

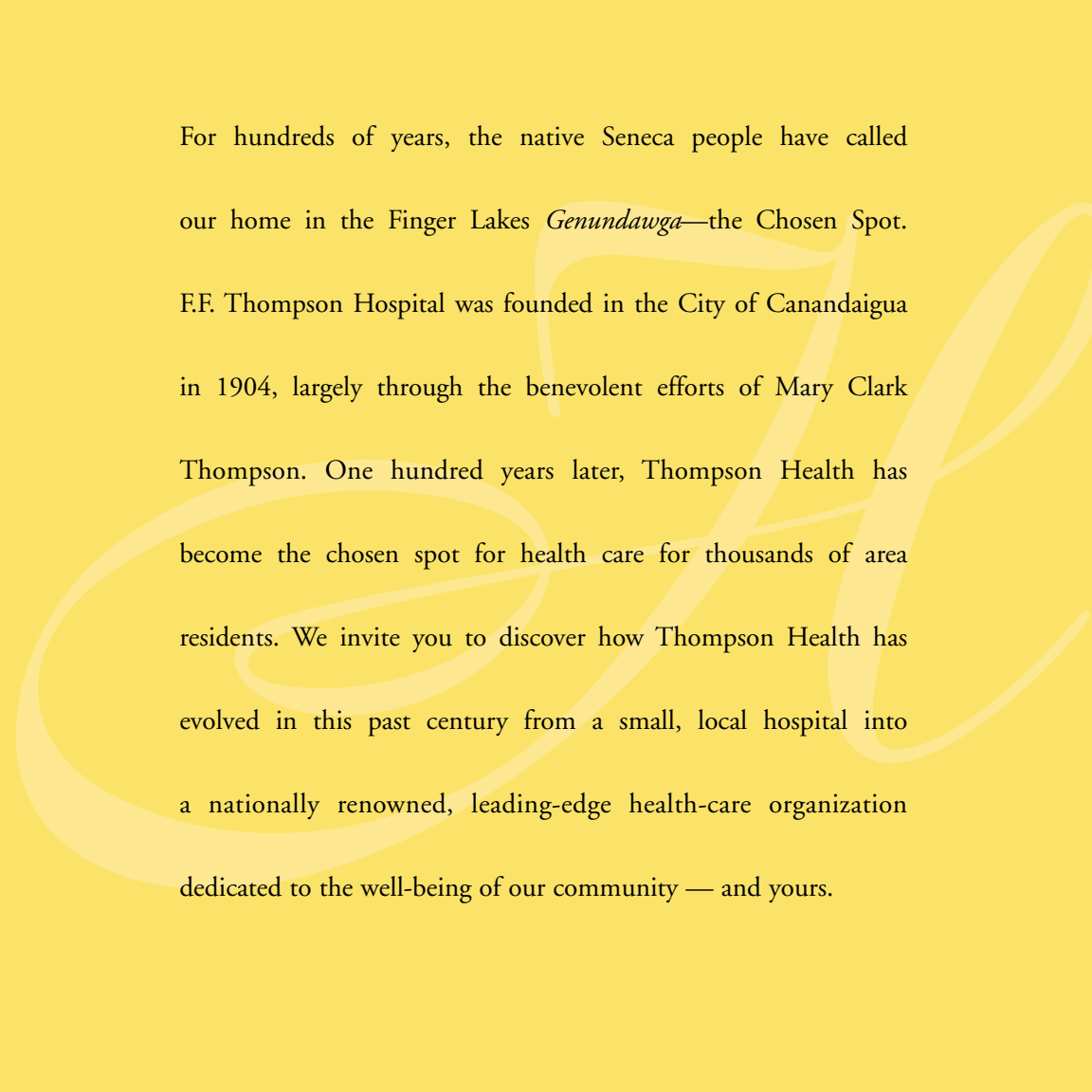


ONE HUNDRED
YEARS
OF CARING



Thompson Health





For hundreds of years, the native Seneca people have called our home in the Finger Lakes *Genundawga*—the Chosen Spot. F.F. Thompson Hospital was founded in the City of Canandaigua in 1904, largely through the benevolent efforts of Mary Clark Thompson. One hundred years later, Thompson Health has become the chosen spot for health care for thousands of area residents. We invite you to discover how Thompson Health has evolved in this past century from a small, local hospital into a nationally renowned, leading-edge health-care organization dedicated to the well-being of our community — and yours.

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297 people received services from F.F. Thompson Hospital during its first year of operation.

In 2003, Thompson Health provided excellence in health and healing to thousands of people in the Finger Lakes Region.



Mary Clark

Thompson (1835-1923) known as “Lady Bountiful” to all those who lived in the Canandaigua area, gave generously throughout her life to enhance the lives of those who lived and worked in her community.

Her greatest gift may have been the creation of the F.F. Thompson Hospital at its original Main Street location. Mrs. Thompson built the 32-bed hospital in memory of her husband, Frederick Ferris Thompson, and dedicated it to the community on June 14, 1904.

In September of that same year, the F.F. Thompson Hospital began accepting patients with six members of the medical staff and 17 employees.

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The first County Laboratory in the United States was opened at F.F. Thompson Hospital in the fall with generous funding from Mary Clark Thompson.



In 1906, Dr. H.I. Davenport assumed the title of “Bacteriologist” and managed the lab on an annual budget of \$1,500.

Today, Thompson’s Laboratory Services are made up of more than 45 expert technicians and technologists who provide a variety of services to hundreds of people each day.

Excellence in Microbiology, Chemistry, Pathology, Hematology and Phlebotomy services are provided under the leadership of Kirk Heriot, M.D., Ph.D.

This dedicated team has been honored for excellence numerous times. They have received many deficiency-free inspections from New York State and from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

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The first Maternity Annex was added to the Main Street hospital where patients paid around \$7 for a one-week stay.

Today, Thompson's skilled maternity team delivers more than 730 babies each year.



The original Maternity Annex provided the first separate ward for birthing away from other patients. This project also represents the first time members of the community helped to fund a hospital building project.

Mrs. Thompson donated the majority of the funding and the Annex was named the Abigail Clark Williams Pavilion in memory of Mary Clark's sister.

Today, expectant mothers are offered educational prenatal classes, post-partum assistance with feeding and new mom classes at Thompson's Birthing Center. Moms-to-be deliver in private, state-of-the-art labor, delivery, recovery and post-partum rooms designed with all the comforts of home.

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Under the co-chairmanship of Richard Hawks, Sr., and Robert Hoekelman, M.D., the community contributed \$800,000 towards the funds needed for a larger hospital facility as part of the 1971 capital campaign, “People Helping People.”

In 2003, Richard Hawks, Jr. and Richard Cutri, co-chaired the “Advancing Excellence” capital campaign that raised more than \$10 million for construction and renovation of the existing facility on Parrish Street.



With occupancy rates exceeding 100% at the Main Street hospital, the new F.F. Thompson Hospital was built on a 31-acre site on Parrish Street under the direction of hospital president, Anthony Raguso. The new facility opened in July 1971.

The 101-bed facility doubled the number of patient beds at the Main Street hospital and housed a new Emergency Department, X-Ray Department, additional operating rooms, an Intensive Care Unit and expanded Laboratory Services.

To further serve growing community health care needs, the 68-bed Thompson Nursing Home was constructed adjacent to the hospital and opened in the fall of 1971.

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In the very early years, Thompson relied solely on nurses to run the hospital's Emergency Department. Primary Care Physicians were only available on an on-call basis and covered the department on a rotating schedule. With annual patient volumes increasing each year, a part-time Emergency Physician was hired.



*A*t the Main Street hospital, nurses often rode to emergency calls in ambulances and back to the hospital with patients.

Thompson's Emergency Department grew in size and staffing as demand increased. In the early 1980s, Thompson hired its first full-time Emergency Room physicians.

Today, the Hawks Emergency Department provides services to more than 23,000 people each year with eight full-time specialized physicians under the direction of Sandra Eckhart, M.D., and provides excellence in emergency health care services round-the-clock, seven days a week.

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1989 was the first full year of operation for the F.F. Thompson Health System, Inc. which encompassed the hospital, charitable foundation, nursing home and properties management.

In November, “The Brighter Day” Adult Day Health Care Program moved to 3170 West Street, making it the first off-site adult day center in New York State.



The transition from a hospital to a corporation allowed Thompson to broaden the scope of services offered to the community.

The Brighter Day program provides medical care and supervision, as well as social and recreational activities, for the elderly or functionally impaired during daytime hours.

Today, the program is located at the old Canandaigua Academy on the corner of Main Street and Fort Hill Avenue with programs and services that assist up to 30 participants at one time.

Marking its 85th Anniversary, the F.F. Thompson Hospital Guild kicked off the “New Era of Excellence Campaign” by pledging a \$75,000 gift toward the project.

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In August, the Thompson Medical Center opened its doors in Farmington to meet the growing population and health care needs of people in the surrounding areas. Thompson's first off-campus facility delivered health-care services directly to the community residents who needed them.



housed in the new facility was the Alton B. Corbit Immediate Care Center, Thompson's Occupational Medicine Program named *HealthWorks*, a Thompson satellite laboratory, and physician offices. The Immediate Care Center was initially open seven days a week to treat minor illnesses and injuries, as well as much needed primary-care physician referral services.

In the early '90s, Thompson's Ambulatory Unit was renovated to accommodate increasing out-patient volumes. By 1990, 64% of Thompson's surgeries were being performed on an out-patient basis compared to 20% in 1985.

In 1990, the Maternity Department team delivered more than 500 babies.

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Exceeding its \$2.5 million campaign goal by more than \$500,000, the “New Era of Excellence” capital campaign helped fund the renovation and two-story, 19,000 square-foot addition to F.F. Thompson Hospital. Marvin Sands, Arthur Hamlin, James Doran and Richard Hawks, Jr., chaired the campaign.



Thompson's new addition included the newly expanded Hawks Emergency Department, named in memory of Richard H. Hawks, Sr.

A coordinated Ambulatory Procedures Unit and Same-Day Surgery area were added, and the Radiology Department created space to house a Computed Tomography Scanner in the hospital. Five Rehabilitation Services were coordinated under one department and a state-of-the-art therapy gym, whirlpool, equipment and treatment rooms were added.

Most impressively, members of Thompson's surgical team, led by Brendan Brady, M.D., performed the area's first one-day laparoscopic gall bladder surgery. The area's first cataract surgery requiring no stitches was performed at Thompson by Ophthalmologist Karl Marchenese, M.D.

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To meet the diverse needs of a growing community, Thompson added many health-related services to advance its integrated health-care delivery system philosophy.

1992 was also the year Thompson's first mascot, "The Thompson Bear" was born.



Thompson offered the first locally managed, low-cost, high-quality health insurance product to the community, The Finger Lakes Health Plan. The Finger Lakes Community Care Network (FLCCN), Thompson's physicians and Blue Cross and Blue Shield of Rochester worked in partnership to make the health plan a reality.

Short Term Stay or respite care was added to the Senior Care Services care line of Thompson Nursing Home.

The Sleep Disorders Center of the Finger Lakes opened offering diagnostic testing services in two sleep labs at F.F. Thompson Hospital.

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Thompson's new services and programs focused on wellness, health and healing. F.F. Thompson Health System, Inc. added Ontario County Advanced Life Support, Inc. (OCALS) as its sixth corporation.

Thompson Nursing Home opened its newest 40-bed Avenue named "The Gardens," and Thompson's first hospital-based physician's office practice opened in Honeoye.



Thompson Nursing Home grew to a 188-bed facility, while The Gardens provided unique specialized care to residents with Alzheimer/dementia-type illnesses. An open house and ribbon cutting featured New York State's Lt. Governor, Elizabeth McCaughey.

Today, Thompson also provides Family Practice services in Bloomfield, Lima, Shortsville and Victor.

OCALS, a 24-hour mobile paramedic response program, began with two paramedic "fly" cars, and both paid and volunteer medics. In 1997, they won the New York State EMS Agency of the Year award.

A Pain Management Program, The Wellness Center and Spiritual Care Services were added in 1995.

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Dedicated volunteers donated more than 25,000 hours of invaluable service to Thompson.

William and Margaret “Peg” Rayburn made the first \$1 million dollar gift in Thompson’s history to help develop Ferris Hills at West Lake.



Under the direction of John Miller, Chair of the Board of Directors, F.F. Thompson Health System, Inc. assumed the name and corporate identity *Thompson Health*. The new name and star logo representing excellence were unveiled at the annual meeting in April.

The F.F. Thompson Guild made a major contribution to develop the Guild Garden at the hospital's front entrance.

New York State Governor George E. Pataki came to Sonnenberg Gardens in 1999 to present the Empire State Advantage Excellence at Work Program's "Gold Certification" to Linda M. Janczak, President/CEO of Thompson Health, and other health system and local representatives.

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Marvin Sands was Chairman of the Board of Thompson Health for more than 30 years. He gave tirelessly of himself and his resources to Thompson and the community he loved. In 1997, he was named Trustee of the Year by the Healthcare Association of New York State. The Sands Cancer Center was dedicated in his family's name in 2000.



The Sands Cancer Center opened, bringing the latest in cancer treatment to the people of the Finger Lakes. The Center draws on three of the region's most distinguished health care organizations to work together to provide *A Full Circle of Caring* in a comfortable, local environment.

Thompson's Integrated Complementary Medicine Program provides a wide range of treatments and therapies that work in conjunction with conventional medicine. Mind/body interventions such as guided imagery, relaxation and stress reduction, bioelectronics, herbal medicine, massage therapy, music therapy, acupuncture, aroma therapy and biofeedback are among the options available to patients and family members coping with cancer.

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Ferris Hills at West Lake, the three-story senior living community overlooking Canandaigua Lake, held its Grand Opening Celebration on July 28. More than 250 members of the community came to see the facility that would be the new home for hundreds of area seniors in need of quality Independent or Enriched Living programs and services.



*F*erris Hills, built on 57 prime acres of land, consists of 84 Independent Living apartments, featuring one and two bedroom units for seniors with dynamic active lifestyles. There are also 48 Enriched Living apartments available for seniors who require some assistance in the activities of daily living.

Ferris Hills still offers a continuum of services for all seniors—from those who enjoy an active lifestyle, to on-site assisted living, to skilled nursing care. Ferris Hills residents treasure their lake views and the wide variety of amenities including the beautiful Vista Lounge, an exercise room, computer room for Web and e-mail access, spa and beauty salon, café, gift shop and on-site transportation.

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Thompson Health received the Governor's Award for Excellence from the Empire State Advantage Organization. Thompson was the first health care organization in New York State to receive this prestigious honor.



The Empire State Advantage Excellence at Work Committee called Thompson Health “a role model for other health care organizations.”

The Committee praised Thompson Health for the way the organization implemented change through interdisciplinary teams called Do It Groups (DIGs).

The Committee was impressed by the way associates, leaders, physicians, volunteers and members of the community all worked together to improve and expand health care services and programs.

This continues to be the pathway to excellence in health and healing—The Thompson Way.

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The “Advancing Excellence” capital campaign, to fund the “Project Advance” construction project, raised more than \$10 million from generous community members. Each and every dollar donated to this campaign helped ensure excellence in health and healing for generations to come.



Thompson's associates, physicians, guild members and the community gave generously to this campaign, including the single largest one-time donation in Thompson's 100-year history. B. Thomas Golisano donated \$5 million dollars towards the Golisano Center for Emergency and Diagnostic Medicine. This Center will house the Hawks Emergency Department and the Polisseni Family Diagnostic Imaging Department.

The new Diagnostic Imaging Department will include the latest digital state-of-the-art Diagnostic Imaging equipment.

The newly expanded Hawks Emergency Department will be twice the size of the existing facility.

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The F.F. Thompson Foundation commissioned a sculpture entitled, "The Gift," to commemorate and memorialize the generosity and momentous contributions Mary Clark Thompson made to the Canandaigua community during her lifetime.



In keeping with Mary Clark Thompson's generous spirit of giving, Thompson Health donated a sculpture to the City of Canandaigua so that generations to come will remember the legacy of our founder a century ago.

Mary Clark Thompson officially gave the F.F. Thompson Hospital to the community on June 14, 1904 in memory of her beloved husband Frederick Ferris Thompson.

A century later, Thompson Health has blossomed into a multifaceted health-care system with seven corporations, more than 1,200 associates, 300 medical staff members, 300 volunteers and satellite locations throughout the area.

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Throughout 2004, Thompson will celebrate its 100th Anniversary with parties, banners, parades, health fairs and a variety of special events including a Grand Gala Celebration at Sonnenberg Gardens complete with fireworks.



The F.F. Thompson Continuing Care Center (formerly the Thompson Nursing Home) announced plans to rename the facility in memory of Marie Merrill Ewing in recognition of her many years of service to their board of directors.

The Project Advance renovation and construction project was nearly half completed in June of 2004 and plans were underway for a grand opening celebration of the Hawks Emergency Department.

The 100th Anniversary sculpture, *The Gift*, will be permanently located at 120 North Main Street in Canandaigua in front of the original F.F. Thompson Hospital, where Mary Clark Thompson's legacy of caring began.

2004

Thompson Health Board of Directors

serving and overseeing the
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Care Center, F.F. Thompson
Hospital, Ontario County
Advanced Life Support and
FFT Senior Communities:

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Jeffery Page, M.D.

Carl Sahler, M.D.

Robert Sands



Thompson Health extends its sincerest gratitude to the thousands of companies, organizations, volunteers, associates, physicians and other individuals who help us help our neighbors by providing excellence in health and healing. As partners in health, we will continue Mary Clark Thompson's legacy of caring into the future.



*F.F. Thompson Foundation
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Thompson Health's 100th Anniversary Celebration and sculpture were sponsored in part by generous contributions from the following organizations:

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celebrate
a century of caring

Thompsonhealth

Recipient of The Governor's Award for Excellence by the Empire State Advantage Organization

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