



Above and Beyond

THIS IS THE THOMPSON WAY



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



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



David Baum, M.D.
President, Thompson Health Medical Staff

Exceeding expectations: This is the Thompson Way.

There are so many things that exemplify the essence of Thompson Health: the caring touch of a nurse, new technology to decrease or even eliminate those anxious moments a patient spends waiting for results, the extra time a physician spends with a family, and the attention to detail in our housekeeping and our new room service menus.

These are the things, big and small, that define us and demonstrate our commitment to bringing care and compassion to every healthcare experience.

That commitment drove many exciting changes within the health system throughout 2011, a year of high expectations and remarkable accomplishments that enhance the services we deliver to all those who walk through our doors.

During 2011 we opened the Constellation Center for Health and Healing as well as our Mendon lab draw station. We also introduced low-dose CT capabilities, electronic medical records systems to enhance communication among your healthcare providers, and a comprehensive, state-of-the-art Rehabilitation Services Department with physical, occupational, speech and hydrotherapy, as well as sports medicine.

These accomplishments are just a few of the latest examples of how Thompson is exceeding expectations, going above and beyond in ways that are illustrated throughout this report and echoed throughout the letters and emails we continue to receive from patients, residents and families. These accomplishments are what we will build upon in the future, advancing our commitment to going above and beyond as we provide extraordinary care and services to our community today and for generations to come.

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

We go **above and beyond** to exceed your expectations every day



Thompson Health CARES Values

C

Commitment
is to our Customer.
Our Customers are all
who come to us for
service.

A

Actions
speak louder than
words. We create
a positive Healing
Environment.

R

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

E

Excellence
Our System is
continuously
providing
outstanding care
and exceptional
service.

S

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



The Constellation Center for Health and Healing opened November 2011

Quality/Safety

SETTING NEW STANDARDS

Affirming Excellence

For many people, the prospect of a trip to an emergency department is daunting. That is why the Medical Staff and Associates in ours make extra efforts to not only deliver the highest quality of care, but to do so with the utmost compassion. In fact, according to scores from the industry leader in healthcare customer satisfaction surveys, Thompson's Emergency Department scored in the 81st percentile nationally during the fourth quarter of 2011, the first time our E.D. began participating in the surveys. Better still, our E.D. physicians ranked in the 96th percentile nationwide and the 99th in the New York/New Jersey area. In our Birthing Center, meanwhile, physicians ranked in the 92nd percentile nationally. After all, customer satisfaction is what exceeding expectations is all about.

Refining Our NICHE

With the region's population aging, our hospital reaffirmed its commitment to patient-centered care for older adults by achieving national designation from the Hartford Institute for Geriatric Nursing as a NICHE (Nurses Improving Care for Healthsystem Elders) site. NICHE involves evidence-based, interdisciplinary approaches to ensure that older adults' care is comprehensive, continuous and effective. In addition to receiving enhanced training in geriatric care, NICHE nurses work with physicians to create individualized care plans based on keen understandings of older patients' unique needs. Studies show that not only do patients benefit, but families and staff do as well.

"The staff was considerate and took the time to explain things. I cannot say enough good things about how I was treated."

~ David B., following a four-day hospital stay

State-of-the-Art Facility Opens

For patients and staff alike, autumn was a time of new beginnings and new possibilities as the Constellation Center for Health and Healing opened on the north side of the hospital. The 61,000-square-foot addition welcomed its first visitors with the opening of the new home of the Rehabilitation Services Department in November. With nearly double the space of the department's previous location, this comprehensive facility offers physical therapy, occupational therapy, sports medicine and speech therapy, as well as an expanded hydrotherapy center. Soon to follow were more new areas to share with our community: The Wegman Family Nutritional Services Center, with space to incorporate more local agriculture and sustainable food practices, as well as a new Surgical Care Center, with state-of-the-art operating suites that place Thompson at the forefront of medical excellence in the greater Rochester area.



Surgical Suite



Wegman Family Nutritional Services Center
(Architect's rendering)



Hydrotherapy Pool

Maximizing Resources

Those needing a rehabilitation bed following an illness or surgery have an even shorter wait at the M.M. Ewing Continuing Care Center, thanks to the work of an interdisciplinary team of Thompson Associates. The average wait at the Center was already half the statewide average, but the team worked with a coach from the Greater Rochester Nursing Home Quality Consortium (GRNHQC) and employed a number of Lean Six Sigma quality management methods in order to identify opportunities for improvement and streamline processes. In just three months, they exceeded their goal, benefitting patients and financial efficiency.



Partners in Prevention

The American Society of Gastrointestinal Endoscopy (ASGE) chose Thompson Hospital's Ambulatory Procedures Center as one of only 56 such centers nationwide to receive a Certificate of Recognition for providing exceptional care. The Center, which in 2011 performed more than 5,350 procedures such as colonoscopies and endoscopies, is accredited by The Joint Commission and in compliance with Centers for Disease Control Guidelines. With a majority of its gastroenterologists as members of the ASGE and its charge nurse engaged in continuing education provided by the Society of Gastroenterology Nurses and Associates, the Center demonstrates Thompson's dedication to making a difference in the lives of our patients, day in and day out.

Excelling, When Time is of the Essence

Using evidence-based guidelines to achieve excellence in stroke care resulted in special recognition for our stroke team in 2011. In addition to receiving the American Heart Association/American Stroke Association's Get With The Guidelines® Stroke Gold Achievement Award, our New York State-designated Stroke Center was named to the Associations' honor roll. And that's what matters most when every second counts – aggressive care, proven to enhance patient outcomes.



Living the CARES Values

THE THOMPSON WAY



◀ Feeling Good and Doing Good

On both the indoor and outdoor fitness trails on Thompson's main campus, Thompson Associates can get active and stay active, together. Now, they have a new opportunity to work out as a group and benefit the community at the same time. Called Thompson in Motion, a new group participated in a number of 2011 charity events, both Thompson-sponsored and otherwise. By raising money for causes such as the American Diabetes Association, these Associates were not only taking care of their bodies in their off hours, but taking care of others as well.

Volunteers Take on New Roles ▼

With major parts of the hospital under construction as part of the \$43.5 million Project Excel expansion and renovation,



volunteers took on new roles and responsibilities in 2011, providing directions to visitors and often escorting them to their destinations. As construction progressed and the Constellation Center for Health and Healing opened in November, the volunteers began staffing a new

information desk in its lobby. Combined, the more than 250 active volunteers put in a total of more than 33,000 hours throughout the health system over the course of the year, with everything from transporting patients, to sorting mail, to assisting with computer data entry.

"God bless whoever conceived of this program, and bless the entire staff and administration for perfect execution."

~ Nancy S.,
on the Sharon M. Pepper
Wish Upon a Star Program





Dinner is Served . . . With Dignity ▲

Enjoying good food and good company is one of life’s simple pleasures, and in a setting devoted to resident-centered care, it’s an important part of every day. Aware of the challenges that dementia can pose at mealtime, the staff on the Gardens avenue at the M.M. Ewing Continuing Care Center recently adopted an innovative program called Dining With Friends™. Developed by the Alzheimer’s Resource Center of Connecticut, this program engages the residents in the serving of the meals, which are enjoyed with special touches such as centerpieces and background music. From the color of the dinnerware to the presentation of the food, Dining With Friends is all about providing an optimal environment for nourishment on many levels.

Recreation Therapy, With a Twist

The recreational offerings at Thompson’s enriched living community, Clark Meadows, are as varied as the residents themselves. Yet these activities share a common thread: a commitment to improving the lives of others. From selling bags of popcorn to benefit Toys for Tots, to baking homemade doggie biscuits for the local animal shelter, to clipping coupons for soldiers overseas, these residents found throughout 2011 that there were meaningful ways to give back to the community.

Wishes Come True ▼

A visit to the Dancing Wings Butterfly Garden at the Strong Museum of Play, a trip with loved ones to the Aquarium of Niagara and even a trip to a Mets game with a beloved nephew were among three dozen wishes fulfilled in 2011 through the M.M. Ewing Continuing Care Center’s Sharon M. Pepper Wish Upon a Star Program. Supported by proceeds from the Center’s annual Holiday Bazaar and donations from the community, the committee of Thompson Associates responsible for making the wishes happen never knew what residents were going to dream of next but relished the challenge. In many cases, these determined Associates engaged the help of local merchants, organizations and others, all of whom were more than willing to help.



The Power of Partnerships

STRONGER TOGETHER

The Heart of the Matter ▼

Thompson Health, Finger Lakes Cardiology Associates and Wegmans Food Markets teamed up once again in 2011 to help Wegmans customers in both Perinton and Canandaigua be heart healthy. During Saturday health fairs at the stores, experts greeted shoppers with helpful advice and screenings designed to promote optimal well-being. They also offered an element of fun, providing “passports” to be stamped at each stop and then entered into drawings for prizes.



Reaching Out to Caregivers

Just three weeks before hosting yet another successful Walk to End Alzheimer’s for the Rochester/Finger Lakes chapter of the Alzheimer’s Association, Thompson Health Senior Living Services partnered with the organization to host a daylong event for individuals caring for loved ones with Alzheimer’s and other forms of dementia. “Dementia Care Challenges, Choices and Resources” filled to capacity and featured experts from both organizations. A full 100 percent of those who attended reported that they found the information helpful and had the opportunity to have their questions answered. Wrote one, “I can’t thank you enough for this excellent day!”

Music to Their Ears

The hills – as in Ferris Hills at West Lake – were alive with the sound of music once again in 2011, with the Hochstein School of Music & Dance offering residents an on-site music appreciation course taught by a member of the Hochstein faculty. The nine-week course wasn’t the only benefit of the Ferris Hills/Hochstein partnership, however. Residents also were treated to world-class performances from talented musicians, including a Scottish pianist studying as a Fulbright Scholar at the Eastman School of Music.

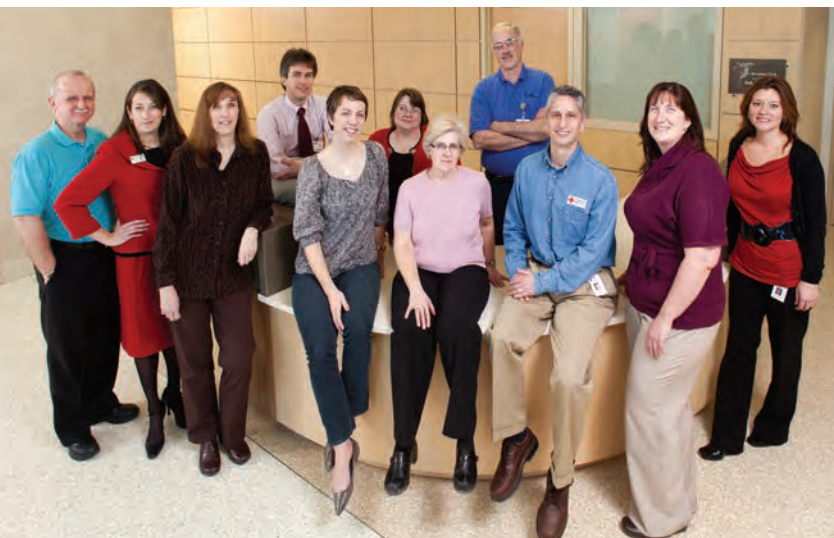


An Idea Grows ▲

With on-site farmers' markets, health fairs and more, Thompson Health in 2011 partnered with Clover Road Farms of Cohocton for another initiative to promote Associate wellness. At the beginning of the summer, Associates were given the opportunity to obtain a share in the farm's co-op and receive weekly deliveries of organic produce. But the big yellow truck drew interest from staff and visitors who had not purchased shares, and soon the farm was offering much more than co-op deliveries. Outfitted with flooring, shelving and track lighting, it became a "farm store on wheels," with not only vegetables and fruit but baked goods, eggs, mums, jams, soup mixes and more.

Giving Blood, Giving Hope ▼

When the Greater Rochester Chapter of the American Red Cross increased the "Life Share Goal" for Thompson blood drives, donors not only met that goal but exceeded the new target by 16 percent, coming through with 386 pints. Associates are among the most loyal donors, giving blood as often as Red Cross guidelines permit. This not only saves lives, but lowers the cost of blood products needed by Thompson. In addition to exceeding the goal and hosting more frequent drives in 2011, the health system partnered once again with the Red Cross in another way, collaborating on a series of free educational sessions for those caring for elderly or disabled loved ones in the home.



Protecting the Watershed

When Thompson Health joined a number of other area organizations for a series of 2011 medication drop-offs in Canandaigua, Naples, Phelps and Victor, the results were staggering: Approximately 300 cars pulled up, with more than 400 pounds of unwanted medications combined. That's 400 pounds kept out of the watershed, and out of the wrong hands.



Promoting Healthy, Locally Sourced Food ▲

Healthy eating is essential for well-being. That's why the School Food Independence Committee, a group of food service directors and a health educator from Thompson Health, is committed to promoting the health of our children by serving nutritious, locally grown foods for school lunch. In November, the team invited children, their families, their teachers and the greater community to a dinner at Bloomfield Central Schools that featured a delicious array of whole foods from local farms, including short rib stew, buckwheat biscuits and harvest vegetables. By fostering partnerships between these farms and school districts, this program is bridging the gap between nutrition education in the classroom and cafeteria offerings, making mealtime healthier in our community.

"Using locally harvested ingredients, the chefs created an amazing meal that came close to stealing the show."

~ Charles B., who attended the harvest dinner prior to the school play



Technology

ADVANCING THE SCIENCE OF CARE



◀ The Picture of Safety

A breakthrough in computed tomography (CT) imaging came to our Diagnostic Imaging Department in 2011, making Thompson the first in the Finger Lakes region to offer its patients low-radiation-dose scanning. The use of Philips iDose software means radiation doses are lowered by as much as 80 percent, while optimal image quality is maintained. The result? Our clinicians have the information they need to offer accurate diagnoses and appropriate treatment, while our patients have peace of mind. To that end, Thompson also began offering its patients American College of Radiology awareness programs, as well as pocket-sized cards to track the imaging exams they receive.

Little Technology with Big Impact ▶

At first glance, the components look just like the type of scanners that cashiers use to run price checks, but the bedside medication verification technology introduced in Thompson in 2011 does so much more. With electronic medication records specific to each patient, the barcode scanners assist nurses in retrieving individually labeled and packaged medications from the hospital's automated dispensing systems. Using a computer workstation on wheels, the nurses then administer the medication at the patients' bedsides, using the barcode scanner to verify the correct medication, dose, patient and time, all of which is then electronically documented. With patient safety of the utmost importance, this efficient, state-of-the-art technology provides one more way to ensure the highest of standards for our patients.

"The technician was an extremely professional and competent individual. Although I was apprehensive about the procedure, she calmed my fears and helped me through the ordeal. It's nice to see that there are caring people who enjoy doing their job."

~ Leo K., on his exam in the
Diagnostic Imaging Department

Enhanced Communication for You ►

An information technology transformation took place throughout Thompson Health in 2011, paving the way for greater communication among caregivers and better patient care well into the future. Through the implementation of electronic medical record (EMR) systems in our hospital, family practices and Continuing Care Center, Thompson was embracing a new vision of medical informatics – one that ensures information is readily available and easily shared, all while ensuring patient privacy. Whether it involves a family practice physician conferring with the staff in the Emergency Department, a hospitalist consulting the medical staff of a skilled-nursing facility or the Cardiology Department providing crucial information to a local resident's caregivers halfway around the world, our electronic medical record system is focused on one thing: You.

New Weapon in the Fight Against Flu

Just in time for flu season, the Cepheid GeneXpert® XVI System in the hospital's Laboratory Department began offering rapid flu testing to hospital inpatients and to patients of area physicians' offices. The testing is completed in a fraction of the time compared to traditional laboratory tests. In fact, once the specimen is received in the lab, results are available to the provider in less than an hour. This allows our physicians to treat patients quickly and accurately.





New Initiatives & Services

REACHING MORE PEOPLE IN MORE WAYS



Haven't Got Time for the Pain

New advances in the diagnosis and treatment of pain are now conveniently available to those who Thompson serves. This past fall, a team led by an interventional radiologist began offering a number of minimally invasive outpatient services through the hospital's Diagnostic Imaging Department. Referred by their physicians, those with back, neck and other forms of pain can receive a host of advanced treatments aimed at allowing them to enjoy life to the fullest.

Quick on the Draw ▼

With Thompson's Laboratory Department priding itself on quick and friendly service, a fourth lab draw station opened last summer for the convenience of patients in Mendon and the surrounding area who need blood drawn or simply need to drop off a specimen for analysis. Located near the Mendon Meadows Market Place, the spacious and inviting new station features extended hours on weekdays as well as hours on Saturday mornings. Its experienced phlebotomists welcome orders from both Thompson and non-Thompson patients, and even welcome walk-ins. Says one Associate, "We've had so many people tell us they're thankful we're here."

Help for Osteoporosis ▲

Experts say one in three women and one in five men over 50 will experience osteoporotic fractures. In addition to providing bone density scans through its Diagnostic Imaging Department, Thompson recently added treatments for osteoporosis to the wide variety of services already provided by the Infusion Center on the hospital's third floor. Referred by their physicians, patients enjoy recliners, cable TV, reading material and even affordable meals while receiving treatments for everything from asthma to Crohn's Disease to rheumatoid arthritis.





Staying Strong, Feeling Confident ▲

For many people, looking better contributes to feeling better. The staff of the Sands Cancer Center understands this and provides a Style Shop where patients can help themselves to complimentary items including wigs, hats and prostheses. In 2011, the shop itself underwent a makeover of sorts: The staff spruced up the space and added more variety to the selection, which now includes a wider assortment of contemporary wigs for younger patients.

Information You Can Trust

With an increasing number of people turning to the Internet for health information, it's important – as a partner in our community's health – to make sure that information is both current and credible. Last summer, the health system launched *My Thompson Health eNews*, an electronic suite of customized health information that undergoes three levels of review by medical experts and is then delivered via email. In addition to a personalized e-newsletter, this includes timely reminders for preventative screenings and exams, interactive health assessments, an online medical library and even a special e-newsletter for expecting parents. As a result, those Thompson serves can make even better-informed decisions about their health.

"It was a warm and lovely touch upon my discharge to receive the carnation and note."

~ Marilyn H.





Wellness

EMPOWERING A HEALTHY COMMUNITY



▲ Girl Power

Mothers and daughters had a unique opportunity to learn together this past fall about the changes that take place during adolescence. Hosted by Thompson's Wellness Department in conjunction with the hospital's Spirit of Women program, "Girls Are Special" featured a variety of topics including fitness, nutrition, stress, safety, relationships and positive body image. A bracelet-making activity reinforced each girl's individuality and beauty while creating a memorable experience for mother and daughter.

◀ Fit at Every Age

Thompson's Athletic Trainers teamed up with the YMCA to provide fitness programs for athletes of all levels and ages in 2011. To help keep older adults fit, a Senior Fitness Program for active seniors was offered at local senior living facilities and the new Constellation Center for Health and Healing. The program included one-on-one sessions with a certified senior fitness instructor, as well as a customized exercise plan to improve flexibility, strength and balance.

Partners in Preparation

With an interdisciplinary, supportive approach to total knee and hip replacements, Thompson added a group education program to help patients prepare for surgery. Held the first Wednesday of each month, these free sessions are led by a physical therapist who lets people know what to expect, answers their questions and provides peace of mind. Group therapy sessions were provided in the hospital as well, incorporating the social and motivational aspects of the education program for smoother recoveries following surgery.

Playing Defense

The American Urological Association Foundation and National Football League want men to be aware of how prostate cancer could affect their lives. So does Thompson Health. Just as football season was getting into full swing, the hospital hosted a "Know Your Stats" event, inviting men ages 40 and up to enjoy a complimentary tailgate-style dinner and hear from a urologist about the latest preventive and treatment options for something that one in six men will be diagnosed with. The more than 50 men who attended left the event ready to turn awareness into action by knowing their risks and getting tested.



Sleep Solutions ▲

In response to our community's need, the Thompson Health Sleep Disorders Center – the only accredited sleep center in the Finger Lakes – created a Sleep Solutions Support Group in 2011 open to anyone seeking expert help for sleep apnea. Community members now have an opportunity to find support from others in the same situation, learn more about the latest equipment and treatment, get mask fittings and have their equipment checked for proper pressures. For those who need a little assistance adjusting to a continuous positive airway pressure (CPAP) machine for sleep apnea, the Sleep Disorders Center also offers desensitization sessions.

Community Catches the Spirit ▲

With research showing that women make 85 percent of all healthcare decisions, Thompson in 2011 embraced its new role as an official Spirit of Women hospital. This included two nationally observed events promoting women's health: the cardiac health-focused Day of Dance in February and Girls' Night Out in October. Held at the Canandaigua Elementary School and the Finger Lakes Community College gymnasium, respectively, these well-attended events engaged women (and men) of all ages in fun, interactive learning, empowering them to make informed healthcare decisions for themselves and their families.

*"I enjoyed all of the booths!
All of the health information was geared towards women and the live echocardiogram was very interesting. Thank you for focusing on women's health."*

~ Judy M., following Girls' Night Out hosted by Thompson's Spirit of Women program



2011 Thompson Health

Board of Directors & Committee Membership

THOMPSON HEALTH

F.F. THOMPSON HOSPITAL, INC.

M.M. EWING CONTINUING CARE CENTER

F.F.T. SENIOR COMMUNITIES, INC.

William Kenyon, Esq.
Chair

Ronald Knight
Vice Chair/Chair Elect

Brian Meath, Esq.
Secretary

Robert Sands
Treasurer

Linda Farchione
President/CEO

David Baum, M.D.
President of Medical Staff

James H. Barr
Dianne Cooney-Miner, Ph.D.
Richard Cutri
Randall Farnsworth
Ellie Fralick, member at large
Ronald Hainen, M.D.
George W. Hamlin, IV, Chair Emeritus
Richard H. Hawks, Jr.
Paul Hudson
Thomas Kubiak
Rev. Thomas Mull
Deborah Price
Carl Sahler, M.D.

F.F. THOMPSON FOUNDATION, INC.

Thomas Kubiak
Chair

Daniel Fuller
Vice Chair/Treasurer

Linda Farchione
President/CEO

Christopher Mahan
Senior VP of Development and Support Services

David Case
Lauren Dixon
Lewis Gould, Esq.
Dale Hunt
Srinivas Kaza, M.D.
Candy Obourn
Wanda Polisseni
Marilyn Sands
Wade Sarkis
Jeffrey Siewert

FFTH PROPERTIES & SERVICES, INC.

Steven H. Swartout, Esq.
Chair

Richard McGavern
Vice Chair

Mark Prunoske
Treasurer

Linda Farchione
President/CEO

Dale Hunt
James Kibler
Bonnie Ross
Michael Stapleton

F.F. THOMPSON GUILD

Karen Lustick
President

Ann Hanley
1st Vice President

Taryn Dobbs Windheim
2nd Vice President

Roberta Potter
Immediate Past President

Judy Reader
Treasurer

Suzanne Winslow
Secretary

Marion Fladd
Corresponding Secretary

Dawn Case
Bobbe Dannenbrink
Mina Drake
Kathleen Duserick
Edythe Gansz
Gerry North
Gail O'Brien
Myrna Ortiz
Jean Seager
Diane Sickmond
Terry Tremblay

In Memoriam

Thompson Health expresses grateful appreciation for the dedication and vision of James Doran, a longtime board member and former member of the executive team who passed away on January 20, 2012.



ETHICS COMMITTEE

Rev. Thomas Mull
Chair

Linda Farchione
President/CEO

William Craver, M.D.
Jennifer DeVault
Ellie Fralick
Mary Gotham
Mark Henson
Randy Jacque
Gary Kochersberger, M.D.
Leslie Myers, D.O.
Carlos R. Ortiz, M.D.
Hazel Robertshaw
Olle Jane Sahler, M.D.
Mary Savastano
Margaret Somerset, Esq.
Michael Stapleton
John Talbot, Ph.D.
Elizabeth Talia, Esq.
Kathleen Vaughn

PENSION AND INVESTMENT COMMITTEE

Richard Cutri
Chair

Linda Farchione
President/CEO

Mark Prunoske
Senior VP Finance/CFO

Jennifer DeVault
Randall Farnsworth
James Fralick
Dale Hunt
James Kibler
Thomas Kubiak
Christopher Mahan
Clifford E. Murphy, Jr.
Deborah Price
Carl Sahler, M.D.
Michael Stapleton
Edward Trevett

FINANCE COMMITTEE

Robert Sands
Chair

Linda Farchione
President/CEO

James H. Barr, CPA
Richard Cutri
Ellie Fralick
Dan Fuller
George W. Hamlin, IV, Chair Emeritus
Richard H. Hawks, Jr.
William Kenyon, Esq.
James Kibler
Thomas Kubiak
Deborah Price
Mark Prunoske
Michael Stapleton
Steven H. Swartout, Esq.

AUDIT COMMITTEE

James H. Barr
Chair

Linda Farchione
President/CEO

Ellie Fralick
James Kibler
Ronald Knight
John Miller
Deborah Price
James Terwilliger

QUALITY AND SAFETY COMMITTEE

Ronald Knight
Chair

Linda Farchione
President/CEO

Eric Alden
Kiera Champlin-Kuhn
Dianne Cooney-Miner, Ph.D.
Jennifer DeVault
Sharon Haeefe
Richard H. Hawks, Jr.
Paul Hudson
Gloria Karr
John McGuire, M.D., VP Of Medical Staff
Brian Meath, Esq.
Carlos R. Ortiz, M.D.
Dona Rickard
Hazel Robertshaw
Mike Stapleton
Elizabeth Talia, Esq.
Kathleen Vaughn

With Gratitude



Sharon Pepper
Senior VP of Senior Living Services
Retired in December 2011,
following 20 years of service



Bonnie Ross
Senior VP of Strategic Initiatives
Retired January 2012,
following 13 years of service

LEADERS

THE EXECUTIVE TEAM

Linda Farchione, FACHE
President/CEO
Thompson Health

Michael Stapleton, RN
Executive Vice President, Thompson Health
COO, F.F. Thompson Hospital

Christopher Mahan
Senior Vice President of
Development and Support Services
Thompson Health

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

Dona Rickard, LNHA
Senior Vice President, Senior Living Services
Thompson Health

Mark Prunoske, MS
Senior Vice President of Finance/CFO
Thompson Health

Jennifer DeVault, MS
Vice President, Associate Services
Thompson Health

Anthony Geraci, M.D.
Vice President, Emergency & Outpatient Practices
Thompson Health

Sharon Pepper, LNHA
(Retired) Senior Vice President
Senior Living Services
Thompson Health

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

Bonnie Ross
(Retired) Senior Vice President
Strategic Initiatives
Thompson Health

Elizabeth Talia, Esq.
Vice President of Legal & Regulatory Affairs
and General Counsel
Thompson Health

Kathleen Vaughn, RN, MSN
Vice President of Nursing
Senior Living Services
Thompson Health

SYSTEM LEADERS

Elizabeth Alexander, RN
Director, Medical Surgical Services
F.F. Thompson Hospital

Wendy Blakemore
Director, Laboratory Services
Thompson Health

Jackie Cochrane, RN
Nurse Manager, Meadows
M.M. Ewing Continuing Care Center

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

Lorraine Decker, RN
Nurse Manager, Rosewood
M.M. Ewing Continuing Care Center

Penny Dodge
Director, Patient Financial Services
Thompson Health

Donna Fulmer, RN
Director, Perioperative Services
F.F. Thompson Hospital

Rick Gerger
Director, Facility Services
Thompson Health

Peter Gordon, MPT
Director, Rehabilitation Services
Thompson Health

Kathy Grimes
Director, Operations Senior Living Quality
Improvements—Senior Living

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

Sharon Haefele, RN, BSN
Director, Nursing Compliance
M.M. Ewing Continuing Care Center

Mark Halladay
Director, IT Services
Thompson Health

Virginia Hebda, RN
Director, Emergency Nursing
F.F. Thompson Hospital

Elaine Jackson
Director, Corporate Communications
Thompson Health

Randy Jacque
Director, Health Services
Thompson Health

Deborah Jones, RN
Director, Obstetrics & 2W
F.F. Thompson Hospital

Gloria Karr, RN, MS
Director, Infection Control/Disaster Preparedness
Thompson Health

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

Janet Kerr
Director, Accelerated Performance Improvement
Thompson Health

Robert Locke, Ph.D.
Director, Pharmacy/Cardiopulmonary Services
Thompson Health

Wendy Mulholland
Director, Diagnostic Services
F.F. Thompson Hospital

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

Terry Ovenshire
Director, Nutrition Services/
Environmental Services
Thompson Health

James Pelton
Director, Volunteers
Thompson Health

Michelle Pfeiffer
Director, Finance
Thompson Health

Sheryl Pierce, RN
Nurse Manager, Pines
M.M. Ewing Continuing Care Center

Anita Pietropaolo
Director, Foundation
Thompson Health

Lisa Poworoznek
Director, Reimbursement
Thompson Health

Christine Principe
Project Manager, McKesson
Thompson Health

Gary Ross
Director
F.F.T. Senior Communities

Marie Rusaw, RRT
Manager, Cardiopulmonary Disease Services
Thompson Health

Jeanna Savage
Director, Spirit of Women
Thompson Health

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

Catherine Shannon
Director, Practice Management/
Occupational Medicine
Thompson Health

Carla Smith
Director, Utilization Management
Thompson Health

Irene VanDelinder
Director, Admissions
M.M. Ewing Continuing Care Center

Thomas Weibel
Director, Materials Management
Thompson Health

Susan Wilber
Program Manager, Enriched Living
F.F.T. Senior Communities

Christine Woznick-Taylor, MSM
Director, Medical Adult Day Program
M.M. Ewing Continuing Care Center

MEDICAL STAFF LEADERS

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

John F. McGuire, M.D.
Vice President of Medical Staff
F.F. Thompson Hospital

Robert Meyer, M.D.
Secretary/Treasurer of Medical Staff
F.F. Thompson Hospital

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

Vijay Bansal, M.D.
Acting Chief of Emergency Medicine
F.F. Thompson Hospital

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

Diana Ellis, M.D.
Chief of Anesthesiology
F.F. Thompson Hospital

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

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

Bradley Peck, M.D.
Chief of Surgery
F.F. Thompson Hospital

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

Ben Wandtke, M.D.
Chief of Diagnostic Imaging
F.F. Thompson Hospital

CLINICAL MEDICAL DIRECTORS

Vijay Bansal, M.D.
Acting Medical Director of Emergency Medicine
F.F. Thompson Hospital

David Carlson, M.D.
Medical Director of Occupational Medicine/
Urgent Care Center
F.F. Thompson Hospital

Diana Ellis, M.D.
Medical Director of Anesthesiology
F.F. Thompson Hospital

Michael Foote, M.D.
Medical Director of F.F. Thompson Family Practices
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
F.F. Thompson Hospital

Kirk Heriot, M.D.
Medical Director of Pathology
F.F. Thompson Hospital

Robert Knapp, M.D.
Medical Director of Stroke Center
F.F. Thompson Hospital

Robert Meyer, M.D.
Medical Director of Rehabilitative Services
F.F. Thompson Hospital

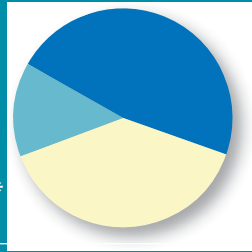
Joseph Modrak, M.D.
Medical Director of Sleep Disorders Center
F.F. Thompson Hospital

Carlos R. Ortiz, M.D.
Acting Medical Director
M.M. Ewing Continuing Care Center

Carlos R. Ortiz, M.D.
Acting Medical Director of ICU/
Acting Medical Director of Respiratory Medicine
F.F. Thompson Hospital

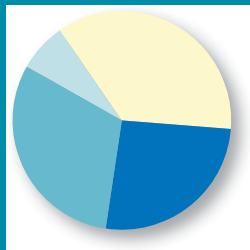
Raymond Thomas, M.D.
Medical Director of APC
F.F. Thompson Hospital

2011 Financial Statement



Net System Revenues* (in thousands)

Medicare/Medicaid	47%	\$ 53,956
Commercial Insurance	39%	43,776
Miscellaneous	14%	15,801
Total Operating		113,533
Non-Operating Net		1,343
Total		\$ 114,876



System Operating Expenses* (in thousands)

Routine and Nursing Care	31%	\$ 34,234
Other Professionals	26%	28,823
General and Administrative	36%	39,859
Depreciation and Interest	7%	8,451
Total		\$ 111,367

*unaudited data, excluding Foundation

2011 Core Measures

Centers for Medicare/Medicaid Services (CMS) Core Measures

Surgical Care Infection Preventions Measures

	Antibiotic Administered 1 hour prior to incision to prevent infection	Correct Antibiotic Given	Discontinued Antibiotic 24 hours after surgery
Thompson Health*	99%	98%	98%
National Average†	97%	98%	96%

Community Acquired Pneumonia

	Blood culture obtained	Smoking cessation counseling provided	Antibiotic given within 4 hours of arrival
Thompson Health*	98%	100%	99%
National Average†	96%	98%	96%

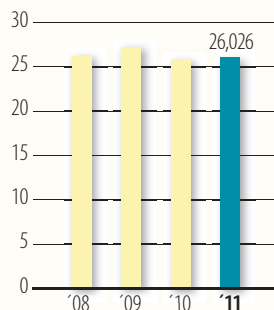
Myocardial Infarction (Heart Attack)

	Beta Blocker prescribed at discharge	Ace Inhibitor/ARB prescribed at discharge	Smoking cessation counseling provided
Thompson Health*	100%	100%	100%
National Average†	99%	97%	100%

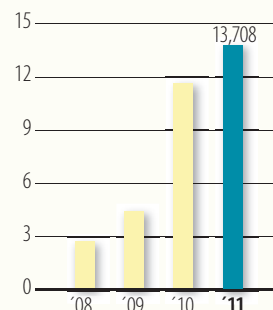
*For Period Jan 2011-Dec 31, 2011. †From CMS/hospital compare report April 2010-March 2011

2011 Vital Statistics

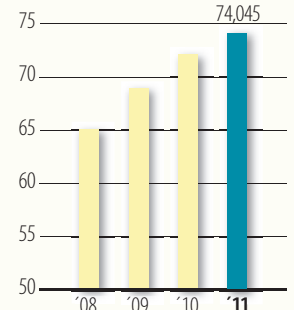
Emergency Visits (IN THOUSANDS)



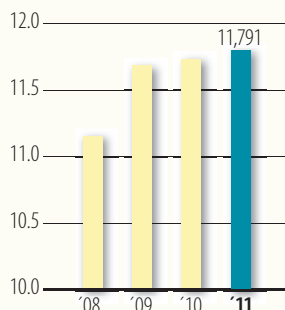
Urgent Care Visits (IN THOUSANDS)



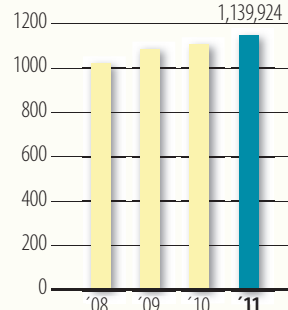
Diagnostic Services (IN THOUSANDS)



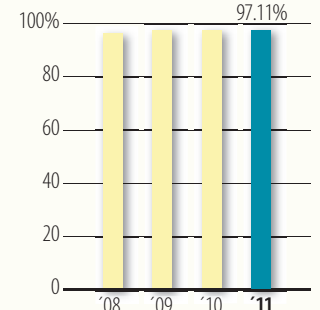
Surgical Services (IN THOUSANDS)



Laboratory Services (IN THOUSANDS)



Continuing Care Occupancy Rates





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.



Advanced technology. Exceptional care.

Nonprofit Org.
U.S. Postage
PAID
Rochester, NY
Permit No. 300

Thompson Health

350 Parrish Street
Canandaigua, New York 14424

Visit www.ThompsonHealth.com for more information about making a donation to Thompson Health as we continue going

Above and Beyond

(585) 396-6000

www.ThompsonHealth.com

 Follow us on Facebook

F.F. Thompson Hospital is a
New York State Designated Stroke Center



F.F. Thompson Hospital is accredited
by The Joint Commission



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

