



*Delivering Exceptional Care*

# Your Health is Our Mission

**2017** REPORT TO THE COMMUNITY

## CORPORATE MISSIONS

### Thompson Health

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

### The Frederick Ferris Thompson Hospital

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

### M.M. Ewing Continuing Care Center

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

### FFTH Properties and Services, Inc.

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

### F.F.T. Senior Communities, Inc.

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

### The F.F. Thompson Foundation, Inc.

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

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**ON THE COVER:** Thompson Health is grateful to the Chavez and Radak families for participating in the cover photos for this Annual Report. To illustrate the supportive nature of our health system for these families and others in our community, the faces in the background are those of some of the associates who have received our health system's Service Excellence Award, in recognition of consistently delivering exceptional care.

## 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 and are accountable for our own behavior and that of our colleagues.

R

### *Respect*

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

E

### *Excellence*

Our system is continuously providing outstanding care and exceptional service.

S

### *Service*

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

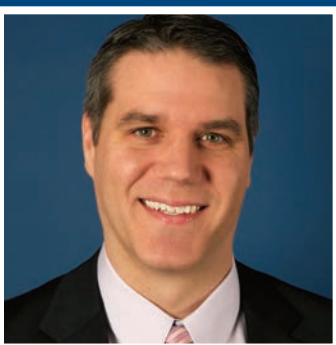
## LETTER TO THE COMMUNITY



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



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



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

The year 2017 was yet another stellar year for UR Medicine Thompson Health.

Reaching the five-year anniversary of our affiliation with UR Medicine and reflecting upon all of the resulting changes provided a tremendous sense of confidence in the direction we are moving as this partnership continues to thrive.

Thompson is able to offer a wider array of specialties as a result of our relationship with UR Medicine, and we also now have the ability to enhance other specialties. For our patients, this means being able to get the care they need, close to home.

At the same time, our initiatives to ensure exceptional quality continue to make a difference for our patients and our residents. For example, among the many quality designations Thompson received in 2017 was the awarding of The Joint Commission's Gold Seal of Approval® for Orthopedic Rehabilitation Certification. We were the first in New York State to obtain this type of certification, which is held by only a handful of centers across the country and signifies excellence in all outpatient physical therapy, occupational therapy, and athletic training services.

Other significant accomplishments in 2017 included the opening of a new 12-bed Observation Unit and, just a month later, a Lactation Suite to support our longstanding commitment to helping new mothers and babies get a healthy start through breastfeeding.

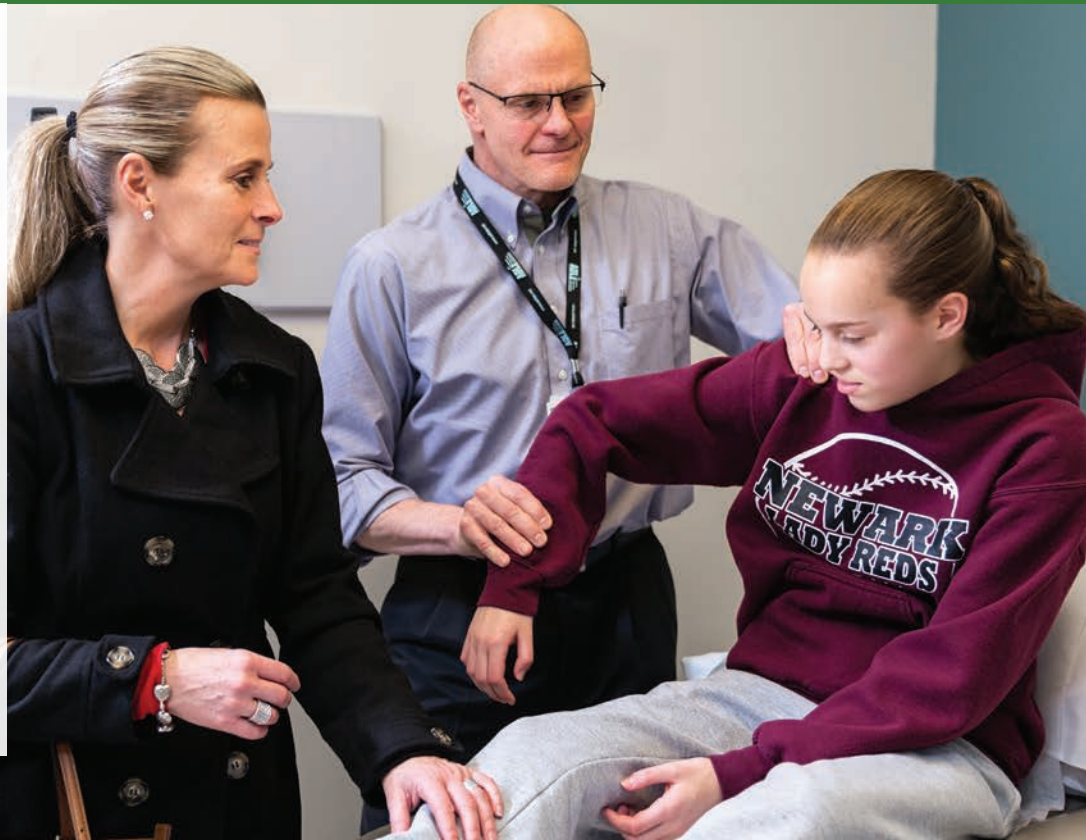
Staying true to our commitments and our values is what Thompson Health is all about. This is what will continue to guide us as we embrace the exciting changes to come and find new ways to be the health system our community needs and deserves. For the moment, though, it's always gratifying to look back on a year. Especially when it was one in which so many great things happened.

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

# Your Health Quality

## An Urgent Care Stamp of Approval

When you're sick or hurt, you want access to convenient, reliable care. With so many options, it also helps to know you're choosing a facility endorsed by external sources experienced in evaluating the level of care provided. Certification from the Urgent Care Association of America offers just that, which is why Thompson obtained this distinction for its Farmington and Newark urgent care centers in 2017. To do so, both centers needed to satisfy a host of requirements such as offering on-site X-ray and phlebotomy services as well as the ability to provide a wide variety of services for just about any patient walking through the door. ▶



Earning accreditation signifies our commitment to ensure the highest quality of care is delivered to our patients.

## Raising the Bar on Orthopedic Rehabilitation

Following a rigorous on-site review which capped off a two-year process, Rehabilitation Services' Outpatient Department became the first in the state to earn The Joint Commission's Gold Seal of Approval® for Orthopedic Rehabilitation Certification. Held by only a handful of centers across the country, the certification involved meticulously evaluating every aspect of the care provided to patients of all ages by physical therapists, occupational therapists and athletic trainers – at the hospital, at the Farmington Rehabilitation location and even on the sidelines of local high school games. In addition to signifying compliance with national disease-specific care standards and orthopedic-specific requirements, the distinction means community members can be confident they're receiving nothing but state-of-the-art care for a wide range of injuries and conditions. ▶





## ◀ There's No Place Like a Patient-Centered Medical Home

Comprehensive, coordinated care yielding the best possible health outcomes – it's what Thompson's nine primary care locations focus on, day in and day out. It's also the reason why all nine were reaccredited in 2017 by the National Committee for Quality Assurance as Patient-Centered Medical Homes (PCMH). With an emphasis on quality and safety, the PCMH model recognizes that primary care can be the gateway to better health. After all, it's where preventative care can help ensure wellness and where issues can often be addressed before they become serious. Whether it's providing reminders of recommended screenings or making sure a patient with a chronic condition reviews her medications with the practice's nurse care manager, it's all about keeping patients healthy.

## 5-Star Quality Care for Our Residents

To lessen uncertainty when selecting the right skilled-nursing facility for a loved one, many families turn to the Centers for Medicare & Medicaid Services (CMS) Nursing Home Compare Site. When they do – thanks to a great deal of hard work and dedication on the part of Thompson associates – they'll find high marks for the M.M. Ewing Continuing Care Center. In 2017, the 178-bed skilled-nursing facility achieved a 4-star overall rating and also achieved the highest rating of 5 out of 5 stars for quality measures. For residents and families, this means the "CCC" is performing above national averages in many areas, such as prevention of urinary tract infections and pressure ulcers, as well as limited use of anti-psychotic medication. Most of all, it means peace of mind. ▶



## The Gold (Plus) Standard in Stroke Care

With the knowledge that a stroke patient loses 1.9 million neurons each minute treatment is delayed, Thompson's New York State Designated Stroke Center acts fast with guideline-based care including aggressive use of medications such as clot-busting and anti-clotting drugs, blood thinners and cholesterol-reducing drugs. In 2017, as the stroke medical director and coordinator worked with UR Medicine counterparts in developing a telemedicine protocol to advance Thompson's stroke care even further, the hospital received the American Heart Association/American Stroke Association's Gold Plus Quality Achievement Award. This is the highest level of recognition bestowed. The best reward of all, though? Improving patient outcomes. ▶



# Your Health > Technology & Learning



## Learning the Ropes ▲

Not only is Thompson Health the largest employer in Ontario County – it's also a hub for training the healthcare professionals of the future. Over the course of 2017, a total of 154 students from four area college and high school programs were on campus as part of their education. Due to an influx in clinical and degree program interns requiring an average of 240 hours on site, these students collectively spent a total of 32,222 hours at Thompson, learning about their chosen fields. And as Benjamin Franklin once said, "An investment in knowledge pays the best interest."

## ◀ An Epic Change

At the end of 2017, Thompson Health began gearing up for its next major strategic project – implementation of an upgraded electronic health record (EHR) system. Epic features the best EHR tools in the industry and promises to be more efficient and user-friendly for Thompson associates than the current system. More importantly, it's better for patients as well, with coordinated care throughout the UR Medicine system and a way for patients to view their charts, pay their bills and view their transactions online via MyChart. In addition, with proven methodology in use at the University of Rochester Medical Center since 2011, the system offers Thompson less risk of delays and surprises as Thompson moves closer to the target date of "going live" during the first quarter of 2019.





## ◀ Moms on the Move

The Birthing Center, a place accustomed to welcoming new additions to local families, welcomed a new addition of its own in 2017. The telemetry fetal monitor is state-of-the-art equipment using wireless technology to transmit the baby's information without restrictive cables. This allows a woman who is in labor to have the freedom to do whatever makes her more comfortable while the baby's heart rate and the contractions are monitored. The wireless transducers are also waterproof, so in addition to taking a walk, moms can use the Jacuzzi or sit in the shower.

## Ready for Action

Thompson Health maintains a vigorous program of experiential learning, using simulations to practice low-frequency/high-risk events so the patients who experience these rare emergencies receive the best care possible from a well-trained team. In 2017, these simulations included two Emergency Department simulations involving pediatric "patients," as well as six Code Blue (respiratory emergency) simulations on 2 West, 3 East and 3 West. In addition, the hospital partnered with the Canandaigua Emergency Squad for a drill designed to allow Thompson associates to become familiar with the squad's "Thumper," an automated device which provides continuous, high-quality CPR meeting American Heart Association guidelines.

## Enhanced Service for Survivors

As a Sexual Assault Center of Excellence with an increasing level of referrals, Thompson Health has a number of trained sexual assault nurse examiners. Thanks to new equipment purchased for the hospital by the Child Advocacy Center of the Finger Lakes, they can now provide enhanced care to survivors, and especially child survivors. The Mobile ODT EVA (Enhanced Visual Assessment) System is smaller than traditional scopes, is less intrusive for patients, and provides better quality photographs. In addition, the EVA System facilitates sharing of information with medical providers and law enforcement if indicated. Both the nurses and local prosecutors – who rely on Thompson for important forensic evidence – are grateful to have the new scope on hand. ▶



# Your Health Nursing Excellence

## Promoting Early Intervention ►

Research shows tracking subtle changes in vital signs can provide early warnings of declining patient conditions, several hours in advance. Thompson Hospital in 2017 implemented a Modified Early Warning System to help keep patients safe. This scoring tool takes into account a variety of data such as systolic blood pressure, respiratory rate and body temperature to identify patients who are at risk for cardiac arrest or other medical emergencies. Nurses armed with hard data are able to advocate for their patient to ensure prompt communication with other members of the healthcare team, promoting early intervention and preventing further decline in the patient's condition.



## ◀ Leaders in Nursing Excellence ▶

Since first achieving designation from the American Nurses Credentialing Center as a Magnet® facility in 2004 – with re-designations in 2010 and 2015 – Thompson Hospital has continued to emerge as a leader in the program, considered the gold standard for nursing excellence. This leadership reached new heights in 2017, with the Chief Nursing Officer invited to be the featured speaker at a conference in the United Kingdom, where she spoke about “Demystifying Magnet.” Less than six months later, she and three other members of Thompson’s nursing leadership team headed to Houston for the National Magnet Conference, where they presented on Thompson’s successful interdisciplinary approach to preventing hospital-acquired *Clostridium difficile*, or C. diff.





## Facilitating Bedside Mobility Assessments

Nurses in both the hospital and M.M. Ewing Continuing Care Center now have a bedside screening to easily assess a patient’s mobility level and need for safe patient handling equipment. Called the Banner Mobility Assessment Tool, it takes the patient through a four-step, functional task list, identifying the mobility level the patient can achieve. It then guides the nurse to the recommended equipment needed to safely lift, transfer, and mobilize the patient. As one physical therapist explained, this empowers nurses to identify equipment necessary to safely mobilize their patients before a physical therapist’s evaluation. This can decrease the risks of injury to the caregiver as well as falls and other unintended patient outcomes associated with immobility.

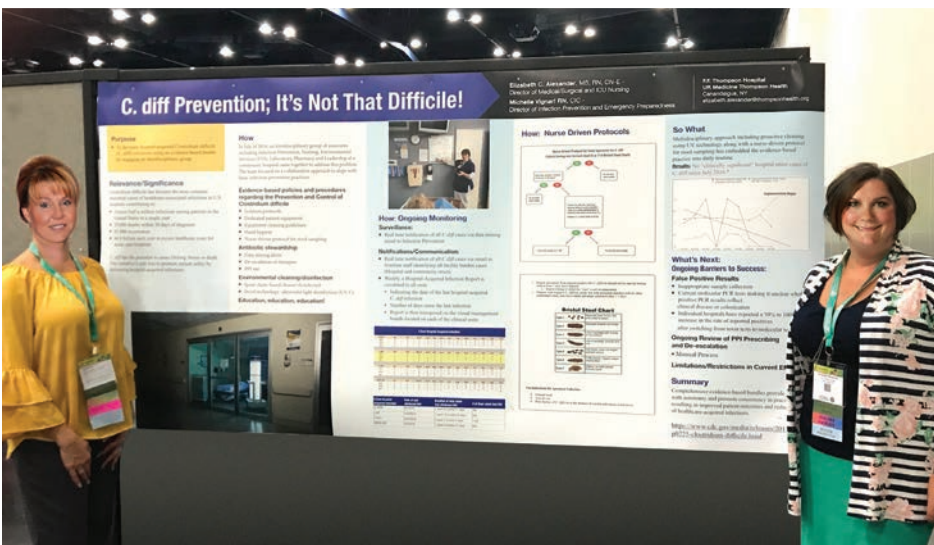
## CLUE-ing Nurses In

After reviewing the feedback from the 2016 Nursing Skills Days, Thompson Health’s nurse educator and Nursing Practice Council decided to shake things up a bit. In 2017, each quarterly Skills Day involved a live-action game of CLUE®, in which nurses had to complete specific skills to gain clues needed to figure out “whodunit.” Instead of Colonel Mustard and Miss Scarlet, suspects were Thompson physicians and nurses, and instead of the Billiard Room or Library, the “crime” was in the Operating Room or the Laboratory, for example, with clinical components as the “weapons.” Participants who completed all required skills were not only entered into prize drawings but walked away having engaged in best-practice components to keeping their patients safe. Better still, attendance went up and nurses commented they could not wait to see what was in store for them at future Skills Days.



## Advancing Expertise

With a goal of enhancing associate satisfaction, Nursing Administration in March 2017 introduced enhancements to the Professional Advancement System for hospital and primary care practice nurses. Based on noted nursing educator Patricia Benner’s theoretical model and the American Association of Critical-Care Nurses (AACN) Synergy Model for Patient Care, the system features levels of expertise ranging from Competent (Level 1) to Expert (Level 5), with a committee evaluating applicants for advancement. As always, the ultimate goal is to promote clinical expertise at the bedside, support and foster the growth and development of the clinical nurse, increase the leadership competency of clinical nurses and promote a strong relationship within the profession of nursing.



# Your Health New Services & Growth



## Powers of Observation

The first of its kind in the Finger Lakes region, a 12-bed Observation Unit opened last July to accommodate Emergency Department patients who require evaluation and treatment and are considered to be on “observation status” based on a set of criteria established by the Centers for Medicare & Medicaid Services. In addition to freeing up beds in the Emergency Department and allowing the hospital to manage its patient load more efficiently, the new, dedicated unit means these patients have a comfortable place to wait for the answers they need as they’re efficiently moved through the system.



## Fostering a Healthy Start

Research shows mothers who breastfeed have overall lower rates of obesity, breast cancer and ovarian cancer while their babies have lower rates of allergies, asthma, obesity and some childhood cancers. It’s no surprise, then, that Thompson Hospital’s Birthing Center is known for its breastfeeding advocacy. To take this advocacy to the next level, last summer the center opened a new Lactation Suite, thanks in large part to the generosity of the Thompson Health Guild. In addition to providing associates who return to work while continuing to breastfeed with private rooms in which to pump, the suite features office space for the lactation consultants, private dedicated space for outpatient lactation consults and a gathering space to host community meetings for breastfeeding moms.





## Building for the Future ▲

Representatives from Genesee Construction, Canandaigua Medical Group (CMG), the University of Rochester Medical Center and Thompson Health donned hardhats early one morning in late October to officially break ground on a 44,000-square-foot building. It will house the medical group's internal medicine, pediatrics and OB/GYN departments as well as a lab draw station, a maternal/fetal monitoring center for OB/GYN patients and an outpatient pharmacy with drive-thru access. Slated for completion in early 2019, the modern facility will replace the medical group's nearly 50-year-old building and is just one aspect of the acquisition of CMG by Thompson.

## Jaw-Dropping Therapy ►

In February of 2017, Rehabilitation Services began offering treatment for Temporomandibular Joint Disorder (TMD), a common condition limiting the natural functions of the jaw, such as opening the mouth and chewing. Many who suffer from the condition assume they just have to live with the pain and symptoms but a physical therapist can help, and especially one who has been working closely for a decade with oral surgeons, dentists, physicians and specialists in treating patients with TMD. As word of the new service spread, there was a 30-percent increase in referrals. To top it off, these new patients ended treatment with customized home programs and self-care plans, confident in the knowledge they can prevent re-occurrences.

## Quick on the (Lab) Draw

To make life a little more convenient for busy residents of the area, Thompson Health opened its Lima Lab Draw Station to all community members in December. Previously only open to patients of Thompson's primary care locations, the lab welcomes orders from any physician or hospital, on any type of order form, sending all blood draws and specimen drop-offs to the laboratory at Thompson Hospital in Canandaigua for analysis. The enhanced access is appreciated, if volume is any indication: December 2017 had patient volumes 16 percent above December 2016, and the following month, volumes were up 29 percent compared to a year prior.



# Your Health Partnerships & Community Outreach

## No More Struggling in Silence

Spurred by an associate's candid conversation with a woman who had recently experienced post-partum depression, Thompson Hospital in October launched a new group to support mothers struggling with a mood and/or anxiety disorder during pregnancy or after the birth of a baby. With a hospital social worker and Birthing Center nurse who is also a lactation consultant co-facilitating, the Mom-to-Mom Support Circle now meets monthly, giving women an opportunity to be open about motherhood, mental health, and all the little things in between.



## Edible Education

The Wellness Department in 2017 was able to realize a three-year vision in bringing "Super Sprowtz" to the region. Through a brief puppet show starring nationally-branded superhero vegetables such as Erica Eggplant and Brian Broccoli, this program reaches children even younger than the third- through fifth-graders served by the "Get Up/Fuel Up" program currently offered through partnerships between Thompson and area school districts. In a lighthearted manner, the puppets address the importance of healthy eating, teaching a character named Fake Food Freddy – and the audience – how fruits and veggies can be not only healthy, but delicious.





## Volunteering for Veterans ▲

When a 24-hour lacrosse event came to Canandaigua Academy last summer, attracting teams from all over the state, Rehabilitation Services associates volunteered to provide athletic training for the entirety of the event. But it wasn't just about the athletes – it was about the cause. Shootout for Soldiers served as a fundraiser for both the Veterans Outreach Center and Blue Star Mothers of America's New York Chapter No. 1. The therapists, who work with many veterans as patients, helping restore their physical strength and mobility, said they were honored to lend a hand.

## Outreach for Intervention

Sometimes, a free screening is just the nudge a person needs to get a lingering problem or concern checked out. Just ask Diagnostic Imaging, which scheduled several appointments for its annual free vein screenings in 2017, or Speech Pathology, which last May had three medical providers volunteer their time for free head/neck screenings. Of the 37 people at the head/neck screenings, 22 were recommended for follow-up, including seven who either had an abnormal growth or suspected skin cancer. Further outreach was offered by Thompson's general surgeons, who in March and April – on the heels of the hospital's designation as a Center of Excellence in Hernia Surgery™ - offered free hernia screenings in both Canandaigua and Victor. Nearly 60 people took advantage of the opportunity, and of them, more than 20 followed up with physical therapy, pain management or procedures to correct their conditions before they could worsen.



## Wellness for Women ►

How often do most women enjoy a whole day focusing on their own health and well-being? If the response to the Harvest of Health event hosted by Thompson's Wellness Hub program is any indication, not often enough. Women of all ages converged last Oct. 21 for the event, which featured a nationally-known motivational speaker as well as presentations from members of Thompson's medical staff on everything from menstrual pain, to chronic headaches, to feeling comfortable openly discussing postpartum depression and more. Between presentations, women could meet with fitness experts and browse interactive health exhibits as well as enjoy mimosas, hors d'oeuvres, a hot chocolate bar and more.



# Your Health Enhancements Across the Board



## Extreme Home Makeover ▲

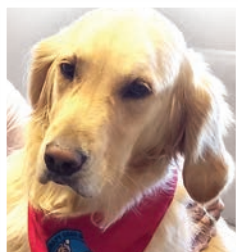
On the heels of the senior communities' 15th anniversary, a host of changes took place throughout the common areas as an entirely different look took shape. New color schemes, new carpeting, new wallpaper, new furniture and even new acoustical ceiling tiles were among the enhancements to both Ferris Hills at West Lake and Clark Meadows, bringing a brighter, more modern look to the dining rooms, lounges and more. Residents helped guide the project, which was funded in large part by longtime Ferris Hills resident William Rayburn, who passed away in 2016. As 2017 came to a close, the project was on scope, on time and on budget.

## Collaborating for Patients' Convenience

In one of the latest examples of collaboration with UR Medicine, Thompson Health's infusion center relocated in June, from the hospital to the adjacent Sands Cancer Center operated by the Wilmot Cancer Institute. Now, parking is more convenient for patients who have blood disorders, those receiving cancer treatments and those who need antibiotics or other medications delivered by an expert team of nurses specializing in infusion.

## Cold-Nose Comfort ▶

Giggles and laughter are not something one might expect to hear in the waiting room of a breast imaging center but then again, an 80-pound golden retriever is probably not something one would expect to see there, either. Unless, that is, it's the Dr. Laurie Sands and Constellation Brands Breast Imaging Center. Thanks to a conversation between a mammography scheduling coordinator and a breast cancer survivor who is the handler for a certified therapy dog named Enzo, the dog in 2017 started making regular visits to comfort patients as they wait for an exam or results. As the chief of Breast Imaging put it, "Enzo reduces anxiety by just being there with his unconditional love for all." In fact, he proved so popular that by the end of the year, he was joined by two more therapy dogs – Yomo and Mia – in visiting the center.





## Cultivating a Culture of Healthy Eating

With more evidence than ever that you truly “are what you eat,” Nutrition Services and Associate Wellness teamed up last spring to host a Healthy Recipe Taste Testing Contest. The competition among associates was as fierce as it was flavorful, and the result was the addition of five new recipes to be enjoyed by associates and hospital visitors alike. The best part? The recipes were made available via the intranet and on printed cards in the cafeteria so fans could try them at home.



## Two Bins are Better Than One

Associates in Materials Management piloted a new stockroom efficiency program called 2-Bin in the Emergency Department last November. Designed to automate workflow, increasing accuracy and safety, the program includes an electronic scanning system. This allows associates to collect data for auditing purposes as well as identify fast-moving items to increase the quantity stocked and review slow-moving items to check for expirations. But 2-Bin was not the department’s only advancement in 2017. The department also was involved in 80 additional initiatives yielding over \$350,000 in savings and cost avoidances.

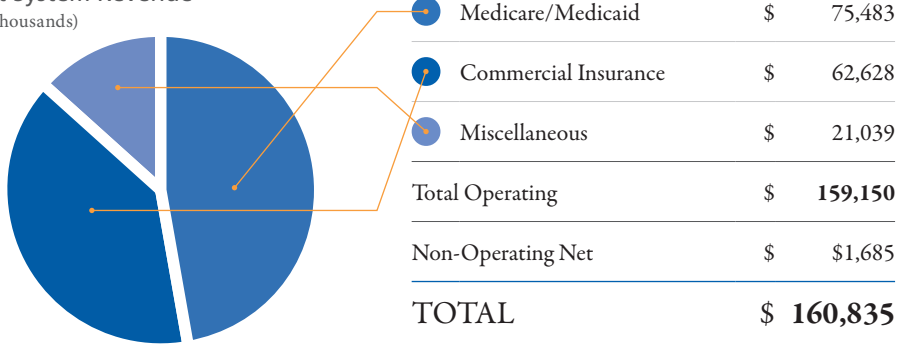
## Managing the Risk of Hypoglycemia

Upon admission to the hospital, patients with diabetes are continued on their home insulin dose. Sometimes, however, other factors result in lower fasting glucose levels, which can heighten the risk of a hypoglycemic episode. Such episodes have the potential to lengthen a hospital stay or even threaten the health of the patient, so in 2017, Thompson’s Pharmacy associates put additional processes into place to prevent them. Through education offered to providers and alerts via MedMined® – a product interfacing with the electronic health record system – the pharmacists established interventions that made a significant difference. In fact, they determined that for every 10 cases screened, one case of hypoglycemia was prevented. In recognition of their achievement, the team received Thompson’s 2017 Willoughby Patient Safety Award in October. Two months later, they presented an educational poster about their initiative at the national meeting of the American Society of Health-System Pharmacists.



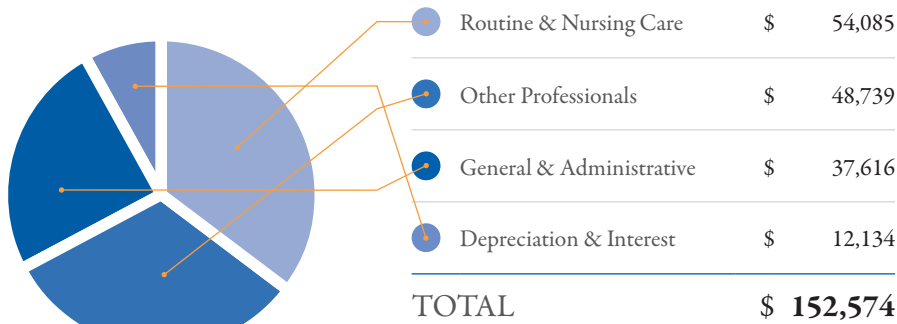
## 2017 FINANCIAL STATEMENT

Net System Revenue\*  
(in thousands)



\*unaudited data, excluding Foundation

System Operating Expenses\*  
(in thousands)



\*unaudited data, excluding Foundation

## KEY FACTS

### Hospital

|     |                        |
|-----|------------------------|
| 113 | Beds                   |
| 6   | Operating Rooms        |
| 2   | Urgent Care Centers    |
| 8   | Lab Draw Stations      |
| 9   | Primary Care Practices |

### Senior Services

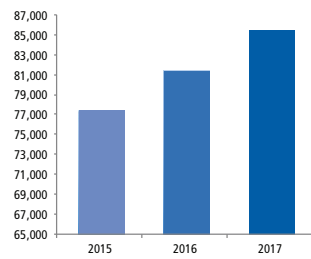
|     |   |
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| 178 | Continuing Care Center Beds                 |
| 46  | Brighter Day Participant Slots              |
| 84  | Ferris Hills Independent Living Apartments  |
| 48  | Clark Meadows Independent Living Apartments |

### Physicians and Associates

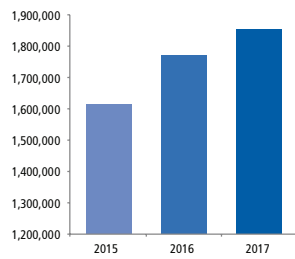
|       |   |
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| 1,644 | Associates                              |
| 550   | Medical Staff Members                   |
| 251   | Volunteers<br>(226 adults, 25 students) |

## 2017 VITAL STATISTICS

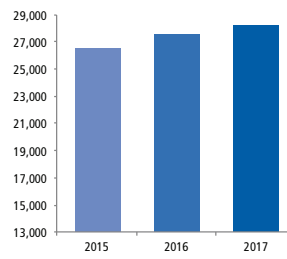
Diagnostic Services Visits



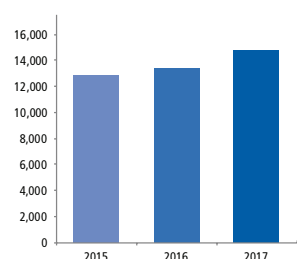
Laboratory Services Tests



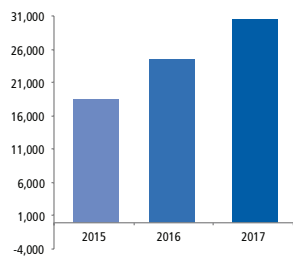
Emergency Visits



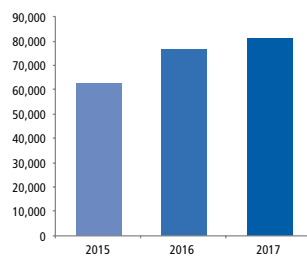
Surgical Services



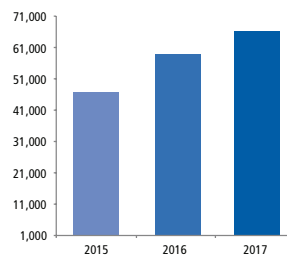
Urgent Care Visits



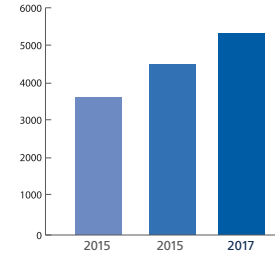
Rehabilitation Services Visits



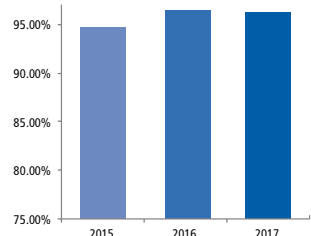
Primary Care Visits



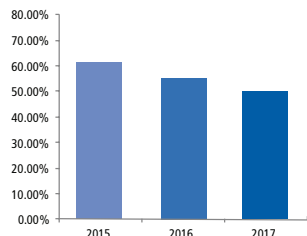
Sleep Center Visits



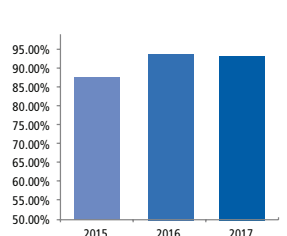
Continuing Care Center Occupancy Rates (in %)



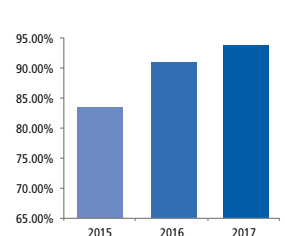
Brighter Day Participant Rates (in %)



Clark Meadows Occupancy Rates (in %)



Ferris Hills Occupancy Rates (in %)





## HOSPITAL QUALITY DESIGNATIONS



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

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

Perinatal Advanced Certification



## Top Notch Team



UR Medicine Thompson Health was included in the 2017 edition of the “150 Top Places to Work in Healthcare” list published by *Becker's Hospital Review*. Among the reasons was a robust offering of associate wellness programs, which also played into two more honors in 2017 – a fourth Wealth of Health Award from the *Rochester Business Journal* and Excellus BlueCross BlueShield, and Bronze Workplace Health Achievement recognition from the American Heart Association.



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



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



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



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

## People's Choice

In November, *Messenger Post Media* hosted an awards banquet to celebrate local individuals, businesses and organizations chosen by readers as “The Best of the Finger Lakes.” Thompson Health associates were proud to accept five awards, for Hospital, Nursing Services, Nursing Home, Retirement Community and Wellness Center.



# BOARD OF DIRECTORS

## F.F. THOMPSON HEALTH SYSTEM, INC.

### THE FREDERICK FERRIS THOMPSON HOSPITAL

### M.M. EWING CONTINUING CARE CENTER

### F.F.T. SENIOR COMMUNITIES, INC.

James H. Barr, CPA  
Chair

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