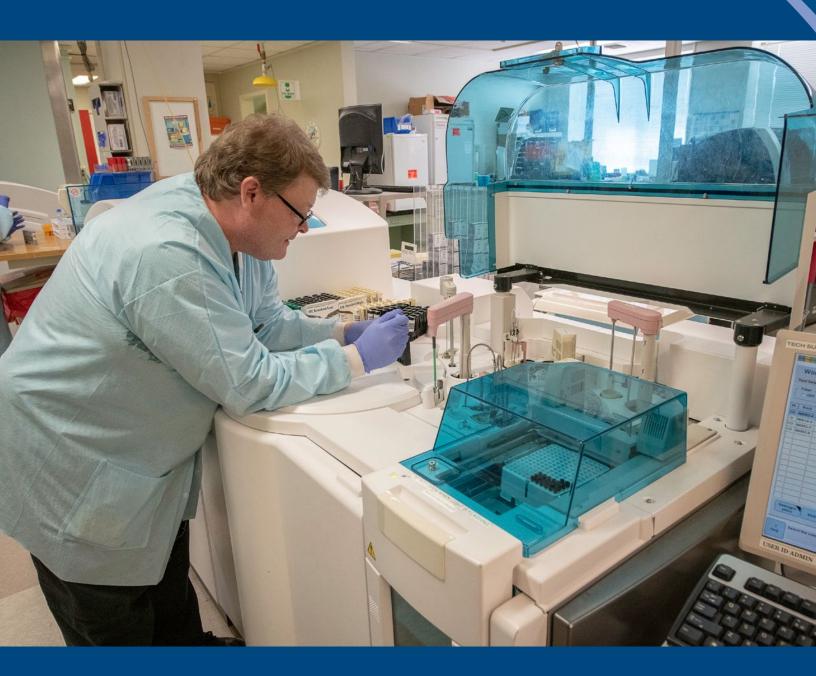
2018 Annual Report



MEDICINE of THE HIGHEST ORDER



2018 Year in Review

2018 was an interesting year at Jones Memorial Hospital. It was a year of ups and downs, challenges and cheers. It was also a year that demonstrated how much the affiliation with UR Medicine benefits JMH and those we serve.

We started the year off-line when a cyber-attack on Christmas Day took down the computer systems. Thanks to the dedication of the Jones Memorial IT department and IT professionals from UR Medicine. Noyes Health, and St. James, we weathered the storm. Like Santa arriving on Christmas Day, our affiliates brought gifts of clean computers and internet hot-spots. The IT teams spent nearly 3,000 man-hours fixing our servers and re-imaging every desktop PC in the hospital, achieving the remarkable feat of bringing our electronic medical records back on-line in 11 days, with the medical imaging system taking slightly longer. Through all this disruption, our staff implemented downtime procedures and pulled together to keep patient care ahead of every other concern.

IT Professionals from UR Medicine, Noyes, and St. James worked with the JMH team to help the hospital recover from a cyber-attack that hit in late December.



The year also included successful inspections in the Laboratory by the New York State Department of Health and a full Joint Commission Survey in December 2017 which was followed by a fiveday CMS validation survey in February 2018. We received a three-year accreditation from TJC, but because we are moving to a UR Medicine systemwide schedule, we anticipate a return visit in 2019.

Through our affiliation with UR Medicine,
Jones Memorial now has shared management
in several areas, including Medical Director,
Human Resources, IT, Dietary, Medical Practice
Management, and Revenue Cycle. We have also
collaborated with our regional partners on
select lab services, the UR Medicine
MyPath staff education platform,
the Wilmot Cancer Institute

Thanking Rep. Tom Reed, left, are Dr. Shachi Shah, CEO Eva Benedict, and Dr. Nishit Shah.

Infusion Center at Jones Memorial Hospital, and orthopaedic services. The affiliation has allowed us to expand the UR Medicine specialty clinics at Jones with the addition of Urologist Dr. Zaheer Alam now coming to Wellsville to consult and treat patients.

Providing guidance and governance, the JMH Board of Directors elected new leadership this year in Chairman Rich Ewell, Vice Chair Karol Marciano, Treasurer Dan Johnson, and Secretary Samantha Gilkey. We are grateful to chair Mary Kate Cole for her committed service during her three-year term in that position. The administrative team welcomed Carrie Walker as the Executive Director for Human Resources.

CEO Eva Benedict was presented with the American Hospital Association's 2018 Grassroots Champion Award

for her commitment to bringing the challenges of rural hospitals to the attention of elected officials.

On a local level. Donna Bliven. Vice President for Patient Care Services, was recognized by the Allegany County Chamber of Commerce with the President's Award for her dedication to promoting the county. It was bittersweet when Dr. William Coch, who closed his private practice in 2015, retired this year after 43 years as a member of the JMH medical staff. For the past three years, Dr. Coch has continued his association with JMH, serving as the medical director and a hospitalist. We are very pleased that he will continue to serve on the hospital Board of Directors.



CEO Eva Benedict received the HANYS 2018 Grassroots Champion Award for her commitment to bringing the challenges of rural hospitals to the attention of elected officials.

One of the challenges in rural health care is the recruitment of medical staff members. This year we successfully recruited Dr. Anna Haring, OB/GYN, and Pediatricians Dr. Nishit Shah and Dr. Shachi Shah to the JMH Women and Children Health Office in Wellsville. Thanks to the assistance of Rep. Tom Reed, who helped cut through the



red tape that held up their J-1 Visas, Dr. Nishit and Dr. Shachi Shah were able to open their practices and began seeing patients in early November. At the Belvidere office of the Jones Memorial Medical Practices, Nurse Practitioner David Roae joined Dr. Steven Collins to fill a void left when Dr. Keith Gembusia relocated his practice to the Bolivar office. Six of our medical practices were certified by the National Committee for Quality Assurance as PCMH (Patient Certified Medical Home). We also welcomed two CRNAs (Certified Registered Nurse Anesthetists) to the surgical staff, Nikki Hoffman and Lori Baker.

In hospital staff news, Kelly Foster, RN, was promoted to Director of the Emergency Department and Cardiac Services and Jason Hunt, RN, moved into her previous position as clinical lead in the ED. In Medical Imaging, Jennifer Frungillo moved into the Clinical Supervisor position. Other staff developments include: HIM Coordinator Deanna Worth accepted the role of Privacy Officer; Michele McMorris, RN, accepted the new position of Jones Memorial Medical Practices Director of Operations; Erik Stein, RN, now oversees Med/Surg, ICU, and Cardiopulmonary Services as the Director of Acute Care Services; Cathy Talbett, Clinical Supervisor of Rehab Services, was elected chair of the Finger Lakes District of the New York Physical Therapy Association (NYPTA), which includes Allegany, Livingston, Monroe, Ontario, Seneca, Wayne and Yates counties; and Admissions Coordinator Christina Collins graduated from Leadership Allegany.

Four times a year, JMH recognizes a staff member or volunteer as a Care Champion. From those four quarterly winners, the Care Champion of the Year is announced the following May at the annual service awards banquet. Nominees must demonstrate an exemplary commitment to JMH patients, to their co-workers, and to the JMH employee Code of Conduct. The 2018 Care Champions were Sarah Merriam, Lead Laboratory Assistant; Kim Mulkin, Cardio-Pulmonary Tech; Cathy Neugent, LPN, nurse at Dr. Picco's office; and Melinda Fancher, LPN, nurse at Dr. Edmonston's office. At the 2018 dinner, during which we honored 47 employees for a combined 665 years of service, Erik Stein was named 2017 Care Champion of the Year.

Several staff members achieved certification or re-certification in 2018, including Rehab Clinical Coordinator Cathy Talbett in Pediatric Physical Therapy; Physical Therapist Shanna Winters in Wound Care; Christy Hart, PT, and Scott Szalay, PTA, in LVST BIG, a physical therapy program for people with Parkinson's Disease; OB Nurse Emily Reilly as a Lactation Counselor; Patient Financial Consultant Jaime Gleason as a NYS Health Application

Counselor; Chef Andy Black in Sodexo Serv Safe; Bizzy Perrin and Michele Burdick in Pharmacy Tech; Radiology Tech Aimee Vallieres in Mammography; Maintenance and Plant Operation Tech Toby Morris in Commercial Pesticide Application; Amanda Elliott in oncology nursing; and Wilmot Cancer Institute Infusion Center nurses Beth Cook, Breanna Willson, and Amanda Elliott in Chemo-Biotherapy.

For cancer patients like Kim Marciano the Wilmot Cancer Institute Infusion Center at Jones

Memorial Hospital is a major benefit for patients and their caregivers. Instead of going to Rochester or Dansville, Kim's chemo treatments were only 15 minutes from home in Belmont, which was a major convenience for her and for her husband and others who came with her for treatment. Chemo patients also benefit from an

on-going program started by a thoughtful group of local women who provide free Chemo Care Kits that offer a little pampering, a little entertainment, and a few necessities that are much appreciated.



At the traditional bell-ringing ceremony after her last chemo treatment, many of Kim Marciano's family, friends, and her students from Genesee Valley School, were able to celebrate with her because it is close to home.

The Dr. F. Clifton Miller Birthing Center was recognized by BlueCross BlueShield of Western New York as a

Blue Distinction® Center+ for Maternity Care for delivering quality maternity care safely and effectively. In addition, when the Allegany County Department of Health WIC Program (Women with Infants and Children) was recognized with a Loving Support Gold Award of Excellence for improving breastfeeding rates

among new mothers, they were happy to point to the Jones Memorial OB staff and providers for the support and collaboration that led to this recognition.

As a community hospital, Jones Memorial takes the role of encouraging healthy behaviors seriously. The JMH Community Wellness Committee regularly sponsors free wellness screenings at local festivals and events throughout the year. As a certified Stroke Center, JMH provides stroke symptom awareness and education at these health fairs and the Allegany County Senior Picnic.



JMH OB Nurse Laura Hall, RN; WIC Breastfeeding Coordinator Melisa Watson, RN IBCLC; WIC Certified Lactation Consultant Hannah Carl, CLC; JMH Director of Maternal Services Jackie Adrian, RN; and JMH OB Nurse Cierra Dean, RN.



After five years, the Field of Flags has been able to donate over \$9,500 to LEEK Hunting & Mountain Preserve. The annual Field of Flags is a joint effort of JMH, American Legion Post 702 and Auxiliary, Sons of the Legion, and Legion Riders.

To encourage healthy food choices, the committee continues to work with local restaurants to identify healthier options on their menus. The Wellness Committee also installed kiosks that feature measured walking routes that run through the village and Island Park. The RidgeWalk & Run and the GLOW 5K Run & Walk are two events that encourage fun and

fitness. All funds raised by these two events are put back into the community for activities that encourage wellness, like the Hydration Stations installed at the Wellsville YMCA and at the hospital. The Wellness Committee also provides incentives for donors who attend the Community Blood Bank Drives at Jones Memorial Hospital.



This year, the Scio Lions Club donated the proceeds of its first dice run - \$2,452 – to the Diabetes Center.

In 2018, the Wellsville Lions Club Diabetes Center hosted the first Diabetes Information Fair at JMH. Erika Zerkowski, who became coordinator of the Diabetes Center this year, was certified by Meditronic as a pump trainer and Dexcom as a resource for the G6 continuous glucose monitor. Founded in 2004 with start-up funds from the Wellsville Lions Club, the center continues thanks to the commitment of other Lions Clubs in the area.

An incredibly important part of the hospital is

the JMH Auxiliary. This small but very determined group raises an impressive amount of money – \$60,000 just in 2018 – through the hospital gift shop and a variety of fundraisers

including a bake sale, a chicken barbeque, new and used book sales, uniform sales, costume and fine jewelry sales, and its two maior events: the Spring Fling and the Gala & Silent Auction. While they don't seek recognition for their efforts, it was gratifying when the Wellsville-Area Chamber



The JMH Auxiliary was recognized by the Wellsville-Area Chamber of Commerce. Accepting the award from WACC Director Brian Perkins are Marsha Sick and Auxiliary President Kay Eicher.

of Commerce awarded the Auxiliary for the work they do on behalf of Jones Memorial. In 2018, Auxiliary funds were used to purchase patient and visitor chairs, vital signs machines, BiPap machines, and a hydraulic bariatric table for physical therapy. Auxiliary funds were combined with those raised through the 2017 Annual Fund Drive to purchase a new

3D/4D ultrasound machine for the Women and Children Health Office on North Main Street.

One of the highlights of the Gala is the crowning of the Auxiliary Queen, the young lady who sells the most tickets to the Grand Raffle. This year, the candidates raised \$12,906 and the crown and sash went to the Olive Twig Queen Candidate, Chloe Norton of Whitesville, who sold \$3,269 worth



2018 Queen and Court

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of tickets. In second place was Kayla Day, the Wellsville Rotary Club candidate. This year, two young ladies tied for third place when Katie Tronetti, representing Beta Sigma Phi Sorority, and the Hemlock Twig's Milla Litzburg sold an equal number of tickets.

Like the JMH Auxiliary, grant funds and donor support are vital to our success. This year, we were notified that JMH will receive a grant through the New York State VAP/SN program (Vital Access Program and Safety Net Provider). Payable over the next three years, these funds will be invested into projects and programs that will lead to sustainable financial stability. We were also awarded a \$5.7 million NYS Transformation Grant to convert the JMH MIS system to one that is used by our fellow UR Medicine affiliates. This will allow a smoother exchange of information when patients seek services at affiliated hospitals and providers. Ron Sutton, Senior Vice President & Trust Officer at Key Bank, delivered over \$105,000 in grant funding: \$17,984 from the F. T. and Anna C. Manley Memorial Trust and \$88,000 of proceeds from the Jeanette Dermit Trust.

The Jones Memorial Hospital Foundation provided stewardship for the over \$298,000 raised in 2018 through the Annual Fund Drive, the Celebrate Summer Golf Tournament, and the on-going Dr. F. Clifton Miller Memorial Fund, among other activities. Several of our donors reached Lifetime Associate status in 2018, including Gretchen Probst, Cherrie Feeman Macafee, Preston and Pauline Lucas, and Jim and Dena Helms. Our Lifetime Associates are those who have given financial gifts totaling \$10,000 or more.

As we look forward to what is ahead for Jones Memorial Hospital, our strategic plan is a blueprint of our continuing efforts to recruit and retain a high quality workforce and to strengthen our financial stability and our clinical services. With your support, Jones Memorial will continue to be a major influence on the health of those we serve.



It's always a good day when Ron Sutton of Key Bank stops by to deliver grant funds!



Gretchen Probst, left, reached Lifetime Associate status this year.

2018 Gifts To the Dr. F. Clifton Miller Birthing Center

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Howard Hanna Real Estate Services I.D. Booth, Inc. Keen Footwear Nicholson Pharmacy Nick Davis Photography Once Again Nut Butter Road ID Sawyer Realty Wellsville Lions Charities, Inc. The JMH volunteers are an important part of the hospital team. The 2018 volunteers included, left, front left, Ruth Edwards, Lyle Edwards, and Gretchen Probst. Back left, Volunteer Coordinator Lisa Keib, Kathy Whitesell, Ryann Milligan, Liz Billings, Judy Easton, Kay Eicher, Lorraine Walsh, Kathryn Gilbert, Patty Sherman, Della Gross, Beth Ludden, Jan Mattison, Sylvia Masin, Betty Stoll, and Dot Martelle. Back left, Wade Stempert and Don Cinque.

Life Associates

Donors who have made a one-time or cumulative financial gift of \$10,000 or more.

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When Urologist Dr. Zaheer Alam, center, began coming to Wellsville to consult and treat patients, the Jones Memorial Hospital Foundation donated the funds needed to purchase necessary equipment including a ureteroscope and a highdefinition camera head. Discussing the merits of the new equipment are Surgical Nurse Sally Bond and CRNA Mark Elliott.

2018 **FINANCIAL REPORT & VITAL STATISTICS**

Sources of Funding

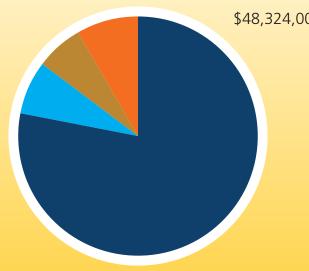
Patient Care \$37,763,000

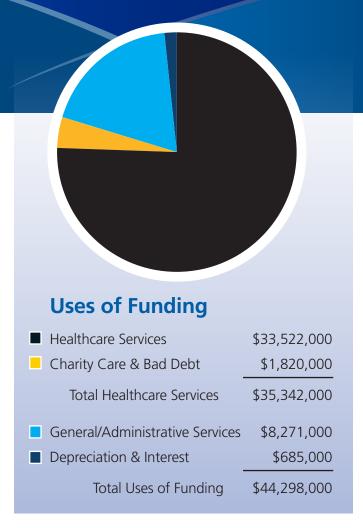
NYS Vital Access Support \$3,141,000

Non-Patient Care Sources \$3,472,000

Contributions/Investments \$3,948,000

\$48,324,000







Board of Directors:

Front, left, Karol Marciano, Samantha Gilkey, Barry Kulp, Dr. Bill Coch, and CEO Eva Benedict; and back, left, Dr. Robert Gilfert, Gary Balcom, Mary Kate Cole, Rich Ewell, Dan Guiney, and Chief of Staff Dr. Zahi Kassas.