2011 REPORT TO THE COMMUNITY

Above and Beyond
THIS IS THE THOMPSON WAY

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

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

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

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

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

Thompson Health CARES Values

**C**ommitment is to our Customer. Our Customers are all who come to us for service.

**A**ctions speak louder than words. We create a positive Healing Environment.

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

**E**xcellence Our System is continuously providing outstanding care and exceptional service.

**S**ervice We serve with pride, in a responsive and timely manner. This is what our team is all about.
Quality/Safety

Setting New Standards

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

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

“The staff was considerate and took the time to explain things. I cannot say enough good things about how I was treated.”
— David B., following a four-day hospital stay
Maximizing Resources
Those needing a rehabilitation bed following an illness or surgery have an even shorter wait at the M.M. Ewing Continuing Care Center, thanks to the work of an interdisciplinary team of Thompson Associates. The average wait at the Center was already half the statewide average, but the team worked with a coach from the Greater Rochester Nursing Home Quality Consortium (GRNHQC) and employed a number of Lean Six Sigma quality management methods in order to identify opportunities for improvement and streamline processes. In just three months, they exceeded their goal, benefitting patients and financial efficiency.

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

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

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

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

Volunteers Take on New Roles

With major parts of the hospital under construction as part of the $43.5 million Project Excel expansion and renovation, volunteers took on new roles and responsibilities in 2011, providing directions to visitors and often escorting them to their destinations. As construction progressed and the Constellation Center for Health and Healing opened in November, the volunteers began staffing a new information desk in its lobby. Combined, the more than 250 active volunteers put in a total of more than 33,000 hours throughout the health system over the course of the year, with everything from transporting patients, to sorting mail, to assisting with computer data entry.

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

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

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

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

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

Reaching Out to Caregivers

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

Music to Their Ears

The hills – as in Ferris Hills at West Lake – were alive with the sound of music once again in 2011, with the Hochstein School of Music & Dance offering residents an on-site music appreciation course taught by a member of the Hochstein faculty. The nine-week course wasn’t the only benefit of the Ferris Hills/Hochstein partnership, however. Residents also were treated to world-class performances from talented musicians, including a Scottish pianist studying as a Fulbright Scholar at the Eastman School of Music.
An Idea Grows ▲
With on-site farmers’ markets, health fairs and more, Thompson Health in 2011 partnered with Clover Road Farms of Cohocton for another initiative to promote Associate wellness. At the beginning of the summer, Associates were given the opportunity to obtain a share in the farm’s co-op and receive weekly deliveries of organic produce. But the big yellow truck drew interest from staff and visitors who had not purchased shares, and soon the farm was offering much more than co-op deliveries. Outfitted with flooring, shelving and track lighting, it became a “farm store on wheels,” with not only vegetables and fruit but baked goods, eggs, mums, jams, soup mixes and more.

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

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

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

“Using locally harvested ingredients, the chefs created an amazing meal that came close to stealing the show.”
~ Charles B., who attended the harvest dinner prior to the school play
The Picture of Safety

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

Little Technology with Big Impact

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

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

~ Leo K., on his exam in the Diagnostic Imaging Department
Enhanced Communication for You

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

New Weapon in the Fight Against Flu

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

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

Haven’t Got Time for the Pain
New advances in the diagnosis and treatment of pain are now conveniently available to those who Thompson serves. This past fall, a team led by an interventional radiologist began offering a number of minimally invasive outpatient services through the hospital’s Diagnostic Imaging Department. Referred by their physicians, those with back, neck and other forms of pain can receive a host of advanced treatments aimed at allowing them to enjoy life to the fullest.

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

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

Information You Can Trust

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

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

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

Fit at Every Age
Thompson’s Athletic Trainers teamed up with the YMCA to provide fitness programs for athletes of all levels and ages in 2011. To help keep older adults fit, a Senior Fitness Program for active seniors was offered at local senior living facilities and the new Constellation Center for Health and Healing. The program included one-on-one sessions with a certified senior fitness instructor, as well as a customized exercise plan to improve flexibility, strength and balance.
Partners in Preparation
With an interdisciplinary, supportive approach to total knee and hip replacements, Thompson added a group education program to help patients prepare for surgery. Held the first Wednesday of each month, these free sessions are led by a physical therapist who lets people know what to expect, answers their questions and provides peace of mind. Group therapy sessions were provided in the hospital as well, incorporating the social and motivational aspects of the education program for smoother recoveries following surgery.

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

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

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

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

Sleep Solutions
In response to our community’s need, the Thompson Health Sleep Disorders Center – the only accredited sleep center in the Finger Lakes – created a Sleep Solutions Support Group in 2011 open to anyone seeking expert help for sleep apnea. Community members now have an opportunity to find support from others in the same situation, learn more about the latest equipment and treatment, get mask fittings and have their equipment checked for proper pressures. For those who need a little assistance adjusting to a continuous positive airway pressure (CPAP) machine for sleep apnea, the Sleep Disorders Center also offers desensitization sessions.
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With Gratitude
Sharon Pepper
Senior VP of Senior Living Services
Retired in December 2011,
following 20 years of service.

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

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

Bonnie Ross
Senior VP of Strategic Initiatives
Retired January 2012,
following 13 years of service.
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Medical Director of Anesthesiology
F.F. Thompson Hospital
Michael Foote, M.D.
Medical Director of F.F. Thompson Family Practices
F.F. Thompson Hospital
Ronald Hansen, M.D.
Medical Director of Nuclear Medicine
F.F. Thompson Hospital
Bryan Henry, M.D.
Medical Director of Cardiopulmonary & Cardiac Rehab
F.F. Thompson Hospital
Kirk Herriot, M.D.
Medical Director of Pathology
F.F. Thompson Hospital
Robert Knapp, M.D.
Medical Director of Stroke Center
F.F. Thompson Hospital
Robert Meyer, M.D.
Medical Director of Rehabilitation Services
F.F. Thompson Hospital
Joseph Modrak, M.D.
Medical Director of Sleep Disorders Center
F.F. Thompson Hospital
Carlos R. Ortiz, M.D.
Acting Medical Director of ICU
F.F. Thompson Hospital
Carlos R. Ortiz, M.D.
Acting Medical Director of Respiratory Medicine
F.F. Thompson Hospital
Raymond Thomas, M.D.
Medical Director of APC
F.F. Thompson Hospital
2011 Financial Statement

Net System Revenues*
(in thousands)
- Medicare/Medicaid 47% $ 53,956
- Commercial Insurance 39% 43,776
- Miscellaneous 14% 15,801
Total Operating 113,533
Non-Operating Net 1,343
Total $ 114,876

System Operating Expenses*
(in thousands)
- Routine and Nursing Care 31% $ 34,234
- Other Professionals 26% 28,823
- General and Administrative 36% 39,859
- Depreciation and Interest 7% 8,451
Total $ 111,367

*unaudited data, excluding Foundation

2011 Vital Statistics

2011 Core Measures
Centers for Medicare/Medicaid Services (CMS) Core Measures

Surgical Care Infection Preventions Measures

<table>
<thead>
<tr>
<th></th>
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Community Acquired Pneumonia

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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
350 Parrish Street
Canandaigua, New York 14424

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

(585) 396-6000 www.ThompsonHealth.com  Follow us on Facebook

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

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

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