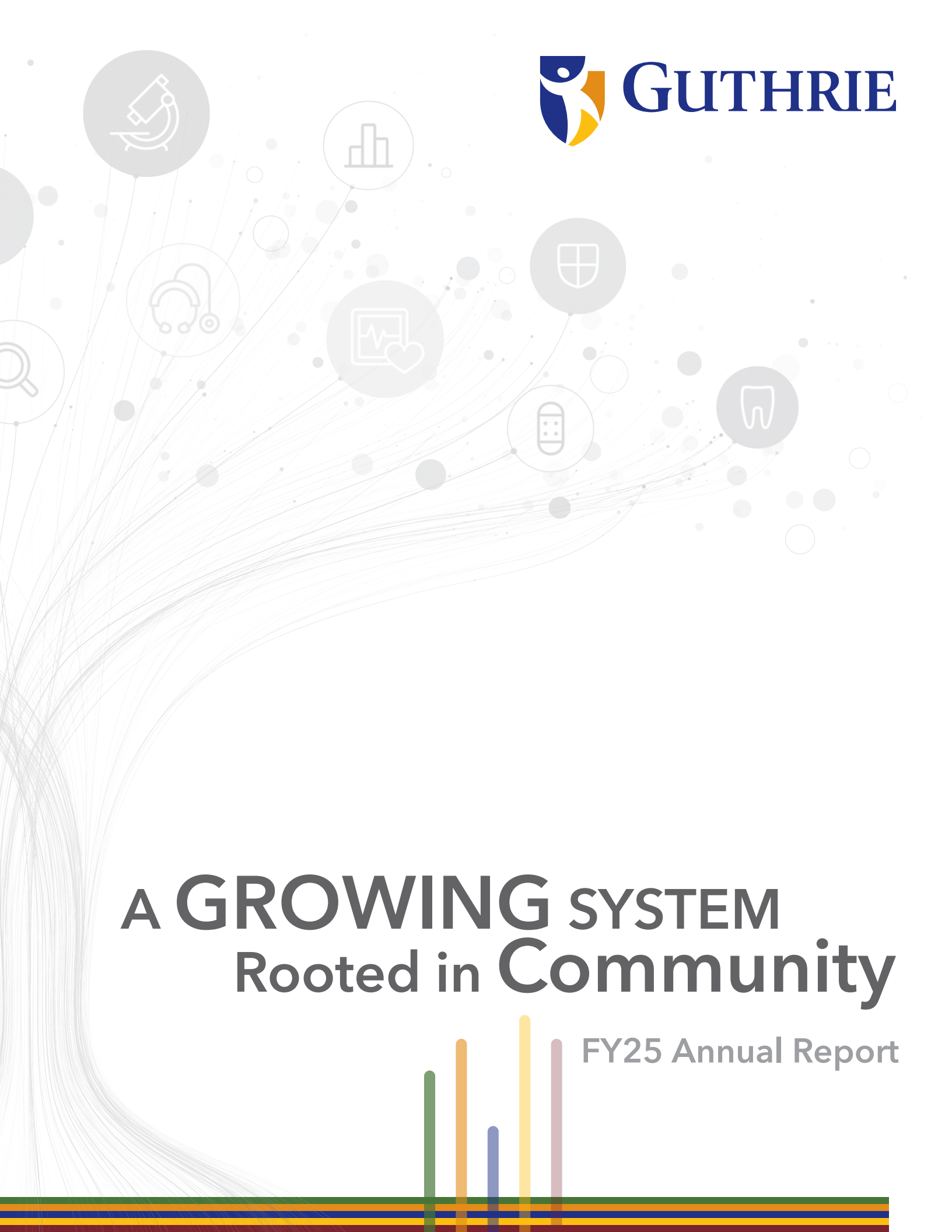
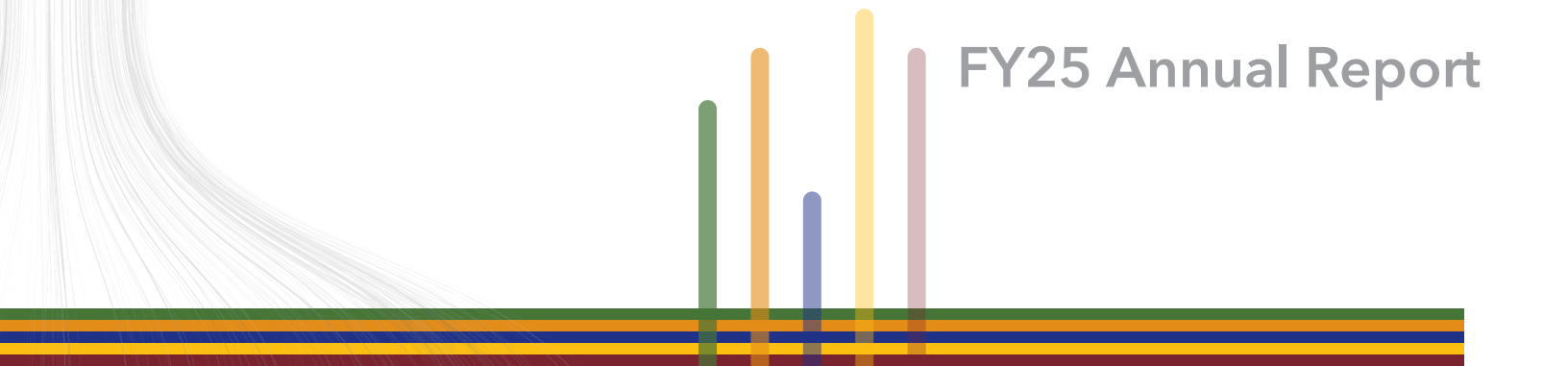




A GROWING SYSTEM Rooted in Community

FY25 Annual Report



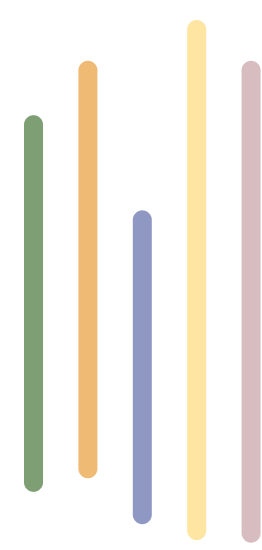


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A Message from the CEO

At The Guthrie Clinic, our mission has always been grounded in service to our patients, our providers and caregivers, and the communities that place their trust in us. This year’s annual report reflects a simple but powerful truth: We are a growing system, rooted in community and committed to the highest quality of care for our region.

During the past five years, Guthrie has experienced substantial expansion, more than doubling its size. However, for our organization, growth encompasses more than merely increasing scale. It is about strengthening access to high-quality care across the rural communities we proudly serve. It is about ensuring that excellence in healthcare is not limited by geography; we believe rural healthcare can and must stand shoulder to shoulder with the very best in the nation.

Quality and safety remain our north star. Our hospital-acquired infection rates are now near “never events,” a remarkable achievement that reflects the relentless focus of our teams. Across our system, we continue to advance initiatives that enhance safety, elevate the patient experience, and deliver measurable outcomes. In fiscal year 2025, we exceeded many quality goals, such as improving our population’s diabetes management and by providing colorectal cancer screenings within our Medicaid population. These improvements underscore our dedication to health equity and serving all community members.

Our responsibility extends far beyond our walls. This year, Guthrie provided more than \$193 million in charity care, which includes financial assistance, discounts, debt forgiveness, and unreimbursed services. Through our Community Benefit Grants, partnerships with local organizations, educational programs for students and ongoing collaboration with groups such as the American Heart Association and regional United Ways, we are addressing critical health and social needs across our service area. We are also proud to be an employer of choice, nationally recognized for the way we support and engage our staff, with provider and caregiver retention rates well above the national average.

We are committed to investing in both the quality of care provided today and the advancements of tomorrow. Our research enterprise continues to expand, strengthened by a landmark collaboration with Binghamton University and longstanding affiliations with the Geisinger Commonwealth School of Medicine, Mansfield University and Lake Erie College of Osteopathic Medicine. Over the past decade, we have significantly increased the number of learners we train. Our inaugural orthopedic surgery residency class graduated this year, coinciding with the introduction of additional specialty training programs, each a significant step toward shaping future healthcare leaders.

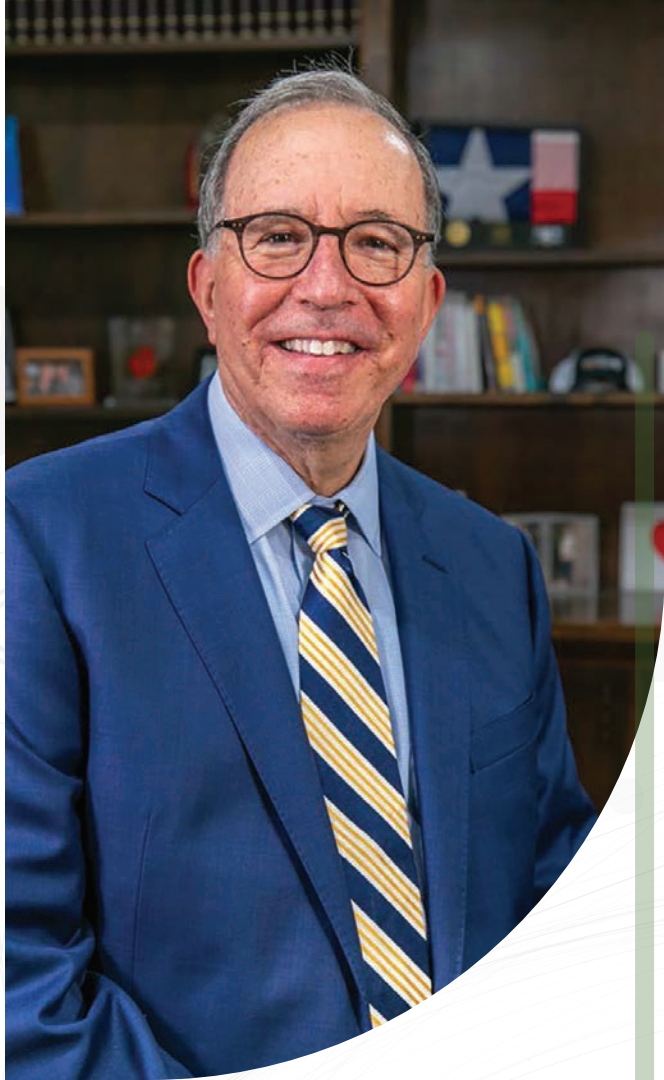
Simultaneously, we are strengthening our role as an advocate for rural healthcare. While national discussions frequently focus on hospital closures and disparities, Guthrie exemplifies excellence in a rural context through robust quality outcomes, advanced trauma services, innovative care delivery models, and significant reinvestment in the communities we serve.

This progress has only been possible thanks to you—our generous supporters. Our philanthropic efforts have set new records. Our *Here. For Good.* campaign has fueled investments in capital improvements for critical care services, advanced technology, and programs that expand access and opportunity.

As you read this report, you will find stories of patients, providers, caregivers, researchers and community partners who bring our mission to life each day. At every level of the organization, every caregiver plays a vital role, demonstrating that true impact is made through dedication and compassion.

Thank you for your trust in The Guthrie Clinic. Together, we are building a healthier future for the communities we call home.

Edmund Sabanegh, MD, MBA
President and Chief Executive Officer
The Guthrie Clinic



Gov. Shapiro Commends Guthrie as a Model for Rural Healthcare

Guthrie took center stage as a model for strengthening rural healthcare when Pennsylvania Gov. Josh Shapiro visited Guthrie Robert Packer Hospital in February 2025. “Guthrie has a wonderful culture, and it’s a great place to work with wonderful colleagues,” Shapiro said. “We want this to be a model for how to deliver rural healthcare in the Commonwealth. This is a hospital and a healthcare system that does it right.”



Edmund Sabanegh, MD, MBA, Guthrie’s President and CEO, said he is “grateful to Governor Shapiro for his many initiatives to develop, nourish and sustain a rural workforce, which will propel Guthrie and the Commonwealth into a bright future. Our caregivers are the lifeline to providing this care and we are laser focused on recruiting and retaining the best employees through competitive compensation, family-friendly benefits and enhanced health insurance options.”

A Collective Mindfulness

Welfare and Safety of Patients



While checking in a patient for his primary care appointment, patient service specialist Denise Gioffredo was alarmed by his coughing and difficulty breathing. She alerted clinical staff, who called an ambulance to take him to the hospital, where he was diagnosed with an arterial blockage and had bypass surgery the next day.

“He fully recovered and returned for a follow-up appointment with the primary care physician. This made me feel extremely happy that he was going to be all right,” Gioffredo recalls. “I had the pleasure of checking him in for the [follow-up] appointment. To know that you have saved someone’s life, there are no words and I would do this again with no second thought.”

Gioffredo’s exemplary mindfulness earned her Guthrie’s fiscal year 2025 Great Catch Award, which is given to a Guthrie employee who proactively prevents harm to a patient. All employees are eligible for the award, whether or not they provide direct patient care.

Fishing for Patient Safety

The Good Catch program is managed by Guthrie’s System Safety Council, which won the INcredible Care Pillar Award in 2025. Each month, as part of its mission to improve safety, the multidisciplinary council considers several good catches from throughout the Guthrie system. An individual from each location is recognized each month and awarded a Good Catch pin, along with a certificate and points that can be redeemed for a gift. The annual award is given to the employee judged to have the best great catch from among all the monthly awards, said Sara Schiller, RN, chair of the program and System Director, Patient Safety and Clinical Risk Management.



The council chose the fish symbol to represent the good catch. “It’s very distinctive, and we make it fun,” Schiller explains. Senior leadership presents the awards at department gatherings, and the department from each hospital or clinic with the most good catches is rewarded, as well. “They get a fish trophy that travels from one department to the next department, whichever one wins. There’s competition to want to keep the fish trophy. The departments take that trophy on, and give it a name, dress it up, and make it fun,” Schiller adds.

During the award presentations, leadership emphasizes to everyone the importance of reporting potentially harmful situations. “It’s an opportunity for learning, and everyone gets to see that reporting is important,” Schiller says. “The work that we do is very essential to making sure that we have safe and effective patient care for the community that we serve.”

Turning Adverse Events into Never Events

In healthcare organizations across America, about one in 31 inpatients on average acquire infections associated with the care they receive. In addition, thousands of patients suffer sentinel events, which are errors or unexpected occurrences resulting in harm or death. Common sentinel events include patient falls, treatment delays and medication errors.

Guthrie is working to turn healthcare-associated infections (HAIs) and sentinel events into “never events,” a term that describes incidents that are rare, preventable and serious. To do so, Guthrie emphasizes to all staff the importance of having a collective mindfulness that keeps the welfare and safety of patients top of mind. Other key attributes of this high-reliability safety culture are proactive error detection, rapid action to prevent harm, and the ability to report situations that may cause patient harm without fear of retribution.

High reliability goals achieved by Guthrie in fiscal year 2025 include a reduction of sentinel events in procedural areas to four, down from 10 in 2024, and a decrease in the C-difficile infection rate at Guthrie Lourdes Hospital to 2.11 per 10,000 patients, down from 3.76. Also in fiscal year 2025, Guthrie Corning

Hospital earned an A hospital safety grade from the Leapfrog Group, and Guthrie Robert Packer Hospital was one of only 22 Pennsylvania hospitals recognized for excellence in patient safety by the Hospital and Healthsystem Association of Pennsylvania.

Achieving these results requires both retroactive and proactive interventions. Guthrie’s Quality Department manages reports of adverse events occurring within the system and runs investigations to learn how to prevent them from occurring again, says Lisa Esolen, MD, Executive Vice President and Chief Quality Officer, who was named to the Becker’s Healthcare 2025 “Patient Safety Experts to Know” list.

Proactively Reporting Unsafe Situations

Encouraging the reporting of unsafe situations is a proactive strategy. “By inspiring caregivers to tell us about unsafe situations before they harm patients, we have time to redesign a workflow to assure safety. This involvement of the frontline staff creates a safer environment, which decreases the risks of sentinel events occurring,” Dr. Esolen explains.

To reduce HAIs, Guthrie’s infection control team collaborates with its performance improvement team to gather infection data and make it transparent throughout the enterprise and to create evidence-based clinical algorithms to guide care. Guthrie also emphasizes proactive interventions such as hand hygiene and personal protective equipment (PPE) compliance, antiseptic bathing of patients, improved antiseptic pre-op care, and closer monitoring of elements known to help protect against infections after surgery.

On all patient safety initiatives, Guthrie incorporates key stakeholders and leaders from all Guthrie hospitals. “They can individualize and optimize the redesign of processes and workflows that work within that hospital’s culture to accomplish the desirable outcomes,” Dr. Esolen explains. “We tap into the best resources available to achieve our goals.”

Incredible Care Awards

Fiscal Year 2025



American Association of Immunization Managers

Guthrie Binghamton Riverside Drive Pediatrics—Immunization Champion Award



American Heart Association/American Stroke Association

Guthrie Corning Hospital—Gold Plus Award, Stroke and Type 2 Diabetes Honor Roll

Guthrie Cortland Medical Center—Certified Primary Stroke Center

Guthrie Cortland Medical Center—Silver Plus Award, Stroke and Type 2 Diabetes Honor Roll

Guthrie Robert Packer Hospital—Gold Plus Award, Stroke and Type 2 Diabetes Honor Roll



Becker's Healthcare

The Guthrie Clinic—Health Systems with Top Simulation/Education Programs

The Guthrie Clinic—Hospitals and Health Systems with Great Orthopedic Programs



Centers for Medicare and Medicaid Services

Guthrie Hospice Vestal—Five-Star Rating for Patient Care



Community's Choice Awards

Guthrie Corning Hospital—Best of Twin Tiers

Guthrie Lourdes Hospital—Binghamton



Healthgrades

Guthrie Corning Hospital—Treatment of Pulmonary Embolism

Guthrie Cortland Medical Center—Treatment of Stroke

Guthrie Lourdes Hospital—America's 100 Best, Joint Replacement and Orthopedic Surgery

Guthrie Lourdes Hospital—Number 2 in State, Surgical Care and Orthopedic Surgery

Guthrie Lourdes Hospital—Hip Fracture Treatment

Guthrie Lourdes Hospital—Joint Replacement Excellence Award

Guthrie Lourdes Hospital—Outpatient Rotator Cuff Repair

Guthrie Lourdes Hospital—Spinal Fusion Surgery

Guthrie Lourdes Hospital—Surgical Care Excellence Award

Guthrie Lourdes Hospital—Total Hip Replacement

Guthrie Lourdes Hospital—Total Knee Replacement

Guthrie Lourdes Hospital—Treatment of Respiratory Failure

Guthrie Lourdes Hospital—Treatment of Sepsis

Guthrie Lourdes Hospital—Treatment of Stroke

Guthrie Robert Packer Hospital—Outpatient Joint and Total Hip Replacement Awards



The Joint Commission

Guthrie Cortland Medical Center—Certified Primary Stroke Center



National Committee for Quality Assurance

Guthrie Provider Enterprise—Patient-Centered Medical Home



National Quality Award

Guthrie Cortland Nursing and Rehabilitation Center—Bronze Award



US News and World Report

Guthrie Cortland Medical Center—High-Performing Hospitals for Maternity Care

Guthrie Lourdes Hospital—High-Performing Hospitals, Heart Arrhythmia

Guthrie Lourdes Hospital—High-Performing Hospitals, Pneumonia



Women's Choice Award

Guthrie Robert Packer Hospital—Comprehensive Breast Care

Guthrie Troy Community Hospital—Emergency Care

Data Drives Better Population Health Outcomes

Guthrie Outreach Coordinator Missy Sindoni received Guthrie's Lifesaver Award five times in FY25, one for each time she encouraged an individual to either receive a cancer screening that diagnosed a malignancy or to begin treatment that saved or extended their life.

She is one of a team of 18 outreach coordinators who contact individuals whose records show them due for cancer screenings or other preventative measures.

"My team always has the best interest of the patient in mind and at heart," Sindoni said. "Prevention is key and early detection saves lives; this is what makes it all worth it for me."

Coordinators tap into data collected and stored in Guthrie's Level 10 Epic electronic medical records (EHR) system to improve health outcomes for its patient population. Guthrie has earned national recognition for its use of Epic, including a Gold Stars Level 10 designation, the highest achievable level.

This outreach resulted in a 40% increase in the number of mammograms and a 57% increase in the number of breast cancer diagnoses from fiscal year 2024 to FY25. Most of these cancers were identified early, at stage 0 or 1. Guthrie achieved similar results for colonoscopies and colon cancer, with a 30% increase in the number of colonoscopies and 7% increase in colon cancer diagnoses from FY24 to FY25. Guthrie achieved a 19% increase in the number of colon cancers detected early, at stage 1, when it is more easily treated.



Cancer Screenings, Diabetic Bundle Improve Health Equity

The outreach coordinators also contributed to two other important goals: increasing colorectal cancer screenings from a baseline of 59.2% to 66.2% in fiscal year 2025 for individuals in the New York and Pennsylvania Medicaid population, and increasing compliance with the diabetic bundle (regular A1C tests, statin use, and eye exam for individuals diagnosed as having diabetes) from a baseline of 50.3% to 54.6% in FY 2025.

"Overall now in our population, we're up to 78% of all patients who need colorectal cancer screening getting that screening," says Frederick Bloom, MD, Guthrie's Chief Population Health Officer. "We noticed last year that our Medicaid patients were about 15% lower than the rest of the population. And so we focused on that population with greater outreach—telephone calls and messaging—and if they didn't respond, we sent the Cologuard screenings to their house—and we were able to close that gap." The Cologuard screening requires patients only to send back a stool sample.

The Guthrie team is working to close a similar disparity among the Medicaid population in receiving the diabetes bundle and to reduce rehospitalizations across the board, he adds. "Our care coordinators are nurses who work with patients who are very sick and end up in and out of the hospital frequently; they stay in touch with a patient on a daily, weekly, or at least monthly basis," he explains. One patient was in the emergency room 26 times in a year for care, but after working with a care coordinator, they've returned only twice in the last three months. "The coordinators help to keep people healthy by having a close relationship and addressing their concerns early on," he states.

Remote Monitoring Reduces Readmissions

The coordinators often are aided by remote monitoring, which increased from a baseline of 34 patients to 384 in fiscal year 2025. "By providing devices to patients at home that connect to our EHR, we can alert our teams when patients might be getting into trouble and before they end up in the emergency room," Dr. Bloom explains. "It allows us to reach out and sometimes treat them over the phone or bring them into the office early before they get into trouble." This effort contributed to patients on remote patient monitoring having a lower readmission rate (13.5%) compared to those not on monitoring (15.1%).

Cancer diagnoses and diabetes were among the top four common concerns raised by individuals in the community during Guthrie's most recent Community Health Needs analysis, along with heart disease and stroke and mental health, Dr. Bloom states. In turn, each hospital within the Guthrie system develops a Community Health Improvement Plan to address those concerns. "Some of that work is related to social drivers of health," he explains.

Social drivers, or social determinants, of health can be related to a person's financial status, education, or nutrition, as well as to age, sex, race or ethnicity. "Certain groups within our population need additional outreach or care to help them to get the same health outcomes as everyone else," Dr. Bloom explains. "Treating people equally is giving the exact same care to everybody, but treating people equitably is getting the same outcomes for all patients," he continues. "In our area, we've noticed that people with socioeconomic needs often have poorer health outcomes than those who are more affluent. And so we have started to look at how do we give more resources to help with nutrition and transportation and other things to patients who have greater social needs?" Guthrie's Community Benefits Grant Program was born to fulfill this need—see page 26.



Healthy Populations Pay Off

Healthcare organizations now have more incentives to keep their populations healthy. "In healthcare, if you stay healthy, it costs less," Dr. Bloom explains. Medicare, Medicaid and private or commercial health plans pay bonuses to health systems that help patients stay healthy by screening for cancer, controlling blood pressure, and managing diabetes and other chronic diseases. "This aligns incentives so that everybody is working toward the same goal," he says.

Another important aspect of achieving population health and health equity is having quick access to care. For fiscal year 2025, more than half of new primary care patients achieved access within one business day 88% of the time. This ability to absorb patients into the system also resulted in Guthrie increasing the number of transfers from other systems from a baseline of 992 to 1,246 in 2025.

"Access is extremely important, and we have focused on primary care access across our system, trying to recruit more primary care physicians, as well as advanced practice providers, nurse practitioners, and physician assistants," Dr. Bloom explains. "One of the things that really impacts patients' health is the ability to get in to be seen when they need to be seen and to have a primary care physician that they see regularly to talk about prevention and optimization of their chronic care needs."



Making Guthrie An Engaging Place to Work

For Michelle Tutko, work has always been about people: helping them grow, feel supported and thrive. When an opportunity opened at Guthrie that aligned with her background in human resources, it also spoke to something more personal: the chance to be closer to family and to make a meaningful difference in a rural community.

Now Guthrie's Senior Director of Talent Management and Experience, Tutko relocated from Cincinnati to Elmira, N.Y.,

drawn by both the Finger Lakes region and the mission-driven people she met along the way. With aging parents in Pennsylvania and a son completing his undergraduate studies at the University of Pittsburgh, Guthrie offered the right professional opportunity at the right moment in her life.

She was also inspired by Guthrie's commitment to rural healthcare.

"I hear what my parents and extended family experience when it comes to accessing care in a small town," Tutko shares. While her family does not live directly in Guthrie's service area, she sees her work as contributing to better care in rural communities like theirs. Just as important, she says, were the people. "Everyone I met at Guthrie was welcoming and genuine. That stood out."

A Focus on People, Every Day

Tutko is part of the Human Resources team led by Cori Belles, Guthrie's Chief Caregiver Officer. Together, the team is responsible for what Belles describes as "all things people at Guthrie"—from recruitment and retention to engagement, leadership development and the caregiver experience.

The goal, Belles explains, is to offer meaningful career paths that support caregivers at different stages of life. "We provide a wide range of opportunities so people can build careers that fit them, rather than a one-size-fits-all approach."

A cornerstone of that work is listening. Guthrie uses annual engagement surveys, along with regular pulse surveys, to gather direct feedback from caregivers about their work experience.

"It helps us understand how people feel when they come to work each day," Tutko says. "Do they enjoy what they're doing? Do they feel supported by their team and their leader? Does the organization give them what they need to grow and succeed?"

Those insights drive action planning across the system, ensuring engagement is not just measured, but meaningfully addressed.

Strong Retention and Recruitment Results

That focus on caregivers is showing measurable results. In fiscal year 2025, Guthrie achieved a caregiver retention rate of 83% and a provider retention rate of 92 percent—both above national averages. During the same year, Guthrie increased its total caregiver workforce by 5 percent and exceeded provider recruitment goals by 27 percent in high-priority areas including primary care, cardiology, anesthesiology, gastroenterology, ophthalmology, and cardiothoracic surgery.

Jennifer Chapman, Assistant Vice President for Caregiver Recruitment Operations, points to several factors behind that success. Guthrie's integrated system model, investment in technology, and commitment to innovation all play a role. The system has also achieved Epic Gold Stars Level 10 designation for electronic health record optimization.

At the same time, Guthrie offers something increasingly rare: a strong sense of community. "There's a real support network here," Chapman notes. "From a quality-of-life perspective, that matters."

Programs such as Thrive Wellbeing further support caregivers by offering resources related to mental health, burnout, legal and financial concerns, childcare support and more—helping caregivers navigate life's challenges both inside and outside of work.

Supporting Growth and Career Aspirations

Guthrie's commitment to caregivers extends well beyond recruitment. The organization invests deeply in learning and development, supporting career growth at every level.

Offerings include the Emerging Leaders program for high-potential employees, Guthrie Leadership Essentials for new managers and the Guthrie Edge program for senior leaders, delivered in partnership

with Harvard University. Additional opportunities, from mentorships and fellowships to professional skill-building programs, allow caregivers to continue learning and evolving.

"We recognize caregivers as whole people," Belles says. "They can step forward into new opportunities when the timing is right, or adjust their pace and still build a meaningful, long-term career at Guthrie."

Tutko says that philosophy resonates deeply with her own values. "Developing people is what it's all about," she explains. "Seeing someone grow, gain confidence and have those 'aha' moments—that's incredibly rewarding."

For Tutko, the work is both professionally fulfilling and deeply personal. "There are great things happening here," she says. "I love what I do, and I love being part of an organization that takes care of the communities we call home."

INspired Caregivers Recognitions

Becker's Healthcare

Guthrie
Top Places to Work in Healthcare
(2023, 2024, 2025)

Forbes

Guthrie
America's Best-In-State Employers (Pennsylvania)

Guthrie
America's Best Employers for Women

Modern Healthcare

Guthrie Troy Community Hospital
Best Places to Work

Newsweek

Guthrie
America's Greatest Workplaces in Health Care

Press Ganey

Human Experience Guardian of Excellence Award

Guthrie: A Magnet for Talent Globally and Locally



As a young primary care physician working in his native Nepal, Subash Ghimire, MD, decided to begin “looking for opportunities where I could get advanced clinical training, academic growth, and practice high quality, evidence-based medicine. (That’s why) I came to the United States.”

Dr. Ghimire remembers interviewing for an internal medicine residency at about “14 places or so” across the northeastern and southern U.S. “Guthrie appealed to me because of its strong teaching culture,” he recalls. “There is a supportive environment for trainees and an emphasis on close mentorship. I had one-on-one mentorship right from the beginning from my faculty. And once I joined Guthrie, it was very clear that Guthrie was a place where international graduates could thrive.”

Today, 10 years after starting his residency at Guthrie Robert Packer Hospital, Dr. Ghimire is a practicing gastroenterologist at Guthrie Big Flats. His previous Guthrie experience includes working as a gastroenterology fellow, hospitalist physician and internal medicine core faculty member, in addition to his residency.

A Local Center for World-class Patient Care, Teaching and Research

According to Jean Miner, MD, Guthrie’s Chief Academic Officer, Dr. Ghimire is a great example of what commonly happens within the Guthrie system—individuals from both inside and outside of the U.S. coming to Guthrie for training and staying on to have fruitful careers.

In fiscal year 2025, Guthrie exceeded its high-priority recruitment goals by 27%, with 28 hires in areas including primary care, cardiology, anesthesiology, gastroenterology, cardiothoracic surgery, and ophthalmology. In addition, the number of total caregivers, including registered nurses, rose by 5%.

Dr. Miner says Guthrie’s academic programs contributed to these results by serving as a pipeline between training and clinical positions. “We’re signing about 25 to 30 percent of our residency and fellowship grads each year,” she states. “We’ve already signed about 10 residents and fellows that are going to start working with us either next year or, if they are going away for fellowship, when they return. We’re very excited about that.”

In 2025, the department graduated its first endocrinology fellow and first two orthopedic residents. “We were able to recruit (the fellow), so now he’s one of our core faculty and board-certified,” Dr. Miner enthuses. Guthrie residency graduates find great opportunities because “our program scored at the 95th percentile of residency programs across the country,” she says.



In addition to graduating medical fellows and residents, Guthrie’s Department of Medical Education has affiliation agreements with more than 200 schools across the nation including the Geisinger Commonwealth School of Medicine, Mansfield University and the Lake Erie College of Osteopathic Medicine.

These schools send individuals studying to be nurses, physical or occupational therapists, physician assistants, nurse practitioners, advanced practice providers and other healthcare professionals to Guthrie facilities for training. “We have close to 2,000 students overall,” Dr. Miner declares.

In fiscal year 2025, Guthrie added another affiliation by establishing a partnership with Binghamton University to collaborate on research initiatives. With the goal to benefit health outcomes and wellness in the local community, the partnership includes the Guthrie Scholars Program, a pre-medical internship for Binghamton students interested in pursuing medicine.

“This partnership represents the best of what two respected organizations can achieve when they work together,” states Dr. Edmund Sabanegh, President and CEO, The Guthrie Clinic. “This agreement allows us to collaborate more effectively, opening the door for greater innovation. It creates a solid framework to focus on meaningful research that can make a real difference in people’s lives.”

CONTINUED >>>



The Resident Becomes a Respected Leader and Teacher

Dr. Ghimire first worked closely with Dr. Miner when he served as a core faculty member for the internal medicine residency. “He finished his training at Guthrie and turned around and gave back as a very successful teacher—always someone you could look to, a go-to person, reliable, engaged, great educator, level-headed,” says Dr. Miner, who also serves as Guthrie’s designated institutional officer, with Dr. Ghimire serving as her assistant.

Today, Dr. Ghimire is an incredibly well-respected Guthrie physician. He serves on the Patient Safety and Quality Committee and Graduate Medical Education Committee. His quality improvement and patient safety research projects have identified screening tools for depression and anxiety in oncology patients; explored systemic and socioeconomic factors causing patients to cancel, delay or miss endoscopic procedures; and found ways to improve lung cancer screening rates. And during the COVID pandemic, Dr. Ghimire led a study that found that COVID patients with diarrhea required early intervention because this symptom signaled potentially severe complications and a worse outcome.

Dr. Ghimire lives in Sayre with his wife, a pediatric gastroenterologist, and their two children. “We have a family business, you can say that,” he states. They came to the U.S. from Nepal together, and both of their children were born in the U.S.

“When you look at the United States from abroad, you think the United States is Manhattan, Hollywood, Los Angeles, Chicago, Miami. So that’s what comes to your mind. And that is the mindset I came with initially, I have to be honest with you,” he recalls. “But once you come here, you travel places and recognize that you are not here to take pictures, but train in a collegial environment and establish relationships. You look for places where you can thrive, where people are supportive. That’s why I have been here for the last 10 years.”

Guthrie Residents Educate While Learning

As expected, Guthrie’s corps of residents learn a great deal as they make the rounds each day, from various aspects of medicine to how to better relate to their patients.

Twice a year, the residents experience a half-day poverty simulation to learn what it’s like to make a choice between food and medicine and to face other situations experienced by those afflicted by poverty, says Jean Miner, MD, Guthrie’s Chief Academic Officer.

But while learning, residents also teach, often leading their mentors toward discovering new things. “They can make you see things with a fresh set of eyes,” Dr. Miner says. “I’ve been in practice almost 19 years now. You get into the swing of things, and it becomes your way of doing things. But about a year ago, I started doing robotic surgery. I said for years I was never going to do it, and the residents convinced me by demonstrating the innovative ways that new things can help patients.”

Raised with technology in hand, residents can use the same quickness technology accentuates to deliver patient care. “They have the ability from a decision-making standpoint, in my opinion, to filter through information quickly, either in their brains or using technology to say, ‘Hey, look, this is what we need to do for this patient,’” Dr. Miner states. “When I think about myself at that point in my life and what my experiences have been, they’re more experienced with life, or have more knowledge of things outside of their own bubble.”



Guthrie Cortland Renzi Health Campus

Opens to Serve the Community



Guthrie proudly opened the Guthrie Cortland Renzi Health Campus to patients on December 9, 2024, marking a significant milestone in our ongoing commitment to expand access to high-quality, patient-centered care in the Cortland community.

Located on West Road in Cortland, the 32,000-square-foot health campus brings a wide range of services together under one roof, creating a more convenient and connected care experience for patients and families. Phase 1 of the campus opened with primary care, walk-in care, imaging, and laboratory services, providing essential care close to home.

The campus reflects Guthrie's continued investment in rural healthcare and our promise to be a trusted local partner. In the months following the opening, additional specialty services—including orthopedics, obstetrics and gynecology, general surgery, and plastic surgery—began welcoming patients as part of the campus' phased expansion.

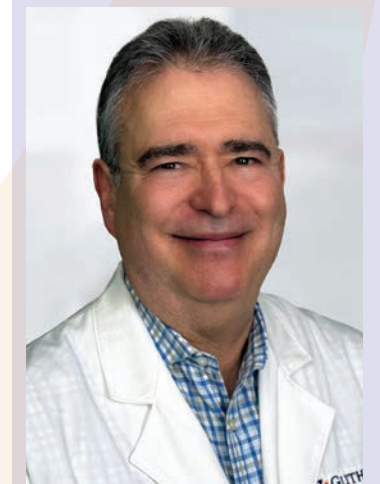
Made possible through strong community partnerships and the generosity of donor Nicholas Renzi, the Guthrie Cortland Renzi Health Campus represents a shared vision for accessible, coordinated care—today and for the future.



Vestal Specialty Eye Care Joins Guthrie Network

Now operating as Guthrie Vestal Specialty Eye Care, David E. Sperber, MD, and Retina Associates of Binghamton joined Guthrie in May 2025.

"I am very proud of the practice that my team and I have built over 29 years in Vestal, and I wanted to ensure its continuity into the future," Dr. Sperber said. "I chose to associate with Guthrie because their patient-centered ethos perfectly dovetailed with my own, and they have done their utmost to preserve the quality and the culture of our practice."



Cardiothoracic Surgery

Growing to Serve Our Communities



Key recruitments and acquisitions—including Guthrie Lourdes Hospital in Binghamton—have enabled Guthrie’s cardiothoracic surgery program to grow, expanding life-extending capabilities within its service area.

“Guthrie is one of only two healthcare systems providing cardiac surgery services in the 14-county service area—making the care Guthrie provides critical to residents,” states Hillary Saxton, Senior Director, Strategic Planning. “Guthrie also serves an aging population, which creates a greater demand for heart care.”



Heart disease is the number-one killer of American adults, and lung cancer is the leading cause of cancer deaths in America. “The complex conditions that affect the cardiopulmonary and foregut systems require a multi-disciplinary team of specialists working together,” says cardiothoracic surgeon John Sadeghi, MD.



New Recruits Include Surgeons, Advanced Practice Providers, and Nurses and More

Recent recruitments include Dr. Sadeghi and fellow cardiothoracic surgeons Joseph Cahill, MD, and Chandерdeep Singh, MD. Guthrie also recruited three surgical physician assistants, surgical residents for the inpatient thoracic service, and registered nurses for the cardiac intensive care unit, as well as a cardiac anesthesiologist, clinical nurse practitioner, licensed practical nurse, and surgical coordinator. New caregivers also have joined the cardiac operating room nursing team and perfusion team.

These additions minimize wait times and increase the number of patients who can receive cardiothoracic care in collaboration with the cardiology team, says Dr. Singh. “We have a very collaborative environment fostered by frequent meetings, as well as bedside consultations,” he explains. “Our approach to patients is individualized. Our aim is to create a strong heart team where the cardiologists and cardiothoracic surgeons work hand in hand to optimize patient care and have good outcomes across the whole system.”

Quality and Safety Interventions Reduce Mortality and Morbidity

This approach has resulted in a lower-than-average mortality rate, as well as lower-than-average rates on morbidity measures such as reoperations, readmissions, surgical site infections, and graft failures while increasing operative volume, states Dr. Cahill.

These accomplishments have been the result of various quality and safety interventions, Dr. Singh explains. To maintain consistency of care between patients, the team created order sets for the preoperative, intraoperative and postoperative phases of care. An example is the use of ERAS (Enhanced Recovery After Surgery) protocols and multi-modal pain management to decrease opioid usage.

In addition, the team has implemented pre-op and intraoperative techniques designed to reduce infections, the Impella ventricular assist device during procedures for higher-acuity patients, and phone calls to patients following discharge to help mitigate readmissions, Dr. Singh states.

The team has taken several steps to encourage regional transfers and promote local care. “We have expanded our advanced procedural offerings to include robotically assisted cases, the convergent procedure for complex atrial fibrillation, the mitral clip and mechanical circulatory support with Impella,” Dr. Singh explains. By offering these procedures, the team manages higher-acuity cases safely and locally while streamlining transfer pathways and providing timely access to care, thereby strengthening relationships with referring providers and facilities.

“We accept all transfers unless we do not have the capability to care for them,” Dr. Cahill adds. “One of our goals is to lower the number of refused transfers further as we add team members and capabilities.”

Turning Maternity Deserts into Oases



Several years ago, Juan Arreguin, MD, Chair of OB/GYN, was asked to speak about his vision for women's services at Guthrie's annual gala. He had been giving much thought into how to solve the problem of "maternity deserts," a term coined by the March of Dimes. These deserts are counties in which access to maternal care is limited or absent. As a result, maternal morbidity and mortality rates are higher there.

"I mentioned that our vision was to one day get a maternity unit that would travel around all of our geographical areas, especially to our maternity deserts, to provide not only maternal care, but mental health care and social services and begin to address some pediatric needs," Dr. Arreguin recalls. "And I remember very clearly that night stating that, one of these days, we were going to turn these maternity deserts into maternity oases as we provided services for care."

Not long after making this speech, Dr. Arreguin woke from his sleep, yelling the word "MOM" and startling his wife. "She asked, 'What's wrong?' and I said, 'That's what we're going to call this bus—MOM, the Maternity Oasis Mobile unit.'"

A few board members from Guthrie Lourdes Hospital, which joined Guthrie around this time, heard Dr. Arreguin's speech and told the Mother Cabrini Foundation about it. "Within a week, I received an email stating, 'We so appreciate your presentation. We believe in your mission. We'd like you to apply for our grant,'" Dr. Arreguin recalls. "Fortunately, Guthrie has wonderful grant writers, and two months after this gala night presentation, we were awarded a grant by this wonderful organization."

The \$3 million grant from the foundation funds the MOM unit, which travels to communities within the Guthrie service area that have low-to-moderate access to maternal care. In addition, Guthrie has stepped up the hiring of physicians, midwives, doulas, and other community workers to address healthcare disparities in these communities.

More Babies Delivered, Safer Care

The acquisition of Guthrie Lourdes Hospital contributed to a 30% increase in the number of births in Guthrie hospitals in fiscal year 2025. In 2025, Guthrie Cortland Medical Center was recognized by U.S. News and World Report as a "high-performing" hospital for maternity care, the highest possible rating, and as a maternity access hospital for providing services in what otherwise would be a maternity desert. Only 87 hospitals in the nation earned both of these recognitions.

Dr. Arreguin credits these improvements in the number of births, quality and safety to the midwives, physicians and obstetric hospitalists Guthrie has hired. Midwives coach and encourage mothers while they are in labor while hospitalists are physicians who back up the midwives. In addition, Guthrie hired a doula who provides guidance and support to patients during labor and postpartum.

Several physicians specializing in obstetrics and gynecology, as well as family physicians, have enabled the Cortland maternity team to offer 24/7 services and earn five-star ratings from Healthgrades for both vaginal and C-section deliveries. Cortland's C-section rate for 2025 was 20.2%, according to the Leapfrog Group, well below the national average.

Delivering Maternity Care Throughout a Rural Service Area

Dr. Arreguin says his dedication to obstetrics, gynecology and midwifery comes from the fact that his mother was a midwife. "My mom would tell me stories about these small villages in Mexico where she would go to provide care. My grandfather would take her in his little truck. She said it was not uncommon for Grandpa to be there all night asleep in his truck as she went to take care of these moms," he relates.

"I heard these stories for many, many years growing up, and I saw the impact of midwives," he continues. "They're typically going to be there with moms throughout the entire labor. Usually me as an obstetrician, I'm being called in to do the delivery, and everybody wants to get a picture with the doctor that delivered the baby, not realizing that it's the nurse or the midwife that's been doing all the work because they were there through the night, they were there during prenatal care, they were doing all the teaching possible."



It is absolutely phenomenal to see how much communities within the Guthrie service line have adopted and welcomed this new midwifery program."

One example is an Amish community that allowed Guthrie to park the MOM unit next to the white chapel where they attend services. An Amish woman near full term in her pregnancy visited the unit and expressed her gratitude that Guthrie would bring maternity services into her community. "A week later, she presented at our hospital in Cortland with a catastrophic emergency. She had prolapsed her umbilical cord," Dr. Arreguin remembers. Because of the unit having visited her community and her having felt comfortable after meeting the midwives and other staff, she wanted to deliver the baby at a Guthrie hospital. After having a C-section, "both mother and baby did great," Dr. Arreguin says. "That was obviously a great win for everyone."



FY25: A Breakout Year for the Guthrie Pulse Center



FY25 marked a major milestone for the Guthrie Pulse Center, as the model continued to mature from innovation to measurable, systemwide impact. Built to support rural care delivery, the Guthrie Pulse Center made meaningful gains in patient safety, workforce sustainability and care coordination across Guthrie hospitals.

Safer Care, Stronger Outcomes
Throughout FY25, Pulse Center-supported programs helped drive significant improvements in patient safety. Data from across the system showed a dramatic reduction in patient falls with major injury, along with continued reductions in hospital-acquired infections including C. diff, CAUTI, and CLABSI. Pressure ulcer injury rates also declined over time, reflecting stronger surveillance and faster clinical response supported by virtual monitoring and centralized coordination.

Supporting the Workforce at the Bedside
One of the Guthrie Pulse Center’s most important achievements in FY25 was its continued support of bedside caregivers. By shifting key tasks—such as admissions support, documentation, monitoring and care coordination—to virtual clinical teams, the model helped nurses spend more time on direct patient care and less time in the electronic medical record.

These changes contributed to measurable workforce stabilization, including lower RN vacancy and turnover rates and a reduction in reliance on agency staffing. Engagement data also showed sustained improvements in nursing resiliency, demonstrating the model’s role in supporting caregivers in demanding clinical environments.



A Connected System of Care
At the heart of the model is the Pulse Center’s centralized operations hub, where experienced nurses, technicians, and care coordinators work side by side to support teams across multiple hospitals. In FY25, this real-time view of patient status and capacity enabled better patient flow, faster escalation of care, and improved coordination across facilities and service lines.

Specialty support continued to expand as well, including virtual consult services that helped patients receive high-quality care while remaining in their local communities.

National Recognition for Innovation
The momentum of FY25 also brought growing national recognition. The Pulse Center model was highlighted as an example of how health systems can combine technology, clinical expertise, and teamwork to improve safety, access, and workforce sustainability in rural healthcare. This external validation reinforced Guthrie’s leadership in reimagining how care is delivered.

Looking Ahead
What began as a bold response to workforce and access challenges has become a core part of how Guthrie delivers care. FY25 demonstrated that the Guthrie Pulse Center is not just an innovation, but a scalable, evidence-based model driving better outcomes for patients and caregivers alike—positioning Guthrie well for continued growth and impact in the years ahead.

Centralized Bed Management
135 Min
Average Decrease in Time
from ED to Reaching an IP Bed
8%
Increase in Patients Assigned an IP Bed within
30 Minutes of the ED Provider Deciding to Admit
Since April 2024

Virtual Medical/Surgical Care
>10,000
Hours of Bedside Nurse
Time Saved
Since January 2024
24%
YoY Increase in
Virtual RN Usage
CY24/CY25

Centralized Transfer Center
86%
External Transfer
Requests Completed
Since April 2024
16%
Increase in External and
Internal Transfers
Since April 2024

>135 Min
Decrease in Total Transfer Time
Internal and External Transfers

Telesitters
40%
Reduction in Falls with Injury
Achieved in Partnership with Other Initiatives

A Circle of Generosity



Nicholas Renzi

Only months before his death in 2025, Nicholas Renzi pledged \$1 million in support for the new Guthrie Cortland medical campus. The gift was matched with an additional \$1 million in donations from the community-supported Cortland Memorial Foundation. Renzi made an earlier \$1 million pledge to the Cortland location's Renzi Cancer Center, providing a comprehensive cancer center for nearby communities. "He knew that people had to travel long distances for cancer care. Getting this care in their own community is so important to many of these folks, and it was definitely important to Nick in particular," says Tricia Huston, Executive Director, Resource Development.

Firmly rooted in the rural communities of New York and Pennsylvania, Guthrie benefits from the generosity of the region's people as it provides healthcare and social support to those in need. This positive cycle of giving and receiving strengthens all.

In fiscal year 2025, Guthrie provided \$193 million in charity care to uninsured or underinsured individuals and \$55,000 through its Community Benefit Grant Program. Guthrie received \$15 million in financial support from both individuals and organizations.

Amazing Community Generosity Allows Guthrie to Give Back

The generosity exemplified by Renzi's gifts manifests itself in many ways through the Guthrie service area. A \$3 million grant from the Mother Cabrini Health Foundation enabled Guthrie to launch the Maternity Care Oasis, a mobile unit that provides pre- and post-natal maternity services. The Fire and Ice Gala raised \$363,000 for emergency medicine. Guthrie's Breast Care Fund received a portion of the proceeds when individuals bought a car or received car service from Williams Auto Group during its Drive Pink promotion, or bought coffee from a Williams-owned Dandy Mini-Mart during its Dandy Pink Cups promotion. The Williams companies have "raised more than \$90,000 over the past 10 years," Huston states, and they also support Guthrie's Turkey Trot, golf tournament, and other events.

These investments allow Guthrie to place more healthcare resources back into its rural service area. "Whether you're in New York or Pennsylvania, in Cortland, Corning, Towanda, Troy or elsewhere, you're going to get the same level of quality," Huston declares. "We're here for the long haul. We're here for good." This philanthropy enabled Guthrie to make investments in the Guthrie Pulse Center and other remote patient monitoring services, Maternity Care Oasis, paramedicine, mammography services, orthopedics care, radiation therapy for cancer patients, mobile MRI, skilled nursing and acute rehabilitation units, inpatient dialysis, scholarships for caregivers, and research and education programs.

"In many ways, Guthrie is a gem," Huston continues. "Most rural communities like ours don't have the resources, specialties and technology that we've been able to deploy here at Guthrie. And so, our supporters want to see that continue for their kids, family members and friends. They invest because of the wonderful care that they received, and also to pay it forward and to make sure that that same level of care exists tomorrow."

CONTINUED >>>



The Renzi Health Campus



The Renzi Cancer Center



Mother Cabrini Health Foundation



The Guthrie Gala



Williams Auto Group

Guthrie Grants Address Social Determinants of Health

Guthrie’s Community Benefit Grants assist programs that help individuals and families dealing with social or economic situations sometimes not addressed by the healthcare system or covered by insurance. In fiscal year 2025, Guthrie awarded \$55,000 in grants.

A two-time grant recipient, the Children’s House Child Advocacy Center provides mental health services to children who have experienced abuse or other kinds of trauma. The grant helped the center to enhance the space where children receive therapy to be child-friendly and calming, thereby promoting safety and healing while children process difficult experiences, says Brittney Mink, the center’s development and communications coordinator.

Abused children often experience “significant anxiety, sleep disruption and emotional distress,” Mink emphasizes. The Guthrie funding helps the center to provide therapy in a timely manner, putting children on their way to reduced post-traumatic stress symptoms and “improved emotional regulation, increased confidence and a stronger sense of safety at home and at school,” she states. “Guthrie’s contribution has strengthened our ability to expand access to mental health services, and ensure more children and families receive compassionate and effective support.”

A \$3,000 grant to Racker enabled the organization to train therapists in eye movement desensitization and reprocessing (EMDR) therapy, which is designed to alleviate stress from traumatic memories. Olympic gold-medalist gymnast Simone Biles publicly credited EMDR for providing a critical component in her recovery from sexual abuse and other painful experiences. “Thanks to Guthrie’s support, we have more therapists who are trained in EMDR, and more than 30 students have benefitted by going through EMDR therapy,” says Joshua Skellet, Racker’s assistant director of community relations and development.

CHOP Out Hunger received a \$3,000 grant to support its mobile “Pop Up Pantries,” which deliver fresh groceries, produce and lean proteins directly to food-insecure students and families in Bradford, Tioga and Sullivan counties in Pennsylvania. “More than 10% of residents in these counties experience food insecurity. These numbers are not surprising, as we acknowledge the impact that food costs have had on families, in addition to many residents living in what we call a ‘food desert,’” explains Dani Ruhf, founder and CEO of CHOP. “By partnering with Guthrie on this effort, we are in a better position to serve those who need it most by purchasing a van and the food necessary to close the meal gaps.”

Guthrie regularly completes community needs assessments and awards the grants to organizations that address priority health needs identified by the assessments, says Guiliana Serniak, Guthrie Chief of Staff. The grantees are all located within the system’s primary or secondary service area, and Guthrie continues to partner with grantees by providing them with clinical expertise. “Our funding’s been increasing every year,” Serniak adds. “We’ve been lucky enough to continue to give larger donations and grants with bigger impact.”

Community Benefit Grant Recipients,
Fiscal Year 2025

ASSISTED LIVING AND AGING

United Methodist Homes Hilltop Campus: \$3,000 to support the installation of a functional blood pressure machine kiosk at the assisted living facility.

B/S/S/T Area Agency on Aging: \$10,000 for Meals on Wheels.

MATERNAL CARE

Twin Tiers Baby Bank: \$5,000 to provide diapers and other essential items to new mothers and family members in need.

MENTAL HEALTH

Seven Valleys Health Coalition: \$10,000 to support the 2-1-1 mental health hotline in Cortland County.

The Potter’s Hands Foundation: \$5,000 to support mental health services for women who have survived sex trafficking and sexual exploitation.

Racker: \$3,000 for EMDR therapy for trauma-affected youth.

RECOVERY PROGRAMS

Secure Better Living Inc.: \$3,000 for the Pathways to Recovery Program.

Cortland ReUse: \$5,000 to expand the ReStart Initiative, helping people in recovery from substance abuse build career paths through professional development.

Women for Sobriety: \$3,000 for the EmpowerHER program for women seeking sobriety.

YOUTH PROGRAMS

YMCA of Broome County: \$5,000 to support youth swim lessons and sports programs.

Child Hunger Outreach Partners, or CHOP: \$3,000 for Pop Up Pantries, which fight childhood obesity by providing fresh produce, lean proteins and other nutritious foods.



Guthrie is Here for Good, Thanks to Individual and Community Support

Across America, healthcare organizations are merging, and sometimes changing ownership. Yet, for the communities within its service area, Guthrie is here for good, continuing a commitment that began in 1910 with the establishment of the Guthrie Medical Group by Donald Guthrie, MD. Today, the Guthrie system has more than 1,000 primary and specialty care physicians and advanced practice providers and has more than 1.4 million patient visits each year in 29 communities in Pennsylvania and New York.

GUTHRIE BY THE NUMBERS

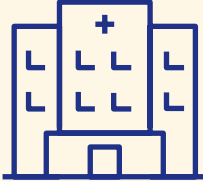
July 1, 2024 - June 30, 2025



1.90M
Patients Seen at
Medical Group Offices



154,898
Emergency
Department Visits



35,971
Hospital
Admissions

We make care more convenient:



392,370
Self-Scheduled
Appointments



337,341
eGuthrie Users

We help grow families:

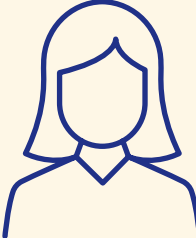


2,154
Births

We offer specialized care closer to our patients' homes:

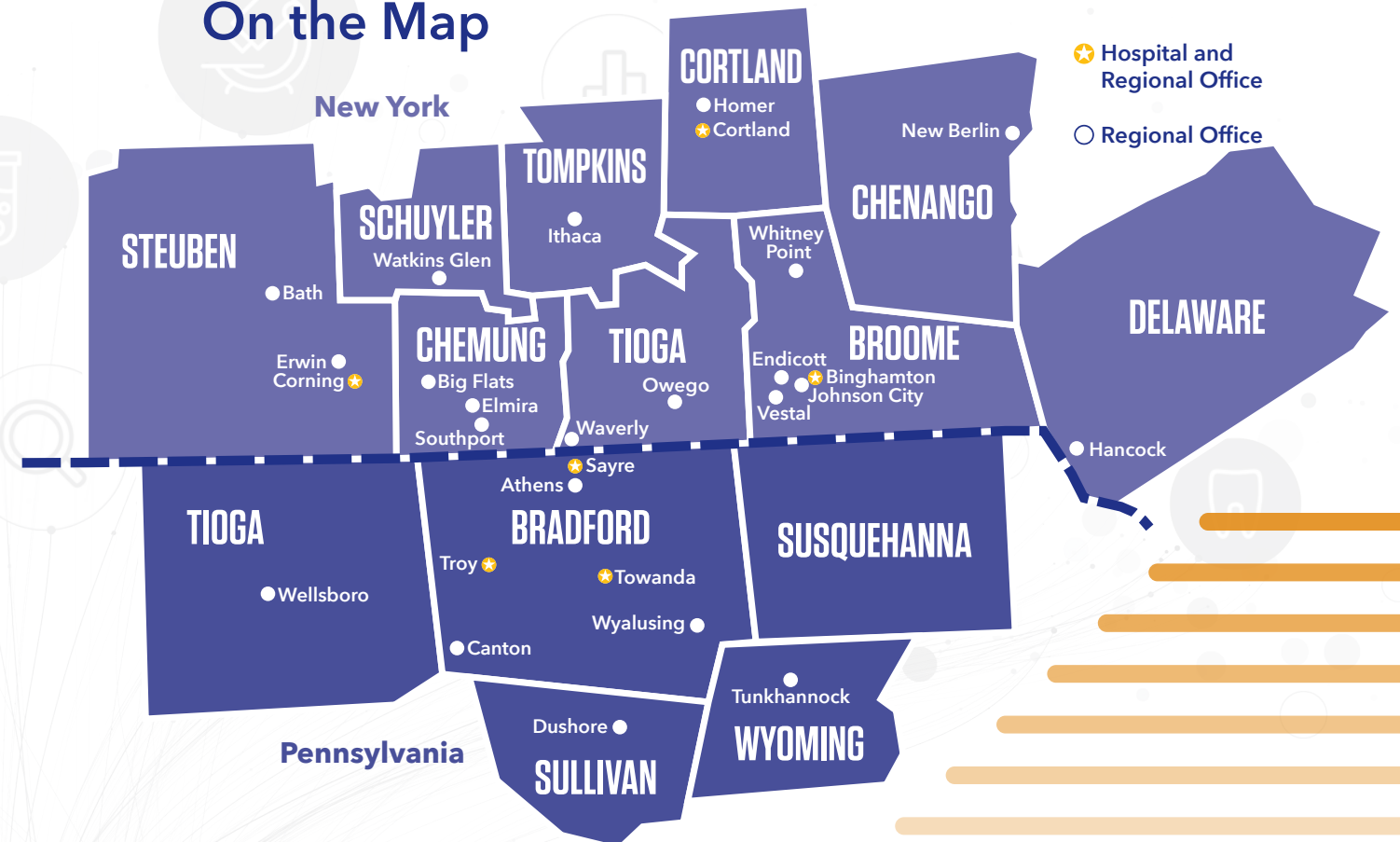
				
58,405 Outpatient Surgeries	10,238 Orthopedic Surgeries	11,495 Cancer Patients Treated	5,052 Urology Procedures/Surgeries	804,285 Primary Care Visits

We're employing and educating talented people including:

			
9,945 Total Caregivers	1,583 Registered Nurses	1,016 Providers	208 Residents & Fellows

PUTTING QUALITY CARE

On the Map



6 HOSPITAL CAMPUSES

76 REGIONAL OFFICES

11K SQUARE MILES



Guthrie Robert Packer Hospital, Sayre, Pennsylvania

- 267-bed tertiary care referral center
- Teaching hospital
- Leader in specialty care services
- Region's only Level I Trauma Center



Guthrie Cortland Medical Center, Cortland, New York

- 144-bed acute care facility
- 80-bed residential care facility
- Renzi Cancer Center on campus
- More than 125 years of history in the community



Guthrie Corning Hospital, Corning, New York

- 65-bed acute care facility
- Provisional Level III Trauma Center
- Regional cancer center



Guthrie Lourdes Hospital, Binghamton, New York

- 197-bed acute care facility
- Teaching hospital
- Two mobile mammography and dental vans
- Joined Guthrie in February 2024



Guthrie Robert Packer Hospital, Towanda Campus, Towanda, Pennsylvania

- 10-bed acute care facility
- Teaching hospital
- Newman W. Benson Acute Rehabilitation Unit
- 94-bed personal care home



Guthrie Troy Community Hospital, Troy, Pennsylvania

- 25-bed critical access hospital
- Level IV Trauma Center
- Subacute and ventilator management programs



Guthrie Regional Offices, Pennsylvania and New York

- 76 regional offices
- Primary and specialty care services



Guthrie.org