



UR | **JONES**
MEDICINE | MEMORIAL HOSPITAL

MEDICINE *of* THE HIGHEST ORDER



2016
Annual Report

The healthcare picture has changed since Jones Memorial opened its doors 95 years ago. Today, the goal is not just to care for the injured or ill; we strive to keep our community well. Our patients receive the highest quality care with the hometown touch that is the hallmark of Jones Memorial.

2016 got off to a great start

with the January 1 announcement that Jones Memorial is now an affiliate of UR Medicine in Rochester. As an affiliated hospital, JMH has been able to expand and enhance the availability of UR Medicine specialty clinics right here in our community. The clinics now include cardiology, neurology, endocrinology through telemedicine, and oncology services. These patients now have the expertise and experience of the medical professionals at one of the finest regional health systems without leaving town.

In late January, the New York State Department of Health announced that Jones Memorial had been approved as a Primary Stroke Center. To achieve this designation, JMH met all the protocols and standards deemed vital to providing the emergency treatment required by stroke. Designated stroke centers are part of a statewide initiative to improve the quality of care for stroke patients, implement best practice standards across the state, and educate the public about stroke. As a designated stroke center, Jones Memorial works with the local first responders to provide continuing education. EMS teams are often first on the scene when stroke is suspected.



A new logo means new signs! Several new signs were installed around the hospital, including this lighted one adjacent to the arterial.

Wilmot Cancer Institute, Jones Memorial Hospital, and Noyes Health joined forces to develop a regional cancer center. Named the Ann and Carl Myers Cancer Center for the Livingston County couple who kicked off the project with a \$2 million gift, the regional cancer center is based on the Noyes Health campus in Dansville. The project includes a newly-constructed 4,500-square-foot radiation oncology clinic and a 2,300-square-foot medical oncology clinic. At Jones Memorial, a medical oncology center was established on the third floor, where Oncologist Dr. Brian Smith consults and treats patients every week. Infusion therapy will be added to the oncology services in 2017.

To make the Myers Cancer Center a reality, each collaborating organization agreed to contribute resources and seek financial support from their communities. Led by Campaign Chairman Erkie Kailbourne, Wellsville exceeded its \$300,000 goal in September. Major gifts came from Charlie Joyce, Otis Eastern, Erikie Kailbourne, Siemens Government Technologies, and Community Bank. The community support was overwhelming.



The local United Way board presented a check to help establish the new walk-in clinic. Presenting the check and taking a tour of the new facility were, left, Abbie Pritchard, Vice President of the ACUW board; Randy Shayler, President ACUW Board; Brenda Szabo, Vice President of Diagnostics and Rehab at Jones Memorial; Malena Dunham, ACUW Board member; and Barb Bates, Executive Director ACUW.

Another major development in 2016 was the establishment of a walk-in clinic for non-emergencies such as sprains and strains, flu symptoms, headaches, earaches, diarrhea, minor burns, coughs and colds, and urinary tract infections. A gift from the Allegany County United Way was used to purchase equipment for the new clinic, located on the first floor near the Rehab Department. Open seven days a week from 2 pm to 7 pm, the walk-in clinic has been very well-received by the community.

We are all part of the community we serve

JMH staff members are active in many organizations within their own communities, including Lions Clubs, Rotary Clubs, Sororities, Veterans' organizations, the Wellsville and Allegany County Chambers of Commerce, youth sports leagues, fire departments, Allegany Arc, and local ambulance squads. Our Admin team is active in health organizations such as the Western New York Healthcare Association and the American Hospital Association, as well as the local YMCA, Alfred State College, Ardent Health, Vision 2020 Walkable Community, the Allegany County Wellness Committee, and the HomeCare and Hospice Board. In addition, our rehab department provides physical therapy, occupational therapy, and speech services for six local school districts. Students from a number of colleges and nursing schools in the region come to JMH for their practical training.

Promoting good health habits is one way Jones Memorial takes care of this community. In addition to the GLOW 5K Run and Walk and the RidgeWalk & Run, JMH offers free health screenings at an annual community wellness fair in May and at the Allegany County Office for the Aging Senior Forum. JMH facilitated the placement of a blood pressure machine at the local YMCA, courtesy of Univera Healthcare. Working with the Allegany County Sheriff's Department, Jones Memorial installed a pill

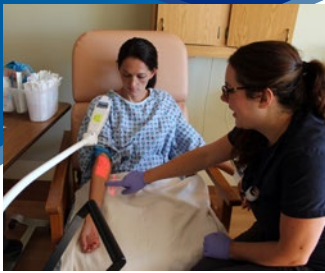


Cathy Talbett, PT, DPT, PCS, is certified in Pediatric Physical Therapy. She has been working with Lexi, who has been coming to JMH for rehab - and making great progress - since she was an infant.

drop box at the hospital for the safety and convenience of our patients and the community. A safe, secure place to dispose of expired and unused medications, one of the goals of the drop box is to keep these medications off the street. The Sheriff's Department collects the drugs on a regular basis. In October, JMH joined with Allegany County Cancer Services for a balloon launch to raise breast cancer awareness.



The annual Field of Flags is one example of how JMH collaborates with other organizations on activities that are good for the community. Each May, from Armed Forces Day until Memorial Day, the front lawn at the hospital is a sea of flags posted in honor of deceased veterans. The 2016 Field of Flags was also sponsored by American Legion Post 702 & Auxiliary, the Sons of the American Legion, and the Legion Riders. All proceeds are donated to LEEK Hunting & Mountain Preserve in Pennsylvania, an outdoor recreational facility for wounded and injured service members and veterans.



Nurse Rachael McDonald practices using the new AccuVein on "patient" Jaime Ross. The veins are highlighted in the red area, making it easier to find a suitable vein for bloodwork and IVs.

Jones Memorial Hospital is a reflection of the people who work here and we are very proud of our dedicated staff.

- At our service awards celebration this year, we honored 50 employees who have a combined 575 years of service. The evening's events also included the announcement of the 2016 Care Champions of the Year. Honored for going above and beyond what is expected and demonstrating caring and commitment were Care Champions Jason Brew, Teresa Gaston, Cortni Monroe, Carrie Slocum, and Elizabeth Stadelman. The 2016 Healthy Heroes were also recognized at the service awards celebration for making and sustaining major health improvements. They were Michelle Armstrong, Katie Wallace, Matt Merriam, and Scott Szlay.
- The administrative team added two members this year when Jim Helms, FHFMA, was promoted to Vice President of Finance and Joel Fox came on board as the Vice President of Strategic Planning and Practice Management.
- Taking on expanded roles on the management team were Controller Mandy Sible, who added director of Revenue Cycle to her duties; Carrie Walker, Administrative Director of Medical Imaging, was named Corporate Compliance Officer; Mona Carbone, RN, Nursing Director Emergency Department and Cardiopulmonary, added the responsibility of Emergency Preparedness; and Cherrie Feeman Macafee, Quality Management Director, expanded her patient safety officer role to include environmental safety.
- Jackie Adrian, RN, joined the management team as the Director of Maternal Health Services and Prenatal Education.
- Two RNs on our surgical services team – Kari Zwiefka and Samantha Wagner - passed the rigorous exam and are now Certified Nurse Operating Room (CNOR). In addition, Sam completed the requirements to be an Operating Room RN First Assist.
- In the Medical Practices, Pat Hall, LPN, the nurse at Dr. Picco's office, and Michele McMorris, RN, Medical Practices Clinical Coordinator, were recognized by the Gerontological Society of America for their efforts to increase the adult immunization rates at JMH.
- Two of our physical therapists expanded their certifications. Cathy Talbett, Clinical Coordinator of Rehab Services, achieved her pediatric rehab certification.

Shanna Winters, PT, became a wound care specialist.

- Outside recognition for our staff went to Dr. Lu-Ann Kaye, who was named an alumni of distinction by Genesee Valley High School and Charlotte Behen, RN, who received the Jamestown Community College Alumni Award.

JMH received recognition from The Joint Commission for the third year in a row for being a Top Performer in Key Quality Measures. Few organizations are recognized consecutive years and JMH is one of only 1,043 hospitals in the United States – 29 in New York State - to achieve this distinction based on excellence in accountability measure performance. Jones Memorial was recognized for exemplary performance using clinical processes that improve care for pneumonia and surgical patients, improve immunization rates, and preventing venous thromboembolism (VTE). In addition, our OB Department was recognized by the NYS Perinatal Quality Collaborative for their successful participation in the Maternal Hemorrhage/Hypertension Initiative. The Medical Practices group was recognized for the second year by United Healthcare for Excellence in Patient Service for their efforts to encourage patients to take advantage of the free healthcare screenings provided by United Healthcare.

Thank you for supporting your community hospital

A vital part of our success is the dedication of the Jones Memorial Hospital Auxiliary. This small but very determined group is dedicated to raising money for Jones Memorial. This year, they raised a record-setting \$110,856. The funds were used for equipment, including an ultrasound machine to be shared between the Emergency Department and Anesthesia, new sleep chairs for the birthing suites, and replacements for the defibrillators and ENT equipment and instruments. The Auxiliary also purchased a new ice and water machine for the cafeteria. The Auxiliary's main fundraiser is the Gala & Silent Auction. The highlight of this event is the crowning of the Auxiliary Queen. This year, seven young ladies sold tickets to the grand raffle, totaling \$9,970. Jessica Spinelli was crowned queen, followed by Jayden Hyslip, and Sadie Embser.

Thanks to a grant from the F.T. & Anna C. Manley Memorial Trust we were able to purchase other new equipment for patient care: an AccuVein illumination unit for Med/Surg and a portable neonatal resuscitation unit for OB. Grant funding combined with the proceeds from the 2016 Celebrate Summer Golf Tournament was used to purchase two new patient transport stretchers which are primarily used to take patients from the OR to Med/Surg.



Emergency Department Physician Mike Mathieson and Emergency Department Nurse Manager Mona Carbone demonstrate how to use the new ultrasound machine to members of the Auxiliary, who donated the money to purchase the equipment.



Dr. F. Clifton Miller

The Dr. Miller Fan Club

It was shock for everyone in this community when Dr. Cliff Miller died suddenly in 2015. Having spent his entire 40-year career in Wellsville caring for thousands of women and children, and delivering over 8,400 babies, he was truly a part of many families. He was also a pillar of the Jones Memorial Hospital medical staff. As his friends and colleagues

struggled to come to terms with his absence, we looked for a way to honor his legacy. What better way to do that than to rename the maternity unit at Jones Memorial in his honor. And so the Dr. Miller Fan Club was started.

The Dr. Miller Fan Club is a campaign to raise \$250,000 to establish The Dr. F. Clifton Miller Birthing Center and Trust Fund. The fundraising efforts included a drawing. The campaign included a drawing for a brand new Harley-Davidson Wide Glide. The motorcycle was donated for the drawing by Dr. James Edmonston, below.

If Dr. Miller touched your life and you would like to help this effort to establish the Dr. F. Clifton Miller Birthing Center, please contact Jodi Pearson at (585) 596-2053.



Dr. Miller Fan Club, To Date

Jacquelyn Adrian
 Kimberly and Brian Allen
 Nancy Alt
 Pat and Leo Alvord
 James and Sandra Arthur
 Jean Austin
 Kathleen and Daniel Babcock
 Pat Baranello, MD
 Agnes Batte
 Andrew, Kathleen, Jacob, Lucas
 and Levi Bayus
 Eva and Neil Benedict
 Dennis and Donna Bliven
 James and Lia Bovaird
 Catherine Bowers
 Mary Boyd
 Mary Ellen Burdick
 Scott and Judy Burt
 Irene Burton
 Business & Professional Women Club
 JMH Business Office Staff
 Beverly and Dennis Butts
 Billy and Shawn Carstens
 Kathryn Cauley
 Lindsay Chamberlain
 David and Lauren Chung
 Dr. William Coch
 Mary Kate, Jeremy, Liz, Molly,
 and Sarah Cole
 Tim and Suzi Colligan
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 Christina Collins
 Beth Cooke
 Dr. Rick and Becky Cudahy
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 Greg Darmaud
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 Dresser Rand Employee
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Glenn Zwegygart

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Gary & Pat Balcom

Hilda Whitney

Mr. & Mrs. Neil Benedict
 Michael Lucey
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Lynnet Witherell

Mary Boyd

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John Embser

Mark & Heather Holland

Jeff Ely & Janine Greene

Jacqueline Morton

Robert McGuinness

Travis Ely & Shaquay Ely

Jeff Ely & Janine Greene

In spite of our diligent efforts to be accurate, there is the possibility of human error. If we misspelled or omitted your name, please accept our apologies and notify Jodi Pearson at 585.596.2053. Thank you!

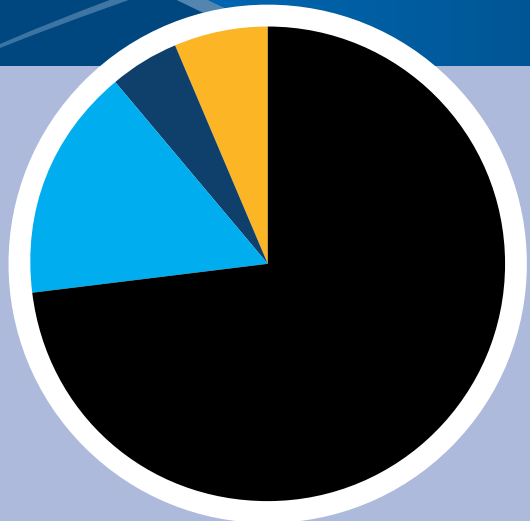
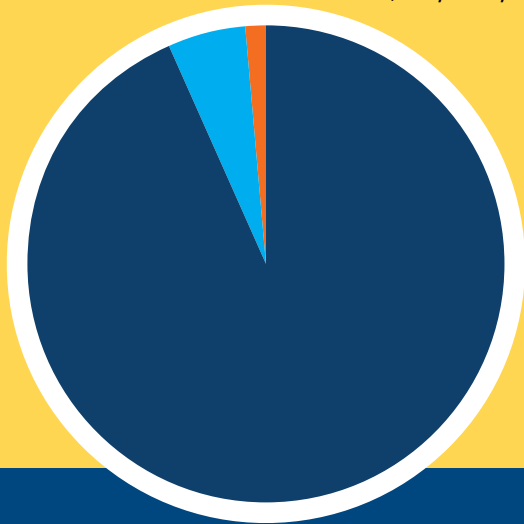


UR JONES
 MEDICINE | MEMORIAL HOSPITAL

2016 FINANCIAL REPORT & VITAL STATISTICS

Sources of Funding

| | |
|-----------------------------|--------------|
| ■ Patient Care | \$35,110,000 |
| ■ Non-Patient Care Sources | \$1,997,000 |
| ■ Contributions/Investments | \$425,000 |
| | <hr/> |
| | \$37,532,000 |



Uses of Funding

| | |
|-----------------------------------|--------------|
| ■ Healthcare Services | \$29,252,000 |
| ■ Charity Care & Bad Debt | \$2,443,000 |
| | <hr/> |
| Total Healthcare Services | \$31,695,000 |
| ■ General/Administrative Services | \$6,329,000 |
| ■ Depreciation & Interest | \$1,898,000 |
| | <hr/> |
| Total Uses of Funding | \$39,922,000 |



The Board of Directors at Jones Memorial Hospital includes, from left, Barry Kulp, Kimberly Toot, Richard Ewell, Daniel Guiney, CEO Eva Benedict, Gary Balcom, Karol Marciano, Rich Shear, UR Medicine representatives Dr. Mark Weintraub and Steve Goldstein, and Mary Kate Cole. Missing from photo are board members Dr. Robert Gilfert, Dr. William Coch, Dr. James Edmonston, and Kathy Woughter.



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