift of \$1 million to honor his late wife, Agnes.



In continued partnership with its communities, Guthrie opened the new **Guthrie Ithaca City Harbor facility** in February 2022. The 60,000-square-foot facility expands access to quality care for Tompkins County residents and provides them with an unparalleled patient experience.

Situated on the Tompkins Consolidated Area Transit bus route, the facility allows patients to access walk-in, primary, or specialty care. It features 20 specialties, including audiology, breast care, gastroenterology, pain management, neurosurgery, general surgery, optometry, orthopedics, sports medicine, physical therapy, and more.

The new facility was designed to meet the needs of Tompkins County residents and put them at the center of care. When they arrive, patients are guided to an exam room where the whole of their care takes place. Doctors, nurses, and support staff will come to them, instead of requiring patients to move around.

The Renzi Cancer Center would not have been possible without the strong support of the communities that Guthrie so proudly serves.

Left
Guthrie Ithaca City Harbor facility

Above
Renzi Cancer Center; Renzi Center TrueBeam Linear Accelerator

Technology Investments Prioritize Patient Security & Safety

As health care systems embraced technology and with the pandemic ushering in an era of remote care, it became increasingly important for Guthrie to ensure that its systems remained secure and that caregivers and patients were fully supported technologically.

In September 2020, Guthrie welcomed Brad Carvellas, its first Chief Information Security Officer, who has enabled near-risk-free, scalable operations at Guthrie and implemented a security operations center that continuously monitors the IT threat landscape.

“One of the greatest assets Brad brings to the table is a wide network of colleagues he can access when questions or a need for further guidance arises, keeping Guthrie abreast of the newest cybersecurity trends and threats,” Terri Coutts, SVP, Chief Digital Officer, says.

Coutts also notes that Guthrie’s security framework allows for continuous monitoring and configuring of security best practices across all software platforms and devices. Caregivers are required to undergo annual compliance and cybersecurity training, too.

Coutts adds, “Guthrie continues to be agile in the cybersecurity and compliance space. Patients are at the heart of what we do, and this includes protecting their information.”

Meeting Patients Where They Are

Guthrie has also launched new technology-powered care systems to enhance its ability to remotely serve patients throughout the region, from redesigning virtual care models to launching AI-driven platforms that monitor fall risks for remote patients.

“We are also initiating a virtual RN program that will allow centralized nurses to monitor patients remotely, update families and patients, and support bedside nurses by providing a second set of eyes,” Coutts says.

These and other investments in technology infrastructure help ensure that Guthrie provides secure, reliable, high-quality care. Over the next five years, Guthrie will continue investing in models that champion new forms of patient care and expand the system’s ability to meet patients where they are. ■



Brad Carvellas

Earning Consecutive Epic Gold Stars Level 10 Ratings

The Epic Gold Stars program recognizes health systems that adopt electronic medical record best practices with a tangible impact on patients and caregivers. 2022 marks the third consecutive year that Guthrie has earned a Level 10 rating, the highest possible.

This puts Guthrie in the top 3% of Epic’s customers worldwide and demonstrates Guthrie’s commitment to using state-of-the-art tools to provide exceptional care to patients and to improve staff experiences.

Leading in the Age of COVID

Throughout the COVID pandemic, Guthrie caregivers rose to the challenge and showed tremendous resilience. They learned that they could lean on one other and found ways to get their jobs done while navigating through new and unusual circumstances.

“Adversity challenged us to deepen our fortitude and remember our true north. As they say, fire tempers steel,” says Lisa Marie Esolen, MD, FIDSA, EVP, Chief Quality Officer at Guthrie. “It became clear who our ‘essential’ workers really were – and it was a great lesson about the value of each and every one of them.”

Acknowledging that COVID is apparently here to stay, all caregivers at Guthrie are invested in maintaining the resources needed to fight the ongoing battle against this virus, along with other infectious diseases.

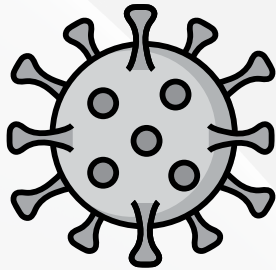
Dr. Esolen says infectious diseases frequently ebb and flow and that caregivers are always on alert for emerging outbreaks and epidemics, like influenza, measles, and pertussis. Health systems must also prepare to respond to more unusual diseases, such as the recent monkeypox outbreak or the Ebola epidemic from several years ago.

“I think this experience with COVID gave us a clear understanding of our necessary services and what can be ramped up or

down and how,” Dr. Esolen says. “We clearly learned to quickly couple restrictions on visitors with restrictions on various hospital services and operations. Mostly, we learned how to be agile and adaptable – circumstances were unpredictable, and we had to be able to quickly pivot to protect our patients and caregivers while trying to preserve our services as best we could.”

The pandemic also accelerated Guthrie’s development and expansion of many services – including virtual visits/telemedicine, convenient testing locations, and vaccination solutions – which will be vital to providing the best possible care when dealing with future health challenges.

“No area of our health system has been unaffected by the pandemic,” Dr. Esolen says. “Accordingly, we now have a road map that stretches into every nook and cranny to deal with everything from caregivers, patients, and families to supplies, medications, testing, transportation, and on and on.” ■



“Mostly, we learned how to be agile and adaptable – circumstances were unpredictable, and we had to be able to quickly pivot to protect our patients and caregivers while trying to preserve our services as best we could.”

Lisa Marie Esolen, MD, FIDSA, EVP, Chief Quality Officer

More Than Medicine

Sometimes, the medicine that does the most good is the heartfelt connection one person can make with another. At Guthrie, our culture of medicine is tightly intertwined with our desire to provide compassionate, personal care for every patient, every time.

Making Extraordinary Moments Possible

When a terminal brain tumor threatened to keep the father of the bride from his daughter's side at her marriage, Guthrie Robert Packer Hospital staff turned into wedding planners to make a big dream come true.

Staff pulled together the items necessary to transform Utpal Roychowdhury's hospital room into a wedding venue fit for a beautiful, traditional Hindu ceremony complete with Hindu music, food, dress, and prayers. With her father at her side, Cassiopeia Roychowdhury was a very happy bride.

"This is incredible," said Cassiopeia when she saw the transformation of her father's room into her ceremony setting. "Thank you to my father's nurses, doctors, and all of the Guthrie staff that came together to make this possible."

Making extraordinary moments possible for patients is just what Guthrie staff do, explains Patricia Fogelman, DNP, Guthrie Director of Palliative Medicine. "This family will leave our hospital with a lifelong memory of how we were able to honor this sacred moment in their lives with attention and sensitivity to both religious and cultural needs, working diligently to assure the care we give provides both dignity and compassion."



Cassiopeia Roychowdhury



Honoring a Fellow Veteran

Long a symbol of unity, achievement, and honorable service, military challenge coins are possessions of pride. On Veterans Day, Guthrie honors its employee veterans by presenting them with a specially designed challenge coin. In 2021, one such coin took on extra special meaning.

Corporal A.J. O'Connor, RN, was just doing his job at Guthrie Cortland Medical Center on Veterans Day 2021 when he found out his patient was also a veteran. Without a second thought, O'Connor honored the patient by giving him his challenge coin.

That selfless act did not go unrewarded. Guthrie leadership presented O'Connor with a new coin, honoring him for his service and his dedication to others who also served.

Providing Humanitarian Support for Ukraine

As fighting in Ukraine spreads and intensifies, virtually no part of the country is untouched. Guthrie joined the humanitarian outreach to the country, partnering with two local Ukrainian churches to donate funds and needed medical supplies.

"Guthrie has many caregivers of Ukrainian descent who still have loved ones living in Ukraine," explains Edmund Sabanegh, MD, President and CEO. "The news and images coming from Ukraine are devastating and we are deeply saddened by this unfolding tragedy."

Violeta Zeykan, MD, is an internal medicine physician at Guthrie Robert Packer Hospital. She was born in western Ukraine and still has family there.

"Seeing what's going on in the Ukraine is really devastating and heartbreaking," says Dr. Zeykan. With a desire to help where she can, Dr. Zeykan spoke with senior physicians and leadership at Guthrie about supporting health care workers in Ukraine.

"You can fight in different ways. You can fight on the field, having the weapon in your hands. But you can also fight from where you are, giving what you can," Dr. Zeykan says. ■



Dr. Edmund Sabanegh, Guthrie President and CEO, speaks about Guthrie's partnership with two local Ukrainian churches to donate funds and medical supplies.

Putting Quality Care on the Map

Guthrie’s Twin Tiers service area includes dozens of convenient facilities in both Pennsylvania and New York. Our network of hospitals and regional offices make finding quality care fast and easy.

1 Guthrie Robert Packer Hospital, Sayre

This 267-bed tertiary care referral center and teaching hospital on Guthrie’s main campus is the regional leader in specialty care services and the region’s only Level II trauma center.

2 Guthrie Cortland Medical Center

This 144-bed acute care facility with an attached 80-bed residential care facility has been meeting the lifelong health care needs of residents of Cortland and the surrounding communities for more than 125 years.

3 Guthrie Corning Hospital

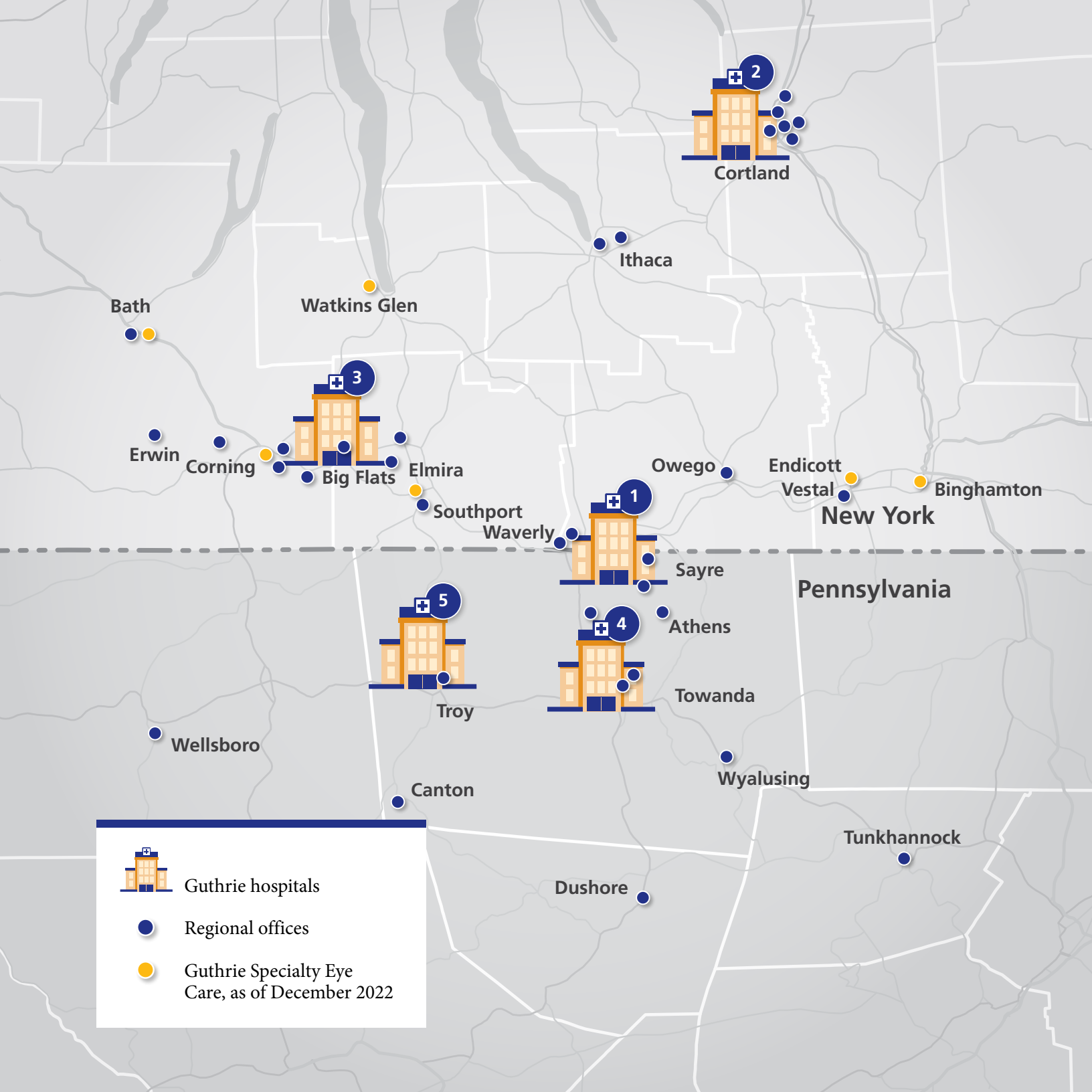
This 65-bed hospital and regional cancer center provides emergency, ICU, labor and delivery, and surgical care, plus inpatient and outpatient services including wound care, cardiology, medical imaging, and cancer care services.

5 Guthrie Troy Community Hospital

This 25-bed Critical Access Hospital is a Level IV trauma center. It offers many inpatient and outpatient services, including subacute and ventilator management programs.

4 Guthrie Robert Packer Hospital, Towanda

This facility is a satellite campus of Guthrie Robert Packer Hospital, located 17 miles south in Towanda, Pa. It serves Bradford and Sullivan counties and the surrounding communities. In addition to clinical services and the Newman W. Benson Acute Rehabilitation Unit, long-term care services are provided for patients within a skilled nursing unit and 94-bed personal care home.



Guthrie – By the Numbers

July 1, 2021, through June 30, 2022



Guthrie provides high-quality, accessible care to more people in our 12-county service area than any other health care provider.

We make care more convenient:



We help grow families:



We offer specialized care closer to our patients' homes:



We're employing and educating talented people, including:



For more information about Guthrie services and locations,
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