



UHS Stay Healthy

ISSUE 2 / 2025

YOUR RESOURCE
FOR HEALTHY LIVING
AND WELLNESS

Back in Motion

At UHS, recovery means more than healing—it means reclaiming moments that matter

A COMMITMENT TO COMMUNITY CARE

New CEO joins UHS Chenango
Memorial Hospital

SUMMER'S HERE

Refresh your CPR and AED skills

INVESTING IN NURSES. IMPROVING CARE

Foundation grant will strengthen
nursing excellence and patient care

Care that goes the extra mile

At UHS, we believe caring for patients goes beyond treating the physical ailment or injury that brought them to seek our care—we help people get back to what matters most: family, well-being and life on their terms.



As you will see throughout this issue of *Stay Healthy*, healthcare at UHS encompasses so much more than clinical care—it is a commitment to building a healthier community, investing in the patient experience and empowering people to live their lives to the fullest.

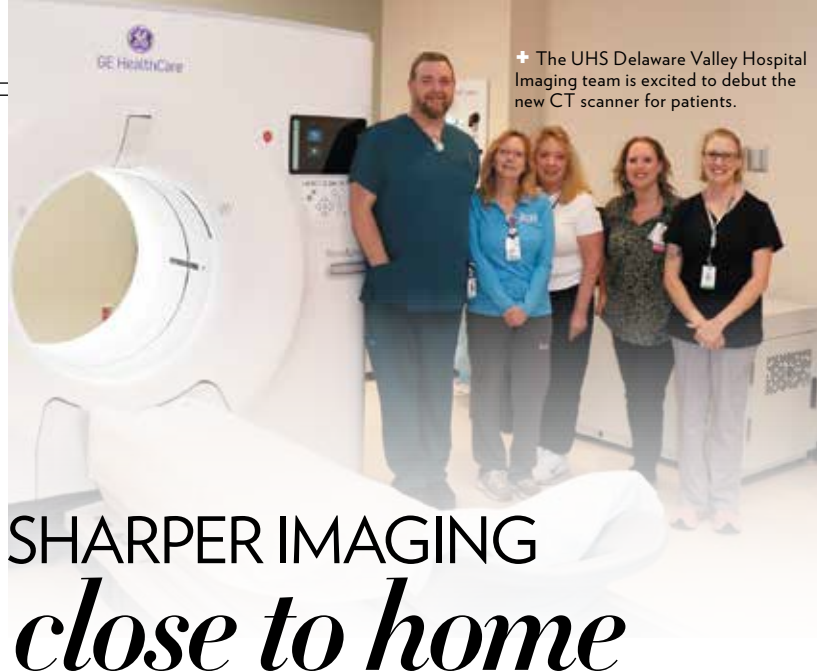
Our cover story features the recovery journeys of two UHS Physical Therapy & Rehabilitation patients: Kaylee Goodspeed, a 16-year-old competitive cheerleader, and Jim McKenna, a 75-year-old cyclist. Their remarkable stories highlight the life-changing impact of high-quality care—helping patients return to their passions with greater comfort, confidence and peace of mind.

You will also get a glimpse into the work of the UHS Population Health Team, which supports patients beyond the clinical setting by helping them overcome challenges that affect their overall well-being. The team's incredible contributions are a critical piece of UHS' mission to take a holistic approach to health, ensuring a meaningful patient experience that extends far beyond the walls of our hospitals and practices.

Our commitment goes beyond patients; we invest in our people too. Thanks to a \$3.8 million grant, we are expanding opportunities for our nurses, providing tools for professional growth and reinforcing the strong foundation they bring to every patient's healing journey.

Across the UHS System, we work tirelessly to improve access to care for all the people we serve. These stories are proof that progress never stops at UHS—and neither does our commitment to strengthen our community and lift up our people.

John M. Carrigg
PRESIDENT AND CEO OF UHS



✦ The UHS Delaware Valley Hospital Imaging team is excited to debut the new CT scanner for patients.

SHARPER IMAGING *close to home*

New CT scanner delivers faster, clearer results to Delaware County

UHS Delaware Valley Hospital enhanced its diagnostic capabilities with the installation of a new state-of-the-art CT scanning machine—delivering clearer images, faster results and greater accessibility for patients in Delaware County and surrounding areas.

“This upgrade allows us to provide higher-quality exams with quicker turnaround times,” said Megan Heaphy, director of Ambulatory, Emergency, Imaging, Walk-in and Security Services at UHS Delaware Valley Hospital. “It also expands the range of diagnostic services we can offer right here in our community hospital.”

Previously, certain specialized scans—such as cardiac CT and brain perfusion studies—required patients to travel to other UHS hospitals to have the tests. With this upgrade, UHS Delaware Valley Hospital can now offer these advanced diagnostics in-house, helping to keep care local.

The innovative scanner features artificial-intelligence-enhanced imaging and a 675-pound weight capacity, allowing for more inclusive care. It's not just about image quality; the new system also helps technologists spend more time with patients by streamlining preparation and processing.

“Our goal is always to improve patient experience and outcomes,” said Ms. Heaphy. “This technology helps us do both.”

The hospital sees the new machine as a step forward in ongoing efforts to serve the region with comprehensive, top-tier care. “We want our patients to feel confident they can get the advanced services they need without leaving their community,” Ms. Heaphy added. 🌱

“Our goal is always to improve patient experience and outcomes. This technology helps us do both.”

MEGAN HEAPHY

BETTER VIEWS FROM NEW CT SCANNER

Faster scans with AI-enhanced image quality

Accommodates more patients with wider bore and higher weight limit

Expands services to include cardiac and brain perfusion CT studies

a commitment to community care

Q&A with Cecil M. Miller, III, new CEO of UHS Chenango Memorial Hospital



In April, UHS Chenango Memorial Hospital (CMH) welcomed its new President and CEO, Cecil M. Miller, III. In this Q&A, Mr. Miller shares his insights into his background in healthcare, what drew him to UHS, and his vision for the Norwich hospital and the community it serves in Chenango County.

Can you tell us about your experience as a healthcare leader prior to joining UHS Chenango Memorial Hospital?

I've worked in healthcare for nearly 30 years, beginning my career at WCA Hospital in Jamestown, New York, as the director of Food Service. Over time, I was fortunate to take on additional responsibilities in supply chain and environmental services. About 12 years ago, I was appointed vice president of Operations, a role that gave me a broader perspective on hospital leadership.

Eight years ago, WCA Hospital became part of UPMC—a large integrated health system based in Pittsburgh, Pennsylvania—and was renamed UPMC Chautauqua. I served as VP of Operations there until I joined UHS.

What drew you to the UHS family?

What really drew me in during my first interview was the strong commitment from the local Board and the leadership team to both the community and healthcare in Chenango County. The strong culture was very apparent—one that values employees and puts patients at the center of everything.

I was also struck by how passionate the community is about the hospital. I'm deeply committed to community medicine and rural healthcare, and that alignment is ultimately what brought me here.

How do you feel now that you've had some time to settle into your new position?

I've never second-guessed the decision. From day one, my goal was to get to know the staff, and I've been genuinely impressed by how dedicated and passionate the staff are about their work. There is a strong sense of pride—not just about working at UHS Chenango Memorial Hospital, but being part of the entire UHS System.

Every day, I look forward to coming to work, learning new things and meeting new people.

CMH and its network of providers are a central source of routine and preventative medical care for the Norwich and Chenango County community. How will your extensive background in rural healthcare help the hospital continue to serve the needs of its community?

Having worked in a similar community, I understand the unique barriers to healthcare in a rural area—whether it's transportation or provider availability. Throughout my career, I've had success recruiting and retaining high-quality physicians, which is critical in rural settings.

I truly understand how vital this hospital is to the community—that you would have to travel a long way for healthcare, if not for the services provided here. And it's not just that the hospital is important to the community; it's the community that is important to the hospital.


One of my key goals is to make sure we stay actively engaged in the community—building strong partnerships and finding meaningful ways to stay involved in Chenango County.

In recent years, the Chenango Medical Neighborhood Plan has allowed the hospital to enhance its facilities and services. Can you tell us about any future plans for continued enhancements?

The project has taken a phased approach, which was a very smart and strategic decision. The team that developed this plan did an excellent job prioritizing the hospital's core infrastructure, creating a strong foundation for future growth.

Currently, we are working on updates to the Medical-Surgical unit, ICU, Orthopedics and the construction of a new entrance. Looking ahead, we have many exciting things on the horizon. We plan to expand Primary and Specialty Care, and we are actively assessing the feasibility of adding an infusion center.

How would you summarize your vision for the hospital under your leadership?

First and foremost, my goal is to build on the strong foundation and success that has been established here at UHS CMH over the past several years. There's a lot to be proud of, and I want to continue that positive momentum. At the same time, I want to look to the broader region and leverage the strengths of UHS as a system to build a more connected rural healthcare network, which will enable us to provide care to all the communities we serve. 

“One of my key goals is to make sure that we stay actively engaged in the community.”

CECIL M. MILLER, III

When you think of physical therapy, what comes to mind? Maybe a sports injury or a long hallway lined with handrails and stretching bands. But for two UHS patients—one a teenage cheerleader, the other a 75-year-old cyclist—physical therapy became something much more. It became the way forward.

At just 15, Kaylee Goodspeed already faced not one but two knee surgeries. Her most recent surgery wasn't the result of an injury, but was taken as a preemptive step. Her doctor warned that her knee ligaments were dangerously loose—"a ticking time bomb," as her mom, Jamie Goodspeed, put it. Jamie had gone through knee surgeries of her own and knew exactly how hard that could be.

After surgery, Kaylee started physical therapy at the UHS Physical Therapy & Rehabilitation Endicott, working closely with UHS Physical Therapist Renee Marcyan, PT, DPT. "She was truly remarkable," Jamie said of Renee. At first, Kaylee went three times a week, then two, and followed a strict home exercise plan in between

appointments. Renee didn't just show Kaylee what to do—she showed her that she believed in her.

BETTER THAN EXPECTED

Just three months later, Kaylee was back to her regular routine—much faster than the anticipated timeline for recovery. Her surgeon, Kristen Herbst, DO, UHS Orthopedics, was stunned. "She beat the timeline by months," Jamie said. The difference? A great therapist; a strong, consistent home routine and a lot of heart.

And it wasn't just about the physical healing, but the bond Kaylee developed with her therapist. "We were actually sad to see therapy end," Jamie shared. "They joked with her, they talked about their weekends—it became something she looked forward to."

Today, Kaylee is entering her junior year in high school and back to tumbling and cheering, pain-free and restriction-free. "I don't even think about her knee anymore, although, for so many years, that was top of mind," Jamie said.

BACK IN *motion*

At UHS, recovery means more than healing—it means reclaiming moments that matter



✦ Kaylee Goodspeed and her mom, Jamie, are excited that physical therapy has allowed the incoming junior to once again participate in an activity she loves.

RECLAIMING THE FREEDOM TO RIDE

Another transformative story comes from Jim McKenna. At 75, Jim has lived a full life—from stone masonry in the Finger Lakes to cycling thousands of miles a year. But chronic shoulder pain nearly took away one of his greatest joys: his bike.

“I loved cycling the moment I started at 60,” Jim said. “But the pain became unbearable.” After a long delay (and a lot of ibuprofen), he had shoulder replacement surgery at UHS Orthopedics performed by Dr. Herbst. Just weeks later, he began working with physical therapist Benjamin Dvorsky, PT, DPT—and that was when his comeback began.

“I drove almost 50 miles for each appointment,” Jim said. “But Ben was great. He gave me everything I needed to do at home and trusted me to do it.” And Jim did—following his suggested regimen every morning and every night. “He was very dedicated. Jim supplemented his once-weekly PT sessions with consistent home exercises, which he credits for his accelerated recovery and return to independence,” said Ben.

By three months post-surgery, Jim was back in the saddle—literally. “I’ve ridden a couple thousand miles since the operation,” he said proudly. “Physical therapy was absolutely essential. I wouldn’t be where I am today without it.”

The UHS Physical Therapy & Rehabilitation team provided clear post-op expectations, timelines, and home exercise plans for both Kaylee and Jim, stressing the importance of independent at-home exercise as a key element of the overall care model for UHS Physical Therapy & Rehabilitation.

“We don’t treat just as a Physical Therapist or a Physical Therapist Assistant—we work in teams,” said Darrel Harvey, DT, DPT, director of Outpatient Operations, UHS Physical Therapy & Rehabilitation. “Our focus is on quality, access and making sure patients feel taken care of.”

That might mean custom home exercises for someone recovering from surgery—or advanced tools like blood-flow restriction cuffs to accelerate muscle recovery. It also means giving patients the confidence to reclaim their lives.

For both Kaylee and Jim, physical therapy wasn’t just about healing—it was about getting back to who they are.

For Kaylee, it was about cheering and laughing with her team again. For Jim, it was the freedom of an open road and the breeze in his face. For both of them, it was about the people—therapists like Renee and Ben—who treated them as more than just a diagnosis. 🌱

+ Jim’s experience with shoulder rehab means he can ride thousands of miles without pain.



“Physical therapy was absolutely essential. I wouldn’t be where I am today without it.”

JIM MCKENNA

HERE FOR YOU—IN MORE LOCATIONS

Whether you’re helping your child bounce back from surgery, recovering from a joint replacement yourself or just hoping to move through your day with less pain—UHS Physical Therapy & Rehabilitation is ready to walk that road with you.

What makes physical therapy at UHS so effective isn’t just the treatment—it’s the team. With nine outpatient PT locations—including Binghamton, Endicott, Vestal, Greene and Owego—UHS therapists work closely with providers, athletic trainers and specialists to create a care plan tailored to each patient. In early April, UHS celebrated the expansion of these services with a ribbon-cutting at its newest location housed within UHS Senior Living at Ideal.

+ The UHS Orthopedic Center in Vestal



WE’RE HERE FOR YOU. To learn more about all the services offered by UHS Physical Therapy & Rehabilitation, visit nyuhs.org.

INVESTING IN NURSES, *improving care*



Mother Cabrini
HEALTH FOUNDATION

UHS was recently awarded a \$3.88 million grant from the Mother Cabrini Health Foundation that will help address the ongoing shortage of nurses and improve healthcare services for underserved communities. The grant is part of the Foundation's Nursing Initiative and will be distributed over five years through 2030.

This funding will allow UHS to make meaningful improvements in nursing education, support and patient care.

✦ UHS held a press conference at UHS Wilson Main Tower to announce our \$3.8 million grant to pursue Magnet Recognition.



One of the main goals is to pursue Magnet Recognition through the American Nurses Credentialing Center. Magnet status is a respected national distinction awarded to hospitals that meet high standards for nursing excellence, leadership and patient outcomes. Achieving this recognition will reflect UHS' commitment to providing quality patient-centered care and a strong, supportive work environment for nurses.

The grant will also support the development of a virtual nursing program. This innovative model uses technology to assist with routine care tasks and remote patient monitoring, allowing on-site nurses to focus more fully on direct patient care. Virtual nursing can also help reduce stress on staff, improving the overall patient experience.

Another important goal of the initiative is to enhance the UHS Nursing Residency program. This program is designed to guide and support nurses transitioning from the classroom to clinical practice. With additional funding, UHS can offer enhanced training, more mentorship opportunities and stronger long-term support, helping nurses succeed and leading to stronger patient-centered support across the UHS System.

A \$3.8M grant will strengthen nursing excellence and patient care at UHS



✦ UHS Nursing and Quality team members attended the Mother Cabrini Health Foundation grant announcement in New York City.

John M. Carrigg, president and chief executive officer of UHS, shared, "As we look to the future, we know that investing in our nurses means investing in our community's health. This grant empowers us to support our nursing teams in new ways—through innovation, education and workplace culture—so they can continue delivering the compassionate, high-quality care our patients rely on."

The grant is a key step toward building a stronger, more sustainable nursing workforce for the future. By making this investment in our nurses, UHS aims to continue investing in our staff, strengthening care and preparing the next generation of nurses to serve our communities with excellence. 🌱

LEARN MORE about the Mother Cabrini Health Foundation Grant and UHS' journey to Magnet Recognition at nyuhs.org.

health IN ACTION

How UHS champions public well-being



✦ The UHS Population Health team is keeping an eye on issues that can affect the health of the community.

Each day the dedicated team of healthcare professionals at UHS cares for those who are sick or injured. But sometimes, healing requires more than medical treatment—it calls for a deeper level of support to help patients live healthier, more fulfilling lives. That's where the UHS Population Health team comes in.

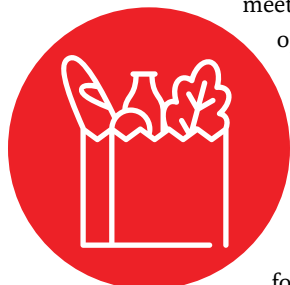
UHS takes a holistic approach to health—one that ensures that the people we serve are not just treated, but truly supported in their journey toward long-term wellness. By addressing everything from chronic disease management to food access and social determinants of health, UHS is committed to giving every patient the opportunity to thrive.

MEET THE UHS POPULATION HEALTH TEAM

The UHS Population Health team is dedicated to meeting patients where they are—helping them address the challenges that matter most to their overall well-being. Through a range of innovative programs, the team supports patients beyond the clinical setting, assisting with housing, food insecurity, transportation or any other essential needs that impact their health and quality of life.

“The care coordination from the Population Health team is all about making sure we are caring for our patients and providing them what they need most,” said Annie DePugh, director of Population Health Management at UHS. “We want our patients to feel safe, supported and secure—knowing we’re here to help them navigate challenges. It’s about living the UHS Values every day through the care we provide.”

With the demand for these essential services growing, the UHS Population Health team has launched several new initiatives to better meet patients’ needs. For example, the team operates an in-house food pantry to address food insecurity and provide meals for patients in need. In support of this effort, the team has also cultivated strong relationships with local organizations, like CHOW and the Food Bank of the Southern Tier, that work to fight food insecurity in our community.



The Population Health team also works to secure necessary funds to help patients pay for any housing needs, including rent, security deposits or housing maintenance projects. Recently, the team helped a local UHS patient secure a necessary grant to renovate the roof of her home. The roof was beyond repair, so the team leaped into action to complete the paperwork needed for her to receive necessary maintenance on her home.

The Population Health team embodies our UHS values of Compassion, Trust, Respect, Teamwork and Innovation, continuing to go the extra mile to care for patients. The remarkable collaboration between clinical and nonclinical staff ensures our community can feel happy and healthy in all aspects of their lives. 🌱

GAIN INSIGHT about the work UHS is doing in the community by scanning the QR Code. Read our latest Community Impact Report detailing UHS’ commitment to fostering a vibrant and healthy community throughout the year.



credit: via Getty Images



iStock.com/ChayTee

summer's HERE

Time to refresh your CPR skills

Summer brings sunshine, travel, and fun with family and friends. But emergencies can happen when we least expect them. If someone nearby has a sudden heart problem, will you be ready to help? Now is the perfect time to learn or brush up on life-saving skills.

Cardiac arrest remains a leading cause of death in the United States, but immediate action can make all the difference. Learning CPR can help you double or even triple a person's chance of survival. That's why UHS has joined forces with the American Heart Association, in coalition with the American Red Cross and the National Safety Council, to champion CPR education and raise awareness about the vital role bystanders can play during a cardiac emergency.

Learning hands-only CPR can mean the difference between life and death for someone you love. Hands-only CPR is shown to be as effective as conventional CPR in the first few minutes of a cardiac arrest at home, at work or in public—and it's done in just two easy steps:

- Call 911 if you see an adult or teen collapse. The operator can guide you through what to do until help arrives.
- Push hard and fast in the center of the chest at a rate of 100 to 120 compressions per minute. Many people feel more confident remembering the correct rate when trained to the beat of a familiar song, such as "Stayin' Alive" by the Bee Gees.

The use of an AED (automated external defibrillator) also plays a critical role to help someone experiencing sudden cardiac arrest. An AED is a lightweight and portable device that delivers an electric shock through the chest to the heart when it detects an abnormal rhythm, changing the heart's rhythm back to normal.

As a healthcare leader in the Greater Binghamton region, UHS is committed to promoting essential education and resources regarding important health issues, including CPR and AED awareness. 🌱

YOU CAN LEARN MORE about cardiac emergencies and why learning CPR is essential by scanning the QR Code.



Learning CPR can help you double or even triple a person's chance of survival.