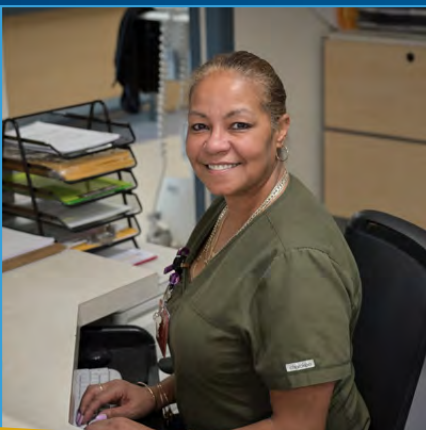


2023
REPORT
TO THE
COMMUNITY



EMPOWERING HEALTHY COMMUNITIES

IMPROVING
THE HEALTH
OF THE
FINGER LAKES
REGION



UR | THOMPSON
MEDICINE | HEALTH

Corporate Missions

Thompson Health

To continuously improve the health of the residents and communities of the Finger Lakes and the surrounding region.

The Frederick Ferris Thompson Hospital

F.F. Thompson Hospital is a community hospital which exists to serve the healthcare needs of the people in partnership with regional healthcare providers. F.F. Thompson Hospital serves as the center of a healthcare network to provide a full range of health care 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.

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.

Our Vision

To become the leading community healthcare system in western New York.

Thompson Health CARES 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 and are accountable for our own behavior and that of our colleagues.
- **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.

SERVICE
COMMITMENT
CARES Values
EXCELLENCE
ACTION
RESPECT

Letter from the President

Dear Friends,

UR Medicine Thompson Health has achieved remarkable milestones in 2023.

We continue to uphold the highest standards of excellence as evidenced by our multiple accreditations, reaccreditations, and recognitions, including several from The Joint Commission as well as placement on *Becker Hospital Review's* Top 150 Places to Work in Healthcare (for the sixth time). In addition, Thompson earned reaccreditation from the Surgical Review Corporation for hernia and robotics while earning SRC accreditation for minimally invasive surgery. The system and our associates also continue to receive accolades from the community through several area publications.

We were thrilled to welcome many exceptional physicians to our team. These new additions have brought fresh perspectives and innovative approaches, enhancing our already robust medical staff. In addition, Thompson Health reached a record high of nearly 2,100 associates, a testament to our ability to attract and retain top talent who consistently deliver exceptional care.

Over the past year, we have made significant strides in expanding our healthcare services and improving accessibility for our community. The opening of Farmington Medical Group, Farmington Internal Medicine, and The Mary Clark Thompson Family Practice at the Sands Family YMCA have brought our high-quality care closer to our patients, ensuring their convenience and comfort.

As we look toward the future, our commitment to providing exceptional healthcare services to our community is strong. Our Master Facility Plan will guide us in enhancing our infrastructure and facilities, ensuring we can meet the growing healthcare needs of our community. The planned opening of our Victor Medical Group, complete with an on-site pharmacy, will bring comprehensive healthcare services closer to our patients in the Victor area. Furthermore, we are happy to continue the planning of a Memory Care Neighborhood at Clark Meadows, providing specialized care for those living with memory-related conditions.

Reflecting on our achievements and looking ahead to the future, we remain steadfast in our pursuit of providing compassionate, high-quality healthcare services. I extend my sincere gratitude to our exceptional team of healthcare professionals, support staff, and volunteers, whose tireless efforts have made our success possible.

Sincerely,



Michael F. Stapleton, Jr., FACHE
President and CEO



*Michael F. Stapleton, Jr., FACHE
President and CEO
Thompson Health*



*Dale L. Hunt
Chair, Thompson Health
Board of Directors*



*Justin M. Weis, MD
President, F.F. Thompson Hospital
Medical Staff*



Community Benefit Report

UR Medicine Thompson Health meets the evolving health needs of our community. One way we accomplish this is by maintaining collaborative relationships with governmental agencies, enabling better access to health care. Together, we promote healthier lifestyle choices, empowering people to play an active role in their overall health. Thompson remains committed to offering exceptional, compassionate health care supported by the latest technology and innovative treatment protocols. And we are proud of the many ways in which we support the long-term health of our community.

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 2023, Thompson Hospital provided the following courtesy care/services to our community:

FINANCIAL DATA

Courtesy Care	\$2,102,000*
Uncompensated Care	\$5,518,000*
Community Benefit.....	\$2,310,000*
Payroll and Benefits.....	\$119,663,000
Purchase of Goods and Services.....	\$67,696,000
Capital Spending	\$15,399,000

Source: Schedule H reports, audited financial statements

*Draft figure

GOVERNMENT FUNDING[†]

Reimbursement from Medicare & Medicaid	50%
Inpatient discharges covered by Medicare & Medicaid	64%
Outpatient visits covered by Medicare & Medicaid	52%

[†]Source: 2022 HANYS hospital analysis

TOP-QUALITY HEALTHCARE*

Outpatients provided care	465,000
People treated in the emergency room	33,735
People admitted to hospital	5,005
Babies delivered	741

*Source: Thompson internal data

Four New DAISYS Spring Up at Thompson

The national DAISY Award is a special honor given quarterly to extraordinary nurses for the compassionate contributions they make every day going above and beyond expectations in science and sensitivity. Shown at right, (clockwise from top left) Nurses **Dede Booth** (right), **Erica Iversen**, **Lindsey VanKeuren** (center), and **Samantha Peters** were Thompson's 2023 recipients (nominated by their peers). The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes who died from complications of the autoimmune disease Idiopathic Thrombocytopenia Purpura at the age of 33. DAISY is an acronym for **D**iseases **A**ttacking the **I**mmune **S**ystem.



Associates Acknowledged by Grateful Patients

Thompson's Corporate Communications department began an initiative to highlight a few of the acknowledgments given by grateful patients and family members through our Star Catcher initiative. Multiple 'quote posters' now adorn the ground floor of the hospital and several offsite locations featuring photos of associates as well as a snippet from the patient's testimonial. These posters are updated regularly with new associates and shared on social media.



Welcome to the Thompson Family!

Several times per month, Thompson onboards dozens of new employees through our New Associate Beginnings program. All employees (who we refer to as associates) attend the NAB course taught by several Thompson leaders, including the president, vice presidents, and several other representatives. Every nurse, secretary, therapist, physician, surgeon, tech, and

other associates receive the same messaging and training to help expand our CARES Values and make Thompson a wonderful place to work and receive care. We make sure the community knows about our growing team by promoting on our social media pages.



New healthcare professionals choosing to begin their careers at Thompson were celebrated in 2023 during our first ever Signing Day. Not only did we welcome RN residents, radiology techs, respiratory therapists, and sonographers, we also honored individuals who worked as resident assistants in our M.M. Ewing Continuing Care Center during high school, completing the certified nursing assistant course offered through BOCES and signing on to work in our facility as CNAs.





Associate Achieves Remarkable Fitness Milestones

Thompson Health Speech Pathologist **Inga Simning** broke the 2022 Guinness World Record for the most pullups in one minute (female). In 2023, she took it one step further and set a **SECOND** world record by performing 21 pullups in 60 seconds with a 20-pound weight on her back (she did this before a live studio audience on “Live with Kelly and Mark”). Off camera, Inga broke a **THIRD** world record for the most knuckle push-ups in one minute (female).



To Heal and Protect

Dr. Scott Glick, a physician in F.F. Thompson’s Emergency Department, was sworn in as an Ontario County deputy sheriff. In his dual role, Dr. Glick takes time away from the ED to provide critical medical care at the precise time and point where SWAT team members and other officers enter life-threatening situations. Dr. Glick shed 100 pounds and strategized for three years to find the time away from his emergency medical duties to complete the five-month police academy and on-the-job training.

Photo courtesy of Jason Hunter/SUNY Potsdam

Accolades!

from the community

Not only does Thompson Health receive numerous honors from the community for providing excellent healthcare services, we also recognize our own associates for their shining commitment to our CARES Values. Thompson continued to earn multiple regional community awards in 2023, including Best of the Finger Lakes, Healthcare Heroes, Reader Rankings, Readers' Choice Awards, and more.



Thompson Health Associates were chosen by the *Rochester Business Journal* as Healthcare Heroes:



Nurse
Caitlin Bonanni of
Nursing Floats



**Physical
Therapist**
Dudley Hallstead
of Rehabilitation
Services



Senior Care
Diane Hayton of the
M.M. Ewing Continuing
Care Center



**Advanced
Practice
Provider**
Dana Rojek,
Nurse Practitioner
in the ICU



Physician
Dr. Cynthia Teerlinck of
The Mary Clark Thompson
Family Practice



**Reader Rankings Awards from
Rochester Business Journal and
The Daily Record:**

- Top Winner for Best Overall Leadership
- Top Winner for Best Urgent Care



**Readers' Choice Awards from
The Finger Lakes Times:**

F.F. Thompson Hospital for Best
Medical Facility/Hospital



Thompson Health received Best of the Finger Lakes Awards from Messenger Post Media for:

- Best Hospital*
- Best Nursing Home*
- Best Pharmacy*
- Best Urgent Care*

Best Family/General Practice Physician

Dr. R. Douglas Alling of Canandaigua Medical Group



Best Nurse

Tracy Thomas, RN of the Birthing Center



Best Physical Therapist

Dudley Hallstead of Rehabilitation Services



Best Assisted or Senior Living
Ferris Hills at West Lake



For the sixth time, Thompson was named to Becker's Hospital Review's annual list of *Top 150 Places to Work in Healthcare*.

The health system was named to *Becker's Hospital Review's* list of *Great Community Hospitals*.

BECKER'S **HOSPITAL REVIEW**



President and CEO **Michael F. Stapleton, Jr.** was named to *Becker's Hospital Review's 107 Community Hospital CEOs to Know* list. Michael was also included on the *Rochester Business Journal's Power List for Health Care* for the second year in a row.



Executive Vice President and COO **Kurt Koczent** was named to *Becker's Hospital Review's* list of *75 Hospital and Health System COOs to Know*.



Director of Finance **Roberta Spezzano** was named as one of the *Rochester Business Journal's Financial Leaders of the Year*.



Cris Crawford, RN received the *Woman of Distinction Award* in the Women Helping Women category from the Professional Women of the Finger Lakes.



Volunteer **Mina Drake** was honored as one of the Ontario County Office for the *Aging's Seniors of the Year*.

Growth in Thompson's Medical Staff

Pictured below are some of the more than two dozen talented providers added to our medical staff in 2023, including new primary care physicians, ED doctors, hospitalists, and advanced practice providers. This influx of new talent has allowed us to greatly expand our services and provide even better and more rapid care for our community.



Shannon Bernard, CNM
(formerly Welker)
*Farmington Medical
Group OB/GYN*



Aya Asedi, PA-C
Hospital Medicine



Colleen Foote, PA-C
*The Mary Clark Thompson
Family Practice*



Mitchell Haefele, PA-C
Emergency Medicine



Sayeed Ahmed, MBBS
Hospital Medicine



Jennifer Coleman, PA-C
Hospital Medicine



John Coda, MD
Hospital Medicine



Andrew Rotando, DO
Emergency Medicine



Carina Hastings, PA-C
Emergency Medicine



Reihaneh Derafsh, MD
Internal Medicine



Wilfredo Cruz, MD
Internal Medicine



Ashley Manning, FNP
*Farmington Medical Group
Family Medicine*



Lydia Morrison, DO
*Canandaigua Medical
Group OB/GYN*



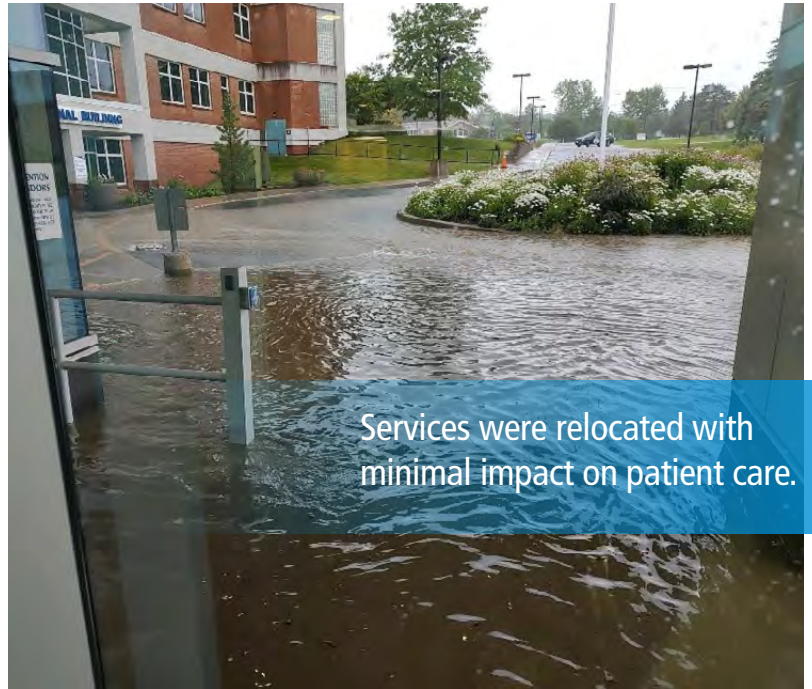
Lauren Paraison, MD
*Canandaigua Medical
Group OB/GYN*



Bailey Peinkofer, PA-C
Lima Family Practice

Thompson Quickly Rebounds from Summer Flooding

Over the summer, the Canandaigua area experienced an unprecedented precipitation event that saw over five inches of rain fall within a few hours. Several buildings on the Thompson Hospital campus, including the Marilyn Sands Outpatient Center, were affected by the water intrusion, forcing the evacuation of the pulmonary clinic, cafeteria, and multiple offices. Thanks to the hard work of Facility Services and dozens of associates, services were quickly relocated with minimal impact on patient care. Within only four weeks, the hospital completed its water damage remediation process and reopened all affected areas.



Services were relocated with minimal impact on patient care.

Power Up!

After two years of planning and installation, Thompson completed construction of a 3,000-square-foot, free-standing building housing four new backup generators. These four new 750kw generators replace the two 500kw models in place for 20 years, and provide a powerful layer of additional protection and safety for the hospital and our patients.





F.F. THOMPSON

Foundation Fun!

Golfing 'Fore' a Cause

The F.F. Thompson Foundation netted approximately \$60,000 with its annual Thompson Health Golf Classic. Held at the Cobblestone Creek Country Club in Victor, the event attracted 116 golfers. Thanks to event chairs **Coleen Emblidge**, **Greg Felosky**, and **Jody Stolt**, as well as to Presenting Sponsor KeyBank and all other sponsors, volunteers, and participants.

Thompson Gala Raises \$185,000

The F.F. Thompson Foundation's Reaching for the Stars Gala, held at Lincoln Hill Farms in Canandaigua, was attended by over 270 guests and raised nearly \$185,000. Thanks to presenting sponsor Genesee Construction and all of the other sponsors, attendees, and volunteers for an incredible evening.



Proceeds from both Golf and Gala benefit Thompson's Healthcare Education Fund



Catwalk for a Cause

The Thompson Health Guild combined fashion with fundraising with its annual Fashion Show at the Finger Lakes Community College Café. The event included a brunch buffet, bottomless mimosa bar, vendors, and auction items. Thanks to Eastview Mall for serving as presenting sponsor. Proceeds from this event benefitted the Guild's scholarship fund for high school seniors entering the medical field.



Holiday Tradition Returns After Pandemic Pause

For the first time since the pandemic, the Thompson Health Guild hosted an in-person illumination of the Tree of Lights fundraiser. Community members participated in this annual event to honor or memorialize loved ones by making a donation for a light on the tree. Elementary school children sang carols while the snow fell, making this a true holiday event.

Blooming Gratitude

Coordinated via the F.F. Thompson Foundation, flowers are how **Monica** and **Al Byrley** wanted to thank the staff of our ICU where Monica spent nearly a week with complications following the birth of her son. "I wouldn't be here today, and my son would not have his mommy if it wasn't for the amazing people who work on this unit," Monica wrote in a card accompanying the many colorful flowers from the Byrley Family Homestead located in Honeoye.



Morning Wake-Ups Courtesy of Senior Leadership

Members of our Joint Executive Team make hospital rounds on weekends to not only touch base with our associates, but to bring fresh coffee and treats to brighten their morning. Vice President of Legal and Regulatory Affairs/General Counsel **Elizabeth Talia** made a stop in our Emergency Department while Senior Vice President of Finance/CFO **Mark Prunoske** brought smiles to the ICU.



Thompson Leads Community Discussion

Thompson Health co-sponsored a Lock and Talk Community Forum focusing on the critical importance of locking up firearms and medications in homes and places of business. Thompson Executive Vice President and Chief Operating Officer **Kurt Koczent, FACHE** hosted the event welcoming healthcare, mental health, and law enforcement experts who shed light on the role individuals can play in reducing the risk of suicide/self-harm and overdoses, preventing firearm injuries, and keeping children safe.

Effortlessly Healthy Meals

Locally made Effortlessly Healthy meals were added to the options in the Thompson Hospital cafeteria. The fully prepared meals complement our 'grab & go' program which is perfect for associates and visitors looking for a quick, healthy option for lunch or dinner.



Continuing Care Center Ranked Five Stars

Once again, Thompson's M.M. Ewing Continuing Care Center earned the top score in the Centers for Medicare & Medicaid Services (CMS) Five-Star Quality Rating System. The rating system was designed to help consumers, their families, and caregivers compare nursing homes more easily. The CCC's score of five is considered to have "much above" average quality according to CMS.



DIG Benefiting Suspected Stroke Patients Takes Top Honors for 2023

A *Do It Group* (DIG) successful in improving turnaround time for lab verification for stroke alerts was named Thompson's 2023 DIG of the Year. The DIG launched in 2019 and despite the pandemic, forged ahead throughout 2020, 2021, and 2022. Following several process improvements including enhancements to communication, the time was reduced by nearly half. A key factor in the DIG's success was the implementation of consistent use of a blue bag – a nonverbal element of communication clearly identifying a specimen from the ED as part of a code situation.



Congresswoman Tenney Tours Thompson

Members of our Joint Executive Team hosted Congresswoman **Claudia Tenney** (NY-24) for an in-depth discussion about Thompson's successes, challenges, and needs. The congresswoman then toured our Emergency Department, ICU, a medical/surgical floor, and spoke with associates.

Expanding to Serve the Community

It was a year of expansion as Thompson Health opened the doors to four new locations in Canandaigua and Farmington.



Several providers relocated from the Canandaigua Family Practice on West Street to **The Mary Clark Thompson Family Practice** at the newly constructed Sands Family YMCA in Canandaigua. The 5,400-square-foot space features 11 exam rooms, two treatment rooms, and five offices.



Our **Farmington Family Practice** and **Farmington OB/GYN** offices relocated to a new building on Route 332. The 10,000 square-foot space features 17 exam rooms, a lactation room, and OB/GYN ultrasound services.



Thompson's **Canandaigua Rehabilitation Services** relocated from the hospital to a larger facility on South Main Street. The 14,000 square-foot location (with a therapy pool) is adjacent to both UR Medicine Orthopaedic Services/UR Medicine Physical Medicine and Rehabilitation and Thompson's Canandaigua Urgent Care.

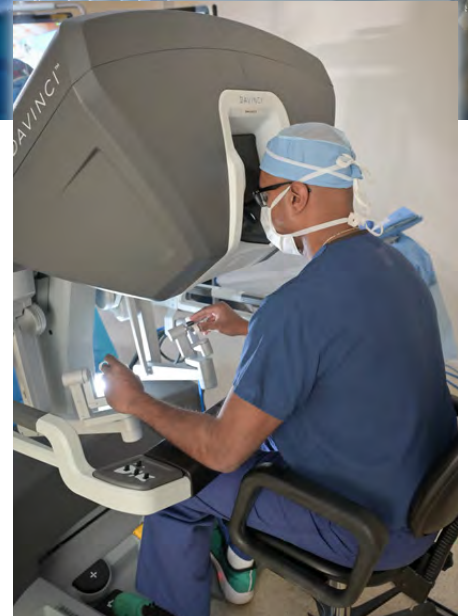


Thompson's **Canandaigua Medical Group Internal Medicine** practice expanded into a new satellite office in Farmington. This second location, which shares space with our Farmington Urgent Care, is in the Thompson Medical Center at the northern end of Route 332.



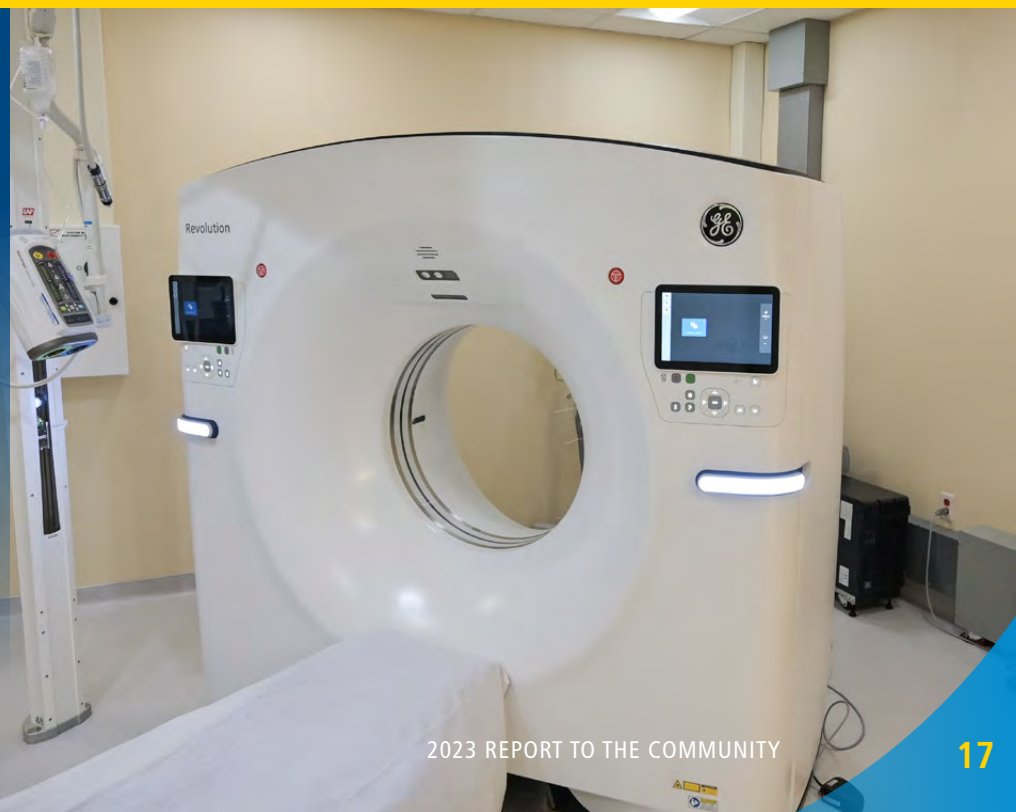
Robotic Surgery Numbers Set Record

In 2023, Thompson’s Advanced Surgical Services was approached by Intuitive, the company that makes its da Vinci Xi surgical robot. The team was informed that in 2022, Thompson conducted 620 procedures utilizing the Xi robot, an increase of 20% from the prior year, which skyrocketed our 113-bed hospital to the 97th percentile in the United States. What is more telling, these volumes were achieved primarily by two surgeons, **Dr. Joseph Talarico** and **Dr. A. David Peter**, using a single Xi robot on cases mostly involving the hernia. According to its manufacturer Intuitive, “the Thompson da Vinci Xi robot is one of the highest-utilized in the country which is quite an accomplishment for a community hospital.” Thompson surgeons maximize their utilization of the da Vinci robot thanks in part to patients’ superior outcomes resulting from this technology – including reduced length-of-stay, less surgical anesthesia, lower complications, and lower potential infections – all of which dramatically improve patient satisfaction.



New CT Scanner

Thompson Hospital added a new, 128-slice CT scanner allowing for faster scan times and reduced patient discomfort. It acquires 128 images in a single rotation and provides higher resolution and superior quality images which result in more accurate diagnoses of various medical conditions and reduced radiation exposure.



Thompson Celebrates Health

Each year, Thompson Health designates May as Health System Month when it celebrates the departments and associates who work tirelessly to serve our community with excellence and compassion. Over the course of several weeks, multiple events were scheduled to recognize and applaud the achievements of associates from all areas of the system. The recognition began with the Shining Stars Awards ceremony, followed by a system-wide picnic, and the Nurses' Week Awards ceremony.

Christy Brewer, a member of the Case Management/Social Work Department at Thompson's M.M. Ewing Continuing Care Center, was named Thompson's Associate of the Year.

Shining Stars awards are a Thompson tradition dating back more than 20 years. Recipients are nominated by other associates and are voted on by a committee of their peers from across the health system. The number selected is based on 2% of the total number of associates within Thompson. Often, honorees' families and friends are on hand as they receive their awards.

The 2023 Shining Stars were:

- **Janice Angelo**, Environmental Services in the M.M. Ewing Continuing Care Center
- **Angela Bashford**, ICU Nursing
- **Samantha Bell**, Purchasing
- **Elizabeth Bingham**, M.M. Ewing Continuing Care Center Recreation Therapy
- **Dedevie (Dede) Booth**, Obstetrics Nursing
- **Mark Boskow**, Cardiology
- **Gary Burgan**, Nursing Floats in the M.M. Ewing Continuing Care Center
- **Elyse Catlin**, 3 East Nursing
- **Michele Chiaverini**, Senior Communities Resident Services
- **Nancy Church**, Corporate Communications
- **Mary Decker**, Nursing ICU
- **Bonnie Ellis**, Environmental Services at Ferris Hills at West Lake/Clark Meadows
- **Mary Ann Fenyn**, Canandaigua Family Practice
- **Ashley Flicker**, Geneva OB/GYN
- **Margaret Fowler**, Corporate Communications
- **Patricia Giampa**, Financial Services
- **Andrew Hess**, Facility Services
- **Cameron Johnson**, Victor Rehabilitation Services
- **Anne Johnston**, Corporate Communications
- **Tawny Kelleedy**, M.M. Ewing Continuing Care Center Recreation Therapy
- **Sharon Krieger**, Associate Services
- **Amber Lane**, M.M. Ewing Continuing Care Center Skilled-Transitional Unit
- **Matthew Laurence**, Senior Communities Nutrition Services
- **Mindi Lewis**, 3 East Nursing
- **Stephanie McLoud**, M.M. Ewing Continuing Care Center Skilled-Transitional Unit
- **Justin Neidig**, Emergency Nursing
- **Aimee Nesbitt**, Emergency Nursing
- **Lisa Pearsall**, M.M. Ewing Continuing Care Center Skilled-Transitional Unit
- **Victoria Perrin**, Associate Services
- **Deanna Petersen**, Emergency Department Medical Staff
- **Shane Pierson**, Facility Services
- **Michael Postilli**, Associate Services
- **Sarah Rehler**, Case Management/Social Work
- **David Segal**, Clinical Quality
- **Julie Snyder**, Associate Health
- **Avery Temple**, 3 East Nursing
- **Kathleen Trainor**, 3 West Nursing
- **Donna Turner**, Environmental Services



System Month



Nurses' Week Awards (Hospital)

Nurse of the Year: **Julia Schmeer, RN**

Nurses of Distinction:

Dedevie Booth, BSN, RN, C-EFM

Tammy Howard, RN

Barbara Manning, RN

Amy Martin, BSN, RNC-OB, EFM

Nurse of Distinction - Preceptor/Mentor:

Brittany Burke, BSN, RN, C-EFM

Nurse of Distinction - Rising Star:

Victoria Verschage, BSN, RN

Patient Care Tech of Distinction:

Avery Temple

Advance Practice Provider of Distinction:

Halie Kemmling-Campbell, PA-C

Provider of Distinction:

Jillian Babu, MD

Department of Distinction:

Social Work



Nurses' Week Awards

(M.M. Ewing Continuing Care Center)

Nurse of the Year: **Stephanie Gallo, RN**

Nurses of Distinction:

Commitment: **Susan Shively, RN**

Action: **Melissa Frarey, LPN**

Respect: **Mary Hann, LPN**

Excellence: **Samantha Tassone, LPN**

Service: **Wendy Lackey, LPN**

Rising Star: **Kaylee Hoppough, LPN**



CNA of the Year: **Faith Searls**

CNAs of Distinction:

Commitment: **Judy Cepeda**

Action: **Sandra Martin**

Respect: **Jamie Colf**

Excellence: **Amber Lane**

Service: **Alishia Turner**

Rising Star: **Chastity Butler**



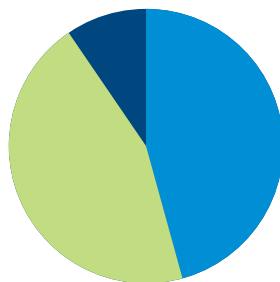
Sponsored by Thompson's Nursing Practice Council, the Nurses' Week Awards event included several other awards from both the hospital and the Continuing Care Center.

2023 Financial Statement

Net System Revenue

(in thousands)

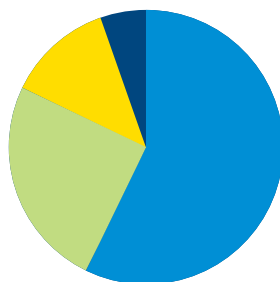
■ Medicare/Medicaid	\$104,877
■ Commercial Insurance	\$98,726
■ Miscellaneous	\$31,224
Total:	\$234,827



System Operating Expenses

(in thousands)

■ Salaries and Benefits	\$142,810
■ Medical Supplies and Pharmaceuticals	\$29,061
■ Depreciation	\$13,472
■ Other	\$59,226
Total:	\$244,569



Key Facts

Hospital

- 113** Beds
- 6** Operating Rooms
- 3** Urgent Care Centers
- 2** Lab Draw Stations
- 15** Primary Care Practices
- 7** Specialty Care Practices

Senior Services

- 178** Continuing Care Center Beds
- 84** Ferris Hills Independent Living Apartments
- 48** Clark Meadows Enriched Living Apartments

Medical Staff and Associates

- 2,059** Associates
- 910** Medical Staff Members
- 28** Volunteers

Hospital Quality Designations



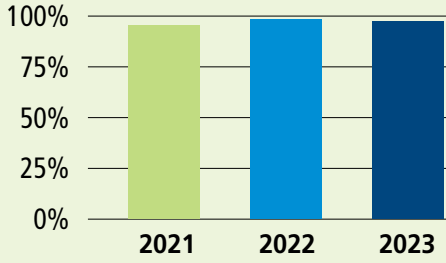
F.F. Thompson Hospital and Laboratory are accredited by The Joint Commission

- Certificate of Distinction in Management of Joint Replacement (Hip and Joint Replacement – Knee)
- Perinatal Advanced Certification
- Advanced Certifications for COPD (in four primary care practices) and Standard Certification for COPD (F.F. Thompson Hospital)
- Advanced Primary Stroke Center Certification

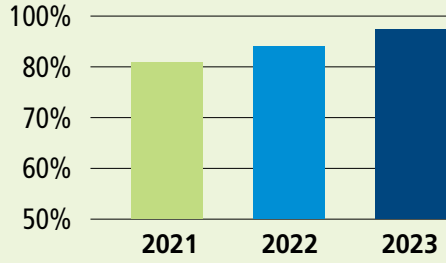


Vital Statistics

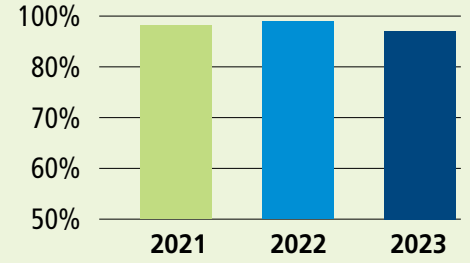
**Continuing Care Center
Occupancy Rates (%)**



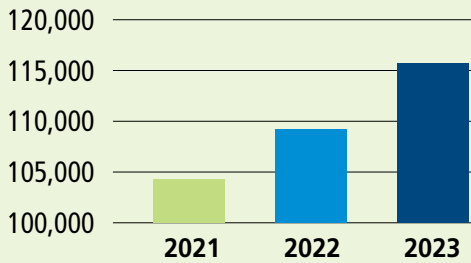
**Clark Meadows
Occupancy Rates (%)**



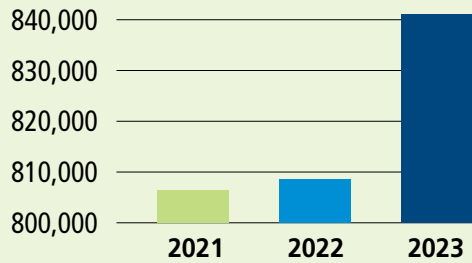
**Ferris Hills
Occupancy Rates (%)**



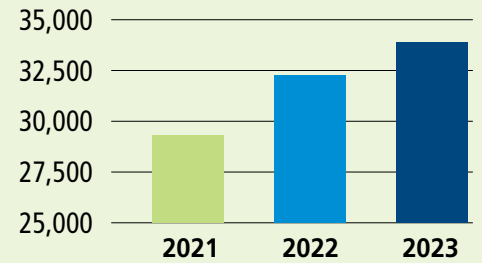
Diagnostic Imaging Services



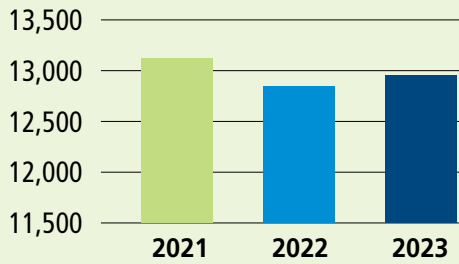
Laboratory Services



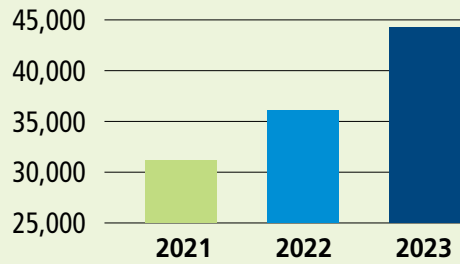
Emergency Visits



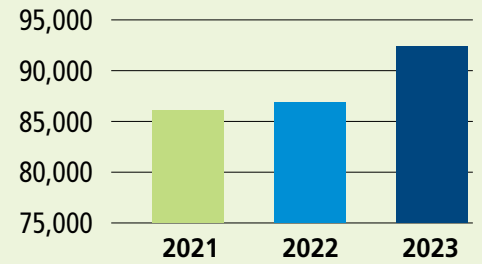
Surgical Procedures



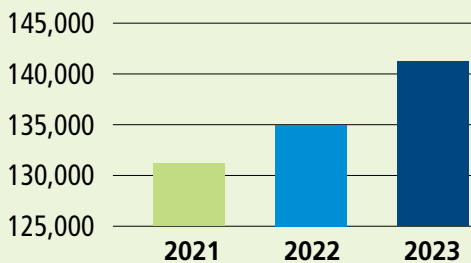
Urgent Care Visits



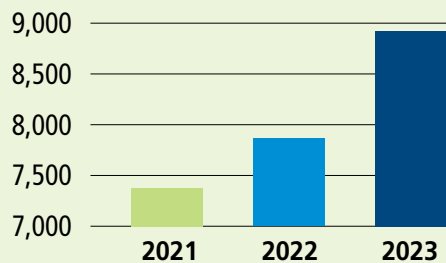
Rehabilitation Visits



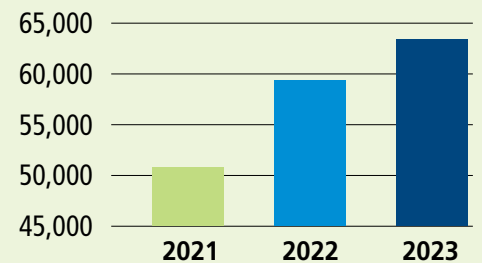
Primary Care Visits



General Surgery Visits



CMG Pharmacy Scripts



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Bidding Farewell to 2023

President/CEO Michael F. Stapleton, Jr., FACHE recounted the extraordinary events of 2023 in his annual end-of-year video. Michael touched on the growth we experienced in 2023 and what lies ahead for 2024. Originally shared via social media and by the Ontario County Chamber of Commerce, the video can now be viewed on Thompson's YouTube channel.