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In her 70s, Erin Dineen was no stranger to hospitals. A liver transplant survivor from 15 years ago, Erin also beat breast cancer. On top of all that, she also had a valve in her heart replaced about seven years ago.

Erin had her regular cardio check-ups with Dr. Avneet Singh at the Hamilton Heart Center of Community Memorial, where it was learned that the valve previously replaced was starting to close, and Dr. Singh advised she prepare for another bypass procedure.

In the summer of 2023, Erin was home with her private nurse who noticed her skin color was concerning, and called 911. Taken by ambulance to the new Emergency Room of Community Memorial in Hamilton with difficulty breathing, Dr. Singh came immediately to meet Erin in the ER, and advised she be transferred to a cardiac catheterization lab for evaluation and treatment. "I don't remember too much of what happened and in what order," noted Erin. "The experience was frightening and it felt like things happened so quickly. I do remember Dr. Singh being in the ER and discussing my best treatment plan, which put me at ease."

Cardiac catheterization labs offer treatment for heart or blood vessel problems, such as clogged arteries. A thin, hollow tube called a catheter is guided through a vessel to the heart and this procedure gives medical providers important details about the heart muscle and valves. Taken to St. Joseph's in Syracuse, Erin needed a coronary artery bypass graft, a surgery that involves taking a blood vessel from another part of the body and attaching it to the coronary artery above and below the current blockage.

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CEO Update



Dear Community Members,

Community Memorial welcomes the New Year and looks forward to continuing to grow high-quality healthcare services in our region. 2023 was a transformative year for our healthcare system. We opened a new orthopedic practice, expanded our primary care team, set a record of Emergency Department visits, and developed a new strategic plan. All these milestones are a testament to the commitment of our board of directors, medical staff, and employees.

To start the new year off strong, we are excited to introduce the Center for Women's Health Services and welcome Dr. Scott Beattie and Amy Roberson, PA (previously Medical Arts Gynecology and Infertility) to the Community Memorial family in January. Their gynecology and fertility specialties will certainly enhance the network of services available at Community Memorial.

In the development of this new service line, we are using a captive professional corporation, Hamilton Medical Services, PLLC (HMS). This practice allows CMH to expand its services and continue to grow to meet the needs of our community. As you see HMS throughout the region, rest assured that you will continue to receive the highest quality of care that you have come to expect from Community Memorial.

Finally, we are proud of the development of our new strategic plan, a result of collective efforts from over 200 participants in our strategic planning meetings. Providers, employees, and community members all voiced their feedback, perceptions and hopes for Community Memorial. In partnership with the Rural Health Redesign Center, a federally funded organization aimed at helping rural healthcare systems thrive, the admin team established 1–3-year goals to establish a roadmap to the success of Community Memorial.

Yours in good health,
Jeff Coakley
President & CEO



Community Memorial Primary Care Offices Receive National Recognition

The Community Memorial (CMH) network is excited to announce that each of its five Family Health Center locations, offering primary and specialty care services, have been recognized by a national group as patient-centered medical offices, for delivering primary care and managing the full spectrum of healthcare needs.

The New York State Department of Health collaborated with the National Committee for Quality Assurance (NCQA), the creator of the patient-centered medical home (PCMH) program in developing a transformation model that encompasses all eligible primary care providers in New York State. The NYS Patient-Centered Medical Home

(PCMH) Program's goal is to expand access to high-performing primary care, which drives improved health and wellness in the communities served.

The PCMH model of care enables CMH teams to put the focus on the patient, creating a symbiotic relationship across the care continuum. The providers and staff in the family health centers strive to provide every patient with quality care and a great patient experience. "This accreditation recognizes the dedicated efforts of the Family Health Centers team and their commitment to providing quality improvement with a patient-centered approach to care," stated Maria Grice, Vice President of Physician Services.

According to the NCQA website, the PCMH model '...focuses on care coordination, population health, evidence-based guidelines and effective use of health information technology to meet patients' needs'. The CMH Family Health Centers worked to improve the patient experience, deliver improved preventative care, and collaborate with other clinicians for patient care to identify care gaps.

All primary care practices that have earned recognition through NCQA have made a commitment to improving primary care by promoting the Triple Aim: better health, lower costs and better patient experience.

Hamilton Hearts *continued*

After about an entire month at St. Joe's for her heart issue, Erin went to a short-term rehabilitation center for another three months for her recovery. It wasn't until late fall 2023 that Erin was able to return home, and then to the Center for Cardiology at Community Memorial for outpatient cardiac care.

A common post-op complication developed, atrial fibrillation, or AFib for short, which is typically monitored and cared for with medication. An abnormal heartbeat, AFib is caused by extremely fast and irregular beats from the upper chambers of the heart. With regular check-in visits with Dr. Singh, Erin is happy to be on the mend and return to her everyday activities.

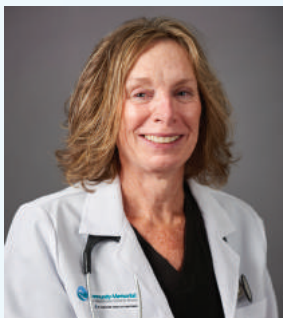
Working alongside Dr. Singh are two nurse practitioners, Shelby Sharp and Sherry Loucks, who both contribute to the collaborative care provided to those needing cardiac services. Bringing over two decades of expertise in both inpatient and outpatient cardiology care, Sherry Loucks has also garnered valuable experience in hospital medicine during her tenure as a Hospitalist in the Utica region. Loucks holds an impressive academic background, earning her Masters of Science in Nursing from SUNY Health Science Center in Syracuse, NY. Furthermore, she obtained her Family Nurse Practitioner

certification from Community-General Hospital in Syracuse and graduated with a Bachelor of Science in Nursing from Utica College of Syracuse University.

Shelby Sharp received her Bachelor of Science in Nursing and Master of Science in Nursing with Family Nurse Practitioner from LeMoyne College. Sharp comes from a background of work in cardiology settings, and has worked within the Community Memorial primary care team since 2019. She continues to support her patient panel there, but offers additional and valuable skillsets to the Cardiology Department.

Together, the team at the Hamilton Heart Center offers outpatient care for adults including pre-operative consults and care following heart attack, surgery and other heart conditions. With diagnostic testing and treatments provided right in Hamilton, the Cardiology Department works with patients and their primary care provider to meet every facet of cardiac care needs.

To learn more about the Dr. Singh and the Cardiology Department at 164 Broad Street in Hamilton, or for more information on any of the specialty services provided within the Community Memorial network, please visit [CommunityMemorial.org](https://www.CommunityMemorial.org).



GWEN MANLEY, FNP, IS WELCOMING NEW PATIENTS IN THE HAMILTON FAMILY HEALTH CENTER FOR DERMATOLOGY SERVICES!

From children to adults, Gwen is offering skin care for a variety of issues, ranging from acne, rashes, warts, moles and other acute dermatology needs.

**Call for more information or to make
an appointment, no referral needed!**

(315) 824-4600



Orthopedic Practice Expansion

Frank Walczak, PA-C, ATC, CSCS,
Orthopedics

Dr. Richelle Takemoto,
Orthopedic Surgeon

Kamaljeet Banga, MD, FRCSC, ABOS, FAAOS,
Orthopedic Surgery
& Sports Medicine

Dr. Nicholas Qandah,
Neurosurgeon

CMH welcomed three new practitioners to its expanding orthopedic practice, collaborating for patient care as team members with Dr. Richelle Takemoto, who joined the organization in early 2023.

DR. KAMALJEET BANGA, MD, FRCSC, ABOS, FAAOS Joined The Practice As A Specialist In Orthopedics And Sports Medicine.

Dr. Banga's career has been marked by a strong background in sports medicine, upper extremity, military, and trauma care in both university and community healthcare settings.

"I am truly excited to become a part of the Community Memorial team. It is my privilege to join such a dedicated group of healthcare professionals who share a common goal of delivering exceptional orthopedic care," stated Dr. Banga. "I am eager to bring my expertise to benefit our patients and contribute to the continued growth and success of Community Memorial's Orthopedic Center."

Dr. Banga is certified by the medical boards in the United States, Canada, and India. He holds board certification in sports medicine and orthopedics from the respective medical associations of these nations. Dr. Banga completed his fellowship in

Orthopedic Surgery, Upper-Extremity, and Sports Medicine at McMaster University in Ontario, Canada.

"We are thrilled to welcome Dr. Banga to our Orthopedic Center at Community Memorial. His expertise in upper extremity orthopedic care and sports medicine perfectly complements our existing team," commented Dr. Michael Walsh, Chief Medical Officer at Community Memorial.

"With Dr. Banga's arrival, we are positioned to provide our patients with even more specialized care and enhanced treatment options."

FRANK J. WALCZAK IV, PA-C, ATC, CSCS, joins as a Physician Assistant with a foundation in orthopedics and athletic training and will work alongside Dr. Richelle Takemoto. Walczak received a Master of Science in Physician Assistant Studies from Le Moyne College in Syracuse, NY, and a Bachelor of Science in Kinesiology with a concentration in Athletic

Training from the State University of New York at Cortland. Mr. Walczak holds multiple national certifications, including a NCCPA Certified Physician Associate (PA-C) certification, NSCA Certified Strength and Conditioning Specialist (CSCS), and NATABOC Certified Athletic Trainer (ATC).

DR. NICHOLAS QANDAH, NEUROSURGEON, now brings his expertise to Community Memorial. Board-certified and fellowship-trained, he's and a graduate of the University of Michigan, earned his medical degree from Midwestern University and following his Neurosurgery Residency at Virginia Tech Carilion Clinic, he completed the prestigious AO Complex Spine Fellowship in a dual Orthopedics and Neurosurgery program at the University of Washington-Harborview. Dr. Qandah commenced his post-residency career as an Attending Neurosurgeon and Professor of Neurosurgery at Virginia Tech Carilion Clinic, where he held roles of Director of the Complex Spine Neurosurgery Program and Assistant Residency Director.

Jeff Coakley, President and CEO of CMH stated, "The recent expansion of orthopedics and neurosurgery specialty services at Community Memorial aligns with our commitment to advance high-quality healthcare services. Dr. Qandah's pain management and minimally-invasive spine surgery expertise further extends the range of services for patients in our community."

With over 15 years of Neurosurgical experience, Dr. Qandah's comprehensive approach covers various neurosurgical needs, including cervical and lumbar spine care, spinal injuries, scoliosis treatment, and brain trauma. In 2018, Dr. Qandah's significant contributions led to the establishment of CNY Brain and Spine Neurosurgery in New Hartford, NY, a practice that has flourished under his guidance.

With the new team, CMH required additional patient care space to accommodate the growing practice. With this, a state-of-the-art orthopedic practice is slated to open on the hospital campus in the former Mid-York Building, which is scheduled for early 2024. This facility will also host other visiting specialists, as the Community Memorial Leadership Team actively recruits other essential providers to meet the diverse needs of patients.



New Specialties Practice building, set to open February 2024.

TO SCHEDULE AN APPOINTMENT WITH ANY OF THE ESTEEMED ORTHOPEDIC PROVIDERS AT COMMUNITY MEMORIAL, or to learn more about locally provided orthopedic care, please call 315.824.7040 or visit CommunityMemorial.org/Ortho.

Exceptional sports injury care close to home.

If you suspect a sports injury, including broken bones – do not wait. The new Emergency Department of Community Memorial offers low wait times and a superior healthcare team to support you, with direct and quick access to an orthopedic follow-up.

Orthopedics Walk-In Clinic offered each week.

Monday–Thursday, 9am–1pm

150 Broad Street
Hamilton, NY 13346

(315) 824-7040

CommunityMemorial.org/Ortho

General Surgeon Adds Venous Ablation

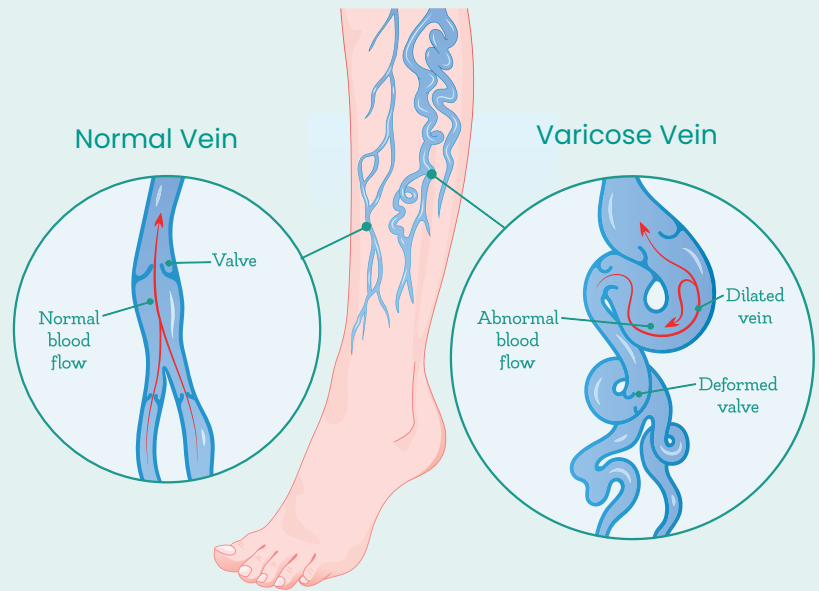
Dr. Gregory Ripich, Community Memorial General Surgeon, has expanded services offered locally through the addition of a new procedure for varicose veins.



Vein ablation, a treatment to close off varicose veins from within the vein, is a minimally invasive outpatient procedure. Varicose veins can cause pain, heaviness, and swelling and amongst other symptoms, can be cosmetically unappealing to patients.

Diseased veins allow blood to pool, leaving visible varicose veins. Dr. Ripich inserts a catheter into a diseased vein to close it, which re-routes blood to other healthy veins. Affecting more than 30 million people in the United States, varicose veins are twisted and enlarged veins most commonly in the legs, and Dr. Ripich and the team at Community Memorial are excited to offer this relief treatment locally.

Gregory Ripich, MD, is a general surgeon with board certification from the American Board of Surgery. Dr. Ripich attended SUNY Health-Science Center in Syracuse, NY, and completed his residency and training at St. Joseph Mercy Hospital in Ann Arbor, MI. With office visits in both the Cazenovia and Hamilton Family Health Centers of Community Memorial, Dr. Ripich is welcoming patients for both medically necessary and cosmetic cases.



To learn more or to make an appointment to inquire whether you may be a candidate for this procedure, please call 315.648.6408 or visit us online at CommunityMemorial.org.

Community Memorial Expands Women's Health Services with Addition of Gynecology Practice



THE COMMUNITY MEMORIAL (CMH) NETWORK IS THRILLED TO ANNOUNCE its continued growth through the acquisition of a well-established private gynecology practice in Utica, NY.

Dr. Scott Beattie and his team from Medical Arts Gynecology and Infertility, P.C. have joined forces with the Community Memorial healthcare network, solidifying their commitment to providing vital women's health services in the existing office on Old Burrstone Road in Utica and now also in Hamilton. The longtime dedicated practice will transition to Hamilton Medical Services Center for Women's Health.

Board-certified by the American Board of Obstetrics and Gynecology, Dr. Beattie graduated with a dual Bachelor of Arts in Biology and Chemistry from SUNY Oswego. He pursued his medical degree at SUNY Upstate Medical University in Syracuse and completed his residency in obstetrics and gynecology at the University of Vermont Medical Center. Beattie specializes in minimally invasive and advanced laparoscopic surgery, offering a wide range of gynecological services for women.

"Dr. Beattie's decades of experience in comprehensive women's healthcare make him a valuable addition to the CMH medical staff," remarked Dr. Michael Walsh, Chief Medical Officer. "We eagerly anticipate collaborating on patient care in both Utica and Hamilton, expanding our commitment to providing exceptional care."

Joining CMH alongside Dr. Beattie is Physician Assistant Amy Roberson. A New York native, Roberson earned her Bachelor of Science in Biology from Elizabethtown College in Pennsylvania and her Masters of Science in Physician Assistant studies from LeMoyne College in Syracuse. With over a decade of collaboration with Dr. Beattie, Roberson excels in delivering high-quality care to patients.

"Recognizing the increased need for women's healthcare services locally, we are thrilled to welcome Dr. Beattie and his staff to our network," stated Jeff Coakley, President and CEO. "Our joint efforts in healthcare services and system consolidation will enhance efficiencies and offer improved care coordination for patients. We are excited to elevate the quality of healthcare with this significant addition."



Dr. Beattie's Utica office will continue to see patients, and the team will now also welcome patients in Hamilton one day a week, with procedures performed at Community Memorial. From infertility issues and treatment to annual screenings, contraception, and endometriosis care, Dr. Beattie offers expansive women's healthcare for patients from adolescence to adulthood, welcoming new patients in both locations.

To learn more about Dr. Beattie and Hamilton Medical Services Center for Women's Health, or any of the Community Memorial medical staff and services provided, please visit CommunityMemorial.org. To schedule an appointment with Dr. Beattie for women's healthcare services, please call (315) 797-2450.



Community Memorial

Quality Healthcare Close to Home

150 Broad Street
Hamilton, NY 13346

Urgent Care Hours

Monday thru Friday
5:30 p.m. – 9:00 p.m.

Saturday & Sunday
10 a.m. – 2:00 p.m.
3:00 p.m. – 5:30 p.m.

(315) 648-6411

CommunityMemorial.Org



The new Emergency Department at Community Memorial offers exceptionally low wait times, an expanded safe and comfortable waiting room, ten private rooms, and an experienced team ready to help with your critical needs.

This is what **first-class emergency care** looks like.

Lower ER wait times.
Because the sooner,
the better.

Amy Rowe, PA-C,
Emergency Dept.



Help us save paper: if you would like to receive ONLY an electronic copy of Healthy Living or if you do not want to receive future publications of Healthy Living from Community Memorial please contact marketing@cmhhamilton.com or call 315-824-7037.

Learn more at CommunityMemorial.org/ThisIsYourER