



2020

Every Patient.

Every Time.



Mission

Guthrie works with the communities we serve to help each person attain optimal, lifelong health and well-being. We will do so by providing integrated, clinically advanced services that prevent, diagnose, and treat disease, within an environment of compassion, learning, and discovery.

Vision

Improving Health Through Clinical Excellence and Compassion;
Every Patient. Every Time.

Values

Patient-Centeredness | Teamwork | Excellence

From the Desk of Dr. Joseph Scopelliti, CEO



Time changes most things. But if you look back 110 years to Guthrie's founding, you will find one sustaining principle that has contributed to our success: a compassionate focus on people.

This compassionate focus most assuredly means caring for our patients as individuals. On the following pages, you'll read how that is demonstrated every day when our providers and staff care for people at the bedside, in the exam room, on the phone, and via computer.

You'll also learn how we take a compassionate view of planning our infrastructure improvements. For example, our award-winning use of electronic medical records makes it more convenient for people to manage their health and streamlines provider workflow. That same focus was applied when we built our new medical office buildings, where you will find no waiting rooms. Patients

are immediately escorted to private exam rooms, where providers and staff come to them, delivering the utmost in privacy and a personalized care experience.

We care compassionately for our employees as well. We strive to create a good working environment that offers a genuine work-life balance. Through careful hiring and ongoing training, we work hard to help our employees achieve their career goals, support their families, and use their gifts and talents in service to our community.

In addition, we are compassionately focused on supporting our community, particularly in establishing a pipeline of future medical providers to serve our community's growing health needs. From our nurse residency program, nurse staffing partnership with Avant, and our partnership agreement with Geisinger Commonwealth School of Medicine, to doubling our post-medical school training programs, we are committed to bringing the best medical providers to our community.

Dr. Donald Guthrie's original commitment to delivering compassionate care to every patient, every time, lives on. I am very proud of how that mission is embodied in the way our people treat each other and our patients, in how we operate our business, and how we serve our community.

Every Patient. Every Time.

Joseph Scopelliti, MD
President & CEO

A Tradition of Caring

With a great deal of fanfare, a painting that illustrates the spirit of compassionate care was unveiled in November 2019 as Guthrie celebrated the 75th anniversary of the donation of *The Doctor*. The painting is an original study by Sir Samuel Luke Fildes and was gifted by Allan P. Kirby to Guthrie Robert Packer Hospital and the Guthrie Clinic in 1944. *The Doctor* has become an iconic image throughout history. Guthrie has used the painting as a focal point, engaging its physicians and other providers in discussions on the art of compassion in the practice of medicine. It reminds physicians and other providers about the tradition of caring that underpins the Guthrie mission.





“The painting itself pays tribute to the intentional, ethical, and humanitarian standards of those called to heal others.”

S. Dillard Kirby

A Tradition of Caring



Dr. Karen Kim

“This painting is one of the most famous images of the doctor-patient relationship. An attentive physician is deep in thought as he ponders his patient, a sick child asleep on two chairs,” explains Karen Kim, MD, Guthrie Gastroenterology and Hepatology, and a member of the committee charged with the painting’s restoration. “The doctor is portrayed as somebody all of us hope to have care for us one day. Somebody fully attentive, caring, and with 100 percent of his attention focused on us.”

The artwork hanging at Guthrie is a study painted by British artist Sir Samuel Luke Fildes for his Victorian masterpiece *The Doctor*, which now hangs in the Tate Gallery in London. The study was donated by Allan P. Kirby to Guthrie Robert Packer Hospital and the Guthrie Clinic in 1944 out of his admiration for Dr. Donald Guthrie. “He is not only a wonderful surgeon, but he is a fine executive and great humanitarian,” Kirby said at the time he donated the painting. “These three qualities are seldom, if ever, found in one doctor. Under his leadership this institution has survived and prospered until today it is referred to as *The Little Mayo*. What greater compliment could be paid the man or this great institution?”

At the unveiling of the restored artwork, S. Dillard Kirby reiterated his grandfather’s admiration for the tradition of caring established by Dr. Guthrie and carried on by the medical community at Guthrie Robert Packer Hospital and the Guthrie Clinic. “The painting itself pays tribute to the intentional, ethical, and humanitarian standards of those called to heal others and recognizes how Dr. Guthrie offered love, hope, and charity to each of his patients during his tenure,” he said.

It was Allan Kirby’s intent that the painting would be enjoyed by the hundreds of Guthrie patients and clinicians who would pass it every day. Inspired by his wishes, we undertook the process of professionally restoring the painting.

“Though medicine has changed significantly over the last 100 years, the heart of what we as providers strive to give and what we know that patients want to receive has not changed: to provide compassionate care, that personal touch,” Kim explains. “*The Doctor* can now continue to inspire generations of clinicians and patients for years to come.” ■

Finish Line Physician

As runners crossed the finish line at the 2019 Guthrie Wineglass Marathon, they had every confidence that if they needed medical attention, it would be provided by the caring staff from Guthrie.

“I’ve been a runner myself, so being involved in the race this way is a great privilege,” says Donald Phykitt, DO, Medical Director of the Guthrie Sports Medicine Program. Dr. Phykitt oversees the care provided by over 20 Guthrie physicians, nurses, medical students, and staff volunteers to runners who finish the race, and he has been doing so for 20 years.

Named a “must-do marathon” by Livestrong, *Active Times*, and others, the Wineglass course is a fast, point-to-point full or half-marathon course through the Southern Finger Lakes. In 2019 it drew approximately 3,000 runners from almost every state and many countries.

“In the finish line tent, we are fully prepared to help with whatever these runners need.”

Dr. Donald Phykitt

“In the finish line tent, we are fully prepared to help with whatever these runners need,” Dr. Phykitt says. “We can help with blisters, strains, muscle cramps, dehydration, or even more serious conditions like exhaustion or arrhythmia.”

Dr. Phykitt is quick to credit the volunteers who serve with him. “The race usually takes place on a beautiful Sunday in October when non-runners would typically want to do other things,” he says. “But I never have a problem getting enough volunteers to serve with me. They are a terrific example of our organization and the heartfelt care that we all strive to provide, every day.” ■

Dr. Phykitt addressing race volunteers.



A Calling to Serve

For many Guthrie physicians and medical staff, their calling to serve extends beyond the borders of our region to places where people are desperate for medical care. By doing so, they follow the example that Dr. Donald Guthrie championed when he brought patient-centered care to the Twin Tiers region. We are proud of our physicians and medical staff who give their time and professional skills to make a difference to every patient, every time, in places near and far.

Healing in Haiti



Dr. Andres poses for a photo with a grateful patient during a recent trip.

It's a long way from Tunkhannock, Pa., to Haiti, a distance Christopher Andres, MD, measures in smiles rather than miles.

Since 2012, Dr. Andres is joined by three other physicians and four pre-medical students each year to journey to impoverished areas of Haiti to provide needed health care. They set up makeshift clinics and treat several hundred people each day.

"We go with the intention to serve – that's how you make connections with people and that's what underpins the practice of medicine," he explains.

The team serves people in the poorest communities of the nation, often using only basic medical equipment and limited medications. "We are dropped off in a village in the morning and set up a clinic that is basically a few tables and chairs. There is no electricity or running water. It's us, our stethoscopes, and our brains. It places medicine back on the human level," Dr. Andres says.

The mission not only serves the people of Haiti, but also helps students learn what it means to practice patient-first medicine.



Dr. Andres and his team see hundreds of patients in rural Haiti at makeshift clinics.



“We go with the intention to serve – that’s how you make connections with people and that’s what underpins the practice of medicine.”

Dr. Christopher Andres

“For the students who come with us, this is an invaluable experience learning to relate to a patient as a person: to ask them their name, tell them yours, and ask how they are. They learn how to relate on a level of dignity and respect,” he says. “That’s what real medicine is all about.”

A Calling to Serve

Tending to Tremendous Need in the Philippines



Melissa Bohac, PA-C

Often, medical care that is easily available in the U.S. is a miracle treatment in other places in the world. Melissa Bohac, PA-C, in the Plastic and Reconstructive Surgery Department at Guthrie, knows that firsthand. This is her 20th year traveling to the Philippines on a medical mission that brings healing to hundreds of children who suffer from cleft lips and palates, which have a high rate of occurrence in Southeast Asia compared to the rest of the world.

“I love what I do on a day-to-day basis at Guthrie, but when I go on these missions, I get even more fulfillment. In two weeks, I am part of the miracle that changes these children’s lives for the better,” she says.



Bohac joins a team of 50 people who use their vacation time, buy their own supplies, and pay for their own travel to the Philippines each year to provide free surgical care that otherwise remains out of reach to people who need it most.

“My father was Filipino, and I was raised to do the most good I can for others,” she says. “I think this mission is just part of my heritage and my calling to serve. I wouldn’t trade it for anything!” ■

Guthrie physicians care deeply for the people they treat – and often go the extra mile to help those who need it the most.

Going the Distance in Patient Care

Sometimes tragedy is the catalyst for a special bond. That's what happened when vascular surgeon Lawrence Sampson, MD, and avid runner Jeremiah Serfas met in the Guthrie Robert Packer Hospital trauma center in 2011. Serfas had been badly injured in a motorcycle accident, which eventually required his lower left leg to be amputated.

"He went through multiple surgeries, including the amputation, and Dr. Dermot Reynolds and I wanted to make sure that the care we gave was focused on getting this young man back to his fullest physical capacity," Dr. Sampson says.

Dr. Sampson projected that Serfas would be running a race in 18 months from time of injury. "Of course, I thought that would be a 3-mile race," he says. "Eighteen months and four days after the accident, Jeremiah was running the 26.2-mile Disney Marathon with his posse, of which I was honored to be a part."

Serfas' motto is to live life with no limits. That fortitude is inspiring to Dr. Sampson. "Over my career, I have witnessed patients face extreme life challenges with grace and courage. Patients have become great examples for me in terms of grace, determination, and willpower. Jeremiah exhibits all three and then some," Dr. Sampson says.

Since that race, Serfas has run several more marathons. He also climbs mountains, wrestles, and puts no limits on what he enjoys doing – just as Dr. Sampson had once predicted. "I am very proud of Jeremiah," Dr. Sampson says. "He may not know it, but he is a role model for me." ■



Jeremiah Serfas



Jeremiah Serfas with Dr. Sampson

A Step Ahead

Just one year after founding Guthrie Medical Group in 1910, Dr. Donald Guthrie expanded services by recruiting physician specialists to the area. Today, the Guthrie legacy of staying a step ahead of community needs by expanding service offerings lives on. In 2019 we continued to invest in our communities in a variety of ways, with the goal of enhancing health and well-being.

Advancing Telehealth

During the past year we further advanced our use of telehealth technology to deliver a broader scope of health care to more people. From making it easy for patients to see their providers at any time from the comfort of their own homes, to allowing specialists to consult with colleagues regardless of distance, we are making health care more convenient.

“To date, we have 13 different primary care locations with telehealth technology, so specialists can see patients within the patients’ local communities,” explains David Hall, Associate Vice President of Operations. “We did 750 clinician-to-clinician consultations through telehealth, and we continue to add specialists and service locations monthly.”



“We did 750 clinician-to-clinician consultations through telehealth, and we continue to add specialists and service locations monthly.” David Hall, Associate VP of Operations

Achieving Epic's Gold Stars Level 9 Places Guthrie as a Top 10 Hospital



More than
12,000

people downloaded
the Guthrie Now
app in 2019.

More than 12,000 people downloaded the Guthrie Now app in 2019, enabling them to connect to a provider via a smartphone, tablet, or computer for video visits day or night. “People love the convenience of being able to see and speak to a provider, and providers appreciate that they can easily access a patient’s medical records and send prescriptions direct to a pharmacy,” Hall says.

“Telehealth is an exciting investment with multiple benefits,” adds Hall. “We can expand access to care and teach more patients, make practice management more efficient, and improve health care quality and patient satisfaction.”



Terri Coutts, RN, MHA,
Vice President of
Clinical Systems

More than a digital version of a patient’s paper chart, an electronic medical record (EMR) allows physicians and medical providers to gain a broader view of a patient’s health care needs. It can also help streamline provider workflow, improve patient care, and provide patients with the tools they need to better manage their health. Guthrie was an early adopter of Epic’s EMR software and is now a nationally recognized leader.

Guthrie achieved Epic’s Gold Stars Level 9, in recognition of the health system’s use of the many functions the EMR system software offers. The recognition places Guthrie among a group of only 10 organizations that have achieved this distinction.

Epic evaluated Guthrie on our use of the EMR software to enhance patient access, patient experience, clinical quality and safety, population health management, physician productivity, nursing productivity, and value from data.

“We are very honored to be part of a group of elite hospitals recognized nationally for using technology to provide high-quality and safe patient care,” says Terri Coutts, RN, MHA, Vice President of Clinical Systems at Guthrie. “Guthrie is leading the pack by not only having the best EMR out there, but by using the data that we gather to enhance patient experience, population management, and physician and nursing productivity.” ■

A Step Ahead



Guthrie Cortland
Medical Center

Expanding Our Footprint

Guthrie's investment in physical expansion enhanced our ability to provide better access to community-based health care. In September 2017, Cortland Regional Medical Center and Guthrie announced the signing of a letter of intent that outlined plans to move toward an affiliation agreement. The New York State Department of Public

Health and the Public Health and Health Planning Council approved the affiliation between Guthrie and Cortland Regional Medical Center on October 12, 2018. In January 2019, after a two-year affiliation process, Cortland Regional Medical Center in Cortland, N.Y., became Guthrie Cortland Medical Center.

Growing to Meet Community Need

The opening of the Heart and Vascular Center and renovation of the Emergency Department at Guthrie Robert Packer Hospital further advanced the level of care we can provide people in our region. In addition, the Guthrie Medical Group expanded with the opening of two new medical office buildings in East Corning near Guthrie Corning Hospital and in Big Flats. “This expansion allows us to grow specialty services in order to meet the needs of the community along with growing primary care services in our existing buildings,” says Tom Collins, Vice President of Regional Operations.

Designed with the patient in mind, the new medical office buildings make care more convenient for patients. Once a patient checks in at either building, they are escorted to an exam room and services come to them. For example, if a patient needs bloodwork, it is done in the exam room, as is making return appointments and checking out.

“This purposeful design keeps patients at the center of what we do,” Collins says. ■



Above:
Heart and Vascular Center



Left:
East Corning Medical Office Building, Guthrie Robert Packer Hospital Emergency Department Trauma Bay Area



“This expansion allows us to grow specialty services in order to meet the needs of the community along with growing primary care services in our existing buildings.” Tom Collins, Vice President of Regional Operations

A Bright Future

From a healthy work-life balance to educational opportunities designed to advance knowledge, skills, and performance, it's no wonder Guthrie team members choose to come here and then stay to develop lifelong careers with us. We're proud of our team members and excited to see their bright futures take shape at Guthrie.



Residency Experience

Our residency and fellowship programs offer medical school graduates in-depth training and advanced medical knowledge in patient care. Program highlights include:

- The Pulmonary Disease and Critical Care Medicine Fellowship was granted initial accreditation from the Accreditation Council for Graduate Medical Education (ACGME) and is welcoming the first class of fellows in July 2020.
- The Family Medicine Residency Program received full ACGME Osteopathic Recognition effective July 2018.
- The Emergency Medicine Residency Program welcomed its first class of residents in June 2019.
- The Gastroenterology Fellowship Program welcomed its first class in July 2019.
- The Pharmacy Residency Program was awarded eight-year accreditation by the American Society of Health-System Pharmacists.
- The Anesthesiology Residency Program and the Orthopaedic Surgery Residency Program are engaged in the initial accreditation application process with ACGME and hope to receive initial accreditation in 2020.

Staffing Partnership Helps Fill Nursing Needs

In response to a national nursing shortage and as part of our recruiting strategy to fill registered nurse positions, we are successfully partnering with Avant Healthcare Professionals to employ experienced international nurses. “By mid-year, we expect to have 60 of these nurses in our system,” says Catherine Mohr, Chief Nursing Officer. “The partnership is going really well, and our hope is that at least 85% of these nurses placed with us will choose to join Guthrie permanently once their contracted 5,200 hours of work are complete.”

To ensure these professionals make a good transition to the area, Guthrie offers special support. This assistance includes an international nurse council and Guthrie “buddies” – employees from different departments who help Avant nurses acclimate to the workplace and the community. “Our Avant nurses are bringing needed professional skills to our patients and have enriched our communities,” Mohr says.

Zipporah Wafula, RN, one of the Guthrie Avant nurses, was excited about the opportunity to transfer her nursing skills from Africa to Sayre. “I love taking care of others, and after 15 years working in Kenya as a nurse, I was looking for a new challenge,” she explains. “The Avant program was a big step, but one I am happy I made.”

While the transition was not without some difficulty (she had to learn how to drive in the snow!), Wafula especially appreciates her new Guthrie colleagues and praises them for their support. “Nurses are just naturally conditioned to help others, and the Guthrie nurses and all my new colleagues have made me feel at home and comfortable,” she says. “This is truly one of the best places I have ever worked.”

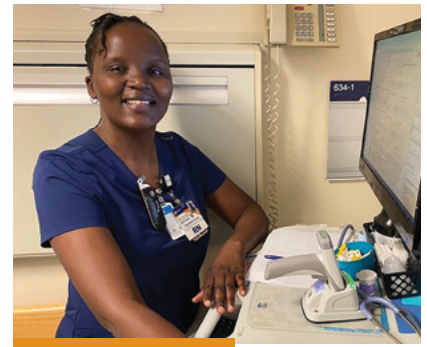


“By mid-year, we expect to have 60 Avant nurses in our system.”

Catherine Mohr, Chief Nursing Officer

“This is truly one of the best places I have ever worked.”

Zipporah Wafula, RN



A Bright Future

Nurse Residency Program Expands

Guthrie's yearlong Nurse Residency Program is celebrating its third anniversary with an expansion to all Guthrie hospitals. Newly hired nurses are automatically placed in the program, where they receive mentorship, experience in three different practice areas, and enriched learning experiences. "We have a 91% retention rate at three years. This is a strategy to attract and retain new graduate nurses," says Catherine Mohr, Chief Nursing Officer.

One of the benefits of the program that is most appreciated by participants is the amount of support available to help each nurse become confident in their practice.

"I appreciate the multitude of support each team member of the program provided to me and all of the new nurses," says Victoria Shugars, RN. "We had many people to go to if we needed any help or had any questions or concerns. People truly care about our needs as nurses."

Shugars, a graduate of the program in 2019, is now able to encourage other new program members in their day-to-day activities. "I like to tell new nurse residents to take every opportunity they can to experience new and unique situations. There are plenty of people available to help you, all you have to do is ask," she says. ■



**91% Nurse
Retention Rate**



"I appreciate the multitude of support each team member of the program provided to me and all of the new nurses."

Victoria Shugars, RN



Guthrie volunteers worked at a food bank to pack cereal for delivery to food pantries across the Southern Tier of New York.

Guthrie in the Community

As a health system dedicated to ensuring a bright future for our communities, it's no wonder so many Guthrie employees volunteer their time and talents to support the community. Catherine (Katie) Leshner, Director of Practice Administration, is no exception.

"Volunteering has helped me find a family in my community," she says.

Her joy in giving back is so inspiring that 30 Guthrie Medical Group leaders recently followed her good example and joined her in an event she named "Guthrie Cares Day."

"I asked the Medical Group leaders if I could take one of our manager meeting days and

make it into a volunteering event. They thought it would be a great team-building opportunity as well as a way to serve the community," she explains.

Together, the Guthrie volunteers worked at a food bank to pack cereal for delivery to food pantries across the Southern Tier of New York – all areas served by Guthrie clinics.

"I was proud to know that Guthrie would support my desire to volunteer in the community and that all of my co-workers wanted to volunteer together." ■



Catherine (Katie) Leshner,
Director of Practice
Administration

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**

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 over 125 years. Having joined Guthrie in January 2019, it is the newest addition to the health care system.

3 **Guthrie Corning Hospital**

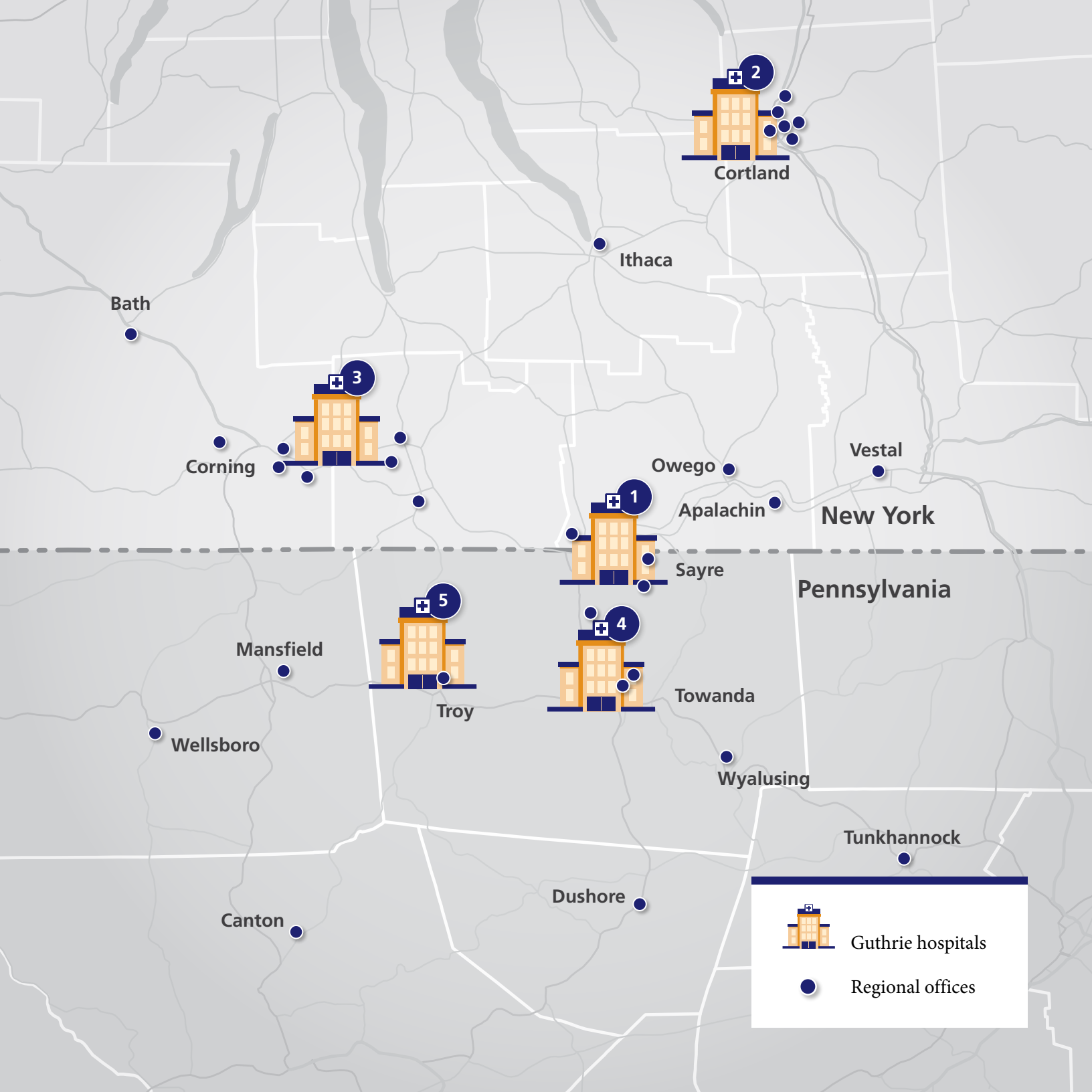
This 65-bed hospital and regional cancer center provides emergency, ICU, labor and delivery, and surgical care, plus inpatient and outpatient services including wound care, cardiology, medical imaging, and cancer care services.

4 **Guthrie Towanda Memorial Hospital**

This 35-bed community hospital serves Bradford and Sullivan counties and the surrounding communities and offers specialty care, including pain management and hand surgery, plus a 94-bed personal care home for long-term care.

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.



Guthrie – By the Numbers

July 1, 2018, through June 30, 2019:



1.7 Million

Visits to Guthrie
Medical Group Offices



298,496

Patients Served



113,355

Emergency
Department Visits



25,597

Hospital
Admissions

We're helping grow families: 1,590 Births

And delivering more specialized care to patients closer to home:



2,053

Cancer Patients

5,345

Cardiovascular
Procedures/Surgeries



1,817

Weight Loss
Patients

6,108

Orthopaedic
Surgeries



33,022

Outpatient Surgeries

We're making it easier for
patients to access medical
records, request refills, and
make appointments:

113,721

eGuthrie Users



22,732

Self-Scheduled Appointments

Guthrie provides more services to more people in our 12-county service area than any other health care provider.

We're employing and educating talented people, including:



6,222

Total Employees



943

Registered Nurses



364

Physicians



247

Nurse Practitioners and Physician Assistants



81

Residents, Fellows, and Medical Students



38

Allied Health Students

Membership in the Mayo Clinic Care Network means our specialists can:



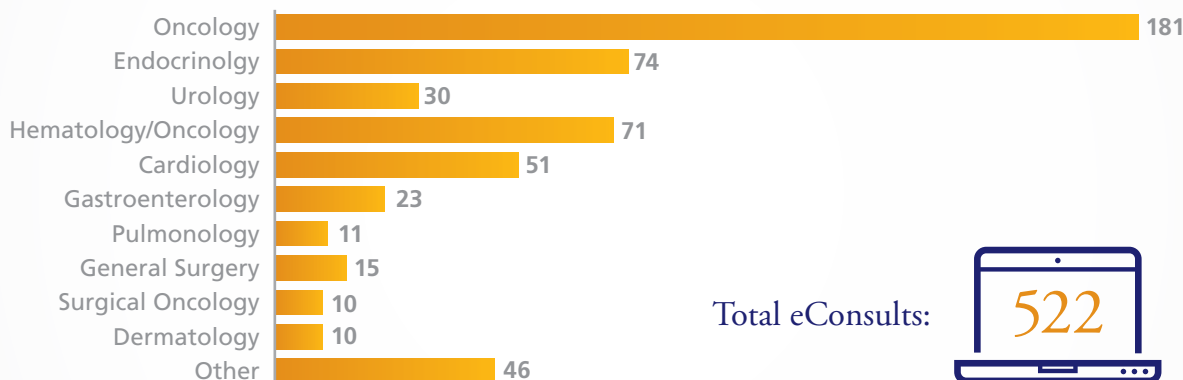
Access the Latest Research

Work with Mayo Clinic Experts to Provide eConsults



Mayo eConsults by Specialty

As a member of the Mayo Clinic Care Network, Guthrie is able to offer patients a second opinion from a specialist at Mayo Clinic. eConsults are electronic consultations and are available with no additional appointments or added cost to the patient.



Total eConsults:



For more information about Guthrie services and locations,
please visit www.Guthrie.org.



One Guthrie Square | Sayre, PA 18840