

Keeping Our Community Healthy

2016 COMMUNITY BENEFIT



UR
MEDICINE

THOMPSON
HEALTH

MEDICINE of THE HIGHEST ORDER

About UR Medicine's Thompson Health

UR Medicine's Thompson Health provides quality health care to approximately 165,000 residents of the greater Finger Lakes region by offering exceptional primary and secondary care services, wellness information and community education.

Our affiliation with UR Medicine is in its fifth year and has yielded significant benefits for both the health system and the community. Through the partnership with UR Medicine, a seamless network of healthcare delivery has been created, allowing patients access to many different levels of care at a variety of locations closer to home.

Thompson Health continues to maintain integral partnerships within its communities, leading the way in quality and service by providing a culture of healing, offering comprehensive medical expertise and exceeding patient expectations. In addition, Thompson promotes preventive strategies through an ambitious community outreach effort using educational classes, workshops, support groups and special events.

Thompson Health is comprised of five corporations: F.F. Thompson Hospital, M.M. Ewing Continuing Care Center, F.F. Thompson Foundation, FFTH Properties & Services and F.F.T. Senior Communities. Thompson Health's Board of Directors, medical staff, associates and volunteers are dedicated to fulfilling our mission to the community.

Our Mission Statement:

To continually improve the health of the residents and communities of the Finger Lakes and the surrounding region.

Our Values:

Commitment

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

Actions speak louder than words. We act in a professional and timely manner and are accountable for our own behavior and that of our colleagues.

Respect

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

Excellence

Our System is continuously providing outstanding care and exceptional service.

Service

We serve with pride, creating a responsive and healing environment. This is what our team is all about.

Community Benefit

In 2016, \$9,559,943 in Community Benefit was provided by Thompson Health to those we serve.

See page 6 for more information

Quality Designations



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

Certificate of Distinction in Management of:
Joint Replacement – Hip
Joint Replacement – Knee

Perinatal Advanced Certification

Orthopedic Rehabilitation Certification





Community Health Priorities

Needs Assessment

Thompson Health conducts routine needs assessments and focus groups to help meet the changing health needs of the community and keep us dialed in on the priorities most important to our service area residents. We also evaluate data from several primary sources and survey those impacted most – community members – on the content and quality of the programs offered. We analyze the data and adjust our programs and services accordingly to guarantee our efforts align with the community's health needs.

Benefits of Collaboration

Thompson works hard to create meaningful partnerships that best serve the community at large. We've developed tremendously productive collaborative relationships with local school districts, governmental agencies, healthcare providers, Ontario County Public Health, the S2AY Rural Health Network, other county hospitals, local media and community-based organizations to provide easier access to health care and promote preventive medicine within the

Community Health Priorities

2016 - 2018

- Reduce obesity in children and adults
- Reduce hypertension/strokes through better hypertension management; reduce sodium intake; reduce tobacco use

community. In addition, Thompson Health's leadership team stays active within the community to strengthen existing relationships and search for potential collaborative partners as part of its effort to enhance needed healthcare services for our most vulnerable residents.

Looking Ahead

Thompson Health offered more than 120 different community programs, educational events, support groups and classes during 2016, many of which focused on preventive strategies to keep people out of the hospital. Thompson will continue to work with the

community and its public health partners during 2017, which is year four of our four-year Community Service Plan. Our priorities, as always, are to identify best practice models and the most effective ways to address community needs – in particular, obesity and hypertension – and to offer personalized and compassionate health care supported by advanced medical technology and innovative treatment protocols.

Reducing Hypertension, Strokes & Obesity

Thompson Health's Three-Year Plan Targets Changing Health Needs

On the following pages we have highlighted a few examples of our most successful programs and events offered in 2016 that targeted hypertension, strokes and obesity, as well as other innovative programs.

Obesity

Healthy Horizons

For the 2016 Healthy Horizons camp, Thompson Health partnered with the Greater Canandaigua Family YMCA. Children entering sixth, seventh and eighth grades participated in this fun-filled event where kids won cool prizes while learning about eating well, feeling well and being physically fit. This Rural Health Grant program was designed to promote child wellness and included a Thompson Health registered dietitian, a wellness coach and athletic trainers.



Food Rx

Thompson's Food Rx program is also known as a "food prescription for a healthy life." It's designed to educate the community about nutrition and its role in health. Participants estimate their current consumption of whole plants, discuss the health benefits of increasing whole plants in the diet, receive information about available resources for a healthier diet and receive first-hand experience in preparing whole plant-based meals and cooking without oil. Dr. Kerry Graff, MD and certified dietitian/nutritionist Linda Rowsick facilitate the five-week program. More than 100 community members have attended the event over the last two years.



The Mobile Food Pantry

Thompson Health promotes healthy options to the community and its associates by partnering with Foodlink to offer perishable foods free of charge to those in need. The Mobile Food Pantry – a market on wheels – visited Thompson during May and November and brought along breads, fresh fruits, vegetables and dairy products – all free of charge. The outreach program helped 250 families in 2016.

Farmer's Market

The Fisher Hill Farm produce truck set up shop by the hospital entrance every Monday from June through October to offer a wide variety of locally-grown fruits and vegetables to the community at large. The mini farmer's market served hundreds of residents and associates during its 22-week run, and remains part of Thompson's continuing efforts to provide access to healthy food choices.

Get Up! Fuel Up!

More than 1,000 students in four Ontario County school districts participated in Thompson's highly successful Get Up! Fuel Up!, a unique prevention-based program designed to combat childhood obesity. More than 9,000 students have participated since the program began in 2007. Students learn what foods are healthy, why they're important, how the media and peer pressure affect their choices and how to maintain a healthy diet well into adulthood.

The program utilizes the "5-2-1-0" concept emphasizing five daily servings of fruits or vegetables, less than two hours of TV or video games each day, at least one hour of physical activity and no sugary drinks. Delivered with a positive, imaginative approach that includes a number of hands-on activities, Get Up! Fuel Up! also utilizes aspects of the Body Talk curriculum created by The Body Positive, including its concept of "Health at Every Size," which encourages children and adolescents to forego unrealistic goals. Get Up! Fuel Up! builds self-reliance and helps students understand the importance of an active lifestyle.

Braves Camp

Now entering its fourth year, Braves Camp is a collaboration between Thompson Health and the Canandaigua City School District designed to lessen the stress for students transitioning from elementary school to middle school. The two-day camp, named after the school mascot, places students in team-building activities where they learn about positive body language and self-esteem. Also on the agenda is how to identify stress and how to handle it. Last summer's camp was attended by 88 students, who all did a pre- and a post- self-evaluation survey, which revealed they received a boost in confidence and felt less stressed about moving up to middle school.

At the conclusion of Braves Camp, a well-known athlete or celebrity delivers messages about bullying, perseverance and self-confidence. Jared Campbell, an award-winning singer/songwriter from Upstate New York, attended all four camp sessions in

2016. He has appeared at hundreds of schools over the last decade. His songs are uplifting, thought-provoking and emotionally heartfelt, and young people often walk away with a life-changing experience.



Hypertension

Harvest of Health

More than 120 local women enjoyed a delicious fall-themed dinner at the annual Harvest of Health, an event devoted to women's health where participants browsed healthcare exhibits while learning about digestive issues, stress and fatigue – topics chosen based on a survey of local women in the community and what their interests were. After dinner, attendees were treated to an hour of laughter from author, comedian and national speaker Brenda Elsagher.

Rose Walk

The 20th annual Rose Walk raised more than \$16,000 for cardiac rehabilitation patients of Thompson Health, bringing the total amount raised by this event over the years to more than \$250,000. Held June 18 at Sonnenberg Gardens & Mansion State Historic Park in Canandaigua, the event attracted hundreds of community members of all ages drawn to the cause of assisting patients of the Fralick Cardiac Rehabilitation and Fitness Center at Thompson Hospital. The center helps patients regain and maintain their physical health and sense of well-being following a cardiac event.



Stroke Education

Thompson Health is a leader in stroke treatment and care, and in 2016 our Community Education Team attended six events where associates manned booths to dispense potentially life-saving information about risk factors and knowing the signs of a stroke. Our stroke education team attended the Rochester Heart Walk and Run at Frontier Field, the Ontario Wellness Fair, Rose Walk, the Harvest of Health at FLCC, the Ontario County Wellness Fair and the Constellation Health Fair.

Healthy Me! Wellness Fair/BP Challenge



Every October, Thompson holds the Healthy Me! Wellness Fair for associates, their spouses and community members. Thompson's internal departments share

expertise on health-related topics such as respiratory care, diabetes, rehabilitation services, sleep deprivation, acupuncture, biometrics and meditation, and provide screenings to help identify individual health issues that require attention. Outside vendors participate as well. We added a Blood Pressure Challenge to our ninth annual event. Nearly 500 people visited the fair and 148 associates participated in the challenge.

5k Runs & Walks

Thompson Health can always be counted on to participate at local/regional 5K runs and walks to raise money for the respective organizations. Over 150 associates took part in this year's events, which included the JP Morgan Chase Corporate Challenge, Crosswinds 5K, The Ride for Independence, Tour de Cure, the Walk to End Alzheimer's, the American Heart Association Heart Walk and Making Strides Against Breast Cancer.

Chronic Disease Self-Management Program

This is a new, evidence-based program out of Stanford University that helps address chronic disease. The program advises participants how to start eating and exercising properly, how to improve problem-solving and decision-making skills and how to create an action plan, as well as techniques to manage symptoms like stress, anxiety, depression, fatigue and frustration. Our physicians now refer their patients to this free program. Twenty-six individuals enrolled in the first two program sessions held in 2016.

Other

Cough. Sneeze. Laugh. Leak?

Thompson Health's Spirit of Women program hosted "Cough. Sneeze. Laugh. Leak?" Sixty women attended the April event to hear Thompson Health Physical Therapist Kimberly Tonovitz, specially trained in pelvic health, talk about how women can combat female urinary leakage and incontinence and the role of physical therapy in decreasing or eliminating symptoms. "It was such a good program and got me very interested in bringing this topic up with my primary physician when I have my physical," said one attendee.



Concussions

More than 30 people attended the free program, "Concussions: What's the Impact?," to hear Thompson's Sports Medicine Department speak about concussion diagnosis and treatment, and to announce the hospital's new accreditation as a Certified ImPACT Credentialed (CIC) site.

Free Hernia Screening Clinic

Thompson Health hosted a Hernia Screening Clinic where more than 40 people heard Thompson's general physicians speak about the different types of hernias and what can be done to repair them. After the presentation, attendees received a hands-on demonstration of our minimally-invasive surgical system and were given the opportunity to receive a free hernia screening.

Alzheimer's Association Walk

A Thompson Health team of more than 30 walkers participated in the annual Alzheimer Association Walk in Canandaigua and finished in first place by raising \$7,434 for the association. The walk started and ended at the Granger Homestead with a stroll through scenic Sonnenberg Gardens in between.



Courtesy Care

The Financial Aid/Community Care Program at Thompson was established to provide necessary medical care to all patients regardless of their ability to pay. The program is intended to identify uninsured and underinsured individuals who cannot afford to pay in full for their services. Financial Aid/Community Care is available through discounted charges and/or sliding fee discounts.

Financial Aid/Community Care assistance is communicated and made available to all individuals receiving medically necessary non-elective inpatient and outpatient services from the hospital system through:

- Verbal communication
- Written media: information sheets, application and directions, patient handbook and handouts, patient service cost estimates, patient bills and collection correspondence
- Electronic media: Thompson Health’s website, non-patient communication throughout human service agencies and social service organizations

Financial Data

Thompson’s goal is to maintain its leadership role as a system of excellence in prevention, diagnosis and cost-effective care for our community members. In 2016, Thompson Health provided the following courtesy care/services to our community:

2016	
Courtesy Care	Total: \$2,082,897
Uncompensated Care	Total: \$4,241,740
Community Benefit	Total: \$3,235,306



Economic Impact

Thompson Health is a Major Employer

- Thompson Health employs 1,561 people, with a total 2016 payroll of \$68,144,736. System payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.
- Health system employees use their wages to purchase goods and services, which creates income and jobs for other businesses. Dollars earned by Thompson employees and spent on groceries, clothing, mortgage payments, rent, etc., generate approximately \$126,749,209 in economic activity for the local economy.

Thompson Health Purchasing

- In 2016, Thompson Health spent \$45,773,875 on the goods and services it needs to provide health care – for example, medical supplies, electricity for its buildings, and food for patients. Funds spent to buy goods and services flow from the hospital to vendors and businesses and then ripple throughout the economy.

- Dollars spent by Thompson Health, as an organization, generate approximately \$85,139,408 for the local economy.

Thompson Health Capital Spending

- In 2016, Thompson Health's capital spending totaled \$7,537,478 for buildings and equipment.
- Capital spending by Thompson Health generates approximately \$14,019,709 for the local economy.

Thompson Health Construction Activity

- Construction activity at Thompson Health affects the local economy, from the convenience store located down the street to the insurance agent providing policies for the contractors and other companies working on each project. These projects generate local jobs and revenue and result in improved healthcare delivery for the community.

~ Figures are based upon a formula provided by the Healthcare Association of New York State. ~