



2025 *Nursing*
Annual Report

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“The dedication of our nurses transforms care into compassion and expertise into hope, leaving an enduring mark on all we serve.”



Fiscal year 2025 was a testament to the incredible impact you make every day. Your expertise, compassion, and unwavering dedication continue to shape the lives of our patients and their families in profound ways. Nursing is the cornerstone of health care, and your ability to rise to every challenge with grace and professionalism is truly inspiring.

Your work goes far beyond clinical care—it brings comfort, hope and strength to those who rely on Guthrie. The resilience and passion you bring to your roles are the foundation of our success and the reason we continue to set the standard for exceptional care.

As we look to the future, I encourage you to keep building on the culture of excellence and unity that defines Guthrie. By leading with empathy, innovation and collaboration, you will continue to elevate patient care and inspire those around you.

DR. EDMUND SABANEZH
President & CEO, Guthrie



“Nursing is more than a profession—it’s a calling. Your ability to combine clinical expertise with genuine compassion is what sets Guthrie apart.”

Every day, you redefine what it means to be a nurse. Fiscal year 2025 was a year of growth, innovation and unwavering dedication, and I am honored to witness the incredible impact you make on our patients, their families and each other.

Nursing is more than a profession—it’s a calling. Your ability to combine clinical expertise with genuine compassion is what sets Guthrie apart. Whether it’s at the bedside, in leadership roles, or through collaboration across our network, you continue to raise the bar for excellence in health care.

This year, we’ve strengthened our focus on empowering you to grow—through advanced education, specialty certifications and leadership opportunities. Your commitment to professional development and your active role in shaping our shared vision through governance councils are driving meaningful change and innovation across Guthrie.

As we look to the future, I encourage you to continue leading with purpose and passion. Together, we will embrace new challenges, pioneer advancements in care and inspire the next generation of nurses.

Thank you for your extraordinary contributions to Guthrie and to the lives of those we serve. You are the heart of our organization, and your work leaves an indelible mark on everyone you touch.

DEB RAUPERS, MSN, RN
Enterprise Chief Nurse Executive, Guthrie

Nursing Leaders

SENIOR NURSING LEADERS



Deb Raupers, MSN, RN
EVP, Chief Nurse Executive
Guthrie



Richard Rogalewicz, MBA, BSN, RN, FACHE
VP, Patient Care Services
Chief Nursing Officer
Guthrie Lourdes Hospital



Cynthia Whitaker, MSN, RN
VP, Operations
Chief Nursing Officer
Guthrie Corning Hospital



Jennifer Orbin, DNP, RN-BC
System Sr. Director of Nursing Operations
Guthrie



Kansas Underwood, MSN, BSN, RN, CNML, CPC
VP, Operations
Chief Nursing Officer
Guthrie Cortland Medical Center



Barry McElyea, MSN, RN, CNOR, NE-BC, FACHE
System VP, Perioperative Services
Guthrie



William Osterman, MBA, BSN, RN
VP, Operations
Chief Nursing Officer
Guthrie Robert Packer Hospital



Cine Louise Crisp, MHA, BSN, RN
Sr. Director, System Care Coordination
Guthrie

DIRECTORS

Jackie Aikens, MSN, RN, CMS
Director of Med/Surg/Tele
Guthrie Cortland Medical Center

Alexis Alcober, RN, MA, NEA-BC
Director, Perioperative Services
Guthrie Robert Packer Hospital

Alexander Badiu, DNP, MBA, RN, FNP-BC, CCRN, CEN, NEA-BC
Director of Nursing,
Guthrie Robert Packer Hospital

Sally Bennett, PhD, MS, BSN, RN, NP-BC
Director, Nursing Professional Development
Guthrie

Tara Bickhart, MAS, BSN, RN
Sr. Director, Value Based Reimbursement
Guthrie Medical Group

Tyler Burke, MBA, BSN, RN
Director of Inpatient Services
Guthrie Corning Hospital

Laci Daniels, MHA, BSN, RN, CCRN
Director, Emergency and Critical Care Services
Guthrie Lourdes Hospital

Disa Delauro, BA, RN
Director, PA Home Health
Guthrie

Jeffrey Eckdahl, MBA, BSN, RN, CSSM
Director, Surgical Services
Guthrie Lourdes Hospital
Jesse Fleming, RN, MSN, NE-BC
Director of Emergency Services & ICU
Guthrie Corning Hospital

Christy Furman, BSN, RN-BC
Director, NY Home Health
Guthrie

Barb Gordon, BSN, RN
Director of Policy Management
Guthrie

Aubrey Guiton, MHA, BSN, RN, NE-BC
Sr. Director of Nursing
Guthrie Lourdes Hospital

Amber King, MSN, RN, CNOR
Director of Operations and Nursing Services
Guthrie Troy Community Hospital

Lisa LaRock, MSL, BSN, RN, CCRN, PHRN
Sr. Director, System Trauma Services
Guthrie Robert Packer Hospital

Olga Levitskiy, MBA, BSN, RN, IBCLC, CNML, C-EFM
Regional Director Education
Guthrie Cortland Medical Center

Shelby McCutcheon, MSN, RN, CEN, PHRN
Director of Emergency Services, PA Hospitals; Director, Heart & Vascular Center, 4 West Surgical Observation
Guthrie Robert Packer Hospital

Anja Miller, BSN, RN
Director, Hospice
Guthrie

Mary Oliver, BSN, RN
Director, Surgical Clinical Operations
Guthrie Corning Hospital

Rachel Roberts, MS, BSN, RN
Regional Director, Clinical Regulatory Compliance
Guthrie Corning Hospital

Karen Shaw, RN
Sr. Director, Endoscopy Service Line
Guthrie Medical Group

Nancy Towne, MHA, BSN, RN, NE-BC
Director, Perioperative Services
Guthrie Cortland Medical Center

Trishia VanGorden, MSN, RN
Sr. Director, Population Health/Care Coordination
Guthrie Medical Group

Kim Worden, BSN, RN
Regional Director, Clinical Regulatory Compliance
Guthrie Robert Packer Hospital

Advancing Excellence: BSNs & Specialty Certifications



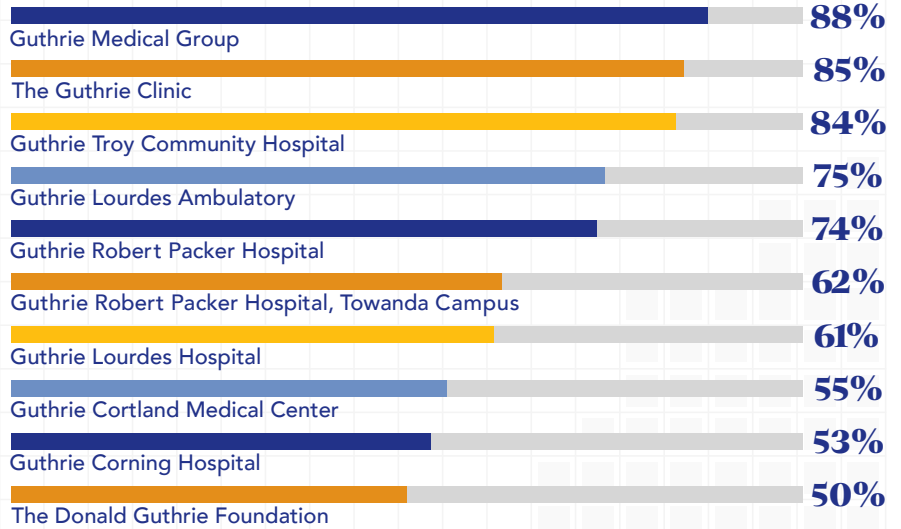
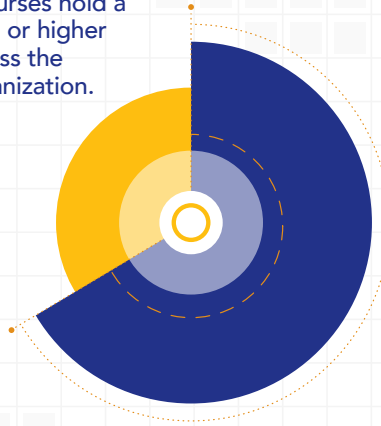
Each January, we count the number of registered nurses who hold a Bachelor of Science in Nursing (BSN) or higher degree, as well as those certified in a clinical specialty.

We are pleased to announce that our specialty certification rate rose to 44% this year, an increase from last year's rate of 39%. These achievements are made possible through our generous tuition reimbursement program, certification prep courses held at Guthrie sites, participation in the ANCC's Success Pays program, and the purchase of testing fee vouchers from professional organizations to support Guthrie nurses.

Since our last count in January 2024, Guthrie has sponsored four certification prep courses, including Medical-Surgical, Critical Care, and Emergency Nursing.

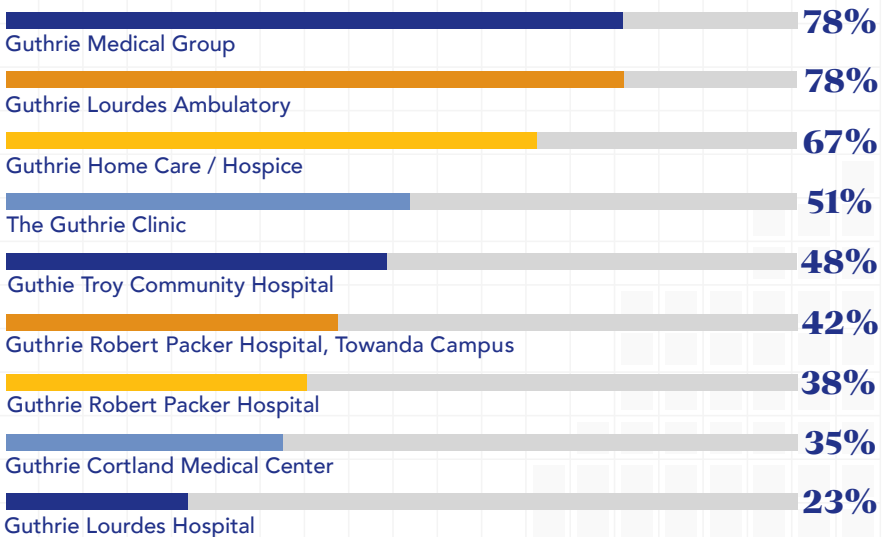
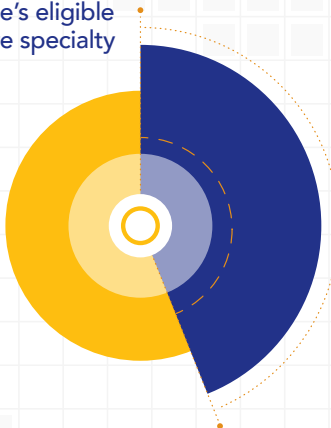
67%

of nurses hold a BSN or higher across the organization.



44%

of Guthrie's eligible nurses are specialty certified.





Recognizing Nursing Excellence

The Daisy Award is awarded to an extraordinary registered nurse who has gone above and beyond for a patient or family member. Winners are selected based on the stories submitted, and nominators are not revealed. The FY25 Daisy Award winners were:

GUTHRIE CORTLAND MEDICAL CENTER

Nicole Cornelieus, RN
Jerome Young, RN
Marietta Wykstra, RN
Ann Marie Novak, RN

GUTHRIE CORNING HOSPITAL

Prety Ughulu, RN
Katie Gilbert, RN
Kianna Rimbey, RN
Michelle Cupp, RN

GUTHRIE LOURDES HOSPITAL

Mackensie Berry, RN
Breanna Hoyt, RN
Rachel Scott, RN
Emma Haley, RN

GUTHRIE ROBERT PACKER HOSPITAL

Cynthia Ervin, RN
Maddison Quick, RN
Princess Osei, RN
Marie Culver, RN
Jackie Johnson, RN
Lauryn Kobbe, RN

GUTHRIE TROY COMMUNITY HOSPITAL

Kaitlin Strobe, RN
Nicole Tuback, RN
Jennifer Fleury, RN

The 2025 Nightingale Award

Guthrie Cortland Medical centered honored **Tammy Small, RN, OB/GYN and Maternity**, with the 2025 Nightingale Award for exceptional dedication to nursing excellence and compassionate patient care. Tammy, who has more than 20 years of obstetrical care experience, is known for providing outstanding emotional support and attentive, compassionate care to new families.

2025 Mabel Lamberson Excellence Awards

On June 4, the Guthrie Robert Packer Hospital Nursing Department honored three caregivers with the Mabel Lamberson Nursing Excellence Awards for outstanding work in nursing practice, leadership, and support. These awards are presented each year to nurses employed at Guthrie Robert Packer Hospital. The awards are made possible by a generous donation from Ms. Lamberson, who graduated from the RPH School of Nursing in 1909.

- **Andrea Antiporda, RN, BSN, 6NW**, for Excellence in Nursing Care
- **Jessica Waters, Care Partner, ICU**, for Excellence in Nursing Support
- **Abigail Sherwood, MSN, RN, NPD-BC**, Nursing Professional Development Specialist, NPD, for Excellence in Nursing Leadership

Suzanne Parsons Honored With Daisy Lifetime Achievement Award

We are thrilled to announce that **Suzanne Parsons, BSN, RN, NPD-BC, RNC-OB**, Program Manager, Patient Experience, has been recognized with the DAISY Lifetime Achievement Award.

This award was created to recognize nurses who have devoted their life's work to the compassionate care of others. Recipients are nominated for their dedication to nursing through active mentoring, role modeling, advocating for their patients and promoting a positive imaging of nursing. These remarkable nurses serve as beacons of inspiration, impacting the profession throughout their distinguished careers.



Lourdes Nurse Honored at Yankee Stadium for Health Care Appreciation Night

Careef Solomon, a nurse on Guthrie Lourdes Hospital's Seton 3 team with more than 17 years of experience, was recognized this past summer during the New York Yankees Health Care Appreciation Night at Yankee Stadium in the Bronx, N.Y.

Careef was among 10 health care providers honored on the field before the Yankees hosted the San Diego Padres. Family members, friends and coworkers nominated candidates, with Yankees fans then voting to determine the winners.

Known for compassionate patient care and dedication to mentoring new nurses, Careef has received multiple accolades — including the DAISY Award. Her unwavering commitment and patient advocacy have made her an integral part of the Lourdes Seton 3 unit. Congratulations, Careef!



Scan the QR code to contribute to the Guthrie Nursing Education Fund and help shape the future of nursing.

Every contribution makes a difference — start today.



*Celebrating Our
Nursing Scholars:
Honoring Your
Achievements and
Dedication*

\$33,195

in scholarships were
awarded to nurses across
Guthrie in 2025.



\$13,250

in scholarships were provided to
nurses at Guthrie Cortland Medical
Center by The Cortland Memorial
Foundation.

MABEL LAMBERSON SCHOLARSHIP

Alexa Allen
Andrea Antiporda
Carina Gibbs

NURSING SCHOLARSHIP FUND

Loni Donahue
Erin Keith
Devyn Dellapenta
Jessica Robertson

KATHLEEN & WILLIAM RICH CONTINUING EDUCATION SCHOLARSHIP

Keesha Howard
Emilee Little

LINDERMAN-MCGLENN MEMORIAL SCHOLARSHIP

Alexa Allen
Jordyn Cronin
Carina Gibbs
Mikayla Hartwell
Lindsey Yoder

DR. BRUCE BOSELLI ENDOWMENT FUND FOR COMPASSIONATE CARE IN NURSING

Jordyn Cronin
Mikayla Hartwell
Emilee Little
Brianna Runyon
Jessica Secules
Erica Ward

ELWOOD F. SCHEITHAUER SCHOLARSHIP

Lillea Rawlings
Lindsey Vincent

MARCIA HINE DELANEY SCHOLARSHIP

Brandee Bower
Taylor Reh
Emily Russin

LATA & PRAMOD DESHMUKH FUND

Brandee Bower
Taylor Catalano
Allyssa Patterson
Amber King
Amy Miller

MARGARET HLYWA NURSING SCHOLARSHIP

Tanya Casterline

NURSING PROFESSIONAL DEVELOPMENT FUND

Brandee Bower
Amy Miller

ALAN H. WALKER & DEBORAH A. WALKER SCHOLARSHIP

Jessica Secules



INCREDIBLE CARE:

*Deliver Exceptional
Care and Experience
Consistently Across
Our System*





First Impressions Birthing Center: A Year of Life and Love

At the First Impressions Birthing Center at Guthrie Robert Packer Hospital, we have the privilege of witnessing one of life's most beautiful moments—the arrival of a new baby. Each day, we see the unmatched strength and determination of mothers as they push through pain they once thought unimaginable. We watch families grow as babies take their first breaths, and we share in the tears of joy and excitement that often fill our unit. Yet, there are also moments of heartache when things do not go as planned.



Not every day is easy, but every day is worth it. Despite our collective years of experience, our team never grows immune to the magic of birth. It is a breathtaking moment that continues to inspire awe and wonder in all of us.

Each year, we review our unit's statistics, a process that always sparks interest—and a bit of friendly competition—among our team. Some nurses even compete to see who can assist with the most deliveries or “catch” the most babies. When our unit educator, Shelly Kendall, and assistant manager, Kristen Wilcox, shared the 2024 data, night shift staff nurse Brandi Parlett was inspired to create something special to honor each life our team welcomed that year.

With the help of several nurses—Autumn Gilbert, Rayelle Edsell, Ashley Condame, and Nicole Bellinger—Brandi brought her vision to life. After 10 hours of cutting and crafting, the team unveiled a stunning project: a large tree with 12 branches, each representing a month of the year. Every month featured leaves corresponding to the newborns delivered during that time. One of the most meaningful elements of the tree was the inclusion of six butterflies, each representing a fetal demise, honoring the lives lost with dignity and remembrance.

In 2024, our team delivered 642 babies, including four sets of twins, 336 boys, and 315 girls. This tree stands as a beautiful symbol of the hard work, dedication and compassion our team brings to every delivery and every family we serve.

As we embark on another year filled with laboring mothers, newborn cries, postpartum care and so much more, we remain committed to excellence in all that we do. In the words of the late Dr. Seuss, “A person's a person, no matter how small.” Providing dignity to our littlest patients, even before they are born, and ensuring safety and comfort for mothers will always be what drives us forward.

CREDENTIALS

Brandi Parlett, BSN, RN
Shelly Kendall, BSN, RNC-EFM
Kristen Wilcox, MSN, RNC-OB, EFM



Nursing Excellence in Stroke Care: A Journey of Commitment and Impact

At Guthrie Cortland Medical Center, nursing has been at the heart of a years-long journey to improve stroke care—one rooted in education, clinical excellence, and data-driven performance. As a sole community hospital, every advancement we make carries profound meaning for our patients and their families. This year, that dedication reached a remarkable milestone: GCMC is now officially designated as a stroke center. For our community, this designation is more than a title—it's a promise of timely, life-saving care, delivered right here at home.

Our nurses have led the way. From recognizing the early signs of stroke and activating stroke alerts to performing frequent neurological assessments using the NIH Stroke Scale (NIHSS), their vigilance and expertise have transformed our response times. We've reduced our door-to-CT time from 1 hour and 34 minutes to just 21 minutes—surpassing the national goal of under 25 minutes. In stroke care, every second matters. As the saying goes, "time is brain," and our nurses are helping preserve both life and quality of life with every rapid decision.

Beyond the bedside, our nurses have extended their impact into the community, dedicating more than 30 hours this past year to stroke education and prevention efforts. Whether in the hospital or out in the community, Guthrie Cortland nurses are not just caregivers—they are educators, advocates, and champions for change.

This achievement is a testament to their unwavering commitment and a powerful reminder of the impact that dedicated nursing leadership can have on a community.

Kansas Underwood, BSN, RN, MSM, CNML, CPC
Chief Nursing Officer/Vice President of Operations
Guthrie Cortland Medical Center







Personalized Care on the LDRP Unit



This year, Emma de Caussin, RN, introduced care team posters to patient rooms on the LDRP unit at Guthrie Cortland Medical Center. The posters, implemented in 2025, feature photos of each caregiver currently assigned to the patient, along with their roles. This initiative has been especially helpful in situations where patients meet a delivery provider or pediatrician from a different practice.

The brightly colored posters, complete with smiling caregiver photos, were part of Emma's RN 3 CAP project and have been warmly received by patients and families. It's not uncommon to see grandmothers admiring the posters in delivery rooms or snapping photos of the care team that made their experience so memorable.

This thoughtful, personal touch to enhance the patient experience was initially developed as part of Emma's broader CAP project to increase survey responses and improve patient satisfaction ratings. Additional initiatives included the introduction of "mama mocktails" and an educational handout on medication safety. Together, these projects have provided nurses with meaningful tools to connect with patients and keep them engaged in their care.





INSPIRED CAREGIVERS:

*Be the Best Place
to Work and
Build a Career*



Expanding Educational Opportunities: Excelsior University Partnership

In alignment with Guthrie’s strategic goal to be “the best place to grow your career,” we established an academic affiliation with Excelsior University in FY25. This higher education institution offers more than 35 degree programs across six areas of study: Business, Health Sciences, Liberal Arts, Nursing, Public Service, and Technology.

Within the field of nursing, Excelsior University provides an Associate in Applied Science (AAS) in Nursing, an RN-to-BSN program, and several graduate-level nursing programs. Of particular interest is the AAS program, which combines online classroom instruction with consolidated weekend clinical sessions, designed specifically for LPNs aspiring to become RNs. Currently, Guthrie Lourdes Hospital hosts students from this program for their clinical experience, with plans underway to expand this opportunity to our other Guthrie hospital campuses.

Caregivers who take advantage of this educational opportunity are eligible for up to a 10% tuition discount. Additionally, family members of Guthrie caregivers can also receive this discount if they choose to pursue their education with Excelsior University.

GUTHRIE CAREGIVERS ARE ALSO ELIGIBLE FOR TUITION DISCOUNTS AT THE FOLLOWING INSTITUTIONS:

- Aspen University
- Chamberlain University (Pa. residents only)
- Roberts Wesleyan College
- Western Governors University
- Walden University
- Grand Canyon University
- York College of Pennsylvania
- Utica University





Emergency Nurses Association Residency Program

In FY25, Guthrie launched the Emergency Nurses Association's (ENA) Nurse Residency Program for newly licensed registered nurses (NLRNs) hired into the Emergency Departments across our six hospital campuses. This 16-week program combines a clinical precepted orientation with a 10-day didactic and skills experience, featuring guest speakers from Guthrie hospitals who bring expertise to each day's topics.

The program incorporates evidence-based tools designed to build decision-making skills, improve clinical judgment, reduce burnout and assist NLRNs in acclimating to the unique sociocultural environment of the Emergency Department (ENA, 2021). Participants gain access to the ENA's Learning Management System, which provides course materials, case studies and surveys to evaluate their progress throughout the program.

Registered nurses identified as preceptors completed the ENA's Preceptor Training program, equipping them to guide NLRNs through this residency. The program was organized and facilitated by Clinical Nurse Educators from Guthrie's Emergency Departments, including Melissa Snyder, Laura Wilson and Betsy Deacon.

In addition to this specialized training, NLRNs hired into Guthrie's Emergency Departments also participate in the NLRN Nurse Residency Program.

Program Participants in FY25

GUTHRIE LOURDES HOSPITAL

Lauren Adams
Christina Johnson
Taylor Reh
Brooke Reynolds
Erin Skinner
Dustina Wortman
Penny Zacharias

GUTHRIE ROBERT PACKER HOSPITAL

Daniel Auber
Madelyn Clark
McKenzie Drew
Kaci Sikora
Marissa Trudeau

GUTHRIE CORNING HOSPITAL

Rachelle Hija
James Redmond

GUTHRIE TROY COMMUNITY HOSPITAL

Breanna McFall

Vizient/AACN Nurse Residency Program: Supporting the Transition to Practice

Historically, Guthrie has offered some form of transition-to-practice program for graduate registered nurses since at least the 1980s. The program has evolved in many ways over the years. The most recent change occurred in the summer of 2024, when we adopted the Vizient/American Association of Colleges of Nursing (AACN) Nurse Residency Program™ (NRP). This program is nationally recognized for its ability to retain and support new nurses through their first year of clinical practice.



Launched in 2002 as a multi-site research study, the NRP continues to collect data to monitor the program's progress and success. It is based on the AACN's Core Competencies for Professional Nursing Education and was developed by subject matter experts nationwide. According to Vizient (2024), "The NRP curriculum consists of the following critical domains: development of the professional nurse, foundations of nursing quality and safety, interprofessional practice, knowledge for nursing practice, leadership and systems-based practice, person-centered care, and scholarship for nursing practice. The curriculum focuses on application of knowledge and work experiences to assist newly licensed nurses as they transition toward competency during their first year of practice."

The NRP is 12 months long, with nurse residents participating in live monthly seminars. These seminars include curriculum content, clinical reflection time, and work on evidence-based practice projects. Due to the large size of the cohorts, the residency program is conducted simultaneously at the Sayre Campus (RPH, CH, TCH residents) and the Binghamton Campus (GLH and GCMC residents). The program is overseen by a steering committee comprised of Guthrie nursing leaders, an academic partner from Elmira College, and a former nurse resident.

Guthrie offers the NRP in the summer and winter of each year. The summer cohort is primarily composed of nursing students graduating in the spring semester of that calendar year. The winter cohort traditionally includes graduates from the summer, fall, or winter semesters. The NRP is a required element for all RNs with less than one year of experience working in the acute care setting of our six Guthrie hospitals.

The summer 2024 cohort is the first to include members from Guthrie Lourdes Hospital. This cohort, consisting of 72 participants, will graduate from the Vizient/AACN NRP in September 2025.

During FY25, Guthrie NLRNs that graduated from the summer 2023 and winter 2024 cohorts graduated from our nurse residency program, which followed our previous curriculum.

Registered nurses graduating from this program in FY25 include:

GUTHRIE ROBERT PACKER HOSPITAL

Mikaela Bock (ED)
Lila Ellis (ED)
Natashia Gabriel (8NW)
Matia Garcia (LDRP)
Carina Gibbs (6SW)
Autumn Gilbert (LDRP)
Katelyn Huck (ED)
Bryce Kuhn (6SW)
Jenna Jonhson (ICU)
Ashley Kautz (LDRP)
Kelly Keegan (ICU)
Todd Koss (ICU)
Charlotte Kennedy (ICU)
Emilee Little (5M)
Maria Mieczkowski (ICU)
Ivon Murrillo (8NW)
Kallie O'Brien (ICU)
Mallory Ott (PRU)
Kaitlin Price (ED)
Madison Quick (ICU)
Emily Rathbun (ICU)
Kristi Robinson (6M)

Brianna Runyon (5M)
Paige Shaw (OR)
Averi Taylor (6 Southwest)
Devin Truman (PRU)
Marissa Voda (ED)
Tricia Wilkinson (PRU)
Ryan Williams (9SW)
Kristen Wintermute (ICU)
Jamie Wood (ICU)
Alejandra Nakamura (ICU)

GUTHRIE CORTLAND MEDICAL CENTER

Elizabeth Coon (ED)
Stacy Crandall (ED)
Loni Donahue (ED)
Breanna Fields (ICU)
Jennifer Grimes (2C)
Gracie Groesbeck (BSU)
Joselin Guaman (ICU)
Elaine Kuo (2S)
Mikaela Nightingale (ED)
Adeola Somefun (ICU)
David Tofel (ICU)

GUTHRIE CORNING HOSPITAL

Amanda Aldrich (ED)
Jennifer Aul (2W)
Nicole Black (2E)
Samantha Dudgeon (LDRP)
Carson Garcia (ICU)
Erin Terwilliger (2W)
Cassie Hugic (BFSC)
Abby Lovell (2E)
Morgan Miller (CIC)
Paula Parsons (ED)
Kianna Rimbey (2E)
Samantha Roff (ICU)
Alivia Strauss (ED)
Savoree Swarthout (ED)
Hillary Tuttle (2E)

My Why

DEANNA COFONE RN, BSN, BC-CV 8NW Cardiovascular unit

I've always wanted to be a nurse—but not because of a life-changing story or an early childhood dream. I just knew I wanted to help people.

For a long time, that felt like enough. But my why didn't truly begin until my senior year of nursing school—April 2, 2021. That morning started like any other. I spent it with my mom, running errands and grabbing lunch. We said goodbye like we always did, not knowing it would be the last time we'd share something so simple. I returned to Elmira College for class while she went home. We texted during the lecture until she stopped replying. I assumed she wanted me to focus—she always pushed me to concentrate on school. Then everything changed. My dad, a paramedic, called: "Deanna, Mom is sick. I don't know how sick, but I've called 911." Minutes later, another call: "You need to leave school. She's on her way to Robert Packer—it's not looking good." By the time I arrived, the doctor told us she was intubated and likely wouldn't survive. The room spun. I couldn't breathe. I was admitted to the ER myself, in shock. Then came the diagnosis: bleeding in her brain. Surgery was possible, but the chances were slim. When I finally saw her, my nursing instincts kicked in. Babinski reflex: positive. Decerebrate posturing: positive. I knew what it meant—but I was only 21, just finishing nursing school that May. I wasn't ready to lose my best friend.

Still, I held on to hope as she went into surgery. The next day, our worst fears were confirmed: the damage was irreversible. A LifeCore representative approached us about organ donation, and it was the one decision that felt clear. On April 5, 2021, we said goodbye. But something else began that day. As I watched the ICU nurses care for my mother—and support my father and me—I realized I was exactly where I was meant to be. They treated her with compassion and dignity I hadn't known existed in healthcare. They left the Mother's Day gift I had bought by her bedside. They gave me a recording of her heartbeat. They were a quiet strength when our world was falling apart. In that moment, I knew: I wanted to be that kind of nurse. For a long time, I thought I would work in the ICU. But when I graduated with honors and passed the NCLEX, I realized I wasn't ready. The ICU held too much pain, too many memories. Now, four years later, I work in the same hospital where I lost my mom. Not in the ICU, but on 8NW—a different unit, one I now call home. A place where I can offer calm, support, and compassionate care in the hard moments. I walk the same halls, but with purpose. I may not be in critical care, but the values those nurses showed me live on in everything I do.

Every patient I care for, every family I support—I carry that experience with me. It's a promise I made in that ICU room four years ago. A promise to my mother. A promise to every patient and family I care for. That's my why.



JAMIE WAGNER

Ever since I was young, I have been drawn to caring for others. My brother and sister would have friends over, and if they got hurt, I would be the one to try and take care of them by cleaning up their wounds, giving them Band-Aids or making an ice pack for them. I pretty much knew what I wanted to be since I was 11 years old.

But what really helped me make the decision that I wanted to be a nurse was when my dad got sick and was diagnosed with leukemia. I was able to see him once in the hospital and remember how the nurses were.

They took care of my dad as well as making me and my mom feel comfortable when we were there. I don't remember much from that day, but what I do remember is how caring and compassionate the nurses were. My dad passed not too long after and one of the nurses came to his funeral; that alone showed how much she cared for her patients and the impact that you can have on someone in a short amount of time. My feelings didn't change after he passed; I was still very passionate about becoming a nurse and making a difference in people's lives just like the nurses that cared for my dad did for me.

I made it a priority to care for others in any way that I could. I helped in the nurse's office in high school. In my junior year I took the CNA program. After I graduated, I passed the LPN program and learned so much about myself, as well as the nursing field. While in school for my LPN school, I received an award for outstanding leadership. A year later, I took an EMT course, and I am currently volunteering. Since I received my LPN license I have worked in many fields; pediatric home care, wound care home care, family practice, pediatric clinic, OB/GYN clinic, dialysis, surgery clinic, and currently I work at RPH on the Oncology unit. I have learned so much in every job that I have worked in, not just in nursing but about myself. Since working in Oncology, I have met so many amazing nurses and strive to be one of them.

Four years ago, I was diagnosed with early onset Parkinson's disease, and decided that I wanted to return to school and get my RN degree. I made this choice because I wanted to be able to stay in nursing helping others and making a difference for others and didn't want my Parkinson's to stop me from doing that. In obtaining my RN, I knew that, as my Parkinson's progressed, I wouldn't be able to do bedside nursing. But I could still change lives — maybe not patients', but nurses', by working in leadership or in teaching. I will be graduating from RN school shortly and strive to be better every day. I find nursing to be rewarding in many ways. Being able to inspire my patients, but also realizing how much patients can inspire me. Caring for patients isn't just passing meds, dressing their wounds, but listening to stories, drying their eyes, meeting their families and just being there to hold their hands through rough times. Nursing is not just the medical aspect of it, but knowing empathy, patience, love and understanding.



THIS IS ONE OF MY FAVORITE QUOTES AND THIS IS AN EXAMPLE OF WHAT I BRING TO THE NURSING PROFESSION:

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest accomplishment, or the smallest act of caring, all of which have the potential to turn a life around. Your work is going to be a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. The only way to do great work is to love what you do. I truly love to help others and would love to continue to do that as an RN and beyond.”

A photograph of a Black woman with curly hair, smiling warmly at the camera. She is wearing dark blue scrubs and has a stethoscope around her neck. Two identification badges are pinned to her chest: one from 'OUTPATIENT' and another that reads 'Nurse Resident' and 'RN'. The background is a blurred hospital hallway with doors and framed pictures on the wall.

INTENSIFIED GROWTH:

*Expand to Meet the
Evolving Needs
of Those We Serve*



Nursing Scope of Practice Committee

The Nursing Scope of Practice Committee was established as an interdisciplinary team to ensure all staff members are working to the top of their license. This initiative plays a vital role in enhancing employee satisfaction by providing clear, consistent guidelines on what staff can and cannot do in Pennsylvania and New York. The committee's goal is to maintain uniformity across the organization, ensuring that every team member thoroughly understands their roles and responsibilities.

The committee's work will be documented to create a reliable reference for all staff. This resource will make leadership decisions easily accessible, allowing employees to quickly identify and understand these guidelines. Additionally, staff members are encouraged to ask questions and submit requests for clarification, fostering an environment of open communication and continuous improvement.

FOR MORE INFORMATION OR QUESTIONS ABOUT THE COMMITTEE, PLEASE CONTACT:

Rachel Roberts, MS, BSN, RN

Director of Clinical Regulatory Compliance, NY

Guthrie Corning Hospital, Guthrie Cortland Medical Center

Office: 607-937-7872 | Cell: 607-382-1177





Ambulatory Clinical Documentation Improvement: Enhancing Patient Care

Guthrie's Ambulatory Clinical Documentation Improvement (CDI) Department plays a vital role in improving patient care by ensuring care teams have the most up-to-date medical information in the chart. The CDI Department is nursing-led, with team members including registered nurses, licensed practical nurses, medical record coding specialists, and hybrid nurse-coders.

Using their extensive coding expertise and strong clinical backgrounds, the CDI team reviews clinical indicators such as labs, medications, tests, scans, and external data to reconcile patient information into Guthrie's charts. In the last fiscal year, the team reviewed 72,027 patient charts, updated 57,821 problem lists, and queried primary care providers 3,305 times for additional information or clarification.

The Ambulatory CDI team is a critical component of Guthrie's population health strategy, ensuring accurate and comprehensive documentation to support high-quality care.

MEET THE TEAM (FROM LEFT TO RIGHT, BACK TO FRONT):

Amanda Laudermilch, RN, Harley Noble, LPN, Carly Cuno, Certified Professional Coder
Larisa Terry, RN, Nikki Davies, LPN, Emily Ferrario, RN, CPC, CRC (Manager),
Valerie Wadley, LPN (Not pictured: Thomas Brandt, RN, and Jessica Roberts, RN)



Population Health: Advancing Quality and Value-Based Care

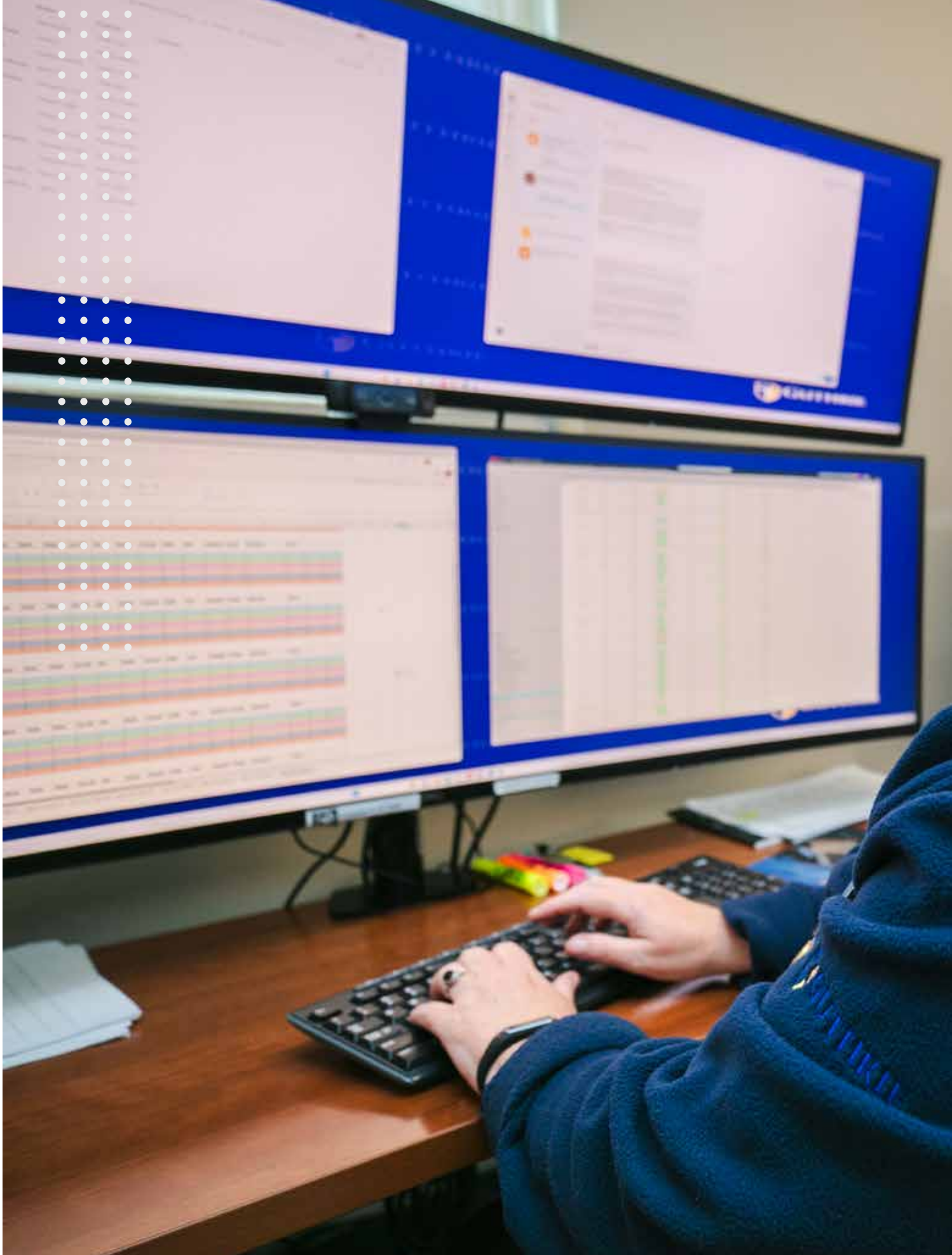
Population health focuses on providing the highest quality care to all patients while reducing costs. Value-based reimbursement shifts health care payments from the traditional fee-for-service model to a system that rewards providers for achieving better patient health outcomes. This approach emphasizes preventive care, cost efficiency and improved coordination among health care teams.

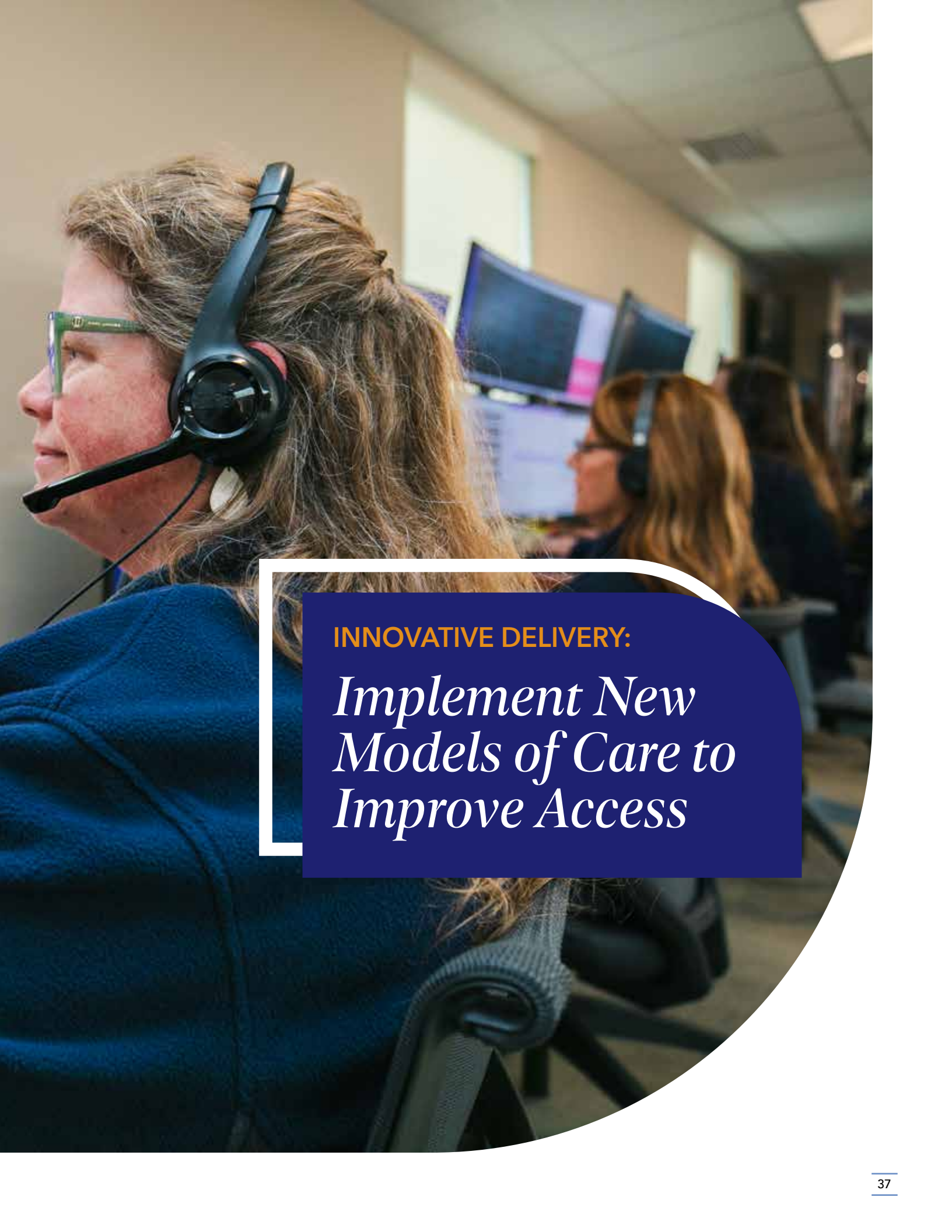


Guthrie's Outreach Coordination team plays a vital role in this effort, working with governmental and commercial payers to promote quality care and reduce health care spending. In FY25, the outreach team addressed more than 146,500 gaps in care (uncompleted care recommendations) across 135,000 patient lives.

Their dedication led to several outstanding achievements, including a perfect score in the UHC Empire Value-Based Care (VBC) contract for both GMG and GLMG, as well as an unprecedented Highmark Medicare Advantage Star Rating of 4.8.

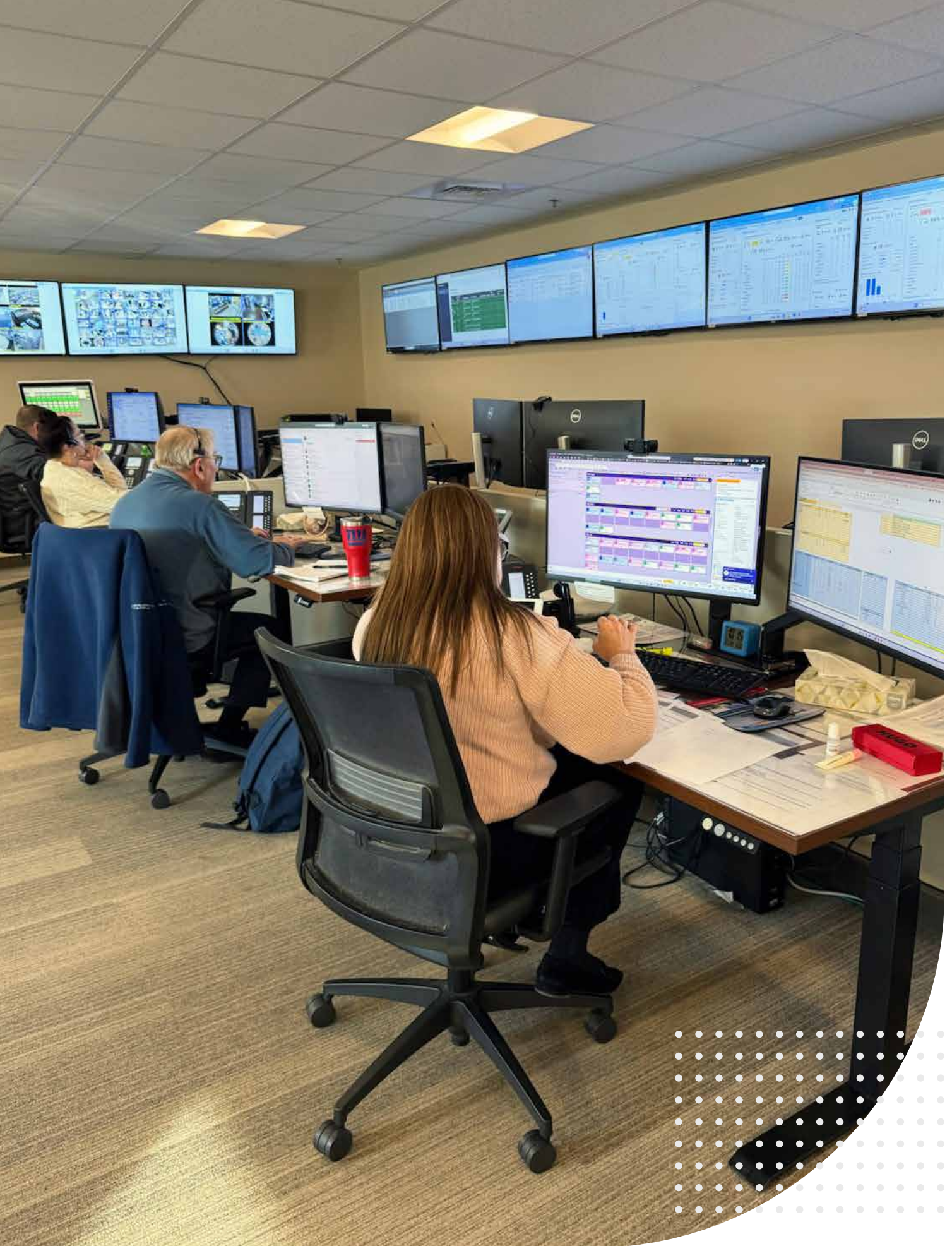






INNOVATIVE DELIVERY:

*Implement New
Models of Care to
Improve Access*



System Bed Coordination Program: Enhancing Patient Flow and Care



The system bed coordination program went live for all non-Lourdes hospitals on April 8, 2024, centralizing the allocation of inpatient beds to the Guthrie Pulse Center. To make this transition successful, stakeholders from each hospital collaborated to create a detailed breakdown of every inpatient unit, including the specific characteristics of individual rooms, to serve as a guide for the bed coordinators.

The nurses leading this work are experienced RNs, many of whom have served as house supervisors—most within Guthrie hospitals. Their deep understanding of patient flow and its impact on both sending and receiving nurses has been instrumental in the program's success. Since the program's launch, the percentage of ED patients receiving an inpatient bed assignment within 30 minutes has increased from 38% to 46%. Additionally, the average time for an ED admission to receive a bed assignment has decreased by nearly an hour. This change has also allowed house supervisors at each hospital to focus on supporting their teams without the added responsibility of making bed placements throughout the day.

Another significant benefit of this process is the proximity of the bed coordinators to the communications technicians in the Pulse Center, who manage patient transfers. This streamlined workflow has dramatically reduced the average time from physician acceptance of a transfer to bed assignment—cutting over 60 minutes year-over-year. As a result, patients are reaching the appropriate level of care in the best possible location much faster.

Guthrie Lourdes Hospital joined the system bed coordination program on March 26, 2025. While the bed coordinators are still building relationships and learning the nuances of Lourdes' nursing operations, integrating Lourdes into the system-wide view of bed capacity is an exciting step forward. This change enhances our ability to maximize resources across the Guthrie system and better serve our patients.

Thank you to all of our teams for their dedication to making this program a success and improving patient care!

Jacob Schalk, MBA, CNMT
Director, Pulse Center
The Guthrie Clinic

MOM Unit: Delivering Critical Maternity Care to Rural Communities

The Guthrie Clinic's Maternity Oasis Mobile (MOM) Unit is now on the road, bringing compassionate and accessible maternity services to underserved rural communities in the Southern Tier and Central New York.

As part of the Guthrie Maternity Care Oasis Initiative, the MOM Unit supports healthy pregnancies and reduces maternal health disparities by delivering prenatal, childbirth and postpartum care directly to rural residents.



STAFFED BY MIDWIVES, DOULAS, AN LPN, A DIETITIAN, AND OTHER HEALTHCARE PROFESSIONALS, THE UNIT PROVIDES ESSENTIAL SERVICES SUCH AS:

- Pregnancy confirmation
- Prenatal care
- Postpartum care
- Ultrasounds
- Fetal monitoring
- Pelvic exams
- STD screening
- Nutrition counseling
- Breastfeeding support and latch assessment
- Mental health counseling and depression screening
- Referrals

The 39-foot-long unit, equipped with two exam rooms, also offers educational workshops and resources to empower rural residents with knowledge about maternity and infant health. This initiative, made possible by a \$3 million grant from the Mother Cabrini Health Foundation, aims to reduce premature birth rates and improve first-trimester prenatal care enrollment in New York State.

The MOM Unit is actively serving multiple counties in Upstate New York, visiting churches, libraries, fire departments and other community sites to provide high-quality maternal care where it's needed most.



Expanded LPN Role in Hospice Care

In 2023, while serving as a member of the Pennsylvania Homecare Association (PHA), Anja Miller, BSN, RN, proposed that licensed practical nurses (LPNs) should have the ability to pronounce death for hospice patients. As a passionate advocate for this important change, Anja worked tirelessly alongside PHA to advance the proposal. Their efforts led to the introduction of Senate Bill (SB) 1080, sponsored by Pennsylvania Senator Culver.

In June 2024, SB 1080 passed its legislative review with unanimous approval by the Senate Health and Human Services Committee. By October 2024, the bill was approved by the Pennsylvania House of Representatives, and on October 31, 2024, it received final approval from Pennsylvania Governor Josh Shapiro.

Anja Miller, BSN, RN, and Amy Hart, LPN, presented the proposal to the Pennsylvania State Board of Nursing for final review. The proposal updated the Uniform Determination of Death Act to allow LPNs to pronounce death for hospice patients under the following conditions:

- The patient has an active DNR order.
- The patient is under the care of a licensed hospice.
- The LPN has completed a minimum of three hours of training upon hire and annually, provided by the hospice. This training includes vital sign assessment, postmortem care, grief training and identifying circumstances requiring a coroner's investigation.
- The LPN has conducted a focused assessment to confirm the cessation of circulatory and respiratory functions.

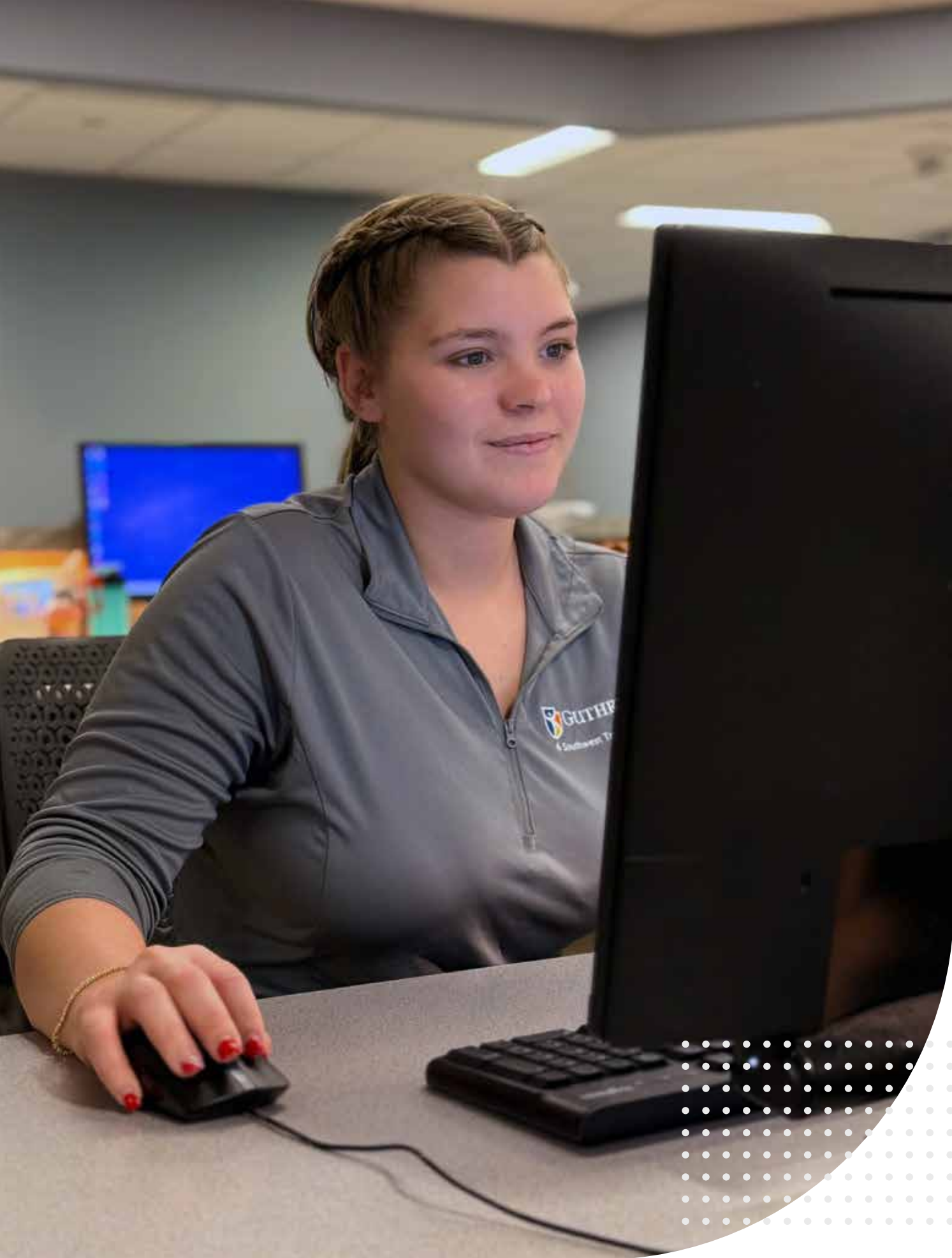
The motion was unanimously approved by the State Board of Nursing, making this change applicable to all hospices in the Commonwealth of Pennsylvania. At Guthrie Hospice in Towanda, Pa., three LPNs have completed the required training, enabling them to participate in the on-call schedule. This has significantly reduced burnout among hospice RNs by distributing responsibilities more evenly. Since the approval, Guthrie Hospice Towanda LPNs have pronounced 26 patients, allowing them to provide compassionate care from the beginning of a patient's journey to their final moments.



INVESTMENT IN OUR FUTURE:

*Promote Health Care
Affordability and
Operational Efficiency*





Guthrie's Nurse Apprentice Program

Guthrie partners with the Northern Tier Career Center (NTCC) to offer the Nurse Apprentice Program, an ongoing initiative designed to give high school seniors in NTCC's pre-nursing track hands-on clinical experience. No prior experience is required, allowing students to begin building a strong foundation for future careers in health care.

Nurse apprentices work under the supervision of registered and licensed practical nurses. Students provide basic patient care, distribute nourishment, take vital signs, assist with transportation and rounding, and support daily operations across multiple hospital units. These paid, per diem positions help students apply classroom learning in a real-world health care setting and develop essential clinical skills.

THE PROGRAM WELCOMES PARTICIPANTS FROM NTCC EACH YEAR. RECENT STUDENTS INCLUDE:

Madison Perry, TCH
Daneesha Cordner, RPH-T Acute
Gabrielle Palfreyman, RPH-6NW
Karlie Benjamin, RPH-T Acute
Trinity Nickeson, RPH-6NW
Ahtyriannah May, RPH-8NW
Emmalyn White, RPH-6SW
Avereigh Levindoski, RPH-7NW

Mackenzie Kolbeck, RPH-5M
Donna Schum, RPH-6SW
Kendra Hyatt, RPH-7M
Krisalyn Garris, RPH-6M
Ava Decker, RPH-9SW
Trinity Johnson, RPH-5M
Portia Howard, RPH-8NW

The Nurse Apprentice Program is open to NTCC high school seniors enrolled in pre-nursing. The experience equips students with valuable skills and preparation for advanced education and roles in health care.





*A Year
in Review*









In Loving Memory

KAREN ELTRINGHAM

In FY25, we experienced a profound loss with the passing of Karen Eltringham on September 19, 2024. Karen was a cornerstone of our nursing family, dedicating 43 years of her life to caring for patients and the community as an ICU and Cardiac Cath Lab Nurse.

A graduate of the Robert Packer School of Nursing in 1981, Karen's career was defined by her extraordinary compassion, dedication and the countless lives she touched. To her Cath Lab family, she was affectionately known as "Ma." Karen's warmth and creativity brought joy and comfort to everyone around her, and she left an enduring legacy through the traditions she lovingly created.

Summers in the Cath Lab were made brighter by Ma's famous "Mawich Fridays," a tradition that became a highlight of the season. Holidays were transformed into magical moments as Karen would quietly sneak into the lab the night before, turning our breakroom into a five-star restaurant for staff dinners. She was also our cherished "secret elf," leaving thoughtful gifts in lockers and spreading joy in her own quiet, selfless way.

Karen's impact on our team and the lives she touched cannot be overstated. She was a source of strength, kindness and inspiration to all who knew her. Her legacy will live on in the hearts of her Cath Lab family and the countless patients she cared for over the years.

While Karen is deeply missed, her memory continues to inspire us and remind us of the profound difference one person can make.



2025 *Nursing Annual Report*



Scan the QR code to contribute to the Guthrie Nursing Education Fund and help shape the future of nursing.

Every contribution makes a difference — start today.