

Annual Report

2023



Community Memorial
Quality Healthcare Close to Home

A Letter to the Community



2023 was another transformative year for the entire Community Memorial healthcare system, with milestones that reflect the commitment of our Medical Staff, Board of Directors, and all Employees.

Our orthopedic service line has grown quickly to three surgeons and two physician assistants, which you will encounter in this issue. We launched a new professional practice called Hamilton Medical Services (HMS), which allows CMH to expand specialty services more quickly. This new entity is home to specialty services such as orthopedics and the gynecology practice of Scott Beattie, MD, who joined our network in January of 2024.

The Emergency Department of Community Memorial continued to see a record volume of patients, and while we delivered exceptional care, we ensured that patient wait times were 25% lower than the fastest hospital in the region. Primary care services and urgent care have also expanded to meet the growing community needs.

The strategic plan for the organization was finalized in 2023 after extensive work and collaborative efforts from over 200 participants in our planning meetings. Providers, employees and community members all voiced their feedback, perceptions and hopes for the organization. The Admin team established 1-3 year goals to establish a roadmap to the success of Community Memorial.

We hosted a variety of events in 2023 in the communities we serve to provide a platform to receive organizational updates, allow for community input and address questions and concerns. We look forward to hosting more of these in 2024.

Please read on for exciting highlights from 2023 that were made possible by the community and staff who truly care.

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

Our Leadership

COMMUNITY MEMORIAL BOARD OF DIRECTORS:

Eve Ann Schwartz – Chair
Joanne Borfitz – Vice Chair
Bradford Wheler – 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
Brad Wheler – Treasurer
Mary Brundage – Secretary
Andrew Fagon
Jennifer Meyers, MD
Tim Trueworthy
Robert Tyburski
Amy Wiles
Michael Woltman

EMERITUS FOUNDATION BOARD MEMBERS:

Larry Baker
Dave Buran
Patricia Caprio
Lee Woltman

ADMINISTRATION TEAM:



Dr. Michael Walsh, Chief Medical Officer; Maria Grice, Vice President of Physician Services; Jason Liebel, Vice President of Finance; 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; Jeff Coakley, President and CEO.

New Physicians/Providers



**Kamal Banga, MD,
FRCSC, ABOS, FAAOS**
Orthopedics



**Michelle Brennan-
Vuocolo, FNP**
Primary Care



**Isaiah
Hammonds, MD**
Primary Care



Sherri Loucks, NP
Cardiology



Kelly North, PA
Primary and Urgent Care



**Richelle
Takemoto, MD**
Orthopedics



Frank Walczak, PA-C
Orthopedics



**Nicholas
Qandah, MD**
Neurology

2023 Highlights

QUARTER 1

Hired 1st Orthopedic Surgeon

Dr. Richelle Takemoto joined the organization as an Orthopedic Surgeon.

Hosted Free Hernia Screening Clinic

General Surgeon Dr. Gregory Ripich hosted a free hernia screening clinic at the Cazenovia Family Health Center.

QUARTER 2

Hired VP of Physician Services

Maria Grice joined the Senior Leadership Team as Vice President of Physician Services.

Hosted Free Arthritis Clinic

Dr. Richelle Takemoto hosted a free arthritis screening clinic at the Orthopedic Office of CMH.

National Nurses Month

The organization participated in a month-long celebration for National Nurses' Month.

Meet the CEO Event Caz

The Foundation of CMH hosted a 'Meet the CEO' event for community members in the Cazenovia region for hospital updates.

QUARTER 3

4th of July Parade

Hospital staff and their family members marched in the Hamilton 4th of July parade.

Golf Tournament

The Foundation of CMH hosted its annual Mike Martin Memorial Golf Tournament at Seven Oaks Golf Course.

Cazenovia Communities Event

The Hospital partnered with the Cazenovia Chamber for an event to connect communities and shine a spotlight on services and providers at CMH.

Hosted Several Flu PODS

The Family Health Centers hosted flu PODS at offices for convenient care for community members.

Rapid Swing Bed Program Growth

The Case Management Department, led by Kelly Coates, RN, CCM, grew the Swing Bed Program to unprecedented volumes, celebrating the short-term rehabilitation offered at CMH.

QUARTER 4

Hired Senior Director of Business Development

Carrie Bova joined the organization as Senior Director of Business Development, leading the charge on revenue cycle review and reimbursement rates.

Added (2) NPs to the Cardiology Team

Nurse Practitioners Shelby Sharp and Sherri Loucks joined Dr. Avneet Singh at the Hamilton Heart Center.

Expanded Ortho team

Frank Walczak, PA, joined Dr. Richelle Takemoto at CMH Orthopedics.

Expanded Providers to Primary Care

Isaiah J. Hammonds, MD, joined the Waterville Family Health Center as an internal medicine provider for primary care.

Kelly North, PA, joined both the Primary Care and Urgent Care teams.

Michele Brennan-Vuocolo, FNP, was a welcomed addition to the Morrisville Family Health Center Primary Care Team.

Opened Orthopedic Walk-In Clinic

The Orthopedic Department launched its weekly walk-in orthopedic clinic.

General Surgeon Added Service

General Surgeon Dr. Gregory Ripich began a vein ablation procedure and welcomed candidates for consults in both the Cazenovia and Hamilton offices.

Expanded Ortho team

Dr. Kamal Banga joined the Orthopedics Program, specializing in upper extremities and sports medicine.

Began Construction on the Center for Specialty Services Building

The former Mid-York Building went under construction to become the new location of Hamilton Medical Services, PLLC.

Announced Finalized Strategic Plan

CMH Administration Team worked with the Rural Health Redesign Center, a federally funded organization, to establish a roadmap for the next three years to lead to a successful future.

Partnered with CNY Brain and Spine

Dr. Nicholas Qandah of the esteemed CNY Brain and Spine began seeing patients of Community Memorial for neurological care.



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

2023 was a year of continued rebuilding following the COVID pandemic effects on member enrollment.

- More than 80 members now utilize the CWC.
- Hours of operation were extended for member access and convenience.
- Added flexibility, balance and mobility training to the regular activities of cardio and strength.
- Continued annual fundraisers to support revenue.
- Added two new members to the CWC Board of Governors: Steve Ceglia and Greg Fuller accepted the positions of retiring six-year Board members Bruce Pierce and Jean Chapin.
- Hired a new trainer, Elise Koen, who brings a degree in Exercise Science and has started a yoga program for members, as a fourth part in the total body workout at the CWC.



CMH Auxiliary

The CMH Auxiliary has supported the organization since its inception in 1952, with contributions providing a variety of needs. In recent years, donations have funded the purchase of furniture for medical offices, updated televisions for patients, and telemetry equipment for patient care, along with supporting the costs of equipment upgrades, new technology and programmatic purposes supporting employee education and training.

In May of 2023, the group presented the Hospital with a check for \$22,000 to support the purchase of a humidity alarm for the operating rooms.

The 66th Holiday Sale hosted by the Community Memorial Hospital (CMH) Auxiliary was held on Saturday, December 2, 2023, and yielded immense success in support of the Hospital and its five Family Health Centers. This year was one of the most profitable sales, raising more than \$10,000 to support the needs of the Hospital. Past funds raised have offset the costs of equipment upgrades, new technology and programmatic purposes supporting employee education and training.

Always actively recruiting and welcoming new members, the Auxiliary meets bi-monthly in Hamilton and participates in a few different annual fundraisers in support of the organization. To learn more about joining the Auxiliary or other ways to support the services of Community Memorial, please email foundation@cmhhamilton.com.





2023 Golf Tournament

The Community Memorial Foundation hosted the 7th annual Mike Martin Memorial Golf Tournament to benefit Community Memorial Hospital (CMH) on Monday, July 31, 2023. The proceeds from the competition and supporting sponsors again were designated for the capital project that has completed Phase I and excitedly awaits Phase II.

One hundred thirty-two golfers attended the event, hosted at the beautiful and challenging Seven Oaks Golf Course of Colgate University in Hamilton. With early sun and a few morning showers, the players teed off after a brief welcome at noon. The weather cleared, and after the golfers completed their game, an awards dinner was hosted at the Hamilton Inn.

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 event raised more than \$109,000 in its 7th year and was supported by The Hayner Hoyt Corporation as Tournament Sponsor, SCP Health as Presenting, BPAS as Course Sponsor and NBT Bank as Contest Sponsor. Thank you to the record number of sponsors that supported 2023!

2019-2023 EMPLOYEE GIVING – CAPITAL CAMPAIGN

265 EMPLOYEES

\$261,891.03

RAISED IN PLEDGES & CASH GIFTS

2023 ANNUAL FUND

\$145,115.18 RAISED TOTAL

\$20,480

OF THAT RESTRICTED TO THE CWC

2023 ENDOWED FUNDS – RESTRICTED SUPPORT

\$500

MILRED & RICHARD WOODMAN FUND FOR ER SERVICE

\$1,500

ANN COCHRAN NURSING EDUCATION FUND

\$700

LARRY BAKER FUND FOR BEHAVIORAL HEALTH

\$500

ROBERT C. ROBERTS FUND FOR MEDICAL ADVANCEMENT

2023 Volumes

12,132

EMERGENCY
DEPARTMENT VISITS

578

INPATIENT MEDICAL
DISCHARGES

202

INPATIENT
SURGERIES

444

OBSERVATION
DISCHARGES

3,081

SWING BED DAYS

2,407

OUTPATIENT
SURGERIES AND
PROCEDURES

169,527

LAB TESTS

23,553

MEDICAL IMAGING
SERVICES

44,879

FAMILY HEALTH
CENTER VISITS

4,700

URGENT CARE
VISITS

3,716

NEW FHC
PATIENTS

6,888

OUTPATIENT
REHABILITATION

2023 Financials

\$94,000,000

ECONOMIC IMPACT

\$29,000,000

PAYROLL
EXPENDITURES

500

JOBS
GENERATED

\$11,000,000

TAX DOLLARS
GENERATED

\$6,100,000

COMMUNITY BENEFITS
AND INVESTMENTS

OPERATING EXPENSES + REVENUE

\$59,781,020

TOTAL NET
REVENUE

\$62,295,477

TOTAL
EXPENSES

COMMUNITY MEMORIAL STATS

464

EMPLOYEES

171

MEDICAL STAFF

Average Length of Stay

7.39 days

ACUTE
MEDICINE

8.44 days

SHORT-TERM
REHABILITATION



Community Memorial
Quality Healthcare Close to Home

150 Broad Street
Hamilton, NY 13346

(315) 824-1100

CommunityMemorial.Org



What's to Come

Expanding Orthopedic Services

Growing Primary Care

Resuming Transformation Project

Expand available services in Cazenovia

NEW Women's Health Services

