



2006

Report to the Community

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.

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.

Building on our legacy of caring

The cover of this annual report is a simple picture that says so much. It speaks to the miracle of life, which Thompson Health professionals are privileged to witness every day.

It shows the power of human connection — the way people instinctively reach out to others, and how much we gain by coming together.

And it says a lot about what we do at Thompson Health. Our health system is growing bigger and more technologically advanced as our community grows and health care evolves. But our mission is the same today as it was when we began a century ago, and I can describe it for you in one simple sentence: We care for people.

From the tiniest babies delivered in our Birthing Center to the seniors who choose the Thompson community as their home — and the thousands of growing families in between — we care for all of them.

“Care” means delivering the highest-quality clinical care, of course. But it means so much more. Care means providing courteous, attentive service to every patient, visitor and family member we meet. Care means anticipating and meeting the medical and wellness needs of the thousands of people who trust their health to us.

Care means living up to our responsibilities as a member of the community we serve and as the largest employer in Ontario County. Care means being financially and strategically strong, so that we remain cost-effective and efficient while assuring the best medical outcomes.

It takes a lot of caring people to make these things happen: Thompson Medical Staff, Board members and Associates; our patients, residents and their family members; our volunteers and the people of our community.

Together, we weather the changes of health care and meet all of its challenges. Health care has seen so many evolutions in the last century and there are many more to come. But two things will never change: our purpose and our passion. We care for you!



Linda M. Janczak
President /CEO
Thompson Health



From left, George W. Hamlin, IV, Chairman, Thompson Health Board of Directors; Linda M. Janczak, President/CEO of Thompson Health; and Bruce Klein, M.D., President of Thompson Health's Medical Staff in F.F. Thompson Hospital's child-friendly waiting area.

A trusted source for comprehensive care

Excellent stroke care, every step of the way.

Thompson Health offers comprehensive stroke care for every patient at every stage of treatment and rehabilitation. Here, therapists specially trained in stroke rehabilitation work with a patient. The Physical Therapy department received the prestigious Outstanding Center for Physical Therapy Clinical Education Award in 2006 from Upstate Medical University.



Thompson Hospital becomes designated Stroke Center

When stroke happens, minutes count. The sooner a patient receives needed medical care, the better the chance of saving a life and preventing long-term complications. In 2006, Thompson Hospital made Finger Lakes residents safer from stroke by becoming a designated New York State Stroke Center. This means that if a patient in our area shows signs of stroke, they will be able to receive the most responsive care closer to home at Thompson Hospital.

To earn Stroke Center designation from the New York State Department of Health, the hospital had to demonstrate its ability to provide expert, responsive care to stroke patients at every stage of their treatment, from ambulance transport to hospital care to outpatient rehabilitation.

Educating the community about the risk factors and warning signs of stroke is an important part of being a Stroke Center. Thompson Health hosted a packed community education event in autumn in Canandaigua. It also sponsored a major advertising campaign about stroke. The efforts raised community awareness of this health threat and Thompson's role as a center of excellence for its treatment.

Hospital recertifies for Magnet designation

Thompson Hospital nurses demonstrated their consistent level of excellence in 2006. The American Nurses Credentialing Center certified Thompson Hospital's Magnet designation for the third year in a row after Nursing documented its continued adherence to the high standards of the program.

“An important part of our work as a Stroke Center is to educate the community. Knowing the symptoms of stroke can save your life.”

Robert S. Knapp, M.D., Medical Director, F.F. Thompson Hospital Stroke Center



Our stroke team is here for you. A close-knit team of Thompson professionals from many disciplines — emergency medicine, diagnostic imaging, nursing and rehabilitation — work together to support every stroke patient. To earn Stroke Center designation, Thompson professionals from all the departments involved in stroke care worked together over several months to document clinical care protocols and prepare for DOH inspection. Below, Virginia Hebda and Darlene Welsh from F.F. Thompson Hospital’s Nursing staff.



Financially strong, strategically nimble

Thompson ends 2006 on positive note

Hospitals and healthcare systems continue to experience significant financial challenges, and Thompson is succeeding thanks to the innovation and dedication of its people.

Thompson faced significant financial issues in 2005 and ended the year at a turning point, with change an imperative. In 2006, Thompson began a long-term initiative to strengthen its financial performance by focusing on business growth, efficiency gains and capital maximization. Thompson Associates from every part of the health system worked together to drive an extraordinary turnaround, culminating in an operational surplus by the end of the year.

Change happened through organized, executive-led initiatives called charters, and through Associate-led improvement projects called Do It Groups, or DIGs, and Just Do It groups, or JDIs. Some 30 charters were underway in 2006 as part of the long-term improvement strategy called Operation Excel. Another 55 DIGs and 314 JDIs initiated by Associates began in 2006.



Revenue cycle management improves

Several departments supported a charter to improve revenue cycle management. One of them was Patient Registration, which increased its focus on accurate intake of patient information and verification of patient insurance information to cut collection costs. The department's Community Wide Scheduling group increased accuracy of patient insurance information and verified medical necessity of all procedures to improve reimbursement outcomes for the hospital.

They set the standard higher. New Patient Registration processes have raised co-pay collections in the Emergency Department to well above the benchmark for EDs.



Their excellence keeps customers happy.

Associates from Patient Registration not only helped improve financial performance through improved accuracy and co-pay collections, but also redoubled efforts on customer service. The department's customer satisfaction scores rose to 90-plus percent in 2006.

Patient Financial Services also contributed to improvement of the system's financial picture in 2006. Notably, the department demonstrated that Thompson has been treating a higher-than-average number of financially needy people over the past three years. Thompson's charity care policies were updated in 2006 to accommodate these patients.

“Our Associates’ efforts have been inspiring. Thompson Health has made tremendous progress in its financial goals thanks to them.”

Deborah Weymouth, Thompson Health Chief Financial Officer



They are efficiency experts. A Do It Group, or DIG, supported by physicians and nurses working in the Operating Room achieved significant, ongoing cost savings for Thompson through efficient ordering and stocking of supplies.

Their cost savings and efficiency earned them DIG of the Year. Each of the 55 DIGs initiated by Associates in 2006 offered improvements in clinical or financial performance for Thompson. The 2006 DIG of the Year, whose members are pictured here, improved documentation of patient charges in the Birthing Center while delivering significant productivity gains.



Their laundry project saves thousands. By taking responsibility for the laundering of linens used in the Ferris Hills-Clark Meadows dining rooms rather than using an outside vendor, Associates have created a cost savings of \$30,000 a year for Thompson.



Positive changes, one great idea at a time

Project brightens The Brighter Day

Through creativity and teamwork, Thompson Associates are making positive changes for our patients and residents every day. Thompson delivers health care in big, life-saving ways — but the countless small ways of showing we care also make a big difference.

The Brighter Day staff listened when participants said they missed interacting with the community, and forged a partnership with local artists to make “Memory Lane” — an interactive environment for safe, enjoyable activity — come to life. It’s a great addition to The Brighter Day — and just what participants needed.



Breast Health Navigation program responds to patient needs

The old saying, “There’s strength in numbers,” is especially true when it comes to Thompson’s Breast Health Navigation service, which expanded in 2006. The program offers support and information to breast cancer patients, and Thompson has added several more Associates as navigators to accommodate patient demand for the program. Each breast cancer patient, at every stage of treatment, can receive one-on-one counseling from Associates who work throughout the continuum of breast health care. Our navigators work in different departments and work as a “virtual” team using an interactive database created by Thompson’s Information Systems

department. The database enables them to share information efficiently to better serve patients.

They are a breast cancer patient’s best resource. Our team of breast health navigators are always available to answer questions, listen to concerns and find outside resources for patients. Other hospitals have benchmarked Thompson’s approach to breast cancer navigation.

Thompson brings sports safety to local schools

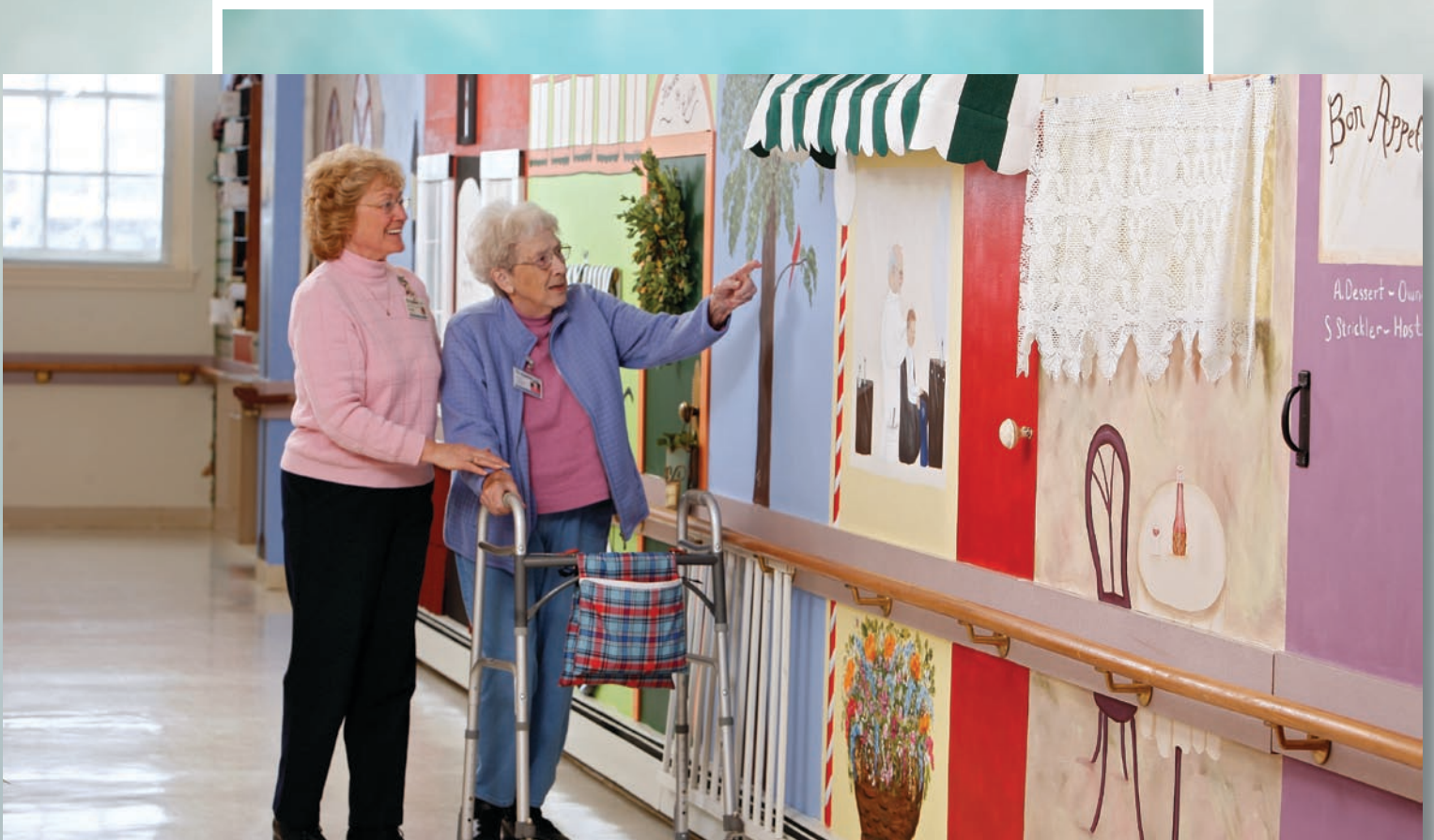
When it comes to getting the word out about good health, Athletic Trainers from Thompson Health’s Sports Medicine Department really go the distance: when they’re not at Thompson providing physical therapy and post-surgical rehab services, they’re out in the community teaching clinics on sports fitness and conditioning — and they’re even in local schools, helping student athletes stay safe and healthy. The department contracts with most local schools to provide Athletic Trainers, who are certified in first aid and CPR, to cover the games. Athletic Trainers also have office hours in schools to be athletic “advisers” to help athletes prevent injuries, and to ensure that they receive proper care when problems arise. In 2006, Thompson Athletic Trainers served nine local schools and provided approximately 1,800 hours of athletic training services, including office hours and game coverage.

Patient satisfaction scores surpass national benchmark

In 2006 Thompson Health again exceeded national benchmarks for patient satisfaction among providers our size in all of service areas: inpatient and outpatient hospital care, family medical practices and senior residences.

“Our participants said they missed being out in the community. So we brought the community to them.”

Susan Wilber, Manager, Clark Meadows and The Brighter Day



A great day for a walk. Volunteers and Brighter Day staff designed Memory Lane to be useful as well as beautiful. Participants now have an inviting place to walk, and because the space offers lots of interesting things to admire and touch, it helps walkers look upward to maintain safe posture.



No detail is too small. Thoughtful design surprises like painted butterflies make the “street” more tactile and engaging for clients with physical disabilities and dementia.

Their talents bring joy to others. Members of an artists’ group, Finger Lakes Decorative Painters, helped The Brighter Day make magic. Some of the painters have family members who are clients of The Brighter Day. Thanks to the donated talents of the painters and Brighter Day staff

— and clever use of recycled and donated materials — the cost of the project was just \$200.



Capturing technology's vast potential

Radiologists join Thompson Health

In 2006, radiologists from the University of Rochester Medical Center began providing imaging/interventional radiology services at the Polisseni Family Diagnostic Imaging Center. The addition of these physicians meant growth in the variety of services offered by Thompson Health and increased usage of the DI suite. New procedures include uterine artery embolization, varicose vein ablation, sclerotherapy for spider veins; and ambulatory phlebectomy.



Laboratory volumes, efficiency increase

The Laboratory in Thompson Hospital processes tests for the hospital as well as doctor's offices and clinics. In June 2006 it expanded its microbiology suite and the area where specimens from non-hospital customers enter for processing. The Laboratory performed 707,000 tests in 2006 — 23,000 more than in 2005 and 120,000 more than in 2004.

“Smart” IV pumps for patient safety

Thanks to the generosity of community civic groups and individual donors, Thompson Health purchased several “smart” IV pumps that automate many steps that used to be manually programmed, reducing the chance of medication errors for improved patient safety.

A patient-friendly way to ensure safety.

The M.M. Ewing Continuing Care Center acquired a portable bladder scanner in 2006. The equipment enables noninvasive, comfortable scans to detect bladder evacuation problems that are common in seniors. The quick, painless check flags problems early to thwart painful and potentially dangerous bladder infections.

Bar codes save countless

hours. Bar code technology reduces keystroking of patient information, paperwork and the need for manual crosschecks of records and specimens. Multiply the minutes saved by the thousands of procedures performed a year, and consider the productivity improvements.

New QI program improves Associate recognition, quality efforts

A new Web-based system called CARESCount has automated many quality improvement processes. As a result, monthly coworker recognition has increased nearly 170% over the prior year; Associate quality initiatives have increased as well, while time to administer the program has decreased.



New devices capture patient info instantly.

In 2006, F.F. Thompson Hospital acquired 18 portable, point-of-care devices that gather patient vital signs instantly and wirelessly send them to the patient's computerized file. The addition of these devices enhances our excellent care.

“With this technology, we can offer patients greater safety and faster results with less downtime than surgery.”

David E. Lee, M.D., Chief of Diagnostic Imaging at Thompson Hospital



Expanded services answer community's need. Dr. Lee, top, with a patient in our state-of-the-art interventional radiology suite. In 2006 Thompson added several new breakthrough medical procedures to our roster of services.



Lab redesign boosts productivity. The redesigned, open workspace in Thompson Hospital's Laboratory enables technicians to move easily and quickly from one machine to another for maximum efficiency.

Leading the way in ED care. F.F. Thompson Hospital's Emergency Department is the first ED in the Finger Lakes region to acquire a portable ultrasound machine, which enables physicians to bring diagnostic equipment to patient bedsides for faster diagnosis and treatment.



Building a healthy community for all ages

Biography project celebrates residents' lives

Thompson Health Associates never stop trying to do more for their patients and residents. In 2006, Associates in The Gardens avenue at the M.M. Ewing Continuing Care Center helped family members create "biography boxes" outside residents' rooms. The biography project also benefited The Brighter Day, where participants' stories are housed in albums. These biographies give all who see them an appreciation of our residents' lives.

Handwashing program teaches kids, adults disease prevention

Thompson's handwashing program, first presented in 2004, proved so popular that the Canandaigua school system asked us to repeat it in 2006. Thompson expanded the program's reach by taking the handwashing message to the entire community. Thompson sponsored a presentation of the program at Canandaigua City Hall, and the City Council demonstrated its support of the initiative by issuing a "handwashing proclamation."

Team approach benefits emergency planning

Thompson strengthened ties with other organizations for emergency preparedness in 2006. It hosted Eastern Regional Emergency Preparedness Committee meetings for emergency planning; conducted disaster drills within Thompson Health and with local and regional entities; partnered with the Canandaigua Fire Department and trained firefighters in health care HAZMAT procedures; and partnered with the Canandaigua Veterans Administration to use their HAZMAT equipment as an emergency backup.

Thompson Facilitated Enrollment helps thousands

Helping the uninsured get access to preventive health care in an ongoing priority for Thompson Health. Our Facilitated Enrollment program enrolled some 1,140 uninsured children and adults in state-sponsored health plans in 2006, received continued grant funding through 2007, and expanded enrollment sites to Lyons, Palmyra, and Canandaigua Churches in Action.

Web site eases patient transfers

Thompson Health Associates have created a Web site for skilled nursing facilities, adult homes and assisted living facilities to log in their vacancies on a daily basis. The goal is to improve advocacy for patients and residents by enabling facilities to share up-to-date information on available resources. The Web site is expected to increase efficiency of the placement process, increase nursing facility occupancy and reduce hospital length of stay.



Hygiene program keeps community safer. The handwashing mascot "Henry the Hand," shown here with Canandaigua Mayor Ellen Polimeni, was an eye-catching and memorable addition to Thompson's presentation on illness prevention at Canandaigua City Hall in November 2006.



Always ready if emergency strikes.

Thompson's HAZMAT team, shown here responding to a nighttime incident, is made up of Associate volunteers. They are specially trained and hold drills regularly to ensure quick, expert response in an emergency.

“These biographies are a way to honor residents’ lives when they can no longer share their stories themselves.”

Juli Carver, Social Worker, M.M. Ewing Continuing Care Center



Honoring lives helps dementia patients. Elizabeth (Betty) White, with her sons Roy and Lee and social worker Juli Carver, in front of her biography and memory box on The Gardens avenue of the Continuing Care Center. The Gardens is home to those with dementia. The biographies help family members and visitors support residents’ remembrances to encourage conversation, socialization and reassurance.

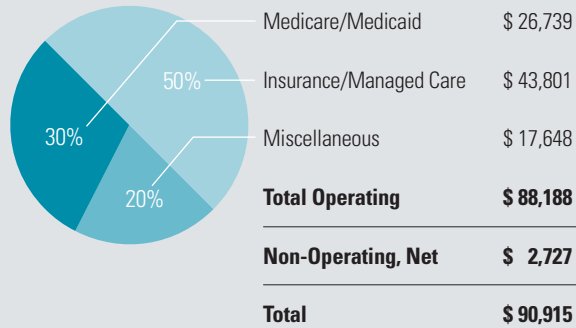
School tours help kids stay healthy. Good habits start early; Thompson Health offered school tours and informative clinics to more than 400 schoolchildren on a range of topics in 2006, including nutrition, fitness and safety.



2006 Financial Statement

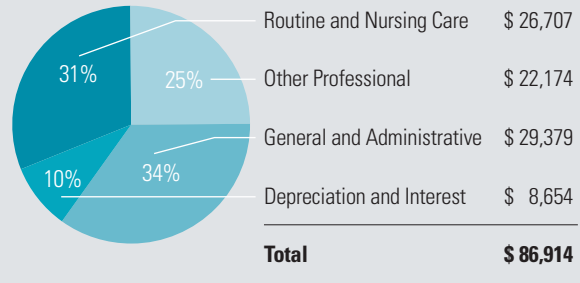
2006 System Net Revenues and Operating Expenses

Net System Revenues* (in thousands)



*Unaudited data

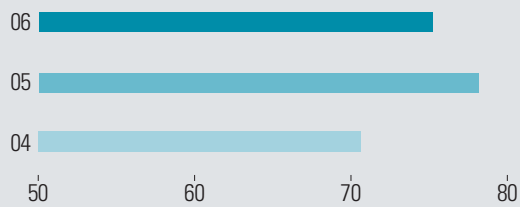
System Operating Expenses* (in thousands)



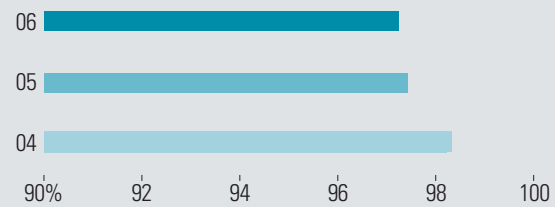
*Unaudited data

2006 Statistics

Diagnostic Services (in thousands)



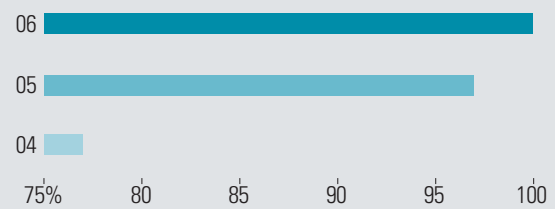
Continuing Care Center Occupancy Rate



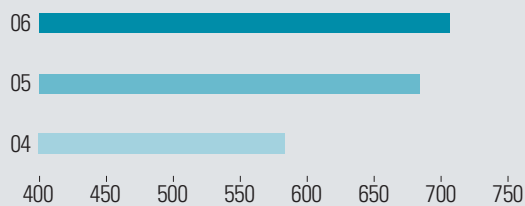
Emergency Department Visits (in thousands)



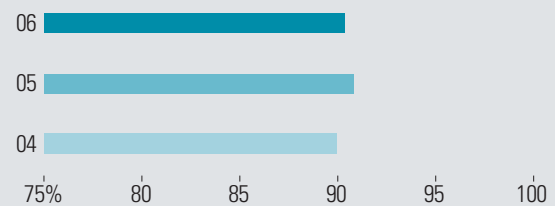
Brighter Day Occupancy Rate



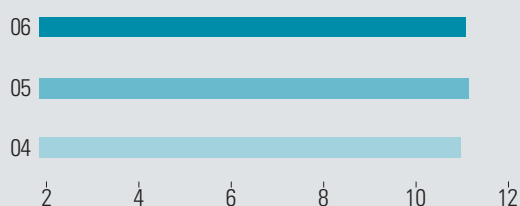
Laboratory Service Units (in thousands)



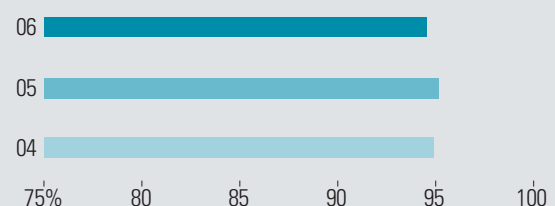
Senior Community: Enriched Living Occupancy Rate



Surgical Services (in thousands)



Senior Community: Independent Living Occupancy Rate



Welcoming our nation's leader

"The President's coming!"



Those words sent Associates across the health system into action; it isn't every day that the President of the United States drops in for a visit. On March 14, 2006, Thompson was honored with a visit from President George



An autograph, and a spot on the president's panel.

President Bush's visit was especially memorable for Susan Wilber, Manager of The Brighter Day and Clark Meadows, who got his autograph after representing Thompson in a televised panel discussion, led by the president, on Medicare Part D at Canandaigua Academy.

W. Bush. His trip to Ferris Hills at West Lake to raise awareness of Medicare Part D was an extraordinary moment in Thompson history. Thompson had only a few days to prepare for the President's visit, but thanks to the dedication of Associates who consistently keep facilities in top shape, we were well prepared. Thompson was chosen to host the President not only because Ferris Hills is a quality senior

community, but also because Thompson played an early, active role in helping share information with seniors about Medicare Part D prescription drug coverage. It's been more than a year since the visit, but Thompson continues to demonstrate its leadership in quality health care and education.



A once-in-a-lifetime "houseguest."

Residents of Ferris Hills never expected to host a sitting president when they moved in, but that's just what happened when President Bush stopped by to discuss Medicare Part D.



Going the extra mile to make a great impression.

Ellen True, Manager of Thompson's Sleep Disorders Center and owner of a local flower business, braved the cold to help prepare Ferris Hills for the president's arrival. Under the watchful eye of the Secret Service, she spent many hours before Bush's visit "planting" a crop of faux tulips to brighten the wintry landscape.

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Jim Doran

Jim Doran retired from Thompson Health in 2006 after 35 years of service as a board member and Associate. He wore many "hats" over the years, including Chairman of the Board for F.F. Thompson Hospital, President and CEO of FFTH Properties, leader of the Thompson Foundation and Chief Financial Officer of Thompson Health. Jim's dedication and drive were instrumental in Thompson Health's growth; he oversaw expansion of the M.M. Ewing Continuing Care Center, the creation of Ferris Hills at West Lake, construction of the Sands Cancer Center/physicians' office building, and expansion of the Emergency Department and Polisseni Family Diagnostic Imaging Center. Thank you, Jim, for your friendship and service; your work has greatly benefited Thompson and our entire community.

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Jaconna Tiller
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System Leaders

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Thompson Health

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Patient Care Services
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Advanced Life Support

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Nursing Services
M.M. Ewing Continuing
Care Center

Michael Zanghi
Director, Facilities
Thompson Health



F.F. Thompson Hospital continued its successful hospitalist program in 2006, which enables area physicians to entrust responsibility for inpatient care to trained specialists. HMG began management of Thompson hospitalists in September 2006, bringing added efficiencies to the program.

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Same Day Care Center

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Family Practices

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Emergency Medicine

Kirk Heriot, MD
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Robert Knapp, MD
Medical Director of
Stroke Center

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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.

Thompson Health Vision

Your First Choice — Providing the Best in Health and Healing

First Choice

Leading in exceptional quality and unprecedented service

Envisioning the future through innovation

People think of Thompson Health first

Positive, comfortable, and trusted environment

Providing

Mobilizing and aligning care and service

Securing and protecting a safe health care environment

The foundation for lifelong health care

Best

Demonstrating extraordinary performance

Exceeding expectations

Advancing excellence and technology

Health

A state of positive well-being of mind, body and spirit

Healing

Moving towards an optimal level of health of mind, body and spirit

Disease management

Personalized, caring approach

Highest level of well-being



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***Advanced Technology.
Exceptional Care.***

“From the tiniest babies delivered in our Birthing Center to the seniors who choose the Thompson community as their home — and the thousands of growing families in between — we care for all of them.”

Linda M. Janczak, President/CEO Thompson Health



One of our youngest patients: Chloe, who was born in Thompson Hospital's Birthing Center, in the loving hands of her grandmother.

A New York State Designated Stroke Center



F.F. Thompson Hospital has achieved Magnet designation for nursing excellence from the American Nurses Credentialing Center.



Recipient of the Governor's Award for Excellence by the Empire State Advantage organization.