

2018 REPORT TO THE COMMUNITY



Raising the bar for HEALTH

Nationally recognized health care
in the Finger Lakes





MEDICAL MIRACLE

We're Better Together

On the afternoon of Sunday, Aug. 5, two newborns had just been delivered – in quick succession – in Thompson Hospital's Birthing Center. More were expected soon. Then the unexpected happened: The phone rang at the nurses' station and the staff learned another baby was about to be born at Thompson under dramatic and daunting circumstances.

A full-term pregnant woman in cardiac arrest was on her way to the Emergency Department via Stanley-Hall-Gorham Ambulance, arriving in approximately 10 minutes. The E.D. team was ready, along with obstetrics and pediatrics teams.

According to the Ontario County Sheriff's Office, Adam Metz stated his 34-year-old wife Alissa had collapsed. She had no pulse and was not breathing. A paramedic was attempting to revive her when the first deputy arrived five minutes after the 911 call.

Within minutes, several ambulance personnel, firefighters and deputies were on the scene to assist, not only with Alissa but with the three children who were home at the time. CPR continued and following medication and a second shock from an automated external defibrillator (AED), the ambulance personnel detected a pulse.

Alissa was bag ventilated and still had a pulse upon arrival at Thompson, 12 miles from her home. After a quick assessment in the tight quarters of the trauma bay, an OB-GYN performed an emergency C-section.

The baby girl – who was to have been delivered two days later via a planned C-section – was quickly transferred to the care of the pediatric team just across the hall while the doctors, nurses and

technicians continued to treat Alissa. They stabilized her so she could be airlifted via Mercy Flight Central to Strong Memorial Hospital in Rochester. The baby was transferred to Strong as well, via ambulance.

Although Adam was told he should prepare for the worst, it was soon clear the baby, named Doris, was doing well. Within a few days, Alissa regained consciousness. She had no memory of what had happened but was otherwise cognitively intact. After receiving a pacemaker and defibrillator, she was sent home just six days after the initial incident, much to the relief of not only her family but all involved.

"It went about as smoothly as it possibly could have, which is really a testament to everybody staying calm and doing their part," OB-GYN Dr. Tessa Reisinger said, adding, "Everyone really pitched in, and it's pretty awesome."

RN Cristine Crawford said, "As extraordinary as that situation was for a community hospital like ours, I truly wouldn't expect anything less from our team because I know what we are capable of."

Alissa, who has four older children, reports that "miracle baby" Doris is thriving. "She's hitting all her milestones and at every doctor's appointment, they're very happy with her progress," Alissa said, adding that she will be forever grateful to everyone who helped the day of her cardiac arrest, the cause of which remains unknown.

"My daughter and I would not be here without them – their quick responses and all their hard work," she said. "I truly feel blessed. I feel like I have a second chance at life and the fact that they were able to save her, too, is huge."

"My daughter and I would not be here without them."

- Alissa Metz



James H. Barr, CPA
Chair, Thompson Health Board of Directors



Ben C. Wandtke, MD, MS
President, F.F. Thompson Hospital
Medical Staff

LETTER TO THE COMMUNITY

In reflecting upon this past year, I am extremely proud of what UR Medicine Thompson Health accomplished in 2018. We made great strides on a number of fronts, further cementing our reputation as one of the best community hospitals in upstate New York.

Among our many achievements this past year, we grew our Thompson family when Canandaigua Medical Group joined us in May 2018, bringing nearly 90 new staff into a brand new facility. And across Thompson Health we recruited dozens more new medical staff who have added their specialties and expertise to our ranks.

We received both Standard and Advanced Chronic Obstructive Pulmonary Disease (COPD) certifications from The Joint Commission, the premier healthcare quality improvement and accrediting body in the nation. We have six recognized Centers of Excellence - virtually unparalleled among community hospitals of our size – which underscore our commitment to providing outstanding care.

The year was also one of preparation. Planning for Thompson's long-term growth, we laid the groundwork for a new electronic health record (EHR) that launched in early 2019. This platform enables enhanced patient care and safety. It also aligns Thompson on the same EHR as UR Medicine, allowing further collaboration and seamless record sharing.

Staff and community members alike showed their continuing support of our vision by giving generously to our many funds and campaigns throughout the year. Review the *Report on Giving* in this publication to learn more about the contributions that provided programming, services, technology, and construction to help meet our ongoing needs.

Why do we continually strive to raise the bar with regard to health care? Because we have a steadfast commitment to our mission - and to each of you. We will continue monitoring regional health trends, assessing risks and addressing them so you are empowered to live your healthiest life. We will always deliver a full continuum of care and be ready when you need us. We're here. For you.

To your good health,

Michael F. Stapleton, Jr., FACHE
President/CEO, Thompson Health





DEVOTED TO
Growth & Enhanced
Access to Care

< Convenience is Key

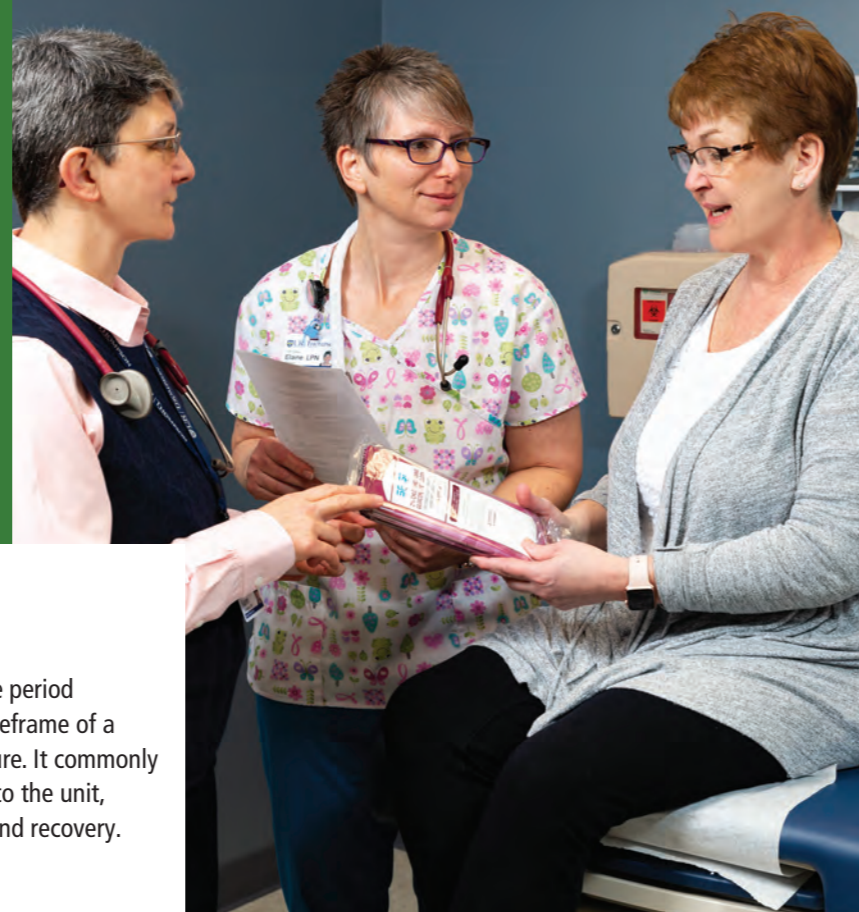
Because her own health should never take a back seat to the many demands on a woman's time, Thompson found ways to make it easier for patients of its OB/GYN physicians and midwives to receive the routine check-ups and care they needed. Catering to patients' busy schedules, the staff began offering evening hours at both the Canandaigua and Farmington locations in early 2018. To make things even more convenient, Thompson later in the year opened a Victor OB/GYN location within the health system's Victor Family Practice. Patients responded. In fact, over the course of just six months, there was a more than 13-percent increase in overall office volume.

> Preparation Pays Off

Perioperative Services opened an H & P (History and Physical) Clinic in late July, giving Thompson's surgeons the option of having pre-surgery histories and physicals completed in the clinic – instead of the surgeons' offices – so the surgeons and their staffs could spend more time on patient care. In the clinic, patients are educated about their upcoming surgeries and can have all of their questions and concerns addressed. At the same time, the clinic means a lesser likelihood of cancellation on the day of surgery due to unforeseen patient issues. Patients commented that they appreciated the one-on-one interaction, laying the groundwork for a more positive overall experience.



The perioperative period encompasses the timeframe of a patient's surgical procedure. It commonly includes admission to the unit, anesthesia, surgery, and recovery.



< Expanding Care

With internal medicine, pediatrics, and an OB/GYN group, the Canandaigua Medical Group (CMG) officially became part of Thompson Health in May of 2018, adding almost 90 staff members – with an estimated 30,000 patients – to the organization. The new affiliation was just the first of many significant changes, however. The next big transition came in July, when, after several weeks of training, CMG adopted a new electronic health record system. Five months later, staff began seeing patients in the new, 44,000-square-foot building erected just behind the old building, with a spacious lab draw station, ultrasound suite for OB/GYN patients and a retail pharmacy featuring a drive-thru. Well over 300 people turned out for an open house, eager to see what the COO called “the latest example of how joining forces and pooling our talents and resources can help community organizations not only survive but thrive in today's healthcare climate.”

> A Positive Prescription

When patients arrive at the Emergency Department, they often are unable to give a full rundown of the medications they're on, or the dosages. Yet minutes – and sometimes seconds – count. With a pharmacist now dedicated to the E.D. and Intensive Care Unit, Pharmacy recently solidified its role as the nucleus for medication reconciliation. The E.D. pharmacist now takes advantage of enhanced electronic health record (EHR) integration by verifying all E.D. medication orders in the interest of patient safety. This implementation of best practices came while preparing to open a retail pharmacy in the new Canandaigua Medical Group building, and shortly after expanding the hospital's discharge prescriptions initiative. The discharge initiative program brings prescribed medications directly to joint replacement patients and patients who have had other surgeries or procedures, including patients from the E.D.





< Our Patients Can Breathe Easier

With chronic obstructive pulmonary disease a leading cause of death, Thompson Hospital is doing everything possible to ensure local residents dealing with COPD can both live longer and enjoy a higher quality of life. This commitment means making exceptional efforts to meet the specialized needs of these individuals, offering a continuum of care including a Pulmonary Disease Management Program, a Better Breathers support group and more. In 2018, these efforts received national recognition. The Joint Commission, the premier healthcare quality improvement and accrediting body in the nation, presented Standard COPD Certification to the hospital and Advanced COPD Certification to four of Thompson's primary care locations. In the words of Thompson's chief operating officer, this represented "a clear example of our commitment to excellence."

NATIONALLY RECOGNIZED

Quality & Technology

> Your Delivery is Our Labor of Love

At Thompson, every delivery is special. Just ask the experts. In 2018, the Birthing Center once again received The Joint Commission's Advanced Certification for Perinatal Care and – also for the second time – the Blue Distinction® Center+ for Maternity Care designation from Excellus BlueCross BlueShield. The first honor recognizes overall quality of care, flexibility and innovation, with Thompson's strengths including its Lactation Suite, robust continuing education for nurses, and requirements for staff professional certifications. The second, meanwhile, focuses on expertise in delivering improved patient safety and better health outcomes, as well as demonstrated cost efficiency.



698 babies were delivered at Thompson in 2018 - 345 girls and 353 boys, with 8 sets of twins. The busiest month was June, with 76 births.



> Enhancing Patient Outcomes

Called "a vital sign for the 21st century" by the American Nurses' Association, capnography is the monitoring of carbon dioxide concentration in respiratory gases. It can indicate when a patient who otherwise appears stable may have an adverse reaction to sedation. After purchasing end-tidal carbon dioxide (EtCO2) equipment and educating the nursing staff, Thompson implemented capnography in its Interventional Radiology Department in February of 2018 and the results did not disappoint: For the remainder of the year and well into the next, zero adverse events required the activation of the hospital's Rapid Response Team. Not only were patient outcomes enhanced, but so were patient satisfaction and cost efficiency.

Advanced Technology, Better Outcomes

Nuclear medicine uses small amounts of radioactive material to diagnose and determine the severity of many cancers, neurological disorders and abnormalities. In 2018, Thompson's Diagnostic Imaging department received a new nuclear medicine camera, which delivers reduced doses and/or scan times by up to 25 percent. This means shorter, more tolerable exams for greater patient comfort. The state-of-the-art equipment is also more sensitive than previous models, supporting earlier detections and better patient outcomes. The department also constructed two new x-ray rooms with advanced image processing technology, delivering images with improved contrast at a low radiation dose. Patient tables smoothly adjust up and down, lowering to just 19.7 inches from the ground to allow easy access for children, elderly or impaired patients. The tables also move in eight different directions, meaning optimal coverage can be obtained with minimal patient movement. Two mobile x-ray units also received upgrades in 2018, further enhancing hospital capabilities.



> Reaching for the Stars

The M.M. Ewing Continuing Care Center receives high marks from families and state inspectors alike, however excellence is measured many ways in long-term care. The Nursing Home Compare site maintained by the Centers for Medicare & Medicaid Services is a go-to resource for many people in search of the right setting for loved ones. With quarterly updates to reflect the latest data, the site's five-star rating system takes into account health inspections, staffing and 16 different quality measures. After maintaining a four-star overall rating throughout 2017, M.M. Ewing for the first time achieved an overall rating of five-stars – considered "much above average" – in 2018. Although ratings fluctuate, the staff took pride in knowing they have what it takes to shine.





< Lymphedema Awareness

Three years after launching a bimonthly lymphedema support group, Rehabilitation Services in March 2018 held a celebration/educational event marking National Lymphedema Awareness Day. The event spread awareness about protein-rich swellings in superficial tissues of the body. It also enabled Thompson to share information not only about its support group but about complete decongestive therapy and other services available from specially trained occupational therapists who can help patients achieve optimal health and comfort.

EVOLVING FOR YOUR HEALTH

New Services

> Genetic Testing

Research shows certain risk factors can increase the chances of developing cancer. Some of these factors, such as tobacco use, can be controlled. Others, like age and family history, cannot. So in 2018 Thompson Health began offering cancer genetic testing to empower patients in minimizing risk. Offered to both women and men at the Dr. Laurie Sands and Constellation Brands Breast Imaging Center, the genetic testing assesses a person for multiple genetic mutations associated with increased risk for eight different cancers. A specially-trained healthcare professional collects a saliva sample, which is shipped to a laboratory specializing in genetic test analysis. Results are delivered to the Breast Imaging Center, where the staff schedule an appointment to discuss the results. Reflected one grateful patient, "If you can catch things early, your chances of beating it are that much better."



Preserving Voices ^

As a progressive neurological disease, Parkinson's often leads to a pattern of decreasing volume of speech, articulation accuracy and vocal quality, resulting in speech that is difficult to hear and understand. But Finger Lakes residents with Parkinson's and similar syndromes can now come to Thompson Health for SPEAK OUT!®, a therapeutic protocol developed by the Parkinson Voice Project to improve and preserve their voices. During 12 individual sessions, the patient and specially-trained speech/language pathologist work their way through a series of speech, voice, and cognitive exercises outlined in a comprehensive workbook. The program encourages patients to "speak with intent," in a confident and deliberate fashion, bypassing the neuropathways impaired by Parkinson's disease and resulting in a stronger, clearer voice. Once completed, patients are invited to take part in a maintenance program also available at Thompson: The LOUD Crowd®.


Making House Calls

In response to requests from residents of Thompson's independent and enriched living communities of Ferris Hills at West Lake and Clark Meadows, the health system partnered with the UR Medicine Geriatrics Group to provide on-site primary care. With physicians, nurse practitioners and physician assistants, the group offers routine check-ups and coordinates with local healthcare providers for additional on-site services, including blood draws, mobile imaging services, physical therapy, occupational therapy and wound treatment. Best of all, residents who choose to take advantage of the service never have to worry about transportation, parking, weather, or travel time and can truly live up to the retirement communities' slogan of living "the good life."

We've Got Game

For some people, golf is not so much a sport as a way of life, so why not live that life to the fullest? For those individuals, Thompson Health Rehabilitation Services began offering the Titleist Performance Institute (TPI) Golf Fitness Program. A certified instructor assesses flexibility, strength, posture and balance with a biomechanical golf swing assessment. He then creates individualized training to improve these skills and make each golf swing more efficient, reducing the risk of injury.




A golf fitness instructor is different from a golf professional. Golf fitness instructors focus on the whole body and its ability to move correctly during the swing.





< Focusing on Early Diagnosis

Low-dose radiation screening is designed to catch lung cancer in its early stages and it is free, but nationally, just 1 to 3 percent of people who meet the eligibility criteria take advantage of it. Among those in Thompson’s service area, the number is 15 percent. It’s significantly higher than the national average but as far as the health system’s Population Health Management Committee is concerned, it’s not good enough. In fact, the committee in 2018 set a goal of doubling the 15 percent within just two years by spreading awareness among patients and local primary care physicians. After all, as the radiologist who chairs the committee noted, lung cancer spreads fairly quickly and “early diagnosis leads to a far better outcome than any treatment currently available.”

CONTINUALLY EVOLVING

New Initiatives

> Stairway to Wellness

According to experts, taking the stairs instead of the elevator can help with weight loss, bone density, stronger muscles and more. Some people need a little extra incentive though, so Thompson’s Wellness Department teamed up with the health system’s Facilities Services Department and Canandaigua Academy last summer to create a three-story mural within a stairwell. Building upon an internal campaign urging associates to take advantage of the “free StairMaster” in hospital stairwells, the project featured cherry blossoms, woodland animals, a sunset, and an inspirational quote from Ralph Waldo Emerson. The best part was that it was expected to be the first of many similar projects to come.



Studies show that both creating and observing art can reduce cortisol, the ‘stress hormone.’



Exemplary Practice ^

The end of the year brought exciting news, when the Shortsville Family Practice learned it was being added to the national Centers for Medicare & Medicaid (CMS) Registry of Exemplary Practices. The honor was in recognition of improvement in patients’ blood pressure control – and related cost savings – thanks to a team approach to care management. The recognition was based on 2017 data, but the practice continued making strides in 2018, dividing the staff into three teams for a little friendly competition. The teams tracked their progress with regard to three quality measures. As a result, patient control of blood pressure improved another 5.2 percent, while compliance with diabetic eye exams went up 10.7 percent and medical attention for diabetic kidney disease increased by 13.2 percent. While the kidney disease team “won,” the real winners, of course, were the patients.

Stemming Opioid Addiction

Deemed a national public health emergency, the opioid crisis is felt throughout the Finger Lakes. Thompson wants the community to know its healthcare professionals are doing their part to help stem it. The general surgeons on the hospital’s medical staff have nearly eliminated the routine use of narcotics for many surgical procedures, while orthopedic surgery, ear-nose-throat surgery, and Thompson physician practices have implemented successful programs to reduce opioid prescriptions and replace them with alternative pain management treatments when feasible. Thompson’s pharmacists, meanwhile, advise patients of possible side effects and addictive qualities, while the Emergency Department staff work closely with Social Work and local substance abuse agencies to make sure those who need help are aware of available resources.

> An Epic Change

Thompson spent the better part of 2018 laying the groundwork for one of the most transformational projects identified in its multi-year strategic plan: a new electronic health record (EHR) system. With a kickoff in February 2018, a year of preparatory work followed, as inter-disciplinary teams, consultants and executive leadership collaborated to ensure a seamless transition. Epic’s EHR software is considered the industry gold standard and is the same system used by Thompson’s larger affiliates, the University of Rochester Medical Center and Highland Hospital. Aligning means providers are now able to easily share patient records and partner more closely for better patient outcomes. Epic also streamlines processes and workflows, is intuitive to use, and ultimately contributes to Thompson’s CARES values: Commitment, Action, Respect, Excellence and Service.





◀ **Eating Right on a Shoestring Budget**

Tex-Mex zucchini boats, baked Buffalo cauliflower and loaded taco fries with creamy nacho sauce were just a few of the recipes shared and enjoyed last May as Foodlink, New York Kitchen and Thompson Health offered a free, four-hour class called “Eat Right on a Shoestring Budget.” The three lead organizations received support from Canandaigua Churches in Action, Gleaners Community Kitchen and Wegmans for the class, which attracted two dozen participants. In addition to a session on deciphering nutrition labels, they attended cooking demonstrations and got hands-on experience. Armed with advice and new ideas – including tips for making homemade garlic paste – one woman said, “I can’t wait to go home and try it!”

OUTSTANDING

Community-Centered Care



▶ **A Gesture of Compassion**

After a Canandaigua woman experienced a miscarriage during her first pregnancy, she was devastated but determined. She wanted to honor her child and also “bottle up all that love and grace” she experienced from the staff in Thompson’s Emergency Department. Wanting to ensure other women going through pregnancy loss could have a source of comfort, she partnered with associates from Thompson’s Birthing Center and Office of Corporate Communications. Together, they created Baby Ben Bags. Funded by the Thompson Health Guild, the tote bags contain a note from the family of Baby Ben, a poem, a plush blanket, heat therapy pads for menstrual pain, a heart-shaped charm and information about Thompson’s pregnancy loss support group, as well as other area resources to ensure women know they’re not alone in their struggles.



▲ **Advanced Surgical Services Operating at Full Potential**

As 2018 came to a close, the general surgeons employed by Thompson Health were preparing to join together under one roof. Located in close proximity to the Operating Room and Ambulatory Procedures Center, their new Advanced Surgical Services suite offers a second procedure room, allowing for more office procedures. In addition, its proximity will mean enhanced availability of the surgeons. The move is expected to make for more convenient, streamlined scheduling as well as help the surgeons focus on their goal of reducing the incidence of colon cancer in the area by increasing the availability of screening and diagnostic endoscopy.

▶ **Artistry in Healing**

Staff nurses in 2018 brought forth the idea for an innovative approach to providing patients with beautiful surroundings and positive energy during their hospital stays. Nursing Administration teamed up with a local artist, Facility Services and Corporate Communications to install new headwalls in 33 patient rooms on the hospital’s 2West floor. The headwalls feature prints depicting local scenes of nature and familiar vistas, blending a dose of art therapy with the care and support patients receive. After all, someone once said, “Art can permeate the very deepest part of us, where no words exist.”

▶ **Empowerment Through Education**

Tailored for both women and men, Thompson’s Wellness Hub provides opportunities for individuals to learn, grow and improve their health. Through a series of 2018 events, the program offered community education sessions on managing stress, pediatric anxiety and more. The most popular session by far, though, was “What Everyone Should Know About Lyme Disease.” More than 200 people packed a large room at the Inn on the Lake to hear the founder of the Partnership for Tick-Borne Diseases and Education talk about the best means of prevention, how to remove an embedded tick, the value of support groups and being proactive with your health.



Paintings for headboards were generously donated by local artist, Cindy Harris.



THE F.F. THOMPSON FOUNDATION

REPORT ON Giving

The philanthropic values of our community have played an essential role in the success of our hospital since its inception by Mary Clark Thompson more than a century ago. And although our mission to continuously improve the health of the residents in our community receives a tremendous boost through shared services with UR Medicine, Thompson Health is responsible for its own debt and its own fundraising. This is why the support of our community is more important than ever to help us keep pace with the equipment and facilities vital in providing exceptional care.

Together, we will ensure the future success of Thompson and help it remain an integral partner in the long-term health and vibrancy of the community.

The new Intensive Care Unit (ICU) and Pulmonary Medicine Clinic (PMC) will increase access to critical care as well as expand care to those with complex respiratory conditions for our entire region.

Benefits will include:

- Additional ICU beds will reduce the need to transfer critically ill patients to Rochester-based hospitals
- 40 percent more critically ill patients needing intensive care will be cared for close to home
- Spacious ICU patient rooms allow for overnight visits from loved ones
- The new PMC will support a larger team of pulmonologists and nurse practitioners
- PMC appointment wait times will be greatly reduced
- Thompson will be able to monitor and treat approximately 40 percent more PMC patients to reduce their need for emergency care and hospitalization.

Enriching Patient-Centered Care

With the groundbreaking for its new **Intensive Care Unit (ICU)** and outpatient Pulmonary Medicine Clinic, F.F. Thompson Hospital has met another incredibly important milestone in its journey to become the leading community healthcare system in western New York.

Growing its ICU from seven beds to 12, while incorporating a more efficient, state-of-the-art design, will mean Thompson can care for an additional 300+ critically ill patients annually. This will greatly reduce the need to transfer patients to Rochester due to limited capacity. "Our ability to care for more ICU patients locally will ease the tremendous burden placed on families, while at the same time decreasing the overall cost of care regionally," said Thompson Health President/CEO Michael F. Stapleton, Jr., FACHE. This growth will also allow Thompson to support intensivists, who are physicians specially trained in critical care.

On the ground floor will be an expanded outpatient pulmonary clinic, approximately triple its current size, allowing better accommodation and monitoring of patients with chronic lung

disease such as asthma, emphysema, chronic obstructive pulmonary disorder (COPD) as well as lung cancer. This, in turn, provides Thompson an opportunity to treat approximately 40 percent more patients each year and reduce their need for emergency care and hospitalization.

Thompson's expansion will enrich both the breadth and depth of patient-centered care in Canandaigua.

But how does a campaign of this significance garner the financial support it needs to proceed? The Sands family and Constellation Brands kicked off Thompson's campaign with a \$4 million pledge, signaling a continued confidence in the healthcare system's ability



Thompson Health board members Robert Sands and his daughter Lauren Sands are two members of the Sands Family Foundation that pledged the \$4 million lead gift in conjunction with Constellation Brands, Inc.



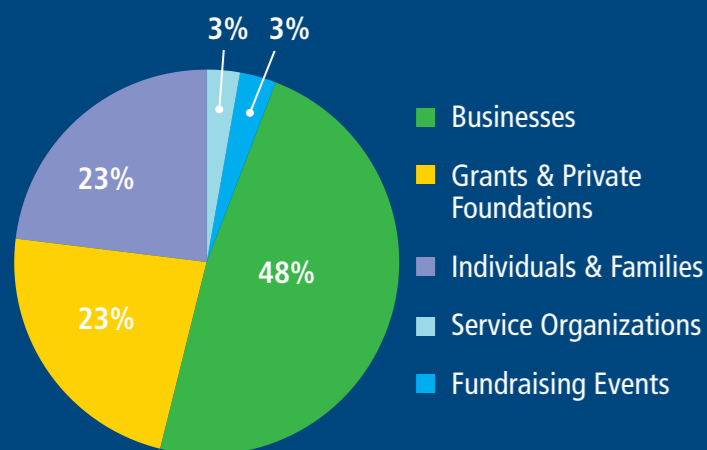
(L-R): Randy Farnsworth, Dawn Borgeest, Dale Hunt, and Greg Felosky have led the charge to help raise \$11.7 million for the new ICU & Pulmonary Medicine Clinic. (Not pictured: Margaret Somerset and Paul Griswold)

to provide exceptional, compassionate care well into the future. In recognition of this commitment, the new ICU will be named the Sands-Constellation Intensive Care Unit.

With this springboard, the campaign committee eagerly began to build broad-based support and momentum for the project. Board members and several friends of the Foundation volunteered their homes for informational sessions throughout the summer and fall, sharing details on the value and need for expanded critical care close to home. Word of mouth helped generate a groundswell of support that totaled more than \$3 million in pledges from the community by the end of 2018. The campaign committee's energy, commitment and efforts will continue throughout 2019 until the full \$11.7 million is raised for this vital project which is slated to open in 2020. Their driving force – to deliver enhanced critical care to the community.



Thank you to the more than 150 organizations and individuals who contributed more than **\$9 million*** to the campaign in 2018.



*Includes verbal commitments

FIND OUT MORE

ThompsonHealth.com/Foundation/OurICU

MANY THANKS TO OUR LEADERSHIP DONORS

Sands-Constellation Intensive Care Unit
*The Sands Family Foundation, Inc.
Constellation Brands, Inc.*

Intensive Care Unit Waiting Area
*Tom and Betsy Kubiak **

Intensive Care Unit Nurses' Station
*Tom and Betsy Kubiak **

Intensive Care Unit Staff Lounge
Dr. Chip and OJ Sabler

Intensive Care Patient Rooms

- | | |
|--|--|
| <i>Anonymous</i> | <i>John and Kay Meisch*</i> |
| <i>Davenport Hatch Foundation</i> | <i>The Natapow and Francher Families</i> |
| <i>Greg and Janet Felosky *</i> | <i>Mr. and Mrs. Marlin Potter</i> |
| <i>Melinda and Gerrett Geartz and Family</i> | <i>Jeff and Nancy Siewert *</i> |
| <i>Paul and Julia Griswold</i> | <i>David and Karen Sorce</i> |
| <i>Josephine and John Ingle</i> | <i>Rich and Nancy Walters *</i> |
| <i>Wilhelmine Kronenberger</i> | |

Intensive Care Unit Consultation Room
The Dennis Morga Fund

Intensive Care Unit Nurse Manager Office
*Michael and Julie Stapleton **

Intensive Care Unit Equipment
The Rotary Club of Canandaigua

Intensive Care Unit Technology
Peter and Rick German

Pulmonary Medicine Clinic Reception Area
Jane Wade

Pulmonary Medicine Clinic Work Station
Lauren Dixon and Mike Schwabl

Pulmonary Medicine Clinic Director's Office
Dr. David Felten and Mary Maida

Pulmonary Medicine Clinic Physicians' Offices
*Alan and Brooke Lupton
Lyons National Bank*

Pulmonary Medicine Clinic Staff Lounge
*Canandaigua National Bank
Frank and Debra Hamlin
George and Mary Hamlin*

Pulmonary Medicine Clinic Staff Collaborative Office
*Jim and Ellie Fralick **

Pulmonary Medicine Clinic Exam Rooms

- | | |
|--|--------------------------------------|
| <i>Bristol Mountain</i> | <i>Richard and Sandra McGavern *</i> |
| <i>Randy and Margaret Farnsworth *</i> | <i>The Prunoske Family *</i> |
| <i>Lewis J. Gould and Family</i> | <i>Harvey Simmons</i> |
| <i>Dale and Patty Hunt *</i> | <i>Steve and Cheryl Swartout</i> |
| <i>Kurt and Kristen Koczent *</i> | |

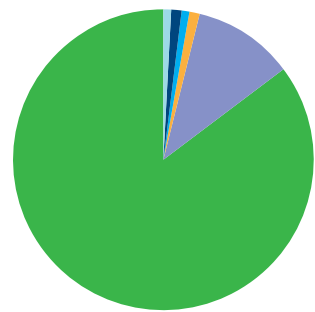
Pulmonary Medicine Clinic Equipment and Technology
Thompson Health Guild

*George Eastman Circle Members

For a full list of campaign supporters visit:

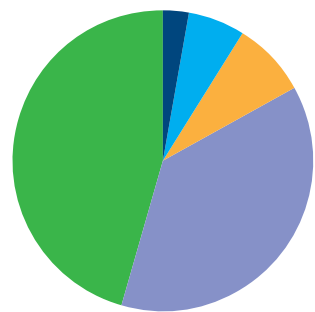
ThompsonHealth.com/Foundation/OurICU

Our Year in Review



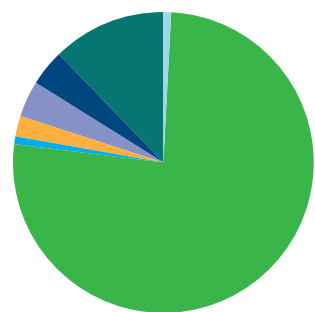
Revenue Sources

\$	2,462	Increase in Fair Market Value of Charitable Remainder Trusts
\$	57,345	Realized and Unrealized Gains
\$	74,271	Investment Income
\$	79,924	Planned Giving
\$	968,658	Grants
\$	7,255,002	Cash Contributions and Pledges
\$	8,437,662	TOTAL



Charitable Assets

\$	\$460,767	Clark Fund
\$	\$970,393	Ewing Fund
\$	\$1,130,386	Sands Cancer Center Endowment
\$	\$5,509,937	Memorial Fund
\$	\$6,774,910	The F.F. Thompson Foundation Endowment
\$	14,846,393	TOTAL



Funds Raised by Type of Fundraising Activity

\$	\$79,924	Planned Gifts
\$	\$84,883	Memorial and Special Gifts
\$	\$194,597	Major Gifts (excluding Capital Campaign)
\$	\$312,713	Annual Fund
\$	\$367,714	Special Events
\$	\$968,658	Grants
\$	\$6,295,095	Capital Campaign*
\$	\$8,303,584	TOTAL

*Excludes verbal commitments

— Note: Data is unaudited —



'A New Beginning,' Thanks to a Grateful Family

Guy Burns contributed to the Nursing Scholarship Fund in memory of his wife and the exemplary care she received at the M.M. Ewing Continuing Care Center.

"I can't tell you how impressed we were with their teamwork and their commitment. But after several months we got to know many of the staff members and noticed that a lot of the CNAs struggle – they work long hours doing critical, labor-intensive work, face financial hardships and it's tough to advance. So we decided to donate to the scholarship fund to help Thompson CNAs take that next step toward becoming LPNs."

More than half of the 65 CNAs employed at M.M. Ewing expressed an interest in continuing their education if barriers such as childcare, transportation and lost wages were reduced or eliminated.

The scholarship fund provides financial assistance for the cost of tuition, lost wages during training, childcare and transportation. While training, each LPN student is employed 20 hours per week at M.M. Ewing as a CNA, receiving full benefits and up to \$2,000 in tuition reimbursement.

According to Burns, "That's just what Nancy would have wanted."

"You know, her favorite hymn was 'The Promise Hymn' – we sang it at her memorial service – and there's a line that goes, 'In our end is our beginning.' That's what Nancy would have wanted us to do – give these CNAs a new beginning."

"Nancy really came to love the CNAs and they loved her right back. I can't tell you how impressed we were with their teamwork and their commitment."

- Guy Burns

During her five months at the M.M. Ewing Continuing Care Center following a stroke in 2018, Nancy Burns developed a strong, loving bond with the staff and especially with the certified nursing assistants (CNAs) who addressed her personal needs at all hours.

Her husband, Guy Burns, said both of them were so impressed with the CNAs that after she passed away, he and his family decided to make a generous donation in her memory to the Thompson Health Nursing Education Scholarship Fund, which assists CNAs with the cost of licensed practical nurse (LPN) training.

"Nancy really came to love the CNAs and they loved her right back," the Canandaigua man said.



Bob Betzler poses with the bus he and his wife gifted to Ferris Hills and Clark Meadows residents.

A Legacy on Wheels

Phyllis Betzler always cared about – and for – other people. A fourth-generation pharmacist, she retired from being a healthcare professional to devote more time to another passion – administering a food pantry she and her husband established at the Interlaken Reformed Church. She spent 35 years at this fulfilling calling while her husband, Bob, a retired junior high school science teacher, did extensive carpentry work for the church. Together, they created an inspiring legacy of service.

Phyllis and Bob eventually moved to Ferris Hills at West Lake, Thompson Health's independent living community. In 2017, Phyllis, in failing health, was transported by bus from Ferris Hills to UR Medicine Strong Memorial Hospital for a doctor's appointment. Noting an opportunity, she was inspired to her next act of service. "She came home and said 'We've got to give my friends at Ferris Hills a new, more comfortable bus!'" Bob remembered. She was delighted by the opportunity to provide her friends at Ferris Hills with first-rate transportation.

Phyllis passed away in May, 2018 and never got to ride on the new bus. She worked closely with Ferris Hills' staff Claire Watson, Betty Sexton, and Executive Director Aimee Ward however, on selecting the best vehicle. "Phyllis was so pleased, knowing how many people would enjoy the bus," remembered Aimee. "She went above and beyond providing simple, reliable transportation. She ensured a measure of style and comfort that really aligns with our vision as a one-of-a-kind senior living community."



Phyllis Betzler

"Phyllis was so pleased, knowing how many people would enjoy the bus."

- Bob Betzler

The 2018 Ford bus seats 12, fits two wheelchairs, has leather seats, extra-large windows and a sunroof.

"Phyllis never got to ride on it, but she did help choose all the special features," said Bob. "It's a beautiful bus."

Phyllis would be very happy to know her friends are riding in comfort."

To learn more about the Thompson Foundation visit:

ThompsonHealth.com/Foundation

PHILANTHROPY FROM WITHIN



Campaign ambassadors and Thompson Bear eagerly share how a gift to Thompson shows dedication to the health system and community at large. (Top row: L-R): Michele Cone, Roberta Spezzano, Tony LaBore, Mary Hann, Mary Kate Corey. (Bottom row, L-R): Linda Rowsick, Heather Rickett, Thompson Bear, Aimee Ward, Jennifer Army, Sandy Bumpus, Brandy Collett



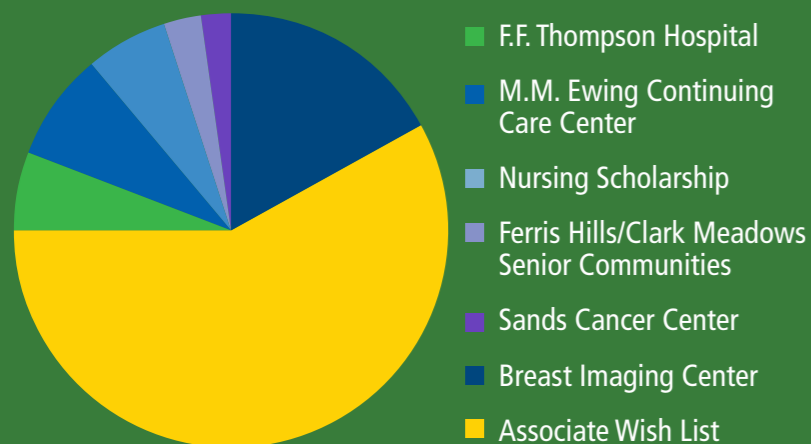
(L-R): Susan Rockwell, MD; Julie Henry, RN and Bryan Henry, MD; and Ali Hamdan, MD are just a few of Thompson's providers who financially support its vision, mission and values.

Associate Giving Campaign: Leading by Example

Working in health care is more than a job - it's a calling.

A healing environment tends to naturally attract people with a giving nature. So when it comes to Thompson Health's Associate Annual Giving Campaign, it's no surprise to see staff lead by example and give back.

In 2018, associates contributed more than \$57,000 to seven different Thompson Health funds.



The annual Associate Giving Campaign rallies hundreds of associates together to raise funds for Thompson's current needs. The campaign committee finds creative ways to engage and inspire through campaign "champions," team presentations, drawings, themed events with mascot Thompson Bear, and other fun experiences that express Thompson's unique culture of generosity and service.

Associates may direct their donations to almost any facet of the organization. This includes capital projects, technology, development and/or expansion of services, facility improvements, nursing scholarships, and the popular associate "wish list," where staff submit requests for non-budgeted items that enhance patient care or workplace efficiencies.

Participation rates have seen a steady, upward trend for several years, culminating with record-breaking 2018 campaign results of more than \$57,000.

"The Associate Giving Campaign provides an opportunity for our team to underscore their confidence in Thompson's long-term vision," said UR Medicine Thompson Health President/CEO Michael F. Stapleton Jr., FACHE. "Our people are our greatest ambassadors. It's wonderful to see the enthusiastic support, which enables Thompson to continue providing the best possible care to our community."

Ensuring the Best Outcomes

Thompson Health is rightfully proud of its physicians. Aside from being leaders in their given fields, many choose to lead the way in philanthropy as well. Thompson's physicians give back for a variety of reasons but in the end, they all tie back to a fundamental notion all physicians share: the need to help bring about the best possible outcome.

Dr. Bryan Henry and his wife, RN Julie Henry, donate to the health system's annual campaign because they recognize the value Thompson provides to the community. Every day they see the difference Cardiac Rehab makes for patients and their families. They give back because they are proud to be part of a caring organization like Thompson that does so much to promote the health of the community.

Dr. Susan Rockwell contributes as a show of support to nurses and ancillary staff. A daughter of a nurse herself, Dr. Rockwell acknowledged that, "nurses are the single biggest determinant in positive outcomes for my patients." She is also motivated to help Thompson continue attracting

talented staff and maintaining its reputation for excellence. "I have a responsibility to do all I can to ensure my patients - and my hospital - are well taken care of. If Thompson thrives, we all thrive," Rockwell noted.

For Dr. Ali Hamdan, it is a way to underscore his sense of connection and commitment. "To donate to an organization means you believe in its mission, values and vision, as well as believing in the commitment of its leadership to fulfill those goals. At Thompson Health, both conditions are visible."

These insights are echoed by many physicians who regularly give back to demonstrate their pride in Thompson Health and the critical role it plays in the daily lives of patients, residents, staff and the community at large.

The Henrys give back because they are proud to be a part of a caring organization like Thompson.

To learn more about the Thompson family's generosity, go to:

ThompsonHealth.com/Family



The annual Hudson Community Kickball Game supports the Patient Needs Fund, which assists those battling cancer by providing financial assistance for groceries, fuel for transportation to/from medical appointments, and specialized medical needs.

Kickball for Cancer

Gary Hudson of Bloomfield always enjoyed a good sports competition. This past July, Gary’s family took to the field with a most fitting tribute, the first annual Gary Hudson Community Kickball Game. All proceeds were donated to the Wilmot Cancer Institute’s Sands Cancer Center Patient Needs Fund, in gratitude for the excellent care Gary received. The funds supported others’ needs in the Canandaigua area. More than 60 family members and friends, ranging in age from 3 to 68, participated in the round robin tournament, which included a potluck picnic after the games. They sold t-shirts and “passed the hat,” collecting over \$1,300.

Gary lost his fight against cancer in 2017. Daughter Lindsey

remarked, “Dad loved playing sports and how they can teach people teamwork, rules, and discipline. He taught us to love sports too and we are so grateful to have hosted a special kickball game in his honor while raising money for others with cancer.”

As the Hudson family began planning the second annual Gary Hudson Community Kickball Game, his daughter Beth reflected, “We know Dad would be thrilled to see his family playing a game of kickball and raising money for a good cause. It’s his legacy now and we are proud to continue the tradition in his memory.”

Thompson Health is inspired by the Hudsons’ fitting legacy. They have found a meaningful way to honor their loved one while supporting others with both respect and generosity – the very essence of sportsmanship.

“We know Dad would be thrilled to see his family playing a game of kickball and raising money for a good cause.”
- Beth Hudson Falsone



Tournament co-founders, Nancy Alexander and Jenn Haney, raised more than \$108,000 over the last 15 years to make a difference in the lives of women touched by breast cancer.

Thompson ‘Tickled Pink’ Over Women’s Golf Tourney

What do you get when you mix a group of lively women with golf, laughter, a penchant for good times and a good cause? You get a unique annual event known as the Ladies’ Pink Fly Golf Classic.

by passionate leaders, golfers of all levels of ability, volunteers with their own very unique talents, generous sponsors and steadfast supporters. It is made by following the mission to

Begun as a spin-off from a men’s golf classic known as the Black Fly, the founders of the Pink Fly Golf Classic knew they had created something special from the start. Held at the Victor Hills Golf Club, each year’s proceeds benefited the breast health programs at Thompson Health.

Over 15 years, the tournament raised more than \$108,000 and helped countless women through their cancer diagnoses, treatment, after-care, and connection with additional community resources and support groups. While 2018 marked the final Pink Fly tournament, participants have no regrets.

“What a ride this has been,” said Nancy Alexander, tournament organizer. “Successful events like this don’t just happen. They are made possible

Over 15 years, the Ladies Pink Fly Golf Classic raised more than \$108,000 and helped countless women through their cancer treatment.



have a tremendous amount of fun and give back. We believed we could do something special with a golf tournament and make a significant difference in the lives of those touched by breast cancer. Mission accomplished.”

In 2018, 122 golfers and more than two dozen volunteers took to the course for a final celebration of camaraderie, women’s health, and fun. Organizers may tell you this tournament was just par for the course for a group of passionate, enterprising women. In terms of impact, however, this has clearly been a stroke of genius.

THE GIFTS THAT KEEP ON GIVING

The **Thompson Health Guild** has played an indispensable role within the health system since its founding in 1905. Its 16 board members dedicate their time and their talents to raising funds for Thompson Health.



Guild members return store profits to Thompson Health, proving it's as good to give as to receive. (L-R): Guild volunteers Taryn Windheim, Bob Locke and gift shop manager, Bonnie Dennis.

While the Thompson Health Guild hosts a number of fundraisers each year to support Thompson's needs, the Guild's main source of revenue comes from what some may perceive as a surprising source: their gift shop on the main floor of the hospital and satellite gift kiosk on the ground level of the Constellation Center for Health and Healing. Both are managed by Bonnie Dennis and staffed by a team of volunteers.

Bonnie has taken the concept of a small, hospital gift shop and transformed it into a truly charming shopping experience. Every inch of wall and floor space is filled with unique items from candy to clothing, home décor to fashion accessories. The quality and variety of items brings thousands of patrons through the door each year, drawn by the lure of purchasing something unique that likewise supports Thompson Health.

Thompson's associates and members of the local community routinely come by to see the latest window display and browse the selection. "I am amazed at how affordable the prices are for truly quality items," commented Thompson associate Heather Rickett. "I shop there for holidays, birthdays, and sometimes just for fun. I always find something special."

For her part, Bonnie sees her work as a labor of love. "I've been doing this for nine years and have come to know our clientele very well. I buy what I know will appeal to people, draw them in, and keep them coming back."

The Guild's retail venture is clearly a success and furthers the group's mission of enabling Thompson to continue providing exemplary health care throughout our community.

SUPPORTING THOMPSON Ways to Give

Whether you are supporting a specific area or responding to new opportunities and unexpected needs, your donation helps provide exemplary care to our community.

	TYPE OF GIFT	ADVANTAGES
Gifts Thompson Health can use now	An outright gift Gifts of cash or property such as securities or real estate.	By making a gift today, you will make an immediate impact and see your gift make a difference.
Gifts that provide income to you throughout your life	Charitable Gift Annuity In exchange for a gift of cash or securities, Thompson contractually guarantees to make specified annuity payments to you and/or another beneficiary for life.	You will benefit from immediate income while receiving an immediate charitable income tax deduction. In addition, a portion of your annuity income may be tax-free.
Gifts that make an impact after your lifetime	Charitable Bequest Designate Thompson as a beneficiary under your will or living trust.	This enables you to create a personal legacy and make a significant gift to Thompson that you may not be able to make during your life.
	Retirement-Plan Assets Designate Thompson as the beneficiary of all or a portion of your 401K, 403B or other defined contribution plan.	Such a gift is the most cost-effective way to make a charitable gift. Your gift is not subject to income or estate tax when paid to a charitable organization.

If you believe in UR Medicine Thompson Health's mission and want to ensure its future, please contact the F.F. Thompson Foundation at 585-396-6155 or University of Rochester, Office of Trusts, Estates & Gift Planning at 1-800-635-4672 for further information on the many gift opportunities available.

UR Medicine Thompson Health is an organization described in Internal Revenue Code 501(c)(3). A copy of its most recent annual report is available upon request by contacting it at 350 Parrish Street, Canandaigua, NY 14424, on the New York State Attorney General Charities Bureau charities registry website at <https://charitiesnys.com>, or at Charities Bureau, 28 Liberty Street, 15th floor, New York NY 10005. Information about charitable organizations may be obtained from the Charities Bureau at <https://charitiesnys.com> or by phone at (212)416-8401.

To learn more about the Thompson Guild, go to:

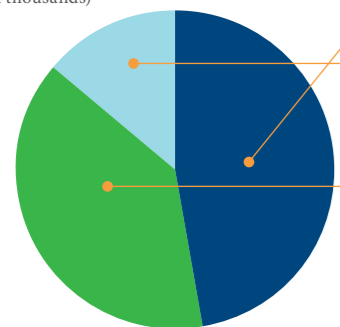
ThompsonHealth.com/Guild

To view Thompson's 2018 Honor Roll, go to:

ThompsonHealth.com/Foundation/Friends

2018 FINANCIAL STATEMENT

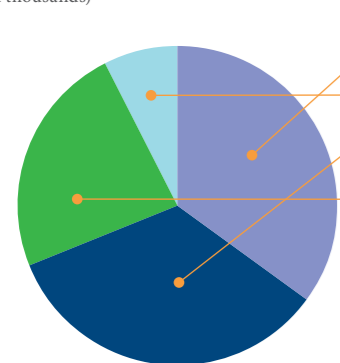
Net System Revenue*
(in thousands)



Medicare/Medicaid	\$ 79,429
Commercial Insurance	\$ 65,378
Miscellaneous	\$ 22,825
Total Operating	\$ 167,632
Non-Operating Net	\$ 3,105
TOTAL	\$ 170,737

*unaudited data, excluding Foundation

System Operating Expenses*
(in thousands)



Routine & Nursing Care	\$ 58,839
Other Professionals	\$ 56,373
General & Administrative	\$ 39,574
Depreciation & Interest	\$ 12,373
TOTAL	\$ 167,159

*unaudited data, excluding Foundation

KEY FACTS

Hospital	
113	Beds
6	Operating Rooms
2	Urgent Care Centers
2	Lab Draw Stations
13	Medical Practices
Senior Services	
178	Continuing Care Center Beds
84	Ferris Hills Independent Living Apartments
48	Clark Meadows Enriched Living Apartments
Physicians and Associates	
1,719	Associates
650	Medical Staff Members
199	Volunteers (182 adults, 17 students)

HOSPITAL QUALITY DESIGNATIONS

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

Certificate of Distinction in Management of:
Joint Replacement – Hip
Joint Replacement – Knee

Perinatal Advanced Certification

Orthopedic Rehabilitation

Four Advanced Certifications for COPD
(in Four Primary Care Practices)
Standard Certification for COPD



Top Notch Team



UR Medicine Thompson Health was included in the 2018 edition of the "150 Top Places to Work in Healthcare" list published by *Becker's Hospital Review*. Among the reasons was a robust offering of associate wellness programs.

In September, Thompson learned from Messenger Post Media that the health system received the most votes from

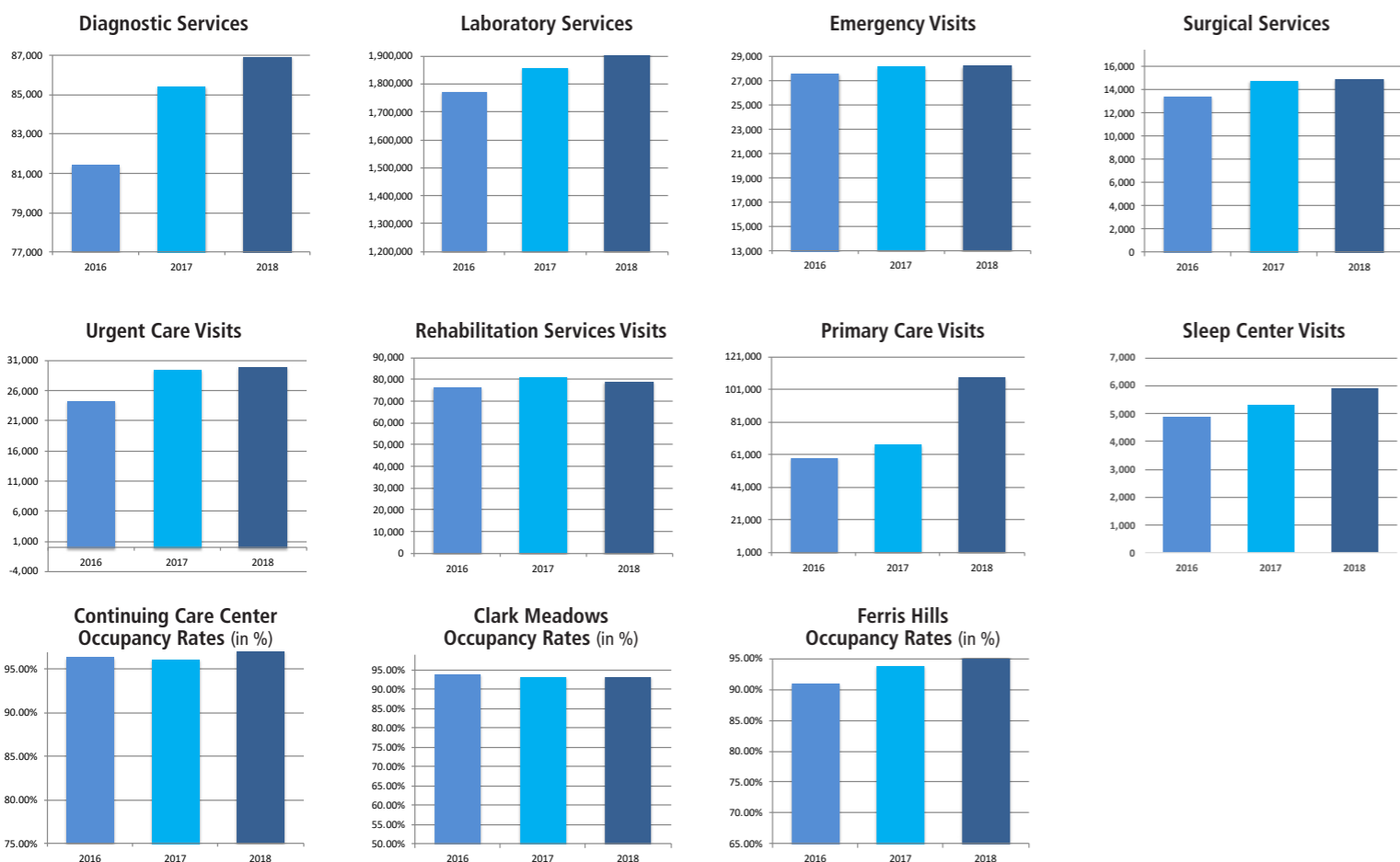
readers in 9 categories of the "Best of the Finger Lakes" contest:

- Best Nurse (Cris Crawford)
- Best Pediatrician (Dr. Doug Alling)
- Best Place To Have A Baby
- Best Urgent Care (Farmington)
- Best Hospital
- Best Nursing Home (CCC)
- Best Physical Therapist (Thompson Hospital Physical Therapy)
- Best Retirement Community (Ferris Hills & Clark Meadows)
- Best Family Practice (Canandaigua Medical Group)

This came on the heels of Thompson Hospital being named Best Hospital in the Finger Lakes Times' "Readers' Choice Awards" over the summer.



2018 VITAL STATISTICS



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

F.F. Thompson Hospital is recognized as a Leader in LGBTQ Healthcare Equality by the Human Rights Campaign Foundation.

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

F.F. Thompson Hospital is the recipient of a Get With The Guidelines®-Stroke Gold-Plus Quality Achievement Award from American Heart Association/American Stroke Association.

Corporate Values

C *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.

A *Actions* speak louder than words. We act in a professional and timely manner and are accountable for our own behavior and that of our colleagues.

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

E *Excellence* Our system is continuously providing outstanding care and exceptional service.

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

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CORPORATE MISSIONS

Thompson Health

Thompson Health is dedicated to providing an integrated healthcare system, comprised of affiliated health-related corporations, to continuously improve the health of the residents and communities of the Finger Lakes and the surrounding region.

The Frederick Ferris Thompson Hospital

The Frederick Ferris Thompson Hospital is a community hospital which exists to serve the healthcare needs of the people in partnership with regional healthcare providers. The Frederick Ferris Thompson Hospital serves as the center of a healthcare network to provide a full range of healthcare services and to improve community health.

M.M. Ewing Continuing Care Center

M.M. Ewing Continuing Care Center is dedicated to providing a continuum of long-term, rehabilitative, and related services to the community while respecting the dignity and individuality of those served.

FFTH Properties and Services, Inc.

FFTH Properties and Services, Inc. plans, develops, implements, owns, and manages health-related business ventures and services in support of the financial and business needs of Thompson Health.

F.F.T. Senior Communities, Inc.

F.F.T. Senior Communities, Inc. is a senior living environment comprised of independent and enriched living apartments and services. A variety of activities and personal services are provided to promote lifelong learning for a vibrant and secure community.

The F.F. Thompson Foundation, Inc.

The F.F. Thompson Foundation, Inc., a not-for-profit corporation, is committed to achieving philanthropic support for the services and priority needs of the system's affiliated tax-exempt corporations and to overseeing the management of restricted and unrestricted funds of the Foundation.