

Keeping Our Community Healthy

2015 COMMUNITY BENEFIT



UR
MEDICINE

THOMPSON
HEALTH

MEDICINE of THE HIGHEST ORDER

About UR Medicine's Thompson Health

UR Medicine's Thompson Health provides quality health care to approximately 165,000 residents of the greater Finger Lakes region by offering exceptional primary and secondary care services, wellness information and community education.

Our affiliation with UR Medicine is in its fourth year and has yielded significant benefits for both the health system and the community. Through the partnership with UR Medicine, a seamless network of healthcare delivery has been created, allowing patients access to many different levels of care at a variety of locations closer to home.

Thompson Health continues to maintain integral partnerships within its communities, leading the way in quality and service by providing a culture of healing, offering comprehensive medical expertise and exceeding patient expectations. In addition, Thompson promotes preventive strategies through an ambitious community outreach effort using educational classes, workshops, support groups and special events.

Thompson Health is comprised of five corporations: F.F. Thompson Hospital, M.M. Ewing Continuing Care Center, F.F. Thompson Foundation, FFTH Properties & Services and F.F.T. Senior Communities. Thompson Health's Board of Directors, medical staff, associates and volunteers are dedicated to fulfilling our mission to the community.

Our Mission Statement:

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

Our Values:

Commitment

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

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

Respect

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

Excellence

Our System is continuously providing outstanding care and exceptional service.

Service

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

Community Benefit

In 2015, \$7,784,856 in Community Benefit was provided by Thompson Health to those we serve.

See page 6 for more information

Quality Designations





Community Health Involvement and Health Priorities

Needs Assessment

Thompson works hard to meet the changing health needs of the community and focuses on the priorities most important to our service area residents. We conduct routine needs assessments and focus groups. We also evaluate data from a number of primary sources and survey those impacted most on the content and quality of the programs we offer. We analyze the collected data and adjust our programs and services to ensure our efforts align with community health needs.

Benefits of Collaboration

Due to the rural nature of our service area, Thompson understands the need to create meaningful partnerships to best serve the community at large. We have formed collaborative relationships with local school districts, governmental agencies, healthcare providers, Ontario County Public Health, the S2AY Rural Health Network, other county hospitals, local media and community-based organizations to provide easier access to health care and promote preventive medicine within the community.

Thompson Health leadership stays involved within the community to strengthen existing relationships and search for potential collaborative partners as part

Community Health Priorities

2014 - 2017

- Reduce obesity in children and adults
- Reduce hypertension/strokes through better hypertension management; reduce sodium intake; reduce tobacco use

of our effort to enhance needed healthcare services for our most vulnerable residents.

Looking Ahead

Thompson Health will continue to work with the community and public health partners during our four-year Community Service Plan to identify best practice models and the most effective ways to address community needs. We are proud to offer personalized and compassionate health care supported by advanced medical technology and innovative treatment protocols.

Thompson Health offered more than 120 different community programs, educational events, support groups and classes during 2015, and many of these outreach programs focused on preventive strategies to keep people out of the hospital. Thompson will continue to work with the community and its public health partners during 2016, which is year three of our four-year Community Service Plan. Our priorities, as always, are to identify best practice models and the most effective ways to address community needs – in particular, obesity and hypertension – and to offer personalized and compassionate health care supported by advanced medical technology and innovative treatment protocols.

Reducing Hypertension, Strokes & Obesity

Thompson Health's Four-Year Plan Targets Changing Health Needs

On the following pages we have highlighted a few examples of our most successful programs and events offered in 2015 that targeted hypertension, strokes and obesity.



Day of Dance

Dancing can burn 200 to 400 calories per hour, as many as swimming, walking or riding a bike. Experts say dancing can help with weight loss, blood pressure, depression and more. Accordingly, "Everybody Dance Now" was the theme of the fifth Day of Dance event hosted by Thompson's Spirit of Women Program at Eastview Mall. In addition to local dance and exercise experts offering a variety of free dance lessons and demonstrations, the event included Thompson professionals and representatives of Finger Lakes Cardiology Associates providing free cholesterol, blood pressure and cardiovascular risk screenings, as well as heart health information.

Braves Camp

In its second year, the "Braves Camp" offered by the Wellness Department and the Canandaigua City School District added a new element to the focus on getting a healthy, happy start to middle school. At the conclusion of the two-day camp – offered on three occasions, and attended by 73 children – a well-known athlete or another local celebrity delivers messages about bullying, perseverance and self-confidence. Rochester Amerks Hall of Famer Jody Gage, for example, talked about standing up for others who are bullied, and choosing friends who bring out the best in you.



Food As Medicine

"Eye-opening" was how one enthusiastic participant described a six-week nutrition series offered at the hospital twice during 2015. A registered dietitian/certified dietitian nutritionist from Thompson and a local physician teamed up for the series, centered on the benefits of a whole food, plant-based diet. Participants learned how to take better control of their health step by step, from breakfast to dinner.

New Approaches for Healthy Eating

UR Medicine's Thompson Health Cardiac Rehabilitation Department and the New York Wine & Culinary Center (NYWCC) teamed up to offer a two-part series called "New Approaches for Healthful Eating." Led by Clinical Dietitian Darcy Prunoske, RD, CDN, of Thompson, and Chef Jeffory McLean, joined by NYWCC staff, the series was held at the NYWCC in Canandaigua.

The first class, "Get the Most Out of Your Diet!" helped participants become aware of how whole grains can help them meet several dietary goals, as well as why all fats aren't created equal. Participants in this first class took a "virtual shopping tour," learning how to optimize time and money, decode nutrition labels and feel confident in building a better pantry for creating quick and nutritious meals.

The second class, "Plant-based Nutrition and Your Health," covered the most up-to-date research on plant-based diets, and how they can be incorporated into any lifestyle and play a key role in chronic disease prevention.

Rose Walk Benefits Cardiac Patients

The 19th annual Rose Walk raised approximately \$23,000 for cardiac rehabilitation patients of UR Medicine's Thompson Health. Held June 20 at Sonnenberg Gardens & Mansion State Historic Park in Canandaigua, the event attracted community members of all ages drawn to the cause of assisting patients of the Fralick Cardiac Rehabilitation and Fitness Center at Thompson Hospital. The center helps patients regain and maintain their physical health and sense of well-being following a cardiac event.



The Curbside Market

In its second year, Foodlink's Curbside Market at Thompson Health each week helped more than 223 families stretch their food budgets by offering healthy and fresh fruits and vegetables at affordable prices. The program ran from July to the end of December. Curbside Market volunteers also conducted pre-screening for SNAP (Supplemental Nutrition Assistance Program). In addition, the Curbside Market provided a level of convenience by accepting cash, debit, EBT and WIC/FMNP.



The Mobile Food Pantry

As part of our continued efforts to offer healthy options to our community and associates, Thompson partnered with Foodlink to offer perishable foods, free of charge, to those in need. The Mobile Food Pantry – a market on wheels – visited Thompson during May and November and brought along breads, fresh fruits, vegetables and dairy products, all free of charge to those in need. The outreach program helped 398 families.

Farmer's Market

To further increase access to healthy food choices, The Fisher Hill Farm produce truck set up shop by the hospital entrance every Monday from June through October to offer a wide variety of locally-grown fruits and vegetables to Thompson associates and the community at-large. The mini farmer's market served hundreds of residents and associates during its 22-week run. Fisher Hill Farm, with financial help from one of the F.F. Thompson Foundation's Mary Clark Thompson grants, also offered community-supported agriculture, or CSAs, free of charge to several Thompson associates based on their financial need.



Traffic Light Eating

Thanks to an innovative initiative called "Traffic Light Eating," it's as simple as red, yellow or green to find the healthiest food in the Thompson Health cafeteria, which is utilized by both associates and the community. Customers simply watch for the labels, in the form of colored tongs and spoons on

the salad bar, or colored stickers next to the menu items. Green means "go" – the items are your best bet for healthful choices. Yellow is a good choice, but means slow down. As for red, these foods are packed with calories, fat and salt, so splurge only occasionally.

Healthy Me Wellness Fair

The annual Healthy Me Wellness Fair encourages Thompson associates, their spouses and community members to take charge of their health. The fair provides a wide range of topical information and screenings to help identify individual health challenges requiring attention. More than 450 people attended the 8th annual fair held in October to learn about respiratory care, diabetes, rehabilitation services, sleep deprivation, acupuncture, meditation, and healthy eating, to name a few. In addition, blood pressure screenings and balance tests were offered, and participants were taught coping skills to deal with stress.



Mall Walkers

This is a popular program that's been around a long time, and it impacts both hypertension and weight management. Each month during 2015, about two dozen walkers made their way around Eastview Mall with a Thompson associate on hand to answer questions and take blood pressure measurements. The program provided participants with ongoing awareness of their blood pressure numbers, and the opportunity to walk inside allowed participants to stay active and burn calories year-round, even if it was snowing.

Get Up! Fuel Up!

Over 750 students in four Ontario County school districts participated in Get Up! Fuel Up!, a unique prevention-based program designed to combat childhood obesity. It helps students build self-confidence and develop an

active lifestyle by teaching them to be smart eaters and informed consumers. Get Up! Fuel Up! teaches children which foods are healthy and why they're important, and how the media and peer pressure affect choices. The program is delivered with a positive, imaginative approach that includes a number of hands-on activities.

More than 9,000 students have participated in Get Up! Fuel Up! since the program began in 2007. Ongoing data analysis measures effectiveness, and helps Thompson refine lessons as the program moves forward. Get Up! Fuel Up! utilizes the simple "5-2-1-0" concept emphasizing five daily servings of fruits or vegetables, less than two hours of TV or video games each day, at least one hour of physical activity and no sugary drinks. The program also incorporates aspects of the Body Talk curriculum created by The Body Positive, including its concept of "Health at Every Size," which encourages children and adolescents to resist the urge to strive for unrealistic goals.

Hypertension Checkpoint

Thompson Health has a blood pressure kiosk located near the Emergency Department, available to both associates and the community. In 2015, 3,543 blood pressure measurements were taken, averaging about 300 per month. The machine also checks weight and calculates Body Mass Index (BMI). Nearly 2,700 people weighed themselves and 451 checked their BMI during 2015.

Healthy Babies

A healthy lifestyle begins at birth and Thompson strives to get new moms off on the right foot by encouraging them to breastfeed their newborns. We had 639 births at Thompson in 2015 and 74 percent of the mothers fed their infants breast milk exclusively. Another 11 percent were fed breast milk supplemented by formula. In total, 85 percent of newborns at Thompson were being fed breast milk, which has proven to provide benefits far beyond basic nutrition.

Health Fairs

Thompson Health participated in a number of community health fairs sponsored by local organizations aiming to educate individuals on healthy lifestyles. Thompson associates and volunteers attended the Ontario County Employees Health Fair, the Salvation Army Senior Citizens Health Fair, the Salvation Army Children's Summer Health Fair, the Canandaigua Community Health Fair, the Ontario ARC Health Fair, and the Finger Lakes Visiting Nurse Service Caring for the Caregiver conference.

Courtesy Care

The Financial Aid/Community Care Program at Thompson was established to provide necessary medical care to all patients regardless of their ability to pay. The program is intended to identify uninsured and underinsured individuals who cannot afford to pay in full for their services. Financial Aid/Community Care is available through discounted charges and/or sliding fee discounts.

Financial Aid/Community Care assistance is communicated and made available to all individuals receiving medically necessary non-elective inpatient and outpatient services from the hospital system through:

- Verbal communication
- Written media: information sheets, application and directions, patient handbook and handouts, patient service cost estimates, patient bills and collection correspondence
- Electronic media: Thompson Health's website, non-patient communication throughout human service agencies and social service organizations



Financial Data

Thompson's goal is to maintain its leadership role as a system of excellence in prevention, diagnosis and cost-effective care for our community members. In 2015, Thompson Health provided the following courtesy care/services to our community:

2015

Courtesy Care	Total: \$1,718,389
Uncompensated Care	Total: \$3,648,536
Community Benefit	Total: \$2,417,931



Economic Impact

Thompson Health is a Major Employer

- Thompson Health employs 1,460 people, with a total 2015 payroll of \$64,923,047. System payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.
- Health system employees use their wages to purchase goods and services, which creates income and jobs for other businesses. Dollars earned by Thompson employees and spent on groceries, clothing, mortgage payments, rent, etc., generate approximately \$111,018,410 in economic activity for the local economy.

Thompson Health Purchasing

- In 2015, Thompson Health spent \$42,818,621 on the goods and services it needs to provide health care – for example, medical supplies, electricity for its buildings, and food for patients. Funds spent to buy goods and services flow from the hospital to vendors and businesses and then ripple throughout the economy.

- Dollars spent by Thompson Health, as an organization, generate approximately \$73,219,842 for the local economy.

Thompson Health Capital Spending

- In 2015, Thompson Health's capital spending totaled \$7,442,698 for buildings and equipment.
- Capital spending by Thompson Health generates approximately \$12,727,014 for the local economy.

Thompson Health Construction Activity

- Construction activity at Thompson Health affects the local economy, from the convenience store located down the street to the insurance agent providing policies for the contractors and other companies working on each project. These projects generate local jobs and revenue and result in improved healthcare delivery for the community.