

# The Power Within

2009 Report to the Community



## Thompson Health CARES Values

# C A R E S

**Commitment**  
is to our Customer. Our Customer is the patient and resident, family, doctor, client, Associate, volunteer and visitor—anyone to whom we provide service.

**Actions**  
speak louder than words. We act in a professional and timely manner.

**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, creating a responsive and healing environment. This is what our team is all about.



Linda M. Farchione, FACHE  
President/CEO, Thompson Health



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



R. Douglas Alling, M.D.  
President, Thompson Health  
Medical Staff

*“The Power within Us is Greater than the Challenges in Front of Us.”*

As you page through this annual report, you will notice something: Our commitment to excellence is the foundation for the healing power within Thompson Health. In the midst of challenges, our CARES values inspire action and positive results.

That was certainly true in 2009, a year that I believe will be remembered as a time when our country faced the biggest recession in decades, debated the emotionally charged issue of healthcare reform and responded to national concerns over the H1N1 virus. Throughout, our dedication to bringing the best in care and service to our community kept us on the path toward an all-electronic medical record system, enhanced our efficiency and extended our outreach.

Energized by a shared passion to achieve excellence every day, the talented individuals who make up the Thompson family rose to the occasion in countless ways. Their efforts resulted in a number of impressive accomplishments that included the opening of a new clinic to serve the uninsured and underinsured in our community, as well as the opening of the newly renovated Thompson Medical Center in Farmington. There, new services and expanded hours for Urgent Care proved vital in providing timely, cost-effective treatment for those with influenza as well as others with conditions that required prompt attention.

Working together with others in our community, we continue to fulfill our vision of bringing confidence and compassion to every healthcare experience. This vision is built upon more than a century of serving as a resource for so many individuals and families. This vision is alive within each of us, and it is why we provide the level of care that we would insist upon for our own loved ones.

The power within Thompson Health comes not only from the Board, the Medical Staff, the Associates and the Volunteers, but from you, the community. Together, we create an empowering, healing environment for all.

Linda M. Farchione, FACHE  
President/CEO, Thompson Health



Every year, Thompson Health advances in securing the best and most up-to-date technology to ensure an excellent healthcare experience for patients. 2009 was no exception, with a host of new additions to keep Thompson on the cutting edge.

1

# Harnessing The power of technology

## Going Wireless 1

Featuring wireless technology, a dozen state-of-the-art EKG machines arrived at Thompson early in 2009. This system allows results to be instantly transmitted anywhere at any time. That speeds up communication between the hospital and Thompson's family practice offices in Canandaigua, Shortsville, Victor, Honeoye and Lima – as well as other physicians' offices – while drastically reducing paper usage. With Thompson performing well over 9,000 EKGs each year, the improved efficiency has far-reaching benefits.

## Emergency Physicians' Orders Computerized

Thompson keeps abreast of the coming changes with regard to electronic medical records and, whenever possible, stays on the forefront by initiating change well before it's the norm. That was the case with a Computerized Physician Order Entry (CPOE) system that went "live" in the Emergency Department in 2009, following six months of preparation by an interdisciplinary team. CPOE replaces paper forms for physician orders and is shown nationally to benefit patients through reducing medication errors by up to 30 percent.

## Information at the Touch of a Button

Patient information from Thompson is now available electronically through Rochester RHIO, the region's secure, electronic health information network. With patients' consent, this secure online resource gives authorized medical professionals fast access to the information they need, such as test results, radiology reports, medication information, and more. For physicians, this means less time is spent collecting information, which frees up time for diagnosing and treating patients. To patients, it means their up-to-date health information is right where they need it, when they need it, regardless of where or by whom they are treated.



2

## Precision Treatment, in a Fraction of the Time 2

The ability to destroy cancer cells while sparing surrounding, healthy tissue is just one advantage of a new Varian Clinac iX linear accelerator for Sands Cancer Center patients. The linear accelerator delivers a uniform dose of high-energy x-rays to the patients' tumors. With the Varian Clinac iX, treatment times are greatly reduced. Installed by Highland Hospital and staffed in collaboration with Highland and the University of Rochester Medical Center, the new linear accelerator sharpens all forms of delivery, giving radiation oncologists the flexibility to choose the best resolution for each individual tumor. Best of all, this new technology is in keeping with Thompson's commitment to offer the community access to top-notch cancer care, close to home.



3

## MRI Capabilities Expand 3

With the installation of new magnetic resonance imaging (MRI) equipment, Thompson Health was able to greatly expand its MRI capabilities. One of the new capabilities is breast MRI, a highly sensitive yet non-invasive imaging technique that is a valuable tool in breast screening. Used in combination with mammography and ultrasound, it can screen patients at high risk for breast cancer, determine the extent of breast cancer or monitor response to therapy. MRI-guided breast biopsies are also now available to Thompson patients when there is an area of tissue changes that is not identified by other imaging techniques.

## An Everyday Task Streamlined

The Information Technology (IT) Department and the Department of Nursing joined forces in 2009 to enhance Thompson's health information system with software from Iatricis Systems. This software gives nurses easier access to information and allows for smoother workflow. With previous systems, nurses were required to search through multiple layers of information and there were many steps taken in order to call up patient information such as name, room number and medications. Now, a patient's medication record is all on one chart on the screen and doesn't take multiple clicks to access, allowing nurses to devote more time to patient care.

## Digital X-ray Arrives 4

Available on a walk-in basis to both urgent and non-urgent care patients at the renovated and expanded Thompson Health Medical Center in Farmington, digital x-ray provides fast results as well as state-of-the-art image quality. Through fiber optic cabling, these images are immediately available to radiologists at Thompson Hospital or, if needed, anywhere in the world. At the same time, patients can rest assured that the x-ray doses used with digital x-rays are lower than those used with conventional radiology.



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The CARES values of Commitment, Action, Respect, Excellence and Service drive Thompson Health's Board, Medical Staff, Associates and Volunteers, both within the health system and beyond. Each day, they set the bar high, exceed expectations and bring a dynamic energy to everything they do.



### Reaching Out to Caregivers

Alzheimer's and other forms of dementia affect more lives each year, and a growing number of community members are accessing Thompson's continuum of care for dementia services. Thompson realized that there were many more quietly struggling with caring for a loved one with dementia, unsure of where to turn for help. Pulling together a team of experts, Thompson hosted dementia education programs in both Victor and Canandaigua. Free of charge, "Challenges, Choices and Resources" offered information about programs throughout the community, as well as strategies for coping. A total of 140 people attended, offering overwhelmingly positive feedback that confirmed the programs had indeed offered a welcome measure of support.

### A Basket of Fun(draising)

When it comes to supporting the health system and all those it touches, the Thompson Guild is constant in its efforts to offer creative, fun ways to generate funding. One of the latest examples is a basket raffle, a seemingly simple idea that – in typical Guild fashion – exceeded all expectations. Created by departments throughout Thompson and displayed by Guild members in both the hospital and the M.M. Ewing Continuing Care Center, the 42 baskets featured themes ranging from a southwestern fiesta to a 4th of July barbecue. Together, they resulted in the sale of more than 17,000 tickets and raised nearly \$7,500 – a 50-percent increase over the previous year.

### All that Jazz 1

Each day, recreation therapists within Thompson strive to offer residents and program participants activities that are not only enjoyable but meaningful. Last May, they pulled together something that was truly memorable, as well: a swing dance with the theme of a USO canteen. Held at the M.M. Ewing Continuing Care Center, the event featured a jazz quartet, patriotic décor and a sense of joy that swept over those in attendance, including a couple who live at the center and met at a USO dance during World War II. The soldiers of today were on the minds of those at the dance, too. Dancers donated a carload of care package items for the local Blue Star Mothers to send overseas, as well as enough money to cover the postage for 37 packages.

### Doing Our Part 2

Through its Foundation, Thompson offers plenty of ways to get involved in the community, through benefit walks, runs, golf tournaments and more. Associates are active participants. Some even organize the events! The M.M. Ewing Continuing Care Center hosts the Alzheimer's Association's Memory Walk, raising thousands for care and research. But the community involvement doesn't stop there. Throughout the year,



Associates band together to support causes they believe in. In 2009, those efforts included everything from volunteering at Gleaners Community Kitchen, to wrapping gifts at Eastview Mall as a fund-raiser for Ontario ARC, to forming teams for the MS Walk and the American Cancer Society's Relay for Life.

### Living United 3

To Thompson Associates, a healthy community is a community in which everyone has a chance to write their own success story. That is why, despite the tough economy, Associates pooled their resources to support the United Way of Ontario County in its annual campaign. For starters, they brought in everything from paper towels to Pop Tarts, filling the bed of a large pick-up truck for the United Way's food drive. Then, through a spare change drive, donations via the paid time-off program and payroll deductions, they raised a total of \$33,585.40 for the United Way, a 12-percent increase over 2008!

# Recognizing The power of values



### Team Approach Yields Results 4

Henry Ford once said, "Coming together is a beginning. Keeping together is progress. Working together is success." That definition of teamwork typifies the way in which Thompson Associates approach their jobs. They routinely volunteer for "Do-It Groups," or DIGs, tackling opportunities to enhance care. The 2009 DIG of the Year is a shining example. With representatives from Pharmacy, the Emergency Department, Social Work, Information Technology, Registration, Physical Therapy, Nursing Administration and the Executive Team, this DIG addressed the care of Emergency Department patients who are awaiting admission to an inpatient bed. In addition to augmenting training, they streamlined everything from personnel roles, to medication orders, to data tracking.

Fueled by energy and innovation, Thompson Health is dedicated to not only offering the latest in medical care but to being a proactive force in the changing healthcare environment and remaining a vibrant, vital part of the community.

# Demonstrating The power of commitment



their names to online petitions. In recognition of these efforts, Thompson was named the Rochester region's recipient of the Public Relations Excellence Award from the Healthcare Association of New York State.

## Insights from Abroad

With healthcare reform on the minds of lawmakers and citizens alike, Thompson Health took advantage of a unique opportunity. Chosen by the Healthcare Financial Management Association to take part in an international exchange, the health system hosted the CFO of a three-hospital health system/trust based in Bath, England. The exchange program then sent Thompson's Executive Vice President/CFO to the U.K. to learn more about that country's community-focused, prevention-oriented approach to health care and the very different reimbursement system used there. Associates benefitted from the experience, as well, sitting in on a "Lunch & Learn" program featuring Thompson's British guest.

## Improving Environments

The installation of a new heating, ventilating and air conditioning system in the M.M. Ewing Continuing Care Center – built in 1971 – not only meant greater energy efficiency in 2009, but an enhanced quality of life for residents. Now, each one can control the temperature of their own room to suit his or her individual needs.

## No Stone Left Unturned

The challenge was to find ways to save money on supplies without sacrificing quality. In late 2008 and early 2009, a total of 65 departments within Thompson heeded that challenge, reducing supply costs by \$170,000 in just six months. Associates implemented a host of ideas, including electronic paychecks, which save approximately \$6,000 per year. While Materials Management won the challenge in terms of the highest percentage of savings, the Operating Room took top honors in terms of dollars saved. The savings continue, with a Value Analysis Team investigating further opportunities to make the most of the health system's dollars and cents.



## A Useful Planning Tool

While it's impossible to predict what any given day will bring in a hospital, an initiative promoted by both the Institute for Healthcare Improvement and the Healthcare Association of New York State has been proven to come very close. Called the Emergency Care and Hospital Operations (ECHO) project and funded by a grant, it launched at Thompson in early 2009. With representatives of several departments meeting daily to forecast patient flow and confer on patient needs, ECHO enhances the experience for patients and Associates alike.

## New System Uses Barcode Scanning

Thompson Health is moving ever closer to a fully electronic medical record system. Strides were made when the Laboratory "went live" with a new system that uses barcode scanning of blood products, both upon receipt from the American Red Cross and when the blood is designated for a patient. Designed in conjunction with a national shift in the way the Red Cross labels blood products, the system has numerous, built-in safety features for patients. It also means that the days of storing piles of worksheets, completing statistics by hand and conducting manual billing are a thing of the past.

## Remaining Vigilant

It was the kind of scenario that – even as a drill – served as a stark reminder to Associates of the type of incident they may be called upon to handle some day, and the importance of being prepared. According to the scenario, a school bus collided with a tanker full of liquid nitrogen – sending the chemical into the air and poisoning those on board. Led by the hospital's Emergency Preparedness/Infection Control Department, Associates mobilized to treat the incoming "patients" – mannequins labeled with symptoms varying in severity. Working with the Canandaigua Fire Department, the VA Medical Center and the Canandaigua City School District, Associates were evaluated by both the city fire chief and a representative of Ontario County Public Health, both of whom had positive things to say.

## Making Our Voices Heard

As the state dealt with increasingly dire budget constraints, Thompson stepped up its efforts to ensure quality and affordable health care for the community. Representatives met with lawmakers, engaged media in awareness campaigns and worked with physicians, Associates, volunteers and community members to send nearly 3,500 letters to Albany. Hundreds more Thompson advocates took to the Web to add

1

In 2009, a common theme running through many facets of Thompson Health was enhancing access to care, as well as the positive, healing environments within the health system and the ways in which we provide care. Whether it was through expanded hours, new locations or additional space, we provided the customer-centered care the community needed.

# Providing The power of healing environments



## A Place to Turn 2

At a time when many people were struggling to make ends meet, Thompson Health partnered with other local organizations to ensure that the uninsured and underinsured had a place to turn. As a result of a collaboration with Canandaigua Churches In Action (CCIA), Excellus BlueCross BlueShield and Catholic Charities of the Finger Lakes, the Thompson Clinic opened its doors in July. With a sliding fee scale, the clinic treats a wide range of conditions, from sore throats to ear infections to minor burns. Fittingly, it is located at 120 N. Main St. in Canandaigua, the site of the original F.F. Thompson Hospital. And thanks to media coverage and word of mouth, it has already established itself as a valued resource for the community.

## Enhancing a Healing Environment

In addition to refurbishing the four main hospital elevators, work crews finished renovating the entire third floor of the hospital in 2009. When they were done, not only were there handicapped-accessible nurses' stations but new flooring, new wall coverings and new curtains to create a more aesthetically-pleasing, healing environment for patients and staff alike. The second-floor Birthing Center, meanwhile, also had new flooring installed and added a doctors' station, giving physicians a place to dictate notes and access patient records on a computer while enhancing patient privacy.

## Expand It, and They Will Come 3

An early leader in offering complementary alternative medicine, the BodyMind Center at Thompson Health added two treatment rooms and a new entrance in order to meet the growing demand for its services. The renovation provides ample room for massage, acupuncture, reiki, biofeedback, motivational interviewing, life coaching and chiropractic care. Its debut in early fall also served as a welcome for a second chiropractor and marked the beginning of a period in which the number of clients nearly tripled, from 250 per month to as many as 750.

## We Got Them Covered

In 2009, state-expanded requirements meant that more people than ever before were eligible for no- or low-cost state health insurance, including Child Health Plus. While providing friendly, face-to-face assistance to those obtaining this insurance, Thompson Health's Facilitated Enrollment program also made every effort to increase awareness that free appointments were just a phone call away. After all, the savings for some families can total hundreds of dollars per month, and they need not sacrifice quality coverage to realize it. At locations in both Ontario and Wayne counties, staff members met with applicants, helping with enrollment forms and renewals, as well. The result? A total of 1,374 families were assisted. It was a record number, representing a 36 percent increase over the previous year alone.

## Providing 'Star Treatment'

Enhanced collaboration among all aspects of the orthopaedics care line involved a multidisciplinary team consisting of nurses, physician assistants, surgeons, physical and occupational therapists and social workers. Together, members of this Orthopaedic Care Team streamline each aspect of care and ensure that each patient has an individualized care plan designed to achieve optimal health as soon as possible. The team also created take-home binder/DVD sets for those undergoing hip and knee replacements, with simple, step-by-step explanations of what to expect. Whether they were inpatients, outpatients or rehabilitation participants, each person under the care of Team Thompson received what we like to call "star treatment."

## Urgent Care Center Expands 1

When it comes to our health, life's little "curve balls" never seem to happen at convenient times. Not surprisingly, studies find that many patients seen in emergency rooms are not experiencing true emergencies, which increases wait times and drives up costs for patients and providers alike. When illnesses and injuries were not life-threatening but required immediate attention, our community increasingly turned to the Thompson Health Medical Center. Following an extensive renovation celebrated with an open house that included a "teddy bear clinic," the Farmington site's Urgent Care Center expanded its hours and services to meet the demand. The center subsequently saw a more than 300-percent increase in patients treated during the latter part of the year, providing convenient, cost-effective care.





With a continuum of care to enhance quality of life for members of our community, Thompson Health empowers individuals with the tools to not only achieve optimal health but to simply enjoy the things they love most.

# Sharing The power of healthy living



## The Ride of a Lifetime <sup>1</sup>

The senior living communities run by Thompson are about just that – living life to the fullest, with a sense of fun and adventure. That is why it came as no surprise when the staff invited Liberty Balloon Company to launch from the expansive lawn and quickly found plenty of eager passengers. In fact, for only the second time in the company's history, Liberty had a taker for one of its special offers: a free ride to anyone 100 years old and up. Cheered on by her family, staff and residents, Eleanor Hickman, a centenarian and resident of Clark Meadows, climbed in and soon found herself soaring over nearby Canandaigua Lake. "I loved every minute of it," she said, "and I'd love to do it again!"



## Leaner and Greener <sup>3</sup>

Some say it's not easy being green, but that doesn't stop Thompson Associates from exploring and implementing a variety of initiatives to shrink the health system's carbon footprint. On the heels of establishing a RideShare program, the system promoted participation in the Rochester-based "Imagine It" program, which recycles items such as toner and inkjet cartridges while providing financial reimbursement. At the same time, Associates used energy-efficient light bulbs throughout the health system and continued recycling everything from batteries to scrap metal to oil.

## On-the-Job Wellness <sup>3</sup>

From organizing brisk, noontime walks in the winter months to hosting farmer's markets in late summer and a "Healthy Me" fair in the fall, Thompson made sure its Associates could take advantage of plenty of opportunities to improve their health in 2009. Working out to Latin beats during on-campus Zumba classes was just one more way to get and stay fit, as well as one more reason Thompson was selected as the recipient of the Rochester Business Journal's Wealth of Health Award. The award recognizes companies that promote employee wellness, a commitment proven to keep healthcare costs down.

## Building on a Lifelong Pastime <sup>2</sup>

Experts on aging agree – having outlets to express creativity and having the opportunity to maintain a favorite pastime or even learn a new hobby can be therapeutic as well as enjoyable. In keeping with that research, residents of Ferris Hills at West Lake breathed new life into a woodworking shop for those in the independent living apartments to enjoy. In turn, the fruits of the residents' labor included a number of projects to enhance the community. For example, two men created a number of new, raised flower boxes for those with green thumbs to enjoy once spring arrived.

## Workers Breathe Easier

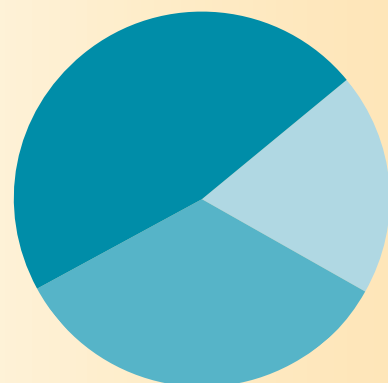
Pactiv Corp. turned to Thompson Health to assist in the effort to support Pactiv employees interested in quitting smoking. Thompson's Family Health and Wellness Manager led a 7-week class at the packaging manufacturer's North Street location in the fall. All of those who signed up for the class stuck with it until the end. Nearly two months later, 64 percent of participants were still not smoking, while another 18 percent had cut down. The partnership with Pactiv was just one of several ways in which Thompson – which has a smoke-free policy at each of its facilities – helped smokers achieve healthier lifestyles. In fact, the health system started offering something new: affordable, one-on-one smoking cessation counseling sessions for anyone in the community who was interested.



## A Taste of Good Health <sup>4</sup>

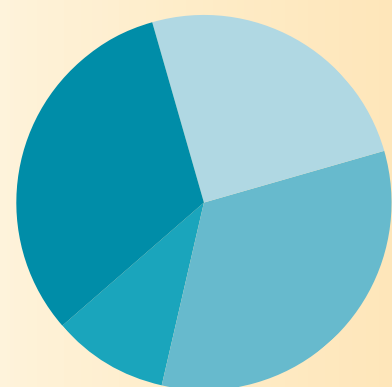
With Thompson's "Get Up! Fuel Up!" program going strong in four school districts, the message of healthy eating, active lifestyles and positive body image branched out with visits to Care-A-Lot Child Care in Farmington. Dubbed "Lil' Chefs," the 6-year-olds in the program took part in a fruit/vegetable taste exploration, learned about the USDA's food pyramid and heard the benefits of whole grains. They even participated in their own Olympics. Meanwhile, Thompson co-hosted two conferences featuring Antonia Demas, Ph.D. Demas created the renowned "Food is Elementary" curriculum, upon which "Get Up! Fuel Up!" is partially based. At the New York Wine & Culinary Center, Demas, Thompson representatives and school food service directors discussed creative ways to interest children in healthy choices.

## 2009 Financial Statement



Net System Revenues\*  
(in thousands)

■ Medicare/Medicaid	47%	\$ 50,041
■ Insurance/Managed Care	34%	36,233
■ Miscellaneous	19%	19,888
<b>Total Operating</b>		<b>106,162</b>
<b>Non-Operating Net</b>		<b>2,618</b>
<b>Total</b>		<b>\$ 108,780</b>



System Operating Expenses\*  
(in thousands)

■ Routine and Nursing Care	32%	\$ 33,024
■ Other Professionals	25%	26,727
■ General and Administrative	34%	35,169
■ Depreciation and Interest	9%	9,405
<b>Total</b>		<b>\$ 104,325</b>

\*unaudited data

## 2009 Core Measures

### Centers for Medicare/Medicaid Services (CMS) Core Measures for Surgical Care Infection Preventions Measures

	Thompson Health*	Top 10% of Participating Hospitals†
Antibiotic administered 1 hour prior to incision to prevent infection	99%	99%
Correct antibiotic given	99%	100%
Discontinued antibiotic 24 hours after surgery	94%	99%

### Centers for Medicare/Medicaid Services (CMS) Core Measures for Community-Acquired Pneumonia

	Thompson Health*	Top 10% of Participating Hospitals†
Blood culture obtained	96%	100%
Smoking cessation counseling provided	100%	100%
Antibiotic given within 4 hours of arrival	98%	94%
Appropriate administration of pneumococcal vaccine	91%	100%

National Average rate was obtained from Hospital Quality Alliance report utilizing Top 10% of all Hospitals submitting data

### American Heart Association Guidelines on Stroke Care for Designated Stroke Centers in NYS

	Thompson Health*	NYS Stroke Designated Hospitals
Antithrombotic (blood thinning) medication given at discharge	96%	99%
Antithrombotic (blood thinning) medication given within 48 hours of admission	99%	96%
Anticoagulant medication given within 48 hours of admission	100%	91%

\*For Period Jan 2009-Dec 31, 2009  
†From CMS report July 08-June 09

## 2009 By the Numbers

**5,045** procedures performed in the Ambulatory Procedure Center.

**72** community members received two free screenings for Peripheral Arterial Disease (PAD), offered by the Diagnostic Imaging Department.

**180,036,771** steps recorded during eight-week "Eat Well. Live Well." challenge in support of Associate wellness. Participating Associates also recorded consuming 66,969 cups of fruits and vegetables during the challenge.

**1,698** people attended support groups hosted by Thompson Health in 2009, up from 984 in 2008. The health system supported a total of 15 groups, including two new additions: a traumatic brain injury support group and a chapter of TOPS (Taking Pounds Off Sensibly).

**82** interns supported in 2009 by Thompson Health, which also hosted a total of 129 clinical rotations over the course of the year.

**15.7%** reduction in energy use in the hospital, compared to 2005, due to completion of a project involving a revamped heating and cooling system. The adjacent M.M. Ewing Continuing Care Center also had a more energy-efficient system installed in 2009.

**227** free clinical breast exams provided by Thompson's breast health nurse in 2009 to the uninsured and underinsured, thanks in part to a grant from the Susan B. Komen Foundation. Of those 227 exams, 16 resulted in a significant finding.

**619** Associates who ended the year having completed four or more classes from the Customer Service Innovation (CSI) training program. This represented 103 percent of the 2009 goal.

**10** additional slots approved by the state for the Brighter Day adult day medical program, located on Fort Hill Avenue in Canandaigua.

**\$18,000+** is the record amount raised by participants of RoseWalk, an annual event that supports the Cardiac Rehabilitation Scholarship Fund at Thompson.

**27,050** Patients seen in the Emergency Department in 2009 (a 3.7 percent increase over 2008). Eight of the 12 months experienced record volumes.

**20** 16- to 21-year-old students Thompson hosted from the "Start Here for a High Tech Career" program. The program, focused on fostering interest in healthcare careers, included tours of Diagnostic Imaging, Physical Therapy, the Lab and the Department of Nursing, as well as a presentation from Human Resources.

**68,734** exams performed in Diagnostic Imaging, representing an overall increase of 5.8 percent in volume.

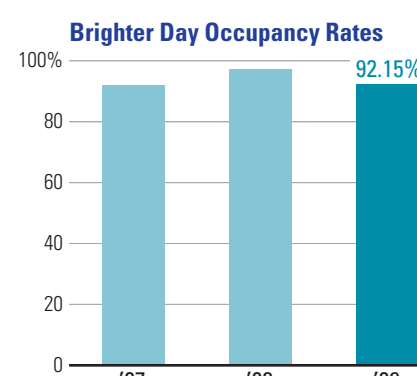
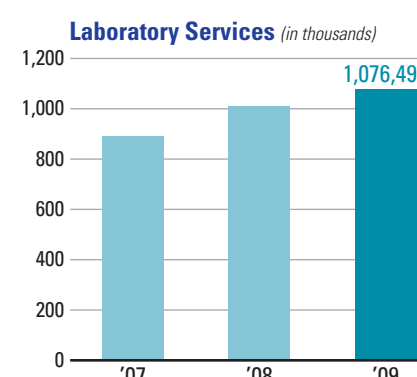
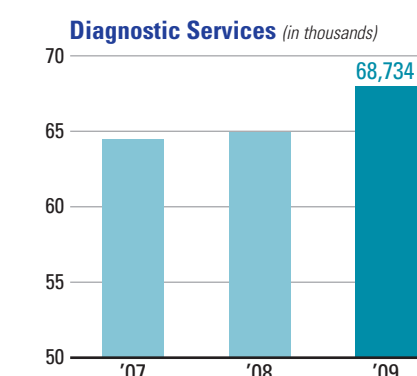
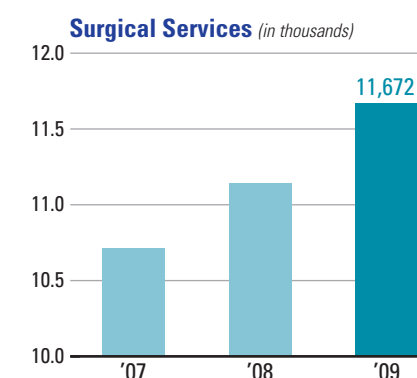
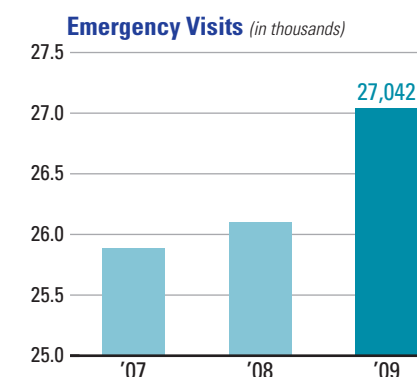
**608** deliveries in The Birthing Center.

**15** students from the Wegmans School of Pharmacy at St. John Fisher College who did either introductory clinical or advanced institutional clinical rotations with Thompson.

**1,076,493** tests performed in the Department of Pathology/Laboratory Medicine. Eighty-one percent of these were outpatient.

**393** hires processed by the Associate Services Department.

## 2009 Statistics





# Thompson Health Boards of Directors

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M.M. Ewing Continuing Care Center  
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Deborah Weymouth



Participants in the 9th Annual Justin Rothe Memorial Bike Ride

# 2009 Leaders

The Executive Team

Linda Farchione, FACHE  
*President/CEO*  
Thompson Health

Deborah Weymouth, FACHE  
*Executive Vice President & CFO,*  
Thompson Health  
*COO, F.F. Thompson Hospital*

Christopher Mahan  
*Senior Vice President,*  
*Development & Support Services*  
Thompson Health

Carlos R. Ortiz, M.D.  
*Senior Vice President, Medical Services*  
Thompson Health

Sharon Pepper, RN, LNHA  
*Senior Vice President, Senior Living Services*  
Thompson Health

Bonnie Ross  
*Senior Vice President, Strategic Initiatives*  
Thompson Health

Jennifer DeVault, MS  
*Vice President, Associates Services*  
Thompson Health

Regina Morano, Esq.  
*Vice President of Legal & Regulatory Affairs*  
*and General Counsel*  
Thompson Health

Mark Prunoske, MS  
*Vice President of Finance*  
Thompson Health

Hazel Robertshaw, RN, BSN, PhD  
*Vice President of Patient Care Services/CNO*  
F.F. Thompson Hospital

Kathy Vaughn, RN, MSN  
*Vice President of Nursing*  
*Senior Living Services*

System Leaders

Elizabeth Alexander  
*Nurse Manager, Rosewood*  
M.M. Ewing Continuing Care Center

Nancy Alexander  
*Director, Rehabilitation Services*  
Thompson Health

Wendy Blakemore  
*Director, Laboratory Services*  
Thompson Health

Robert Carlson  
*Director, Practice Management and*  
*Occupational Health*  
F.F. Thompson Hospital

Ann Costello  
*Nurse Manager, Dementia Care*  
*Services, Gardens*  
M.M. Ewing Continuing Care Center

Penny Dodge  
*Director, Patient Financial Services*  
Thompson Health

Diana Ellison  
*Nurse Manager, 3W, Telemetry, Med/Surg*  
*Nursing Administration*

Deborah Erb  
*Nurse Manager, 3E Infusion Clinic*  
*Nursing Administration*

Ruthann Fitzgerald  
*Nurse Manager, Pines*  
M.M. Ewing Continuing Care Center

Donna Fulmer  
*Nurse Manager, ICU, SCC, PACU, PATC*  
*Nursing Administration*

Anthony Geraci, M.D.  
*Director, Emergency Medicine*  
F.F. Thompson Hospital

Rick Gerger  
*Director, Facilities Services*  
Thompson Health

Kathy Grimes  
*Executive Director, Operations*  
*Senior Living Services*  
*Director, Service Excellence*  
Thompson Health

Mary Ann Grumley  
*Nurse Manager, Long Term Services*  
M.M. Ewing Continuing Care Center

Sharon Haefele  
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M.M. Ewing Continuing Care Center

Mark Halladay  
*Director, Information Services*  
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Virginia Hebda  
*Nurse Manager, Emergency Services*  
F.F. Thompson Hospital

Elaine Jackson  
*Director, Corporate Communications*  
Thompson Health

Randy Jacque  
*Director, Health Services*  
Thompson Health

Deborah Jones  
*Nurse Manager, Birthing Center & 2nd Floor*  
F.F. Thompson Hospital

Gloria Karr  
*Director, Infection Control/Disaster*  
*Preparedness/Central Sterile Processing*  
Thompson Health

Judith Kelly  
*Director, Health Information Management*  
*and Utilization*  
Thompson Health

Janet Kerr  
*Director, Accelerated Performance Improvement*  
Thompson Health

Gary Kochersberger, M.D.  
*Medical Director, Senior Living Services*  
M.M. Ewing Continuing Care Center

Robert Locke  
*Director, Pharmacy/Cardiopulmonary Services*  
F.F. Thompson Hospital

Wendy Mulholland  
*Director, Imaging Services*  
F.F. Thompson Hospital

Linda Neva  
*Director, Clinical Quality*  
F.F. Thompson Hospital

Gary Olmstead  
*Director, Materials Management*  
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Terry Ovenshire  
*Director, Nutrition Services/*  
*Environmental Services*  
Thompson Health

James Pelton  
*Director, Volunteers*  
Thompson Health

Michelle Pfeiffer  
*Director, Finance*  
Thompson Health

Anita Pietropaolo  
*Associate Director, Foundation*  
Thompson Health

Lisa Poworoznek  
*Director, Reimbursement*  
Thompson Health

Gary Ross  
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F.F.T. Senior Communities

Mary Savastano  
*Director, Case Management/Social Work*  
Thompson Health

Catherine Shannon  
*Director, Practice Management/*  
*Occupational Health*  
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Irene VanDelinder  
*Director, Admissions*  
M.M. Ewing Continuing Care Center

Susan Wilber  
*Program Manager, Enriched Living &*  
*Medical Adult Day Program*  
*Senior Living Services*

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*President of Medical Staff*  
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David Baum, M.D.  
*Vice President of Medical Staff*  
F.F. Thompson Hospital

Carlos R. Ortiz, M.D.  
*Administrative Vice President of Medical Staff*  
F.F. Thompson Hospital

Srinivas Kaza, M.D.  
*Secretary/Treasurer of Medical Staff*  
F.F. Thompson Hospital

Hyun-Ju Nelson, M.D.  
*Chief of Anesthesiology*  
F.F. Thompson Hospital

Eric Beyer, M.D.  
*Chief of Pediatrics*  
F.F. Thompson Hospital

Jeffrey Long, M.D.  
*Chief of Medicine*  
F.F. Thompson Hospital

Brendan Brady, M.D.  
*Chief of Surgery*  
F.F. Thompson Hospital

Anthony Geraci, M.D.  
*Chief of Emergency Medicine*  
F.F. Thompson Hospital

Kirk Heriot, M.D.  
*Chief of Pathology*  
F.F. Thompson Hospital

David E. Lee, M.D.  
*Chief of Diagnostic Imaging*  
F.F. Thompson Hospital

Robert Scott, M.D.  
*Chief of Obstetrics/Gynecology*  
F.F. Thompson Hospital

Clinical Medical Directors

Eric Beyer, M.D.  
*Chief of Pediatrics*  
F.F. Thompson Hospital

Brendan Brady, M.D.  
*Chief of Surgery*  
F.F. Thompson Hospital

David Carlson, M.D.  
*Medical Director of Occupational*  
*Medicine/Immediate Care Center*  
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Michael Foote, M.D.  
*Medical Director of*  
*F.F. Thompson Family Practices*  
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Anthony Geraci, M.D.  
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F.F. Thompson Hospital

Ronald Hainen, M.D.  
*Medical Director of Nuclear Medicine*  
F.F. Thompson Hospital

Bryan Henry, M.D.  
*Medical Director of Cardiographics &*  
*Cardiac Rehab*  
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Kirk Heriot, M.D.  
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F.F. Thompson Hospital

Robert Knapp, M.D.  
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M.M. Ewing Continuing Care Center

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*Chief of Diagnostic Imaging*  
F.F. Thompson Hospital

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*Chief of Medicine*  
F.F. Thompson Hospital

Hyun-Ju Nelson, M.D.  
*Medical Director of Anesthesiology*  
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Robert Meyer, M.D.  
*Medical Director of Rehabilitative Services*  
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Joseph Modrak, M.D.  
*Medical Director of Sleep Disorders Center*  
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Nancy Marino, M.D.  
*Medical Director of Surgical Services*  
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Carlos R. Ortiz, M.D.  
*Acting Medical Director of ICU*  
*Acting Medical Director of*  
*Respiratory Medicine*  
F.F. Thompson Hospital

Robert Scott, M.D.  
*Chief of Obstetrics/Gynecology*  
F.F. Thompson Hospital

Raymond Thomas, M.D.  
*Medical Director of APC*  
F.F. Thompson Hospital

## Corporate Missions

### Thompson Health

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

#### F.F. Thompson Hospital, Inc.

F.F. Thompson Hospital, Inc. is a community hospital which exists to serve the health care needs of the people in partnership with regional health care providers. F.F. Thompson Hospital serves as the center of a health care network to provide a full range of health care 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. (a combination of FLCCN & Properties)

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.

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

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.

## We're here to serve our Community

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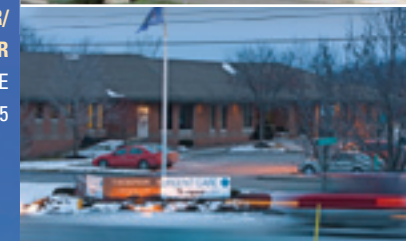
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CANANDAIGUA, NY 14424



**SANDS CANCER CENTER**  
360 PARRISH STREET  
CANANDAIGUA, NY 14424



**THOMPSON HEALTH MEDICAL CENTER/ URGENT CARE CENTER**  
1160 CORPORATE DRIVE  
FARMINGTON, NY 14425



**THE BRIGHTER DAY**  
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CANANDAIGUA, NY 14424



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HONEOYE, NY 14471



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Thompson Health is a New York State Designated Stroke Center.



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