



# Corporate Missions

## F.F. Thompson Health System, Inc.

Thompson Health is dedicated to providing an integrated healthcare system, comprised of affiliated health-related corporations, to promote and support the health and well-being of the community.

## The Frederick Ferris Thompson Hospital

F.F. Thompson Hospital, Inc. is a community hospital which exists to serve the healthcare needs of the people in partnership with regional healthcare providers. F.F. Thompson Hospital serves as the center of a healthcare network to provide a full range of healthcare services and to improve community health.

## M.M. Ewing Continuing Care Center

M.M. Ewing Continuing Care Center is dedicated to providing a continuum of long-term, rehabilitative, and related services to the community while respecting the dignity and individuality of those served.

## FFTH Properties and Services, Inc.

FFTH Properties and Services, Inc. plans, develops, implements, owns, and manages health-related business ventures and services in support of the financial and business needs of Thompson Health.

## F.F.T. Senior Communities, Inc.

F.F.T. Senior Communities, Inc. is a senior living environment comprised of independent and enriched living apartments and services. A variety of activities and personal services are provided to promote lifelong learning for a vibrant and secure community.

## The F.F. Thompson Foundation, Inc.

The F.F. Thompson Foundation, Inc., a not-for-profit corporation, is committed to achieving philanthropic support for the services and priority needs of the System's affiliated tax-exempt corporations and to overseeing the management of restricted and unrestricted funds of the Foundation.

# Corporate CARES Values

## C a r e s

### Commitment

is to our customer. Our customers are all who come to us for service.

### Actions

speak louder than words. We create a positive healing environment.

### Respect

We treat every person with dignity, honor and appreciation. We avoid any intrusion into their privacy and hold their personal information in confidence.

### Excellence

Our System is continuously providing outstanding care and exceptional service.

### Service

We serve with pride, in a responsive and timely manner. This is what our team is all about.





**Michael F. Stapleton, Jr.**  
*President/CEO, Thompson Health*



**William R. Kenyon, Esq.**  
*Chair, Thompson Health Board of Directors*



**John F. McGuire, M.D.**  
*President, Thompson Health Medical Staff*

## Flourishing Together | *Letter to the community*

With so many positive developments taking place throughout Thompson Health in 2013, it's rewarding to look back and see how far we have come in just a year's time. It's even more rewarding when one considers the healthcare environment in which we find ourselves – an environment of rapid change, new ways of doing things and some level of uncertainty, both for ourselves and the communities in our region.

Indeed, more than a century after its founding, Thompson Health is flourishing. Our vibrant health system's many achievements during 2013 are the result of keen strategic planning, a commitment to growth and a great deal of hard work on the part of associates, our medical staff, our Board of Directors and our volunteers.

At the core of Thompson's recent growth is our affiliation with UR Medicine. This partnership became official in the summer of 2012 and continued yielding benefits throughout 2013.

Building upon successful, existing relationships within medical and surgical specialties including cardiology, diagnostic imaging, and oncology, leaders from both Thompson and UR Medicine are sharing collective resources and best practices to meet the needs of both

the Finger Lakes and Rochester regions. Already, vascular surgery, pulmonology and nephrology are evolving into full-time presences in our hospital, while plastic surgery, neurosurgery and pain management have an increased presence, as well.

From a financial perspective, Thompson is building on the successes of 2013, moving forward as both expense-control and revenue-growth initiatives continue to advance. Chief among the latter is the expansion of our family practice base. This will provide our region's population with enhanced access to primary care, now more than ever the essential component in achieving optimal health.

Through all of these developments and more, Thompson is well-positioned for the future, ready to meet the health and wellness needs of you and your family for many years to come.

**Michael F. Stapleton, Jr.**  
*President/CEO, Thompson Health*



“Quality is not an act. It's a habit.” – Aristotle



## A Higher Standard

In the fall, Thompson Hospital was named Top Performer on Key Quality Measures® by The Joint Commission, the leading accreditor of healthcare organizations in America. This award honors exemplary use of evidence-based clinical processes shown to improve care for conditions including heart attacks, pneumonia and heart failure as well as strict adherence to surgical guidelines for the prevention of infections, blood clots and cardiac issues. The distinction came on the heels of Thompson receiving the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Silver Plus Quality Achievement Award. This recognition is given for implementing a higher standard of stroke care by ensuring stroke patients receive treatment according to nationally accepted standards and recommendations.





## Seeing is Believing ▲

Nationwide, health systems are committed to the goal of reducing hospital-acquired conditions by 40 percent. Thompson Health's goal is to eliminate these conditions. To achieve this goal, the health system is continually evolving its process improvement initiatives, including the use of visual management tools. In addition to white boards in patient rooms featuring up-to-date information on care, these tools include publicly displayed boards listing best practices and the latest data on any hospital-acquired conditions within Thompson. The ICU, for example, has eliminated both ventilator-associated pneumonia and central line-associated bloodstream infections. At the close of 2013, the ICU had gone nearly 1,100 without the former and almost 650 days without the latter. Among the enhancements in 2013 were boards throughout the health system – including the Emergency Department – displaying Thompson's latest patient satisfaction scores.



## Talk to Me ▲

Within Thompson Hospital, it's not unusual for a patient to have the opportunity to tell the CEO, face to face, how she feels about the care being provided or even what she thought of breakfast. Thanks to daily administrative rounding on patient floors, both kudos and concerns can be communicated directly to executives, who in 2013 added weekend and evening rounding to their schedules. This increased emphasis on administrative rounding was rolled out in conjunction with "Safety Walk Rounds" conducted throughout clinical areas by the senior vice president of Medical Services and the director of Quality/Safety/Utilization Management, allowing associates to continuously share ideas for better patient care.

## Software Solutions ▼

On the heels of a new electronic medical record system in Thompson Hospital, its Rehabilitation Services Department in 2013 introduced TheraOffice Documentation from Hands On Technology. Designed by therapists for therapists, the user-friendly system allows for more thorough and more efficient completion of documentation on the part of Thompson's physical therapists, occupational therapists, speech pathologists and athletic trainers. While maximizing time spent with patients, this gives them the ability to deliver records to physician offices in a timelier manner and streamline discharges, as well as receive scripts from physicians promptly.



## Marking a Milestone

Thompson Hospital reached a milestone in the journey toward implementing a fully integrated electronic medical record (EMR) system, achieving Stage 1 of the government's Meaningful Use criteria by demonstrating effective use of EMR to improve the quality, safety and efficiency of patient care. Advancing through the three Meaningful Use stages allows the health system to avoid financial penalties associated with noncompliance beginning in 2015.

## High Quality, High Value

It turns out you really *can* do more with less, and do it well. With the Affordable Care Act requiring hospitals to take a hard look at the care they provide and the costs involved, Thompson Health continued providing high-quality, cost-effective care for patients. Confirmation came in the form of Thompson being designated as a Community Value Five-Star Hospital® by Cleverley + Associates. A leading healthcare financial consulting firm specializing in operational benchmarking and performance enhancement strategies, Cleverly + Associates honored the top 20 percent after assessing hospitals in four areas: financial strength and reinvestment, cost of care, pricing, and quality.

“To improve is to change; to be perfect is to change often.” – *Winston Churchill*

## Location, Location, Location ▶

On the heels of Laboratory Services' diagnostic lab nearly doubling in size at the outset of 2013, a fifth lab draw station opened in February, just off Route 96 in Victor. It quickly proved to be a prime location, with more than 400 visits in the first month and double that during October. Laboratory Services wasn't done growing yet, though. Plans were soon underway for a sixth draw station. Located in Macedon adjacent to the health system's newest family practice, the station opened in March of 2014.



## Special Deliveries ▲

A total of 642 families welcomed their new additions in Thompson's Birthing Center in 2013 – a 14-percent increase over 2012. While the closing of the maternity ward at another Finger Lakes hospital in May attributed to some of the growth, the hospital had already seen an increase in deliveries and attributes much of the growth to the fact that more people are choosing Thompson based on its reputation. Many return to take part in the First Time Around group, learning not only about breastfeeding but pet safety, carseat safety and more. After all, with the lowest Caesarean rate in the region, four certified lactation support nurses and one of the highest breastfeeding rates in the state, what better place for a great start?

## Farmington Facelift

There was cause for celebration in May, when Thompson's Rehabilitation Services site in Farmington held an open house to unveil its renovation. Physical therapists, occupational therapists and physical therapist assistants were on hand at the Thompson Medical Center to give tours of the facility and discuss with community members how they ease discomfort and quickly return patients to optimal functioning.

## Here We Grow Again

Canandaigua Family Practice has the same address with a new, expanded space in which to see patients. Last April, the practice moved from a 2,000-square-foot space on the upper level of 3170 West St. to a 4,000-foot-space on the lower level. With five additional exam rooms, a more spacious waiting area and expanded office space for the staff, the practice saw a 46% increase in patient volume compared to 2012. The Shortsville Family Practice, meanwhile, gained a physician and nurse practitioner with the addition of Dr. William Craig and Katherine Exter, FNP.

## Expanding Access

To meet the demand and make services even more convenient for customers, Thompson's Diagnostic Imaging Department expanded its hours late in 2013, adding Saturday hours for both CT scans and outpatient ultrasounds. With Saturday hours already in place for mammography and MRI services, not only do patients have greater access to care but physicians have quicker delivery of results.





## New and Improved ►

One of the final stages of Thompson Health's \$43.5 million Project Excel expansion and renovation was completed as the Ambulatory Procedures Center (APC) moved into its new space in the Constellation Center for Health and Healing. Now next to surgical care, APC grew from two endoscopy suites to four, with a more open nurses' station and more natural sunlight. Between colonoscopies, bronchoscopies, other procedures and pain management, APC's staff in 2013 treated 5,487 patients, a nearly 6-percent increase over 2012.



## ◀ Expansion in Primary Care

Thompson Health moved into its first Wayne County location in December, when the health system opened its sixth family practice, the Macedon Kachoria Family Practice on Route 31. Donated to Thompson by Dr. Lekhraj B. Kachoria, who retired after nearly 40 years in Macedon, the practice is open five days per week with a physician and a nurse practitioner treating Dr. Kachoria's former patients and other community members in need of primary care. Joining Family Nurse Practitioner Susan Quinn in caring for these patients is Dr. Susan Rockwell. A seventh family practice joined the fold in February of this year, as Dr. Marc Zarfes integrated his Farmington office with the health system.



“With the new day comes new strength.” – Eleanor Roosevelt



## Breathing Easier

Thompson Health now offers more services for those dealing with issues related to the lungs and respiratory system. As of last August, pulmonologists treat inpatients at Thompson Hospital. Considered a natural step in the evolution of improving local, in-hospital services through the UR Medicine affiliation, this enhancement in services also involves inpatient consultations available through on-call pulmonologists at Strong Memorial Hospital. In addition, having pulmonologists on site on a regular basis means more outpatient diagnostic procedures can be performed at Thompson, and patients enrolled in Thompson's Pulmonary Disease Management Program can have more contact with these physicians.





## A New Option

Last spring, Thompson Hospital became the first in the Finger Lakes to offer single-site gallbladder surgery, performed with the breakthrough technology offered by the hospital's robotic-assisted surgical system, already in use for a variety of other procedures. Following a small incision in the navel, the surgeon uses 3-D, high-definition visuals to remove the gallbladder with smaller, more precise movements. For the patient, this can mean minimal pain and a quick recovery, as well as virtually no scar.

## ▲ Close to Home, When it Matters Most

Access to UR Medicine specialists means Thompson is now able to offer inpatient dialysis. Previously, inpatients requiring this blood-cleansing treatment for kidney failure had to travel to other hospitals with dialysis services in order to receive treatments during their hospitalizations. Provided in a newly remodeled area equipped with flat-screen TVs for each patient, these services are complemented by referral-based nephrology consultations for both inpatients and outpatients dealing with kidney disease. Also new to Thompson, these consultative services are offered in order to ensure patients can receive the high-quality care they need, close to home.

## Empowering Patients ▼

With diabetes affecting an estimated 8 percent of the population, Thompson Health in 2013 began offering self-management classes on a monthly basis. Facilitated by a registered dietitian and a registered nurse certified as a diabetes educator, the group classes cover everything from the basics of healthy eating, to coping with stress, to managing blood glucose. This puts the patient squarely in the driver's seat, enabling him to take control and remain an active participant in his care with regard to this potentially life-threatening disease.



## A Place to Turn ▲

For many years, Thompson Health associates have helped individuals and families apply for Child Health Plus and other low- or no-cost insurance options available through New York State. With the Oct. 1 opening of the state's insurance marketplace – in accordance with the federal Affordable Care Act – Thompson remained the place to turn. Thanks to a grant, the health system is the lead agency for the In-Person Assistance/Navigator Program in Ontario and Wayne counties. From the time the exchange opened through the end of 2013, Thompson's three certified navigators had already helped more than 400 members of the community obtain insurance.

## Collaboration Yields Convenience

Through a partnership with Thompson, Highland Hospital – the region's leading provider of bariatric surgery – recently expanded its bariatric services to the Finger Lakes region. Now, patients preparing for weight loss surgery are able to complete their nutrition counseling sessions and medical testing/lab work at Thompson Hospital rather than at Highland in Rochester. They save time, effort and travel dollars while receiving the same level of services in a familiar setting. It's an appealing arrangement, if attendance is any indication. The first Thompson session – held in October – attracted nearly 30 pre-screened individuals.



“You are as important to your **health** as it is to you.”

– Terri Guillemets

## Online Access

Last fall, Thompson’s family practice and rheumatology patients began taking a more active role in their care by using a new online patient gateway, offered at [www.ThompsonHealth.com](http://www.ThompsonHealth.com) and providing secure access to certain patient medical information. Patients can now send and receive test results and other non-urgent messages, request a refill for a prescribed medication, request appointments and view or print current medications and allergies. It’s all part of the transformation of Thompson’s family practices to patient-centered medical homes (PCMH). Certified by the National Committee for Quality Assurance, this care-delivery model offers a comprehensive, team-based approach, focused on preventive care and resulting in greater patient satisfaction and lower hospitalization rates.



## Care Coordination ▲

With healthcare reform heightening the importance of managing high-risk conditions and chronic diseases, Thompson Health recently added three registered nurse (RN) care managers to assist in coordinating the care for these patients in the health system’s family practices. All highly experienced, these nurses provide health assessments, advocacy and coaching for patients who have recently been admitted to the hospital or emergency room or who have been identified as being at risk for admission.



## Delicious & Nutritious ▲

In partnership with the Women’s Veterans Health Care Program, Thompson’s Spirit of Women program last May invited the community to the New York Wine & Culinary Center for a four-course dinner/demonstration with an emphasis on healthy eating. Prepared by expert chefs, each course was heart healthy, diabetes friendly, and low sodium, paired with low-sugar wines from New York State. Recipes for each course were sent home with attendees, each of whom had the opportunity to talk with Thompson health and wellness experts including a registered dietitian and a diabetes educator.

## Aging Well

With wellness important at every age, Ferris Hills at West Lake launched a monthly educational series for its residents in 2013, offering presentations on everything from preventing falls to knowing the early warning signs of Alzheimer’s. The series was just one component of wellness offerings at the senior community, which in the fall hosted a comprehensive senior health fair. Free seminars, free screenings and more than 30 exhibitors were featured in order to engage, educate and motivate individuals to take responsibility for health improvements “from head to toe.”





## A Healthy Start

In addition to holding sessions on positive body image at camps and other children's programs throughout the county in 2013, Thompson's Wellness staff formed a new partnership with the Salvation Army, sharing information at a Summer Camp Health Fair and bringing a condensed version of Thompson's "Get Up! Fuel Up!" program to the organization's after-school program. Established in 2007, "Get Up! Fuel Up!" teaches children in five area school districts about healthy lifestyles. "Get Up! Fuel Up!" expanded its classroom component this past year by offering schools the opportunity to bring in a yoga instructor, "Chef Jeff" from the New York Wine & Culinary Center, or – in the case of Canandaigua schools – both.



## ◀ Fitting in Fitness

Between work, family and other responsibilities, finding time to exercise can be challenging. As one of the region's largest employers, Thompson finds innovative ways to make it convenient for associates. In addition to offering a variety of on-site classes such as Gentle Yoga, Fusion and Zumba—both at lunchtime and after work—the health system makes its Fralick Cardiac Rehabilitation and Fitness Center available to associates during the hours it is not in use by patients, maintains both indoor and outdoor fitness trails, hosts monthly Hot Cider Walks in the winter and celebrates associates for making health improvements.



“The best way to find yourself is to lose yourself in the **Service** of others.” – *Mahatma Gandhi*



## Prescription for Excellence

Instead of working in their department on the ground floor, Thompson's clinical pharmacists are now stationed on the medical/surgical floors and in the critical care area of the hospital, able to respond immediately to medication-related issues and interact face-to-face with both patients and providers. It's an evidence-based practice encouraged by the Agency for Healthcare Research and Quality in a 2013 report, and it supports not only patient safety but customer satisfaction. In an effort to improve customer satisfaction among outpatients as well, the pharmacy also moved its window in 2013, to a larger, more attractive space. Offering enhanced privacy, this space is located just off the hospital's main elevator bank.





## A Welcome Transition ▲

With Thompson-employed physicians providing excellence in clinical care and customer service throughout the health system's family practices as well as its Emergency Department and Urgent Care Center, the hospital in 2013 created its own team of Thompson-employed hospitalists, ending its contract with an outside group. These doctors, physician assistants and family nurse practitioners work closely with patients' primary care physicians, as well as any surgeons or other specialists who have treated the patients. From admission to discharge, the hospitalists collaborate with nurses, pharmacists, other members of the care team, the patient and the family to ensure the best possible outcome.

## Model Behavior ▼

Energizing music booms through the speakers as models in the latest fashions and dazzling accessories make their way past spectators — it's not exactly the type of thing many people would expect to find in a senior community. Then again, maybe they've



never visited Ferris Hills at West Lake. Thompson's independent living community thrives on offering new experiences and events. This past fall, one of those events was a fashion show featuring both residents and staff members modeling items from three downtown Canandaigua merchants. The merchants, who afterwards set up boutiques with samplings of their merchandise, returned with fellow downtown store owners in November for yet another new event: Shops on the Street. Just as the weather was turning chilly, it gave residents an opportunity to do a little holiday shopping, supporting local businesses without even having to leave home.



## Comfort and Joy ▲

To improve quality of life for residents dealing with serious illnesses by addressing symptoms such as pain and emotional stress, the Palliative Care Committee in the M.M. Ewing Continuing Care Center continued to evolve its efforts throughout 2013. In addition to forming a consultative team that includes a hospice-certified physician, social worker, recreation therapist, chaplain, nurse managers, and the vice president of nursing, the committee partnered with members of the Center's Sharon M. Pepper Wish Upon a Star Committee to grant "butterfly wishes" for residents receiving end-of-life care. These wishes included everything from a Beatles-themed family birthday party for an avid fan in the final stages of dementia, to a surprise visit from mustangs for a lifelong equestrian spending her final days with her visiting family.



“If everyone is moving forward **together**, then success takes care of itself.” – *Henry Ford*

## Healthy Fun ▶

According to the experts, dancing on a regular basis offers a wide range of benefits including boosting energy, decreasing depression, lowering blood pressure and promoting weight loss. What better time than the middle of February to get people moving, and what better place than a busy shopping mall? When Thompson’s Spirit of Women program held its annual Day of Dance at Eastview Mall, shoppers of all ages, shapes and sizes took part in everything from ballroom, to Jazzercise, to swing. In addition, Thompson provided free cholesterol testing, blood pressure screening and interactive wellness booths, with experts to provide heart healthy information and screening to help women and their families reduce heart disease risk factors.



## Protecting the Watershed

From April through October, Thompson Health joined the Partnership for Ontario County and several other community organizations in collecting unused prescription medications, keeping them out of the watershed and out of the wrong hands. The final drop-off event of the season was hosted by Thompson, in the Sands Cancer Center parking lot, on the federal Drug Enforcement Administration’s national Prescription Drug Take-Back Day. In just three hours, Thompson pharmacists, Ontario County sheriff’s deputies and others collected 650 pounds of medication, along with enough sharps to fill two, 30-gallon drums.

## A Common Bond

For many years, Thompson has offered support groups for men and women with prostate and breast cancer, honoring survivors with separate annual ceremonies. In 2013, the health system invited members of both groups to instead take part in a larger event encompassing all forms of cancer, not only celebrating survivors but acknowledging the journeys of their loved ones as well. Marking its sixth year, Colors of Hope and Courage drew community members of all ages to a lakeside tent at the Inn on the Lake. Guests enjoyed music, a casual dinner and family-friendly offerings such as face painting and a photo booth to capture the smiles.

## Friends in Fitness ▼

The American Red Cross, the Sands Cancer Center and the YMCA of Greater Rochester were among the organizations benefiting in 2013 from a group of Thompson associates who enjoy staying active, as a team, while raising money for worthy causes throughout the community. Called Thompson in Motion and coordinated through the health system’s Associate Wellness Committee, the group took part in a number of fundraising events throughout the year. Thompson in Motion garnered the award for largest team at the Run for the Red Twilight 5K and brought home an award from the Chase Corporate Challenge for having a high percentage of associates getting their blood pressure checked during the Rochester/Finger Lakes Blood Pressure Challenge.







## Staying Prepared

Working in concert with local government and other health systems, Thompson's Emergency Preparedness Department holds routine drills so associates can be ready to handle any number of scenarios. In December, the scenario created by the NYS Department of Health involved an earthquake that left several Finger Lakes healthcare facilities structurally and/or resource compromised. Thompson's role was to free up beds in the hospital by transferring mannequins standing in for patients to the adjoining M.M. Ewing Continuing Care Center. It gave the staff an opportunity to get more familiar with new tracking technology involving barcoded wristbands and a hand-held scanner. Called e-FINDS the technology was set up by the state following Hurricane Sandy.



# 2013 Financial Statement



## Net System Revenues\* (in thousands)

Medicare/Medicaid	\$ 56,289
Commercial Insurance	\$ 48,942
Miscellaneous	\$ 18,216
<b>Total Operating</b>	<b>\$ 123,447</b>
<b>Non-Operating Net</b>	<b>\$ 4,460</b>
<b>TOTAL</b>	<b>\$ 127,907</b>

*\*unaudited data, excluding Foundation*



## System Operating Expenses\* (in thousands)

Routine and Nursing Care	\$ 36,124
Other Professionals	\$ 30,422
General and Administrative	\$ 42,814
Depreciation and Interest	\$ 11,473
<b>TOTAL</b>	<b>\$ 120,833</b>

*\*unaudited data, excluding Foundation*

# Key Facts

## Hospital

<b>113</b>	Beds
<b>6</b>	Operating Rooms
<b>7</b>	Family Medicine Practices

## Patient

<b>5,352</b>	Hospital Discharges
<b>20,717</b>	Patient Days
<b>656</b>	Deliveries
<b>35,319</b>	Family Medicine Visits

## Senior

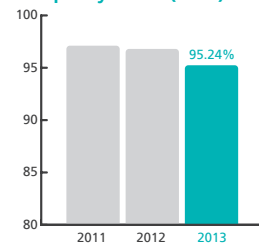
<b>188</b>	Continuing Care Center Beds
<b>46</b>	Brighter Day Participant Slots
<b>84</b>	Ferris Hills Apartments
<b>48</b>	Clark Meadows Apartments

## Physicians and Employees

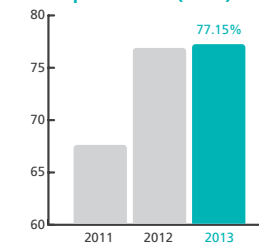
<b>1,405</b>	Associates
<b>427</b>	Medical Staff Members
<b>200</b>	Volunteers

# 2013 Vital Statistics

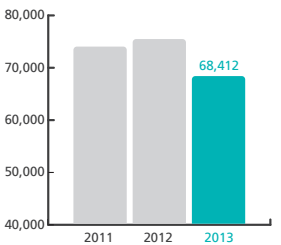
Continuing Care Center Occupancy Rates (in %)



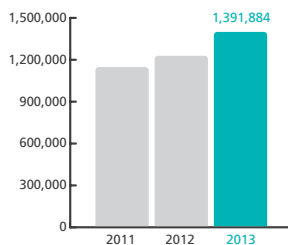
Brighter Day Participant Rates (in %)



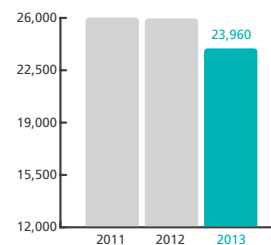
Diagnostic Services Visits



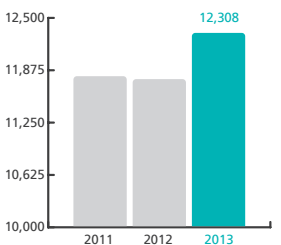
Laboratory Services Visits



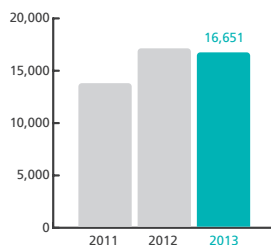
Emergency Visits



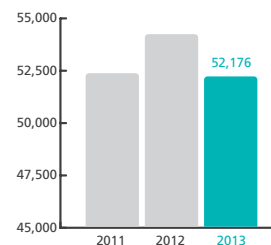
Surgical Services Visits



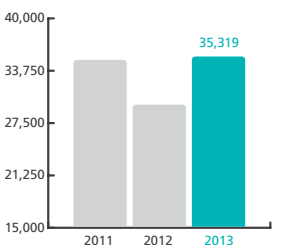
Urgent Care Visits



Rehabilitation Services Visits



Primary Care Visits





# Patient Safety is Our First Priority

___DAYS SINCE OUR LAST FALL!	___DAYS SINCE OUR LAST PRESSURE ULCER!	___DAYS SINCE OUR LAST INFECTION!
<b>Tips for Preventing Falls</b>	<b>Tips for Preventing Ulcers</b>	<b>Tips for Preventing Infections</b>
<ul style="list-style-type: none"> <li>✓ Hourly Rounding</li> <li>✓ Reactivating Bed Alarms</li> <li>✓ Prompt Response to Call Bells and Bed Bells</li> <li>✓ Fall Huddles</li> </ul>	<ul style="list-style-type: none"> <li>✓ Turn and Position q2Hours</li> <li>✓ Elevate Heels off Bed</li> <li>✓ Braden Assessment</li> <li>✓ Attend Use - Fitted Properly, Changed, is it Necessary?</li> </ul>	<ul style="list-style-type: none"> <li>✓ Handwash</li> <li>✓ Isolation Precaution</li> <li>✓ Clean Equipment</li> <li>✓ Patient / Family Education</li> </ul>

## Patient Safety is Our First Priority

Patients are being encouraged to take an active role in their own safety. Thompson's "visual management boards" publicly display days since last fall, pressure ulcer and infection in an effort to partner with our patients to decrease hospital-acquired events and improve patient care. We recognize the crucial role of patients' perspectives in establishing a culture of safety. We are committed to engaging patients and their families in the design and nurturing of safety efforts while emphasizing transparency through the use of our boards.

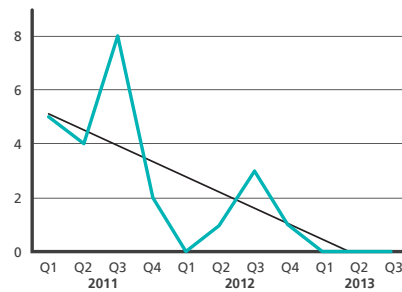
## Core Measures

### Process of Care (Evidence-Based Medicine)

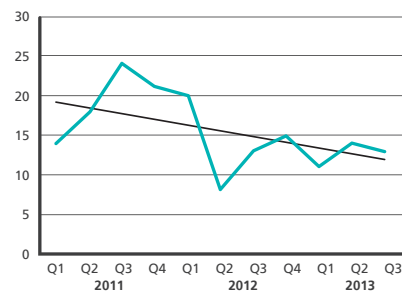
	2010	2011	2012	2013
<b>Pneumonia Care</b>				
<b>Pneumonia Care Composite</b>	93%	97%	98%	98%
Includes blood culture drawn prior to antibiotic administration; appropriate antibiotic use; influenza and pneumococcal vaccine administration.				
<b>Heart Failure Care</b>				
<b>Heart Failure Composite</b>	93%	97%	99%	96%
Includes all elements of discharge instruction provided; left ventricular function assess; ace inhibitor prescribed for heart failure.				
<b>Stroke Care</b>				
<b>NYS Stroke Care Composite</b>	96%	93%	97%	94%
IV TPA addressed within 2 hours of arrival if indicated; antithrombotic therapy; blood clot prevention managed; blood clot prevention with atrial fibrillation; smoking cessation addressed; lipid lowering medications addressed; swallowing evaluation completed; rehabilitation considered; NIHSS completed on admission or discharge.				
<b>Surgical Infection Prevention</b>				
<b>Surgical Infection Prevention Composite</b>	96%	98%	99.5%	99%
Includes appropriate antibiotic given within one hour of incision; appropriate hair removal; appropriate medications indicated for blood clot prevention; indications for beta blocker addressed preoperatively; antibiotics appropriately discontinued; urinary catheter removed by post-op day 2; pre-operative temperature managed.				
<b>Myocardial Infarction (Heart Attack)</b>				
<b>Myocardial Infarction Composite</b>	94%	95%	95%	96%
Includes aspirin upon arrival; aspirin prescribed at discharge; ACEI and ARB for LVSD; beta blocker at discharge; lipid-lowering therapy at discharge.				

## Quality Indicators

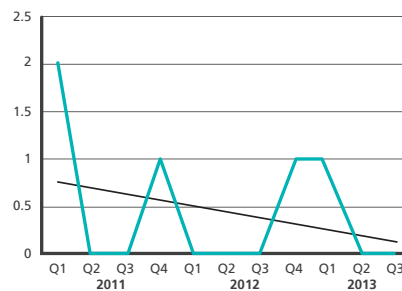
Aggregated Medical Surgical & ICU data for Hospital-Acquired Pressure Ulcers (Percent of Surveyed Patients with Hospital Acquired Pressure Ulcers)



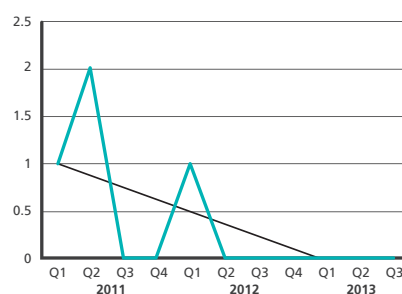
Aggregated Medical/Surgical and ICU falls per 1,000 Patient Days Compared to Magnet Hospitals (Total Falls Per 1,000 Patient Days)



Aggregated Central Line Associated Blood Stream Infections (Central Line Associated Blood stream Infections per 1,000 Central Line Days)



Ventilator-Associated Pneumonias per 1,000 Ventilator Days (ICU VAP per 1,000 Ventilator Days)



- Mean
- Linear (F.F. Thompson Hospital)

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