

Uplifting Communities. Elevating Care.



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Cover: Everly Lambert, 3, of Overton, Pa., takes in the beautiful view of fall foliage.
Photo credit: Danielle Lambert, Everly's mother

Letter from the CEO

At Guthrie, we have always been committed to uplifting the rural communities we serve and elevating their care. That commitment is evident in all we do.

It is evident in our rebuilding of community-based hospitals in Troy and Corning, and in our affiliations with Guthrie Towanda Memorial Hospital and with Guthrie Cortland Medical Center.

It is evident in our innovative new medical office buildings in Corning and Big Flats, which have been designed to provide the highest levels of patient comfort and confidentiality.

It is evident in Guthrie Robert Packer Hospital's new Emergency Department and new Heart and Vascular Center. The Emergency Department has doubled in size, and its amenities have grown too. Whether you are a hunter who has fallen out of a tree stand, a farmer who gets hurt on your tractor, or a driver injured on your way to work, you have access to the best emergency care available anywhere. The hospital's new Heart and Vascular Center is larger and more modern, and features state-of-the-art technology, including a cardiac catheterization lab as sophisticated as that of any of the world's finest academic centers.

It is evident in our use of other kinds of technology too. Guthrie has been recognized for our proficiency with Epic, the world's premier electronic medical records product. To help patients access routine care without leaving home, we have also become increasingly focused on telehealth, building the needed infrastructure and enhancing our ability to use that infrastructure.

Finally, it is evident in our commitment to hiring the highest-quality health care providers. We are proud of our team's nationally recognized clinical excellence – because modern facilities and technology are nothing without the right people.

Guthrie's investments in facilities, technology, and people work together to fulfill our 110-year-old mission of bringing world-class health care to the rural communities that need it. And we are seeing those needs increase: The number of patients we serve has grown by 9%–10% each of the last few years.

Thanks to donors like you, we are able to meet those increasing needs. Your support helps us uplift our communities and elevate their care and ensures that Guthrie will continue to grow.

Thank you.

Joseph Scopelliti, MD
President & CEO





Heart and Vascular Center Nurse's Station

Expanding Services to Elevate Care

The Guthrie Robert Packer Hospital Auxiliary had a busy year, donating more than \$587,000 to support a variety of Guthrie initiatives, including \$500,000 in support of the new Heart and Vascular Center and new Emergency Department – bringing the organization's cumulative total to more than \$1.8 million in giving.

"Our population is aging and they are going to need more and more services as this occurs, so we have to build out the facilities with the size and technology to be able to care for their increasing needs," says Joseph Scopelliti, MD, Guthrie President and CEO.

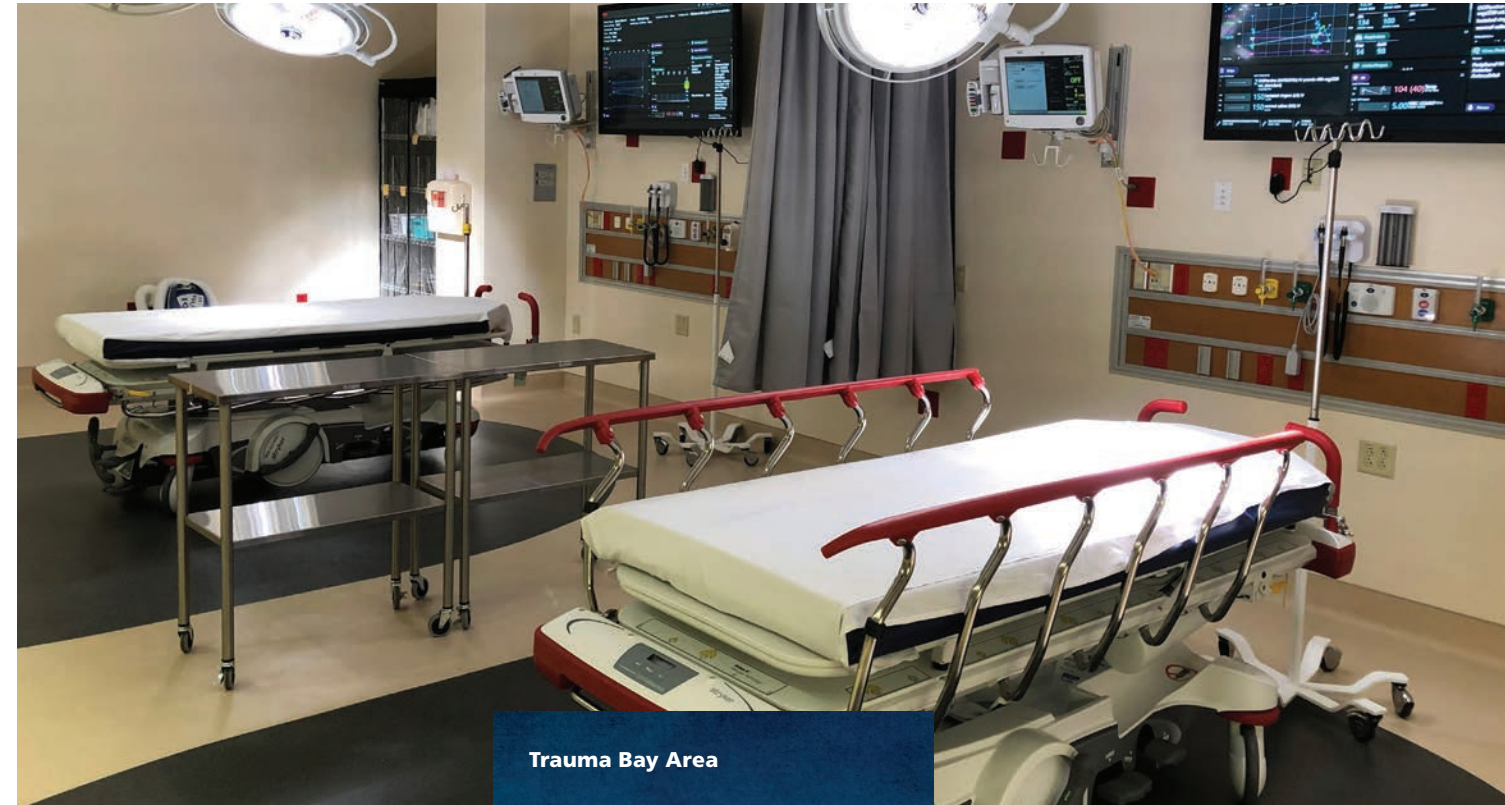
In 2018, Guthrie recorded over 5,000 cardiac and vascular procedures, more than any other health system in our service region. The Advisory Board projects that number will grow significantly in the coming years, with a 15% growth in outpatient vascular catheterization procedures and a nearly 19% growth in electrophysiology procedures expected by 2025.

To meet this increasing demand, Guthrie completed its new Heart and Vascular Center, with 17,000 square feet of space dedicated to providing advanced heart care and delivering faster lifesaving care. The center includes spacious cardiac catheterization, electrophysiology, and structural heart rooms equipped with Philips Azurion imaging technology, which provides high resolution images at lower-dose radiation. Spacious private universal care rooms and real-time status boards in the waiting area are improving the care experience for patients and families, while the location and design of the center increase flexibility and improve efficiency and patient safety.

"The new Heart and Vascular Center allows us to do more complex procedures than ever before, allowing patients to receive world-class care close to home and providing a truly patient-centered experience," says Daniel Sporn, MD, FACC, MHA, Chief of Cardiology and President of the Guthrie Robert Packer Hospital Board.

Emergency Services for a Growing Population

As the population in the area served by Guthrie has grown, the need for emergency services has increased significantly as well. For the past several years, the Emergency



Trauma Bay Area

Department has received thousands more patients than the recommended capacity, treating around 36,000 patients per year. Now that the Emergency Department has been expanded to nearly twice the square footage, designed for improved patient flow, and equipped with the latest technology, it is positioned to meet the needs of the community now and in the future.

"This new space allows more room for the patient, their family, and the caregiver team. The rooms are private, allowing for personal conversations to take place between the patient and health care provider," says Marc Harris, DO, System Chairman for the Department of Emergency Medicine. This expansion has also helped make Guthrie's new Emergency Medicine Residency Program possible, which will help train the next generation of emergency medicine physicians.

The Guthrie Robert Packer Hospital Auxiliary provided critical funding for both these projects, which have helped

"The Guthrie Robert Packer Hospital Auxiliary is a great part of our organization that has provided a long history of support for so many initiatives."

Joseph Scopelliti, MD
Guthrie President and CEO

"This new space allows more room for the patient, their family, and the caregiver team. The rooms are private, allowing for personal conversations to take place between the patient and health care provider."

Marc Harris, DO
System Chairman for the
Department of Emergency
Medicine

the hospital expand to meet the needs of the community we serve, and which put Guthrie in an excellent position to continue providing exceptional care for many years to come. In recognition of the Auxiliary's generosity, the Family Waiting Area in the new Emergency Department will be named in honor of the group.

"The Guthrie Robert Packer Hospital Auxiliary is a great part of our organization that has provided a long history of support for so many initiatives," Dr. Scopelliti says. "We are proud to provide excellent care to patients in our region and beyond, and support from the Auxiliary continues to be key to helping improve and expand this care." ■

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\$1,000,000 & Above

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New Medical Office Building at Corning Now Open



Designed with the patient experience in mind, Guthrie’s new medical office building in Corning is now open. The 60,000-square-foot building is connected to Guthrie Corning Hospital and contains eight specialty offices, for Cardiology, Gastroenterology, Urology, General Surgery, Pulmonary Medicine, Radiology, ENT, and OB/GYN. Unlike traditional medical offices, check-in, check-out, and patient exams are all conducted in the exam room, so patients spend little to no time in a waiting area. Doctors, nurses, and other staff all work together in large, open spaces, facilitating collaboration and improving workflow. “There really is nothing like it in the region,” says Joseph Scopelliti, MD, Guthrie President and CEO. “It has made providing care more convenient for our doctors, and it is improving patient experience and care.” ■

“There really is nothing like it in the region.”

Joseph Scopelliti, MD
Guthrie President and CEO



Lacey Allyn (daughter of Brent and Pam), Jeffrey Allyn, Bentley Allyn, Nancy Fassett (mother of Pam), Mary Lou Kitchen, and Dale Kitchen

Family Touched by Cancer Gives Back to Others in Need

The effects of cancer are not just physical. The disease also affects a family’s financial health – and not only in the form of medical bills. Keeping the lights on, the car gassed up, and the refrigerator full can also be a challenge.

Sayre residents Dale and Mary Lou Kitchen and their family know this firsthand.

In 1990, Dale and Mary Lou’s 26-year-old son, Brent Kitchen, died of leukemia-related pneumonia. Brent had been unable to work during treatment, and his wife, Pam, quit her job to care for him, so money was tight.

After Brent’s death, Pam wanted to help other families facing financial distress because of a loved one’s cancer diagnosis. So, in 1992 the family created the Brent Kitchen Memorial Fund, and they have been raising money for it ever since. After Pam died of breast cancer in 2014, it was renamed the Brent Kitchen

and Pam Wright Memorial Fund. The fund helps Guthrie cancer patients and their families pay for living expenses like utilities, groceries, gas, and transportation to and from medical appointments.

Working with Guthrie to create and administer the fund felt natural to Dale, Mary Lou, and their family, because Brent and Pam both received care at Guthrie, as do other family

members. They appreciate the quality of care they have received at Guthrie and the opportunity the fund gives them to help others getting care at their hometown health system.

“I think Brent and Pam would be very proud of what the fund has accomplished,” Mary Lou says.

Dale, Mary Lou, and their family suggest others looking to honor a loved one or leave a legacy of their own consider establishing funds with Guthrie too.

“I would say go for it,” she says, “because you would be surprised just how many people could use the help.” ■

“I think Brent and Pam would be very proud of what the fund has accomplished.” Mary Lou Kitchen

Helping Patients Get Much-Needed Care

Medical bills are the leading cause of bankruptcy in the United States, and **64% of Americans avoid or delay care because of the cost.** Thankfully, our Patient Assistance Funds provide a lifeline to people in our community who need cancer treatment and other care, but who may not be able to afford it without help. This year, these funds provided:



\$100,000

All told, these funds provided **more than \$100,000** in direct assistance administered through grants and donations to **over 470 patients** in need. Separately, Guthrie also provides financial aid to those who may not be able to afford care based on income, assets, and financial need.



New President of Guthrie Cortland Medical Center

On September 9, 2019, Jennifer Yartym, MSPT, MBA, became President of Guthrie Cortland Medical Center.

Yartym brings many years of experience to her new role. In 2000, she joined then-Corning Hospital as Director of Rehabilitation Services. She was promoted to Director of HealthWorks Wellness & Fitness Center and Rehabilitation Services in 2004 and became a Senior Director in 2012. She provided operational oversight of the transition to the new Guthrie Corning Hospital in July 2014, and in 2015 she was promoted to Vice President of Operations for the hospital. She received a Bachelor and Master of Science in Physical Therapy from Ithaca College and a Master of Business Administration from Alfred University.

“Ultimately, it was Jennifer’s experience, her focus on integrity, trust, and respect, coupled with an ability to see how to integrate Guthrie’s organizational goals with Cortland’s future, that revealed her to be the logical choice,” said Jeffrey Seibert, Guthrie Cortland Medical Center’s Board Chair. ■



Cortland Regional Medical Center Joins with Guthrie to Provide Quality Care for the Region

In January 2019, Guthrie and Cortland Regional Medical Center, now Guthrie Cortland Medical Center, announced that an affiliation had been finalized.

“Our shared understanding of the challenges of delivering health care in a rural setting have made the partnership between Guthrie and Cortland Regional a logical step in furthering both organizations’ commitment to providing reliable, local access to quality care for all populations,” said Joseph Scopelliti, MD, Guthrie President and CEO at a ceremony announcing the affiliation had been finalized.

Seizing an Opportunity

In October 2016, Cortland Regional Medical Center, a 144-bed acute care facility with attached 80-bed residential care center located about 55 miles north of Guthrie Robert Packer Hospital, announced its intent to explore affiliation with a larger health care system. The organization issued a formal request for proposals in December 2016.

Though Guthrie’s last strategic plan could not have foreseen this opportunity, Guthrie’s leaders saw the potential an affiliation with Cortland Regional Medical Center presented and acted nimbly in pursuing it.

“It was a very unique opportunity for us that really fit perfectly with our strategic plan for that region,” Dr. Scopelliti says.

Cortland Regional Medical Center identified Guthrie as the best partner to continue its more than 125-year legacy of delivering quality

rural care. In October 2018, the affiliation was approved by the New York State Department of Public Health and the Public Health and Health Planning Council.

“Our patients and the community we serve were at the heart of [the decision to affiliate with Guthrie],” said Mark Webster after the affiliation was finalized. Webster led the affiliation effort and served as President of Cortland Regional Medical Center and then President of the new Guthrie Cortland Medical Center through much of 2019. “This affiliation is an exciting opportunity for our community,” he added.

Realizing Our Vision

As we facilitate further integration of Guthrie Cortland Medical Center and Guthrie services and operations, the people of Cortland and the surrounding communities are already benefiting from Guthrie’s exceptional technology and network of highly skilled, experienced providers. For example, Guthrie Cortland Medical Center patients now have access to a wider range of services through one coordinated care system.

As always, our vision, in Cortland and throughout Guthrie’s integrated system, is to ensure local access to high quality, patient-centered health care services. And it is Guthrie’s generous donors who make realizing that vision possible. ■

Hall of Heritage

Members of the Hall of Heritage are individuals, businesses, and organizations that have helped to secure Guthrie’s future by including Guthrie as a beneficiary in their will, trust, or estate as of December 31, 2018.

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* Emily Guthrie Legacy Society Member

Continued from page 9 ...

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William C. Beck, MD Continuing Medical Education Series
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Naming Guthrie as a Beneficiary

Naming Guthrie as a beneficiary of your estate today will remind your family and friends that, throughout your lifetime and beyond, you cared about providing the highest-quality health care possible to our region. Certainly, there is no better way to be remembered, and no better gift to leave behind. This type of living legacy is easy to create and can cost nothing to establish. In fact, it may save your estate a great deal in taxes. With guidance from a trusted financial planning professional and the Guthrie Resource Development staff, you can establish a gift that will benefit you for the rest of your life and continue the tradition of great care at Guthrie for generations to come.

Options for estate gifts include:

Wills

Trusts

Life insurance

Retirement plans

Annuities

Real estate



To learn more about establishing a planned giving, visit www.GuthrieLegacy.org.

New Leadership for Hospitals in Troy and Towanda



Lori Barnett, MSN

Lori Barnett, MSN, was appointed President and Chief Operating Officer of Guthrie Troy Community Hospital at the end of 2018. She has been with Guthrie since 2004, serving as an operating room staff nurse and surgical services coordinator at Guthrie Robert Packer Hospital before joining the team at Troy, where she has held numerous positions, including Nurse Manager, Chief Nursing Officer, and Vice President and Chief Operating Officer. “The various roles I have held at Guthrie have allowed me to see the inner workings of the health care system firsthand, and understand the needs and concerns of patients, families, and employees, as well as the hospital’s daily operations and financial responsibilities,” she says. “Guthrie is a long-standing leader in the community, and I am honored in my new role to serve our patients, families, and friends with safe, high-quality care.” ■



Felissa Koernig, JD, MBA, FACHE

Felissa Koernig, JD, MBA, FACHE, joined Guthrie as President and Chief Operating Officer of Guthrie Towanda Memorial Hospital in February 2019. She grew up in Canton, and decided to move back to the area to be closer to her family after gaining more than 10 years of health care management experience, most recently with the VA Medical Center in Charleston, S.C., where she was the Associate Director and Chief Operating Officer. “I am proud to have the opportunity to work at such a respected organization, and I will work hard to grow our core services, build strong teams, and retain our valuable staff while focusing on patient satisfaction and quality, and maintaining Guthrie’s community hospital vibe,” she says. ■

Guthrie Big Flats Medical Office Unveiled



The new 45,000-square-foot medical office building in Big Flats is bringing new specialty services to the region, making care more convenient for patients by providing access right in the community. The space was designed to be patient-centric, with more private rooms for an improved patient experience. Along with an expanded Ambulatory Surgery Center and added space for walk-in services, the Big Flats office provides care in Cardiology, Pediatrics, Occupational Medicine, Endocrinology, Neurology, OB/GYN, Orthopedics, Pain Management, General Surgery, ENT, Pulmonary Medicine, Physical Therapy and Occupational Therapy, Plastic Surgery, Urology, Vascular Surgery, and Infectious Disease, and there is also room available for future growth. ■



Dalton Williams, Dyson Williams, and Randy Williams

The Williams Family of Companies: A Strong Community Partner

With more than 1,000 employees, the Williams Family of Companies is one of the region's larger employers, and also one of the most active when it comes to giving back.

"Guthrie is the lifeblood of our community," says Randy Williams, President and CEO of Dandy Mini Marts and owner of Williams Auto Group, Williams Lubricants, and Williams Oil. "Many of our employees rely on Guthrie for care, and many Guthrie employees are also frequent customers at our stores. When we were looking for charitable causes to support, it was important to keep

the money local, and supporting Guthrie was a great way to make a positive impact on our community."

The Williams family has lived in and around Sayre for more than 75 years, since Randy's father moved from Scranton and started Williams Oil Company, a home heating oil and propane company. While the family

Uplifting Communities. Elevating Care.

sold the heating oil division of that business in 2014, they still distribute diesel and commercial gasoline, and have built several other companies over the years. These companies include Williams Lubricants, which began as Williams Oil's commercial lubricants business in 1958; the Williams Auto Group, which represents six car brands and celebrates its 35th anniversary this year; and Dandy Mini Marts, which has 65 locations across the Twin Tiers.

Guthrie has been there for the Williams family when they needed care, just as it has been for many other people in the area. Two of Randy's children were born at Guthrie, and when his father had bile duct cancer at 80 years old, the 12-hour Whipple procedure was done at Guthrie. The doctors said that even with the procedure, his father might only live two years, but thanks to his team at Guthrie, Randy's father lived another 15 years.

"We've had a lot of care from Guthrie over the years, and every one of our caregivers has been wonderful," Randy says.

From Pink Coffee Cups to Charity Golf Sponsorships

In the last decade in particular, the Williams Family of Companies has sponsored a number of different events to raise money for Guthrie, the most well-known of which is Dandy's Pink Cups for the Cure campaign. Randy's son Dalton came up with the idea when he was in college at Syracuse University, and he helped design a pink cup for the fundraiser.

Initially, the plan was to give 20 cents from every cup of coffee sold during Breast Cancer Awareness Month to the Susan G. Komen Foundation, but after being approached about another fundraising initiative for Guthrie, the Williams family decided to keep the money local instead. That 20 cents per cup has really added up. Since its inception in 2011, the fundraiser has donated more than \$41,000 to Guthrie's Breast Care Fund. The Williams Auto Group has also added to that total by making a contribution for every vehicle sold during October as well.

**"We've had a lot
of care from Guthrie
over the years, and
every one of our
caregivers has been
wonderful."**

Randy Williams
President and CEO of
Dandy Mini Marts and owner
of Williams Auto Group,
Williams Lubricants, and
Williams Oil

Other events the Williams Family of Companies has sponsored include the Gala for Sayre House of Hope; the Golf for Guthrie Hospice event, where Williams Toyota has been the title sponsor for the past ten years; and the Sayre Turkey Trot, which raises money for programs that promote access to and education about nutrition and healthy eating, like the Guthrie Community Garden. In addition to giving to Guthrie, the Williams family has its own foundation, which holds an annual golf tournament and raises money for a variety of local charities.

Lifting Up Cancer Patients With Messages of Hope

Beyond their fundraising efforts, the Williams family has also started to look for other ways to uplift the community. For the last several years, their Subaru dealership has participated in Subaru's "Share the Love" campaign, which supports a variety of causes. This year, family members took time to sit and talk with cancer patients at Guthrie Robert Packer Hospital, and they handed out 200 blankets, along with messages of hope written by employees of Dandy and Williams Auto Group.

"After our visit this year, I got a call from someone who drives cancer patients to their treatment. He said one of the ladies he drives talked about our visit for two months, and she brings her blanket with her every time she goes for treatment," says Dalton, who is Operations Manager at Williams Auto Group. "Another one of our employees that went got to spend time with her aunt, who she didn't even know was having cancer treatment. It just shows you how something small like that can have such a big impact." ■



Annual Donors

Annual Donors are those individuals, businesses, and organizations that have made a commitment to Guthrie with a contribution of \$100 or more as of December 31, 2018.

\$10,000 & Above

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Caring for Patients and Their Families



“The nurses and the doctors were amazing. They advocated for Todd, and their morning updates really kept us in the loop about what was happening.”

Karen Burchard

On December 10, 2018, Todd Burchard, of Owego, N.Y., was involved in a head-on collision and airlifted to Guthrie Robert Packer Hospital, the region’s only Level II trauma center. He spent 18 days there, including 16 days in the intensive care unit, eight of which he spent in a medically induced coma.

Todd experienced life-threatening injuries, including a broken leg, arm, and kneecap; a fractured hip; six broken ribs; a collapsed lung; liver and spleen lacerations; and a ruptured diaphragm. He received care from Guthrie nurses, doctors, surgeons, orthopedists, physical therapists, X-ray technicians, social workers, nutritionists, and more.

“Our situation could have been very different if he had gone somewhere other than Robert Packer Hospital,” says Todd’s wife, Karen.

Todd does not remember the accident or much of the week or two following it. But Karen certainly does.

She stayed overnight at the hospital, first in a designated family room and then in Todd’s room, for much of his stay. She says that though the hospital’s staff were there to take care of Todd, they were there for her too, providing daily updates and patiently answering whatever questions she had with kindness and compassion.

“The nurses and the doctors were amazing,” Karen says. “They advocated for Todd, and their morning updates really kept us in the loop about what was happening.”

Todd had an equally positive experience with the staff at Guthrie Robert Packer Hospital.

“From the time I knew what was going on around me, I had nothing but positive experiences with everybody that I dealt with, from the nurses that came in, to the doctors, to the people who brought me my meals – every person that I came in contact with,” he says.

On the Road to Recovery

Almost one year later, Todd’s recovery is going well. He began working with Guthrie’s Orthopedics team while in the hospital, and he continues to do so. The couple credits Abraham Appleton, MD, a Guthrie orthopedist, with saving Todd’s right leg.

“Dr. Appleton and everyone we’ve encountered in that office has been so encouraging and accommodating,” Karen says.

Todd went back to work in July, and in early fall he completed his final physical therapy appointment. He is able to walk and drive unassisted and has even gotten back into a regular gym routine.

Todd, Karen, and their kids were not Guthrie patients before Todd’s accident. But now they sing Guthrie’s praises to everyone who will listen.

“It is important to us that people understand that by supporting Guthrie initiatives, like renovating and expanding the Guthrie Robert Packer Hospital Emergency Department, they are making a real difference. I wouldn’t be where I am without Guthrie,” Todd says. ■



Five Star Bank Generously Donates \$50,000

Five Star Bank, which has more than 50 branches throughout western and central New York, generously donated \$50,000 to help with the construction of the new medical office buildings in Corning and Big Flats.

“We have admired Guthrie’s transformation of medical facilities in the Corning-Elmira Region and appreciate the capital investments being made in support of world-class health care facilities and related services,” says Martin K. Birmingham, Five Star Bank President and Chief Executive Officer. “In doing so, they improve the quality of life and promote the well-being of our customers and neighbors.” ■

“They [Guthrie] improve the quality of life and promote the well-being of our customers and neighbors.”

Martin K. Birmingham
Five Star Bank President and
Chief Executive Officer

Continued from page 14 ...

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One Guthrie Square, Sayre, PA 18840

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