



Our Star Shines  
for You Every Day.



# Shining for you

## 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.

### 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.



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



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

Thompson Health is a health system that spans a diverse array of services for people at every stage of life. As each year passes, we find that an overarching theme surfaces.

This past year is no exception. The theme for 2010 was a steadfast commitment to both clinical quality and service excellence. The two go hand in hand. To achieve this, our continual investment in our infrastructure provides broader capabilities as well as more meaningful customer service.

In other words, we rely upon innovation to provide quality care in a cost-effective manner. In addition, we never lose sight of the value of professionals who are not only highly skilled but who have a genuine passion for caring for others.

These professionals – along with our Board of Directors, medical staff and our volunteers – put YOU at the center of everything we do. You are the reason we are here, more than a century after our legacy of caring began, and you are the reason we will continue to thrive, well into the future.

We share a special connection. It comes across in your letters and your emails. Thompson is YOUR health system, whether you welcome a new member of your family in our Birthing Center, need the services of our state-of-the-art Diagnostic Imaging Department, work toward returning to optimal health in one of our Rehabilitation programs, or call one of our Senior Living Services locations your home. This is why I am so pleased to be able to share this 2010 Annual Report with you, and why I encourage you to continue to be an active partner in all that Thompson Health does by providing us with your feedback and sharing your ideas. After all, our star does indeed shine for YOU.

*Linda M. Farchione*

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



**Thompson**health

# Lighting the way

## The Highest Standards for Quality and Safety

*"Kim Wesley exemplifies the wonderful care and concern we experienced at Thompson Health. Throughout the organization, we received competent, patient-centered care demonstrated with professionalism, compassion and a little dash of relaxing humor."*

~ Gail Love, pictured with husband Wayne Love and Nurse Practitioner Kim Wesley



### Handheld Helpers ▶

With patient safety of utmost importance, the Laboratory in 2010 acquired new technology for taking bedside blood samples. Resembling a PalmPilot, the handheld MobiLab devices now carried by our phlebotomists use barcode technology, a secure wireless connection and bedside label printing to ensure positive patient identification. They also make it possible for phlebotomists to do their jobs more efficiently, without making extra trips or phone calls to the Lab. All the information they need is right there, at their fingertips, and the electronic transfer of information eliminates the need for manual data entry once specimens arrive in the Lab.

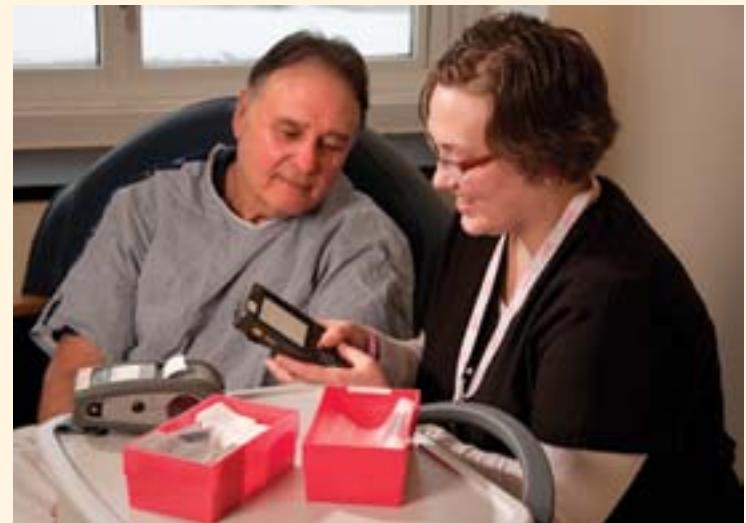
### Achieving Results

Through an ongoing partnership with a national customer satisfaction research organization, F.F. Thompson Hospital is able to accurately measure and improve its quality of care in response to feedback from those we serve. In 2010, that feedback remained positive. In fact, from the first quarter of the year to the second, overall satisfaction among outpatients increased by 2.2 percent, to 93.5. Results like that stem from ongoing, systemwide training initiatives to enhance patient- and resident-centered care. The results also come as no surprise to patients like the one who remarked on his survey, "You should have a sixth column for 'excellent' because that's how the whole experience was!"



### Protecting the Watershed ▲

Demonstrating its commitment to both the environment and community, Thompson became the first hospital in the region to implement Stericycle's Pharmaceutical Waste Compliance Program. Through the program, Thompson pharmacists identify all of the medications that have the potential for being toxic to the environment, using specially designated, categorized containers to collect any waste. Upon verification of proper disposal, all of the containers are removed from the health system by trained waste handlers and disposed of according to state Department of Environmental Conservation and FDA regulations. This keeps the medications out of the watershed and out of the wrong hands. Taking it a step further, Thompson partnered with other organizations to host the first of many planned community drop-offs for unused and unwanted medications.



### Diligent Dispensing

Throughout F.F. Thompson Hospital, there are 30 Pyxis® MedStations®, each of which is an automated dispensing system and contains over 900 medications. In 2010, the hospital implemented a system where 12 of these stations are filled through barcode scanning to ensure accurate refilling and dispensing. After multiple steps involving verification and re-verification, the locked drawer assigned to a particular barcoded medication is the only drawer on the station that will open. By minimizing the risk for human error, the system is supporting safe and efficient medication management in every clinical area. But it doesn't stop there. At the same time the hospital was implementing Pyxis® barcoding, it was preparing for the 2011 launch of bedside medication verification, which included entering 2,500 line items and providing training for every nurse, pharmacist and respiratory therapist.

### On the Road ▼

For residents of the M.M. Ewing Continuing Care Center and participants in The Brighter Day – Thompson's medical adult day program – staying engaged in the community is an essential component of quality of life. They are now enjoying their excursions in a climate-controlled, 15-passenger bus with the latest safety features as well as an automatic lift and the capability to transport several individuals in wheelchairs. For those who entrust us to provide their care, we wouldn't have it any other way.



# Shining examples of caring

## *Our Culture of Nursing Excellence and Exceptional Care*

*"During both hip surgeries and my most recent hospital stay I was treated with respect, caring and sensitivity by the entire staff. It was truly a team effort! If I said (and I did several times), 'I'm sorry to bother you,' each and every nurse responded this way: 'It's no bother...we're here to help.'"*

~ Gail O'Brien, pictured with Nurse Manager Elizabeth Alexander and nurses Lisa Maier, Stephanie Friel and Cheryl Priebe



### A Mark of Excellence ▶

Magnet® recognition is to nursing what a gold medal is to the Olympics, and in 2010, F.F. Thompson Hospital achieved this recognition from the American Nurses Credentialing Center (ANCC) yet again. The accomplishment not only reaffirmed the hospital's commitment to meeting our patients' needs, but placed Thompson among just 3.75 percent of hospitals nationwide that have received Magnet® designation twice. After months of working with nurses and other Associates to compile several hundred pages of documentation, a core team of nursing leaders guided the hospital through an extensive evaluation that included a two-day site visit from an ANCC team. The ANCC is the leading nursing credentialing organization in the U.S., and research shows that Magnet® hospitals are more effective at attracting and keeping quality nurses. In addition, the rigorous standards involved raise the bar and inspire Thompson nurses, physicians, and professional and support staff to maintain the highest level in patient care.



### Meticulous Monitoring ▶

The team from Thompson's Diabetes and Nutrition Therapy Center in 2010 added new glucose monitoring technology to their efforts to help men and women manage a disease that can have serious consequences if left unchecked. The CGMS® iPro™ is a small sensor that is worn for three days, recording 288 blood glucose levels in the tissue fluid over each 24-hour period, providing insight undetected on log books or with finger sticks. This reliable information can serve as a useful motivational tool. In fact, a study in *The New England Journal of Medicine* found that patients in the 25 years and older group had improvements in all measures of glycemic control.



everything is within reach). Patients who are sleeping are not disturbed. Patient satisfaction and overall patient safety soon benefitted. Similar results were seen in the M.M. Ewing Continuing Care Center, where nurses began the proactive practice of hourly rounding for post-hospital patients recovering from illness or surgery before returning home



### Spreading Awareness ▶

Colorectal cancer may not be on everyone's short list of great conversation topics, but Thompson's Ambulatory Procedures Center (APC) got the conversation started in 2010. That's because testing can pay big dividends: It can reveal precancerous growths, or polyps, so doctors can remove them and it can also spot cancer before symptoms appear, when treatment is most likely to be successful. The nurses from APC took this message to health fairs and workplaces alike, making sure those listening understood how important it is to undergo screenings at age 50 and beyond. To help people feel more comfortable about the topic and debunk any misconceptions, they even hosted a lighthearted open house and informational session: "Everything You Want to Know About a Colonoscopy But Are Afraid to Ask."



### Enhancing Experiences ▶

At F.F. Thompson Hospital, the staff wants patients to know that their concerns are being heard and that their needs are being met in a timely manner. To that end, they implemented a new system of nursing rounds every hour between 6 a.m. and 10 p.m., as well as every two hours overnight. The rounding addresses "the four Ps": pain, position, personal needs (such as the need to use the bathroom) and personal possessions (to make sure

### A Healthy Start

Experts throughout the world recommend exclusive breastfeeding during the first six months of infancy as the best way to ensure optimal nutrition, growth and health. It's a guiding principle at F.F. Thompson Hospital, where the nurses in our Birthing Center take a multi-faceted approach to ensuring that new moms receive all of the education and support they need in order to provide a healthy start for their babies. Even after they return home, moms know that anytime they have questions, they can call the certified lactation consultant or the RNs who are certified breastfeeding counselors. The result? In 2010 Thompson was one of 10 hospitals statewide – and the only hospital in the Rochester region – recognized by the NYS Health Commissioner as having one of the highest percentages of newborns exclusively breastfed during their hospital stays.

# Sharing our light

## Events and Programs that Keep Our Community Healthy

*"Under the care of Dr. Henry and others, I had excellent Emergency Department care for a heart attack and subsequent cardiac arrest. All the nurses and staff did an amazing job at saving my life. The Cardiac Rehabilitation and Fitness Center is a place of healing in many aspects, and I cannot speak highly enough of the staff there. They have been instrumental in getting me through this difficult phase of my life through exercise, education and moral support."*

~ Mary Ellen Quinlan, heart attack survivor,  
pictured with cardiologist Dr. Bryan Henry



### Going Red for Women

While heart disease is the single leading cause of death among American women, there are a number of ways in which women can lower their risks. That is why the Cardiology and Cardiac Rehabilitation departments at Thompson teamed up for the American Heart Association's "Go Red for Women" initiative, with an event offering advice from Medical Director of Cardiology Dr. Bryan Henry as well as inspiring words from Ginger Zimmerman, a local artist and heart transplant recipient. Afterward, guests headed to an open house where they received information on risk factors, blood pressure screenings, body mass index measurements and action plans for better cardiovascular health.



### A Show of Support ▾

Just a month after Associates and residents from our M.M. Ewing Continuing Care Center helped out at the annual Walk MS, sweltering heat didn't deter a Thompson team from eagerly participating in Multiple Sclerosis Service Day. After hosting other teams for a breakfast and orientation at The Brighter Day, the team headed to the home of a Canandaigua man with MS. In a matter of hours, they organized the basement, removed old carpeting from a stairway, cleaned hardwood floors and painted the garage. "They worked tirelessly to lend me a hand when it was sorely needed," he remarked.



### Walking the Walk ▾

Men, women and children converged on the M.M. Ewing Continuing Care Center one sunny Saturday morning last September for a common cause: eliminating Alzheimer's disease. Clad in purple, the signature color of the Alzheimer's Association, they set out along a route that wound its way through the southwestern area of the city of Canandaigua before returning to the Center for a celebration. There was plenty to celebrate: The approximately 170 walkers collectively raised more than \$20,000 for the cause, and a team comprised of Thompson Associates was the No. 1 corporate team!



### Inspiring Each Other ▲

More than 200 women from Canandaigua and surrounding communities came together last autumn for a day of learning, laughter and even a few tears. Sold out long before the registration deadline, "To Your Health" offered presentations from a host of dynamic, knowledgeable women who shared their expertise on ways in which to become healthier and happier. When the event wrapped up, a full 100 percent of attendees said they would recommend a similar event in the future to others. Better still, 95 percent of the women said they would make some sort of change to their health as a result of what they learned. Remarked one, "Now I know why Thompson Hospital is the best!"

### A Growing Online Presence

Making the most of an opportunity to connect with and educate our community as well as keeping those we serve up to date on our many programs and services, Thompson Health entered the world of social media by launching a Facebook page in 2010. With links to informative news articles, photos from recent events and interactive polls, the page steadily gained fans and became a new way for Thompson to communicate with its customers. So did a Thompson YouTube channel featuring Thompson video clips that are both educational and entertaining.

### Breathing Easier ▶

A Pulmonary Disease Management Program for people who have difficulty breathing due to asthma, chronic obstructive pulmonary disease (COPD) and other disorders launched at F.F. Thompson Hospital in 2010. Through education, strength-training and aerobic exercises, the program includes both a classroom and a fitness center component. It quickly proved to be a hit with participants, one of whom remarked, "Absolute gratitude for all that you are and all that you have done for me!"



Also successful was a Pulmonary Management Fair Thompson hosted in August. Nearly 200 people, many of whom traveled a long distance, came to find out about how to best deal with their health issues and left armed with the resources to better manage their conditions.

# Our ever-growing light

## Expanding Services and Increasing Access

*"Our experience at the Birthing Center was fabulous, from the birthing classes, to the birth itself and even after. Their new VeinViewer® is just one more way they are showing how much they care about families."*

~ Alison Grems, with Todd Kester and their daughter, Isabella

### High Tech, Soft Touch ▶

Thompson Health is committed to offering state-of-the-art diagnostic technology and in late 2010 added full-field digital mammography to its cancer-detecting arsenal. Easily stored and transferred electronically, digital images can be enhanced, magnified or manipulated on a high-resolution monitor, which can help the radiologist see specific areas more clearly. The technology can also significantly reduce the time patients spend in the exam, as well as reduce the need for repeat exams. Knowing that some women avoid annual exams because they may have found the traditional mammography equipment to be uncomfortable, Thompson also added the MammoPad® breast cushion to make the experience more pleasant for our patients.



surgeries and laminectomies for disc rupture in our hospital. By addressing two common problems within the population, it is just one more way that Thompson is offering its community the finest in care, close to home.

### Fast Finds ▲

When you get sick, you want to know what is causing the illness right away, but traditional laboratory tests for antibiotic-resistant bacteria can take, at minimum, 24 to 72 hours to culture. Now, Thompson's Laboratory Services Department has acquired state-of-the-art technology that takes a fraction of the time. The Cepheid GeneXpert XVI System produces results for nasal MRSA (methicillin-resistant Staphylococcus aureus) screenings within 60 to 70 minutes, compared to the 72 hours required before. It is also used to test for the intestinal bug Clostridium difficile, or C. diff, with highly accurate results within 40 minutes, and tests for Legionella and strep pneumonia as well. Not only does this technology allow physicians to create a treatment plan quicker and more accurately, but it decreases the risk of exposure to others.



### Neurosurgery Available

Identifying emerging needs and continually offering new services is something for which Thompson is known. In 2010, neurosurgery became available at Thompson, with a surgeon opening up an office for evaluations and follow-up appointments as well as performing both carpal tunnel

### Meeting an Urgent Need

In its first full year of operation, the expanded and renovated Thompson Urgent Care Center in Farmington saw its patient volumes increase a whopping 248 percent, showing that Thompson is keeping pace with the growing demand for urgent care on evenings and weekends, and when situations are not life-threatening but nevertheless require immediate medical attention. Given their complementary missions, the nursing administration of Urgent Care came under the supervision of the Emergency Department's nurse manager in 2010, while several ED nurses, physicians, and physician assistants began working at the Urgent Care Center and the two departments enhanced communication surrounding patient transfers.

### Project Excel Underway ▼

The campus of F.F. Thompson Hospital was a hub of activity in the fall of 2010, following the groundbreaking on Project Excel, a \$43.5 million expansion and renovation that will feature state-of-the-art surgical suites, an upgraded Rehabilitation Services Department, a much larger and modern Laboratory, a doubling of endoscopy suites, and more. With the new and renovated space slated for completion in 2012, Thompson will be well positioned to provide health care more efficiently, increase patient comfort and confidentiality, and continue to attract and retain the best physicians.



### A Guiding Light ▶

The tiniest of patients at Thompson received a very big gift from The Thompson Guild in the form of a VeinViewer® Vision Imaging System for the Birthing Center. This machine allows clinicians to see veins using near-infrared light, providing a venous "road map" for them to follow before inserting a needle to draw blood or begin an IV. Not only does it increase comfort for the babies, but it enhances efficiency for the staff and reduces stress for the parents. The technology quickly proved so effective on both infants and adults and was so in demand throughout the hospital that – thanks once again to the Guild – the hospital acquired a second unit.



### Staying Engaged

Thompson Health uses the latest technology not only to provide advanced medical treatment to its patients, but to enhance the lives of those who choose to call our senior communities home. One of the latest additions at Clark Meadows enriched living apartments – where Wii is a popular pastime – is a closed-circuit television (CCTV) device that allows visually-impaired residents to continue to enjoy reading. Also new to Clark Meadows is Skype, so that residents are able to keep in touch with loved ones via online video chats.

# Shining brighter together

## Partnerships in Health Make Our Community a Better Place

*"It's a nice change, actually getting out into the 'real world' and learning new skills. This year, I filed taxes for the first time! It's pretty cool."*

~ Jill Tyrrell, Ontario ARC participant and Thompson Health Nutrition Services Associate, pictured with her supervisor, Miriam Wilkerson



### A True 'Win/Win' ▲

With a firm belief that talent has no boundaries, Thompson Health is committed to fostering a diverse workforce. That commitment includes initiatives to hire and promote people with disabilities through partnership with Ontario ARC, a partnership that enables young men and women to experience a workplace that values their contributions. Last fall, our efforts were recognized with a Regional Employer of the Year Award from the Rochester Area Employment Network during National Disability Employment Awareness Month. The award, for helping to increase the independence of people with disabilities, was the result of a nomination from Ontario ARC and the New York State Education Department's Office of Vocational and Educational Services for Individuals with Disabilities.



### Reaching Out

Experts say that in New York State alone, approximately 2 million people are providing care for a chronically ill, disabled or aged family member or friend. Studies show that many of them are under a great deal of stress, which can take a toll in any number of ways, including weakened immune systems and greater susceptibility to anxiety/depression. In response to the need, Thompson Health teamed up with the West Ontario County Office of the American Red Cross to offer a series of four free presentations. From finances to nutrition, experts were there to offer advice, and to let caregivers know that there are community resources to which they can turn.



### Healthy Kids ▶

Two additional school districts joined Thompson's "Get Up! Fuel Up!" program in 2010 – upping the total to six –while the program added a "Chef to School" class for seventh-graders, bringing a chef from the New York Wine & Culinary Center on board with the program's efforts to combat childhood obesity. In addition, a yoga class was introduced to second-graders to expose students to a new way of exercising their bodies, and a School Food Independence Committee was created so that school food service directors could share ideas, farm-to-school contacts and other resources while providing as many local, whole food options to students as possible.

### Team Teaching

Already partners in emergency planning, Thompson Health and the VA Medical Center enhanced their collaboration in 2010 with a series of mini-conferences open to the community. Planned with the help of Thompson's Ethics Committee, the events included programs focused on ethical decisions during a pandemic, end-of-life care for veterans and leadership/business ethics.

### An Event with Heart ▲

Dedicated to finding new ways to reach out to individuals and increase their awareness of vital health information, Thompson teamed up with the Canandaigua Wegmans store in 2010 to offer heart health fairs, first for Wegmans employees and then for the public at large. From a simple finger stick, Thompson was able to measure each individual's total lipid profile, which includes HDL cholesterol, LDL cholesterol and triglycerides. Results were available within 10 minutes and during that time, individuals could also receive BMI and blood pressure screenings. Cardiologists were standing by to meet face to face with those whose screenings showed they were at risk.

### A Community Effort ▲

Thompson Health, in partnership with The Constellation Brands-Marvin Sands Performing Arts Center (CMAC) and the Canandaigua Family YMCA, distributed more than 70 flu shots at a free flu clinic for the uninsured and underinsured held at the YMCA. Reinforcing Thompson's efforts to reach community members who may not otherwise have access to the care they need, the event took place just two blocks south of the Thompson Clinic, Thompson's facility for people who are uninsured or underinsured. This meant the day served as an opportunity to not only vaccinate people against the flu but ensure they are aware of the resources available to them.



# Restorative energy

## Fostering a Positive Healing Environment

*"It was a special day and a special event – a wonderful opportunity to share a part of my Ukrainian heritage with family and friends."*



~ M.M. Ewing Continuing Care Center resident and "Wish Upon a Star" wish recipient Stefania Moroz, pictured with daughter Oksana Fuller



### Wishes Come True ▲

In a place where Associates make the wishes of residents come true on a daily basis, resident-centered care went a step further with the creation of a program that could involve the entire community: "Wish Upon a Star." In affiliation with a national nonprofit organization, Second Wind Dreams, the program's mission is to enhance the quality of life for residents while changing the perception of aging. Each resident is invited to express a wish, and then all of the wishes are entered into jars, with five drawn at each ceremony by a "genie." To date, those wishes have included everything from a Ukrainian buffet – complete with dancers – to a shopping excursion with a loved one, to a trip to a Rochester Amerks game.



### A Hospital Makeover ▲

Just shy of its 40th birthday, the second floor of Thompson Hospital received a makeover that included upgrades to floors, wall coverings, ceilings and trim throughout. In addition to looking more modern and aesthetically pleasing, the floor now includes a handicapped-accessible nurses' station as well as a renovated, more inviting lounge for family members and friends who are visiting patients. Both as a work environment and as a healing environment, it was a welcomed improvement.

### Grab & Go ▶

Ask any resident of Ferris Hills at West Lake what they love best, and inevitably, the conversation turns to food. The head chef continually strives to exceed expectations, and one of her latest initiatives involves "Grab & Go Meals." Available with entrées such as crab cakes or London broil, they're served with two sides in microwavable containers with heating instructions. Residents – who have full-size kitchens in their apartment homes – typically enjoy their evening meals and Sunday brunches in the dining room but found the meals convenient for their active lifestyles. Says one: "They're delish, and for \$5, you can't go wrong!"

### Workplace Wellness

At Thompson Health, Associates enjoy both being fit and having fun. Why else would one happily suit up as our Thompson Bear mascot to demonstrate some two dozen stretches for signs posted along both an indoor fitness trail and an outdoor fitness trail? Promoted during lunchtime "Strolls with the CEO," the trails give Associates an opportunity to improve their health at work. So do regular stretch breaks announced by melodic



### New Home for Sleep Center ▼

A comfortable bed, a mint on the pillow and a complimentary breakfast are all the makings of a restful stay at a country inn, but they can also be found at Thompson Health's Sleep Disorders Center. Established in 1993 and accredited by the American Academy of Sleep Medicine, the Center relocated in 2010, from the hospital to nearby 229 Parrish St. There, tastefully appointed, 235-square-foot suites are also home to the latest technology used by technicians to record brain waves, breathing, leg movements and other factors used by physicians to diagnose the problem. With studies showing that sleep disorders can contribute to a host of serious health problems, the new setting ensures that Thompson can continue providing this valuable service to patients well into the future.



### A Brighter Day Indeed ▲

Already incorporated into daily life at the M.M. Ewing Continuing Care Center, massage therapy came to The Brighter Day medical adult day program in 2010. Just as they do at M.M. Ewing, the massage therapists at The Brighter Day use a registered method of gentle, structured touch suitable for fragile or stressed residents or participants. They are also able to incorporate therapeutic whirlpool treatments, at participants' request. To further promote wellness, The Brighter Day expanded its pet therapy program to include a golden retriever named after rock star Axl Rose. Participants, who welcome social interaction as well as medical supervision, report that these types of holistic initiatives do, in fact, make for brighter days.

## 2010 Thompson Health Board of Directors & Committee Membership

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Karen Lustick  
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Immediate Past President

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Rochester Regional Committee, HANYS

### Sue Winslow

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### Jan Bourque

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Barbara Marshall

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### Jean Seager

Terry Tremblay

Taryn Dobbs Windheim

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William Craver, M.D.

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Ellie Fralick

Mimi Gotham

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Randy Jacque

Gary Kochersberger, M.D.

### Regina Morano, Esq.

Carlos Ortiz, M.D.

Hazel Robertshaw

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Richard H. Hawks, Jr.

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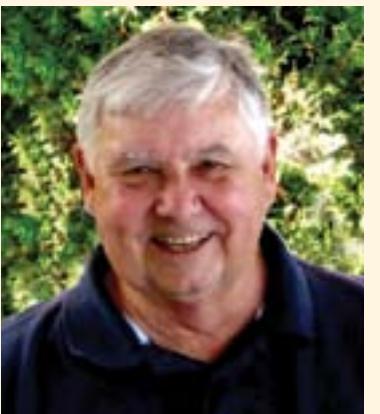
William Kenyon, Esq.

James Kibler

Thomas Kubiak

Steven H. Swartout, Esq.

Deborah Weymouth



### In Memoriam

With grateful appreciation for the service of Richard Bottorf, who passed away on Feb. 9, 2011. Dick joined the Continuing Care Center board in 1999 and was later appointed to the Health System's Board of Directors, serving on various committees and bringing both valued expertise and good humor to all that he did.

### Quality Committee

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Vice President of Medical Staff

Linda Farchione  
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Eric Alden

Richard Bottorf

Patricia Chiverton

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Kate Grimes

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Hazel Robertshaw

Kathy Vaughn

Deborah Weymouth

Deborah Weymouth

## Leaders

### The Executive Team

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President/CEO  
Thompson Health

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

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Senior Vice President,  
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Vice President, Associate Services  
Thompson Health

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

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

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

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

Eric Alden  
Nurse Manager, Third floor  
Nursing Administration

Michele Ford  
Director, Rehabilitation Services  
Thompson Health

Wendy Blakemore  
Director, Laboratory Services  
Thompson Health

Heather Bradley  
Nurse Manager, Long Term Services/Meadows  
M.M. Ewing Continuing Care Center

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

Penny Dodge  
Director, Patient Financial Services  
Thompson Health

Donna Fulmer  
Nurse Manager, ICU, SCC, PACU, PATC, OR, CSR  
Nursing Administration

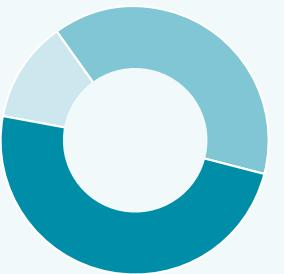
Sheryl Pierce  
Nurse Manager, Pines  
M.M. Ewing Continuing Care Center

### Rick Gerger

Director, Facility Services  
Thompson Health

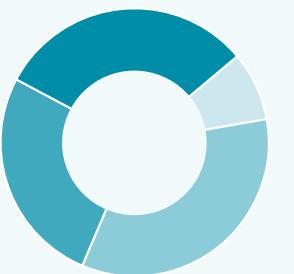
Kathy Grimes  
Executive Director, Operations  
Senior Living Services  
Director, Service Excellence

## 2010 Financial Statement



**Net System Revenues\***  
(in thousands)

Medicare/Medicaid	49%	\$ 51,873
Commercial Insurance	39%	41,533
Miscellaneous	12%	12,627
<b>Total Operating</b>	<b>106,033</b>	
<b>Non-Operating Net</b>		<b>5,687</b>
<b>Total</b>		<b>\$ 111,720</b>



**Net System Expenses\***  
(in thousands)

Routine and Nursing Care	31%	\$ 33,793
Other Professionals	26%	28,025
General and Administrative	34%	36,611
Depreciation and Interest	9%	9,039
<b>Total</b>		<b>\$ 107,468</b>

\*unaudited data

## 2010 Vital Statistics

Centers for Medicare/Medicaid Services (CMS) Core Measures  
**Surgical Care Infection Prevention Measures**

	Antibiotic Administered 1 hour prior to incision to prevent infection	Discontinued Antibiotic 24 hours after surgery
Thompson Health*	98%	98%
National Average†	97%	94%

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

	Blood culture obtained	Smoking cessation counseling provided	Antibiotic given within 4 hours of arrival
Thompson Health*	97%	100%	98%
National Average†	96%	97%	95%

Centers for Medicare/Medicaid Services (CMS) Core Measures  
**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†	98%	96%	99%

\*For Period Jan 2010-Dec 31, 2010  
†From CMS report July 09-June 10

## 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.

## Thompson Health Vision

# Bringing Confidence and Compassion to Every Healthcare Experience

*"I was transported to the Emergency Room following a bad car accident, and the treatment provided was exceptional. As a result of this accident, I have been in the Radiology and Physical Therapy departments many times. The staff are always courteous, helpful, and genuinely very caring. We are so lucky to have these excellent healthcare services and providers available to us!"*

~ Grace Loomis





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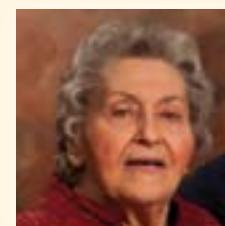
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# Shining for you



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.