

The **HEART** of the Matter



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Dear Friends,

I've spent my entire career in healthcare, including more than 20 years as President and CEO of Samaritan Medical Center, and I'll be the first to admit that healthcare is complex. Yet, at the heart of it all is a simple purpose — caring for others. That's the driving force behind everything we do here at Samaritan, and it's the philosophy behind our 2024 Year in Review theme: *The HEART of the Matter*.

Getting to the heart of the matter means listening and responding to our community's needs, which Samaritan did in 2024 by proudly expanding access to emergency, inpatient, and postpartum mental health care. It means *always* being there for our patients, even when the power is out (read more about this from a patient's perspective on page 35). It means guiding and comforting patients through end-of-life circumstances, which Samaritan prioritized in 2024 as it welcomed a new palliative care physician and a new partnership for integrated therapy.

For me, personally, getting to the heart of the matter means empowering each and every Samaritan Caregiver, and making sure they feel valued. In 2024, Samaritan invested upwards of \$8.1 million to increase the pay of more than 1,800 employees. We also raised the minimum wage for certified nursing assistants to \$20 per hour. We continued offering top-tier benefits, paid training, reimbursements for education, and numerous enrichment opportunities.

The HEART of the Matter is much more than a slogan. Ask any Samaritan Caregiver what heart means to them, and they'll tell you about our HEART values: Honesty, Empathy, Accountability, Respect and Trust. Every individual who joins the Samaritan team agrees to embody these five principles, to remind others of their importance, and to celebrate when they see them in action. These values guide us through the complexity of modern healthcare to remember what's most important. They bring us back to the heart of the matter — caring for others.

Please allow me one more "heart-related" update, which is something to look forward to in 2026. At the end of 2024, Samaritan submitted a certificate of need application to the New York State Department of Health to build a state-of-the-art cardiac catheterization lab. The application was extremely detailed and took more than a year's effort from numerous people to complete. Once approved, our new catheterization lab will allow Samaritan Caregivers to more rapidly diagnose and treat heart conditions, improving survival rates and reducing long-term complications for patients throughout the region. We are excited to share more about this in the years ahead.

For now, please read on and join me in celebrating all that Samaritan's Caregivers achieved this past year.

Sincerely,

Thomas Carman President & CEO

2024 by the Numbers

Financial Summary

In 2024, Samaritan demonstrated significant financial resilience, driven by strategic recovery efforts, increased grant funding and operational adjustments. Overall, the Samaritan Health System reported a 4 percent operating revenue profit, a notable achievement following a few difficult years ushered in by the COVID-19 pandemic.

While the overall financial landscape for Samaritan Health was positive, some parts of the system, including long term care services and specialty practices, operated at a loss in 2024. However, this is the norm. Long term care, especially, has faced ongoing financial difficulties; a trend that is not unique to Samaritan but reflective of broader trends in the healthcare sector. Various factors, including higher operational costs, regulatory pressures and the need for more staff, drive this sector's challenges.

Samaritan Summit Village saw success in the grant landscape, receiving a Vital Access Provider (VAP) grant from New York State to help strengthen its financial position. The VAP grant is part of a broader state initiative to support healthcare providers that deliver critical services in underserved regions. Additionally, a state-issued rate adjustment in long term care and higher-than-expected occupancy rates at Samaritan Summit Village provided much-needed financial support for long term care services.

Samaritan Medical Center's financial position is expected to remain stable as the healthcare system continues capitalizing on growth of new services such as a cardiac catheterization lab and neurosurgery, as well as grant funding and service improvements. Samaritan's commitment to offering high-quality, accessible care will be essential as it navigates the evolving healthcare landscape and seeks to maintain its vital role in the community.







Revenue Samaritan Medical Center/ Samaritan Medical Practice



\$348.6M

Assets: SMC Foundation



2024 Care Counts

	2024	2023
Births	1,126	1,386
Acute Rehabilitation Days	1,692	2,103
Surgical Cases	7,284	7,436
Outpatient Procedure Cases	4,640	5,196
Discharges	8,331	9,076
Emergency Room Visits	35,267	34,990
Imaging Tests	139,619	142,723
Outpatient Clinic Visits	212,969	203,980
Laboratory Tests	983,361	983,677
Medical Oncology Visits	19,262	14,123
Radiation Oncology Visits	9,393	8,413
Resident Days	184,137	183,290
Home Health Visits	15,782	16,304
Skilled Nursing Occupancy	91%	90%
Assisted Living Occupancy	85%	88%

2024 Fort Drum Highlights

Active and retired members of our U.S. Armed Forces and their family members continue to be a significant percentage of our patients. Our continued partnership with the Fort Drum community means the world to our caregivers, and we are proud to support their mission.





Leaders and soldiers gathered at Fort Drum in May for the 10th Mountain Division's Change of Command ceremony. Maj. Gen. Gregory K. Anderson, outgoing commanding general, relinquished command to Maj. Gen. Scott M. Naumann. The ceremony honored the service of Maj. Gen. Anderson while welcoming Maj. Gen. Naumann, ensuring the continuous strength and leadership of the 10th Mountain Division. (U.S. Army photo by Pfc. Savannah Olvera.)

The appearance of U.S. Department of Defense (DoD) visual information does not imply or constitute DoD endorsement.

Fort Drum OB/GYN

Fort Drum OB/GYN welcomed two physicians, Dr. Natasha Antony and Dr. Emily Pierce, in August. Fort Drum OB/GYN provides women's healthcare services for active-duty military personnel, retirees, and their families. The addition of two professionals is important to the Fort Drum community, as the need for services is significant.





Natasha Antony, MD

Emily Pierce, MD

Special Visit

Brig. Gen. Lance Raney, director of Defense Health Network East, and Army Medical Command East Command Sgt. Maj. Alexander Poutou met with local leaders through the Fort Drum Regional Health Planning Organization and visited members of the Army Medical Department Activity Fort Drum in February. The tour included the Fort Drum OB/GYN clinic, which partners with Samaritan and is in the Samaritan Medical Office Building.

FORT DRUM STATISTICS - FISCAL YEAR 2024		
	Total	Fort Drum percent of total
Births	1,126	36.68%
NICU discharges	161	32.92%
Pediatric discharges	127	19.69%
Inpatient Mental Health discharges	1,225	21.39%
Emergency Department visits	35,267	14.99%

Community Partners



Northern New York Fort Drum chapter of the Association of the United States Army (AUSA) announced its Corporate Partner of the Year, Samaritan Medical Center, in June. From left: Fort Drum Garrison Commander Col. Matthew Myer, Samaritan Medical Center President and CEO Thomas Carman, and Beth Fipps, Vice President of Samaritan Foundation and Community Services.



Samaritan Caregivers Jessica-Lynn Melendez and Kerri Pellam enjoyed the ghosts and ghouls and other attendees of the annual Fort Drum USO and MWR Trunk-or-Treat event.



Samaritan Caregivers Dawn Atwood, Gabi Hoover, and Adela Astorga supported the 2024 Mountainfest event on Fort Drum. It was a day of engagement with soldiers, their families, and community member



The 2024 Mountain Mudder on Fort Drum was sponsored by Samaritan Our caregivers Carrie Yannarella and Kleo Aquino were proud to attend and engage with the participants.

Serving Community Needs through Key Partnerships

At Samaritan, our mission is to serve the evolving healthcare needs of our community. One way we achieve this is by fostering strong partnerships with local and regional medical institutions. While many organizations nationwide have pursued corporate affiliations and mergers, Samaritan is taking a different approach through clinical partnerships. These collaborations ensure that patients in our region have access to high-quality, specialized care close to home.



Clifton-Fine Hospital made history in 2024, becoming the first Rural Emergency Hospital in New York. This is a critical step toward long-term financial sustainability, and it solidifies the hospital's commitment to the health and well-being of its rural community.

For years, Clifton-Fine experienced low inpatient volumes and insufficient revenue as the populations of Star Lake and surrounding communities shrunk. Shifting to the Rural Emergency Hospital model provides access to increased federal funding, including enhanced Medicare payments for certain outpatient services and additional monthly payments.

As a Rural Emergency Hospital, Clifton-Fine no longer provides inpatient care but continues to offer a comprehensive range of essential services for the community. These include 24/7 emergency care, observation-level care, primary and behavioral health care, laboratory testing, radiology services, and physical and occupational therapy.

Clifton-Fine is constructing a new Emergency Department Annex with double the capacity, advanced air-filtration and infection control measures, trauma and isolation rooms, a dedicated ambulance bay, and more. This January, the *Emergency Care Close to Home* campaign — which has been raising funds for the project — hosted a "Topping Off" ceremony to mark the completion of the building's structural framework and thank the community for its support. More than \$1 million was raised in 2024 to outfit the Emergency Department with state-of-the-art imaging equipment.

The Emergency Department Annex is expected to be complete in fall 2025. After that, renovations to the current hospital building will take place until summer 2027. Clifton-Fine also will introduce a new Walk-In Convenient Care Clinic in 2025, which will provide convenient, high-quality care for non-emergency needs.

Although shifting to a Rural Emergency Hospital has not been easy and has required sacrifices, it was necessary for Clifton-Fine to survive in a changing healthcare landscape. The transition will ensure the continued provision of vital healthcare services, employment opportunities and economic stability for the community for years to come. This change represents a new chapter in Clifton-Fine's history, one that is centered on resilience, innovation and an unwavering commitment to the health of those served.

Clifton-Fine Hospital has been a member of the Samaritan Health System since 2014.



River Hospital

Recently, Samaritan partnered with River Hospital to expand local orthopedic care for patients in the Alexandria Bay area. River Hospital identified a growing need for orthopedic services and approached Samaritan. We were able to step in and provide the necessary support to enhance access to this critical specialty. Dr. Brian Zafonte, orthopedic surgeon, sees patients at River Hospital weekly, providing clinical and surgical care. The partnership has worked very well, and River Hospital is now identifying other specialty areas that may be a good fit.

JPSTATE

Looking ahead, we are working toward a clinical partnership with Upstate University Hospital in Syracuse to develop an interventional cardiac catheterization lab. This partnership is essential as we move forward with plans for the new lab, which will provide lifesaving cardiac interventions right here in our community. Samaritan must have a clinical partnership with a facility that has a cardiac surgery program and performs percutaneous coronary interventions to ensure that care standards are aligned with the latest clinical guidelines and that our staff are trained in the latest interventional techniques.

Samaritan Samaritan

We remain close partners with Roswell Park Comprehensive Cancer Center in Buffalo, ensuring North Country patients can access top-tier medical oncology services. This collaboration brings advanced cancer care and innovative treatments to those who need them most.

Our longstanding relationship with Crouse Hospital in Syracuse continues to provide the region with the highest level of perinatal care. As a trusted Level III regional referral center, Crouse offers specialized maternity and neonatal services for high-risk pregnancies, ensuring the best possible outcomes for mothers and newborns. Samaritan's Neonatal Intensive Care Unit (NICU) remains the only Level II NICU in the North Country.

At Samaritan, we recognize that partnerships strengthen our ability to meet the healthcare needs of our community. By working with these institutions, we continue to enhance local healthcare services and improve the quality of life for our patients and the region.

Samaritan Adds Cardiology Practice to its Network

In early 2024, Samaritan added cardiology services under its Samaritan Medical Practice umbrella. Samaritan and Cardiology Associates of Northern New York came together to preserve a local continuum of cardiology care. Dr. James E. Willis, founder of Cardiology Associates, has been practicing in the region for 38 years and is committed to making sure the practice continues as he nears retirement. The practice remains at the same location with the same longtime caregivers, Dr. Willis and Kate Symenow, PA. Two additional advanced practice providers were added during 2024, and recruitment for new cardiology specialists continues.

The practice, now Samaritan Cardiology, is located at 19436 Howell Drive, Suite A, in Watertown.

Expanding Mental Health

With mental health care in high demand across the country, Samaritan Medical Center made remarkable strides in 2024 to expand services for North Country residents.

In September, a ribbon was cut to open Samaritan's expanded Emergency Department Behavioral Health Unit, and less than a month later, another ribbon-cutting ceremony unveiled Samaritan's expanded Inpatient Mental Health Unit. Together, both expansion projects represent an investment of more than \$15 million in the community's mental well-being.

The Mart Liinve Behavioral Health Unit in the Emergency Department is now more than double the size it used to be, with 12 secure rooms for patients experiencing mental health crises. Patient rooms were made larger to accommodate family members and caregivers, and four comfort rooms with padded walls and floors provide a safer option for patients with special needs. Overall, the unit was transformed into a more calming, modern and secure space for patients.

"This new construction allowed us many more amenities for the safety of patients and staff," said Tina O'Neil, director of mental health services. "Beyond simply adding more rooms for patients, the space is less institutional, more therapeutic and outfitted to withstand the challenges that come from a mental health crisis. It is more inviting and calming for all."

Samaritan's Emergency Department sees approximately 34,000 patients a year, including thousands who are facing a mental health crisis and may be a danger to themselves or others. It is the only location in Jefferson County that can stabilize and treat patients who need hospital care for mental health emergencies.



The Kinney Drugs Foundation/Kinney Drugs Inpatient Mental Health Unit, on the second floor of Samaritan Medical Center, also has been updated and expanded by several beds. October's ribbon-cutting ceremony capped off the fourth and final stage of a 10-year improvement project.

The unit had 32 beds and was set to have 34. However, in response to community need, Samaritan received approval from the state to expand further. Five additional private rooms were added, bringing the unit's capacity to 39. Two of the private rooms include negative-pressure capability, which helps prevent the spread of communicable diseases such as COVID-19 and influenza.

"We watched the needs of our community change prior to and during the pandemic," O'Neil said. "We did not have private rooms on the unit, nor in the original construction plan, but with the state Office of Mental Health's approval, we were able to make this important shift. Patients need private space for hygiene, gender, infectious disease and other reasons, and now we can accommodate them better with private rooms."

Nearly half of all adults who come to Samaritan's Emergency Department for mental health crises are admitted to the Inpatient Mental Health Unit, with an average stay of seven to 10 days.



Donors and community supporters gathered for the Inpatient Mental Health Unit ribbon-cutting ceremony.



Kinney Drugs provided generous support for the newly renovated Inpatient Mental Health Unit (IMHU).

Expanding on the Patient Experience – *Women's Wellness*

In 2024, Samaritan's Women's Wellness and Breast Care added a full-time mental health professional to its staff, giving local women convenient access to behavioral health care during and after a pregnancy.

The comprehensive women's health center already offers many pregnancy services under one roof – including family planning, 3D and 4D ultrasound, midwifery and lactation counseling. Adding on-site behavioral health care allows women to get the help they need seamlessly, in an environment they know and trust.

Women's Wellness and Breast Care Operations Manager Megan Gould, LPN, hopes incorporating mental health with routine pregnancy care will help remove stigma and encourage more women to speak up about any issues they may be facing.

"One in five mothers, and one in 10 partners, develop some sort of perinatal mood disorder such as anxiety, depression, post-traumatic stress disorder or obsessive-compulsive disorder," she said. "It's a lot more common than we may realize."

Gould appeared on WWNY-TV 7News' Morning Checkup segment in October to raise awareness of the new service.

"Any personal or family history of anxiety, depression, postpartum depression; any unplanned or unwanted pregnancies; any lack of support at home will definitely increase risk," she said.

Behavioral health services at Women's Wellness and Breast Care are available to women who are pregnant, who have lost a child, or who are up to one year postpartum. Women who are not existing patients also are eligible for this service, and providers at Samaritan's Car-Freshner Center for Women and Children – where roughly 1,400 babies are delivered per year – are helping to refer new and expectant mothers. Treatment is tailored to each patient's preference and can include therapy, medication or a combination of the two.

Women interested in the new service can talk to their provider or midwife or call the Women's Wellness and Breast Care office at 315-785-4155. More information about women's health services can be found online at samaritanhealth.com/womens-wellness.

Community Outreach

At Samaritan Medical Center, we believe that access to healthcare goes beyond the walls of our facility. We are committed to improving the health and well-being of the communities we serve, and our outreach programs play a vital role in achieving this goal. Through education, resources and collaboration, we strive to empower individuals with the tools they need to live healthier lives. Samaritan's sponsorships and community support efforts exceeded \$100,000 in 2024.

Community Organizations & Events Supported in 2024:

1000 Islands Harbor Hotel Fire & Ice Celebration

American Cancer Society

- Relay for Life of the North Country
- North Country Wears Pink

American Heart Association North Country Heart Walk

Armed Forces Day Breakfast

Armed Forces Day Parade

- Association of the United States Army (AUSA) Golf Tournament
- Carthage Elks Golf Tournament
- Children's Home of Jefferson County
- Clayton Chamber of Commerce
- Clayton Opera House
- Compassionate Care Foundation

Concert in the Park

CREDO Community Center Foundation Laverty Golf Tournament

Encompass Recreation

Evans Mills Raceway Park & Northern Lights Holiday Light Show

Fort Drum Family and Morale, Welfare and Recreation (FMWR)

- Home for the Holiday Thanksgiving Meal
- Mountain Mudder
- Mountainfest
- Riverfest
- Fort Drum USO Trunk or Treat

Gouverneur Breast & Ovarian Cancer Walk

- Greater Watertown-North Country Chamber of Commerce
- Jefferson Leadership Institute
- Shapiro Citizenship Award
- Watertown Farm & Craft Market
- Hospice of Jefferson County
- Hospice Golf Open
 - The Hospice Gala Al Capone & All That Jazz

Jefferson Community College Foundation, Inc.

Jefferson County Fair Military Day

Jefferson County Office for the Aging

- Senior Appreciation Day Picnic
- Senior Health Expo
- North Country Community Cup

North Country Family Health Center

Night on the River

North Country Regional EMS Council "Spring Fling" Conference

North Country Spouses Club (Fort Drum)

Northern Regional Center for Independent Living

- Americans With Disabilities Celebration
- Suicide Prevention Walk
- One Square Mile of Hope

Safe Schools Endeavor

Sackets Harbor Marathon & Half Marathon

Narathon

- Salvation Army Golf Tournament
- Six Town Chamber of Commerce Snowtown USA
- Spoker Ride

Thousand Islands Area Habitat for Humanity

United Way Race Against Poverty

Victims Assistance Center of Jefferson County

- Masquerade Ball
- Witches Gala
- Volunteer Transportation Center
- Black River Trail Run
- North Country Chili Cook-Off
- Come Together: A Gathering of Voices
- Posh Purse Palooza

Walk to End Alzheimer's

Watertown Family YMCA

- Blue Sharks
- Turkey Day Run
- Watertown Rapids Baseball

Watertown Sunrise Rotary Taste of the Town

Watertown Urban Mission

- Dueling Pianos
- Run for Recovery
- Watertown Wolves Hockey

Wilderness Healthcare Foundation -Clifton-Fine Hospital

William P. Plante Foundation

Wounded Warrior Outdoor Adventures Warrior Challenge

WPBS-TV

- Spring Auction
- Whiz Quiz
- Zoo New York
- Boo at the Zoo
- Winter Wonderlights



Samaritan team members at Relay for Life of the North Country, hosted by the American Cancer Society, in June 2024.



Samaritan Caregivers and their family members participate in the Gouverneur Breast and Ovarian Cancer Walk in October 2024.



Committee members for Samaritan's 2024 United Way campaign joined by local United Way staff.

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Samaritan's team at the American Cancer Society's North Country Heart Walk in May 2024.



Members of Samaritan's Trauma Team and Human Resources share a table at the Greater Watertown North Country Chamber of Commerce Farmer's Market mid-summer 2024.



Samaritan Caregivers braved friendly competition against various community organizations for the 2024 Community Cup challenge.



Samaritan's Walker Center for Cancer Care is a place where commitment and compassion are inseparable. It's a community of nurses, specialists, and board-certified, fellowship-trained physicians. It's a space where those impacted by cancer can find clarity, help and healing. Put simply, it's a home to hope. Here are a few of the past year's achievements in cancer services.

Patient Family Advisory Council

The Walker Center formed a new Patient Family Advisory Council (PFAC) in 2024, bringing together patients, families and caregivers to spur positive changes for those affected by cancer. The PFAC helps ensure patient voices are heard and provides valuable insight on areas that could be enhanced to benefit future patients. The process began with open nominations for council members, and each nominee was carefully interviewed to ensure a diverse council, representative of all Walker Center patients.

The group met for the first time in mid-2024, with members Kathy Connor, Carolyn Weldon, Laurie Pickert, Richard Pickert and Linda Roof attending the inaugural meeting. A key focus area identified by the PFAC was improving patient education. Members expressed the need for more printed, easily accessible information for patients. In response, the Walker Center team collaborated with partners at Roswell Park Comprehensive Cancer Center to expand the educational resources available. These new materials, now being distributed to patients, include guidance on how to talk to loved ones and children about a cancer diagnosis, giving patients the tools they need to navigate these difficult conversations.

The PFAC continues to meet in 2025, committed to listening and responding to the needs of patients and their family members.

Compassionate Care Foundation

The Walker Center formalized a partnership with the Compassionate Care™ Foundation in 2024, making integrative therapies readily available to its cancer patients. The Dexterbased organization uses methods such as massage therapy, Reiki, acupuncture, yoga and meditation to ease symptoms and side effects of cancer and cancer treatment. The Walker Center has worked with Compassionate Care Foundation before, but an official partnership will bring a selection of therapies on-site starting in 2025. Samaritan Medical Center was the proud Premier Sponsor of Compassionate Care Foundation's "Bridge the Gap" fundraiser in September, contributing \$10,000 toward the event.

Hope Grows Here

Walker Center patients and their loved ones spent a lovely afternoon at Samaritan Summit Village for the annual Hope Grows Here event on September 21. Guest speakers at the special event included: cancer survivor and mammogram advocate Karen Ernest; Palliative Care Director of Medicine Dr. Jane Simpson; Samaritan Medical Center President and CEO Thomas Carman; and Samaritan Experience Manager Andrea Roden. Guests socialized as they played games of bingo, created art and enjoyed a light lunch.







Hope Grows Here 2024



Samaritan Caregivers proudly supported the Compassionate Care Foundation's Bridge the Gap fundraiser event in September

Samaritan was pleased to welcome Dr. Jane Simpson, a board-certified palliative care physician, to its medical staff in 2024.

fellowship in hospice and palliative medicine at Brown University in Rhode Island.

serious illnesses.

and pain very well managed and well controlled."

needed for palliative care at Samaritan.

For more information about Dr. Simpson or Samaritan Palliative Care, visit samaritanhealth.com/palliative.



Samaritan Palliative Care

- A North Country native, Dr. Simpson grew up in the Thousand Islands Region and graduated from LaFargeville Central School. She earned her undergraduate degree locally, at Clarkson University, before attending medical school at Virginia Tech in Blacksburg, VA. Dr. Simpson completed a family medicine residency at UHS Wilson Memorial Hospital in Binghamton and a
- Since joining Samaritan, Dr. Simpson has served patients and families across the Samaritan Health System, with a focus on patients of the Walker Center for Cancer Care. Her expertise in palliative care enhances the quality of life for individuals facing
- "I'm passionate about palliative medicine because I think our patients who are dealing with terminal illnesses or even very serious illnesses deserve the best care that we can provide them," she said. "They deserve to have people who listen to them and care about their needs and their wants and what they're going through, and they really deserve to have all of their symptoms
- Dr. Simpson specializes in symptom management, pain relief and psychosocial support. She works one-on-one with patients to manage complex symptoms, assist in decision-making, and provide comfort to families as they navigate difficult decisions related to treatment. With a deep commitment to patient-centered care, Dr. Simpson works alongside oncologists, nurses and other specialists to develop care plans that address the physical, emotional and spiritual needs of patients and their loved ones.
- Palliative care is appropriate for individuals with advanced cancer or another serious illness who have difficult-to-treat pain or symptoms, who need help coping with their diagnosis, or who need help deciding on further treatment. A doctor's referral is

Jane Simpson, DO

Samaritan Welcomes New Physicians

Samaritan recognized and welcomed 11 physicians at its annual New Physician Reception on November 7 at Samaritan Summit Village. The reception honors physicians who have joined Samaritan's medical staff in the previous 12 months.

This annual event is an opportunity to introduce the newest members of our medical staff to the community. Attendees included area physicians, Samaritan board members, local business and community leaders, hospital donors, advanced practice providers and Samaritan leadership.

The physician guests of honor were:







Natasha Antony, MD OB/GYN*



Kevin Kriesel, MD Kamran Mahfooz, MD Otolaryngology Hospitalist



OB/GYN*





Russell Reeves, MD Interventional Radiology



Diane Shumbusho, MD OB/GYN



Jane Simpson, DO Palliative Care Physical Medicine &



Jasmin Zvornicanin, MD Hospitalist

Not pictured: Nauman Hamid, MD Pulmonology/Critical Care

Also recognized this year were 15 new advanced practice providers. These are highly trained medical professionals who care for patients under the supervision of a physician. The advanced practice providers recognized were:

Amanda Agley, PA-C Dermatology

Erin Birchenough, FNP-C Nephrology

Christine Buckley, FNP-C Family Medicine

Gary Clarkson, PA-C Wound Care Aiesha Clayton, PA-C Family Medicine

Tasha Curry, FNP-C Cardiology

Amber Haynes, FNP-C Family Medicine Brittany Heflin, FNP-C Emergency Medicine

Aparajita Naik, ANP-C Internal Medicine

Inez Quinones, PA-C **Emergency Medicine** Jennifer Ring, ANP-C Family Medicine Cele Schulz, ANP-C

Philip Witek, MD

Rehabilitation

Fakira Soumaila-Borkovec, FNP-C OB/GYN Kalie Sposato, PA-C Family Medicine Geriatric Medicine Juan Woods, PA-C

Orthopedic Surgery*











See our full physician listing at: samaritanhealth.com/find-a-physician

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Photos from the New Physician Reception









Lifetime Achievement Award Presented to Dr. Karl Komar

Dr. Karl Komar, neonatologist, was presented with the 2024 Lifetime Achievement Award at the annual Physician Recognition Dinner in April 2024 in honor of his 30-year commitment to Samaritan Medical Center.

Dr. Komar joined Samaritan Medical Center's medical staff in 1994. Since then, Samaritan's Level II neonatal intensive care unit (NICU) has flourished under his expertise to care for babies born after 32 weeks gestation needing extra care to develop and thrive. He has spent countless hours caring for our most precious newborns over the last 30 years, often working 24 hours a day.

Dr. Komar has held leadership roles at Samaritan, serving as president of the Medical Staff in 2011 and 2012, and chair of the Pediatrics and Neonatology Department for many years. He has cultivated relationships with surrounding facilities to help newborns receive care at the Level III Regional Perinatal Center at Crouse Hospital and transfer them back to our NICU when they have progressed enough to be closer to home. Samaritan's Level II NICU is the only NICU in the tri-county region, and Dr. Komar has been

The Physician Recognition Dinner is supported by















Photos from the Physician Recognition Dinner







2024 Medical Staff

Anesthesiology

Tom T. Chen, MD Eric N. Duah, MD Irvin R. Sanchez, MD Jarmila Slezkova, MD Edwin N. Urf Jr., DO

Cardiology

Fritz Roc, MD Vojtech Slezka, MD James E. Willis, MD

Dentistry Hans W. Wawrousek, DDS

Dentistry - Oral Surgery

Reed Attisha, DMD, MD Logan R. Curtis, DDS Hiram A. Garcia-Rivera, DMD Russell K. Searle, DMD*

Dentistry - Pediatric

Andrew A. Beuttenmuller, DDS Chelsea A. Eppolito, DDS Amy Nagai, DDS Maria L. Ybarra, DDS

Dermatology

Nathanial R. Miletta, MD

Ear, Nose & Throat

Tony C.Y. Chuang, MD David C. Gordon, MD Kevin Kriesel, MD

Emergency Medicine

Mark C. Bristol, MD Philip A. Chafe, MD Sarah A. Delaney-Rowland, MD David J. Flint, MD Maja Lundborg-Gray, MD Matthew D. Maynard, DO Brian D. Roggie, MD

Family Medicine

John J. Burnett, DO Caitlin M. Donegan-Tartell, DO Nancy Girard, DO Aaron D. Huizenga, DO Jill Laureano-Surber, DO Marcia R. Mauger, MD Charles Moehs, MD, MPH Martha L. Pisaniello, MD Benjamin D. Rudd, MD Jack Rush, MD Jack Rush, MD Farah Wani, MD Joseph F. Wetterhahn, MD Jason F. White, MD

Gastroenterology

Chaitanya Chandrala, MD David Reindl, MD Gerald S. Weinstein, MD

General Surgery

Eduardo B. Barayuga, MD Daniel A. Bryden, DO Lynsey M. Daniels, MD, BS Leo J. Gosselin Jr., MD

Hematology/Oncology

Florence P. Arnold, MD Ihsan U. Haq, MD Alka Srivastava, MD

Hospitalist

Kareem Abed, MD Jeby R. Abraham, DO Hamzah J. Akram, MD Basel H. Al-Haddad, MD Ali E. Aliamali, MD Shehroz Aslam, MD Leilani M. Garcia, MD Joan C. Guevarra, MD Abdur R. Jamil, MD Asim A. Kichloo, MD John S. Laldin, MD Nnenna M. Onwumere, MD Shripad B. Pande, MD Vijesh Patel, MD Aruna Ray, MD Andro A. Yousef, MD Jasmin E. Zvornicanin, MD

Infectious Disease Marylene J. Duah, MD

Internal Medicine

Suhail A. Abbasi, MD Laura Boggs, DO Pedro R. Camacho, MD Jie He, MD Christopher A. Kellogg, DO Collins F. Kellogg Jr., MD Julie M. Lapointe, MD Kamran Mahfooz, MD Frank Rhode, MD

Interventional Radiology Russell Reeves, MD

Neonatology

Craig Guerin, DO Karl J. Komar, MD

Nephrology

Adam M. Rubin, MD Khalid P. Sindhu, MD

Neurology

Mohsin Ali, MD Abdul D. Latif, MD Samah O. Mohiuddin, MD

Neurosurgery

Nicholas A. Qandah, DO

OB/GYN

Natasha Antony, MD* John P. Barrett, MD Kelly R. Birchenough, DO* Kenya Cain, MD Elliott S. Cohen, MD Walter Dodard, DO Victoria J. O'Brien, DO* Jonathan R. Oliva, DO Bradley J. Piekielko, DO* Emily E. Pierce, MD* Diane I. Shumbusho, MD

Ophthalmology

John J. Costello Jr., DO Debra A. Koloms, MD Noaman Sanni, MD

Orthopedic Surgery

Griffin M. Biedron, MD* Biren V. Chokshi, MD Kyle J. Klahs, DO* David "Dirk" Leu, MD Maurice Tom-Pack, MD Robert C. Turner, MD* Brian T. Zafonte, MD

Pain Medicine

Ivan E. Montalvo-Otano, MD
Palliative Care

Jane M. Simpson, DO

Pathology

Opoku Adjapong, MD LaQuita K. King, MD Shikhar Vyas, MD

Pediatrics

Honeylee Agustin, MD Ahmad Chatila, MD Stephanie E. Daniel, MD Myla D. Estepa, MD Joseph C. Gianfagna, MD Shari M. Hogan, MD Diane K. Keating-Jones, DO Kaitlyn M. McGregor, MD Josiree Ochotorena, MD Stephanie A. Oliva, MD Mehmet F. Ramazanoglu, MD Sandra E. Timerman, MD

Physical Medicine & Rehabilitation

Ariana Brooks-James, MD Philip A. Witek, MD

Plastic Surgery

Deana Paley, DO

Podiatry

Nathan D. Ashby, DPM Weston C. Goring, DPM* Andrew R. Majak, DPM James P. Pelletier, DPM

Psychiatry

Sadaqat N. Khan, MD Maritza Santana-Garcia, MD Trevor J.H. Scudamore, MD Daniel J. Williamson, MD

Pulmonary/Critical Care

Emmanuel K. Addo-Yobo, MD Aaliya Burza, MD Marco A. Campitelli, MD Lawrence G. Kramer, MD David P. Rechlin, DO Rory A. Sears, DO, FCCP

Radiation Oncology

Justin D. Budnik, MD Daniel S. DeBlasio, MD

Radiology Alberto C. Benedicto, MD

Gregory H. Berberian, MD Vincent G. Cotroneo, MD Timothy E. Dineen, MD Brian R. Ewy, DO Daniel S. Gray, MD Jubin K. Jacob, MD Mark Kwalbrun, MD Patrick J. Lanigan, MD Andrew M. Lewis, MD Glauco M. Maresca, MD Jonathan T. Marshall, DO Kelly McAlarney, MD Terence D. Schumpert, MD Jeffrey D. Way, MD

Rheumatology

Ingrid M. Hall, MD Elizabeth Mathew, MD

Thoracic Surgery Robert J. Johnson, MD

Urology

Kevin L. Chandler, MD James A. Turecki, MD Deborah L. Wilson, MD

Wound Care

James V. Stillerman, MD

* Military

Advanced Practice Providers 2024

Nurse Practitioners

Physician Assistants

Amanda L. Agley, PA-C Maria Alicea, PA-C Rvan J. Blackwell, PA-C Erin K. Bryant, PA-C Brett R. Bunker, PA-C Shauna M. Campanaro, PA-C Aiesha M. Clayton, PA-C Brooke A. Davidson, PA-C Alexandra R. Davies, PA-C Chad J. DeMarche, PA-C Erica T. Feola, PA-C Ashley A. Flick, PA-C Taylor Haenlin Clark, PA-C Marisa V. Hamlin, PA-C Jonathan M. Jerome, PA-C Abbey F. Kerr, PA-C Marcus M. Knapp, PA-C Christopher Kwaczala, PA-C Heather A. McClean, PA-C Jacob D. McKillop, PA-C Rachel A. Meirose, PA-C Sarabrooke A. Mowery, PA-C Robert J. Pickeral, PA-C Tasha L. Richards, PA-C Rebecca K. Ring, PA-C Emiley J. Ringenbach, PA-C Jessica L. Robbins, PA-C Christopher J. Roberts, PA-C Aaron Robertshaw, PA-C Colin M. Ross, PA-C Samantha Sheggrud, PA-C Jacqueline C. Snyder, PA-C Kalie M. Sposato, PA-C Susan R. Swatsworth, PA-C Kate E. Symenow, PA-C Corissa A. Tefft, PA-C Steven D. Tiernan, PA-C Diane B. Tschudi, PA-C Emily J. Turner, PA-C Amy L. Werchinski, PA-C Regina M. Wetterhahn, PA-C Caitlin E. Winkler, PA-C Thomas S. Zajac II, PA-C Andrew Zilka, PA-C

Jeniffer D. Alberry, FNP-C Nancy J. Barnum, FNP-C Calandra A. Brvant, FNP-C Christine C. Buckley, FNP-C Denise R. Casab, FNP-C Jennifer D. Eldridge, FNP-C Karl R. Elsner, FNP-C Maribeth Evans, PMHNP Desiree S. Fuller, ANP, FNP-C Samantha J. Furman, FNP-C Shellie A. Green, FNP-C Makenzie R. Griffin, FNP-C Anne H. Hall, FNP-C Amanda M. Kenyon, FNP-C Lydia L. Kirschman, FNP Chelsea M. Kolb. FNP-C Amanda J. Lampman, FNP-C Jessica A. Lasiowski, ANP-C Ann Marie LePine, ANP-C, FNP-C Jillian Marra, FNP-C Debra R. Marsala, DNS, ANP-C Katherine E. Matas, ANP-C, PhD Meghan A. McAllister, FNP-C

Ashley A. Patterson, FNP-C Jennifer J. Patterson, ANP-C Lynne K. Philley, ANP-C Jennifer A. Phillips, ARNP-C Ruth H. Powell, FNP-C Karen C. Regan, FNP-C Stephanie Roberts, FNP-C Amanda L. Rosen, FNP-C Corrie A. Schell, FNP-C Shelby N. Scullen, FNP-C Bonnie Servage, ANP-C Rose Mary Soosairaj, FNP-C Lisa M. Westcott, FNP-C Lindsey R. Williams, PMHNP-C Christopher A. Wilson, FNP-C David R. Youngs, ENP, FNP-C Jennifer L. Zajac, WHNP, CNM Matthew D. Zegil, FNP-C

Certified Nurse Midwives

Elizabeth A. DiCampli, CNM JoAnn L. Hill, CNM Bridget J. Quinn, CNM Christa M. Rick, CNM Adina M. Sippel, CNM

Certified Registered Nurse Anesthetists (CRNAs)

Adam O. Bailey, CRNA Marcia Buzyniski, CRNA Jarus Dahlberg, CRNA Mark E. Etheridge, CRNA Brett S. Frandsen, CRNA Doris E. Grimes, CRNA Joann M. McGee, CRNA Jordan C. Nigro, CRNA Terry L. Predmore, CRNA Lyda A. Shambo, CRNA Robert J. Smith, CRNA

Medical Executive Committee 2024

Rory Sears, DO President of the Medical Staff

Marylene Duah, MD Vice President of the Medical Staff

Nathanial Miletta, MD Secretary/Treasurer of the Medical Staff

Justin Budnik, MD Chair, Cancer Committee and Interim Radiology

Tony Chuang, MD Chair, Credentials Committee

Sarah Delaney-Rowland, MD Chair, Department of Emergency Medicine

Craig Guerin, MD Chair, Department of Pediatrics

Nathanial Miletta, MD At-Large Member Department of Dermatology

Vijesh Patel, MD Chair, Hospitalist Medicine Director

David Rechlin, DO Director, Medical Education

Adam Rubin, MD Chair, Department of Medicine

Jack Rush, MD Chair, Medical Staff Peer Review Committee

Maritza Santana-Garcia, MD Chair, Department of Psychiatry

> Diane Shumbusho, MD Military

Jarmila Slezkova, MD Chair, Department of Anesthesiology

Macy VanArnam, MD Chair, Department of OB/GYN

> **Shikhar Vyas, MD** At-Large Member Medical Management Committee

Brian Zafonte, MD Chair, Department of Surgery

Mario Victoria, MD Chief Medical Officer [ex officio without vote]

Thomas Carman President & CEO [ex officio without vote]

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Graduate Medical Education

The Internal Medicine and Family Medicine residency programs at Samaritan Medical Center have shown substantial growth and success over the years. The quality of resident physicians remains high, contributing to strong staff engagement and alignment with hospital goals. In 2024, both residency programs maintained accreditation from the Accreditation Council for Graduate Medical Education (ACGME).

GME Leadership:

David Rechlin, DO, FCCP, FACIO Director of Medical Education

Benjamin Rudd, MD Family Medicine Program Director

Asim Kichloo, MD Internal Medicine Program Director

Jamie Wilcox Administrative Director of Medical Education

2024 Graduates:

James Hull, DO Family Medicine

Patricia Frith, DO Internal Medicine

Jennifer Wachala, DO Internal Medicine

Rosie Yang, DO Family Medicine

Highlights for 2024:

- More than 360 applications were received for two open residency positions in Family Medicine and nearly 1,000 applications were received for two open residency positions in Internal Medicine.
- Six third-year medical students were hosted at Samaritan, as well as nine visiting fourth-year medical students, one Rural Medical Education Program student, and several visiting students.
- $\bullet \quad {\rm Four \, new \, resident \, physicians \, were \, welcomed two \, in \, {\rm Family \, Medicine \, and \, two \, in \, Internal \, Medicine.}$
- Two Internal Medicine residents and two Family Medicine residents graduated.
- Samaritan collaborated with the SUNY Upstate Department of Psychiatry to provide educational
 opportunities for resident physicians.
- Samaritan hosted numerous lectures through its weekly Grand Rounds didactic series, granting continuing education credit through a partnership with Upstate Medical University.
- Resident physicians provided 2,626 patient visits at the Samaritan Medical Academic Residency Training
 (SMART) Clinic.
- Samaritan trained 12 resident physicians and several third- and fourth-year medical students during the 2024-25 academic year.

Learn more about our GME program at samaritanhealth.com/gme



From left, 2024 graduates of the Internal Medicine and Family Medicine residency programs: James Hull, DO, Family Medicine; Patricia Frith, DO, Internal Medicine; Jennifer Wachala, DO, Internal Medicine; and Rosie Yang, DO, Family Medicine.

In summer 2024, Samaritan Medical Center was named a provisional Level III Adult Trauma Center by the state Department of Health. The designation reflects the hospital's preparedness and ability to provide advanced care to patients who come to the Emergency Department with traumatic injuries.

Level III Trauma Centers play a vital role in communities that may not have timely access to higher-level care facilities, providing critical treatment for patients with mild to moderate injuries closer to home. Level III centers also are equipped with systems to promptly evaluate, manage and transfer patients with more severe injuries to Level I and II facilities when necessary. Upstate University Hospital in Syracuse is Central New York's only Level I Trauma Center for adults and children.

Samaritan is now undergoing a rigorous two-year verification process by the American College of Surgeons (ACS), after which it will be a verified, rather than provisional, ACS Level III Adult Trauma Center.

Part of the process includes community outreach and education to help raise awareness of preventable injury, which Samaritan has wholeheartedly embraced. In 2024, the hospital collaborated with the city of Watertown to proclaim November 18th "National Injury Prevention Day," and throughout 2024 Samaritan representatives shared information with local emergency medical services providers, in local schools, and at community events.

As the largest hospital and the only trauma center in Jefferson and Lewis counties, Samaritan Medical Center is committed to providing immediate care for trauma patients and improving outcomes for patients in our community. In 2024, Samaritan's Emergency Department served upwards of 30,000 patients, more than 600 of whom received treatment for traumatic injuries.



Trauma Program Updates



Representatives from the city of Watertown, joined by Michael Briggs and Chelsey Schmitt of Samaritan's Trauma Program, declare November 18th National Injury Prevention Day.



Trauma Injury Process Improvement Coordinator Michael Briggs promotes eye safety ahead of a total solar eclipse in 2024.



Samaritan Trauma Injury Process Improvement Coordinator Michael Briggs, far right, poses with students in Carthage Central School's New Visions Health Careers program after teaching a "Stop The Bleed" training course. This course, and others, were taught in partnership with the FDRHPO North Country EMS Program Agency.

Quality and Safety

The concepts of quality and safety in healthcare go back thousands of years, all the way to the Hippocratic Oath — one of the earliest expressions of medical ethics.

Samaritan Caregivers strive to uphold the ideals of quality and safety with every patient interaction. In 2024, Samaritan used ingenuity, compassion, adaptability and cutting-edge technology to continuously improve care for its patients and residents. Here are some of the past year's quality and safety achievements:

Technological Advancements

- Samaritan's Watertown Family Health Center began using FibroScan®, a non-invasive medical test that assesses liver health in individuals with chronic liver diseases. FibroScan technology has revolutionized the way healthcare professionals assess liver health, offering an alternative to liver biopsies. This technology uses advanced elastography to measure liver stiffness, which correlates with the degree of liver fibrosis. It involves no needles or incisions, making it a comfortable and convenient option for individuals seeking a thorough evaluation of liver health. Patients can be referred by their primary care or specialist physician for this test, like any other imaging test, and do not need to be a current patient of Samaritan.
- Samaritan's Pharmacy implemented Bluesight[®] drug diversion monitoring software to strengthen drug diversion auditing and prevention efforts. This system provides real-time monitoring of controlled substances and can proactively detect suspicious behavior and workflow issues. allowing for early intervention before significant issues arise. It promotes a culture of safety and responsibility by tracking and logging medication handling. The pharmacy also adopted BD Pyxis™ PharmacyKeeper™, a cloud-based software system that helps staff prepare, inspect and track IV medications.
- · Samaritan's Laboratory added several new instruments that contribute to higher quality care. The histology lab purchased an Epredia cassette printer and three Epredia SlideMate slide printers, which help technologists process more specimens per day and bolster patient safety by automatically printing patient information on specimen slides, eliminating the need for handwriting. It also purchased a Leica BOND-III immunostainer, which expands the types of tests that can be performed. The cytology lab purchased a new microscope camera and monitor to allow for better review of patient cases, enhancing continuing education, peer review and quality assurance. Finally, the microbiology lab implemented a blood culture identification (BCID) panel, which gives providers an identification 24-48 hours sooner than normal, and a blood culture analyzer, which reduces turnaround time for positive blood cultures and allows for faster intervention.

Internal Initiatives

- · Samaritan joined several Central New York hospitals and healthcare agencies in the Respect and Heal initiative to address increased workplace violence faced by healthcare workers across the country. Internally, Samaritan has worked to address workplace violence through policy revision, public signage, mandatory training on workplace violence and de-escalation, working closely with local law enforcement, and through other methods. Joining Respect and Heal will allow Samaritan to share and learn best practices from other area hospitals.
- The Hunter-Rice Health Services Library at Samaritan Medical Center made its complete online clinical library accessible and free of charge to all its physicians, staff and the broader healthcare community in Jefferson, St. Lawrence, Lewis, Fulton and Oswego counties. The Hunter-Rice Online Knowledge System allows healthcare professionals to find current resources, articles and medical research, as well as a vast medical title catalog. Such content is available due a generous grant from the New York Legislature, which helps Samaritan pay for licenses and users.

Awards and Distinctions for Quality and Safety

Stroke Care Awards

In August, Samaritan Medical Center received the American Heart Association's Get With The Guidelines® - Stroke Silver Plus quality achievement award for its commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines, ultimately leading to more lives saved and reduced disability.

Samaritan also received the American Heart Association's Target: Type 2 Diabetes™ Honor Roll award, which aims to ensure patients with Type 2 diabetes, who might be at higher risk for complications, receive the most up-to-date, evidence-based care when hospitalized due to stroke.

These awards add to Samaritan's ongoing status as an Advanced Primary Stroke Center, as certified by The Joint Commission based on clinical excellence across the continuum of stroke care.

Samaritan Medical Center upheld its Gold Seal of Approval® for the Comprehensive Accreditation Manual for Hospitals from the Joint Commission, which it earned in 2021 by demonstrating continuous compliance with patient safety standards. The Gold Seal is a symbol of quality that reflects a healthcare organization's commitment to providing safe and quality patient care. The Joint Commission visits accredited healthcare organizations a minimum of once every three years to evaluate compliance.

Blue Distinction[®] Centers+ for Maternity Care

Samaritan maintained its designation as a Blue Distinction® Centers+ for Maternity Care, a recognition awarded by Excellus BlueCross BlueShield to facilities that demonstrate expertise and a commitment to quality care for vaginal and cesarean section deliveries. Blue Distinction Centers demonstrate better overall patient satisfaction and a lower percentage of early elective deliveries.

Endoscope Reprocessing Room Update

In 2024, Samaritan Medical Center invested nearly \$2 million to update its endoscope reprocessing room - an area dedicated to cleaning and disinfecting endoscopes. The remodeled room follows the Association for the Advancement of Medical Instrumentation® standards. It features the latest in intelligent, automated technology that seamlessly integrates with the hospital's Meditech system, enabling efficient and recommended cleaning procedures.

The endoscope reprocessing room handles approximately 650 scopes every month.

This strategic upgrade significantly boosts patient safety by reducing infection risks. Samaritan's continuous investment in technology and training ensures quality healthcare services, meeting the community's evolving needs with a fundamental focus on safety and care.

Gold Seal of Approval





approximately 650 scopes per month

Supply Success: Nationwide Supply Shortage Navigated Locally

Despite advances in modern technology and the growth of global supply chains, medical purchasing remains a complex challenge. Balancing regulatory compliance, fluctuating demand, and the need for specialized equipment has created significant hurdles for healthcare providers across the nation.

Sometimes, unpredictable events that occur hundreds or thousands of miles away can impact purchasing and supply for local health systems. Such an event happened in September 2024, when Hurricane Helene forced a major intravenous (IV) fluid supplier in North Carolina to close, causing a shortage across the U.S. and here in the North Country.

As the monthslong shortage continues into 2025, Samaritan has not allowed it to impact patient care. Samaritan Caregivers in multiple departments including the nursing division, surgical services, pharmacy, supply chain management and others - have taken careful precautions to control inventory and maximize supply.

They have made critical decisions under pressure to minimize shortages and maximize the care provided. They have communicated transparently and effectively across departments and locations, ensuring that everyone has the information necessary to implement conservation strategies.

During an incredibly challenging and high-pressure time, our caregivers never lost sight of the ultimate goal - providing the best possible care to every patient in need.

Samaritan's **Supply Chain Team Recognized**

In October, Samaritan Medical Center received the Iroquois Healthcare Association/United Iroquois Shared Services 2024 Supply Chain Recognition Award. The award acknowledges organizations that excel in supply chain management and operational efficiency.

Samaritan's focus on organizational transformation yielded tremendous results in 2024.

Thanks to the hard work of our employees and savings from group purchasing, our health system exceeded cost-reduction goals while enhancing value and efficiency in areas such as pharmacy, food service, laboratory, and medicine/surgery. We also saved more than \$1 million through a strategic partnership with Upstate Works, an exclusive staffing program that helps mitigate pressure from industry-wide labor cost increases.



ntative from the Iroquois Healthcare Association sents the 2024 Supply Chain Recognition Award to Director of Chain Laura Williams, Purchasing Assistant Aaron Cheesemo and Chief Financial Officer Maxine Briggs.

Home Health Progress

Samaritan Home Health continued to thrive in 2024, serving more than 160 patients per day on average.

In October, Home Health Director of Patient Services Stephanie Parks, RN, BSN, received the Telehealth Innovator of the Year award at the 2024 North Country Leadership Summit in Lake Placid. The award, given by the North Country Telehealth Partnership and Adirondack Health Institute, recognizes the innovative use of telehealth to improve health outcomes and quality of life in the community.

Stephanie received the award for her instrumental role in launching a remote patient monitoring program to reduce avoidable readmissions among patients with congestive heart failure discharged from Samaritan Medical Center. The project identifies patients at risk for readmission and equips them with a telemedicine kit that includes a scale, blood pressure cuff, pulse oximeter and a tablet with wireless service. Using a cloud-based dashboard, any member of the patient's care team can continuously monitor important metrics such as weight, oxygen saturation and more.

This program has significantly improved health outcomes. Since its implementation, readmission rates at Samaritan have decreased by 18 percent. In 2024, the program prevented 67 readmissions, resulting in an estimated savings of \$925,000.

Meeting Patients Where They Are

Samaritan was proud to feature Valerie Gamble, a Samaritan Home Health physical therapist, in its 2024 Samaritan Caregiver Video Series. Valerie loves providing in-home care, because it allows her to see her patients in their own environments and help them achieve the goals that are most important to their daily lives. Together with colleagues she values and trusts, Valerie offers care that is convenient, empathetic and exceptional.

"I've worked with a lot of nurses and I've worked with a lot of physical therapists, but our Home Health team - when I tell you it is exceptional, it is exceptional," Valerie said. "I would let any single person on our team work with my mom, my son - any of them. They're all great. You can count on them, I trust them, and they make the job so worthwhile."



Home Health Director of Patient Services Stephanie Parks, RN BSN, received the Telehealth Innovator of the Year award



Samaritan Gets to the Heart of the Matter with New Cardiac Services

For years, patients in the North Country suffering from heart attacks and other cardiac emergencies have faced a critical hurdle: Time. Without a local cardiac catheterization lab, those in need of urgent intervention have been transported more than an hour away to Syracuse for lifesaving procedures. In 2024, Samaritan Medical Center took a significant step toward changing that reality.

In mid-December, the hospital officially submitted a Certificate of Need (CON) application to the state Department of Health to establish a state-of-the-art interventional cardiac catheterization lab. The application took more than a year to complete and outlines a comprehensive interventional cardiology program for Samaritan.

Cardiac catheterization labs, commonly known as cath labs, are specialized facilities where cardiologists perform critical procedures such as angioplasty and stent placement to restore blood flow in the heart. Currently, patients experiencing heart attacks, especially those requiring immediate intervention for blocked arteries, must be stabilized and transported via ambulance or helicopter to Syracuse, adding precious minutes to an already dire situation.

Samaritan's application outlines the hospital's plan to build and equip the cath lab, recruit specialized interventional cardiologists, and train existing staff to provide comprehensive cardiac care. When approved, the hospital not only will treat emergency cases but also offer elective procedures, reducing the need for patients to travel outside the area for routine heart care. As part of the process, Samaritan will formally partner with Upstate University Hospital for support and advanced cardiac surgery.

The state Department of Health will review Samaritan's application, considering factors such as regional healthcare needs, financial feasibility and community impact. If granted, the hospital hopes to complete construction of the cath lab within the next year, with full operations expected to begin soon after.

As Samaritan awaits the decision, it remains committed to attracting and recruiting cardiologists to the region. Once opened, the cath lab will allow Samaritan to treat heart conditions more rapidly, improving survival rates and reducing long-term complications for patients throughout the region.

Samaritan Medical Center Moves Forward with Radiology Provider Changes

As part of its ongoing commitment to providing high-quality care and meeting the evolving needs of patients and medical staff, Samaritan is making significant changes to its radiology services. It has entered an agreement with ONRAD to provide 24/7 coverage of diagnostic radiology services. ONRAD brings a higher level of service to Samaritan. It is a Joint Commission-accredited organization and will support Samaritan with more than 60 radiologists, all of whom are board-certified.

Samaritan has retained Dr. Russell Reeves, a fellowship-trained interventional radiologist. He joins Dr. Kelly McAlarney, breast radiologist, to anchor the Samaritan Radiology team.

Patient Experience Scores

Samaritan Health's 2024 Patient Experience Successes

As the healthcare landscape evolves, patient experience remains a top priority at Samaritan Health. In 2024, the organization made significant strides in its commitment to improving patient care and satisfaction across all departments. With a strategic focus on both clinical excellence and compassionate service, Samaritan Health exceeded several ambitious goals, reflecting the dedication of its teams and the meaningful impact of its efforts on patient care.

Exceeding the HCAHPS Goal: A Milestone Achievement

One of the most important benchmarks for Samaritan Health in 2024 was improving its Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Top Box Score. This score reflects critical aspects of the patient experience, including communication with doctors and nurses, overall hospital ratings, and the patient's likelihood to recommend the facility to others.

The corporate goal for the year was to increase the HCAHPS Top Box Score from 60.34 to 62.31. The results were impressive: Samaritan Health ended 2024 with a score of 63.08, surpassing its goal. This improvement highlights the organization's ongoing commitment to delivering high-quality care and maintaining a patient-centered focus throughout the hospital.

Walker Center for Cancer Care: Exceptional Results

The Walker Center for Cancer Care had its own goals for 2024, aimed at providing top-tier support and treatment to cancer patients while ensuring a positive patient experience. The goal for the center was to achieve an overall patient experience score of 80.22. The results exceeded expectations, and the center finished the year with an outstanding score of 83.29.

This remarkable success underscores the incredible work at the Walker Center, where compassionate, holistic care is delivered to patients navigating the complexities of cancer treatment. The high patient experience score reflects the center's commitment not only to treat the disease but also to address the emotional and psychological needs of each patient. From dedicated care teams to comprehensive support services, the Walker Center continues to provide exceptional care for cancer patients.

Primary Care and Specialty Clinics: Exceeding Expectations

Samaritan Health's primary care and specialty clinics also saw significant success in 2024. These departments aimed to improve the patient experience and provide seamless, coordinated care. Not only did the clinics exceed their goals, they reinforced the importance of continuity of care, personalized treatment plans and patient engagement.

Samaritan Surgical Services and Outpatient Procedures: Building a Strong Foundation

A major milestone for Samaritan in 2024 was the adoption of the Outpatient and Ambulatory Surgery Survey Consumer Assessment of Healthcare Providers & Systems (OAS CAHPS). This year marked the first time this department began collecting OAS CAHPS data through our trusted vendor, Press Ganey, which is known for its comprehensive insights into patient satisfaction. While the team is still establishing a baseline, the data collected in 2024 is invaluable in understanding patient experiences and identifying areas for improvement. By adopting this survey, Samaritan Health is taking a proactive approach to continually enhancing the patient experience, ensuring that the voices of patients guide improvement efforts moving forward.

Patient Testimonials

In 2024, tens of thousands of people turned to Samaritan Health for exceptional care. Some came to us expectedly, for routine appointments and check-ups, while others arrived hurriedly as emergencies struck. Some came to us feeling confident, relaxed and prepared, and others came to us feeling nervous, scared and confused. We saw patients on their best and worst days.

No matter the circumstances, Samaritan Caregivers were here.

We helped patients improve, sustain and better understand their health. Some of these patients were kind enough to share their Samaritan Experience publicly. We thank them for trusting their care to Samaritan, and we thank them for letting us tell their stories.

Kristen Hunter, RN, Car-Freshner Center for Women & Children

After 15 years working at Samaritan, Kristen Hunter never would have guessed she'd be rushed into the building in a wheelchair.

At 34 weeks pregnant, Kristen — a clinical nurse educator in Pediatrics and Maternity — showed up for an evening shift and experienced a placental abruption in the parking lot. Suddenly, her friends and co-workers became her caregivers, springing into action to prepare her for an emergency C-section.

"It's definitely a different outlook when you're the patient lying on the table," she said. "Having your coworkers be there to help yourself and your family in an emergency situation — knowing their skill set, knowing that they do this for every patient that walks through the door — I knew I was going to be safe."

Kristen and her baby girl, Kennedy, made it through the unexpected delivery, but Kennedy would spend several days in Samaritan's Neonatal Intensive Care Unit (NICU) before she could go home. While Kennedy gained strength in the NICU, Kristen stayed in a boarder room to be as close to her newborn as possible and to help as she could. After 10 days, mother and baby went home healthy.

Kristen credits the calm, professional and rapid response of her Samaritan colleagues for saving her life and her daughter's.

"The care here was absolutely excellent, from the time we rolled through the door to the time we went home," she said.



provided by Unit Assistant Michaela Kline, left, and Cindy Keenan, R

Jared Mitchell, Emergency Department

In January 2024, when Samaritan and much of Jefferson County lost power during a winter windstorm, many dedicated workers came to the area to restore electricity and clean up damages. As fate would have it, one of those workers needed Samaritan's help in return — and our caregivers were there to answer the call.

Jared Mitchell, a lineman apprentice from Philadelphia, Penn., was on his way to the North Country to help out when he began feeling pain in his lower abdomen. By the time he reached Watertown, he knew he needed medical attention, and his crew brought him to the Emergency Department.

Jared had appendicitis and needed surgery to remove his appendix immediately. Fortunately for him, Samaritan's Caregivers jumped into action, despite the hospital running on back-up power.

"I was a little nervous because I had never had major surgery before, but the way the people treated me — their calmness and their professionalism made me calm," Jared said. "I was in pain, and then six hours later I was recovering."

Jared's appendix was removed, and he was released later that day. He received exceptional care under exceptional circumstances.

"The process at Samaritan was just so seamless," he said. "These people didn't skip a beat, and they treated it seriously and professionally. Honestly, I'll never forget this experience, because it was such a positive one."

Joseph Wing, Wound Care

For years, Joseph Wing struggled with recurring friction wounds around his abdomen. That changed when he met Dr. James Stillerman and the Samaritan Wound Care team, who healed his wounds and empowered him to prevent and manage future ones

Joseph had gastric bypass surgery in 2011, which left him with excess skin around his abdomen. In 2019, he was temporarily immobile while recovering from an ankle surgery, and he began developing sores where his skin rubbed together. The wounds would not heal, despite his best efforts to treat them as he relearned to walk with a cane. Fortunately, his primary care provider referred him to Samaritan's Wound Care Center.

"I'm glad she did," he said. "They have definitely gone above and beyond. I walk in there and they know me by name. I can call with any questions and they recognize my voice. It makes me feel good knowing that. I really, really enjoy being a patient there."

Staff at the Wound Care Center worked with Joseph throughout 2024, using a variety of modalities to ensure wound-prone areas stay clean and dry. They also have taught him best practices for keeping the areas clean at home.

Joseph was so grateful for the care he received, that he hand-painted numerous holiday ornaments and decorations for the Wound Care Center to use at Halloween and Christmas. He likes knowing that staff members and other patients will appreciate them when they come to the office.

"It was just my way to say thank you to them for being really good at their job and for being professional," Joseph said.



Joseph Wing presents a thank-you gift to some of his caregivers at Samaritan's Wound Care Center.



Employee Investment

To achieve the best possible outcomes for our patients and residents, Samaritan Caregivers are guided by five "HEART" values — Honesty, Empathy, Accountability, Respect and Trust. Every individual who joins the Samaritan team agrees to embody these five principles, to remind others of their importance, and to celebrate seeing them in action.

Most importantly, the HEART values do not just apply to how Samaritan Caregivers treat patients – they also apply to how Samaritan treats its caregivers. We understand that for our employees to show HEART values, they must first feel the HEART values themselves.

In 2024, Samaritan led with heart by investing in the happiness, growth and development of its employees. It also nominated, celebrated and recognized staff members whenever possible. Here are some highlights of the Samaritan Caregiver Experience from the past year.

Ensuring Competitive Pay

Samaritan invested more than \$8.1 million in wage increases in 2024, ensuring that staff across all departments are fairly and competitively compensated for their hard work and dedication.

More than 1,800 union and non-union employees received wage increases to ensure their pay met or exceeded industry standards. Numerous non-union employees also received discretionary, one-time payments based on their job grades and titles, with amounts weighted to benefit those who earn the least.

"We are deeply committed to supporting our employees, who are the heart of our mission," said Samaritan President and CEO Thomas H. Carman. "We must continue to offer competitive wages to recruit and retain the talented individuals who make our health system a trusted place for care."

Raising the Bar for CNAs

In 2024, Samaritan raised the starting wage for certified nursing assistants (CNAs) at Samaritan Keep Home and Samaritan Summit Village to \$20 per hour. This significant increase — nearly \$4 per hour for some CNAs — aims to improve recruitment and retention for a position with a higher turnover rate. Recruiting, training, and retaining skilled CNAs is essential to maintaining excellent service and care standards for our long term care residents.

A New Spin on Recruitment

WPBS-TV, our local public television station, recently revamped "GPS for Success" — its online tool to show students in middle and high school different career paths. Samaritan is highly represented in the health sciences career cluster.

The goal is to use an immersive online world to help kids learn about career opportunities. The GPS for Success initiative features an innovative, gamified experience designed to engage students ages 11 to 15 in career exploration.

Navigate to the career cluster health science section, and you will see video content from Samaritan that includes:

- Dr. Nathanial Miletta from Samaritan Dermatology and Mohs Surgery
- Gabrielle Rickett, X-ray Technician at Samaritan Medical Center
- Taylor Dirks, RN, formerly of Samaritan Pediatrics
- Ashlie Stranahan, a former CNA at Samaritan Keep Home

Learn more about GPS for Success at www.mygpsforsuccess.com

Nurturing Leadership

Samaritan's Excellence through Collaboration, Education and Leadership (EXCEL) classes returned in 2024, providing up-and-coming leaders with free education, empowerment and mentorship. Course topics included: Team Communication, Interdepartmental Communication, Budget Education, Crucial Conversations, Coaching and Discipline, Customer Service, Goal Development, Interviewing Techniques, and Retention and Engagement. Each course was led by an experienced member of Samaritan's leadership team.

Samaritan also launched a Physician Leadership Development Program in December 2024, to support physicians actively engaged in leadership roles at the Medical Executive Committee (MEC) or medical director level. It combines in-person sessions with remote academic work to develop leadership skills and foster professional growth. The initial eight-hour session, held at SUNY Jefferson, focused on: building more effective relationships with colleagues and patients; identifying essential behaviors and practices for successful teamwork; improving collaboration within teams; enhancing effectiveness as a team leader; understanding and applying fundamental influence principles; using influence to inspire and motivate others; and leveraging influence to prevent or resolve conflicts.

Physicians enrolled in the program are:

- Dr. Rory Sears President of the Medical Staff
- Dr. Adam Rubin Chair, Department of Medicine
- Dr. Vijesh Patel Chair, Hospitalist Medicine Director
- Dr. Leilani Garcia Hospitalist Program Assistant Director
- Dr. Sarah Delaney-Rowland Chair, Department of Emergency Medicine
- Dr. Jane Simpson Director of Palliative Care
- Dr. Philip Witek Director of Physical Medicine and Rehabilitation
- Dr. Shikhar Vyas At-Large Member and Medical Management Committee
- Dr. John Barrett OB/GYN
- Dr. Tom Chen Anesthesiologist

Promoting and Welcoming New Leaders

Samaritan welcomed new leaders in various roles in 2024.

Natalie Barraco Senior Operations Manager, Walker Center for Cancer Care

Jacqueline Burke-McGinnis Nurse Manager, Samaritan Summit Village 2nd floor

> Jeremy Dawes Director of Critical Care

Danielle Duprey Nursing Supervisor, Samaritan Keep Home

Jake Fuller Nursing Supervisor, Samaritan Medical Center

Dr. Leilani Garcia Hospitalist Program Assistant Director

Megan Gould Operations Manager, Women's Wellness and Breast Care

John Green Vice President of Patient Care Services and Chief Nursing Officer

> Philip James Supervisor of Accounting

Carol Langtry Manager, Labor and Delivery, NICU

Michelle Mann Director of Nursing Professional Development

Linda Mardinian Nurse Manager, Nursing Support Services

> Michael Mower Manager of Talent Acquisition

Jessica O'Hara Patient Access Supervisor

Felicia Parker Operations Manager, Clayton Family Health Center

> Dr. Vijesh Patel Hospitalist Program Director

Mackenzie Payne Nurse Manager, Samaritan Pulmonology

Kay Sullivan Director of Oncology Services, Walker Center for Cancer Care

Madaline Toliver Administrator, Samaritan Summit Village Skilled Nursing

> Taylor Wilcox Manager of Risk Management

John Ziegler Vice President of Human Resources

Promoting Nonviolence

With violent and threatening behavior toward healthcare staff on the rise nationwide. Samaritan made investments to protect its caregivers and prevent workplace violence incidents. In 2024, select caregivers began the Safety, Attitude, Focus, Empathy (SAFE) Training, which is designed specifically for those in the healthcare field and teaches verbal and non-verbal communication skills to effectively reduce the risk of negative or violent encounters with patients, visitors and co-workers. More than 200 Samaritan Caregivers reached the highest level of SAFE Training and some, like Emergency Department Assistant Kealy DeForest, have already put the training to practice.

"As a very small woman working in the Emergency Department setting, I see patients of all sizes," Kealy said. "Knowing the proper steps to take in the event of an aggressive or inappropriate situation is of the utmost importance to me and my co-workers. I was able to utilize the training in real-life, soon after the training, when I was in a difficult position with a patient who was being inappropriate. After the incident, and upon reporting the situation, we reviewed the security footage and our trainer was able to explain what went right and how I applied SAFE in the response, and it made a real difference."

Aside from providing SAFE Training to all caregivers, Samaritan took the following steps in 2024 to improve safety and promote nonviolence:

- Joined several Central New York hospitals in the Respect and Heal initiative against workplace violence, which provides a network to share best practices and collectively advocate to lawmakers.
- · Improved the Safety Zone incident reporting tool, in which all instances of workplace violence are reported and tracked.
- Installed signs about disruptive behavior in the Emergency Department, letting patients and visitors know that violent and aggressive behavior will not be tolerated. Signs will be posted in other areas of the hospital in 2025.
- · Maintained close relationships with local law enforcement to ensure open communication and proper response when needed.

Innovation Project

Work on Samaritan's Innovation Project continued throughout 2024, with Innovation Ambassadors speaking with fellow caregivers to gain insight and identify ways to improve the caregiver experience at Samaritan. A summary was presented to senior leadership in April, and several target areas for improvement were identified. One notable project, completed in 2024, focused on improving submission of bio-med work orders, which are submitted when medical equipment or devices need maintenance, repair or calibration. Another project, for which work continues in 2025, seeks to update and enhance "Senior Team Rounding" - encouraging members of senior leadership to routinely visit different Samaritan departments, meet new employees and learn about their work. The Innovation Project began in 2024 and is assisted by Cornell University's Neil Tarallo, professor of innovation and entrepreneurship.



program while supporting Samaritan Experience week events





In 2024, a series of brief videos was created for staff viewing to keep Samaritan Caregivers connected, informed and inspired. "Samaritan Shorts" explores various topics, including safety tips, event information, health system programs and employee/department highlights. This video series promotes pride, ownership and improved communication among all Samaritan employees.







Samaritan Shorts

Samaritan Experience – Caregiver Experience

The holiday season is an especially joyful one at Samaritan, and to show caregivers how appreciated they are, the organization hosts a variety of holiday-themed activities. For the children, Samaritan Caregivers and their family members were treated to an afternoon of bowling at Seaway Lanes, where Santa, Mrs. Claus and Buddy the Elf were present for photos and Christmas wishes. Samaritan then had two special visitors on campus: Santa and The Grinch! Their visit was a delight to staff and patients, as Santa brought toys for the little ones, and The Grinch had candy canes for staff.











To conclude the seasonal festivities, the Caregiver Events Committee put on a show-stopping Winter Wonderland holiday party in January 2025. More than 300 people attended. The evening celebrated caregivers with dinner, dancing and extravagant raffle prizes.









Throughout the year, Samaritan celebrates its caregivers at various events that also serve as fun family outings. In 2024, Samaritan hosted a day at Dry Hill Ski Resort, where caregivers and their loved ones enjoyed skiing, sledding, hot cocoa, s'mores and more. In the heat of summer, Samaritan hosted a caregiver event at Zoo New York at Thompson Park. Staff and their families had special access to zoo animals, crafts, games and more.









Jefferson Leadership Institute

Since the early 1990s, the Greater Watertown-North Country Chamber of Commerce has been vital in cultivating new and emerging leaders through its Jefferson Leadership Institute (JLI). Samaritan is a proud supporter and sponsor of JLI. Each year, Samaritan nominates two of its leaders to participate in the program.

Many of Samaritan's leaders are alumni of JLI. Dr. Shikhar Vyas, pathologist and laboratory medical director, and Shannon Phillips, RN, BSN, nurse manager of ICU/PCU, graduated in the JLI Class of 2024.

Apogee Hospitalist Program Recognized

Samaritan's contracted hospitalist group, Apogee Physicians, received the "Relentless Pursuit of Perfection" award from Apogee in 2024. The award is given to a team of hospitalists that "goes above and beyond what is expected from Apogee and seeks to implement new processes, procedures, projects and ideas..." The award also lauded Samaritan's team for moving forward "without skipping a beat" in spite of the staffing, recruitment and turnover challenges facing healthcare agencies nationwide.

Samaritan's Lead Apogee Patient Information Coordinator (PIC) Stephanie Perry received individual recognition from Apogee as "PIC of the Month" in November 2024. Stephanie was nominated by Melissa McDaniel, managing PIC, who said Stephanie's positive attitude and unwavering commitment make her an invaluable asset to our team.

20 Under 40 Awards

Samaritan was proud to have two of its caregivers receive NNY Business Magazine's 20 Under 40 Award in 2024. Patrick Calli, vice president of Long Term Care and Support Services, and Philip James, supervisor of general accounting, were recognized as emerging leaders in the community. The 20 Under 40 awards honor 20 professionals who exemplify leadership, community involvement and professionalism. Patrick and Philip were featured in a special issue of NNY Business Magazine and celebrated at an awards ceremony June 4 at the historic Paddock Arcade in Watertown.





Congratulations to our 2024 DAISY and BEE Award Winners!





Megan Gould, LPN

January 2024



Ann Groff, LPN February 2024

Brandi Simpson, RN March 2024





Andrew Staab, RN September 2024

Thank you to Chrissy Beanz Bakery and Cafe in Watertown for providing cinnamon desserts to DAISY awardees.









These are some of the dedicated Samaritan Caregivers who retired in 2024 after many years of service. Their commitment, expertise and unwavering contributions have made a lasting impact on our staff, patients and residents.

- In January: Gwen Filhart, RN; Mark Cloonan, materials • distribution; and Peggy Paul, nurse aide
- In March: Mark Cote, director of facilities ٠
- In May: Diane Hanson, RN .
- In November: Bonnie Herman, X-ray technologist ٠
- In December: Pamela Denney, RN ٠





Mark Cloonan



Diane Hanson







Mary Deline.

Nursing Assistant

January 2024



Melissa McDonald. Medical Assistant February 2024





Missy Patchin, Dietary August 2024

Edsel Enriquez,

March 2024



Rebecca Newark, Nursing Assistant

Nursing Assistant September 2024









FOR EXTRAORDINARY NURSES

HONORING NURSES INTERNATIONALLY IN MEMORY OF J. PATRICK BARNES





Kim Smith, RN April 2024



Erin Bush, LPN May 2024



Cindy Keenan, RN June 2024





Kristin Navarra, RN October 2024



Anne Tyler, RN November 2024



Taylor Kucharski, RN December 2024





Brittney Kiblin, Reg Pharmacy Technician



Rvan Washburn. Nursing Assistant April 2024



Bobbie McKnight, Nursing Assistant October 2024



Renee Beach Admin. Secretary May 2024



Page Boutiette, Nursing Assistant November 2024



Bobbi Bailey, LCSW-R June 2024



Karen Netto, Unit Clerk December 2024

Caregiver Service Awards

Samaritan Caregivers who reached employment milestones of 20 years in service or greater in 2023 were celebrated in May 2024 at an awards dinner at the Hilton Garden Inn in Watertown.



55 Years of Service:

Earl J. Jandreau

50 Years of Service:

Vicky L. Steen

45 Years of Service:

Karen G. LeClaire **Renate Randall**

> 40 Years of Service:

Florence E. Klock Tammy A. Knapp

35 Years Amy Marie Brownell Linda Beth Daly Mary L. Furman Valerie S. Hasner Katrina A. Jones Marcia Kall Nancy L. Maryhugh Theresa McNitt Karen L. Netto Tina Marie Newton Jacqueline A. Queen Cynthia L. Stean Robin Marie Studer Michelle R. Watson

30 Years Jason G. Buker Douglas K. Collins Shirley J. Ward

25 Years

Mary S. Barber Rita Brancheau Scott D. Brasel Maria Cesta Cindy Lynne Davis Glenn L. Delles Jr. Polly A. Devine Leslie A. Dusharm Andrea Mary Favret Ronda S. Fitzgerald Lorilee Ganter Jan M. Godfrey Sonia M. Keruskie Traci Suzanne Marshall

Mary B. Rickard Raeanne Marie Robinson Patricia Jo Roshia Angel Marie Ryan Margo L. Weathers Ingrid Robin Wisner Michelle C. Zeller

20 Years Brenda Lee Boynton Sara Elizabeth Brown Melissa J. Buker

Sarah Lynn Colbert

Tanya Lynn Cullen Yuliana Kristin Davis Dennis P. Donoghue III **Bethany Michelle Hayes** Nicole L. Henry April Lynne Johnson Tami Jo Kahnell Connie Dianna Kim Brooke Elizabeth King Nora C. Kruger Tammy J. Lacey Traci M. Laidlaw Nancy Marie Massa Lisa M. Mee Lisa Marie Meeks Rachel A. Moore Christina Marie Narrigan Jessica Jolene Raymond Terri L. Schantz Mary Louise Van Dusen Kristin Marie Ward Anna M. Widrick











Education: Emergency Department

(Medical Center):

(Long Term Care): Samaritan Keep Home

Family Health Center



Recognizing Exceptional Nurses

In May, Samaritan hosted an awards celebration to honor a select group of nurses for their exceptional contributions to the organization, patients and residents. It was the first time the event, which celebrates National Nurses Week, had been held since before the COVID-19 pandemic.

Qualified medical providers from Samaritan were invited to nominate a registered nurse or licensed practical nurse by submitting an essay highlighting the relationships between nurses and providers. Eight nurses were honored for their work in the following categories:

Recipient: Jordain Forney Sullivan, RN, Nominated by: Maja Lundborg-Gray, MD

Excellence in Nursing Practice

Recipient: John Gahler, RN, Intensive Care / Progressive Care Units Nominated by: Aaliya Burza, MD

Excellence in Nursing Practice

Recipient: Emily Bachmann, LPN, Nominated by: Collins Kellogg, MD

Excellence in Nursing Practice (Clinics):

Recipient: Heather LaRose, LPN, Adams Nominated by: Joseph Wetterhahn, MD

Innovation

Recipient: Kristy Graveline, LPN, Samaritan Home Health Nominated by: Mario Victoria, MD

Leadership:

Recipient: Pamela Carter, LPN, Samaritan Dermatology Nominated by: Nathanial Miletta, MD

Quality and Safety:

Recipient: Stephanie Peters, RN, **Quality Improvement** Nominated by: Rory Sears, DO

Rookie of the Year:

Recipient: Kasandra Keene, RN, **Emergency Department** Nominated by: Maja Lundborg-Gray, MD



Recipients of the 2024 Nursing Awards with their nominating physicians.

Volunteers

Summer Teen Program

In summer, 14 teenagers volunteered for our Samaritan Summer Teen Program. The program offers local students the chance to explore various healthcare careers. To apply, a student must submit an essay explaining their motivation for joining the program, along with a letter of recommendation from a teacher.

Participants had opportunities to gain experience in multiple departments, including the progressive care unit, infection prevention, laundry services, imaging, storeroom operations, marketing, dietary services and long term care. Together, the volunteers contributed 672 hours. This year marked the first Summer Teen Program since the COVID-19 pandemic began, and we were pleased to see a significant engagement from local teens.









Reading with Residents Program

In October, Samaritan Keep Home residents welcomed fourth-graders from Watertown's Sherman Elementary School. They were the first group to participate in the newly developed Reading with Residents Program, developed by Samaritan's Volunteer Services Department and activities staff at Samaritan Keep Home. Students gave back to the community while enhancing their reading and social skills, and participants were excited about the opportunity. The residents were delighted to see the young visitors and eager to listen to them read.







In 2024, Samaritan launched the HIVE (Helpful Indeed: Volunteering Excellence) Award as a way to honor volunteers who show an extraordinary level of dedication and service to Samaritan while consistently demonstrating the HEART values — Honesty, Empathy, Accountability, Respect and Trust.

Why HIVE? The beehive is symbolic of teamwork, unity, growth and development. At Samaritan, we are all caregivers, including those who have committed to showing extraordinary compassionate care as volunteers. We need each other to care for our community.







The HIVE Award complements our existing DAISY, BEE, and OWL Awards for staff. Together, we recognize the amazing caregivers of the Samaritan Health System and the culture we embrace.

David Chenev Quarter One



Emily Sweet, Molly Costa, Teresa Salter Quarter Two

Diana Gervera, Shawn Norton, Sheri Baker and Kasey Gardner Quarter Two



Olivia Rappel **Ouarter Three**

Long Term Care

Despite the unrelenting fiscal and workforce challenges faced by nursing homes nationwide, Samaritan's Long Term Care facilities celebrated milestone achievements in 2024. Samaritan Summit Village (SSV) and Samaritan Keep Home (SKH) capitalized on grant funding to strengthen operations and maintain an exemplary standard of care for North Country seniors and families.

At the end of 2023, SSV proudly announced it had received a \$6 million grant from the state Department of Health's Nursing Home Vital Access Provider Assurance Program. This funding supports SSV's efforts to increase occupancy rates back to pre-pandemic levels, recruit and retain essential staff, and improve quality ratings.

SSV's Assisted Living Facility received an additional \$295,000 in grant funding in 2024, provided by the NYS American Rescue Plan Act. This grant supports workforce initiatives such as training programs, recruitment endeavors, and workforce retention and engagement efforts.

SKH also benefited from grant funding for workforce initiatives, as one of six nursing homes in New York to earn dollars from the Health Educational and Research Fund, Inc. SKH received \$1,000 for recruitment efforts and \$25,000 to train five certified nursing assistants through its Nurse Aide Training Program. Funding was supported by the Mother Cabrini Health Foundation and the Healthcare Association of New York State (HANYS).

These grant awards underscore the vital role Samaritan's Long Term Care facilities play in the healthcare landscape of Northern New York. Not only do they help address immediate challenges, they also ensure long-term sustainability for SSV and SKH, helping both facilities continue to serve our community with the dedication and care it deserves.

Successful Surveys

In August, surveyors from the state Department of Health visited SSV's Skilled Nursing Unit for an annual recertification survey. A team of six surveyors were on site throughout the week assessing compliance with regulations. Overall, the team was very complimentary of SSV, how the facility looked, and how well our residents are cared for. SSV's Assisted Living Facility also had a successful Department of Health annual survey in July.



Honoring a Veteran Resident

In April, David Bulterman, a Navy veteran of the Vietnam War and resident of Samaritan Summit Village, traveled to Washington, D.C., with other local veterans on an Honor Flight. The program transports U.S. military veterans to see our nation's war memorials at no cost. Mr. Bulterman was celebrated with a send-off

at SSV before taking the trip with his daughter. Mr. Bulterman died 14 hours after returning from the Honor Flight, at age 83. His family, grateful for the Honor Flight opportunity, called it Mr. Bulterman's final "mission complete."



Samaritan Keep Home Virtual Tour

In October, Samaritan was pleased to debut a virtual tour of Samaritan Keep Home. The six-minute video tour highlights the facility's longevity in Northern New York, as well as its exceptional residential care services, including skilled nursing assistance, rehabilitative therapies, recreational activities, and proximity to emergency and specialty care at Samaritan Medical Center. Staff members and residents' family members were interviewed and spoke of SKH's dedicated team of nurses, nursing assistants, social workers and support staff. Watch the full virtual tour on Samaritan's YouTube channel at youtube.com/@SamaritanMedicalCenter.

Welcoming Clifton-Fine Residents

In January, caregivers of Samaritan Keep Home and Clifton-Fine Hospital worked together to move nine Clifton-Fine residents from Star Lake to a new home at SKH in Watertown. Although the move was challenging and emotional, it was a necessary part of Clifton-Fine's shift to become a Rural Emergency Hospital – a new hospital designation that does not allow inpatients. Emotions were high on the moving day, as a convoy of ambulances and a school bus arrived with all nine residents, family members, and Clifton-Fine Caregivers in tow. SKH staff were there with open arms, a welcoming committee, and extra staff to help move in the residents and their belongings. Nine beds on the 2nd floor of SKH were opened so that all nine residents could live near each other.

Welcoming the Sisters of St. Joseph

In September, several Sisters of St. Joseph moved from their Motherhouse on Washington Street to Samaritan Summit Village, where staff welcomed them with open arms. Not only was SSV able to accommodate and ease their transition from one community to another, but it also offers a weekly Mass and spaces for daily prayer and Holy Communion. The sisters, who have spent most of their lives in a Catholic community, now find that their community has changed, but their mission has not. They look forward to continuing their outreach and building friendships with the residents and visitors of SSV.





Senior Living Seminars

Samaritan Summit Village held two Senior Living Seminars in March and October 2024, offering essential resources for the aging population. The seminars featured guest speakers who provided insights on legal and financial matters, real estate options, community agency services, and the process of transitioning from home to assisted living. Samaritan Long Term Care staff were on hand to answer questions, and attendees were given the chance to tour Samaritan Summit Village's Assisted Living Facility. These events led to multiple applications and admissions, with attendees sharing overwhelmingly positive feedback, including comments such as, "I learned more than I expected," and "There was so much to learn, not just for me, but for my other family members as well." One attendee shared: "It gave me knowledge on the different types of agencies available that could provide help when needed."

Efficiently Collecting Feedback

Samaritan developed a new digital survey instrument in 2024, in response to requests from staff to modernize data collection for 30-day, annual and discharge surveys for SSV and SKH residents. The new surveys are offered to residents' family members on a tablet, allowing for immediate receipt and analysis of data. New questions also encourage participants to share their experiences — good or bad — in their own words, providing valuable feedback for our team of caregivers.

Congratulations to our 2024 OWL Award Winners!



IN LONG TERM CARE Samaritan



Samaritan Summit Village and Samaritan Keep Home are not just nursing homes. They are vibrant communities where families gather, friendships form, holidays and birthdays are celebrated, stories are shared, and dignity and respect are honored. Caregivers in these facilities enjoy close bonds with the residents they serve, often becoming de facto family members.

In 2024, Samaritan was proud to interview two employees who exemplify the spirit of Long Term Care, showcasing them in its ongoing Samaritan Caregiver Video Series. Read more about them below.



Christina "CJ" Scott is a licensed practical nurse at Samaritan Keep Home. Originally from Mississippi, she joined Samaritan as a certified nursing assistant and took advantage of employee tuition assistance, and paid on-the-job training to advance her skills and career. She is passionate about caring for the elderly and giving back to the North Country community, which welcomed her with open arms when she moved here.

"One of the reasons I decided to work in Long Term Care is because my family has already passed away, so I will not have the opportunity to care for them as they were to grow older," Christina said. "I really feel like I'm able to give back to this great community ... and really take care of their grandmothers and grandfathers."



Virginia Sanford is a home health aide at Samaritan Summit Village, working on the second floor of the Assisted Living Unit. She has been with Samaritan for 12 years and enjoys knowing she makes a difference in other's lives. If you ask her what she loves about her job, she'll say "everything" - but she especially likes bringing her residents their morning coffee and starting their day with a smile.

"Being a Samaritan Caregiver means everything to me," Virginia said. "I take quality time to be part of the residents' lives, as they do mine, and we feel like we're family."

YouTube /@SamaritanMedicalCenter Watch the videos in their entirety:

Diana Sharpe,

January 2024



Chandra Tolbert, Suzanne Kirkpatrick, Certified Nursing Assistant Certified Nursing Assistant Certified Nursing Assistant





February 2024

Marco Schmidt, Roxanna Smith, Certified Nursing Assistant Certified Nursing Assistant August 2024

Zellina Collier, Unit Clerk September 2024

March 2024







Niah Perez, Unit Clerk January 2024

Juliana Barber, Certified Nursing Assistant Deline, and Leila Howard, Certified Nursing Assistant February 2024

Home Health Aides March 2024





Gage Bell-Shaw, Certified Nursing Assistant July 2024

Desiree Mashaw, Housekeeper August 2024

Das Prodyut, Unit Clerk September 2024





OUTSTANDING WORKERS





Brittany Garwick, LPN April 2024



Jesse Corralez-Estrada, Certified Nursing Assistant May 2024





Megan Catlin, Certified Nursing Assistant October 2024



Shane Dudley Clinical Dietician November 2024



Dorry McIntosh, Unit Clerk June 2024



Madison Spicer, Certified Nursing Assistant December 2024





Brianna Doss,

Gina Deline, Stephanie





Rachel Hughes, Certified Nursing Assistant October 2024



Brenda Magee, Unit Clerk May 2024



Christopher Alicie **Dietary Aide** November 2024



Jennifer Bellis, Certified Nursing Assistant June 2024



Jennifer Favry Certified Nursing Assistant December 2024

Samaritan Auxiliary

The Samaritan Auxiliary is proud to be entering its 129th year of service, raising money to buy capital equipment for Samaritan Medical Center and its clinics and assisting with important requests from various departments.

In 2024, the Auxiliary was happy to purchase small stuffed animals for Samaritan Medical Center's Pediatric Outpatient Surgical Services Department. These animals provide comfort to children undergoing the stress of surgery. Samaritan's Walker Center for Cancer Care also received support from the Auxiliary, including resources to help parents speak to their children about cancer, and age-appropriate items to help children cope with a difficult diagnosis. The Auxiliary also purchased a hygiene monitoring meter for Samaritan Environmental Services that measures cleanliness by scanning surface samples with a specialized light sensor.

Auxiliary volunteers who work in the Medical Center and Summit Village gift shops provide hours of dedicated service to help us achieve these goals. Several uniform sales for staff also generate funds throughout the year. This year, we were pleased to have secured a new local uniform vendor, The Scrub Hub, which has been very well received.

The 2024 One Night, One Diamond event — Samaritan Auxiliary's only community fundraiser — was held in March at The Peak on Fort Drum. It saw continued success and was made possible by the generosity of community sponsors and donors. The event netted \$65,000 to help purchase a UroNav Fusion Biopsy System for Samaritan Urology. This state-of-the-art technology is in keeping with Samaritan Auxiliary's mission of enhancing healthcare at Samaritan. It would not be possible without the support of the community.

Established in 1896, the Samaritan Auxiliary is a 501 (c)(3) organization governed by a board of directors consisting of volunteers who continue the mission of this organization. If you are interested in making a difference by donating your time and ideas to help the Auxiliary, consider becoming a member at www.samaritanhealth.com/samaritanauxiliary. If you are interested in volunteering in the Samaritan Auxiliary gift shops, please contact Volunteer Services Manager Kristan Donoghue at kdonoghue1@shsny.com or 315-785-4479.



Samaritan Auxiliary members cut a ribbon to mark the opening of SIPS, a new coffee shop inside Samaritan Medical Center.

SIPS by Samaritan Auxiliary

A grand-opening celebration in February revealed the name of the newly relocated Auxiliary coffee shop — SIPS by Samaritan Auxiliary. It is now in the lobby, just as you enter the Medical Center's main entrance, and it offers an even more extensive menu of beverages and freshly baked items from Chrissy Beanz in a bright and inviting space.

One Night, One Diamond Sponsors

Blue Diamond Sponsor

Apogee Physicians

Pink Diamond Sponsors

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Media Sponsors

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Diamond Sponsors

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At the Auxiliary annual meeting in May, Auxiliary President Shawna Cutuli and One Night, One Diamond Chair Andrea Roden presented a check for §65,000 to Samaritan President and CEO Tom Carman. Funds supported the purchase of a UroNav Fusion Biopsy System for Samaritan's Urology.

Auxiliary Scholarships

At its annual meeting in May, the Auxiliary was pleased to award two \$1,500 scholarships to Samaritan employees in support of their continued education in the healthcare field. Recipients were: Nichole Covell, RN, lactation educator at Samaritan's Car-Freshner Center for Women and Children; and Melissa Montondo, an activities assistant at Samaritan Keep Home. Nichole is pursuing a Master of Science in nursing education. Melissa, previously a certified nursing assistant with 28 years of dedication to long term care residents, is pursuing her human services and social work degree.



Auxiliary President Shawna Cutuli presents an Auxiliary Scholarship to Nichole Covell, RN.



Auxiliary President Shawna Cutuli presents an Auxiliary Scholarship to Melissa Montondo.



Thank you to all of our sponsors and donors.

The complete listing of 2024 sponsors may be found online at: samaritanhealth.com/one-night-one-diamond-sponsors-2024

Samaritan Medical Center Foundation

In 2024, the Samaritan Medical Center Foundation received 925 gifts totaling \$630,030.29. We are grateful to our generous community for its unwavering support of quality healthcare services at Samaritan.

Leaving a Legacy – A Foundation for the Future

The Samaritan Foundation published two issues of its "Foundation for the Future" newsletter in 2024, highlighting the need to support quality care at Samaritan Medical Center, Samaritan Summit Village and Samaritan Keep Home. Mart Liinve was featured in our spring newsletter after generously investing in the future of mental health care with the expansion of Samaritan's Emergency Department Behavioral Health Unit. In our fall newsletter, we highlighted the powerful stories of grateful patients and family members who have received extraordinary care from our emergency department, oncology services and pediatric NICU during uncertain, frightening times.





The Circle of Hope program provides financial support to cancer patients at the Walker Center for Cancer Care. Patients can apply to the Circle of Hope program for help with out-of-pocket costs and financial hardships associated with the cost of treatment. In 2024, the program assisted 96 patients with grants totaling \$66,000. We appreciate the Mother Cabrini Health Foundation and Saint Agatha Foundation for their generous support of this important program.

The Foundation's annual giving program is known as the Inspiration Fund. In 2024, a total of \$27,175 was generously donated to the fund. A portion of these gifts were allocated toward expanding Samaritan's Emergency Department Behavioral Health Unit from five to 12 secure rooms and increasing the Inpatient Mental Health Unit from 32 rooms to 39. We are thankful to our community for its support no matter the size of the gift.

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Susan K. Peters Nursing Scholarship

The Susan K. Peters Nursing Scholarship was established in 2018 with the aim of providing financial assistance to registered nurses pursuing further education, specifically to obtain a nurse practitioner degree. Each year, two scholarships of \$2,000 are awarded.

The 2024 scholarships recipients were Joseph Donoghue, RN, Emergency Department, and Cindy Keenan, RN, Neonatal Intensive Care Unit. Joseph is obtaining his family nurse practitioner degree, and Cindy is working toward her neonatal nurse practitioner degree.

Inspiration Fund

Eli & Naomi Mast The New York Community Trust Northern New York Community Foundation Drs. Jonathan and Stephanie Oliva Dr. and Mrs. James B. Oliver Craig & Julianne Painter Gilbert and Kathleen Pearsall Dr. Ronald & Mrs. Celia Perciaccante Rick & Tammy Quick Theresa L. Quintin Drs. Marvin & Sylvia Reimer Dr. Rorv A. Sears & Mr. David Sears Carol F. Smith Dr. Jan K. Turcotte Mrs. Jeanne VanDeWall Addison F. Vars III & Barbara R. Vars Dr. Joseph F. & Mrs. Regina Wetterhahn Denise and Daniel Young



2024 Grant Successes:

Strengthening Care Through Strategic Investment

This year, our organization secured vital grant funding to enhance patient care, support our workforce, and drive innovation. Key investments include funding for chronic care recovery through Excellus BlueCross BlueShield's Health and Wellness Award and funding from the state Office of Mental Health's (OMH) Capital Grant, which helped expand our Inpatient Mental Health Unit from 32 to 39 beds. These initiatives reflect our commitment to cutting-edge care and addressing critical health needs in our community.

In support of our workforce, the American Rescue Plan Act's Assisted Living Program Workforce Initiative provided more than \$294,000 to strengthen retention and training at Samaritan Summit Village, while the OMH Community Health Loan Repayment program offered \$108,383 to alleviate student loan burdens for behavioral health staff. Additionally, the Healthcare Association of New York State's Certified Nursing Assistant Training Grant ensured continued development of skilled caregivers at Samaritan Keep Home.

To drive efficiency and innovation, a New York State Association for Rural Health Grant enabled the implementation of advanced Radio Frequency Identification (RFID) technology, improving equipment tracking and reducing delays in care delivery.

Meanwhile, the Mother Cabrini Health Foundation reinforced our commitment to the community by supporting the Circle of Hope program for cancer patients, and the United Way approved a grant to support behavioral health training that will address youth bullying and mental health challenges.

Collectively, these grants underscore our dedication to advancing healthcare excellence while supporting the people and infrastructure at the heart of our mission.

2022-2024 Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP)

Throughout 2024, Jefferson County Public Health Service, Carthage Area Hospital, River Hospital, and Samaritan Medical Center worked together to assess progress on the 2022-24 priority health areas and update the Community Health Improvement Plan. Guided by the New York State Prevention Agenda and evidence-based practices, this year's focus was on chronic disease prevention, tobacco cessation, mental health, and substance use disorder interventions.

Key findings from the assessment highlighted high rates of chronic diseases, tobacco use, and rising mental health and substance use concerns, particularly among youth. Disparities in health outcomes based on age and socioeconomic status also emerged, emphasizing the need for equitable, targeted solutions. As we close out 2024, these findings will inform the strategic planning and implementation of impactful interventions in 2025, ensuring we address the most pressing healthcare needs of our community.

a New York State Prevention Agenda Initiative



The 26th Annual Thousand Islands Golf Classic

The 26th annual Thousand Islands Golf Classic was held June 9 at the Thousand Islands Country Club. The dinner, silent and live auctions were held at the Edgewood Resort on June 8. The event successfully netted \$121,204, with 49 teams playing and more than 230 attendees at the dinner and live auction. Half of the funds raised were allocated to support the expansion of Samaritan's Emergency Department Behavioral Health Unit and Inpatient Mental Health Unit.

This event has raised nearly \$2 million over the years. We would like to thank everyone who contributed to the success of this event and supported the healthcare needs of our community.





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Please note a full listing of Thousand Islands Golf sponsors and supporters can be found at: samaritanhealth.com/ti-golf-classic-2024-sponsors/

We are grateful to our committee for its hard work and dedication in making our 2024 Thousand Islands Golf Classic a great success! Thank you to our committee members:

















North Country Festival of Trees

A North Country Festival of Trees was held November 29 through December 8. Nearly 300 people attended the gala and live auction, marking a remarkable start to the holiday season. This year's event, themed the "Magic of Christmas," raised \$75,289 to support the expansion of mental health services at Samaritan and children's programming at the Watertown YMCA.

Featuring 93 beautifully decorated trees - including eight decorated by local schools - and seven wreaths, this multi-day event truly captured the spirit of the season. Trees and wreaths were auctioned off throughout the event and could be kept by the winners or donated to a local non-profit or family in need.

In addition to the traditional festivities, four children's events were introduced this year and garnered substantial attendance and popularity. The events were: "The Holiday Train Story Time," featuring The Polar Express; "Winter Wonderland;" "The Magic of Christmas," featuring Jeff the Magic Man; and "Frosty the Snowman Movie with a Sing-along."

A North Country Festival of Trees has provided an indoor winter wonderland for the community to enjoy for more than 25 years. Some dedicated decorators and volunteers have come back year after year, bringing their creativity and talent to enhance the annual holiday event.

We are grateful to the wonderful decorators who continue to pull out all the stops to make this time-honored tradition extraordinary for attendees, while further supporting the community through the missions of the Samaritan Foundation and Watertown Family YMCA.





















This extraordinary event was made possible by the creative spirit and generosity of our community. We extend our heartfelt gratitude to our sponsors, donors, committee members, decorators and volunteers who played pivotal roles in crafting a truly magical experience for families to cherish. Your unwavering support not only brought joy to many but also contributed to the betterment of healthcare services and programs at Samaritan and the Watertown YMCA.

We are grateful to our committee for its hard work and dedication in making our 2024 A North Country Festival of Trees a great success!

Dawn Atwood, Co-Chair	Michelle Leo
Shawna Cutuli, Co-Chair	Maureen Lundy-Way
Emily Babcock	Jill McMahon
TJ Babcock	Kathy Montgomery
Jim Corriveau	Amy O'Brien
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Please note a full listing of A North Country Festival of Trees sponsors and supporters can be found at:

samaritanhealth.com/festival-of-trees-2024-sponsors/

The Samaritan Society

We salute the leadership, dedication and outstanding commitment of our Samaritan Society members. Their generosity helps ensure the highest quality care for patients and residents. Membership is extended to those who contributed \$15,000 or more to join the society. Thank you to the following individuals, organizations and corporations:

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Remembering Samaritan Society Members

We would like to acknowledge the passing of Mary Sanford, a generous Samaritan Society member who passed away in 2024. Her longtime generous support of Samaritan is deeply appreciated. She and her husband, Dr. Douglas Sanford, who passed away in 2019, leave a legacy that will live on for many years and have a meaningful impact on healthcare in the North Country.



Mary and Doug Sanford















Stevens Society Dinner

Foundation supporters Phil

Stevens societies and enjoyed

support of Samaritan.







New **Society Members**

Welcome to our newest Samaritan Society members, who joined in 2024.







Phil & Nancy Amsterdam Dr. John & Elana Barrett Robin Clark Dr. David & Cindy Gordon John & Becky Green Dr. Lawrence Kramer Elizabeth & Andrew Testani

The Stevens Legacy Society

The Stevens Society was established in honor of Dr. Henry M. Stevens, Samaritan's first Board President in 1881. Donors who provide support for Samaritan through their wills, trusts and other deferred giving plans are included in the Stevens Society.

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Dr. Rory Sears	
Charlotte Smith*	*Deceased

We welcome our newest Stevens Society member, who joined in 2024:

Dr. Rory Sears



Memorials and Honorariums

Memorial and honorary gifts to the Samaritan Medical Center Foundation create a lasting tribute to family members, friends and those who held a meaningful place in your life while also providing valuable financial support to Samaritan. There were 54 such donations raising \$11,849 in 2024.

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Generosity Matters

The following is a list of generous donors who contributed \$500 or more in 2024 to the Samaritan Medical Center Foundation and Children's Miracle Network in support of quality healthcare. We are grateful for your support!

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;	John & Raquel

*Deceased

Ziegler





Eric Soluri presents a check to the Samaritan Foundation in support of Samaritan Keep Home



An anonymous donor gifted several boxes of Girl Scout cookies to Samaritan's Pediatric Unit



Representatives from Kinney Drugs Foundation present a check to Samaritan leadership for the expansion of the Inpatient Mental Health Unit

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The Heart to Heart Grateful Patient Program gives patients, residents, and their families and friends the opportunity to show gratitude to an individual or department that played a special role in their care. When a monetary gift of any size is made, the honoree or department receives a special framed certificate and lapel pin to wear with pride. In 2024, grateful patients, residents, families and friends recognized 23 Samaritan Caregivers and departments that made a significant impact on our patients and residents.

Some of our celebrated Heart to Heart recipients are pictured below.

















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Samaritan Summit Village Dietary

Emergency Department

Emergency Department

Car-Freshner Center for Women and Children

Orthopedics

5 Pratt

Walker Center for Cancer Care



Meet Our 2024 Champion: Sophia O'Connor

Sophia O'Connor of Carthage was the local CMN Champion in 2024. When Sophia was just 3 years old, she suffered an adverse reaction to a prescribed medication. This reaction occurred in the middle of the night and caused Sophia to have hypoglycemia, or very low blood sugar, for several hours. As a result, she had multiple seizures and suffered irreversible injury to her brain.

When Sophia was admitted to the pediatric intensive care unit at Upstate Golisano Children's Hospital in Syracuse, her family was told she was the sickest patient there. In her first half-day at the hospital, Sophia had more than 150 seizures. She remained in Syracuse for more than a month, saw numerous specialists and underwent a battery of tests. During that time, it also was determined that the seizures had caused Sophia to have cortical blindness.

CMN of NNY's Direct Family Assistance Program has helped Sophia's family keep up with the cost of her care. Due to the complexity of her diagnosis and continued seizure activity, she receives regular care from specialists far from home. CMN helps Sophia's family pay for travel expenses, including transportation, food and lodging.

Sophia is now 7 years old. She is kind, thoughtful and loves her friends and family. She has a strong support system that helps her enjoy each day. Even through the challenges, her family remains positive. They are thankful to be able to watch their sweet and spunky Sophia grow, learn and conquer new things.



Children's Miracle Netw Hospitals



Funds

Samaritan Medical Center has been the North Country's Children's Miracle Network (CMN) Hospital for more than 34 years, using donated funds to improve the health and well-being of children in Jefferson, Lewis and St. Lawrence counties. Thanks to generous donations, CMN raised \$425,816 in 2024 to support pediatric patients and improve children's access to healthcare

Through the Direct Family Assistance Program, \$57,323 was provided to families with children facing a medical crisis to assist with out-of-pocket expenses for travel, copays and equipment. This program assisted 41 children in 2024, and 17 of them were new to CMN this year.

CMN also supports child-centered areas at Samaritan, helping to ensure exceptional care for our youngest patients. In 2024, \$63,386 was used to purchase specialized equipment and fund programs that ensure children in our community have the care they need close to home.



Matthew Bellinger of Service Plus Automotive in Watertown donated toys for our young patients of the Car-Freshner Center for Women and Children



Students at Sackets Harbor Central School donated toys to the Car-Freshner Center for Women and Children.

Toy Donations

Thanks to help from nursing staff in the Car-Freshner Center for Women and Children, a special online registry was developed at Walmart to allow individuals in our community to donate items for children who are patients at Samaritan. The items were thoughtfully selected to contribute to the health and well-being of our youngest patients, provide comfort and reduce anxiety.

In a heartwarming act of kindness, two sixth-graders at Sackets Harbor Central School organized a toy drive, rallied their school and community to purchase toys from the registry list, and personally delivered items to Samaritan.

Later in the year, just in time for the holiday season, more toys were donated and delivered to our grateful patients. This delivery included clothing as well, ensuring our littlest patients have the basics they may need to go home. These donations demonstrate the power of empathy and community spirit, showing how even small acts of kindness can make a significant impact.

Capital Purchases

A stay in the hospital can be unsettling and uncomfortable for children, and being able to watch kid-friendly shows helps to ease some anxiety and pass the time. Thanks to funds donated to CMN, Samaritan's pediatric patients received free TV access during their stays throughout 2024. It may seem like a small thing, but it has been a meaningful gift for our patients and their family members.

Samaritan's smallest patients and their caregivers are benefitting from the upgraded newborn bassinets that CMN purchased in 2024. The new bassinets allow for height adjustments, providing ergonomic positioning and easier bedside access, helping mothers stay close to their babies. In addition, they are designed to provide a smooth, quiet ride during transport, promoting quality care for fragile newborns.

CMN is pleased to have provided \$300,000 toward the expansion of the Behavioral Health Unit in Samaritan's Emergency



Department. The construction is complete and patients are now able to access the new space that includes safety upgrades and provides a more calming environment. In recent years, there has been a significant increase in pediatric patients in need of mental health services, and CMN is proud to support this important project at Samaritan.

Extra Life

Extra Life is a fundraising program of Children's Miracle Network Hospitals. The Extra Life community fundraises year-round, and participants collect donations for their local CMN Hospital while playing the games they enjoy. Since Extra Life began in 2008, gamers all over the U.S. have raised more than \$130 million for CMN. Locally in 2024, more than \$10,000 was raised by Extra-Lifers playing for Samaritan. The small group of individuals and team players have more than doubled the program's earnings in the last two years, and they are still growing.



Members of the Extra Life community present a check to the Children's Miracle Network of NNY.

CMN Celebrates 2024 Corporate Partners

Radiothon

The 24th annual Community Broadcasters Radiothon was held at the end of October and was a great success. Many stories were aired to demonstrate the life-changing impact donations to CMN of NNY have on children and families throughout Jefferson, Lewis and St. Lawrence counties, and listeners responded with immense generosity. During the three-day broadcast on The Border 106.7 and 94 Rock, \$134,800 was donated to help local kids. In addition to individuals who gave by phone or online, many area businesses stepped up to support children in our community by sponsoring the event or making a donation.

Every year during Radiothon, we share the heartwarming story of Storm Wood. Storm was helped by CMN and, before he passed away in 2019, he gave \$1,000 of his own money during Radiothon to help other kids. In Storm's honor, every listener who gives \$1,000 or more becomes a Storm's Angel and is recognized on a plaque that hangs proudly at the radio station. In 2024, 32 donors received this special acknowledgement for their generosity, contributing more than \$43,000.

Storm's Angels

- Absolute Breeze Stables Ryan Allen Anonymous Phillip Bajjaly Jay Baytos Bob Johnson Chrysler Dodge Jeep Ram Justin Chesbrough Karen Doe Mike Doe Beth, Randy, and Maggie Fipps Hades Hounds Jefferson County Chapter Joliese Haynes Amy Ingersoll Karl Komar Justin Krafft Hunter LaClair Romy LaClair Ruby LaClair Lake Ontario Realty Jim Leven Tyler N. Montgomery
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Corporate partner fundraising campaigns and events support CMN member hospitals across the country. Throughout the year, national retailers work together with their local CMN Hospital to raise money for children in need in their communities. Here in the North Country, our partners raised the bar in 2024, with more than \$230,630 donated to Samaritan.

The campaign at Walmart and Sam's Club raised \$107,857, while Kinney Drugs locations across our three-county area netted nearly \$54,000. Our local partnerships grew in 2024 as Love's Travel Stop, a longtime national partner, opened in Watertown and had a very successful first fundraising year. Price Chopper Supermarkets also became a new partner, and we are excited to have their local stores join us to raise funds to help kids across the North Country.





Employees at the Evans Mills Walmart celebrate their fundraising efforts for CMN.





Employees of Kinney Drugs in Watertown are proud to fundraise for CMN



Employees at the Evans Mills Walmart celebrate their fundraising efforts for CMN.

Give Today!

fou can support quality healthcare in the North Country right now.

Samaritan Locations Listing

samaritanhealth.com

Adams Family Health Center

10881 US Route 11 Adams, NY 13605 315-232-4400

Cape Vincent Family Health Center

782 East Broadway St. Cape Vincent, NY 13618 315-654-2530

Car-Freshner Center for Women & Children

830 Washington St. Watertown, NY 13601 315-785-4050

Children's Miracle Network of NNY

830 Washington St. Watertown, NY 13601 315-785-4053

Clayton Family Health Center

909 Strawberry Lane Clayton, NY 13624 315-686-2094

Clifton-Fine Hospital

1014 Oswegatchie Trail Rd. Star Lake, NY 13690 315-848-3351

Imaging & Lab Center at Coffeen Street

1213 Coffeen St. Suite 2 Watertown, NY 13601

315-755-2140

Imaging & Lab Center at Samaritan Health & Wellness Plaza

1575 Washington St. Watertown, NY 13601 315-788-1204

LeRay Family Health Center

26908 Independence Way 1st Floor Evans Mills, NY 13637 315-629-4525

Samaritan Cardiology

19436 Howell Drive Watertown, NY 13601 315-786-2000

Samaritan Dermatology & Mohs Surgery

826 Washington St. Suite 100 Watertown, NY 13601 315-755-3670

Samaritan Ear, Nose & Throat

826 Washington St. 3rd Floor Watertown, NY 13601 315-788-1751

Samaritan Gastroenterology

26908 Independence Way 1st Floor Evans Mills, NY 13637 315-782-6900

Samaritan General Surgery Practice

826 Washington St. Suite 106 Watertown, NY 13601 315-782-1505

Samaritan Home Health Care

104 Paddock St. Watertown, NY 13601 315-782-0415

Samaritan Interventional Radiology

830 Washington St. Watertown, NY 13601 315-785-4230

Samaritan Keep Home

133 Pratt St. Watertown, NY 13601 315-785-4400

Samaritan Medical Academic Residency Training (SMART) Clinic

1575 Washington St. Door H (Rear of Building) Watertown, NY 13601 315-786-7300

Samaritan Medical Center

830 Washington St. Watertown, NY 13601 315-785-4000

Samaritan Medical Center Foundation of NNY

830 Washington St. Watertown, NY 13601 315-785-4584

Samaritan Neurosurgery

826 Washington St. 3rd Floor Watertown, NY 13601 315-785-4300

Samaritan Orthopedics

22567 Summit Drive Building II Watertown, NY 13601 315-779-6784

Samaritan Outpatient Addiction Services

1575 Washington St. Watertown, NY 13601 315-779-5074

Samaritan Outpatient Behavioral Health Services

1575 Washington St. Watertown, NY 13601 315-779-5060

Samaritan Outpatient Therapy: Occupational, Physical, Speech

830 Washington St. Watertown, NY 13601 315-785-4088

Samaritan Plastic Surgery

629 Washington St. 1st Floor Watertown, NY 13601 315-755-3650

Samaritan Pulmonology

19320 US Route 11 Building 3 Watertown, NY 13601 315-786-0254

Samaritan Rheumatology

629 Washington St. 2nd Floor Watertown, NY 13601 315-755-3450

Samaritan Summit Village

22691 Campus Drive Watertown, NY 13601 315-782-6800

Samaritan Urology Center

22567 Summit Drive Building II, Suite A Watertown, NY 13601 315-782-7230

Samaritan Wound Care Center

165 Coleman Ave. Watertown, NY 13601 315-755-2024

Sleep Disorders Center of NNY

830 Washington St. Watertown, NY 13601 315-785-4930

Walker Center for Cancer Care

830 Washington St. Watertown, NY 13601 315-785-4673

Watertown Family Health Center

1575 Washington St. Watertown, NY 13601 315-786-7300

Women's Wellness and Breast Care

1575 Washington St. Watertown, NY 13601

315-785-4155

