In addition to enhancing the health and well-being of the communities we serve, Thompson Health contributes significantly to the area’s economic health. According to the Healthcare Association of New York State (HANYS), in 2010 Thompson had an estimated total annual economic impact of $63,031,329.

Thompson Health is a Major Employer

- Thompson Health employs 1,352 people, with a total payroll of $51,333,867. System payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.
- Hospital employees use their wages to purchase goods and services, which creates income and jobs for other businesses. Dollars earned by Thompson employees and spent on groceries, clothing, mortgage payments, rent, etc., generate approximately $94,298,018 in economic activity for the local economy.

Thompson Health Purchasing

- In 2010, Thompson Health spent $34,447,114 on the goods and services it needs to provide health care – for example, medical supplies, electricity for its buildings, and food for patients. Funds spent to buy goods and services flow from the hospital to vendors and businesses and then ripple throughout the economy.
- Dollars spent by Thompson Health, as an organization, generate approximately $63,031,329 for the local economy.

Thompson Health Capital Spending

- In 2010, Thompson Health’s capital spending was slightly higher than average, with a total of $6,792,000 spent on buildings and equipment.
- Capital spending by Thompson Health generates approximately $10,978,957 for the local economy.

Thompson Health Construction Activity

- Construction activity at F.F. Thompson Hospital affects the local economy from the convenience store located down the street to the insurance agent providing policies for the contractors and other companies working on the project. Construction projects totaling approximately $45,100,000 are currently underway at the Hospital. These projects generate local jobs and revenue and result in improved health care delivery for the community.

Hospitals and health systems are critical to New York’s quality of life and to keeping communities thriving and vibrant. Thompson Health is a major contributor to both the local and state economies and to keeping families healthy and secure by providing needed health care services.

www.ThompsonHealth.com
About Thompson Health

Thompson Health, located in Canandaigua, New York, is comprised of the following corporations: FF Thompson Hospital, M.M. Ewing Continuing Care Center, F.F. Thompson Foundation, FFTH Properties & Services and F.F. Senior Communities.

For more than 100 years, Thompson Health has been providing excellence in health care to our service area of approximately 165,000 residents. Thompson Health provides the highest quality of care, keeping the community healthy by providing exceptional primary and secondary care services, wellness information and community education.

The system is focused on maintaining integral partnerships with our communities, leading the way in quality and service, providing a culture of healing, offering comprehensive medical expertise and exceeding patient expectations.

Thompson’s Board of Directors, medical staff, volunteers and Associates are committed to fulfilling our mission to the community.

Thompson Health’s Mission Statement

Thompson Health is dedicated to providing an integrated healthcare system, comprised of affiliated health-related corporations, to promote and support the health and well-being of the community.

Our Vision
Bringing Confidence and Compassion to Every Healthcare Experience.

Our Values

Commitment – is to our customer. Our customer is the patient and resident, family, doctor, client, Associate, volunteer and visitor – anyone to whom we provide service.

Actions – speak louder than words. We act in a professional and timely manner.

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

Excellence – Our System is continuously providing outstanding care and exceptional service.

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

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 2010, Thompson Health provided the following courtesy care/services to our community:

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In 2010, $8,405,234 in Community Benefit was provided by Thompson Health to those we serve.
We survey those impacted the most – our community – on the content and quality of the programs we offer. We analyze all of the data collected and streamline our programs and services where appropriate.

Thompson Health is pleased to provide a diverse array of community health programs to meet identified healthcare needs.

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Community benefit programs are defined as “clinical or non-clinical programs or activities providing treatment and/or promoting health and healing that are responsive to identified community needs.”

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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 and focusing on those areas of the most importance to our community, we conduct annual needs assessments. This allows us to facilitate a coordinated approach to providing services and to make the most meaningful use of available resources.

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Over the three-year period of our community service plan, Thompson will continue to work with our community and public health partners to identify best practice models and the most effective way to address the needs of the community. We are pleased to bring the community personalized and compassionate health care supported by the best in advanced medical technology and innovative treatment protocols. Thompson Health is deeply rooted in the community and will continue to work with its partners to develop programs to meet the needs of those we serve.

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In the following pages, we have highlighted examples of programs and events offered to the community between January 2010 and June 2011.

From high school students to senior citizens, individuals in Thompson Health’s service area benefited from a wide array of programs aimed at improving the health and well-being of the community. Reaching these individuals face-to-face, through the postal service or via electronic means, Thompson was there.

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There is no better time to form healthy habits than early in life. This is why Thompson Health continues to expand its efforts to reach the young people in its service area with a variety of initiatives. Whether they are enjoying nutritious food in their school cafeterias or learning to be savvy when it comes to reading labels in the supermarket, they are being armed with the tools they need to create a solid foundation for future health.

**A Taste of Good Health**

Partnering with Noyes Memorial Hospital and Jones Memorial Hospital, Thompson helped bring healthcare workers, teachers and school food service directors together for a two-day training session about engaging students in healthy eating. In addition to hearing from a nationally-renowned speaker, these 22 professionals explored creative ways to interest children in nutritious food.

**Bridging the Nutrition Gap**

Food service directors from seven local school districts joined Thompson in forming the School Food Independence Committee, which shares ideas and farm-to-school contacts to bridge the gap between classroom nutrition education and cafeteria offerings. The student bodies of the schools took part in sampling a black bean slider recipe using beans purchased from local farmers. More than 1,000 of these sliders were served in the cafeterias.

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Through six local school districts, Thompson’s Get Up! Fuel Up! program has now reached a total of more than 3,000 students. Its hands-on curriculum covers not only healthy eating and active lifestyles, but how to become informed consumers. Post-tests show its significant impact in the fight against childhood obesity. For example, a full 100% of sixth-graders at one local school knew – following the program – that potato chips made with soybean oil are healthier than ones made with hydrogenated oil.

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The healthy nutrition message was taken to some of the community's youngest members during a 2010 outreach initiative at local day care centers. With the goal of reaching children before unhealthy habits are established, a Lil’ Chefs program taught healthy food groups in a fun way with a hands-on activity of creating “Bugs on a Log,” better known as celery stuffed with raisins and peanut butter. This pilot program reached approximately 30 children with its healthy message.

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With almost two-thirds of residents aged 45-64 needing assistance with physical activity and nutrition, Thompson helps the community stay on track for a healthier future. Joining with Finger Lakes Health, Clifton Springs Hospital & Clinic and Ontario County, we helped develop a work plan to address our community health priorities collaboratively. Through an initiative called Choose Health Ontario (CHOI), this team also shared healthy tips via mailings aimed at improving behaviors, a step at a time.

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With Thompson Health serving an estimated 165,000 people in the region, there are diverse needs as well as varying levels of knowledge regarding healthy lifestyles. So whether it was in their mailbox, in a supermarket aisle or at one of its locations, Thompson was there to support each need.
Breathing Better
Thompson Health supports its community members who suffer from respiratory disease. Better Breathers Club, a monthly support group that provides education and assistance to those with breathing difficulties, continues to be successful with 20 or more attendees each month, many of whom enroll in the Pulmonary Disease Management Program to improve their health. The Respiratory Therapy department also hosted its first Pulmonary Health Fair in 2010, which drew more than 200 attendees from several counties.

Dance for Cardiovascular Health
At the Day of Dance in February, more than 150 members of our community got their feet thumping and their hearts pumping. Dance lessons from swing dance to zumba and even hula hooping were offered and health information about diabetes, blood pressure, stroke and many other topics was also available. A vast majority graded the event as 5 out of 5 and indicated that they would take action on their health as a result.

Honoring Cancer Survivors
Annual events at Thompson Health recognize the strength and courage of cancer survivors in our community. Portraits of Strength and Courage, in its 11th year, Silhouettes of Hope and Courage, in its 14th year, and Colors of Hope, in its 4th year, honor those who have fought cancer and raise awareness of prostate and breast cancer, respectively.

Mending Hearts and Going Red
Those who have suffered a cardiac event put rhythm back in their lives at the Mended Hearts support group at Thompson Health. Participants – approximately 25 each month – can begin and maintain an exercise regimen in a safe space under the supervision of medical professionals, plus receive education from cardiologists, dietitians and pharmacists. Furthering awareness of cardiac illness, Thompson’s annual Go Red for Women event featured inspirational “stories from the heart” from cardiac event survivors and was attended by nearly 200 community members.

To Your Health!
An informative and fun event tailored to women, To Your Health! drew a sold-out crowd of 220 women in October. The health-focused event included interactive exhibits and featured speakers – 13 WHAM Anchor Ginny Ryan, heart transplant recipient Ginger Zimmerman and comedienne Diana Jordan, to name a few. Results showed that 95.5% of participants stated that they would make changes to their health based on the information provided at the event.

Walking to End Alzheimer’s
Organized by Thompson, approximately 170 walkers joined forces in 2010 for a common cause: eliminating Alzheimer’s disease. Walkers raised more than $20,000 for the cause, led by a team of Thompson Associates, named the No. 1 corporate fundraising team. The event was expanded to include health education from professionals during registration – topics included: wellness, massage therapy, nutrition and stretching.

Managing Diabetes
With 1.9 million new cases of diabetes diagnosed in the U.S. in 2010, educating our community about this disease has become a priority. In honor of World Diabetes Day, Thompson Health hosted a public forum, “Diabetes: Celebrating the Holidays with Confidence,” which was attended by 50 people. A collaborative effort with local churches, the event benefitted Thompson’s Diabetes Education Scholarship Fund, which helps patients afford the education they need to manage their disease.
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The Financial Aid/Community Care Program at Thompson Health was 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.

About Thompson Health
Thompson Health, located in Canandaigua, New York, is comprised of the following corporations: FF Thompson Hospital, M.M. Ewing Continuing Care Center, FF Thompson Foundation, FFTH Properties & Services and F.FT. Senior Communities.

For more than 100 years, Thompson Health has been providing excellence in health care to our service area of approximately 165,000 residents. Thompson Health provides the highest quality of care, keeping the community healthy by providing exceptional primary and secondary care services, wellness information and community education.

The system is focused on maintaining integral partnerships with our communities, leading the way in quality and service, providing a culture of healing, offering comprehensive medical expertise and exceeding patient expectations.

Thompson’s Board of Directors, medical staff, volunteers and Associates are committed to fulfilling our mission to the community.

Thompson Health’s Mission Statement
Thompson Health is dedicated to providing an integrated healthcare system, comprised of affiliated health-related corporations, to promote and support the health and well-being of the community.

Our Vision
Bringing Confidence and Compassion to Every Healthcare Experience.

Our Values
Commitment is to our customer. Our customer is the patient and resident, family, doctor, client, Associate, volunteer and visitor – anyone to whom we provide service.

Actions speak louder than words. We act in a professional and timely manner.

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

Excellence – Our System is continuously providing outstanding care and exceptional service.

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

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In addition to enhancing the health and well-being of the communities we serve, Thompson Health contributes significantly to the area’s economic health. According to the Healthcare Association of New York State (HANYS), in 2010 Thompson had an estimated total annual economic impact of $63,031,329.

Thompson Health is a Major Employer
- Thompson Health employs 1,352 people, with a total payroll of 51,333,867. System payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.
- Hospital employees use their wages to purchase goods and services, which creates income and jobs for other businesses. Dollars earned by Thompson employees and spent on groceries, clothing, mortgage payments, rent, etc., generate approximately $94,298,018 in economic activity for the local economy.

Thompson Health Purchasing
- In 2010, Thompson Health spent $34,447,114 on the goods and services it needs to provide health care – for example, medical supplies, electricity for its buildings, and food for patients. Funds spent to buy goods and services flow from the hospital to vendors and businesses and then ripple throughout the economy.
- Dollars spent by Thompson Health, as an organization, generate approximately $63,031,329 for the local economy.

Thompson Health Capital Spending
- In 2010, Thompson Health’s capital spending was slightly higher than average, with a total of $6,792,000 spent on buildings and equipment.
- Capital spending by Thompson Health generates approximately $10,978,957 for the local economy.

Thompson Health Construction Activity
- Construction activity at F.F. Thompson Hospital affects the local economy from the convenience store located down the street to the insurance agent providing policies for the contractors and other companies working on the project. Construction projects totaling approximately $45,100,000 are currently underway at the Hospital. These projects generate local jobs and revenue and result in improved health care delivery for the community.

Hospitals and health systems are critical to New York’s quality of life and to keeping communities thriving and vibrant. Thompson Health is a major contributor to both the local and state economies and to keeping families healthy and secure by providing needed health care services.