



In Our Hands

Thompsonhealth

2007 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 every 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.



The Future of Health Care is in Our Hands

I'm often asked about the state of health care today and what the future may hold. No question, our industry can seem very challenging, very complex. There are rapid technology advances, more regulatory reforms, continuing financial pressures. But the heart of what we do at Thompson Health is very simple: We are in the business of making lives better.

Everything we do at Thompson Health is built on this core belief. We save lives in our Emergency Department. We welcome new lives in our Birthing Center. We promote healthy living with our health and wellness programs. We protect life at all stages, from

infant to adult, at our Family Practices. And we are even more than a trusted health care provider to the seniors who live in our independent, enriched and continuing care residences: We are their home.

We take pride in bringing our community advanced medical technology and innovative treatment protocols. Equally important is the personalized, compassionate care we deliver. We understand the power of human connection in the healing process. Sharing a smile and a kind word, taking the time to listen to a patient or family member, answering questions carefully and thoughtfully – these are simple but powerful actions that each of us take.

As you'll see in this annual report, the past year has been a very positive one for Thompson Health. We continue to strengthen our financial performance. The community has embraced the many new medical services and programs we have introduced. We have expanded the audience for our health and wellness programs.

Delivering excellent care in today's health care climate takes the dedication and vision of many talented people: our Medical Staff, Board members, Associates, volunteers and generous donors – as well as the Finger Lakes community, which chooses us as their health care provider.

No matter how complex the delivery of modern health care may be, we at Thompson Health never lose sight of our true purpose. Making lives better is not a job – it is our privilege. We are fortunate to experience the simple, profound reward of caring for others. The future of health care is in all of our hands; together, we are making great things happen.

Linda M. Janczak, FACHE

President/CEO

Thompson Health



Above from left: George W. Hamlin, IV, Chair, Thompson Health Board of Directors; Linda M. Janczak, President/CEO of Thompson Health; and John Centonze, M.D., President, Thompson Health Medical Staff.

Pictured on the cover: Deborah Snyder, Operating Room Manager and R.N., is shown with Madeline Johnston of Bloomfield.

Improving Care Through New Technology

Thompson Health's visitors are accustomed to a friendly, comfortable atmosphere and expect to find the latest in technological advancements. New procedures in our all-digital Diagnostic Imaging Department and the addition of state-of-the-art equipment for our cardiology patients are examples of recent enhancements to our progressive health care environment.



••• **Cardiology advancements:** Digital technology now used in Thompson Hospital's Cardiology Department provides the most accurate imaging possible in both Electrocardiograms and Echocardiograms. This new technology – shown in the inset photo with Special Procedure Technician Sandy Phelps – cuts turnaround time for tests and produces results that are easily shared among consulting physicians. These results are stored electronically and can be recorded on a disk so patients can carry their heart test information with them when they are traveling. Another improvement for patients: New, portable ECHO equipment allows studies to be easily performed at the bedside when needed. These are the kind of advancements that everyone can get behind, including Bryan Henry, M.D., as well as cardiac rehabilitation patients Nancy Hadsell and Roy "Bud" Farnsworth.



••• **Providing non-surgical options:** In the past, both uterine fibroid embolization and varicose vein ablation involved one or more surgeries. At Thompson Health, interventional radiology now makes it possible for both to be performed with less risk and less recovery time. In 2007, these two new procedures joined a host of other non- and minimally invasive treatments provided by our Polisseni Family Diagnostic Imaging Department, including virtual colonoscopies and angioplasty. Through these new offerings and screenings during the nationwide Legs for Life campaign, more members of the community got to know the DI team, including David E. Lee, M.D., Anne Kugler, R.N. and Kathleen Woodhams, N.P.

New web site a hit: Among the first to take advantage of Internet technology to share health news, Thompson Health launched a revamped Web site in

2007. With a fresh, new look and many enhancements such as online bill payment and employment applications, the site keeps our community informed. It features an extensive library of the latest health news and detailed information about procedures available.

Saving time and money: Each of Thompson Health's five family practice sites has acquired voice recognition technology that converts the voice to text, allowing providers to dictate an office visit and instantly produce a Microsoft Word document that can then be filed into the medical record. The other family practice physicians can confirm the accuracy immediately and may also create templates for different types of office visits, to avoid having to repeat themselves. The software now in use will integrate with Electronic Medical Records in the future.



HDTV in the OR: High-definition monitors aren't just a boon for sports fans and movie buffs. They represent a major stride when it comes to surgery, as well, and Thompson Health is taking full advantage. The technology was already in use at Thompson in 2007 but was upgraded towards the end of the year with an additional six, 21-inch high-definition screens and related equipment. These state-of-the-art monitors are now used in all operating rooms, providing the sharpest images possible during minimally invasive procedures and allowing physicians like John Centonze, M.D., to perform even more precise work on their patients.

Equipment upgrade: Thompson Hospital's Mammography Department had its busiest year ever in 2007, with almost 11,000 mammograms and bone scans. Just as the year came to a close, the staff was getting ready to install a bone density scanner that uses cutting-edge X-ray technology. While the previous model required patients to stay still for about three minutes, this new scanner takes 15 seconds. The images are sharper, and new software allows doctors to make quick comparisons with scans from the older machine or from other facilities.

Showing We Care, in Big Ways and Small

Every day, Thompson Health is exceeding expectations. "Above and beyond" is a way of life for Associates as they hold true to the core health system values known by a fitting acronym: CARES stands for Commitment, Action, Respect, Excellence and Service. This is what sets us apart — we never lose sight of what a privilege it is to care for others.



Art appreciation:

When residents of Ferris Hills at West Lake come up with an inspired idea, the staff listens. And takes action. That's exactly what happened when residents suggested a showcase for the impressive array of artwork created by residents like Thelma Prutzman and Elly Pugh. The thought was that it would be great to display the work of both lifelong artists and others who have tapped into their creativity while participating in on-site art classes from instructors such as Edie McSorley, shown on the left in the inset photo. The staff wholeheartedly agreed with the idea. They cleared an unused room of the furniture, painted the walls and installed special lighting to provide a gallery.



..... CNA's achieve high marks:

Excellence can be measured in many ways, but the most important measure is the one our customers make. In 2007, Press Ganey national customer surveys ranked Certified Nursing Assistants in the M.M. Ewing Continuing Care Center in the 90th percentile for both "Friendliness" and "Technical Skills." It came as no surprise. The Continuing Care Center is committed to having its CNAs matched with specific residents in order to strengthen the bonds, and an emphasis on continuous learning keeps the CNAs up to speed on the latest techniques. Among the CNAs who helped Thompson achieve its high marks were, from left to right, Deb Burnett (with resident Edythe Walters), Desiree Lee (with Pearl Bliss) and Laci VanLare (with Gerry Halliley).

Healthy start:

The health of the littlest patients is a very big deal in Thompson Hospital's Birthing Center, where Associates ensure that the new arrivals get off to a great start. In 2007, the Birthing Center received an Immunization Program Certificate of Excellence from the state Department of Health. Associates were recognized not only for giving a Hepatitis B vaccine to newborns, but for demonstrating perfect accuracy in documenting this information in patient records.

Coffee, tea and courtesy:

There's nothing better than the aroma of fresh coffee ... that is, unless you have been fasting all night for a test and are sitting in the waiting area. While visitors and Associates alike enjoy having the wide variety of coffees, teas and other beverages available to them

on the first floor of the hospital, some visitors had requested that the cart be moved from its spot near the waiting area, and Thompson happily obliged. Now, the coffee and assorted goodies are available in a bigger space, in the former gift shop just off the lobby. This gives visitors an added place to spend a quiet moment.

Chaplain's volunteers:

Every day, spiritual comfort is offered throughout the health system. Specially trained volunteers are available to listen to patients and families, hold their hands during difficult moments or pray with them. They are an immense source of compassion, solace and hope in the times when it is needed most. They are also unique in a community health system. Founded in 1996, Thompson's full-time chaplain's volunteer program has been singled out as a rarity in the nation.

A magical, memorable day: ...

A terminally ill patient at Thompson Hospital wanted to see his son's wedding, so the family moved up the date and brought the ceremony to him, with help from many Thompson Associates. With less than a day's notice, the Associates showed the dedication and compassion for which they are known. They handled every last detail, decorating the chapel, transforming a family waiting room into a reception hall and taking photographs to preserve a bittersweet but unforgettable day for this grateful local family. Among those

who took part in the special occasion were, clockwise from upper left: Ragan Stevens, R.N., Barb Rouse, Donna Turner, Margaret Fowler, Deb Erb, R.N. and Laurie Newman.

Thompson goes smoke free:

Smoking is a leading cause of preventable death and illness. In 2007, Thompson Health took a stand by becoming a smoke-free health system, setting an example of wellness and prevention for patients, Associates and the community at large. Patients and visitors are offered nicotine lozenges, while Associates are eligible for partial reimbursement for nicotine replacement therapy. Meanwhile, the entire community has been invited to take advantage of free smoking cessation classes and support groups.



Empowering Individuals with Information

Traditionally, a hospital's role was – almost exclusively – to care for the sick. In the 21st Century, we realize that when it comes to health care, no one can be a greater force for change than the individual. Whether it's through a newspaper column, a community conference or a program within our schools, Thompson Health is committed to partnering with individuals and organizations to promote the fullest, healthiest lives possible.



Diabetes Center opens:

Management of the fastest growing disease in America is crucial, and Thompson Health is dedicated to helping members of our community in that endeavor with a new Diabetes and Nutrition Therapy Center. Our team of registered dietitians, registered nurses and a diabetes educator is able to provide assessments, educational intervention, evaluation and follow-up appointments. They incorporate a self-management education program that follows an American Diabetes Association curriculum proven to reduce risks of complications.

Child-friendly nutrition education:

With childhood obesity ranked as a top priority in the 2005-2010 Ontario County Health Assessment, Thompson Health created a school nutrition curriculum and partnered with the Canandaigua City School District to pilot it this school year. Called "Get Up! Fuel Up!", the prevention-based program is the brainchild and passion of Alyvia Burkey, a health educator in our Wellness Services Department. Along with Registered Dietitian Kacie Deats, shown second from left in the photo inset, Burkey uses imaginative teaching methods that emphasize interaction and hands-on practice to teach kids how to be self-reliant, smart consumers who can eat healthy for life. By the end of the 2007-08 school year, the program will have

reached some 900 fourth- through sixth-graders, and assessments show that it's working. The goal is to "train the trainers" by creating a tool kit for teachers to use in surrounding communities' school districts in the years to come.

Staying accountable:

This past year, Thompson Health joined health care organizations across the nation in reporting its health performance to the federal government – part of an effort to ensure accountability. Created by the Centers for Medicare & Medicaid Services and the Agency for Healthcare Research and Quality, the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) provides a standardized survey that allows valid comparisons to be made across all hospitals.

Professionals share expertise:

In 2007, one of Thompson's registered dietitians, Tami Best, was selected to share advice on health and nutrition through a regular column in the Rochester Democrat and Chronicle. Thompson doctors and other clinicians covered topics ranging from osteoporosis treatment to back-to-school sleep habits in other, health-related publications. These articles provided helpful consumer information in a quick-to-read, easy-to-understand format, which increased awareness of Thompson in the community and generated several calls for service.



Stroke education:

As a New York State Designated Stroke Center, part of Thompson Hospital's mission is to educate the community on all aspects of the third leading cause of death. Last spring, Thompson invited football star Tedy Bruschi to share his inspiring story about stroke recovery. More than 300 people, including stroke survivor and Thompson Associate Christine MacDuff, attended the event at Canandaigua Academy. The ensuing media coverage created greater awareness not only of strokes but also of the high-quality care that Thompson delivers.

Caring for the Caregiver:

In a collaborative effort with other community organizations, Thompson Health committed once again to assisting in offering the ninth annual Caring for the Caregiver conference this past October. Educators from our M.M. Ewing Continuing Care Center provided insight on a variety of key topics pertaining to "The Multiple Aspects of Care," with one of the biggest turnouts to date. Also during the year, we hosted three Alzheimer's Association seminars aimed at easing the burden on families.



Benefiting the Community with Innovative Programs

When it comes to fulfilling our mission of promoting and supporting the health and well-being of the community, Thompson Health believes there are endless possibilities. In an environment where creativity and originality are encouraged, Associates in 2007 found several new ways in which to enrich the lives of others.

◀• Protecting through preparedness:

In a community emergency, hospitals become – more than ever – the places that people turn to for care. Thompson more than lives up to its responsibility by coordinating multi-agency planning and drills each year, and by serving as a leader in everything from preventing the spread of flu to letting families know what to have on hand for emergencies.

In 2007, one of the highlights for Dianne Moroz, R.N., and team was a large-scale decontamination drill involving actors from the Hill Cumorah Pageant in Manchester and organized by C. Michael Bjorling as he worked on his Eagle Scout badge.



◀• Growing a garden: ...

Who says rehab can't be fun? Not Thompson Health. Through a generous gift from the Thompson Guild, the M.M. Ewing Continuing Care Center expanded its Healing Garden to include a wheelchair accessible garden and a putting green. The new features give residents opportunities to work on coordination, balance and muscle strength. At the same time, Associates customize the garden's use to the needs of individual residents. For example, Occupational Therapist Jill Case uses the garden in a program that helps lifelong mechanic Harry Seeley maintain his skills.

◀• Setting SAILS:

The wave of the future is for more seniors to remain at home as long as possible, and Thompson has developed a program to help

seniors with the tasks that get more challenging with age: safety-proofing homes, managing bill-paying and household maintenance, and maintaining health with preventive services. Called SAILS (Seniors Accessing In-home Living Services), the program piloted in 2007 in Victor's Gypsum Mills community.

◀• Sharing HOPE:

To address the needs of the younger clientele in the M.M. Ewing Continuing Care Center, the staff initiated a new club called HOPE (Healthy Opportunity for Play and Energy) in 2007. Named and designed through brainstorming by the residents themselves, the club has an age limit of 64. Activities to date have included a bowling outing, lunch at the New York Wine & Culinary Center and a session in the computer training room on using email and the Internet.



◀• Better Breathers:

A new group sponsored by Thompson's Respiratory Care Department began meeting to provide support and information to individuals with lung disease and breathing difficulties. Facilitator Marie Rusaw says it is not unusual to find as many as 20 people – some of whom travel long distances – at the meetings. At one memorable meeting, a woman twirled in the arms of the presenter, delighted that a portable oxygen machine could allow her the freedom to dance again.



◀• Healing together:

A Thompson wellness program for people with long-term illnesses and other sources of chronic stress saw its attendance more than double this past year. Called Healing Pathways and featuring facilitators Jennifer Klein, P.T., (pictured) and the Rev. Richard McCaughey, the program focuses on reshaping thoughts, emotions and stress responses by emphasizing tools including relaxation techniques, improved communication in relationships and a sense of humor. A new tool was recently created for those who receive help from Healing Pathways – a meditation CD featuring Jennifer's soothing voice.

◀• Smart resource-sharing:

It used to be that when a patient needed a transfer to a nursing facility or adult home, a social worker would have to call as many as 20 facilities before finding an available bed. To improve efficiency, Thompson Health Associates created a web site - Bed Exchange Data System or BEDS - that enables area facilities to quickly and efficiently share information on available capacity. It cut the time required to place patients and within a matter of months attracted 31 area senior care facilities as participants. The enhanced ability to communicate available resources also will be useful in a community emergency.

◀• Job function testing:

HealthWorks, our occupational medicine program and the leading provider of workplace health services in the Finger Lakes, expanded a vital service for its customers this past year. Job Function Testing helps ensure that job applicants can safely perform the tasks of a given job before they're hired. This helps to reduce recruitment and training expenses for employers, as well as lowers the risk of injuries, saving area employers thousands of dollars.

Providing an Environment in Which Associates Thrive

There is a reason that the more than 1,300 men and women who work for Thompson Health are called Associates instead of employees. It's because they are seen as partners in creating positive experiences for patients, residents and fellow staff alike. Encouraging professional growth, welcoming ideas and rewarding dedication are central to our corporate culture and are the key to attracting – and maintaining – a staff of highly skilled and extraordinarily committed professionals.



←•• The next generation:

The health industry faces a widespread shortage of clinicians and Thompson is doing its part to recruit and train talented young students. Interns like Alexandria Pender gain valuable experience working closely with health professionals, while other high school and college students also are shown the rewards of health care. They have significant patient contact and learn the importance of respect, communication and compassion.

Learning together:

Attendance more than doubled in 2007 for "Grand Rounds," a monthly educational opportunity for physicians. With topics ranging from hospitalists to interventional radiology, the doctors were able to keep abreast of new developments within the field of medicine while earning Continuing Medical Education credits.

A winning partnership:

Recruiting and retaining a first-rate team of Associates is a priority for Thompson Health. With an eye toward the future, the M.M. Ewing Continuing Care Center is sparking an interest in health care by partnering with BOCES to provide quality training to high school students. BOCES students get to shadow experienced Certified Nursing Assistants and are able to witness exceptional care in action. It's appreciated: In 2007, the BOCES Finger Lakes Technical and Career Center awarded Thompson Health the Employer of the Year award.



•• Helping each other:

A grant from the Excellus Caring for the Community Initiative is allowing Thompson Health to strengthen its partnership with the new Wegmans School of Pharmacy at St. John Fisher College. Our hospital's pharmacy was selected as a full-time clinical practice site, with an on-site Wegmans faculty member facilitating students in their advanced clinical studies and meeting with Thompson staff to enhance clinical processes and customer satisfaction. In addition, Thompson Director of Pharmacy Bob Locke serves on the professional practice advisory board at the college. Pictured in the inset are, from left: Kathleen Morehouse, R.N. and F.N.P. student, Kimberly Wesley, N.P. and Stephanie Brian, M.D., of St. John Fisher.

A rewarding experience:

Introduced in 2006, CARESCount – a new system of highlighting Associates' achievements and dedication to the CARES values – took off in 2007. Associates earned a combined total of 63,192 "AwardperQs" from coworkers who wanted to reward them for the many ways in which they demonstrate excellence. These points can be redeemed, online or over the phone, for rewards of an Associate's choice.



Making a difference: •••

After a knee replacement, motorized devices that gradually move the joint – called Continuous Passive Motion machines – aid in recovery. To make the machines even more effective, a group of Associates formed a "Do It Group" (DIG). They implemented a process in which CPM machines are fitted to the patient prior to an operation, decreasing the time, pain and anxiety associated with a fitting and also improving post-operative results. Staff satisfaction with the process improved, as well. For their efforts, these Associates were named DIG of the Year by the health system. They included, pictured from left to right: R.N.s Audrey Haines, Donna Fulmer, Louise McGuire, Dianne Moroz and Diana Ellison, as well as Sharon Fell, Barbara Lafler, P.T. and Ray Averill. Associate Judy Habberfield, shown in the inset, was just one patient who benefited from their DIG's work.

Supporting growth:

Those drawn to the ever-changing world of health care are often the type of people who like a challenge, and that includes challenging themselves to learn new things and broaden their horizons. In order to encourage that growth, Thompson Health offers tuition assistance to Associates who are enhancing the skills they apply with patients and residents, and Associates preparing to take on greater responsibility within the health system. In 2007, thanks in part to grants and the generosity of the Thompson Guild, \$149,520 went toward allowing 62 Associates to take advantage of this benefit as they pursued associate's, bachelor's and master's degrees.

•• Magnetism:

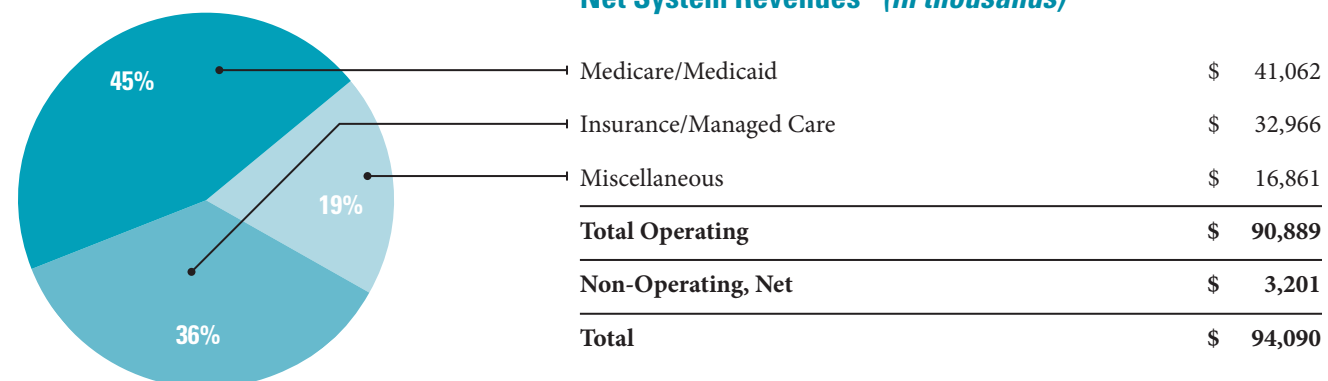
At a time when the demand for nurses is higher than ever, and with the shortage expected to intensify due to the aging of Baby Boomers, Thompson Hospital has a competitive edge. With its Magnet Award designation from the American Nurses Credentialing Center, it is known among health care professionals as an environment that demonstrates excellence in the management, philosophy and practice of nursing. This "gold standard" in nursing care lets prospective Associates know that Thompson is, indeed, the type of employer they are seeking. Just ask members of the Magnet team, including, from left, Registered Nurses Bronwyn Ship, Mary Allhusen, Marian Fischer, Janice Guidry and Polly Higley.



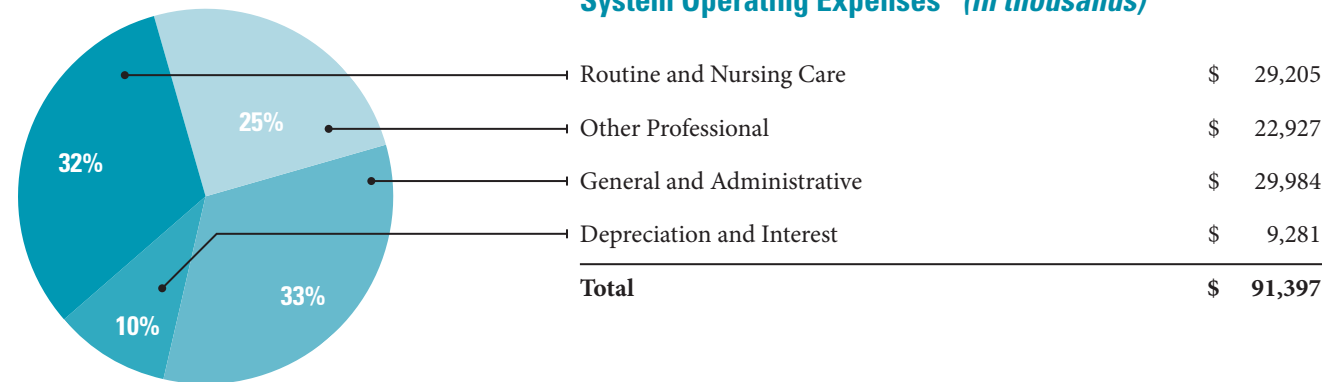
2007 Financial Statement

2007 System Net Revenues and Operating Expenses

Net System Revenues* (in thousands)

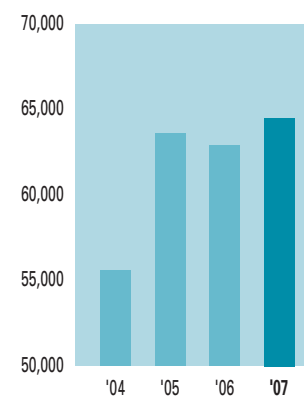


System Operating Expenses* (in thousands)

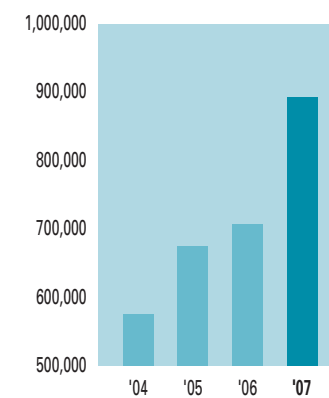


* Unaudited data

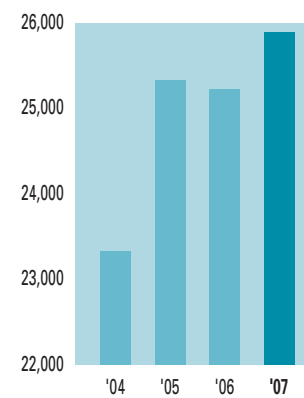
2007 Statistics and Core Measures



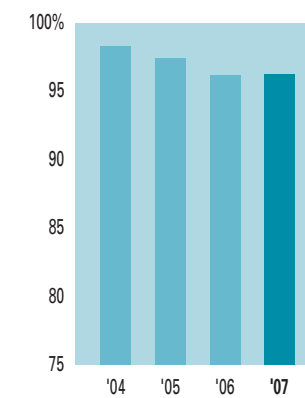
Diagnostic Services



Laboratory Service Units



Emergency Department Visits



Continuing Care Center Occupancy Rate

Centers for Medicare/Medicaid Services (CMS) Core Measures for Myocardial Infarction (Heart Attack)

	Thompson Health*	National Average†
Aspirin administered within 24 hrs of arrival	97%	93%
Aspirin prescribed at discharge	100%	90%
Beta Blocker given within 24 hrs of arrival	92%	88%
Beta Blocker prescribed at discharge	100%	90%
Ace Inhibitor/ARB prescribed at discharge	100%	84%
Smoking cessation counseling provided	100%	90%

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	100%	99%
Antithrombotic (blood thinning) medication given within 48 hrs of admission	96%	96%
Anticoagulant medication given within 48 hrs of admission	91%	91%

* For period January 2007 – December 31, 2007
† From CMS report April 2006 – March 2007

2007 By the Numbers

10,000+

Visits by chaplain's volunteers to patients, residents and families

5

Blue ribbons won by residents of the M.M. Ewing Continuing Care Center at the Wayne County Fair Senior Olympics

5,793

Individuals enrolled in Medicaid, Child Health Plus or Family Health Plus since the inception of the Facilitated Enrollment program in 2003

\$4.97

Cost per test in the Clinical Laboratory Department, which had budgeted for \$5.63 per test but beat its budgeted costs by renegotiating contracts, managing inventory and managing human resources

179

Pints of blood donated by Associates – a number that could save up to 537 lives, according to the American Red Cross

5,800+

Surgical specimens processed by the Department of Pathology

\$4,095,289

Uncompensated service to the community through the community benefits plan, including support groups and educational classes

1,000+

Members of the community who received complementary medical services from the BodyMind Center

2,581

Clinical interventions between pharmacists and clinical providers concerning medication management. This number, which includes interactions between pharmacists and patients, is up from 1,522 in 2006, due to enhancement by Pharmacy Services of its clinical programs

\$25,000+

Money raised at Alzheimer's Association Memory Walk hosted by the M.M. Ewing Continuing Care Center in September

255

Physicians with privileges at Thompson, including attending, courtesy and consulting status. Of these, more than 90 percent are Board Certified

1,259

Households received informational Welcome Wagon packets from Thompson Health

648

Deliveries in the Birthing Center

8,872

Number of exercise sessions undertaken by participants in Cardiac Rehabilitation

43,000

Electrocardiograms uploaded by the Cardiology Department into new EKG management system

895,320

Total outpatient units of service, such as infusions, x-rays and physical therapy sessions, sleep studies, etc.

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2008 System Leaders

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Chief of Pediatrics, F.F. Thompson Hospital

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Chief of Medicine

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Kirk Heriot, M.D.
Chief/Medical Director of Pathology

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Medical Director of Thompson Health Family Practices

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Medical Director of Emergency Medicine

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Medical Director of Cardiology & Cardiac Rehab

Kirk Heriot, M.D.
Medical Director of Pathology

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Joseph Modrak, M.D.
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Medical Director of Rehabilitative Services

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Medical Director, F.F. Thompson Hospital

Raymond Thomas, M.D.
Medical Director of Ambulatory Procedures Center

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.

Ontario County Advanced Life Support, Inc. (OCALS)

Ontario County Advanced Life Support, Inc. (OCALS) renders basic and advanced life support and pre-hospital services in conjunction with other emergency medical service (EMS) agencies. The organization is dedicated to the provision and support of the regional EMS system to relieve suffering of the sick and injured and to promote safety.

Thompson Health Vision

Your First Choice – Providing the Best in Health and Healing

First Choice

Leading in exceptional quality and unprecedented service
Envisioning the future through innovation
People think of Thompson Health first
Positive, comfortable, and trusted environment

Providing

Mobilizing and aligning care and service
Securing and protecting a safe health care environment
The foundation for lifelong health care

Best

Demonstrating extraordinary performance
Exceeding expectations
Advancing excellence and technology

Health

A state of positive well-being of mind, body and spirit

Healing

Moving towards an optimal level of health of mind, body and spirit
Disease management
Personalized, caring approach
Highest level of well-being



Thompson Health is a New York State Designated Stroke Center.



F.F. Thompson Hospital is an ANCC Magnet designated hospital for nursing excellence.



Thompson Health is the recipient of the Governor's Award for Excellence by the Empire State Advantage organization.



Advanced Technology. Exceptional Care.

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