

2013 Annual Report

Jones Memorial Hospital reflects on another year of quality, commitment and caring



New and improved. Those two words sum up much of what went on at Jones Memorial Hospital in 2013. With updated equipment in several areas, new providers in our medical practices, and specialty services available through an affiliation with University of Rochester Medical Center, JMH continues to adapt to meet the changing healthcare needs of those we serve.

One of the most exciting events last year was Jones Memorial being named a Top Performer on Key Quality Measures by The Joint Commission, the leading accreditor of healthcare organizations in America. One of only 1,099 hospitals in the US to earn this distinction, JMH was recognized for exemplary performance using clinical processes that improve care for pneumonia and surgical patients. Reaching this goal was a team effort and demonstrates the commitment all of us at JMH have to ensuring that our patients have safe, effective, quality care.

As we look forward to the coming year, one thing is crystal clear: Combining the support of our community, the commitment of our staff and the guidance of the board of directors, we will be ready for the challenges that lay ahead. >

The Morning Huddle, bringing together everyone involved in patient care, was implemented to improve communication among departments. Pictured are, seated from left, pharmacist Kerry Clark, infection control nurse Mary Morse, 2nd floor charge nurse Sara Johnson, quality management director Cherrie Feeman Macafee, hospitalist Max Yarowsky, MD, and occupational therapist Lona Downey; and, standing from left, dietitian Kristi Williams, physical therapist Shanna Winters, patient financial consultant Dan Frungillo, discharge planner Ellen Lowry and physical therapist Scott Szalay.



Connie Taylor, right, consults with endocrinologist Steven D. Wittlin, MD, via video conference, saving her a trip from Wellsville to Rochester. Assisting her is Brenda Torrey, RN, CDE, diabetes educator at Jones Memorial.

State Funds at Work in the Hospital

Using funds from a Health Care Efficiency and Affordability Law for New Yorkers (HEAL NY) grant, we purchased equipment to support the long-standing relationship between JMH and University of Rochester Medical Center (URMC) Wellsville Cardiology. The third floor of the hospital was renovated to accommodate the Strong Cardiology team under the leadership of Imran N. Chaudhary, MD. The third floor is also home to the telemedicine room, where patients of Steven D. Wittlin, MD, who have diabetes can consult without making the trip to Rochester. In addition, URMC neurologists Richard Welles, MD, and Sulada Kanchana, MD, see patients in a neurology clinic on the third floor.

We also used HEAL NY money to upgrade our outpatient diagnostic equipment in Cardiopulmonary Services. With the new equipment

and the addition of pulmonologist Pasquale Picco, MD, patients can get the care they need, close to home. Cardiopulmonary Services has new equipment for electrocardiograms (EKGs), pulmonary function tests, Holter monitoring, stress tests and electroencephalograms (EEGs).

New Providers, Directors, Coordinators

Dr. Picco relocated his busy practice to the Loder Street office of the Jones Memorial Medical Practices, where he provides oversight to physician assistants Shannon Wesche Mooney and Nicole Dusenbury. Keith Gembusia, DO, a busy family medicine physician, also joined the JMH family and now sees patients in the Belvidere office. At the Women & Children's Health office on Main Street, family nurse practitioner Carolyn Vavre can joined the busy practice of LuAnn Kaye, MD. Also, Jennifer Middaugh, a certified nurse

midwife, joined the practice of Heather Lanphere, MD, early in 2014.

The board of directors welcomed two new members: Mary Kate Cole of Wellsville and Kathy Woughter of Alfred. Joining the directors and coordinators this year were Ramonia McCann as director of Surgical Services, Jim Helms as director of Health Information Management and Corporate Compliance, and Tamara Chaffee as coordinator of Maternal Health.

The introduction of a clinical pharmacy program has given the hospital pharmacist an active role on the healthcare team by providing one-on-one patient counseling and education. The program is an important patient safety effort, reinforcing our commitment to improving medication reconciliation.



Medical imaging technologist Jennifer Frungillo prepares a patient's CT scan.

Gifts in the Community and Around the World

Gifts from our community have allowed us to do some renovations on the second floor. The project included updates to patient rooms, nursing stations and



Pharmacist Kerry Clark meets with a patient to discuss her medication list.



Hospitalist William Coch, MD, looks over the new comfort care room at JMH.

hallways. In addition, the staff identified the need for a comfort care room, dedicated for use by patients in the last stages of life and their families. With a gift from Hugh Church in memory of his mother, Kathryn Church, we were able to complete the project. On the main floor, Cardiopulmonary Services was relocated and the area renovated to house the orthopedic clinic.

The last of our X-ray rooms to go digital was completed and the old equipment was donated to an underdeveloped community overseas through Radiologists without Borders. Later in the year, a new CT unit and a new ultrasound unit were installed.

The American College of Radiology also recertified our Mammography and Nuclear Medicine services.

As a community hospital, Jones Memorial has always relied on the support of those we serve. This year, we held the first donor appreciation reception for those who donated more than \$250 to support the hospital or the auxiliary. For a full list of our 2013 Hometown Heroes, please go to our website, www.jmhny.org.

Promoting Wellness for Our Employees

Formed with the idea of promoting health and wellness in the workplace, the JMH Wellness Committee received national recognition from the Wellness Council of America (WELCOA). Our in-house wellness programs—which have included a health fair, a 1-mile internal walking route with stretching stations, healthier options on the cafeteria menu, lunch and learn sessions on stress management, tobacco use intervention,

Zumba classes and open hours in the rehab gym—received Gold Recognition by WELCOA. Our employees are at the heart of everything we do here at JMH, and their health is vital to our mission.

To promote good health practices among young girls in the community, the Wellness Committee sponsored the first Girls on the Run team in Wellsville. It was so successful that four local schools stepped forward to provide the program to their students. GOTR teaches girls in grades three through eight confidence and a lifelong appreciation for health and fitness. (Read more about this program on page 6.)

The Employer of Choice Committee (EOCC), with members from all clinical and nonclinical areas, completed an employee satisfaction survey. With a return rate of over 69 percent, the survey shows that, overall, our staff is happy with the way things are going. The EOCC supports the Service Excellence and Care Champion programs. The Care Champion of the Year was physical therapist Scott Szalay. The newest initiative from the EOCC is Kudos, a program through which staff members across departments can recognize and thank each other. •



Rep. Tom Reed (above) and Sen. Charles Schumer are supporters of the Medicare low-volume hospital program, which helps small, rural hospitals like Jones Memorial. Here, Reed chats with Julie Hart, vice president of marketing/practice management. Jones Memorial hosted press conferences for both legislators.

SEE HOW WE'RE FARING FINANCIALLY

Turn to page 8
for a look at the numbers.

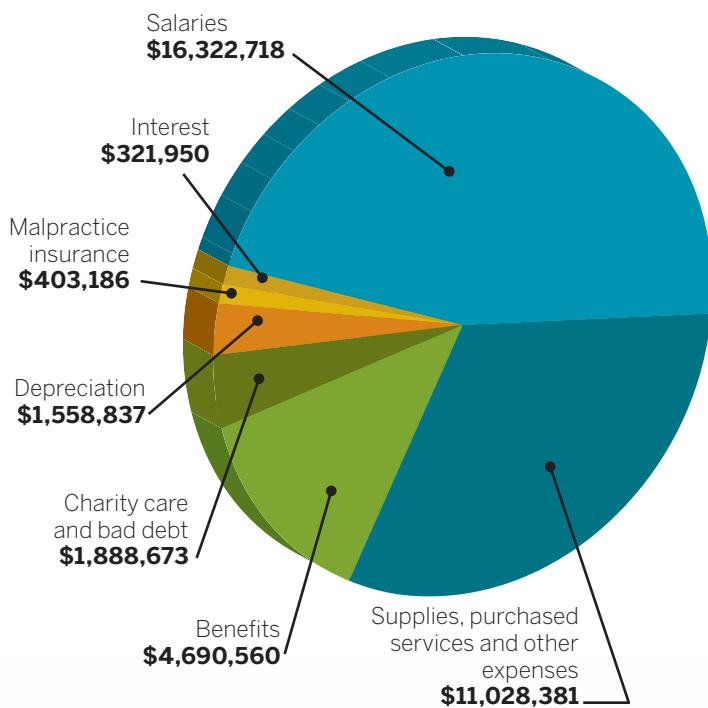




Financial Report & Vital Statistics, 2013

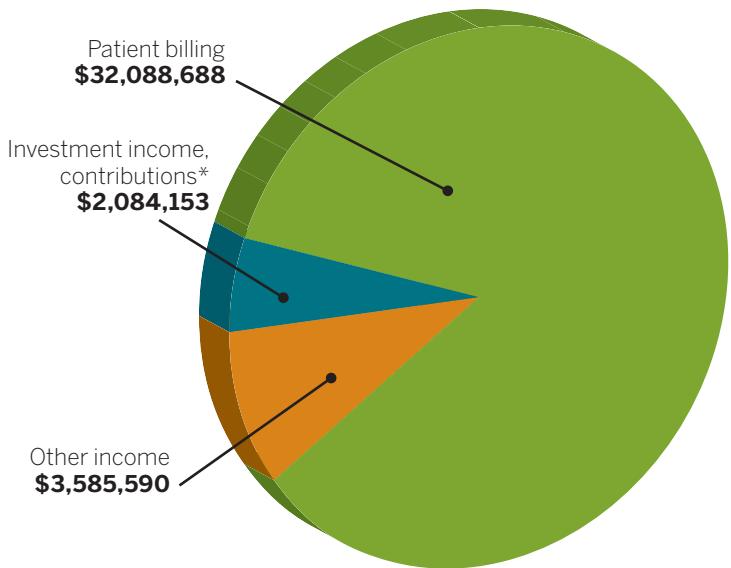
Uses of Funding

Total: \$36,214,305



Sources of Funding

Total: \$37,758,431



*Does not include pension gain of \$4,903,743



Jones Memorial Hospital's Board of Directors

Front row, from left: Kathy Woughter and Gary Balcom. Middle row, from left: Mike Berardi, Mary Kate Cole, Robert L. Gilfert, DPM, and Samantha Gilkey. Back row, from left: Barry Kulp and Rich Shear. Back right: Eva Benedict, CEO. Not pictured: Daniel Guiney, F. Clifton Miller, MD, William A. Coch, MD, and Kimberly (Kim) Toot.