Healthier Together

2018 Community Benefit
Needs Assessment
UR Medicine Thompson Health meets the changing health needs of the community by maintaining a sharp focus on the priorities most important to our service area residents. To help accomplish its mission, Thompson conducts focus groups and routine needs assessments, and compiles data from several primary sources. The health system also surveys those impacted most – community members – on the content and quality of the programs offered. All that data is then analyzed and programs and services are adjusted accordingly to guarantee efforts align with the community’s health needs.

Benefits of Collaboration
Thompson Health has developed tremendously productive collaborative relationships with school districts, governmental agencies, healthcare providers, Ontario County Public Health, the S2AY Rural Health Network, other county hospitals, local media and community-based organizations to provide easier access to health care and promote preventive medicine within the community. Thompson Health’s leadership team keeps active within the community, strengthening existing relationships and searching for potential collaborative partners as part of its effort to enhance healthcare services for the most vulnerable residents.

Looking Ahead
Thompson Health conducted more than 120 different community programs, educational events, support groups and classes during 2018, many of which focused on preventive strategies to keep people out of the hospital. Thompson will continue to work with the community and its public health partners during 2019 and beyond. The priorities, as always, are to identify best practice models and the most effective ways to address community needs – in particular, obesity and hypertension – and to offer personalized and compassionate health care supported by advanced medical technology and innovative treatment protocols.

Community Health Priorities
2017 - 2019

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

On the following pages we have highlighted a few examples of our most successful programs and events targeting obesity.

Braves Camp
Soon-to-be middle school students learned about body image and self-esteem, how to identify stress and how to handle it.

Partnership with Canandaigua Middle School

45 students entering grade 6 participated

Super Sprowtz
Puppet show featuring characters such as Brian Broccoli, Erica Eggplant and Fake Food Fred addresses importance of healthy eating to young children.

104 children grades K-2 reached
**Mobile Food Pantry**
Two pantry events helped community members access healthy, free food options.
*Partnership with Foodlink*

**Healthy Cooking on a Budget**
Taught nutrition, budget shopping, general health advice and kitchen skills with hands-on cooking.
*Partnership with Foodlink and NY Kitchen*

**Get Up! Fuel Up!**
Students learned which foods are healthy, why they’re important, how media and peer pressure affect their choices, and how to maintain a healthy diet well into adulthood.
*Partnership with Canandaigua Elementary School*

**World Diabetes Day**
Educational event featured Dr. Brooke Donaher who spoke on eye disease and diabetes.

**Partnership with Canandaigua Elementary School**

**Eye Health**
A Forum on Diabetes

Thursday, November 1
3:15 pm  Registration and Refreshments
4:00 pm  Program

Thompson Hospital
300 Patches Street, Canandaigua
Office in second floor
Light refreshments and blood pressure screening included
RSVP required by October 24
CALL 585.396.6233 or Register Online at ThompsonHealth.com

**FREE OF CHARGE**
Donations of non-perishable items for the Canandaigua Churches in Action Pantry are welcome.

**World Diabetes Day**

**Join Us for the Annual**

**Brooke E. Donaher, OD**
A member of the Flaum Eye Institute optometry team, Dr. Donaher provides care to a wide range of patients and is experienced in managing patients with diabetes.

**Presented By:**
FREE OF CHARGE

Donations of non-perishable items for the Canandaigua Churches in Action Pantry are welcome.

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Decreasing Hypertension

On the following pages we have highlighted a few examples of our most successful programs and events targeting hypertension.

**Chronic Disease Self-Management Program**
Advised participants how to start eating and exercising properly, how to improve problem-solving and decision-making skills, as well as how to manage stress, anxiety, depression, fatigue and frustration.

*Partnership with Ontario County Public Health Department*

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**Stroke Education**
Taught potentially life-saving information about risk factors and the signs of a stroke. Two featured presentations were given for Go Red for Women day and Spring into Health.

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34 enrollees finished
Stress Management Event
Taught effective ways to manage stress, protect one's health and achieve peace of mind. Also educated attendees on different stress therapies, medication, diet and exercise.

Hypertension Registry
Ongoing initiative keeps tabs on health trends while using reporting data from a national high blood pressure registry to track hypertension levels within our service area.

In conjunction with Common Ground Health and the High Blood Pressure Collaborative

WellnessHUB
Wellness Briefs
Straight from the Experts

presents
Mastering Pediatric and Adolescent Anxiety: A Three-pronged Approach

Pediatric Anxiety
Session covered parenting strategies, psychotherapy and medication treatments.

40 parents educated

41 individuals participated

HOME/COVER
On the following pages we have highlighted a few examples of our most successful programs and events through our community.

**Prescription Drug Collection**
Thompson collected 675.31 pounds of unused/expired medication in 2018, thus keeping it out of the hands of those who may be harmed by it.

**Partnership with the Ontario County Sheriff’s Office**

**Shootout for Soldiers**
Thompson provided free athletic training services at this 24-hour lacrosse fundraiser that brought in $52,613 for U.S. veteran programs.

**Oh, My Healthy Back Seminar**
This free seminar taught pain management techniques, spinal anatomy, and theories on lower back pain.

**Support Groups**
From diabetes and post-cardiac event support to breast cancer and caregivers support, 16 groups met in 2018 to listen, encourage, and offer a shoulder.

**Healthy Me! Wellness Fair**
More than 400 people took advantage of free wellness information and health screenings offered at the event.
Community Races & Walks
Thompson Health associates took part in several community races and walks, supporting a wide range of causes to help our patients, residents, and community thrive.

Healing Pathways
Offered for those with ongoing illnesses or other sources of chronic stress, the program focused on wholeness of mind, body and spirit through the reshaping of thoughts, emotions and stress responses.

Lymphedema Awareness Day Event
Thompson marked 2018’s National Lymphedema Awareness Day with an educational event on the symptoms and available treatments for lymphedema, a chronic swelling disorder.

Lyme Disease Awareness Event
Featured a national speaker who specializes in this complicated illness, its symptoms and prevention methods.

What everyone should know about Lyme disease

200 community members attended
Thompson's goal is to maintain its leadership role as a system of excellence in prevention, diagnosis and cost-effective care for our community members. In 2018, Thompson Health provided the following courtesy care/services to our community:

**The Financial Aid/Community Care Program**

The Financial Aid/Community Care Program at Thompson was established to provide necessary medical care to all patients regardless of their ability to pay. The program is intended to identify uninsured and underinsured individuals who cannot afford to pay in full for their services. Financial Aid/Community Care is available through discounted charges and/or sliding fee discounts.

Financial Aid/Community Care assistance is communicated and made available to all individuals receiving medically necessary non-elective inpatient and outpatient services from the hospital system through:

- Verbal communication
- Written media: information sheets, application and directions, patient handbook and handouts, patient service cost estimates, patient bills and collection correspondence
- Electronic media: Thompson Health’s website, non-patient communication throughout human service agencies and social service organizations

In 2018, $9,705,048 in Community Benefit was provided by Thompson Health to those we serve.

<table>
<thead>
<tr>
<th>Financial Data</th>
<th>Total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy Care</td>
<td>$2,488,593</td>
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<tr>
<td>Uncompensated Care</td>
<td>$4,508,761</td>
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<tr>
<td>Community Benefit</td>
<td>$2,707,694</td>
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</table>

Thompson Health provided the following courtesy care/services to our community:
Financials and Economic Impact

Thompson Health is a Major Employer

- Thompson Health employs 1,683 people, with a total 2018 payroll of $81,604,448. System payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.

- Health system employees use their wages to purchase goods and services, which creates income and jobs for other businesses. Dollars earned by Thompson employees and spent on groceries, clothing, mortgage payments, rent, etc., generate approximately $145,255,917 in economic activity for the local economy.

Thompson Health Purchasing

- In 2018, Thompson Health spent $80,814,848 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 $143,850,429 for the local economy.

Thompson Health Capital Spending

- In 2018, Thompson Health's capital spending totaled $16,818,562 for buildings and equipment.

- Capital spending by Thompson Health generates approximately $29,937,040 for the local economy.

Thompson Health Construction Activity

- Construction activity at Thompson Health affects the local economy, from the convenience store located down the street to the insurance agent providing policies for the contractors and other companies working on each project. These projects generate local jobs and revenue and result in improved healthcare delivery for the community.