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Completion of Transformative Expansion and Modernization Project

Community Memorial (CMH) proudly announces the successful completion of its transformative expansion and modernization project, marking a significant milestone in the organization's commitment to delivering exceptional healthcare close to home.

Years in the making, the completed project reflects CMH's continued investment in the health and well-being of the communities it serves. Through extensive renovations, expanded clinical spaces, and state-of-the-art technology, the hospital is now better equipped to meet the growing healthcare needs of the region while enhancing the experience for patients, families, visitors, and staff.

The project included the completion of a new Main Entrance, a modern Emergency Department, an expanded Medical-Surgical Unit, a fully renovated Rehabilitation Department, an upgraded Laboratory, and a redesigned Radiology Department. Patients will also benefit from advanced imaging technology, including a new CT scanner, upgraded MRI and Bone Density systems, and an enhanced Women's Imaging Suite.

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CEO Update



Dear Friends,
It is an honor to introduce myself as the new Chief Executive Officer of Community Memorial. I am grateful for the warm welcome I have received from our employees, providers, volunteers, board members, and the communities we are privileged to serve.

As I begin this new role, I have spent time listening, learning, and getting to know the people who make CMH such a special place. I have been inspired by the dedication of our staff and by the trust our patients place in us every day. That trust is something we will continue to earn through excellence, innovation, and an unwavering commitment to our community. I am especially proud that this commitment has recently been recognized through our CMS 4-Star Overall Hospital Quality Rating, which reflects strong performance in quality and patient experience. This achievement is a testament to the compassion, professionalism, and dedication our team brings to every patient, every day.

Our hospital has experienced tremendous growth in recent years, with expanded facilities, advanced technology, and enhanced services that improve access to care. Building on that momentum, I am excited to work alongside our outstanding team to further strengthen the care we provide, expand services that meet the evolving needs of our region, and continue investing in innovative programs and technology that keep high-quality healthcare close to home. Our goal is not simply to grow, but to ensure that every advancement enhances the patient experience and improves the health of the communities we serve.

Thank you for choosing Community Memorial. It is a privilege to serve you, and I look forward to partnering with our patients, families, and community as we continue to grow together and shape a healthier future.

Warm regards,

Kate Willbarger
Chief Executive Officer

Board Chair Update

On behalf of the Board of Directors, we are thrilled to welcome Kate Willbarger as she leads Community Memorial into its next chapter. With the successful completion of our transformational capital project and the unwavering support of our community, CMH is well-positioned to continue building on this incredible momentum. Kate and her husband John are delighted in making their new home in the Hamilton community and discovering the many gifts of central New York.

Kate brings a collaborative leadership style, a passion for healthcare, and a shared commitment to delivering exceptional patient care. We are confident that Kate's vision will enhance our support for our dedicated employees and providers, and ensure Community Memorial continues to meet the evolving healthcare needs of our region for years to come.

As we look to the future, CMH remains committed to investing in our people, service, and facilities, and the communities we proudly serve.

Thank you for your continued trust, partnership, and support as we move forward together.



Ellen Percy Kraly, Board Chair

Together, these improvements create a more efficient, patient-centered environment that supports high-quality care, improves access to services, and positions Community Memorial to meet the healthcare needs of today and tomorrow.





> "This project represents much more than bricks and mortar," said Kate Willbarger, President and CEO of Community Memorial. "It represents our unwavering commitment to our patients and our community. Every new space, every technological advancement, and every enhancement was designed with one goal in mind—to provide exceptional care in an environment that is welcoming, innovative, and built for the future.

The project was made possible through the generosity of donors, the dedication of employees, the support of community partners, and the successful completion of Community Memorial's capital campaign, including state and federal grant support. These collective investments created a healthcare campus that reflects the strength and commitment of the entire community.



Community members, donors, employees, and local leaders gathered on March 22nd to celebrate the official ribbon cutting of the new facility. The event commemorated the culmination of years of planning, fundraising, and collaboration to bring the new facility to life. Guests toured the new space, heard remarks from organizational leadership and project supporters, and celebrated the collective effort that made the project possible.



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The ribbon-cutting ceremony served as an opportunity to thank the many individuals and organizations who played a role in the project's success, including campaign supporters, construction partners, volunteers, and employees who contributed both to the building effort and the fundraising campaign.



Visitors entering the hospital will immediately notice brighter, more welcoming spaces thoughtfully designed to improve comfort, accessibility, and navigation. Behind the scenes, providers and clinical staff now have access to enhanced technology, improved workflows, and collaborative care environments that support more efficient and coordinated patient care.

"Our community believed in this vision from the very beginning," Willbarger said. "We are incredibly grateful for the generosity and partnership that made it possible. As we celebrate the completion of this project, we are equally excited about what it means for the future. These new spaces allow us to continue growing, expanding services, attracting outstanding providers, and ensuring that our community has access to exceptional healthcare close to home."

The completion of this project marks the beginning of a new chapter for Community Memorial — one focused on *innovation, expanded services, and a continued commitment* to providing compassionate, patient-centered care for generations to come.

For more information about Community Memorial services and locations, visit CommunityMemorial.org .

Investing in the Future of Patient Care

Community Memorial is making significant progress toward implementing a new Electronic Medical Record (EMR) system. This investment will strengthen how providers access and share patient information, improving communication, coordination, safety, and the overall patient experience.

As one of the largest technology investments in CMH's history, the new system is laying the foundation for more connected, efficient, and high-quality care. We look forward to sharing updates as we move toward go-live.

Community Memorial Launches
After Hours Orthopedic Walk-In Clinic



Dr. Thomas Toole, Orthopedic Surgeon

Community Memorial (CMH) is making it easier than ever for patients to receive expert orthopedic care by introducing a **new After Hours Orthopedic Walk-In Clinic**, available every Thursday evening at the CMH Center for Orthopedics.

With the clinic now open, patients experiencing bone, joint, muscle, or sports-related injuries can walk in without an appointment each Thursday from 5-8pm to receive prompt evaluation and treatment from CMH's experienced orthopedic team.

The new after-hours clinic is designed to provide convenient access to specialized orthopedic care when injuries happen outside of traditional office hours, helping patients avoid unnecessary emergency department visits while receiving expert care from providers who specialize in musculoskeletal injuries.

"Orthopedic injuries don't always happen during the workday," said Dr. Thomas Toole, Orthopedic Surgeon and Sports Medicine Provider. "Whether it's a child injured during a game or someone who takes a fall after work, we're excited to offer a convenient option for patients to be seen quickly by orthopedic specialists."

The clinic is ideal for patients with sprains and strains, sports injuries, joint pain, minor dislocations, tendon and ligament injuries and more. Patients will receive comprehensive orthopedic evaluation and treatment recommendations, with seamless access to additional imaging, rehabilitation, and follow-up care if needed, all within CMH's integrated healthcare system.

"Our goal is to make specialized orthopedic care more accessible for the communities we serve," said Kate Willbarger, President and CEO of Community Memorial. "By extending our hours, we're providing patients with a convenient alternative that delivers timely care close to home."

No appointment or referral is necessary. Walk-ins are welcome during clinic hours.

The CMH Center for Orthopedics offers comprehensive care for patients of all ages, including sports medicine, joint care, fracture treatment, pediatric orthopedics, and surgical and non-surgical treatment options.



The Center for Orthopedics is located at 160 Broad Street in Hamilton, right on the Hospital campus. For more information about the After Hours Orthopedic Walk-In Clinic or the CMH Center for Orthopedics, call (315) 824-7040 or visit CommunityMemorial.org/services/orthopedic-center.

***NEW* AFTER-HOURS CLINIC**	**WALK-IN CLINICS**	**EMERGENCY CARE**
Thursdays 5pm – 8pm	Daily 8am – 3pm	24/7

COMMUNITY MEMORIAL WELCOMES

New Behavioral Health Specialist

Community Memorial (CMH) is pleased to announce that Tiffany Rivenburgh, MSN, RN, FNP-C, PMHNP-BC, joined the medical staff in early July, providing both primary care and psychiatric services within the network.

Rivenburgh brings more than a decade of experience caring for patients across rural and underserved communities throughout Central New York. As a dual-certified Family Nurse Practitioner and Psychiatric Mental Health Nurse Practitioner, she offers a unique approach that integrates physical and behavioral health care, helping patients receive comprehensive services in one convenient setting.

Throughout her career, Rivenburgh has provided primary care for patients of all ages while also delivering psychiatric evaluation, diagnosis, and medication management services. Most recently, she has served as a Psychiatric Nurse Practitioner with Chenango County Behavioral Health Services and operates a direct primary care and psychiatric practice through TRWellness. Her previous experience includes providing family medicine and behavioral health services for more than ten years within the Bassett Healthcare Network.

"Tiffany's unique combination of primary care and psychiatric expertise will be an incredible asset to our patients and community," said Dr. Michael Walsh, Chief Medical Officer. ***"As the need for integrated behavioral health services continues to grow, her ability to address both physical and mental health needs will help us provide more accessible, comprehensive care for the individuals and families we serve."***

Rivenburgh earned her Master of Science in Nursing, Family Nurse Practitioner degree from Baylor University and later completed a Post-Master's Certificate as a Psychiatric Mental Health Nurse Practitioner through Binghamton University's Decker School of Nursing. She is board certified as both a Family Nurse Practitioner and Psychiatric Mental Health Nurse Practitioner.

In her new role, Rivenburgh will provide preventive care, chronic disease management, wellness visits, and treatment for acute illnesses, while also offering psychiatric assessment, diagnosis, and medication management services for patients whose behavioral health needs can be managed within the primary care setting.

"I am excited to join the team at CMH and continue serving patients in the communities I care about," said Rivenburgh.

APPOINTMENTS WITH TIFFANY RIVENBURGH are available out of the Morrisville and Waterville Family Health Center locations.

For more information or to schedule an appointment, visit CommunityMemorial.org.

> "My goal is to help patients achieve their best possible health by addressing both physical and mental wellness in a supportive, collaborative environment.







Community Memorial Receives Two National Recognition Ratings

Community Memorial (CMH) is proud to announce two significant recognitions that reflect its ongoing commitment to delivering exceptional patient care and an outstanding patient experience.

CMH has earned a 4-Star Overall Hospital Quality Rating from the Centers for Medicare & Medicaid Services (CMS) through its Care Compare program, placing the hospital among the nation's top-performing organizations for quality. In addition, CMH has been recognized by **Becker's Hospital Review as one of the nation's top hospitals for 5-Star Nurse Communication,** based on patient feedback collected through the CMS Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.

Together, these achievements underscore Community Memorial's dedication to providing safe, compassionate, patient-centered care.

"Our 4-star overall quality rating is a significant accomplishment and reflects the consistency and excellence our team brings to patient care every day," said Kate Willbarger, President and CEO of Community Memorial. "Being nationally recognized for 5-star nurse communication further demonstrates the compassion, professionalism, and commitment of our nursing staff. These recognitions belong to every employee who works tirelessly to ensure our patients feel cared for, informed, and respected."

The CMS Overall Hospital Quality Star Rating evaluates hospitals on a broad range of quality measures, including mortality, safety of care, readmissions, patient experience, timely and effective care, and care coordination. The rating is designed to help patients and families make informed decisions when choosing where to receive healthcare.

The Becker's Hospital Review recognition highlights hospitals that received the highest possible patient ratings for nurse communication. This measure evaluates how consistently nurses listen carefully, explain information clearly, and treat patients with courtesy and respect, qualities that are fundamental to a positive hospital experience. "Excellent communication is one of the strongest predictors of patient satisfaction and better health outcomes," added Willbarger. "Whether we are providing emergency care, inpatient treatment, or preparing someone for discharge, our nurses are committed to ensuring every patient feels heard, understands their care, and receives the support they need."

Community Memorial has continued to invest in quality improvement initiatives, staff education, clinical excellence, and patient engagement to strengthen every aspect of the care experience. Combined with the hospital's recently completed expansion and modernization project, these efforts are helping create an environment where advanced technology, exceptional caregivers, and patient-centered care come together.

"A 4-star quality rating and national recognition for nurse communication reinforce what our patients experience every day," Willbarger added. ***"As we continue to expand services and invest in our facilities, our focus remains the same—to provide high-quality, compassionate healthcare close to home."***

Community Memorial

150 Broad Street
Hamilton, NY 13346

Walk-in Clinics

Caz CareNOW

OPENING SEPTEMBER 21st

CAZENOVIA
3045 John Trush Jr. Blvd.
Suite 2

Monday - Friday
10 am – 6 pm

(315) 815-1428

Hamilton CareNOW

HAMILTON
164 Broad Street

Monday – Friday
5:30 am – 9 pm

Weekends
9 am – 4 pm

(315) 648-6411

CommunityMemorial.org

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EXPANDING Rehabilitation Services

Community Memorial's newly expanded Center for Rehabilitation reflects the continued commitment to improving access to high-quality therapy services close to home. The modern, patient-centered space offers enhanced rehabilitation facilities designed to support recovery in a comfortable, state-of-the-art environment while expanding care to meet the growing needs of our community.

In addition to comprehensive outpatient physical therapy, CMH now offers **outpatient speech therapy**, providing specialized evaluation and treatment for speech, language, voice, cognitive communication, and swallowing disorders.

Together, these expanded services allow more patients to receive personalized, one-on-one care without leaving the community.

Community Memorial
CENTER FOR REHABILITATION

For more information on services or to inquire on an appointment, **please call (315) 824.6556.**