

# 2008 COMMUNITY SERVICE PLAN

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## Implementation Report

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**Thompsonhealth**

Canandaigua, New York  
[www.ThompsonHealth.com](http://www.ThompsonHealth.com)

# Thompson Health

Thompson Health, located in Canandaigua, New York, is comprised of six affiliate corporations: F.F. Thompson Hospital, a 113-bed acute care facility; M.M. Ewing Continuing Care Center, a 188-bed long-term care facility; Ontario County Advanced Life Support, providing mobile advanced life support services; the F.F. Thompson Foundation; FFTH Properties & Services, and F.F.T. Senior Communities, which owns and operates a senior living community featuring independent and enriched living residences.

For more than 100 years, Thompson Health has been providing excellence in primary- and secondary-level health care to our service area, which now has approximately 120,000 residents. Thompson takes a proactive approach to answering the community's diverse needs, and ensures that its staff goes above and beyond standard training requirements to deliver exceptional care.

These goals are accomplished by using a “whole person” approach that recognizes the need for health in mind, body and spirit to encourage and promote healing and wellness at any stage of life, and for specific circumstances that may arise throughout a person's lifetime.

Thompson's Board of Directors, medical staff, volunteers and Associates pride themselves on being directly involved in the health care of the growing region that we serve. Thompson Health is the recipient of the Governor's Award for Excellence and Thompson Hospital is designated as a Magnet facility for the excellence of its nursing services by the American Nurses Credentialing Center. Thompson Hospital is also a New York State Department of Health-designated Stroke Center. The M.M. Ewing Continuing Care Center is a past recipient of the Alzheimer's Association of Rochester's Quality of Life Award: Outstanding Residential Provider. In addition, representatives from a nursing home in Kildare, Ireland visited the M.M. Ewing Continuing Care Center to benchmark living options for its residents. We were one of two facilities in the United States that they visited.

# Thompson's Community Health Involvement

Community health can be defined as health and quality of life improvement initiatives that:

- Improve the health and well-being of people in the health system's service area;
- Use resources effectively and efficiently to promote health and reduce the overall cost of health care;
- Address a multitude of issues and populations, and address the health needs of the individual that go beyond medical and physical issues; and
- Are locally based, because local issues are best addressed with local solutions.

## Public Assessment

Thompson Health maintains many links and affiliations with community and health organizations to enhance our ability to develop and deliver community programs. Through our provider network and existing partnerships in the community, Thompson Health has established a diverse array of community health programs to meet the community's specific needs. Some of our affiliations include:

- Ontario County
- Schools
- Colleges
- Industry
- Chamber of Commerce
- Kiwanis and Rotary

## Needs Assessment

Thompson Health has established a system for evaluating its community health initiatives and the processes it uses to deliver community health programs. To ensure we are meeting changing community health requirements, we conducted a needs assessment to ensure a coordinated approach to providing services, and to make the best use of limited resources. In addition to surveying members of our community on the content and quality of the programs we offer, Thompson Health evaluates data from:

- Our Associates, who conduct the programs and gather customer comments
- Local health officials
- State and federal agencies
- Industry information
- Medical professionals
- Thompson Health's Board of Directors

We will continue to work with Ontario County to focus on the community health needs assessment

## Thompson Programs

### Get Up! Fuel Up!

**Objective:** Thompson Health and the Canandaigua City School District have formed a group known as Partners for Wellness which focuses on wellness initiatives between the organizations. Thompson has provided classes at two of the school district wellness days which included topics such as stress management, yoga, physical therapy, etc. As a result of this partnership, we implemented the Get Up! Fuel Up! program that empowers youth to make healthy lifestyle choices both now and in the future, through improving knowledge of and self-efficacy in making nutritious food choices. In addition, the program is designed to create a culture of informed food consumers through increasing media literacy among children and adolescents.

**Program Description:** The program contains three distinct programs for grades 4, 5 and 6. Each program is designed to complement the New York State health and science education standards for these three grades.

Both the fifth- and sixth-grade programs were implemented in the fall of 2007 in the Canandaigua City School District.

The fifth-grade program taught students how to locate, investigate and use a nutrition facts label to guide their food choices. It also explained how food companies use creative marketing techniques to attract young consumers. As a final project, students were shown a series of food advertisements and then asked to go on a “spy mission” at their local super-

market to locate one of the foods. Using their new-found skills, the students investigated the food package, determined its health status and then reported their findings to the class.

The sixth-grade program addressed media literacy through the Comprehensive Health Education Foundation's *FUEL: Skin Deep* program, which features a video created by adolescent groups that promoted healthy body image and resistance of media messages. Students also received *Mindful Meals*, a lesson that encouraged the balance of food choices with physical activity to achieve a healthy body and mind. Finally, students participated in a game where

they looked at test tubes containing different amounts of sugar and fat which corresponded to popular food choices.

**Results:** The 2007 program reached approximately 900 students, receiving accolades from students, school staff and parents.

Increases were observed in terms of nutrition knowledge, as well as in student ability and

confidence in using a nutrition facts label to guide healthy food choices. For example, there was a 40 percent increase in the number of fifth graders who could locate the ingredient that was most prevalent in a food product and a 46 percent increase in students who believed it was “very easy” for them to determine whether or not a food was high enough in fiber. At the conclusion of the program, interest prompted creation of a student committee that would plan, market and hold a school-wide taste test to select a healthier school snack. The student-planned project reached 431 students and resulted in a presentation to the school's PTO to recommend the winning healthy snack.

Among sixth-graders, results were similarly impressive. For example, there was a 42 percent increase in the number of students who were aware that skipping meals and losing sleep can lead to overeating and weight gain, as well as a 31 percent increase in students who were aware that 3,500 calories must be burned to lose a pound of body fat.

### Community Support Groups

**Objective:** Thompson Health strives to offer a



Learning about nutrition

## Community Support Groups

**Objective:** Thompson Health strives to offer a wide range of support groups to its community members. These groups provide essential education to those experiencing medical, behavioral and emotional challenges. They also provide an opportunity for community members to connect with one another and share valuable insights on how to overcome barriers to living in a state of optimal health and wellness.

### Program Description:

Thompson Health offered 12 support groups in 2007 for the following health topics: Bereavement, Breast Cancer, Smoking Cessation, Dementia (2 groups), Diabetes, First Time Around (new moms), Finger Lakes Fibro Friends (fibromyalgia), Healing Pathways (chronic stress), Infant Loss, Man-to-Man (prostate cancer) and Thompson Better Breathers Club (lung disease and breathing disorders).

**Results:** Thompson Health meets community need by providing community support groups and creating new groups as needed.

For example, Finger Lakes Fibro Friends is the creation of Kathy Zabliski, BSN, RNC, CCE, who worked with the Fibromyalgia Association and a board of interested stakeholders to bring the group to the Thompson Health community. The group had its first meeting in April of 2007 and attracted more than 70 members with meetings that feature experts in the field who bring information and comfort.

Another example of a new group that met with an enthusiastic response is Thompson Health Better Breathers, which is sponsored by the Respiratory Care Department and had its first meeting late in 2007. It quickly picked up a solid following, with approximately 40 individuals – some of whom travel long distances to attend – learning to improve their quality of life through presentations on behavior modification.

The Man-to-Man prostate cancer support group, co-sponsored by Thompson Health and the

port groups in the area, with 178 members. It also made the news when Brad Stanton, prostate cancer survivor, received the Rochester Business Journal's 2007 Healthcare Achievement Award for his volunteer management of the group.

Overall, there were 81 occurrences of support groups throughout 2007, and a total of 1,152 attendees.

## Alzheimer's Association Care-giver Education Seminars

**Objective:** Caring for an elderly relative or friend can be a challenge filled with questions, anxiety and confusion. When this person has a further diagnosis of dementia, the challenges increase. These challenges are not uncommon – as many as 24,000 people over 65 in our region are struggling with Alzheimer's disease. However, the right information and tools will answer questions and ease anxiety, providing a

peaceful and satisfying journey with an elderly loved one. That is why Thompson Health's M.M. Ewing Continuing Care Center funds and hosts three Alzheimer's Association one-hour workshops for non-professional caregivers each year.

**Program Description:** In 2007, three programs were offered. Advertisements and invitations are circulated throughout the community as well as among the visitor population at the Continuing Care Center in hopes of reaching those people most in need of this education. The topics were as follows:

*What's Happening in Research?* Provided an overview of both national and local research regarding major risk factors, current clinical trials, and progress in diagnosis and treatment.

*Nutrition and Dementia.* Focused on maintaining a reasonable body weight, danger signs, how to prepare food, and suggestions to make mealtime calm and comfortable.

*Final Stages: What to Expect.* Focused on treating a person in the final stages of Alzheimer's Disease with compassion.

**Results:** The Research and Final Stages programs



The Better Breathers Club brings joy

**Results:** The Research and Final Stages programs were both well-attended, with 12 and 15 attendees, respectively.

## Healing Pathways

**Objective:** This program, for those suffering the effects of chronic stress, is designed to help people find wholeness of mind, body and spirit through reshaping their thoughts, emotions and stress responses.

**Program Description:** Healing Pathways is an eight-week program; each weekly session includes 45 minutes of informal feedback and discussion about the participants' previous week's experiences, 30 minutes of mind/body/spirit meditation and relaxation exercises, and 60 minutes of presentation and discussion of a focused topic.

The topics include: The Effects of Chronic Stress on Our Health, Learning How to Relax, Seeking Spiritual Strength and Depth, An Introduction to the Nature of Our Thoughts, Clearing Distortions and the Power of Positive Thinking, Reshaping Our Relationship with Our Own Emotions, Communication in Personal Relationships, and Humor and Optimism. The \$50 fee covers the cost of materials.

**Results:** The program held three sessions in 2007, totaling 38 participants. Customer satisfaction was 4.8 out of 5, with comments very positive and enthusiastic. In addition, program facilitators created a new tool for participants and for others needing assistance – a meditation CD made available not only through the program but through the Thompson Guild's gift shops. The first supply sold out within a few months.

Some participants have taken the full eight-week course more than once, either because there is so much substance to be absorbed or because they needed the reinforcement to make lasting behavioral changes. Many reported an increased ability to cope with and reduce their feelings of stress, and a significant reduction in physical symptoms.

A monthly follow-up support group is offered for those who have completed the program but wish for regular support, growth and reinforcement. Average attendance has been around 15 at these monthly meetings.

Healing Pathways support group

## Fall Prevention Program

**Objective:** This program was created in response to the fact that, according to the U.S. Centers for Disease Control and Prevention, falls are the leading cause of non-fatal injuries and hospitalization for trauma among people aged 65 and older.

**Program Description:** In 2007 Thompson Health Associates took a fall prevention program, previously designed for the residents in the M.M. Ewing Continuing Care Center, and modified it with the objective of identifying safety hazards in homes. Information included ways of preventing accidents through adjustments to the home environment. This modified program was presented to seniors in Victor's Gypsum Mills community under the Finger Lakes SAILS education program. It involved a PowerPoint presentation and written information outlining topics such as sensory impairment, medications, environmental hazards, activity levels and physical conditions that might increase the risk for falls at home. The seniors were advised on types of medical equipment that could be purchased and installed to reduce injuries. Additionally, they were given opportunities to discuss their own particular circumstances in order to receive suggestions for safety interventions. Finally, the seniors were advised that a home evaluation could be performed by a licensed occupational therapist.

**Results:** The Fall Prevention Program presentation had an audience of 10 participants. Though the residents were not asked to give formal evaluations, the response from the attendees was positive.



## Oh, My Healthy Back

**Objective:** Provide education to the community about the spine with in-depth information provided by physical therapists.

**Program Description:** The two-and-a-half-hour presentation – which is offered free of charge – includes information on anatomy, patho-anatomy, general considerations and theories into causes of spinal pain, and ways to manage and prevent back pain.

In 2007 Oh, My Healthy Back was presented in its entirety on three occasions. Also in 2007, the class was also presented to 38 people at Gypsum Mills in Victor as part of the Finger Lakes SAILS program, and a modified version was presented at the state Health Information Conference in Rochester, with a focus on posture and office ergonomics for HIM workers.

**Results:** The majority of the classes were filled, with 20 to 25 participants.

Program organizers have found that participants return to their doctors and request referrals for physical therapy. In general, from each class, they average five or six referrals. Many of these people have been dealing with spinal pain for a number of years, but had not considered therapy or been offered therapy by their physicians.

## “Baby and Me” Childbirth Preparation Program

**Objective:** Geared toward pregnant mothers who are 21 and younger, this program is designed to help the mother and her support team be aware of the individuality of the childbirth experience and provide them with the tools to cope with labor, as well as with the physical and emotional challenges during and following childbirth.

**Program Description:** These classes are free of charge and are smaller than the average class size so the young mothers can bring more than one support person if they so choose. Topics covered during the five-week program include breathing patterns, medication choices, medical interventions, physical conditioning and labor coaching, with the idea that young mothers need to prepare themselves for this lifetime milestone as best they can.

**Results:** With teenage pregnancy remaining a concern, program organizers are pleased to report that over the past three years, a total of 169 young mothers and their support team members have participated in this program. Many approach the instructors to personally thank them, and many have commented that the information provided was extremely helpful.

## Finger Lakes SAILS



**Objective:** With SAILS standing for Seniors Accessing In-Home Living Services, this affiliate of Thompson Health is committed to securing and providing quality services to help seniors in our community maintain a safe, dignified lifestyle at home.

**Program Description:** Following a confidential consultation to assess a person's needs, a care coordinator develops a comprehensive care plan. The coordinator recommends, locates, and coordinates necessary services, as well as continues to monitor progress. Services are tailored to the individual but can include such things as organizing the home and schedule, providing medication reminders, escorting the client to appointments or errands, performing light housekeeping or yard work and taking care of home maintenance.

**Results:** The program piloted in 2007 in Gypsum Mills, a naturally-occurring retirement community in the town of Victor. To help kick it off, a number of programs have been held in Gypsum Mills, including presentations on topics such as Aging Well in the Finger Lakes and Holiday Stress Management, a flu clinic and a Finger Lakes SAILS Open House. The programs have all been well-attended and as coordinators prepare to market Finger Lakes SAILS and make it available to the wider community, the program continues to have the support of Gypsum Mills' cooperative board and its management.

## Smoke-Free Campus Initiative

**Objective:** Thompson Health became a smoke-free campus on November 15, 2007, with a three-pronged approach: one for Associates, one for patients and one for the community.

**Program Description:** For Associates, the program has involved eliminating designated smoking areas on campus; encouraging staff smoking cessation efforts by offering classes, nicotine replacement therapy and individual counseling; as well as distributing educational materials. For patients, the program involves identifying – upon admission – those who are tobacco-dependent, offering bedside counseling, offering nicotine replacement during their stay and providing discharge instructions, educational materials and community resources for the patient to use upon their return home. The community plan has involved sending six Associates to be trained by the University of Pittsburgh as smoking cessation trainers, offering classes to the community, initiating a campus signage project with both permanent signs and kick-off materials, offering nicotine replacement lozenges to visitors at various public locations on campus, removing all smoking receptacles and holding a public marketing campaign to educate the community about the smoke-free initiative.

**Results:** During the first six months of the initiative, three smoking cessation classes were provided to Associates and the community, while approximately 20 inpatients received counseling. In addition, approximately five to 10 counseling sessions are being provided to Associates each month. Associate Services statistics show a 3-percent increase in the number of “former smokers” on campus, and also a 3-percent increase in the number of Associates who have never smoked.



## Consumer Price Line

**Objective:** Thompson Health recognizes the need for increased pricing transparency and the importance of providing meaningful information about the cost of hospital procedures and treatments. Its Consumer Price Line, developed in 2007, offers the community a way to contact the hospital about their pricing questions and needs through a dedicated program that is easy to access. This allows patients to focus on healing and getting better, rather than on uncertainty surrounding the expense.



A caring voice with the answers

**Program Description:** Answered between 8 a.m. and 4:30 p.m. Monday through Friday by a long-time Thompson Associate, the price line offers answers regarding the cost of care in terms of out-of-pocket expenses for the insured, and costs for the uninsured, as well as flexible spending projections. In most cases, answers are provided the same day. If a particular procedure isn't in the database, the caller receives an answer within two business days. Written follow-up quotes for the patient's reference are provided. In addition, whether they verbalize a concern or not, all callers are told that Thompson has financial counselors available to help those who have no insurance or are underinsured. They can set up payment arrangements, provide discounts based on income and refer callers to Thompson's Facilitated Enrollment staff if they appear to qualify for low-cost health insurance.

**Results:** With the launch in late 2007, Thompson became the first in upstate New York to offer this type of service to its patients. Soon, the line was receiving about 20 calls a week and also garnering media attention.

## Operation Kids

**Objective:** This hands-on educational program was developed in 2003 for children who are scheduled for surgery, as well as their families. The goal is to decrease fear and anxiety surrounding surgery, and make the experience positive for all.

**Program Description:** Held in the hospital's Surgical Care Center on the second and fourth Tuesday evening of each month, Operation Kids is free of charge for families and even welcomes adults who are about to undergo surgery and are experiencing jitters of their own. Created by Registered Nurse Rob Hine, who is affectionately known by young participants as "Sponge Rob," the

lighthearted tours last approximately 30 to 45 minutes and include the surgical center, operating room, and post anesthesia care unit. Children and parents wear surgical scrubs and caps as they tour the sterile environment of the Operating Room, and they check out equipment such as the device that measures blood pressure prior to surgery. The RN leading the tour also teaches them about things like the oxygen mask for children which features scented air. A question and answer session follows the tour, and children are able to take home a coloring book depicting typical hospital scenes.

**Results:** Over the past two years 82 children benefitted from the program and each year the numbers grow. In the words of one parent participant, "WHAT A WONDERFUL program! Though my son is young, 3, and doesn't really understand what we were doing there, it was nice knowing that when we take him in next week, he will be familiar with where we are. It also helped me as a nervous parent! I now know what to expect."



Operation Kids and smiles

In order to increase awareness of the program and keep participation high, the health system created a new brochure for the program and planned an awareness campaign for 2008.

## Stress Less

**Objective:** The purpose of this program is to provide community organizations within Thompson's service region a resource designed to help people care for themselves more effectively in the midst of stressors that could impair their quality of life.

**Program Description:** Stress Less is an in-service workshop/retreat based upon the materials in Healing Pathways, which is also

profiled in this Implementation Report and which is designed to help people find wholeness of mind, body and spirit through reshaping their thoughts, emotions and stress responses. This program presents those materials in a condensed fashion to fit into the time allotted by an organization to whom it is being presented. It varies from one hour to an overnight retreat, or can involve two or more sessions over an extended period of time.

**Results:** In 2007 this program was presented to 16 community organizations, totaling 492 participants. These organizations included churches, support groups, civic organizations, schools and businesses. The customer satisfaction surveys were always high, and several organizations asked for follow-up presentations.





## Legs for Life

**Objective:** Millions of Americans may be walking around with a potentially serious medical problem – Peripheral Arterial Disease – without even knowing it. PAD involves clogged or narrowed arteries, most often in the legs and pelvic region. Those who have PAD face higher risk of heart attack, stroke and loss of limbs. More than half of those with PAD don't have symptoms, so early detection and treatment is important. With this program, Thompson Health can reach out to people who might not otherwise receive a screening.

**Program Description:** Following a marketing campaign to the community that involved both a press release and paid advertisements, Thompson Hospital's Diagnostic Imaging Department held a free screening clinic on October 6, 2007 as part of the Society of Interventional Radiology's National Screening for Vascular Disease month. The department's RNs and Sonographers performed the procedures, offering two types of tests: ankle brachial index, which measures blood pressure in the legs; and an ultrasound to check for venous circulation.

**Results:** The one-day event was a huge success, with 84 participants undergoing arterial and/or venous evaluations. Each participant met with the Interventional Radiologists to discuss their results and follow-up, if needed. In addition, result letters were sent to the participants' primary care physicians.



Community Emergency Preparedness Drill

## Community Emergency Preparedness Drill

**Objective:** Thompson Health draws on the combined assets and expertise of their Emergency Preparedness Planning Partners to help prepare the health system and community to meet a public health crisis. The goal of this particular drill was to offer participant volunteers the opportunity to gain an understanding of the health system's ability to respond to a mass casualty event involving a chemical exposure and injuries, as well as chemical identification, decontamination and treatment. The specific objectives included evaluation of inter-agency communication, hospital decision-making process, decontamination capabilities, hospital planning, and patient tracking.

**Program Description:** On June 29, 2007, local volunteers and actors taking part in the annual Church of Latter Day Saints' Hill Cumorah Pageant in Manchester, NY played very different roles in a large-scale decontamination drill coordinated by Thompson Health. The actors volunteered to be victims in the staged chemical explosion incident, and they were tended to by several local agencies, including Thompson Health, the Canandaigua Fire Department and the Canandaigua VA Medical Center. Playing a key role in the planning and implementation was a young man working on his Eagle Scout badge.

**Results:** This was a very successful drill coordinating the efforts of Thompson Health, Canandaigua Fire and the VA. Information sharing and communication capabilities were strengthened and areas for improvement were identified. Other community agencies including Ontario County Health Department and Ontario County Emergency Management were involved as well. It was noted that additional drills will be planned to ensure the safest possible response for the community in the event of a disaster of this magnitude occurs in the future. A unique aspect of this drill included the coordination of participant volunteers by a Boy Scout, therefore involving young people who learned from the experience. The community can view the preparation guide for emergencies by visiting the Thompson Health Web site at [www.ThompsonHealth.com](http://www.ThompsonHealth.com).

# Thompson Health's Charity Care

The Financial Aid/Community Care Program has been established to provide necessary medical care to all patients regardless of their ability to pay. The program identifies the 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 through 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 internal Web communication, Internet Web site, non-patient communication throughout human service agencies and social service organizations.

The Financial Aid/Community Care program is evaluated annually by the Director of Patient Financial Services.



Bed Exchange Data System (BEDS).

# Mary Clark Thompson Community Health Grants

In keeping with Mary Clark Thompson's spirit of community-building philanthropy, the F.F. Thompson Foundation directly invests in the health of the community by supporting organizations that care for all.

Mary Clark Thompson Grants support partnerships of two or more community organizations that combine their resources and work together to improve community health and education. The Foundation makes resources available to projects within the Thompson Health service area.

In 2007 a total of \$16,300 in grants sponsored many projects, which included:

- The American Red Cross of Greater Rochester – Community Outreach First Aid and CPR Training Program.
- Ontario Public Health/Bright Stars prenatal educational program on the importance of good oral health.
- Partnership for Ontario County/Never Alone Club – After-school teen program.
- Rape & Abuse Crisis of the Finger Lakes, Inc. – Best practices training for child protective service professionals and law enforcement officials.
- Seeking Common Ground/Farm-to-Cafeteria – Tour and luncheon for farmers, food service directors and produce distributors to promote the use of locally-grown seasonal produce in local school and hospital cafeterias.
- Thompson Health/Bed Exchange Data System (BEDS) – Web site that tracks bed availability in nursing homes and adult homes.
- Wood Library/Teen Theater program – Teens develop, write and perform a play that centers on topics of interest to teens, such as mental health and family dynamics.
- Partnership for Ontario County/Youth Court – Teen volunteer recruitment video.
- Partnership for Ontario County/Family Support Center – Wraparound funds for participating families needing assistance.

# Strategic Framework for 2006-2008

## Our Vision is:

Thompson Health – Your First Choice – Providing the Best in Health and Healing

## We define this as:

First Choice...	Leading in exceptional quality and unprecedented service
	Envisioning the future through innovation
	People think of Thompson Health first
	Positive, comfortable, trusted environment
Providing...	Mobilizing and aligning care and service
	Securing and protecting a safe health care environment
	The foundation for lifelong health care
Best...	Demonstrating extraordinary performance
	Exceeding expectations
	Advancing excellence and technology
Health...	A state of positive well-being of mind, body and spirit
Healing...	Moving towards an optimal level of health of mind, body and spirit
	Disease management
	Personalized, caring approach

## Our Strategic Intents are:

- Exceed customer expectations – deliver exceptional care
- Create an environment for Associates to thrive
- Foster an environment for the medical community to flourish
- Achieve sustainable financial success
- Excel in the advancement of clinical and information technology
- Expand strategic partnerships to deliver world-class health and wellness

## Financial Data

### 2007

#### Community Care

Charity Care	\$216,292	Sliding Fee Discount Issued on Financial Need
Courtesy Care	<u>\$2,167,295</u>	Self Pay Automatic Discounts
Total:	\$2,383,587	

#### Uncompensated Care

	\$2,676,471	Provisions for Bad Debt
	<u>\$1,437,000</u>	Cost of Care Provided to Medicaid Patients
Total:	\$4,113,471	

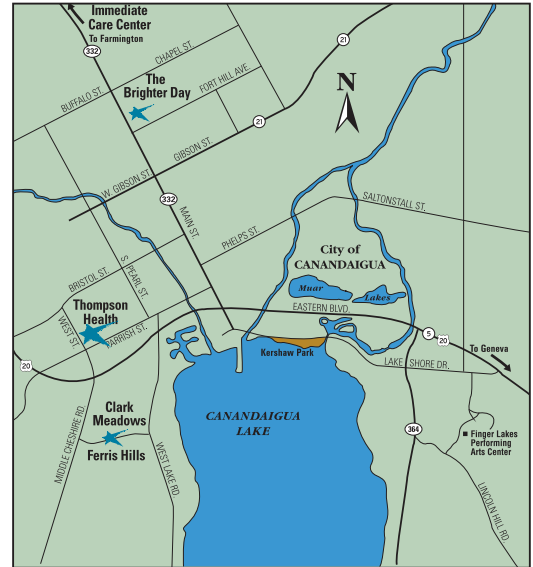
#### Community Benefit

Hospital	\$768,800	
All other Thompson Health Corporations	<u>\$104,320</u>	
Total:	\$873,120	Combination of Community Service/Education

Mary Clark Thompson Foundation Grants \$16,300

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Patient Information **585-396-6663**  
 Same Day Care **585-924-1510**  
 Physician Referral Service **585-396-6555**



## Thompson Health's Services

- |  |   |                                   |                            |
|--|---|-----------------------------------|----------------------------|
| Allergy Specialist   | General Surgery                                 | Pathology                         | Senior Living Services     |
| Ambulatory Services/Surgery                                  | Gynecology                                      | Pediatrics                        | Dementia Care              |
| Anesthesiology   | Hand Surgery                                    | Pharmacy Services                 | Enriched Living            |
| Angioplasty, peripheral                                      | Head & Neck Surgery                             | Physical Therapy                  | Independent Living         |
| Athletic Trainer   | Health Insurance Information                    | Physician Referral                | Long-Term Care             |
| Audiology  | Hospice   | Plastic Surgery                   | Medical Adult Day Services |
| Blood Bank   | Industrial Rehabilitation                       | Podiatry                          | Post-Hospital Care         |
| Autogenic Blood Collection                                   | Infection Control                               | Psychiatric Consultation Services | Short Stay                 |
| Breast Care, with Education and Clinical Breast Examinations | Integrated Complementary Medicine (ICM)         | Pulmonary Medicine                | Sleep Disorder Center      |
| Cardiology   | Intensive Care                                  | Radiology                         | Social Services            |
| Cardiac Diagnostic Services                                  | Internal Medicine                               | Rehabilitation Services           | Speech Pathology           |
| Cardiac Rehabilitation                                       | Laboratory Services                             | Respiratory Therapy               | Sports Medicine Center     |
| Chaplain Services  | Mammography                                     | Rheumatology Services             | Therapeutic Dietetics      |
| Chemotherapy   | Medical Hematology                              | Same Day Care Center              | Ultrasound                 |
| Community Health Education                                   | Neuro Diagnostic Services                       |                                   | Urology                    |
| Speaker's Bureau; Educational and Teaching Programs          | Neurology                                       |                                   | Vascular Surgery           |
| Cytology   | Nursing Services                                |                                   | Wellness Services          |
| Dental Surgery   | Nutrition Services                              |                                   |                            |
| Dermatology  | Obstetrics:                                     |                                   |                            |
| Diagnostic Imaging:  | Birthing Center                                 |                                   |                            |
| Angiograms   | Childbirth Classes                              |                                   |                            |
| CT Scanning  | Newborn Nursery                                 |                                   |                            |
| Diagnostic and Interventional Radiology                      | Sibling Visitation                              |                                   |                            |
| MRI  | Occupational Medicine (HealthWorks)             |                                   |                            |
| Mammography  | Ontario County Advanced Life Support (Medic 60) |                                   |                            |
| Nuclear Medicine   | Occupational Therapy                            |                                   |                            |
| Ultrasound   | Oncology  |                                   |                            |
| X-ray  | Ophthalmology                                   |                                   |                            |
| Emergency Medicine   | Oral Surgery                                    |                                   |                            |
| EMS Training   | Orthopaedic Surgery                             |                                   |                            |
| Endoscopy  | Otolaryngology (Ears, Nose, Throat)             |                                   |                            |
| Facial Plastic Surgery                                       | Pathology                                       |                                   |                            |
| Family Medicine  | Pain Management                                 |                                   |                            |
| Gastroenterology   |   |                                   |                            |



*F.F. Thompson Hospital is a Magnet designated hospital for excellence in nursing.*



*Thompson Health was the recipient of the Governor's Award for Excellence by The Empire State Advantage Excellence at Work program.*

**Thompsonhealth**

*Advanced Technology. Exceptional Care.*

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