

Annual Report

2022



Community Memorial
Quality Healthcare Close to Home

A Letter to the Community



Community Memorial marked our 70th anniversary in 2022 and the Board of Directors, Providers and staff remain committed to providing the highest quality of care. Through the final months of the COVID pandemic in 2022, we witnessed the perseverance, dedication, and compassion of the frontline providers and staff of Community Memorial. I quickly learned what sets Community Memorial apart from other hospital systems: our people.

The Providers and staff at CMH worked through the most challenging time in healthcare, caring for the sickest patients who have come through our doors, with the most significant staffing shortages the industry has ever seen.

Despite the COVID pandemic's challenges, we had many successes in our 70th year. In July, we gathered with Providers and staff to celebrate our legacy of providing healthcare in our community. We welcomed new medical staff, expanded our services and advanced our medical technology as a testament to our commitment to expanding and growing our services.

2022 was a year where we saw challenges as an opportunity to become stronger, more aligned and more focused as an organization. The Board of Directors and Administration team look forward to completing the strategic plan that will let us prioritize our focus areas and align our strategic initiatives. We strive to continue our development of service lines that will meet our community's needs and ensure that we can continue to deliver the highest quality of care for another 70 years to come.

This annual report will highlight 2022 service line growth and volumes, updates from our partners at the Community Wellness Center and the Community Memorial Auxiliary, recognize our wonderful donors to the Community Memorial Foundation and more.

Thank you for choosing Community Memorial for your healthcare,
Jeff Coakley

Our Leadership

COMMUNITY MEMORIAL BOARD OF DIRECTORS:

Eve Ann Shwartz – Chair
Joanne Borfritz – Vice Chair
Bradford Wheeler – Finance Chair
Raymond Meeks, MD – Secretary
Mary Brundage
Ann Clauss
Richard Cohen, MD
L. Hazel Jack
Ellen Percy-Kraly
Seth Kronenberg, MD
Samanthi Martinez
Jane Pinchin
David Rogers, PhD
Sunny Nelson, MD – President of the Medical Staff
Gloria Gaudreau – President of the CMH Auxiliary

COMMUNITY MEMORIAL FOUNDATION BOARD:

Robert Tenney – Chair
Theresa Kevorkian – Vice Chair
Amy Wiles – Treasurer
Mary Brundage – Secretary
Robert Delorme
Andrew Fagon
Jennifer Meyers, MD
Tim Trueworthy
Robert Tyburski
Michael Woltman

EMERITUS FOUNDATION BOARD MEMBERS:

Lawrence Baker
Dave Buran
Patricia Caprio
Lee Woltman

ADMINISTRATION TEAM:



Back Row (left to right) Jason Liebel, Vice President of Finance; Dr. Michael Walsh, Chief Medical Officer; Jeffery Coakley, President and CEO; Shannon Ruane, Director of Physician Services

Front Row (left to right) Leeann Light, Vice President of Human Resources; Keara Connors, Executive Director of Community Relations; Heather Bernard, Chief Nursing Officer and Vice President of Clinical Services

New Physicians/Providers

Avneet Singh, MD, FACC

Cardiology

Community Memorial welcomed Dr. Avneet Singh in October of 2021. Dr. Singh studied medicine at Maulana Azad Medical College and graduated with his Bachelor of Medicine and Bachelor of Surgery in New Delhi, India. Singh also completed his education in internal medicine before completing his residency and fellowship in cardiology at SUNY Upstate Medical University in Syracuse. Dr. Avneet Singh welcomes new patients at the Hamilton Heart Center, where he focuses on patient-centric cardiovascular disease prevention, non-invasive diagnostic testing, and cardiac critical care.



Richelle Takemoto, MD

Director of Robotic Surgery, Orthopedics

Dr. Richelle Takemoto came to the Hamilton community in the fall of 2021, and she quickly began leading the way in developing a robotic surgery program at Community Memorial. As Director of Robotic Surgery at CMH, Dr. Takemoto was instrumental in the relationship with DePuy Synthes and in bringing the new technology to our operating room.

In February of 2022, Dr. Takemoto began robotic-assisted surgeries at CMH. She is the first female worldwide to use the VELYS DePuy Synthes robotic-assisted technology. In 2022, Dr. Takemoto broke another record, being the first surgeon to perform more than 100 surgeries with the VELYS Robot.



Gregory Ripich, MD

General Surgeon

In the fall of 2022, CMH expanded its General Surgery team with the addition of Dr. Gregory Ripich. Ripich joins Dr. Martin Ernits in providing patients with elective procedures and surgeries, emergent cases and collaboration with onsite hospitalists. Ripich specializes in various surgeries such as colon/rectal, breast, thyroid, skin and wound. A board-certified surgeon with the American Board of Surgery, Ripich attended SUNY Health-Science Center in Syracuse, NY and completed his residency and training at St. Joseph Mercy Hospital in Ann Arbor, MI. Dr. Ripich sees outpatients in both the Cazenovia and Hamilton offices and offers procedures right at CMH in Hamilton.



2022 Highlights

QUARTER 1

Dr. Kareem Hamad joined CMH as a new Hospitalist.

The first Robotic knee surgery performed by Richelle Takemoto, MD.

The Quality Assurance Committee of the Board of Directors was restructured to address bylaw requirements & strengthen reporting to the Board of Directors.

Diane Chase, Chief Nursing Officer, retired after 33 years of service with Community Memorial.

Heather Bernard, DNP CIC FAPIC joined the organization as Chief Nursing Officer following the retirement of Diane Chase.

Dr. Matt McKay, MD joined the organization as a new Hospitalist.

QUARTER 3

The Board of Directors made a motion to accept the revised bylaws of CMH with Crouse Health removing Crouse control of the Board.

Dr. Trevor McGinley and P.A. Amy Rowe were named Co-Directors of the Emergency Department.

CEO and staff participated in the Hamilton Independence Day Parade.

CMH celebrated employees at our 70th Anniversary employee recognition dinner at Hamilton Inn.

CMH Foundation hosted its annual Mike Martin Memorial Golf Tournament.

Dr. Gregory Ripich started practice as a new General Surgeon.

CMH partnered with Stroudwater Associates to complete a market assessment as the first phase of formalizing a strategic plan.

Focused on building stronger relationships in the communities we serve by hosting presentations in Waterville and Hamilton.

QUARTER 2

Advanced marketing efforts to reach a wider audience is being driven by Keara Connors and new media consultant, MPW Marketing.

The Transformation Project's loan guarantee was approved by USDA to pursue construction financing. The revision of the plans and updated project bidding has commenced.

The CMH Foundation hosted a Meet the CEO event held at the Colgate Inn to introduce Jeff Coakley to community members.

Jason Liebel is welcomed as the head of Finance in collaboration with Finance Consultant Jason Lesch.

The new Leadership Performance Improvement (PI) Committee led by Dr. Walsh and Heather Bernard commenced work on centralizing the quality assurance functions of Community Memorial.

Jeff Coakley and Dr. Michael Wolk presented the Future of Healthcare for the first time at the Colgate Alumni series.

QUARTER 4

Began implementation of Team-Based Care to support Providers with systems of care and additional staffing to improve access for patients.

Collaborated with Colgate to provide Women's Imaging Services.

The Hospital Board of Directors held its holiday meeting at the Hamilton Inn with Foundation Board members.

Recognition was provided to the clinical staff in the hospital for their continued support of the highest volumes in the ED since 1995.

Dr. Takemoto was the first surgeon to perform over 100 surgeries with VELYS assisted robotic technology.

The Finance team reported that CMH's Annual Net Revenue increased by 16% from 2021 to 2022.

Emergency Department volume increase by 23% from 2021 to 2022.

All three Rural Health Centers met their productivity standards.



Community Wellness Center

173 Utica St. Hamilton, NY

Hours:

Monday – Friday: 6:00 am – 7:30 am;
8:00am – 11:45 am; 1:00–4:30 pm

2022 Highlights :

- 2022 Membership increased 61% year-over-year
- Partnered with Colgate University's Psychology Department to serve clients from Heritage Farms
- Received a grant from the 1886 House Benevolent Society Foundation in Oneida to provide memberships to six individuals that met the criteria
- Awarded William McNeiece Foundation grant to support the Wellness Center operations
- Partnered with Colgate University to increase community awareness of the Wellness Center
- Welcomed Lukas Harmon to join Gary Morris as on-site trainers for our members
- Expanded equipment availability, such as a new TRX system



CMH Auxiliary

The Auxiliary of Community Memorial was eager to resume its meetings after a long hiatus due to the pandemic. After two years, the group began its regular meetings in March of 2022.

On March 16, 2022, the Auxiliary presented the hospital with a check for \$20,000. The check represented the final payment of the committee's pledge of \$100,000 to the hospital to support its capital transformation project.

The Auxiliary's Holiday Sale also made a return in 2022. After months of planning and volunteer committee, the group held the event at St. Thomas' Church in Hamilton on December 3, 2022, and raised \$8,000.

The Auxiliary continues to fundraise and support the hospital through volunteer hours. Volunteers assist our main entrance staff during visiting hours, completing visitor registration.

For community members interested in joining the Auxiliary, please email auxiliary@cmhhamilton.com.





Community Memorial Foundation

MONEY DONATED IN 2022
(ANNUAL FUND) *stats from 1/22-11/30/22*

\$78,976.45

PLATINUM

WG Critical Care LLC
 McGregor Family Charitable Trust
 ANONYMOUS
 John & Suzanne Golden
 New York Central Mutual
 Harmon Hoff & Eve Ann Shwartz
 CMH Auxiliary
 Craig & Mary Brundage
 Community Benevolent Foundation, Inc
 Price Chopper's Golub Foundation
 Michael & Deb Zahn
 The Hayner Hoyt Corp.
 Brad & Julie Wheeler
 The Conti Family Foundation
 Robert & Rosemarie Tenney
 Hazel L. Carpenter Home Inc.
 1886 Benevolent Society
 Charles & Susan Herzog
 Excellus BCBS
 Dennis & Carole Kelly
 Jane Pinchin
 SCP Health
 William R. McNeice III Foundation
 Robert & Marcelle Tyburski
 Marilyn T. Upton
 Jason & Jennifer Meyers
 Mark & Patty Curtis
 Merrill L. Miller
 BPAS
 Sandra Carter
 Stephen & Melissa Rock

Practice Resources, LLC
 Curtis Metal Crafters, LLC.
 Fred Dunlap
 Fust Charles Chambers
 Sodexo Health Care Services
 Phoenix Technologies Experts
 David Vair
 Hamilton Community Chest
 Harvey & Deborah Kliman
 Nathan & Linda Keever
 Kinney Drugs Foundation
 Richard & Maria Russell
 Professional Claims Bureau, Inc.
 Kopp Billing Agency, Inc.
 Cynthia Briglin-Mavady
 Lawrence J. Baker
 Hancock Estabrook, LLP
 Raymond & Ellen Meeks
 SDN Insurance Agency, LLC.
 Hamilton Orthopaedics
 Surgery and Sports Medicine
 Dwyer Architectural
 Village Wine and Spirits
 Crouse Community Center
 Postler & Jaeckle Corporation
 Crouse Health
 James Barrett
 Gilroy, Kernan & Gilroy Inc.
 STI Computer Services, Inc.
 Colgate University - Main Acct.
 Berkshire Bank

Community Memorial Foundation
 Matas & Valerie Morkevicius
 Dan & Bonnie Poupore
 RuthAnn Loveless
 Timothy & Sue Trueworthy
 Frank and Frances Revoir Foundation
 Leigh Baldwin & Co., LLC
 Samuel L. Cooper
 David & Susan Hopper
 David & Jan Rogers
 William & Suzanne Getman
 Jeffrey & Julie Rubenstein
 James Sessler
 Phillip & Jeanne Foussard
 Margaret A. Miller
 Robert & Susie Gustafson
 Charles & Susan Naef
 Gretchen Oostenink
 Tianaderrah Foundation
 Thomas Henderson
 Christopher DeAngelis
 CRM Management, Inc
 & Liberty Affordable Housing
 L. Hazel Jack
 VOIP Networks
 Mark McCormick
 Amy Wiles
 BME Business Machines & Equipment, Inc.
 Jane J. Lou
 Matthew Dalton



2022 Golf Tournament

The Community Memorial Foundation hosted the 6th annual Mike Martin Memorial Golf Tournament to benefit Community Memorial Hospital (CMH) on Monday, August 1, 2022. With 'Putting for Progress' as the theme, the proceeds from the

competition and supporting sponsors went towards the capital project currently underway at Community Memorial Hospital, as the organization celebrated its 70th anniversary.

One hundred twenty-eight golfers attended the event, hosted at the beautiful and challenging Seven Oaks Golf Course of Colgate University in Hamilton. This event was named to remember a long-time and dedicated volunteer, Mike Martin, who was sadly lost to the community in October 2016. Deeply committed to the Hamilton area, Martin served on the board of the Community Memorial Foundation and chaired the tournament in its very successful inaugural year. The tournament recognizes his leadership skills, commitment to the hospital and the local community, and wonderful personality.

The sun was out all day with typical warm August golf weather, and after a brief welcome at noon, the players tee'd off. After the golfers completed their game, an awards dinner was hosted at the Hamilton Inn. The event raised almost \$100,000 in its 6th year and was supported by The Hayner Hoyt Corporation as Tournament Sponsor and SCP Health as Presenting Sponsor - thank you to every one of the event sponsors, participants and volunteers for making this another success!



2019-2022 EMPLOYEE GIVING – CAPITAL CAMPAIGN

219 EMPLOYEES

\$244,025.57

RAISED IN PLEDGES & CASH GIFTS

2022 ANNUAL FUND

\$149,151.67 RAISED
TOTAL

\$24,205

OF THAT RESTRICTED TO THE CWC

2022 ENDOWED FUNDS – RESTRICTED SUPPORT

\$500

MILRED & RICHARD WOODMAN
FUND FOR ER SERVICE

\$3,000

ANN COCHRAN NURSING
EDUCATION FUND

\$2,600

LARRY BAKER FUND
FOR BEHAVIORAL HEALTH

GOLD

Michael & Susan Woltman
Charles & Maureen Fox
Barbara L. Jeffers
Keith Tyburski
Joseph & Patricia Caprio
Elizabeth Gillett
Sue Scull
Ray J. Gingerich
Dougherty Pharmacy
Ronald Joyce
Richard & Marjorie Cohen
Beebe Family Fund
Jeffery E. Vaill
Paul Kronenberg
Stephen Hengst
Janet A. Little
James F. Taylor
Thomas E. Brackett
Emerson & Pam Morgan
Hearth Financial Partners
Daniel Spangenberg
George & Pinny Kuckel
Richard R. Hill
James Strain
Christopher King
Laura Howes

SILVER

Richard Chapin
Karen Jacobs
Stella Steinberg
Darla Sane
Matthew & Kelly Norris
Arthur McKinnon
David R. Buran
Everett Egginton
Frederick G. Williams
Marva L. Spuller
Syracuse Gastroenterology
Associates, PC
Daniel & Kathy Haire
Bruce Prindle
Colgate University
Athletic Department
M. Burton Marshall
Constance D. Harsh
The Mid-York Press, Inc.
Dedicated Systems Inc.
Hamilton Emerald Foundation
David A. Lollman
Costello Eye Physicians
& Surgeons
Oliveri's Pizzeria
AmeriCU
FS Engineering, DPC
Park Outdoor
Advertising of NY, Inc.
Gary P. Hurta
R. Charles Getchonis
Biagio J. DiStefano
James Leach
Scott Kraly
Wanda W. Berry
Daniel E. Koehl
Diedrich Willers
DeWitt Godfrey
Daniel Flannery
James Closs
William G. Butler
Andrew Diehl
John Lavoe
Josh Truman
Patrick O'Connor

BRONZE

Elaine Rubenstein
Eileen R. Rehm
Norma J. Galbreath
Allen Riley
Paul E. Carter
Allan Sawyer
Karen Hotaling
Emily Marshall
Bruce Ward
Gary B. Will
Michael Coad
Wendell Rogers
Frank W. Palmer
Craig S. Lawson
Timothy Fox
Ann J. Palmiter
CAF America Charities Aid
Foundation of America
Thomas J. Balonek
Roger Bauman
Hoyt R. Kelly
Michael Lucarelli
Paul Werden
Amazon Smile Foundation
Samanthi Martinez
Esther Mick
Dorothy K. Lawrence
Kevin A. Snyder
R. Braden Houston
Duane A. Button
Paul O. Gunther
Gair S. Meres
Susan S. Beattie
Barrett L. Gates
Richard J. Frederick
Phillip & Denise Roe
Thomas Klenck
David & Barbara Rebuck
Phillip & Holly Bisselle
Gilbert A. Kemp
Eleanor E. Weyer
John F. Marschhauser
James Livermore
Daniel S. Saulsgiver
Judith Griese
Carol Ann Lorenz
Jennifer Caloia
Thomas Green
Robert McVaugh
Charles L. Hall

Edith M. Eastman
John E. Stephens
Bruce Duncan
Donald Salm
Brian & Penny Koehl
David C. Lantz
Jordan E. Kerber
Di M. Keller
Sylvia J. McKinnon
Jean S. Whitney
Gary A. Weeks
Emily C. Hutton-Hughes
Linck Johnson
Carol Iannitti
John Anagnost
Sharon Brown
James Morris
David W. Bensley
Roger E. Tanner
Anthony S. Aveni
Robert C. Deming
Steven Dow
Leroy Hinman
Barbara Howlett
Bristol-Myers Squibb Foundation
William A. Byler
James L. Mostrom
Carl M. Houghton
Peter M. Kapcio
Joseph Walker
Ron Wright, Inc
Louis J. White
Kenneth W. Slentz
Molly T. Johnson
Lurena A. McNamara
Donald Bach
Janice T. Reilly
Daniel Oppedisano
Tom Bara
Ammon B. Miller
Carol A. Vari
Renee Chapin
Gerald Hayes
Helen Stacy
Daniel Schult
Taralyn Liebel
Vaughn A. Carney
Ann L. Knasick
Darryl R. Smith

CMH TRANSFORMATION PROJECT

Changing to Meet The Needs
of Today & Tomorrow

In June of 2020, after years of extensive review and planning to address facility, staff and patient needs, Community Memorial began its largest capital project since its inception in 1952. Impacting and changing over half the existing facility, this project took aim at the most pressing patient care areas to bring the physical organization to the same level of superior care provided within its walls.





New Inpatient Rooms

In January of 2021, Community Memorial celebrated the opening of its new inpatient medical/surgical wing. The hospital contracted with Hayner Hoyt to convert the vacant and former Skilled Nursing Facility wing into fourteen brand-new, private inpatient rooms. After approximately six months of construction, the wing was opened during the height of another local COVID surge, welcoming patients with added negative-pressure treatment rooms to adequately care for any infectious disease. The new rooms provide a modern atmosphere and comfortable setting for both patients and their visitors during their hospital stay. The wing includes a centralized nursing station for staff to more efficiently care for patients, with direct view into the rooms of the most critical patients, and is conveniently located adjacent to the Special Care Unit of the Hospital.

Emergency Department

The new Emergency Department (ED) opened in December of 2021 with an expanded waiting room, private patient bays, and enhanced technology and safety features. The expansion includes three additional rooms, bringing the total number to ten and increasing patient privacy and safety. The ED also has enhanced technology, including a centralized telemetry system to monitor patient cardiac status, and security features that restrict entrance to the ED to those with badge access. And now, the department offers its own designated entrance and waiting space, separating the sick and well patients in an additional effort to keep all patients safe.

CMH has added a decontamination room with private access through the outdoor showers. This will allow patients, EMS providers and staff to rinse any potentially hazardous chemicals before entering the building. The decontamination room has an anteroom to give staff the space to safely don and doff personal protective equipment and minimize the transfer of any hazardous waste or airborne diseases with an enhanced HVAC system. A decontamination room in a rural community is critical in providing safe care for our patients and staff.



The new Emergency Department opened as our region entered the highest positivity rate for COVID-19 since the onset of the pandemic in March 2020. The added space was put to good use as our staff cared for a historic volume of patients that required more care, and has continued to serve exceptional care since, with 2022 seeing the highest volume of ED patients ever.



What's Next

With the first phase successfully completed, upcoming in the project timeline is a temporary relocation of the Laboratory Department while the current space is renovated and expanded. Once completed, the new department will provide a waiting space that can accommodate more patients and is also ADA compliant, adding waiting space and doorways that are wheelchair-friendly.

Another large portion of the project will be the relocation of the Radiology Department, including a new CT Scanner and MRI machine, which will offer patients superior technology with enhanced medical imaging. The expanded department space will sit directly next to the already-completed Emergency Department, ensuring prompt and efficient vital imaging services are provided in the most emergent cases. The new space will also offer a modern and comfortable Women's Imaging Suite, to align with the women's health services provided within the Community Memorial network.

Still to come will also be the renovation of the Rehabilitation Department, which offers both physical and occupational therapy for both inpatient and outpatient care. The new spaces will upgrade equipment vital to therapy needs, increasing services provided to patients. And, the main entrance of the organization will shift slightly, to accommodate both the expansion of the new Radiology Department once completed, but also to streamline patient and visitor flow when entering the building.

MAKE A DIFFERENCE.

Your one donation, combined with those of so many others, touches the lives of people who may need it most.

[DONATE NOW](#)

CommunityMemorial.org/foundation

2022 Volumes

12,026

EMERGENCY
DEPARTMENT VISITS

681

INPATIENT MEDICAL
DISCHARGES

398

INPATIENT
SURGERIES

561

OBSERVATION
DISCHARGES

2,516

SWING BED DAYS

2,047

OUTPATIENT
SURGERIES AND
PROCEDURES

151,030

LAB TESTS

24,776

MEDICAL IMAGING
SERVICES

26,069

FAMILY HEALTH
CENTER VISITS

5,188

URGENT CARE
VISITS

1,359

NEW FHC
PATIENTS

177,853

ANCILLARY

2022 Financials

\$93,000,000

ECONOMIC IMPACT

\$25,000,000

PAYROLL
EXPENDITURES

500

JOBS
GENERATED

\$8,900,000

TAX DOLLARS
GENERATED

\$4,600,000

COMMUNITY BENEFITS
AND INVESTMENTS

OPERATING EXPENSES + REVENUE

\$58,424,465

TOTAL NET
REVENUE

\$58,530,159

TOTAL
EXPENSES

\$3,044,353

ADJUSTED NET
OPERATING REVENUE

COMMUNITY MEMORIAL STATS

374

EMPLOYEES

168

MEDICAL STAFF

Average Length of Stay

3.3 days

ACUTE
MEDICINE

13.6 days

SHORT-TERM
REHABILITATION



Community Memorial
Quality Healthcare Close to Home

150 Broad Street
Hamilton, NY 13346

(315) 648-6411

CommunityMemorial.Org



What's to Come

Expanding Orthopedic Services
Growing Primary Care
Resuming Transformation Project
Strategic Planning

