

2017 Community Benefit



Keeping our
Community

healthy



UR
MEDICINE

THOMPSON
HEALTH

MEDICINE of THE HIGHEST ORDER

About UR Medicine Thompson Health

UR Medicine Thompson Health provides quality health care to approximately 215,000 residents of the greater Finger Lakes region by offering exceptional primary and secondary care services, wellness information and community education.

Thompson's affiliation with UR Medicine is in its sixth 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, The F.F. Thompson Foundation, FFFH 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.

Community Benefit

In 2017, \$8,888,257 in Community Benefit was provided by Thompson Health to those we serve.

See page 6 for more information

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.

HOSPITAL 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





Community Health Priorities

Needs Assessment

UR Medicine Thompson Health meets the changing health needs of the community by maintaining a sharp focus on the priorities most important to our service area residents. To help accomplish its mission, Thompson conducts focus groups and routine needs assessments, and compiles data from several primary sources. The health system also surveys those impacted most – community members – on the content and quality of the programs offered. All that data is then analyzed and programs and services are adjusted accordingly to guarantee efforts align with the community's health needs.

Benefits of Collaboration

Thompson Health has 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

Community Health Priorities 2017 - 2019

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

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

Looking Ahead

Thompson Health conducted more than 120 different community programs, educational events, support groups and classes during 2017, 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 2018. The 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 and Obesity

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

On the following pages we have highlighted a few examples of our most successful 2017 programs and events targeting hypertension and obesity, plus a few more successful community programs on other topics.

Obesity

Healthy Cooking, Healthy Lifestyles

At Bristol Hills 4H Camp

UR Medicine Thompson Health expanded the 2017 Healthy Cooking, Healthy Lifestyles program with support from a Mary Clark Thompson grant by giving campers the opportunity to further their passion for cooking and learn about healthy lifestyles. Under the direct guidance of a master chef, campers received hands-on experience in the New York Wine and Culinary Center kitchen while exploring a wide range of healthy cooking skills, from menu planning to food safety, preparation and presentation. The week-long camp attracted 23 student participants, who learned how food choices impact both physical and mental health. Students learned that a healthy diet, limited media use and engaging in enjoyable physical activities can lead to wellness no matter what society may say about their body type.

Type 2 Diabetes Prevention & Diet Management Class

These classes taught approximately 40 participants how smart shopping, reading nutritional fact labels and menu planning can help them achieve their blood glucose goals while preventing or managing Type 2 diabetes. The classes were offered at the low cost of \$15, and 100 percent of the class evaluations indicated participants would recommend the class to others.

Get Up! Fuel Up!

Get Up! Fuel Up! is a unique prevention-based program designed to combat childhood obesity. Nearly 900 students in four Ontario County school districts participated in last year's program and more than 9,000 students have participated since the program began in 2007. Students learn which 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's message emphasizes 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. It's delivered with a positive, imaginative approach that includes a number of hands-on activities.



Super Sprowtz

Super Sprowtz is a cute puppet show using nationally-branded superhero vegetables such as Brian Broccoli and Erica Eggplant to reach children in daycare through second grade, students who are not served by our Get Up! Fuel Up! program. In a light-hearted manner, the puppets address the importance of healthy eating by teaching a character named Fake Food Fred how fruits and vegetables can be not only healthy but delicious, too. This new program staged just a couple of shows last year, but 56 children had a chance to meet the cast. Moving forward, Thompson Health plans to cultivate partnerships with local daycare centers.

Braves Camp

Braves Camp, entering its fifth year, is a collaboration between Thompson Health and the Canandaigua City School District, and is designed to lessen the stress for students making the big move from elementary school to middle school. The two-day camp, named after the school mascot, puts students in team-building activities where they learn about positive body language and self-esteem. They also learn how to identify stress and how to handle it. The camp concludes with a well-known athlete or celebrity delivering messages about bullying, perseverance and self-confidence. Jared Campbell, an award-winning singer/songwriter from Upstate New York, once again attended all four camp sessions in 2017. He's appeared at hundreds of schools over the last decade with uplifting, thought-provoking and emotionally heartfelt songs. Last summer's camp was attended by 80 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.

The Mobile Food Pantry

The Mobile Food Pantry – a market on wheels – visits Thompson each May and November, bringing healthy options to Thompson associates and the community. In partnership with Foodlink, the Thompson pantry offers breads, fresh fruits, vegetables and dairy products free of charge. The outreach program reached 328 families in 2017.



Hypertension

Chronic Disease Self-Management Program

This Stanford University program, which made its debut in 2016, advises participants how to start eating and exercising properly, how to improve problem-solving and decision-making skills, as well as how to manage stress, anxiety, depression, fatigue and frustration. Thompson Health offered a total of seven, six-week series at various locations – including one for female inmates at the Ontario County Jail – as part of a partnership with the Ontario County Public Health Department. The free program attracted 100 participants overall.

Stroke Education

Thompson Health continued its leadership role in stroke education and stroke care as its Community Stroke Education Team attended numerous events where associates manned a booth to dispense potentially life-saving information about risk factors and knowing the signs of a stroke. The team also collaborated with various local emergency medical services teams to increase community awareness of strokes and how to deal with them. In addition, the team conducted a month-long promotion during May, which was Stroke Awareness Month.

Hypertension Registry

Thompson Health's Hypertension Registry works in conjunction with Common Ground Health and the High Blood Pressure Collaborative. It keeps tabs on health trends while using reporting data from the nation's first community-wide high blood pressure registry to track hypertension levels within Thompson's service area. Since Thompson joined the registry in 2014, hypertension control for adults in its system has improved seven percent. The High Blood Pressure Collaborative has earned awards from the Centers for Disease Control and Prevention, National Business Group on Health, the Healthcare Association of New York State, the American Hospital Association and the Association of Chamber of Commerce Executives.

Rose Walk

The 21st annual Rose Walk raised more than \$18,000 for cardiac rehabilitation patients of Thompson Hospital, bringing the total amount raised by this event over the years to more than \$268,000. Held in June at Sonnenberg Gardens & Mansion State Historic Park in Canandaigua, the event attracted hundreds of community members of all ages joining together to assist 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.



Other

Prescription Drug Collection

UR Medicine Thompson Health's Drug Enforcement Agency license was updated in late 2016 to allow the hospital to accept unwanted pharmaceuticals. The Thompson Health Guild was generous enough to provide funds to purchase a receptacle, which was secured just off the hospital's main lobby. In October of 2016 Thompson's pharmacy and the Ontario County Sheriff's Office set up a program to help the public dispose of unwanted pharmaceuticals through which a deputy would come and retrieve the contents a couple of times per month. In 2017, 488 pounds of unwanted medication was collected. When pharmacists discuss controlled substance medications with family members of surgery patients, they inform them of the bin's location and promote its use. The feedback on this program has been tremendous and helps to keep drugs out of the water system and potentially out of the hands of drug abusers.

Shootout for Soldiers

Shootout for Soldiers is a national program with a simple mission: to use lacrosse as a platform to support American veterans and foster community engagement. This unique fundraiser attracted more than 1,100 lacrosse players – men, women and children of all ages – to the new turf field at Canandaigua Academy where Thompson Health provided free athletic training services. Last year's event – and Canandaigua's first as host – raised \$50,000. In addition to lacrosse, the free family-friendly event featured bounce houses, a water slide, dunk tanks, rock walls, an obstacle course, live music and food trucks. There are 12 sites nationwide – including Atlanta, Baltimore, Boston, Philadelphia, Seattle and Washington, D.C. – making Canandaigua one of the smaller venues, but one with very big results.

Community Races & Walks

UR Medicine Thompson Health is always a major presence at local/regional races and walks to raise money for the respective organizations. The 2017 events included the American Heart Association Heart Walk, JP Morgan Chase Corporate Challenge, Crosswinds 5K, Tour de Cure, The Walk to End Alzheimer's, Canandaigua-Ontario Pathways Pumpkin Walk and Making Strides Against Breast Cancer.

Healthy Me! Wellness Fair

One of Thompson Health's most popular events is the Healthy Me! Wellness Fair held every October for Thompson's associates, their spouses and the community in general. More than 300 people visited the 10th annual fair in 2017, where Thompson experts shared expertise on topics such as respiratory care, sleep deprivation, acupuncture, diabetes, rehabilitation services, biometrics and meditation. Screenings were also provided to help identify individual health issues requiring attention.

Victor Wellness Expo

Thompson Health sponsored the Victor Chamber of Commerce Health and Wellness Expo in April at the Pinnacle Athletic Campus in Victor. Thompson showcased a full range of services appropriate for all age groups attending the expo, from high-intensity sports performance to senior living services. Nine different Thompson service departments were on hand and clinical experts answered questions and engaged participants with games to test their knowledge and challenge their fitness level with a plank competition.

Head and Neck Cancer Screening

During Thompson Health's annual Head and Neck Cancer Screening, 37 people were examined with three of them found to have serious issues. Those individuals were recommended for immediate follow-up for suspected neoplasm. Another 15 people were recommended for a full head and neck evaluation for a multitude of issues including allergies, gastric reflux and voice changes, and four people were recommended for follow-up for suspected skin cancer. Dr. John F. Centonze, M.D. and Eric Kerr, NP of Finger Lakes ENT and Dr. Susan L. Fulmer, M.D. of Lakeside ENT donated their time to conduct the free screenings. Thompson's Speech Pathology Department organized the annual event by scheduling appointments and assisting with the necessary paperwork.

Sands Cancer Center Symposium

The purpose of the annual Sands Cancer Center Symposium, which was held in September at the Burgundy Basin Inn, is to enable its target audience of nurses, social workers, case managers and care managers to integrate care and communication strategies into everyday practice and to address complex patient needs. This year's symposium – Challenges in Healthcare: Tools for an Increasingly Complex Population – sought to address many of today's complex issues, such as heroin, and its impact on the community, the medical professional's role in elder abuse cases, and end of life. The symposium attracted 140 participants.



MoMs Join Support Group Lineup

Nearly 2,200 members of the community participated in at least one of Thompson Health's numerous free support groups last year. Our newest support group – MoMs (Mom to Mom Support Circle) – formed out of the need for honesty and support among mothers struggling with a mood and/or anxiety disorder that occurs during pregnancy, or after the birth of a new baby. Facilitated by Maureen Kellogg of Thompson's Social Work Department, Thompson Health Lactation Consultant/RN Courtney Phillips and a volunteer from the community, this group offers moms a safe space to be transparent about motherhood, mental health and all the little things in between, providing opportunities to talk with others who have been through or are going through the same season of life.

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

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 2017, Thompson Health provided the following courtesy care/services to our community:



Financial Data

2017

Courtesy Care

Total: \$2,124,253

Uncompensated Care

Total: \$4,379,563

Community Benefit

Total: \$2,384,441

Economic Impact

Thompson Health is a Major Employer

- Thompson Health employs 1,547 people, with a total 2017 payroll of \$72,157,396. 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 \$135,655,904 in economic activity for the local economy.

Thompson Health Purchasing

- In 2017, Thompson Health spent \$47,211,189 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 \$88,757,035 for the local economy.

Thompson Health Capital Spending

- In 2017, Thompson Health's capital spending totaled \$10,318,681 for buildings and equipment.
- Capital spending by Thompson Health generates approximately \$19,399,120 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. ~

