Thompson Health’s Services

- Allergy Specialist
- Ambulatory Services/Surgery
- Anesthesiology
- Angioplasty, peripheral
- Athletic Training
- Audiology
- Blood Bank
- Autotenic Blood Collection
- Breast Care, with Education and Clinical Breast Examinations
- Cardiology
- Cardiac Diagnostic Services
- Cardiac Rehabilitation
- Chaplain Services
- Chemotherapy
- Community Health Education
- Cytology
- Dental Surgery
- Dermatology
- Diabetes Management
- Diagnostic Imaging:
  - Angiography
  - CT Scanning
  - Diagnostic and Interventional Radiology
  - MRI
  - Mammography
  - Nuclear Medicine
  - Ultrasound
  - X-ray
- Emergency Medicine
- EMS Training
- Endoscopy
- Family Medicine
- Gastroenterology
- General Surgery
- Gynecology
- Hand Surgery
- Head & Neck Surgery
- Health Insurance
- Enrolment Assistance
- Hospice
- Industrial Rehabilitation
- Infection Control
- Integrated Complementary Medicine (ICM)
- Intensive Care
- Internal Medicine
- Laboratory Services
- Mammography
- Medical Hematology
- Neuro Diagnostic Services
- Neurology
- Neurosurgery
- Nursing Services
- Nutrition Services
- Obstetrics:
  - Birthing Center
  - Childbirth Classes
  - Newborn Nursery
  - Sibling Visitation
- Occupational Medicine
  - (HealthWorks)
- Occupational Therapy
- Oncology
- Ophthalmology
- Oral Surgery
- Orthopaedic Surgery
- Otolaryngology
  - (Ears, Nose, Throat)
- Pain Management
- Pathology
- Pediatrics
- Pharmacy Services
- Physical Therapy
- Physician Referral
- Plastic Surgery
- Podiatry
- Pulmonary Medicine
- Radiology
- Rehabilitation Services
- Respiratory Therapy
- Rheumatology Services
- Senior Living Services
- Dementia Care
- Enriched Living
- Independent Living
- Long Term Care
- Medical Adult Day Services
- Post-Hospital Care
- Short Stays
- Sleep Disorders
- Social Services
- Speech Pathology
- Sports Medicine
- Therapeutic Diets
- Ultrasound
- Urgent Care
- Urology
- Vascular Surgery
- Vestibular Therapy
- Wellness Services
Looking Ahead: Community Service Plan Synopsis for 2010-2012

Every three years, F.F. Thompson Hospital creates a Community Service Plan which is submitted to the State of New York Department of Health. The Plan is developed in conjunction with other community health partners after careful research on growing healthcare needs in the community. Below is a synopsis of the Hospital’s community service plan for 2010-2012.

Community Health Assessment
F.F. Thompson Hospital participated in the Ontario County Partners for Community Solutions Committee, a broad-based group of community agencies, to develop a community health assessment. The primary goal of the assessment was to determine the needs of the county and then to address the most significant unmet needs and to lay the groundwork for formulating an overall plan. The assessment included four major components:
- Examination of the Community Health Status Indicators
- Evaluation of the effectiveness of the Public Health System and the role of the Public Health Department within that system
- Consideration of issues that affect the quality of life among community residents and the assets the County has available to address health needs
- The “Forces of Change” that are at work locally, statewide and nationally, and what types of threats and/or opportunities are created by these changes

Assessment and Selection of Public Health Priorities
Once the community health assessment was conducted and results were tallied, a final list of the top issues from the assessment process was compiled. The data was then reviewed by F.F. Thompson Hospital as a basis to develop its community service plan. The goals adopted by the Hospital include support from community partnerships such as the Ontario County Health Collaborative which includes F.F. Thompson Hospital, Geneva General, Clifton Springs, and representatives of the Ontario County Public Health Department.

Based on the Community Health Assessment and direction from the New York State Department of Health, the top priorities being addressed by F.F. Thompson Hospital in its three-year community service plan are:
- Access to Quality Health Care
- Chronic Disease Prevention
- Physical Activity and Nutrition

F.F. Thompson Hospital has developed a three-year work plan to address these priorities working with schools, businesses and industries as follows:

1. Access to Quality Health Care:
- Analyze best practice models to enhance access for Ontario County residents
- Implement programs and strategies to help Ontario County residents identify and regularly access medical and preventive healthcare services

2. Chronic Disease:
- Research best practices related to heart disease prevention and treatment
- Implement programs and strategies related to prevention and treatment of heart disease

3. Physical Activity and Nutrition:
- Assist the community and Thompson Health associates to identify and engage in healthy initiatives to increase physical activity and improve nutritional intake

Three-Year Plan of Action
Over the three-year period of its community service plan, F.F. Thompson Hospital will continue to work with its community and public health partners to identify best practice models and the most effective way to address the needs of the community. The Hospital takes pride in bringing the community personalized and compassionate health care supported by the best in advanced medical technology and innovative treatment protocols. As a vital part of the Thompson Health System, F.F. Thompson Hospital is deeply rooted in the community and will continue to work with its partners to develop programs to meet the needs of our patients. This community service plan features the goals that continue the Hospital’s 100-year legacy of caring for our community.
THOMPSON HEALTH'S MISSION IS TO MAINTAIN ITS LEADERSHIP ROLE AS A SYSTEM OF EXCELLENCE IN PREVENTION, DIAGNOSIS AND COST-EFFECTIVE CARE FOR OUR COMMUNITY MEMBERS. IN 2009, THOMPSON HEALTH PROVIDED THE FOLLOWING COURTESY CARE/SERVICES TO OUR COMMUNITY:

2009

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy Care</td>
<td>$3,114,461</td>
</tr>
<tr>
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<td></td>
</tr>
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<tr>
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<tr>
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Funds will also be used for staff development for the counselors to keep them current with continuing education requirements.

PARTNERSHIP FOR ONTARIO COUNTY, INC.

Project: Smoke Detectors for the Hearing Impaired

The partnership will use funds to deliver and install specially-designed smoke detectors to 22 low- or restricted-income families with hearing impaired children/seniors.

SEEKING COMMON GROUND

Project: Finger Lakes Farm-Cafeteria

This program will run a pilot at the Bloomfield School District that can serve as a model for how local institutions can effectively preserve locally grown produce for use out-of-season. Funds will purchase dehydration equipment, supplies and produce.

SONNENBERG GARDENS

Project: Therapeutic Horticulture Program

This collaborative program among Thompson Health’s Brighter Day medical adult day program, Ontario County ARC, Flint BOCES, Canandaigua Academy and Sonnenberg will develop and maintain a vegetable garden. Funding will be used to help build handicapped ramps for participant access to the greenhouse.

Financial Data

Thompson Health’s mission is to maintain its leadership role as a system of excellence in prevention, diagnosis and cost-effective care for our community members. In 2009, Thompson Health provided the following courtesy care/services to our community:

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Thompson’s Community Health Involvement

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

- Improves the health and well-being of people in the health system’s service area;
- Uses resources effectively and efficiently to promote health and reduce the overall cost of health care;
- Addresses a multitude of issues and populations, and addresses the health needs of the individual that go beyond medical and physical issues; and
- Is 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
- Service Groups
- Other Non-Profit Community Organizations

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 needs, we conducted an assessment to facilitate 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 Boards of Directors and Auxiliary
- Patient Comments

We will continue to work with Ontario County Public Health to develop programs based on the community health needs assessment.
Thompson Programs

The following describes some featured 2009 community health programs that Thompson Health provided:

Alzheimer’s Association Memory Walk

Memory Walk is the nation’s largest event to raise awareness and funds for Alzheimer’s care, support and research. The event is held annually in more than 600 communities nationwide, bringing together family, friends, caregivers and community members who all want to make a difference. The Rochester, NY chapter hosts four walks throughout its nine-county region, and works in conjunction with the staff of Thompson Health’s M.M. Ewing Continuing Care Center to hold the Canandaigua walk each year.

In 2009, approximately 100 members of the community turned out for the event, raising more than $18,000.

Teams included extended families from the area, as well as employees from departments throughout the health system, like Social Work/Case Management, Corporate Communications, the M.M. Ewing Continuing Care Center and Thompson’s independent and enriched senior living communities, Ferris Hills at West Lake and Clark Meadows. In fact, the Ferris Hills/Clark Meadows team raised more money than any other team participating in the walk.

Representatives of various departments within Thompson were on hand to spread awareness about programs and services available, as well as share information about everything from childhood nutrition to the importance of hand-washing in preventing illness.

“Healthy Young Woman”

According to the National Mental Health Information Center, girls are three times more likely than boys to have a negative body image. The Healthy Young Woman program aims to create a sense of shared positive body image and self-esteem among young women in our community.

This 90-minute presentation is given during the Young Women’s Adventure Camp that is offered to 7th and 8th grade girls twice during the summer at 4-H Camp Bristol Hills. The presentation draws from The Body Positive’s “Health at Any Size” approach, which promotes self-love as a motivator for self-care. Intuitive eating and exercise are discussed as an alternative to dieting.

Each girl attending the Healthy Young Woman presentation is given a handmade “Self Discovery Journal” to record her individual beliefs regarding health behaviors, as well as her own “personal slogan” which promotes her unique self. Qualities to look for in a healthy relationship are also discussed.

The 2009 pilot of this program reached 23 young women in our community and received positive feedback from camp staff. The feedback was so positive, in fact, that the program was scheduled to be included in the Young Women’s Adventure Camp for summer 2010.

Lil’ Chef and Olympic Weeks

With childhood obesity rates having tripled over the past 30 years, Thompson Health is not only taking its “Get Up! Fuel Up!” program into several area school districts but reaching out to even younger children via a program piloted at a local daycare center.

During Lil’ Chef Week at Care-A-Lot Child Care Center, Thompson provided a three-hour program introducing 6- to 9-year-olds to the health benefits of whole, plant-based foods through taste explorations, nutrition to the importance of hand-washing.

Thompson Health’s Courtesy 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 is intended to identify 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 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 internal Web communication, Internet Website, 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

Mary Clark Thompson Community Health Grants

In keeping with Mary Clark Thompson’s spirit of community-building philanthropy, the F.F. Thompson Foundation, a corporation of Thompson Health, directly invests in the health of the community by supporting organizations that care for us all. Grants support partnerships of two or more community organizations that combine their resources and work together to improve community health. The Foundation makes resources available to projects within Thompson Health’s service area. In 2009 the Mary Clark Thompson Community Health Grants sponsored many projects for a total of $19,115, including the following:

AMERICAN RED CROSS

Project: Family Caregiving

The Red Cross will use funds to hold a series of classes on caring for family members with Alzheimer’s and dementia-related illness in the Canandaigua area.

CANANDAIGUA LAKE WATERSHED COUNCIL

Project: Canandaigua YMCA Raingarden

The Watershed Council and the Canandaigua YMCA, in collaboration with the Ontario County Highway Department and other municipal agencies, will use funds to develop a rain garden that will substantially clean runoff from the Y’s parking lot of sediment and pollutants before they enter Canandaigua Lake.

GLEANERS COMMUNITY KITCHEN

Project: Dining Room Counters with Storage

The Gleaners Community Kitchen provides nutritious meals daily to those in need—without question and at no cost. Gleaners will use funds to purchase washable plastic folding tables with cabinets underneath to facilitate storage.

SOCIETY OF ST. VINCENT DEPAUL

Project: Santa’s Helpers

The Society of St. Vincent DePaul, connected with Canandaigua’s St. Mary’s Church, will use funds to expand their Christmas charity program to needy families.
eligible patients apply for health insurance, find permanent primary care providers and access other services. In 2006, the clinic became reality and officially opened its doors in July 2009. The uninsured and underinsured receive services on a sliding-fee scale from a nurse practitioner and a medical assistant. The resource coordinator then helps eligible patients apply for health insurance, find permanent primary care providers and access other needed services within the community.

During its first year, the clinic provided 325 patients with access to primary healthcare services. Many of these patients had gone years without seeing a provider. The Resource Coordinator has made hundreds of referrals for clinic patients to other critical services, including housing, rental and utility assistance, food stamps, gas vouchers, clothing, dental care, mental health services and employment assistance.

CARES Values go Global
Both within the health system and beyond, many members of the Thompson Health family apply their corporate CARES values (Commitment, Action, Respect, Excellence and Service) in response to needs in developing countries. For example, the staff of the Emergency Department has ongoing involvement with Children of the Americas, a nonprofit that provides medical and dental care to indigent people in Guatemala each January. Nearly every year, at least one staff member takes part, and many have said it is a life-changing experience.

When the earthquake hit Haiti, the hospital’s Chief of Surgery headed to a hospital 90 miles north of Port au Prince – where he volunteers each year – to help care for the victims. Back at home, Thompson Health collected supplies for InterVol, a nonprofit organization that recovers and redistributes medical supplies and equipment to areas of need, not just locally but nationally and internationally. While the collection of supplies is an ongoing effort, the crisis in Haiti was additionally responded to by using the Association newsletter to put out a call for gauze, masks, gowns, alcohol wipes, IVs and orthopaedic supplies, as well as baby formula, nonperishable food and personal hygiene items.

A recent mission to Guatemala.

Operation Kids helps ease pre-surgery anxiety.

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

Held in the hospital’s Surgical Care Center, 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. Tours last approximately 30 to 45 minutes and include the surgical center, operating room, and post anesthesia care unit. Kids and parents get to wear surgical scrubs and caps as they enter the sterile environment of the Operating Room, and they get to view 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, for example. A question and answer session follows the tour, and children are able to take home a coloring book depicting typical hospital scenes.

Peripheral Arterial Disease Screenings
Millions of Americans may be walking around with a potentially serious medical problem. Peripheral Arterial Disease - without even knowing it. PAD refers to 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.

In 2009, Thompson Health reached out to people who might not otherwise have the opportunity to receive a screening, holding two free PAD screening sessions.

Participants were asked to complete a questionnaire and then had arm and ankle blood pressure taken by Diagnostic Imaging nurses, to assess their risk factors. Each participant then met with a Radiologist or Nurse Practitioner to go over their results. A total of 72 patients were seen, and 5 percent had some positive findings.

“Pharmacy in a Bag”
For seniors who are sometimes overwhelmed with the complexities of their medications, Thompson Health provided an opportunity to sit down and discuss their individual medications and related concerns. Held at Thompson Health’s Ferris Hills at West Lake independent senior living community, this program invited seniors to bring all of their prescriptions, herbs, vitamins and medications in a brown bag and to then sit down with one of the hospital’s pharmacists to discuss the purpose of their prescriptions, side effects of medication, interactions with other medications, vitamins, herbs and diet, questions they may wish to ask their physician and recommendations for better medication management.

A total of 30 minutes was devoted to each senior and over the course of the year, the pharmacist met formally with approximately 20 residents. Many more stopped by, eager to chat. “Many people have several different physicians and specialists who prescribe medications for them, and sometimes the seniors do not fully understand why they are taking these medications. Also, the public at...
large is being told by various sources to take multiple types of vitamins, herbs and remedies to keep our bodies looking younger, feeling better and improving overall health. People appreciate a professional opinion if these claims have any merit,” said the pharmacist.

Rose Walk
The 13th annual Rose Walk, hosted by Thompson Health’s Cardiac Rehabilitation Department, was held on the grounds of Sonnenberg Gardens & Mansion State Historic Park, the former home of Thompson’s founder, Mary Clark Thompson.

Despite rain, the event attracted plenty of walkers, both young and old. It also had the support of a local cardiology practice, a local car dealership, a church and an insurance agency. Together, these individuals and organizations raised more than $18,000, making it one of the most successful Rose Walks ever.

The proceeds assist patients who might not otherwise be able to afford their required copayments for the Cardiac Rehab program. These patients work with Thompson’s staff members, who use a phased approach to help people who have suffered a cardiac event.

The participants attributed their success to having coworkers’ support, their supervisor’s support and their organization’s support.

Through this program, the manufacturing company was able to relay to their workforce a strong message about how much they value employees’ health, while Thompson was excited to be rendering service in a new and different way.

Support Groups
Thompson Health strives to offer a wide range of free 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.

In 2009, the health system not only began offering affordable, one-on-one smoking cessation counseling at the hospital for interested community members but began going to local workplaces to conduct classes on smoking cessation.

Both the individual counseling and the workplace program include seven sessions which provide education on how to quit smoking and stay quit.

At the local packaging manufacturer where Thompson conducted an on-site class, 11 individuals signed up to take part. All 11 completed the seven sessions, giving the program a 0% dropout rate.

There was also a 63% quit rate at the end of the program, which is much higher than the national average, and another 18% cut down on smoking.

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Thompson experienced a significant increase in the number of support group participants. There were 1,791 in 2009 compared to 984 in 2008. This is an 82-percent increase, and the numbers continued to climb as the groups entered 2010.

“Surviving and Thriving” and “Colors of Hope”
With cancer touching virtually all of our lives in one way or another, Thompson Health strives to be a resource for the community and in 2009 hosted its second community cancer symposium, “Surviving and Thriving.”

Medical professionals and community members alike attended this event and heard presentations on a variety of topics. These included advances in chemotherapy, therapeutic advances in radiation oncology, complementary medicine, how to manage stress and recognizing the wide range of emotions experienced by patients and providers.

The symposium also featured dinner and keynote speaker Kitty Van Borrel, a breast cancer survivor and President of Van Borrel Subaru and Van Borrel Ford in nearby Victor, NY. In her address, Ms. Van Borrel spoke of her journey as a survivor.

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Colors of Hope included family-oriented activities.

There were also many educational and interactive exhibits during the May 20 event, where representatives of Thompson promoted another Sands Cancer Center event: “Colors of Hope.”

Held June 18, this free, family-oriented event was built around a theme of “Honoring Your Cancer Experience.” Everyone whose life has been touched by cancer was invited to attend the event, which featured music, face-painting for children, light dinner fare and camaraderie with others.

Swing Dance
The first annual Swing Dance at the M.M. Ewing Continuing Care Center – Thompson Health’s skilled-nursing facility – was planned at the request of residents, who wanted to have a dance but also wanted to host an event that would benefit the community.

The CCC teamed with the Blue Star Mothers of America, NY Chapter #1, to collect items that would be sent to overseas troops. They also used the event, which had the theme of a U.S.O. canteen, as a vehicle to honor and thank the 25 CCC residents who are veterans.

The event was a huge success. At the door, a carload of items was collected to mail to the troops and enough funds were raised to pay postage for 37 packages. The dance was attended by members of the Rochester Swing Dance Network – many in period dress – and music was provided by a jazz quartet called Four on the Floor. Many CCC residents and family members attended, as did members of the community who heard about the dance via posters.

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barriers to living in a state of optimal health and
wellness.

In 2009, the health system offered a total of 15
support groups for a variety of needs. As examples,
the support groups included people who were trying
to control their weight, people who have survived
cancer, people who are living with traumatic brain
injuries and people who are caring for a loved one
with dementia. They all had a place to turn and
people with whom to share experiences. A new
support group introduced during the year was the
Traumatic Brain Injury Support Group for Young
Adults, co-facilitated by a young TBI survivor living
independently in the community and a counselor
with a local organization called Bridges for
Brain Injury.

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attended this event and heard presentations on a
variety of topics. These included advances in
chemotherapy, therapeutic advances in radiation
oncology, complementary medicine, how to manage
stress and recognizing the wide range of emotions
experienced by patients and providers.

The symposium also featured dinner and keynote
speaker Kitty Van Bortel, a breast cancer survivor and
President of Van Bortel Subaru and Van Bortel Ford
in nearby Victor, NY. In her address, Ms. Van Bortel
spoke of her journey as a survivor.

There were also many educational and interactive
exhibits during the May 20 event, where representatives of Thompson promoted another Sands Cancer Center event: “Colors of Hope.”

Held June 18, this free, family-oriented event was
built around a theme of “Honoring Your Cancer
Experience.” Everyone whose life has been touched
by cancer was invited to attend the event, which
featured music, face-painting for children, light
dinner fare and camaraderie with others.
eligible patients apply for health insurance, find permanent primary care providers and access other community services.

In 2006, the Clinic became reality and provided sliding-fee scale from a nurse practitioner and an emergency treatment to those with nowhere else to turn for medical care. An idea conceived by a local community health group, the clinic was dedicated to providing primary care services to those in need, with the goal of increasing their knowledge of preventative and contraceptive use.

The clinic’s staff worked with patients to develop healthy behaviors, including abstinence and contraceptive use. Date rape prevention was addressed through workshops and educational programs. Students were taught about abusive relationships, potential “date rape drugs” and how to recognize them. The program also focused on teaching about pregnancy, sexually transmitted diseases and other health concerns.

The Thompson Clinic at CCIA

As a partnership among Thompson Health, Canandaigua Churches In Action (CCIA), and Catholic Charities of the Finger Lakes, the Thompson Clinic provides short-term, non-emergency treatment to those with nowhere else to turn for medical care. An idea conceived by a local church group in 2006, the Clinic became reality and officially opened its doors in July 2009.

The uninsured and underinsured receive services on a sliding-fee scale from a nurse practitioner and a medical assistant. The resource coordinator helps eligible patients apply for health insurance, find permanent primary care providers and access other community services.

During its first year, the clinic provided 325 patients with access to primary healthcare services. Many of these patients had gone years without seeing a provider. The Resource Coordinator has made hundreds of referrals for clinic patients to other critical services, including housing, rental and utility assistance, food stamps, gas vouchers, clothing, dental care, mental health services and employment assistance.

CARES Values go Global

Both within the health system and beyond, many members of the Thompson Health family apply their corporate CARES values (Commitment, Action, Respect, Excellence and Service) in response to needs in developing countries.

For example, the staff of the Emergency Department has ongoing involvement with Children of the Americas, a nonprofit that provides medical and dental care to indigent people in Guatemala each January. Nearly every year, at least one staff member takes part, and many have said it is a life-changing experience.

When the earthquake hit Haiti, the hospital’s Chief of Surgery headed to a hospital 90 miles north of Port au Prince – where he volunteers each year – to help care for the victims. Back at home, Thompson Health collected supplies for InterVol, a nonprofit organization that recovers and redistributes medical supplies and equipment to areas of need, not just locally but nationally and internationally.

While the collection of supplies is an ongoing effort, the crisis in Haiti was additionally responded to by using the outpatient newsletter to put out a call for gauze, masks, gowns, alcohol wipes, IVs and orthopaedic supplies, as well as baby formula, nonperishable food and personal hygiene items.

Peripheral Arterial Disease Screenings

In 2009, Thompson Health reached out to people who might not otherwise have the opportunity to receive a screening, holding two free PAD screening sessions.

Participants were asked to complete a questionnaire and then had arm and ankle blood pressure taken by Diagnostic Imaging nurses, to assess their risk factors. Each participant then met with a Radiologist or Nurse Practitioner to go over their results. A total of 72 patients were seen, and 5 percent had some positive findings.

“Pharmacy in a Bag”

For seniors who are sometimes overwhelmed with the complexities of their medications, Thompson Health provided an opportunity to sit down and discuss their individual medications and related concerns.

Held at Thompson Health’s Ferris Hills at West Lake independent senior living community, this program invited seniors to bring all of their prescriptions, herbal supplements and medications in a brown bag and to then sit down with one of the hospital’s pharmacists to discuss the purpose of their medications, side effects of medication, interactions with other medications, vitamins, herbs and diet, questions they may wish to ask their physician and the community’s specialists who prescribe medications for them.

A total of 30 minutes was devoted to each senior and over the course of the year, the pharmacist met formally with approximately 20 residents. Many more stopped by, eager to chat.

“Many people have different physicians and specialists who prescribe medications for them, and sometimes the seniors do not fully understand why they are taking these medications. Also, the public at large are not always sure about their medications.”

Peripheral Arterial Disease Screenings

Over the course of the year, a total of 64 children from the community took advantage of it.

Operation Kids

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

Held in the hospital’s Surgical Care Center, 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.

Tours last approximately 30 to 45 minutes and include the surgical center, operating room, and post anesthesia care unit. Kids and parents get to wear surgical scrubs and caps as they enter the sterile environment of the Operating Room, and they get to view 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, for example. A question and answer session follows the tour, and children are able to take home a coloring book depicting typical hospital scenes.

Operation Kids helps ease pre-surgery anxiety.

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Operation Kids helps ease pre-surgery anxiety.
Thompson Programs

The following describes some featured 2009 community health programs that Thompson Health provided:

Alzheimer’s Association Memory Walk

Memory Walk is the nation’s largest event to raise awareness and funds for Alzheimer’s care, support and research. The event is held annually in more than 600 communities nationwide, bringing together family, friends, caregivers and community members who all want to make a difference. The Rochester, NY chapter hosts four walks throughout its nine-county region, and works in conjunction with the staff of Thompson Health’s M.M. Ewing Continuing Care Center to hold the Canandaigua walk each year.

In 2009, approximately 100 members of the community turned out for the event, raising more than $18,000.

Teams included extended families from the area, as well as employees from departments throughout the health system, like Social Work/Case Management, Corporate Communications, the M.M. Ewing Continuing Care Center and Thompson’s independent and enriched senior living communities, Ferris Hills at West Lake and Clark Meadows. In fact, the Ferris Hills/Clark Meadows team raised more money than any other team participating in the walk.

Representatives of various departments within Thompson were on hand to spread awareness about programs and services available, as well as share information about everything from childhood nutrition to the importance of hand-washing in preventing illness.

“Healthy Young Woman”

According to the National Mental Health Information Center, girls are three times more likely than boys to have a negative body image. The Healthy Young Woman program aims to create a sense of shared positive body image and self-esteem among young women in our community.

This 90-minute presentation is given during the Young Women’s Adventure Camp that is offered to 7th and 8th grade girls twice during the summer at 4-H Camp Bristol Hills. The presentation draws from The Body Positive’s “Health at Any Size” approach, which promotes self-love as a motivator for self-care. Intuitive eating and exercise are discussed as an alternative to dieting.

Each girl attending the Healthy Young Woman presentation is given a handmade “Self Discovery Journal” to record her individual beliefs regarding health behaviors, as well as her own “personal slogan” which promotes her unique self. Qualities to look for in a healthy relationship are also discussed.

The 2009 pilot of this program reached 23 young women in our community and received positive feedback from camp staff. The feedback was so positive, in fact, that the program was scheduled to be included in the Young Women’s Adventure Camp for summer 2010.

Lil’ Chef and Olympic Weeks

With childhood obesity rates having tripled over the past 30 years, Thompson Health is not only taking its “Get Up! Fuel Up!” program into several area school districts but reaching out to even younger children via a program piloted at a local daycare center. During Lil’ Chef Week at Care-A-Lot Child Care Center, Thompson provided a three-hour program introducing 6- to 9-year-olds to the health benefits of whole, plant-based foods through taste explorations,

Thompson Health’s Courtesy 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 is intended to identify 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 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 internal Web communication, Internet Website, 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

Mary Clark Thompson Community Health Grants

In keeping with Mary Clark Thompson’s spirit of community-building philanthropy, the F.J. Thompson Foundation, a corporation of Thompson Health, directly invests in the health of the community by supporting organizations that care for us all. Grants support partnerships of two or more community organizations that combine their resources and work together to improve community health. The Foundation makes resources available to projects within Thompson Health’s service area. In 2009 the Mary Clark Thompson Community Health Grants sponsored many projects for a total of $19,115, including the following:

AMERICAN RED CROSS
Project: Family Caregiving

The Red Cross will use funds to hold a series of classes on caring for family members with Alzheimer’s and dementia-related illness in the Canandaigua area.

CANANDAIGUA LAKE WATERSHED COUNCIL
Project: Canandaigua YMCA Raingarden

The Watershed Council and the Canandaigua YMCA, in collaboration with the Ontario County Highway Department and other municipal agencies, will use funds to develop a rain garden that will substantially clean runoff from the Y’s parking lot of sediment and pollutants before they enter Canandaigua Lake.

GLEANERS COMMUNITY KITCHEN
Project: Dining Room Counters with Storage

The Gleaners Community Kitchen provides nutritious meals daily to those in need—without question and at no cost. Gleaners will use funds to purchase washable plastic folding tables with cabinets underneath to facilitate storage.

SOCIETY OF ST. VINCENT DEPAUL
Project: Santa’s Helpers

The Society of St. Vincent DePaul, connected with Canandaigua’s St. Mary’s Church, will use funds to expand their Christmas charity program to needy families.
Financial Data

Thompson Health’s mission is to maintain its leadership role as a system of excellence in prevention, diagnosis and cost-effective care for our community members. In 2009, Thompson Health provided the following courtesy care/services to our community:

2009

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Care</strong></td>
<td>$3,114,461</td>
</tr>
<tr>
<td>Sliding Fee Discounts and Self Pay Automatic Discounts</td>
<td></td>
</tr>
<tr>
<td><strong>Uncompensated Care</strong></td>
<td>$2,853,623</td>
</tr>
<tr>
<td>Provisions for Bad Debt</td>
<td></td>
</tr>
<tr>
<td><strong>Community Benefit</strong></td>
<td>$1,828,546</td>
</tr>
<tr>
<td>Combination of Community Service/Education</td>
<td></td>
</tr>
<tr>
<td><strong>Mary Clark Thompson Foundation Grants</strong></td>
<td>$19,115</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$3,114,461</strong></td>
</tr>
</tbody>
</table>

Funds will also be used for staff development for the counselors to keep them current with continuing education requirements.

Thompson’s Community Health Involvement

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

- Improves the health and well-being of people in the health system’s service area;
- Uses resources effectively and efficiently to promote health and reduce the overall cost of health care;
- Addresses a multitude of issues and populations, and addresses the health needs of the individual that go beyond medical and physical issues; and
- Is 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
- Industry
- Chamber of Commerce
- Service Groups
- Other Non-Profit Community Organizations

We will continue to work with Ontario County Public Health to develop programs based on the community health needs assessment.
Looking Ahead: Community Service Plan Synopsis for 2010-2012

Every three years, F.F. Thompson Hospital creates a Community Service Plan which is submitted to the State of New York Department of Health. The Plan is developed in conjunction with other community health partners after careful research on growing healthcare needs in the community. Below is a synopsis of the Hospital’s community service plan for 2010-2012.

Community Health Assessment

F.F. Thompson Hospital participated in the Ontario County Partners for Community Solutions Committee, a broad-based group of community agencies, to develop a community health assessment. The primary goal of the assessment was to determine the needs of the county and then to address the most significant unmet needs and to lay the groundwork for formulating an overall plan. The assessment included four major components:

- Examination of the Community Health Status Indicators
- Evaluation of the effectiveness of the Public Health System and the role of the Public Health Department within that system
- Consideration of issues that affect the quality of life among community residents and the assets the County has available to address health needs
- The “Forces of Change” that are at work locally, statewide and nationally, and what types of threats and/or opportunities are created by these changes

Assessment and Selection of Public Health Priorities

Once the community health assessment was conducted and results were tallied, a final list of the top issues from the assessment process was compiled. The data was then reviewed by F.F. Thompson Hospital as a basis to develop its community service plan. The goals adopted by the Hospital include support from community partnerships such as the Ontario County Health Collaborative which includes F.F. Thompson Hospital, Geneva General, Clifton Springs, and representatives of the Ontario County Public Health Department.

Based on the Community Health Assessment and direction from the New York State Department of Health, the top priorities being addressed by F.F. Thompson Hospital in its three-year community service plan are:

- Access to Quality Health Care
- Chronic Disease Prevention
- Physical Activity and Nutrition

F.F. Thompson Hospital has developed a three-year work plan to address these priorities working with schools, businesses and industries as follows:

1. Access to Quality Health Care:
   - Analyze best practice models to enhance access for Ontario County residents
   - Implement programs and strategies to help Ontario County residents identify and regularly access medical and preventive healthcare services

2. Chronic Disease:
   - Research best practices related to heart disease prevention and treatment
   - Implement programs and strategies related to prevention and treatment of heart disease

3. Physical Activity and Nutrition:
   - Assist the community and Thompson Health associates to identify and engage in healthy initiatives to increase physical activity and improve nutritional intake.

Three-Year Plan of Action

Over the three-year period of its community service plan, F.F. Thompson Hospital will continue to work with its community and public health partners to identify best practice models and the most effective way to address the needs of the community. The Hospital takes pride in bringing the community personalized and compassionate health care supported by the best in advanced medical technology and innovative treatment protocols. As a vital part of the Thompson Health System, F.F. Thompson Hospital is deeply rooted in the community and will continue to work with its partners to develop programs to meet the needs of our patients. This community service plan features the goals that continue the Hospital’s 100-year legacy of caring for our community.
Thompson Health
350 Parrish Street
Canandaigua, NY 14424

Patient Information (585) 396-6663
Urgent Care (585) 924-1510
Physician Referral Service (585) 396-6555

Thompson Health’s Services

- Allergy Specialist
- Ambulatory Services/Surgery
- Anesthesiology
- Angioplasty, peripheral
- Athletic Training
- Audiology
- Blood Bank
- Autogenic Blood Collection
- Breast Care, with Education and Clinical Breast Examinations
- Cardiology
- Cardiac Diagnostic Services
- Cardiac Rehabilitation
- Chaplain Services
- Chemotherapy
- Community Health Education
- Cytology
- Dental Surgery
- Dermatology
- Diabetes Management
- Diagnostic Imaging:
  - Angiography
  - CT Scanning
  - Diagnostic and Interventional Radiology
  - MRI
  - Mammography
  - Nuclear Medicine
  - Ultrasound
  - X-ray
- Emergency Medicine
- EMS Training
- Endoscopy
- Family Medicine
- Gastroenterology
- General Surgery
- Gynecology
- Hand Surgery
- Head & Neck Surgery
- Health Insurance
- Enrollment Assistance
- Hospice
- Industrial Rehabilitation
- Infection Control
- Integrated Complementary Medicine (ICM)
- Intensive Care
- Internal Medicine
- Laboratory Services
- Mammography
- Medical Hematology
- Neuro Diagnostics Services
- Neurology
- Neurosurgery
- Nursing Services
- Nutrition Services
- Obstetrics:
  - Birthing Center
  - Childbirth Classes
  - Newborn Nursery
  - Sibling Visitation
- Occupational Medicine
- [HealthWorks]
- Occupational Therapy
- Oncology
- Ophthalmology
- Oral Surgery
- Orthopaedic Surgery
- Otolaryngology
  - [Ears, Nose, Throat]
- Pain Management
- Pathology
- Pediatrics
- Pharmacy Services
- Physical Therapy
- Physician Referral
- Plastic Surgery
- Podiatry
- Pulmonary Medicine
- Radiology
- Rehabilitation Services
- Respiratory Therapy
- Rheumatology Services
- Senior Living Services
- Dementia Care
- Enriched Living
- Independent Living
- Long Term Care
- Medical Adult Day Services
- Post-Hospital Care
- Short Stays
- Sleep Disorders
- Social Services
- Speech Pathology
- Sports Medicine
- Therapeutic Dietetics
- Ultrasound
- Urgent Care
- Urology
- Vascular Surgery
- Vestibular Therapy
- Wellness Services

2010 Community Service Plan
IMPLEMENTATION REPORT FOR 2009

Promoting Healthy Living

ACTIVE SUPPORT FOR WELL-BEING

Thompson Health
350 Parrish Street
Canandaigua, NY 14424
www.ThompsonHealth.com

F.F. Thompson Hospital is an ANCC Magnet®
designated hospital for nursing excellence
Thompson Health is a recipient of the Governor’s Award for Excellence