

America's Best in Medicine Features Shilo Risley, BSN, RN, AMB-BC: Respected Nurse Manager at The Institute for Family Health

Leading Telehealth and Ambulatory Care Initiatives to Enhance Access, Efficiency, and Patient-Centered Care Across New York State



New Paltz, New York Apr 16, 2026 ([IssueWire.com](https://www.issuewire.com)) - Shilo Risley, BSN, RN, AMB-BC, is a dedicated Nurse Manager at The Institute for Family Health in New Paltz, New York, where she plays a

pivotal role in advancing accessible, high-quality healthcare across New York State. With over five and a half years in her current leadership position, Shilo oversees a centralized telehealth department, a call center supporting approximately 31 clinical sites, and the organization's employee health department.

In her multifaceted role, Shilo manages workflows, leads project initiatives, and leverages data analytics to improve care delivery. Her responsibilities also include overseeing telephone and virtual triage, coordinating clerical nursing tasks, ensuring employee health clearances are completed in a timely manner, and collaborating closely with on-site providers. Her focus on ambulatory care delivered through telehealth platforms ensures that patients receive timely access to the appropriate level of care, improving both outcomes and patient satisfaction.

Shilo showcased her leadership and innovation by presenting a poster highlighting her team's success in improving in-basket management efficiency at the 2024 Research and Innovation Symposium at the New York College of Medicine. Building on this momentum, she is also presenting a poster that highlights the success of a new workflow she created and piloted in collaboration with a sister site within the organization. In addition, Shilo is taking part in presenting a poster outlining the measurable successes of centralizing the employee health department at the 2026 Research and Innovation Symposium, further demonstrating her commitment to operational excellence, cross-site collaboration, and system-wide improvement.

Shilo's passion for nursing is rooted in her commitment to making a meaningful difference in the lives of others. "What I enjoy most about practicing nursing is the opportunity to make a meaningful difference in patients' lives," she shares. "Being able to guide them to the right level of care, whether through telehealth or in-person services, and seeing the impact of compassionate, patient-centered care is incredibly rewarding."

Her educational journey reflects a steadfast dedication to excellence. Shilo began her career as a Certified Nursing Assistant before earning her Licensed Practical Nurse credential from Ulster County BOCES. She went on to complete her Associate Degree in Nursing from Columbia-Greene Community College and later earned her Bachelor of Science in Nursing from Capella University, graduating with a perfect 4.0 GPA. She is an Ambulatory Care Nurse-Board Certified (AMB-BC) through the Accreditation Board for Specialty Nursing Certification and holds an active New York State RN license.

Before transitioning into management, Shilo gained valuable experience in special needs nursing, case management for individuals with intellectual and developmental disabilities, and as an RN charge nurse in a subacute rehabilitation unit. These diverse experiences have shaped her compassionate, patient-centered approach, inspired by the core values instilled by her mother.

Shilo is an active member of the American Academy for Ambulatory Care Nursing and has collaborated with leading institutions such as Mount Sinai in New York City and Westchester Medical Center. Her contributions have been widely recognized, earning her honors including Ulster County's Hometown Hero Award in 2020, inclusion in Who's Who Honors Edition and Women of Distinction, and selection as one of America's Best in Medicine nurses for 2026.

Through her leadership and innovation, Shilo Risley continues to redefine modern nursing, expanding access to care while championing compassion, efficiency, and excellence in every patient interaction.

Learn more about Shilo Risley:

Through her America's Best in Medicine profile, <https://americasbestinmedicine.com/connect/shilo->

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