

Reaching Higher

Thompson Health CARES 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.

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.

Our legacy of caring
gives us roots.
Challenges give us branches,
allowing us to grow and
Reach new heights.

Growing a healthy community is something that is important to every Thompson Health Associate, member of the medical staff, volunteer and board member. Whether we are utilizing the latest technology, sharing information or developing innovative ideas and partnerships, we exist to meet the needs of our community.

Because we are so deeply rooted in the community, we care about your health—engaging you not only in our clinical settings but in your homes, your schools and your businesses. In 2008 we demonstrated this in numerous ways. We expanded our programs and services, embarked upon wellness initiatives, hosted a variety of events designed to educate community members on health-related topics and entered a partnership that will soon bring a clinic for the uninsured and underinsured to our area.

To strengthen our entire system, we look not only to partnerships within the community but we look within ourselves. In an increasingly challenging financial environment, we've evaluated our processes and

structures in order to remain strong and viable for the future. As you will see in this report, these ongoing and interdisciplinary efforts are paying off, with a positive operating margin for the third consecutive year.

At the same time, we uphold our commitment to excellence by continuing to bring state-of-the-art technology and world-class, caring medical professionals to our community. A three-year strategic plan developed in 2008—with input from throughout the health system and the community at large—outlines specific goals and objectives that will help us continue to achieve this in the future.

Indeed, it is vital that Thompson ensure that each person in the community has access to high-quality health care, delivered with both confidence and compassion.

This is our vision. This is our passion. This is the Thompson Way.



Linda M. Janczak, FACHE
President/CEO, Thompson Health



Linda M. Janczak, FACHE,
President/CEO, Thompson Health



John Centonze, MD, President,
Thompson Health Medical Staff



George W. Hamlin, IV, Chair,
Thompson Health Board of Directors

With a rich history that traces back more than a century, Thompson Health has served generations of area families over the years. Not only do we continue to offer assistance at every stage of life, but we are impacting the community in new and different ways.

Enriching the Quality of L COMMUNITY OU

▼ To Your Health!

Between work, family and community involvement, many women find themselves taking care of others at the expense of their own well-being. Yet research shows that when women take care of themselves, everyone in their lives can benefit. In November, Thompson Health assembled a host of regional experts for an evening of education and fun, “To Your Health.” Women from our community could enjoy time with friends while learning about a wide range of topics including heart health, colorectal cancer and complementary medicine. The hope was that for many women, it would be the start of a new, healthier approach to life.



Home, but not Alone

For many people, that old saying rings true: “There’s no place like home.” Still, staying in one’s home can become increasingly challenging as one ages. For those who need a little assistance from people they can trust, Thompson Health created **Finger Lakes SAILS** (Seniors Accessing In-home Living Services). Designed to serve both seniors and their adult children, the program offers referrals for a variety of services, including home maintenance, pet care, transportation/escorts to appointments and errands, home safety recommendations and help with navigating the health care system. Last but certainly not least, SAILS offers peace of mind.

Saving Lives through Education

Strokes, which happen when the blood supply to the brain is cut off or greatly diminished, are a leading cause of death. When a stroke occurs, minutes count, so getting the patient to the Emergency Department is crucial. That is why a team from F.F. Thompson Hospital, a state-designated **Stroke Center**, is spreading the word about risk factors, prevention, treatment and—perhaps most importantly—how to recognize symptoms. The education team, which welcomes all opportunities, began going out into the community in the fall and tailors each presentation to the particular audience. That can include everyone from senior citizens’ groups to Scout troops.

Thinking—and Acting—Globally

For some Thompson Health Associates, reaching out to the community can mean reaching out to the global community. In January 2008, the Chief of Emergency Medicine joined three Associates including Registered Nurse Jay Andross, right, on a nonprofit organization’s medical mission to **Guatemala**. There, they helped care for indigent people who waited in a line a quarter of a mile long. For Registered Nurse Jamie Vine, it was the



ife

T R E A C H

A Budding Partnership →

In July, Thompson Health joined with Sonnenberg Gardens & Mansion State Historic Park for a partnership benefitting both nonprofit organizations. Now, residents of Thompson's M.M. Ewing Continuing Care Center and participants in its Brighter Day medical adult day program can engage in horticultural therapy that serves another purpose: restoring one of hospital founder Mary Clark Thompson's century-old and vacant structures to its original use as a vegetable greenhouse. Associates from throughout the health system got involved in the Thompson-initiated project, and the produce grown went to both CCC residents and Sonnenberg volunteers alike. Plans call for the partnership to continue and to grow.



second year of using vacation time and paying her own way in order to help out. "When you see how impoverished they are and the desperate need for medical care, you can't help but want to go again," she said.

E-Newsletter Debuts

Patients at F.F. Thompson Hospital's Birthing Center have a new resource: a **weekly parenting e-newsletter**. Available at www.ThompsonHealth.com, this free service offers customized development information, practical tips and reviews of the latest research. It also allows the hospital team to develop a richer, more supportive relationship with patients, who can start receiving e-newsletters at 7 weeks gestation, and continue through their baby's first year. A companion e-newsletter, meanwhile, is devoted to the topic of breastfeeding. It's just one more way we demonstrate that at Thompson, every delivery is special.

Keeping pace with both changing patient needs and evolving technology is a high priority for Thompson Health. It is what drives the expansion of services to our patients, and what ensures that community members receive the highest quality of treatment, close to home.

Breathing Easier →

For those in the community with asthma, there was reason to breathe easier with the arrival of technologically-advanced **Pulmonary Function Testing** equipment. The equipment allows for more precise data, resulting in an even better understanding of an individual patient's disease process. In addition, the time required to perform a test is shorter, allowing more patients to be served each day.

Advancements

↓ Sweet Slumber

Sleep is no longer an impossible dream for the growing number of area residents treated in the hospital's **Sleep Disorders Center of the Finger Lakes**. The Center, which incorporates personal touches like a mint on the pillow, is the only accredited sleep disorders center in the Finger Lakes. With an additional two suites, Thompson Health can now accommodate the growing demand for this service. As research confirms the link between sleep disorders and higher rates of strokes, infections, metabolism problems and more, this service is expected to only continue its growth.

Fighting an Epidemic

When U.S. Senator Chuck Schumer wanted to promote legislation to combat the surge in obesity and diabetes, he came to F.F. Thompson Hospital. After all, it is the site of a **Diabetes and Nutrition Therapy Center** that is accredited by the American Diabetes Association and staffed by a team including a certified diabetes educator and registered dietitians. The Center, which officially opened in January 2008, doesn't just help people with a disease that affects an estimated 8 percent of the population. It also offers nutrition therapy services for a broad range of problems, as well.

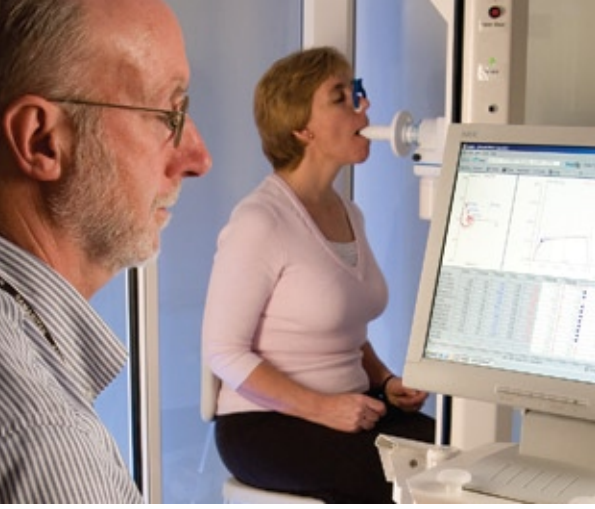
Enhanced Connections

Thompson Health recently took another step into the field of telemedicine, which brings an ever-expanding world of expertise right to our doorstep. This advance took place when the state Department of Health chose the hospital to take part in a **Burn Disaster Response Plan**. In addition to grant-funded equipment such as a Webcam, related software and a videoconferencing unit, participation in the plan includes specialized training for hospital staff members and the capability to ensure burn patient access to off-site specialists, day or night. This technology can be used for other applications and joins other telemedicine capabilities at Thompson, such as the ability to immediately transmit images from the hospital's CT scanner to radiologists anywhere in the world.

Expert Service

Thompson Health's breast health nurse now has the highest level of certification offered by the National Consortium of Breast Centers, Inc. As a Level 3 examiner, she is certified in physical breast examination, core knowledge and tactile technique/dexterity as she provides clinical exams and instruction on self exams, facilitates Thompson's **Breast Health Patient Navigation Program** and participates on its interdepartmental Breast Health Patient Navigation Team.





ts in Care

I N V E S T I N G I N O U R F U T U R E

A Change of Heart (Monitors)

Last July, the **Cardiac Rehabilitation Department** “went live” with the Cardiac Science Quinton Q-Tel Rehabilitation Management System. Considered the system of choice by hospitals including the famed Cleveland Clinic, this monitoring system shows multiple angles of the heart with diagnostic quality. Its proven accuracy enables the staff to quickly identify cardiac issues and proceed with the best treatment, while its lighter weight offers improved patient comfort.

Providing Relief

Restoring patients’ quality of life is what Thompson’s expanded team of certified lymphedema therapists is all about. Using **Complete Decongestive Therapy**, these highly-trained therapists work with people who are experiencing lymphedema for any number of reasons, such as cancer treatments or orthopaedic injuries, for example. The therapists re-route the body’s lymph fluid using gentle, manual techniques to reduce swelling. This eases discomfort, allows for better mobility and, in some cases, ends years of social isolation.

Dem Bones

In just 15 seconds, Thompson’s **new Bone Density Scanner** can capture a high-tech, digital image allowing detection of osteoporosis or its predecessor, osteopenia. Diagnosing these conditions can help prevent fractures and chronic, debilitating pain. What’s more is that the new scanner is not only faster but can comfortably accommodate patients up to 450 pounds and perform a special test that helps identify compression fractures.

Magnetic Improvement ▼

What spans 8 feet across and weighs 12,000 pounds? The answer is the magnet for the hospital’s new state-of-the-art **Magnetic Resonance Imaging (MRI)** machine. Manufactured by Philips, the MRI uses strong magnetic fields and radio-waves to take images. It allows Thompson to offer four new procedures: breast MRIs, MRI angiography of the legs, MRIs of the abdomen and MRIs for pediatric patients requiring sedation.



More than ever, Thompson Health is helping individuals be proactive. We are offering a variety of new programs and resources so both young and old may achieve optimal health and well-being, now and in the future.

Promoting

Healthy Living

A C T I V E S U P P

No Secrets

When a test or a surgical procedure is approaching, people want to focus on their health, not on wondering about the bill. With that in mind, Thompson Health became the first in the region to offer a **Consumer Price Line**. It provides reliable information about estimated costs and out-of-pocket expenses. It's our belief that this information is not a secret. Neither is the fact that there is help available, so the price line refers the uninsured or underinsured to Thompson financial counselors who can set up payment arrangements or provide income-based discounts. Thompson also refers callers to Facilitated Enrollment staff, who help them apply for low-cost health insurance through the state.

Power in Numbers ↓

When Jim Fralick, second from left, experienced a heart attack and later bypass surgery, he found it invaluable to talk to others who had been there. Now, as facilitator of a new **American Heart Association Mended Hearts group**, Jim, a volunteer, is working with the Cardiac Rehabilitation Department to ensure that others have access to needed support and advice. Though new, the group has as many as 30 people at its meetings. Similarly, a stroke support group Thompson launched in the fall already is generating rave reviews.



ng ORT FOR WELL-BEING

Good Sports →

The results speak for themselves: Junior and senior high athletes who took part in a new program hosted by **Thompson's Sports Medicine Center** last summer averaged a 15-percent increase in speed, a 20-percent increase in power and a 30-percent increase in agility. Held over the course of four weeks and run by a certified strength and conditioning specialist from Thompson, the PowerPlay Performance Camp wasn't just to help young athletes improve their game. It was also to reduce their risk of injuries.



Kid-Tested, Parent-Approved

The childhood obesity epidemic is spreading across the nation, and Ontario County is no exception. A Thompson Health program, however, gives reason for hope. After piloting in Canandaigua schools during 2007–08, "**Get Up! Fuel Up!**" expanded in the fall of 2008 to Bloomfield, Red Jacket and Midlakes. Through imaginative, hands-on learning, schoolchildren are learning how to be smart consumers who understand the importance of moving their bodies. As the students' test scores and parents' feedback attested, the program message was getting through, loud and clear.

Stress Less

From sheriff's deputies, to schoolteachers, to prostate cancer survivors, two dozen local organizations and groups benefitted in 2008 from "**Stress Less**," an off-shoot of Thompson's Healing Pathways program for those with chronic stress. The workshops, lasting anywhere from an hour to a half day depending on the group, touch upon self-awareness techniques, meditations and reshaping thoughts for the betterment of bodies as well as minds. As one facilitator says, "There's so much more you can do about (stress) than people realize."

A Gigantic Win

As 2008 came to a close, something exciting was taking place at 120 N. Main St. in Canandaigua, site of the original F.F. Thompson Hospital. After getting the green light from the state, volunteers with Canandaigua Churches In Action were working with Thompson to prepare for the opening of the **Thompson Health Clinic at CCIA**. Duncan Rioch, the board chairman for CCIA called the clinic "a gigantic win" for the uninsured, underinsured and working poor. "God is blessing our beautiful city," he said.

Life and Limb

When it comes to narrowed or clogged arteries in the legs or pelvic region due to Peripheral Arterial Disease (PAD), early detection and treatment is essential. That is why Thompson's Diagnostic Imaging Department once again offered free screenings during a "**Legs for Life**" campaign. Even with an extra evening to accommodate all those who sought a screening, the slots filled up and a total of 125 men and women were seen. The result? More than 30 of them were found to have PAD, and took action.

Engaging Individuals ↓

A variety of new events designed to share both knowledge and strength were hosted by Thompson Health in 2008. The Sands Cancer Center sponsored both a **Cancer Symposium** and a "**Colors of Hope**" event to honor the courage of cancer patients, survivors and their families. The Diabetes and Nutrition Therapy Center held a forum for **World Diabetes Day** on not only managing the disease but continuing to thrive, with Thompson success story Ted Kaufman as the keynote speaker (below). Senior Living, meanwhile, shared information with those feeling overwhelmed by the multitude of housing/care options out there, with a program called "**Looking Ahead**."



Within Thompson Health, the goal is to not just meet expectations, but exceed them. Going above and beyond is a way of life, and there are always new avenues to explore in order to achieve continuous improvement for patients, residents, Associates and the medical staff alike.

Bra

FINDING NEW

Safety First

Within two weeks last fall, the staff of F.F. Thompson Hospital implemented two new initiatives to enhance patient safety. The first is a “**Rapid Response Team**,” based on evidence that patients often exhibit warning signs six to eight hours before a cardiac arrest or another medical emergency. The team can assess such a patient and assist with stabilization and transfer to a higher level of care, if needed. The second initiative involves new policies and procedures aimed at better managing **blood-thinning therapy**, with heightened diligence and even greater consistency.

Strengthening Connections

An innovative communication platform, the **Thompson Health Clinician Connector**, launched in 2008. The Clinician Connector is a secure, Web-based intranet that increases the efficiency and ease of communication between all members of the medical, nursing, and administrative staff at Thompson. The site is managed by Thompson and includes system-wide call schedule management, contact information for medical staff members, meeting schedules and links to useful resources. It has the capability for online physician-to-physician sign-outs, curbside consults and referrals between offices. This truly unique platform is independent of any hospital-based IT solution and is accessible by authorized users via the Internet. It’s proven to be an exciting enhancement to collaboration and communication within Thompson, benefiting all involved and, ultimately, benefitting patients.

← Wii™-hab, Anyone?

Video games are not just for teenagers anymore, and while they certainly can be enjoyable, they’re not just for entertainment, either. Just ask the folks at the **Brighter Day** medical adult day program and at **Clark Meadows**, Thompson’s enriched living community. At both facilities, Nintendo Wii™ game systems arrived in 2008—thanks to the generosity of Thompson Associates—and are being used for activities such as bowling, baseball and golf. Experts say the systems can help with range of motion, coordination and sensory stimulation, not to mention social interaction. Wii™ agree.



Driven by Quality

With a theme of race cars heading toward a common goal, a **Cost Containment Challenge** that launched in October had departments throughout the health system searching for ways to reduce supply costs. The “pit crew” urging them on maintained a colorful bulletin board tracking progress, and presented leading departments with prizes for the highest percentage savings and most creative ideas. As the year came to an end, it was clear this was one race in which everyone would wind up a winner: The goal for the six-month challenge was to save \$300,000, and departments were more than halfway there, with three months still to go!

Homeward Bound

Applying a business improvement methodology called **Lean Six Sigma**, an interdisciplinary team formed to investigate the average length of stay on one of the hospital’s medical/surgical units, and what might be effective in ensuring that patients return home just as soon as they are ready. Meeting weekly, the team implemented a number of initiatives, including a discharge forecasting order for physicians and a user-friendly, comprehensive “Patient CARES Guide” answering most anything a patient or family member might like to know. After just six months, the average length of stay had decreased from 4.7 to 3.1 days, patient satisfaction levels had improved and the hospital had saved over \$100,000.

nching Out

WAYS TO IMPROVE

Big Smiles, Warm Hearts ↓

Learning new things, sharing memories and making new ones are important to residents of the M.M. Ewing Continuing Care Center. A team of experienced recreation therapists works daily with the residents to provide activities tailored to their individual needs, and the team never stops coming up with creative new activities. Interacting with the community is often a component, and one of the highlights of 2008 was a visit from an earnest group of Canandaigua fifth-graders who sat down, one-on-one, with many of the residents to interview them about their lives and then wrote heartwarming profiles entitled “Our New Friend.”



Special Delivery →

A place known for special deliveries got a little more special when **Nutrition Services** began offering room service to **The Birthing Center**. Moms can choose from a standard menu and from daily “Chef’s Specials” that offer a little extra flavor and come in hearty portions. Also, the baby’s father—or the support person of Mom’s choice—is entitled to a complimentary meal.



The staff takes special care to add nice touches to the trays, such as a special placemat and a covered glass. As one Associate put it, why not go the extra mile for the women who choose to welcome their new babies at Thompson? After all, they’re having the best day of their life.

At Your Service

To increase blood flow, reduce tension and enhance the body’s own restorative powers, what could be better than a soothing, therapeutic massage? Well, how about having one delivered right to your doorstep? Residents of Ferris Hills at West Lake can do just that. **The BodyMind Center’s** licensed massage therapists, licensed acupuncturists and other specialists in complementary medicine began bringing their services to the Ferris Hills campus in 2008. All residents have to do is pick up the phone and make a reservation!

Gifted, committed and truly exceptional. These are the types of words that best describe the caliber of medical staff and Associates that Thompson Health is fortunate enough to be able to provide the community. Not only are they skilled, but they demonstrate a passion for their work and a great deal of character, day in and day out.

An Abundance of Talented In P R O V I D I N G



◀ Help in Healing

In the fall of 2008, two Associates of The BodyMind Center at Thompson Health initiated a 5-week pilot program with patients at the adjoining **Sands Cancer Center**. The licensed massage therapist and licensed acupuncturist wanted to gauge the patients' needs for complementary medicine, and did they ever. By the end of the pilot, no slots were available and caregivers—as well as patients—were seeking treatment.

Sparkling Interest

When it comes to attracting the best and brightest to the field of health care, Thompson starts early. In the summer of 2008, the hospital once again hosted a **"MASH Camp"** for seventh-, eighth- and ninth-graders. MASH, which stands for Medical Academy of Science and Health, is a program of the Western New York Rural Area Health Education Center. Highlights of the two-day camp last July included visits to Cardiology, the

Laboratory, the Diagnostic Imaging Department and the Emergency Department, as well as trips to both Mercy Flight Central and the Canandaigua Emergency Squad base.

A Smooth Transition ▼

Graduate nurses, those who have completed formal nursing training but are awaiting licensure from New York State, are among Thompson's richest resources. Thompson now provides a **six-month mentoring program** to transition graduates into the world of professional nursing, under the direction of Clinical Nurse Specialists. This exposes them to the various disciplines and procedures, creates a better understanding of patient flow and allows for development of relationships throughout the system. It also sets the tone for a corporate culture that will continue to nurture the talent that it is so fortunate to have assembled. Said one nurse, "As a new graduate, I feel that I am a highly-valued member of the health care team."





← Creativity at Work

Where some might see an empty room best used for storage, a team of Associates in the **M.M. Ewing Continuing Care Center** saw an opportunity to enhance the lives of residents with dementia. The team formed a focus group of residents' family members and, with their input, created an inviting space where family and friends can spend quiet time with their loved ones in a soothing environment that provides gentle visual, audio and tactile stimulation.

dividuals

E X C E P T I O N A L H E A L T H C A R E

Renovation Collaboration

From choosing the color palette to weighing in on the timeline to determining how to minimize the disruption to patients, nurses and members of several departments came together in 2008 to plan renovations to the **medical and surgical units** on the hospital's third floor. The improvements, which began in the fall and continued into the new year, include new paint, flooring and wall-covering, as well as enhanced handicapped-accessibility. Together, they are providing a brighter, more aesthetically-pleasing atmosphere for patients and staff alike.

A First for Thompson

Research by **Thompson Health's Birthing Center** nurses could change the way other nurses assess fetal well-being while administering what are known as "non-stress tests" to pregnant women. The research began in January 2008 and is looking at the effectiveness of interventions used when the baby is in a sleep cycle, which makes it difficult to assess heart rate and oxygen level. The most common intervention is giving the mother juice, although there is no evidence to show that it causes the baby to wake, so two alternatives are being tested. This marks Thompson's first nursing study to be reviewed and approved by an Institutional Review Board, which is governed by the U.S. Food & Drug Administration and Department of Health and Human Services. We are confident it won't be the last.

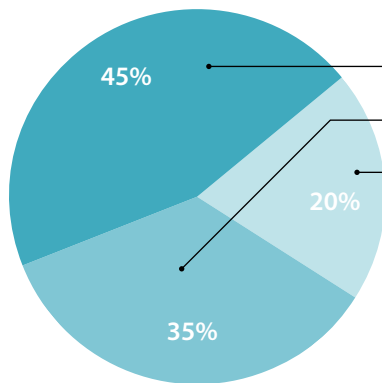
Experience in Action ↓

The **operating suites** at F.F. Thompson Hospital were busy during 2008, with a total of 6,329 cases, an increase of 185 over 2007. The nearby **Department of Pathology/Laboratory Medicine** had its professionals putting their expertise to the test, as well. Literally. In fact, in late December, the lab reached a record 1,000,000 mark for the number of tests processed during the year. That is more than double the number just five years earlier, and is no doubt the result of continuous improvement on the part of the staff when it comes to streamlining processes and consistently demonstrating best practices.



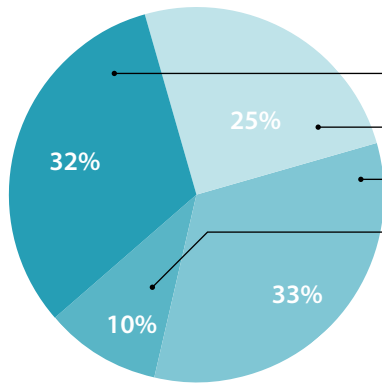
2008 Financial Statement

2008 Net System Revenues and Operating Expenses



Net System Revenues* (in thousands)

Medicare/Medicaid	\$	44,864
Insurance/Managed Care		34,772
Miscellaneous		19,549
Total Operating		99,185
Non-Operating Net		812
Total	\$	99,997



System Operating Expenses* (in thousands)

Routine and Nursing Care	\$	31,980
Other Professionals		24,197
General and Administrative		32,622
Depreciation and Interest		9,446
Total	\$	98,245

*unaudited data

2008 Core Measures

Centers for Medicare/Medicaid Services (CMS) Core Measures for Community-Acquired Pneumonia

	<i>Thompson Health*</i>	<i>National Average†</i>
Blood culture obtained	97%	92%
Smoking cessation counseling provided	97%	95%
Antibiotic given within four hours of arrival	86%	81%
Appropriate assessment of need for oxygen	99%	99%
Appropriate administration of pneumococcal vaccine	96%	87%

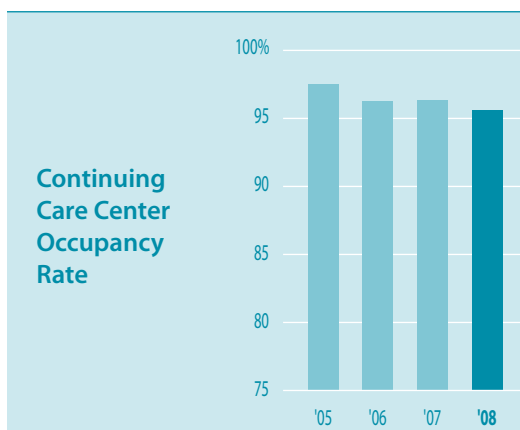
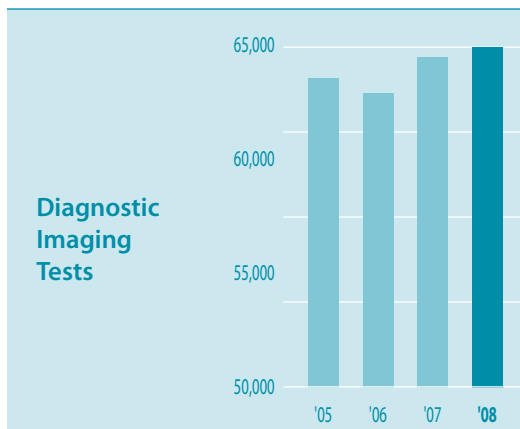
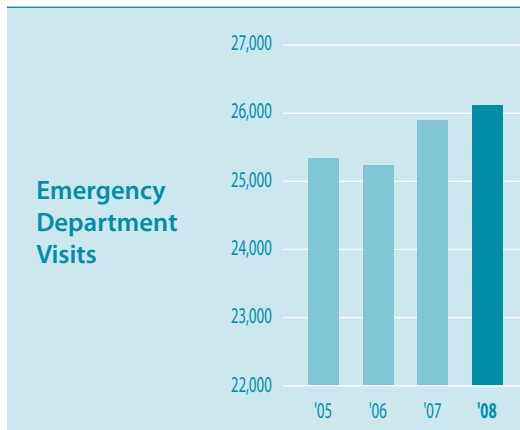
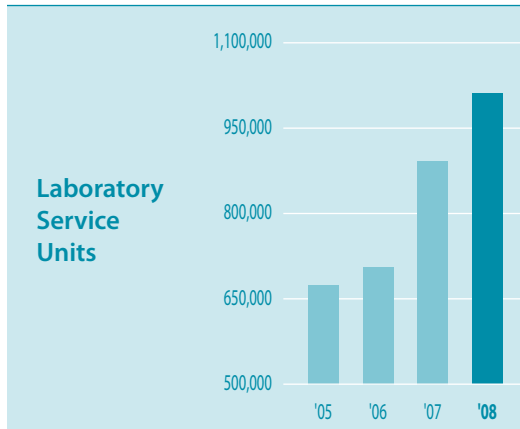
American Heart Association Guidelines on Stroke Care for Designated Stroke Centers in NYS

	<i>Thompson Health*</i>	<i>NYS Stroke-designated hospitals</i>
Antithrombotic (blood thinning) medication given at discharge	99%	97%
Antithrombotic (blood thinning) medication given within 48 hours of admission	100%	97%
Anticoagulant medication given within 48 hours of admission	100%	96%

* For period January 2008–December 31, 2008

† From CMS report July 2008–September 2008

2008 Statistics



2008 By the Numbers

\$7,109,040

In savings through the health system's Accelerated Performance Improvement process, which launched in 2005. This figure was achieved through 64 charters and sub-charters, which were monitored monthly, and proved vital in Thompson's achieving a positive operating margin in 2006, 2007 and 2008.

4.7

The average customer service rating, on a scale of 0 to 5, for HealthWorks, Thompson Health's occupational health program. Among the program's customized services for area employers are pre-employment physicals, drug and alcohol screening, wellness programs, ergonomic job site analysis and industrial rehabilitation.

8,297

"Cheers for a Peer," one of the many ways in which Thompson Associates recognize each other for living the CARES values of Commitment, Action, Respect, Excellence and Service.

342

Members of the Medical Staff, including 50 who joined in 2008. Ten years prior, in 1998, there were 260 members of the Medical Staff, with the increase reflecting the growing ties within the region and the growing level of expertise offered through Thompson.

3,360

Letters sent to lawmakers in Albany as Associates, Medical Staff members and community members protested proposed state healthcare budget cuts.

\$774,407

Estimated cost savings to health system from the 34,010 hours contributed by nearly 250 volunteers. The figure is based on the national base rate if paid, with benefits.

207,605,991

Steps taken by 573 Associates participating in the eight-week "Eat Well/Live Well" challenge. That's 103,802 miles, which is the equivalent of walking around the Earth more than four times! Those same Associates also reported consuming a combined total of 88,602 cups of fruits and vegetables during the challenge, which was to be repeated in 2009 as the health system continued to encourage Associate wellness.

\$6.7 million+

In uncompensated service to the community through charity care and community service.

80+

Pounds lost by eight people who took part in a new, interdisciplinary disease prevention program offered by Diabetes Education, Sports Medicine, Wellness and Cardiac Rehabilitation. The eight-week program piloted in the fall. It included group classes and individual consultations, as well as pre- and post-monitoring for waist circumference, blood pressure, weight, blood glucose and blood lipids.

644

Deliveries in The Birthing Center.

4,729

Endoscopic procedures performed in the Ambulatory Procedures Center at F.F. Thompson Hospital. This compares to 4,571 the previous year.

20,004

Visits made by the chaplain's Spiritual Care volunteers. This represented a 46 percent increase over 2007, and an 80 percent increase over 2006.

12,950+

Hours worked throughout the health system by interns from colleges and training programs in the region.

1,480

Total years of service to Thompson Health among the 136 men and women honored during the annual Associate Recognition Dinner.

6,424

Job applications received by Thompson Health's Associate Services Department. This represented a more than 16 percent increase over the number of applications received in 2007.

263,758

Meals prepared by Nutrition Services for patients in the hospital, residents of the M.M. Ewing Continuing Care Center and participants in The Brighter Day medical adult day program.

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Corporate Missions

Thompson Health

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

F.F. Thompson Hospital, Inc.

F.F. Thompson Hospital, Inc. is a community hospital which exists to serve the health care needs of the people in partnership with regional health care providers. F.F. Thompson Hospital serves as the center of a health care 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. (a combination of FLCCN & Properties)

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.

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.

Ontario County Advanced Life Support, Inc. (OCALS)

Ontario County Advanced Life Support, Inc. (OCALS) renders basic and advanced life support and pre-hospital services in conjunction with other emergency medical service (EMS) agencies. The organization is dedicated to the provision and support of the regional EMS system to relieve suffering of the sick and injured and to promote safety.



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