



PURSuing PERFECTION: PEOPLE. TECHNOLOGY. PARTNERSHIPS.



THOMPSON HEALTH



MEDICINE of THE HIGHEST ORDER

C A R E S V A L U E S

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.

C O R P O R A T E M I S S I O N S

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.

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.

Pursue Perfection, Find Excellence



MICHAEL F. STAPLETON, JR.
President/CEO, Thompson Health

One look at a newspaper or the internet and you'll see how health care is rapidly changing throughout the country – not only on a national level, but on a state and local level as well. Thompson Health is changing too, and directing its own future.

By embracing change and approaching its challenges with a positive attitude and a commitment to excellence, Thompson's medical staff and associates are positioning our community health system to thrive well into the future.



WILLIAM R. KENYON, ESQ.
Chair, Thompson Health Board of Directors

To that end, we spent much of 2012 exploring the many ways in which Thompson can grow through our recent affiliation with the University of Rochester Medical Center. A number of exciting developments are taking place with many more emerging as we look to offer more specialty services and ensure our community members receive the care they need, close to home.

At the same time, Thompson is working more closely than ever with our physicians to coordinate the preventative health care of our region's population.



DAVID BAUM, M.D.
President, Thompson Health Medical Staff

As these changes continue to evolve and as others confront us, our promise to you is to be adaptable and accountable as we hold true to our longstanding corporate CARES values of Commitment, Action, Respect, Excellence and Service. We will continually challenge ourselves to do better, and just as we invite you to browse this report for the latest news within Thompson, we invite you along for the journey.

A handwritten signature in white ink, appearing to read 'M. Stapleton'.

MICHAEL F. STAPLETON, JR.
President/CEO, Thompson Health

Project Excel

Building a Healthy Future



A STATE-OF-THE-ART SURGICAL FACILITY ▲

To meet growing volumes and a shift toward more outpatient procedures, Thompson completed its new Surgical Care Center in the spring. The state-of-the-art facility supports increased volumes for a wide variety of procedures while offering the latest technology and promoting the highest quality of care.

The Center features 18 pre- and post-surgical bays, including three designed especially for pediatric patients; six new surgical suites; a spacious family waiting area and a post-anesthesia care unit complete with monitoring systems and nine patient bays. Recognizing that the patient experience also includes the comfort of loved ones, Thompson installed monitors in the waiting area to communicate patient status to family members via unique codes.

TAKING STEPS TOWARD BETTER HEALTH ►

Patients who embark on a supervised fitness program following a cardiac event show remarkably improved outcomes. With this in

mind, Thompson completed an extensive renovation of the Fralick Cardiac Rehabilitation and Fitness Center. Upon opening, the Center immediately began providing increased opportunities for Cardiac Rehabilitation and Respiratory Therapy patients to build their aerobic stamina, strength, balance and flexibility in a safe and social environment. Three times the size of the previous center, the space includes more elliptical and step machines, a new walking track, an expanded nurses' station and classroom space.



“As an RN myself, I honestly cannot think of anything you could have done to improve my experience.” – Jen A., following treatment of an injury at the Urgent Care Center and Surgical Care Center

A GREAT PLACE TO WORK ▼

In 2012, Thompson Health received nearly 7,000 applications from 3,200 applicants to fill 277 positions. In addition, more than 143 interns contributed more than 26,000 hours of service – about 180 hours each. To cap off a great year, Associate Services moved into its newly renovated space in the Constellation Center for Health and Healing. Associate Services is now conveniently located for associates and the community, providing a single stop for a variety of needs.



AT YOUR SERVICE

As part of its commitment to patient-centered care, Nutritional Services began providing hotel-style room service to all hospital inpatients. Now patients can choose what they want thanks to color-coded menus designed for individuals' specific dietary needs. The result: better nutritional intake and higher patient satisfaction. And when the choices include everything from parmesan-crusted tilapia to home-style pot roast au jus and Mediterranean veggie hummus wraps, everyone's tastes can be satisfied.

SERVING UP HEALTHY OPTIONS ▼



Nutritional Services now has the space to create and serve approximately 1,500 meals a day to patients, residents, associates and visitors. With 30 percent more space, approximately 57 percent more seating and a large bay of windows, The Wegman Family Nutritional Services Center is an attractive and inviting space for visitors and associates alike to enjoy a meal. Its menu incorporates

more local agriculture and sustainable food practices, as well as expanded salad and yogurt bars, more fresh fruit and grilled entrées, and healthy grab-and-go options. Plus, the food is prepared in a fully updated kitchen with modern amenities including eco-friendly steamers and a high-tech “blast chiller” that can chill most food items for storage or presentation from 180 degrees to 40 degrees in 30 minutes or less.

EXPANDED MEDICAL LABORATORY ▼

F.F. Thompson Hospital's medical laboratory underwent an extensive renovation as part of Project Excel, providing a much larger space for efficiently processing lab work. Nearly double its former size at 4,230 square feet, the new lab will allow for front-end automation to accommodate increasing volumes and will support the addition of instrumentation allowing for new tests and new methods of analysis. And considering more than 1,200,000 tests were performed in 2012 – a record-breaking 20 percent increase over 2011 – the timing of this expansion could not have been better.



Exceptional Technology and Care A Patient-Centered Approach



SURGICAL BREAKTHROUGH ▲

On the heels of opening its new Surgical Care Center, Thompson became the first hospital in the Finger Lakes to offer breakthrough robotic technology in its operating rooms. The da Vinci® Surgical System uses tiny endoscopic cameras and 3-D, high-definition technology, allowing surgeons to see far better than they could with the naked eye. With a console to control the robotic arms through tiny surgical openings, the surgeon has more dexterity and better range of motion, ensuring greater precision in complex procedures without the need for large incisions. Quickly becoming the standard of care, this minimally invasive system is used in a range of urologic, gynecologic and colorectal procedures. For patients, this can mean less pain and quicker recoveries. It also means an edge in attracting and retaining the highest caliber of surgeons to care for patients.

CARDIAC COLLABORATION ▼

One of the first benefits of Thompson Health's 2012 affiliation with the University of Rochester Medical Center came when Finger Lakes Cardiology Associates began referring its nuclear cardiac studies to the Diagnostic Imaging Department at Thompson Hospital. With a projected out-patient volume increase of 58 percent during 2013, this arrangement was not only convenient for area residents but an increase in revenue for a community hospital finding new ways to thrive in a changing healthcare environment.



"I've never had so much fun in P.T. I will miss you all." – Barb G., regarding physical therapy at Farmington Rehabilitation

WHEN TIME IS OF THE ESSENCE

The Urgent Care Association of America recently reported an increase of 16 percent in the number of urgent care centers nationwide in just four years, with growth expected to continue as the Affordable Care Act brings millions of previously uninsured Americans into the healthcare market. Growth is occurring locally as well, and despite greater competition, Thompson Health Urgent Care continued to see increasing volumes of patients throughout 2012. In May, the Urgent Care Center cared for 37.5 percent more patients than it did in May 2011. Even better, patient satisfaction scores remained high, with many patients even taking the time to send a card or an email after their visit to commend staff for their exceptional care.

BACK IN THE SADDLE ▼



Thompson's Farmington Rehabilitation Department recently became home to the Equicizer – a unique piece of rehabilitative equipment which helps jockeys, competitive equestrians and those recovering from an equine-related injury get back in the saddle. This non-motorized, mechanical horse is built on a patented spring-designed mechanism that simulates a real horse's movement. Controlled by the user's level of effort and fitness, it allows riders to rehabilitate,

improve body posture and positioning, exercise and practice their technique in a safe, controlled environment. In addition to equestrians, it can also benefit mountain bikers and motocross enthusiasts, as well as those with neurological or vestibular conditions. Already, many individuals have been able to "get back on the horse" – whether metaphorically or literally – thanks to the Equicizer.

HAVE YOU HEARD? ▼



Data shows that when hearing loss is diagnosed and actively managed before 6 months of age, it results in normal speech and language development for toddlers. Therefore, the Birthing Center, with funding from the Thompson Guild, now provides comprehensive hearing examinations for newborns right here in Canandaigua with no need to leave the area. A new ABAer® hearing screening system performs two essential tests for hearing loss: Oto-Acoustic Emissions (OAE) and Auditory Brainstem Response (ABR) testing. For new parents, this means that if any hearing concerns are detected, follow-up with an audiologist occurs right away, allowing for early treatment and proactive management.

ENHANCING PATIENT CARE

When Thompson Hospital transitioned to electronic medical records (EMR) last June, the reason was simple: to enhance patient care by efficiently and securely documenting, managing and sharing patient data. With EMR, providers can quickly access the complete picture of a Thompson patient's medical record. EMR also provides a secure way of sharing current data from locations throughout the health system. For the patient, this means better-coordinated care. For Thompson, it means providing quality patient care, staying ahead of federal mandates and taking advantage of financial incentives to make the switch.

CONVENIENT LAB DRAW SERVICES IN VICTOR/FARMINGTON ▼

Thompson expanded its Farmington Lab Draw Station hours to 7 a.m. to 5:30 p.m., Monday through Friday, to accommodate patients heading into or returning from work. In addition, an all-new lab draw station opened in Victor in early 2013, making lab work more convenient for anyone living in and around the Farmington and Victor areas. The draw stations accept lab orders from any physician or hospital on any type of order form, and community members do not need to be current patients of Thompson Health to utilize the services.



Quality & Safety Pursuing Perfection



EMERGENCY DEPARTMENT TOPS IN STATE AND NATION ▲

In Thompson's Emergency Department, patients are treated promptly and with compassion. It's no surprise, then, that the ED received exceptional scores for patient satisfaction, in the top 10 percent nationwide and top 1 percent statewide, respectively. For a patient in need, this means efficient care without compromise, a timely treatment from nationally recognized physicians who understand that sometimes, taking a little extra time to explain a diagnosis in simple terms can make all the difference. And whether a patient is admitted to a medical/surgical unit or treated and released home, he or she knows their health is in good hands.

PULMONARY PROGRAM IMPROVES LIVES

The number of people served by Thompson's Pulmonary Disease Management Program grew by 40 percent in 2012, thanks to strong relationships between Thompson's respiratory therapists and area physicians, an active Better Breathers support group and a popular annual health fair. The program, which launched in 2010 with classroom and fitness components, added a second set of classes to meet the demand from people who have difficulty breathing due to asthma, COPD and other respiratory disorders. And the effects of this program are proving to be positive: Most patients improved exercise tolerance, saw a decrease in pulmonary-related hospital admissions and reported quantifiable improvement in overall quality of life.

HIP, HIP, HOORAY!

From preparatory education in Thompson's monthly Total Joint Replacement Support Group, to the outstanding care provided by orthopaedic surgeons from Canandaigua Orthopaedic Associates, PC – ranked in the 99th percentile nationally for patient satisfaction – patients are in highly capable hands each step of the way. Following surgery, patients are getting back on their feet quicker, thanks to multiple, convenient rehabilitation options. Outpatient therapy in the Constellation Center for Health and Healing is complemented by post-hospital residency offerings in the Continuing Care Center and Clark Meadows enriched living facility.

“Jim showed compassion for me. He brought warm blankets and took extra care when drawing blood because I hate it!” – Julie C., after her visit to the ED

PARTNERSHIP FOR PATIENTS

Through the New York State Partnership for Patients, in 2012 Thompson Health became part of a groundbreaking movement to reduce hospital-acquired conditions and preventable readmissions. Working with hospitals across the state to enhance quality improvement and safety, Thompson now has an added edge in identifying innovative ideas to improve patient care. In addition to aligning with the health system’s existing strategic aims, these initiatives ensure Thompson continues to thrive as the Centers for Medicare & Medicaid Services increasingly tie hospital reimbursement to safety and quality of care.

FAMILY STARTS HERE ▼

Our community is a great place to raise a family, and for many, it all starts after a healthy delivery at Thompson’s Birthing Center. With patient satisfaction scores averaging above the 90th percentile, the Birthing Center reduced its C-section rate in the past year by 7.3 percent and increased its breastfeeding rate by 6.3 percent. For new moms, this means that eight out of 10 will continue to breastfeed exclusively for six months. This is a result of the nursing and medical staff providing family-centered care while recognizing the patient’s role in decision-making. With this positive,

empowering approach, Thompson helps families achieve the healthiest and most satisfying experience.

ENHANCING THE HEALTHCARE EXPERIENCE

At the heart of healthcare reform is an ongoing and personal patient-physician relationship focused on integrated care. It’s also at the heart of Thompson Family Practices’ continued push to attain certification from the National Committee for Quality Assurance as Patient-Centered Medical Homes (PCMH). Putting PCMH principles into practice involves changes to workflow, roles, responsibilities and use of technologies such as electronic medical records. It’s no easy task, but data show it is well worth the effort, with greater patient satisfaction and lower hospitalization rates among the biggest benefits. To this end, all five of Thompson’s family practices are working towards Level 3 certification and two have already attained initial certification. Ultimately, the patient will benefit from the long-term relationships with healthcare providers that stem from PCMH principles: regular follow-ups using evidence-based protocol and the development of self-management techniques. Armed with these skills and an active partner in their care, patients are guided along the path towards optimal health.

PROACTIVE AND PREPARED ▼



In the event of a high-risk emergency, Thompson Health is now even more prepared to deliver its highest quality care without missing a beat. Its expanded storage area for emergency preparedness equipment – added as part of Project Excel in 2012 – is designed with efficiency in mind. Centrally located near a set of elevators, it holds a fully mobile cart laden with essential items such as personal protection equipment and radios. This cart can be easily moved to an incident command center through extra-wide doors. In addition, Thompson continues to be proactive by offering staff free online preparedness courses through the Federal Emergency Management Agency, as well as by participating in numerous emergency drills throughout the year and maintaining strong partnerships with local municipalities.



Customer Service

Exceeding Expectations



A VISUAL APPROACH TO CARE ▲

Thompson officials want to make sure patients and family members know, quickly and easily, which role their healthcare professionals play in their care. To help them, a system was launched in which team members are easily identified by the color of their scrubs. For example, nurses in the hospital wear blue or white, while nursing assistants and patient care technicians wear sage or hunter green. Team members say it goes a long way in providing a sense of safety and security. Similarly, an initiative aimed at increased communication between patients, family members and caregivers – the addition of white boards in patient rooms – has also proven extremely successful in keeping patients and family members

apprised of things such as the room number, the name of the doctor and nurse and when pain medication was last given. As a result, patients feel more informed about the care they're receiving.

FOR YOUR CONVENIENCE ►

A close relationship with a primary care physician is essential to good health, no matter what the patient's schedule. At Thompson Health, we know it's not always easy to fit a doctor's appointment into what have been traditionally considered "normal business hours." With this in mind, the Canandaigua Family Practice recently joined Honeoye Family Practice in offering its patients evening hours every Thursday through 7 p.m.

“I have never met such a lovely, outstanding group of people. You go, team!”

– Mary Ellen P., in a note to the staff of The Brighter Day medical adult day program

STAR TREATMENT ▶

Last spring, Thompson unveiled its Star Catcher program as a way to give patients, residents and their loved ones a convenient way to express thanks for a job well done. Available throughout the facilities and also online, Star Catcher forms let associates and their managers know just how appreciated they truly are and what a profound difference going the extra mile can make, whether it's a word of encouragement during physical therapy or a gesture of compassion during a diagnostic exam.

A HIGHER STANDARD OF CARE

Data from the National Center for Biotechnology Information suggests that private rooms reduce sleep interruptions, noise levels and stress levels in post-operative patients, thus fostering greater patient satisfaction. With that goal always top-of-mind, private rooms are now the standard of care for total joint replacement patients, thanks to renovations as part of Project Excel. For the more than 350 patients cared for annually at Thompson by



Canandaigua Orthopaedic Associates, a private room enhances the post-operative experience and early recovery phase as these patients begin working toward a return to their active lives. It also helps improve patient flow, patient satisfaction and infection prevention.

SLEEP CENTER GROWTH

Getting a good night's sleep got a little easier for those with obstructive sleep apnea, thanks to at-home sleep testing offered by the Thompson Health Sleep Disorders Center, the only fully accredited sleep center in the Finger Lakes. Available on a limited basis through physician referral and utilized as part of a comprehensive sleep evaluation, the at-home test measures airflow, breathing effort, blood oxygen and heart activity using only three sensors around the chest, finger and under the nose. For those with obstructive sleep apnea, the results of this test – performed in the comfort of their own homes – can provide a path to better sleep and better health.

A HOME AWAY FROM HOME ▼

The Brighter Day, Thompson's medical adult day program, got a little brighter this past fall as its longtime location on Fort Hill Avenue in Canandaigua underwent a facelift. From its welcoming new entryway to the engaging and tasteful art gracing its walls, the program's physical environment reflects the staff's longstanding commitment to providing medical care to elderly and medically frail participants in a warm, inviting and therapeutic environment. Whether they are enjoying a meal together, playing a game of cards or receiving medical care and education from a registered nurse, these individuals are doing it in a setting designed with their care and comfort in mind.



Partnerships

Benefitting the Community



Those guiding the future of Thompson Health include, from left to right, **Steven I. Goldstein**, President and CEO of Strong Memorial Hospital and Highland Hospital as well as Vice President of URM; **Michael F. Stapleton, Jr.**, President and CEO of Thompson; **Raymond J. Mayewski, MD**, Chief Medical Officer of Strong; **Bradford C. Berk, MD, PhD**, CEO of URM and University Senior Vice President for Health Sciences; and **Carlos R. Ortiz, MD**, Senior Vice President of Medical Services for Thompson.

A NATURAL FIT ▲

Striking a balance between local autonomy and a strategically coordinated approach, Thompson Health's affiliation with the University of Rochester Medical Center became official June 21 and soon began yielding benefits for patients. In addition to new members of the medical staff, these benefits include everything from savings on medical supplies to a push for more specialty services close to home. With its own CEO and Board of Directors guiding its future, Thompson is building on successful, longstanding partnerships with URM, including those in the fields of diagnostic imaging, cardiology, neurosurgery and oncology. Hailed by leaders of both URM and Thompson as a natural fit, the partnership has enormous potential to improve the health of the region.

LIVING UNITED

Thompson Health surpassed its goal of helping others, raising more than \$44,400 for the United Way of Ontario County in just four weeks. Associate support of the United Way means greater resources for people in crisis, student readiness and success, and stronger people and families. Associates also contributed a truck full of items for the United Way food drive, proving they are committed to supporting the community in Ontario County by providing more than just high-quality healthcare services.

“She is one of the best nurses in a hospital I have ever come across in my 94 years.”

– Marian R., regarding a nurse on 3West

JUST FOR WOMEN ▼

Last May, Thompson Health’s Spirit of Women program partnered with the Women Veterans Health Care Program



for an entertaining and educational conference featuring a variety of physicians and other experts from both Thompson and the VA Medical Center. Focused on women, the event covered everything from varicose veins, to pelvic inflammatory disease, to menopause, to urinary incontinence. This new event complemented the other Spirit programs including the popular Day of Dance for heart health and Girls Night Out promoting women’s health, both in their third year. More than 1,400 women enjoy the benefits of membership in Thompson’s Spirit of Women programs which provide a wealth of health and wellness information.

SMALL STICKERS, BIG IMPACT

Thanks to the Thompson Guild, first responders and medical personnel are better able to make split-second decisions on the

scene of an accident. In partnership with the Ontario County Safety Council and the American Red Cross, the Thompson Guild launched ICE (In Case of Emergency). Through this program, certified car seat

technicians distribute a set of ICE stickers at child safety seat checks throughout Ontario County. One contains all the child’s pertinent health information in case the driver of the car is unable to communicate; the other, affixed to the car window, alerts emergency responders to the available information.

MUSICAL MEMORIES ►

Research shows music can have a powerful effect on those with Alzheimer’s and other forms of dementia. Residents of the Continuing Care Center are now tuning into old favorites with new technology, reconnecting with good memories and enjoying an enhanced quality of life thanks to a program in which staff works with families to create special

playlists for residents. Playlists tailored to the individual are found to be especially effective, making the day more enjoyable and even sparking fond memories and conversations. This is due in large part to the members of the Key Club of Victor High School, who collected several iPods and mp3 players from fellow teenagers after hearing of the needed donation.

ENSURING INSURANCE

Accessing affordable health care is essential, especially for families and individuals struggling to make ends meet. Fortunately, enrolling for no- or low-cost state health insurance became easier for Livingston County residents, after Thompson Health – already assisting residents of Ontario and Wayne counties – expanded its reach. Thompson’s facilitated enrollers collaborated with New York State for approval to assist Livingston County residents with enrollment in Child Health Plus, Family Health Plus and Medicaid. In a confidential atmosphere, Thompson staff assists in completing the necessary applications and forwards them to the correct agencies. Best of all, this service is provided free of charge.



Community / CARES Values: Strengthening Our Commitment



FOSTERING HEALTHY HABITS IN YOUTH ▲

With funding from a New York State Rural Health Grant, the Wellness Department helped Honeoye Central School students move towards more fit, active lives. With pulse bars provided to physical education classes, students learned to monitor their pulse during exercise and rest and compare the results. In health class, their teachers used the information to help the students analyze and project findings, as well as improve outcomes as they continued learning about healthy lifestyles and the importance of exercise. It is a message the Wellness Department took to young people throughout the county and throughout the year at different venues. For example, during a visit to the Victor Parks and Recreation summer camp, staffers used dance contests and interactive games to teach 280 girls and boys about positive body image. By engaging local youth in active lifestyles, Thompson is helping foster healthy habits which can be carried with them for years to come.

OPTIONS AND ANSWERS

The Sands Cancer Center hosted “End-of-Life Decision Making: Options and Answers,” a community symposium that offered attendees information free of medical and legal jargon. More than 60 community members heard from a host of experts about palliative care, living wills, advance directives and more. These presentations generated overwhelmingly positive feedback from attendees, one of whom wrote, “Excellent and timely – we need to face death with understanding and without fear of unnecessary pain – physical or emotional.”

LOVE YOUR LEGS

For those who have varicose veins, non-surgical alternatives with minimal recovery time are available at Thompson. The team of specialists works with patients to improve leg function, reduce

“The nurses, techs and housekeepers were all spectacular. I can’t say enough positive words – they were friendly, personable, professional and attentive.” – Joel D., following a stay in the ICU

discomfort and even minimize the appearance of “spider veins.”

In fact, more than 90 people took a step towards a varicose vein-free – and pain-free – life in 2012 following free consultations with Interventional Radiologist David E. Lee, MD. For those identified with areas of concern, many are now undergoing follow-up treatment and making strides toward better health.

CULTIVATING MEMORIES

In keeping with Henry David Thoreau’s truism, “Nature is but another word for health,” associates from the M.M. Ewing Continuing Care Center and Facility Services over the summer partnered with an Eagle Scout to create a memory garden for residents’ families, friends and caregivers. This place of quiet remembrance was just one of several palliative care initiatives introduced in 2012, as associates created meaningful end-of-life experiences for both residents and their loved ones.

INCLUSIVE CELEBRATION ▼

Ferris Hills at West Lake hosted its first annual Seder Dinner in honor of Passover, a celebrated holiday of the Jewish faith, in April. A special dinner – complete with a formal Seder plate, Elijah Cup and a rabbi to deliver an interactive ceremony – was made without leavened bread or flour, per Seder

tradition. Twenty-six residents of a variety of faiths took part, and for Ferris Hills’ Jewish residents, it brought back tender memories. Says the event coordinator Deborah Metzger, food service director at Ferris Hills, “When I showed the residents the Seder plate,



they actually had tears in their eyes and were so touched.”

SAVVY SENIORS ▼



More than 100,000 older adults participated in National Senior Health & Fitness Day activities at over 1,000 locations in 2012. Thompson Health’s Rehabilitation Services Department was one of those locations, hosting a free health and fitness event to inform community members about staying active and healthy in a fun and engaging way. Over 60 local seniors took advantage of a wide variety of screenings, as well as

presentations on everything from back safety to diabetes prevention/management to yoga. The success of this program led to an ongoing senior fitness program soon to reach its one-year anniversary.

FREE CANCER SCREENINGS ▼



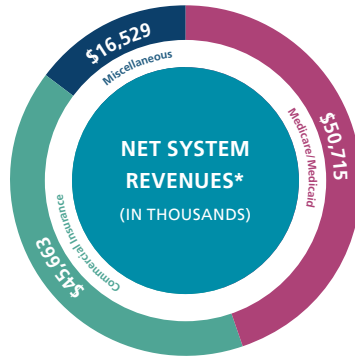
Oral, head and neck cancers account for more than 50,000 cancer diagnoses in the U.S. each year. When detected early, these cancers can be more easily treated and survival rates improve. In April of 2012, Thompson Health’s Speech Pathology Department organized an Oral, Head and Neck Cancer Screening. John Centonze, MD, of Finger Lakes Otolaryngology donated his time to provide the free screenings to those with risk factors or symptoms of oral, head and neck cancers. More than 25 community members took advantage of these screenings. Participants received results of the screening immediately, were offered resources on smoking cessation and, when appropriate, were encouraged to make an appointment for a full evaluation.



Key Facts

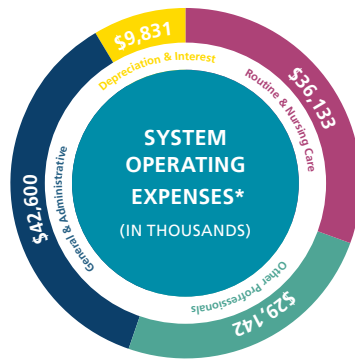
2012 Financial Statement

HOSPITAL	
113	Beds
6	Operating rooms
5	Family Medicine Practices
PATIENT	
4,854	Hospital Discharges
19,191	Patient Days
571	Deliveries
32,728	Family Medicine Visits
SENIOR	
188	Continuing Care Center Beds
46	Brighter Day Participant Slots
84	Ferris Hills Apartments
48	Clark Meadows Apartments
PHYSICIANS AND EMPLOYEES	
1,336	Associates (including nursing staff)
362	Medical Staff Members
222	Volunteers



Medicare/Medicaid	\$ 50,715
Commercial Insurance	\$ 45,663
Miscellaneous	\$ 16,529
Total Operating	\$ 112,907
Non-Operating Net	\$ 1,180
TOTAL	\$ 114,087

*UNAUDITED DATA, EXCLUDING FOUNDATION

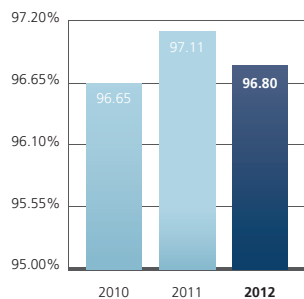


Routine and Nursing Care	\$ 36,133
Other Professionals	\$ 29,142
General and Administrative	\$ 42,600
Depreciation and Interest	\$ 9,831
TOTAL	\$ 117,706

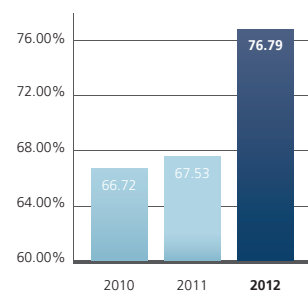
*UNAUDITED DATA, EXCLUDING FOUNDATION

2012 Vital Statistics

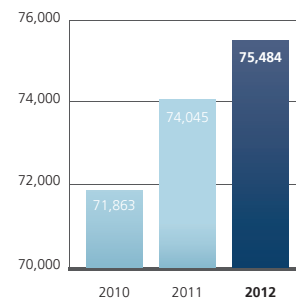
CONTINUING CARE CENTER OCCUPANCY



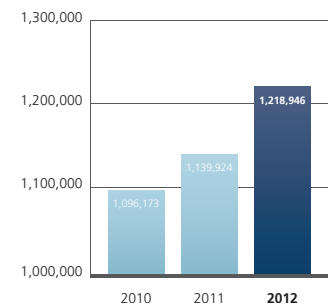
BRIGHTER DAY



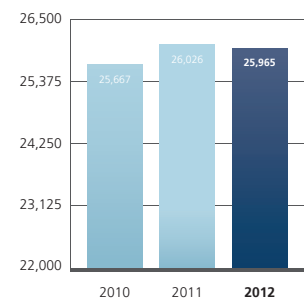
DIAGNOSTIC SERVICES



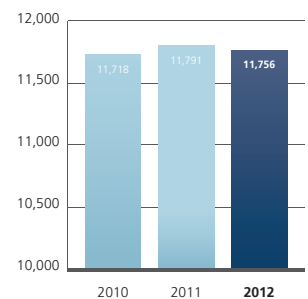
LABORATORY SERVICES



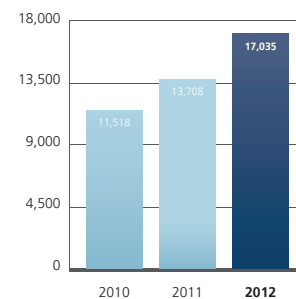
EMERGENCY VISITS



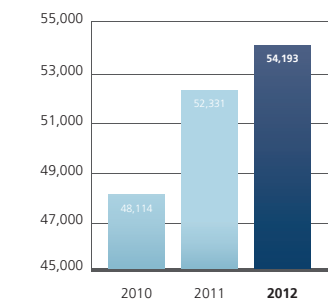
SURGICAL SERVICES



URGENT CARE VISITS



REHABILITATION SERVICES



Patient Safety is Our First Priority

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

PATIENT SAFETY IS OUR FIRST PRIORITY

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

Core Measures

PROCESS OF CARE (EVIDENCE-BASED MEDICINE)

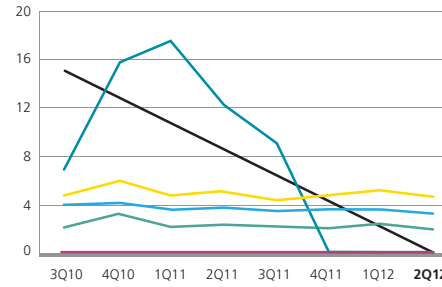
Centers for Medicare/Medicaid Services (CMS Core Measures)

We are well on our way in our journey to meet our goal of 100% compliance with all core measure evidence-based practices.

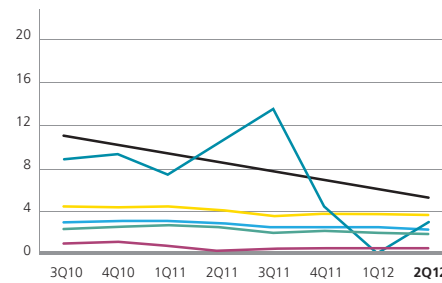
	2010	2011	2012
PNEUMONIA CARE			
Pneumonia Care Composite	93%	97%	98%
Includes blood culture drawn prior to antibiotic administration; Appropriate antibiotic use; Influenza and Pneumococcal Vaccine Administration.			
HEART FAILURE CARE			
Heart Failure Composite	93%	97%	99%
Includes all elements of discharge instruction provided; Left Ventricular Function Assess; Ace inhibitor prescribed for heart failure.			
STROKE CARE			
Stroke Care Composite	96%	93%	97%
Es: IV TPA addressed within 2 hours of arrival if indicated; Antithrombotic therapy; blood clot prevention managed; blood clot prevention with atrial fibrillation smoking cessation addressed; lipid-lowering medications addressed; swallowing evaluation completed; rehabilitation considered; NIHSS completed on admission on discharge.			
SURGICAL INFECTION PREVENTION COMPOSITE			
Surgical Infection Prevention Composite	96%	98%	99.5%
Includes appropriate antibiotic given within one hour of incision; Appropriate hair removal; Appropriate medications indicated for blood clot prevention; Indications for beta blocker addressed preoperatively; Antibiotics appropriately discontinued; Urinary catheter removed by post-op day 2; Pre-operative temperature managed.			

Quality Indicators

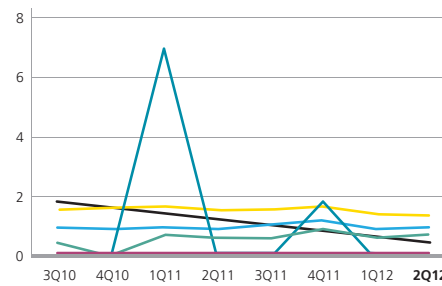
Aggregated Medical/Surgical and ICU falls per 1,000 Patient Days Compared to Magnet Hospitals (Total Falls Per 1,000 Patient Days)



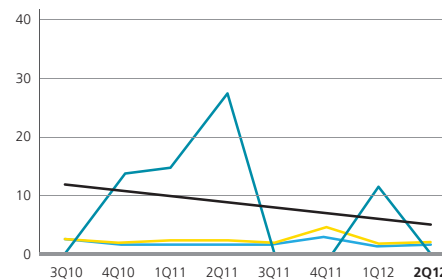
Aggregated Medical Surgical & ICU data for Hospital-Acquired Pressure Ulcers (Percent of Surveyed Patients with Hospital Acquired Pressure Ulcers)



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



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



- 75TH PERCENTILE
- 50TH PERCENTILE
- 25TH PERCENTILE
- MEAN
- F.F. THOMPSON HOSPITAL
- LINEAR (F.F. THOMPSON HOSPITAL)

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Linda Farchione retired from Thompson Health in 2012 after a 26-year career during which she served as a hospital vice president and as the health system's Chief Executive Officer. Linda's drive, determination and exceptional vision resulted in tremendous growth for Thompson Health and helped burnish its reputation as an innovative leader bringing advanced technology and exceptional care to the Finger Lakes region.

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