



UR | **JONES**
MEDICINE | MEMORIAL HOSPITAL

MEDICINE *of* THE HIGHEST ORDER



2015
Annual Report

For 95 years,

Jones Memorial Hospital has been taking care of our friends, neighbors, and families. So much has changed in healthcare over the years, but one thing has remained: Our commitment to provide high tech services with a hometown touch.

Many of our efforts in 2015, have involved working - and building partnerships - with other healthcare providers in the region to ensure our patients have access to the highest quality clinical care they need, close to home. To that end, we began working on an affiliation agreement with UR Medicine in Rochester which was finalized on January 1, 2016.

One example is the collaboration between Jones, Noyes Health in Dansville, and UR Medicine to provide cancer patients with access to the expertise and cutting edge therapy available at the Wilmot Cancer Institute without having to travel to Rochester. The Ann and Carl Myers Regional Cancer Center is under construction on the Noyes Health campus and should be completed by late 2016. Kicked off with a \$2 million gift from Ann and Carl Myers of Livingston County, the regional cancer center will provide radiation oncology and infusion therapy in Dansville. The first step in the collaboration was establishing a medical oncology clinic at Jones Memorial - where Oncologist Brian Smith, MD, has been seeing patients every week. By teaming up on projects like this, we are all able to provide the specialty care our patients need, closer to home.



Breaking ground on the new regional cancer center in Dansville are Jones Memorial CEO Eva Benedict, Noyes Health System CEO Amy Pollard, and Jonathan W. Friedberg, MD, MMSc, Director of the Wilmot Cancer Institute.



Orthopaedic Surgeon Dr. Paul Axtell returned to Wellsville to head up the JMH Orthopaedic Clinic at the hospital. His team includes Katie Wallace, RN; and Emily McGinnis, receptionist.

Speaking of specialty care, orthopaedic services at JMH expanded with the return of Dr. Paul Axtell to head up the new Orthopaedic Clinic at the hospital. An orthopaedic surgeon, Dr. Axtell trained at the world-renown Johns Hopkins Hospital in Baltimore and worked for the past 12 years at Sutter Health in California. Dr. Axtell's arrival signals the return of inpatient orthopaedic surgeries at JMH. For several years, patients with fractures or in need of hip or knee replacements had to be transferred out of the area. Now these patients can remain local and receive their follow-up therapy in our comprehensive rehabilitation services department.

Two of the primary care sites in the Jones Memorial Medical Practices network achieved certification by the National Committee on Quality Assurance as Patient-Centered Medical Home (PCMH) sites. PCMH is a way of organizing primary care that emphasizes care coordination and includes the patient as a part of the team. The providers now using the PCMH model are Dr. Libby Osborn in Bolivar, Dr. Pasquale Picco and Physician Assistant Shannon Mooney, in Wellsville. The PCMH transformation efforts will continue at additional sites in 2016.

The role of a community hospital has evolved to include keeping those we serve healthy in addition to caring for the sick. The Jones Memorial Hospital's Wellness Committee encourages community fitness with the GLOW 5K Run & Walk and the RidgeWalk & Run.

The proceeds from these annual events are earmarked for community wellness projects. Last year, the Wellness Committee was able to donate \$10,000 in lumber to repair two bridges along the WAG Trail, a multi-use recreational trail that is open to the public. The repair of these bridges means that the trail now extends from the Village of Wellsville to the Pennsylvania state line.



The Wellness Committee at JMH donated \$10,000 worth of lumber to extend the WAG trail from Wellsville to the Pennsylvania border. From Left to right in picture, Carrie Walker, chair of the JMH GLOW 5K Run & Walk; Brenda Szabo, chair of the JMH Wellness Committee; Jim Helms, chair of RidgeWalk & Run; Ron Abraham, Senior Forester at Department of Environmental Conservation, manager of the trail project; and Nate Tucker, DEC Senior Forester, providing administrative oversight of project.



Members of the Wellsville American Legion and Auxiliary, the Legion Riders, and the Sons of the American Legion, teamed up with JMH to put up a Field of Flags in memory of deceased veterans.

Jones Memorial Hospital is committed to participating in events that benefit the community in other ways as well. To honor our deceased veterans, the hospital partnered with American Legion Post 702 and its Auxiliary, the Sons of the American Legion, and the Legion Riders to place a Field of Flags in the front lawn at the hospital from Armed Forces Day through Memorial Day. Proceeds are donated to LEEK Hunting & Mountain Preserve, an outdoor recreational facility for wounded and injured service members and veterans in Northern PA. Also during 2015,

- A group of JMH staff held a breast cancer awareness shirt sale and donated the proceeds to Allegany County Cancer Services.
- The Employee Activities Committee sponsored the annual collection for the Healthy Families of Allegany County Program.
- Seventy-one JMH staff members supported the 2015 Allegany County United Way fund drive by donating a total of \$8,767.

It is rewarding when our efforts to provide high quality care are recognized by a third party. For the third year in a row, Jones Memorial was recognized as Top Performer on Key Quality Measures by The Joint Commission (TJC). In addition, after a rigorous three-day accreditation process, Jones Memorial received a Gold Seal of Approval from TJC.

One of the keys to our success is our people. In 2015, we honored 54 employees who have a combined 704 years of service. The longevity of our staff speaks to the team atmosphere at JMH. Leading the team is the board of directors. The newest members are Rich Ewell of Wellsville and Karol Marciano of Andover. Taking over as Board Chair is Mary Kate Cole of Wellsville. Medical staff leadership is provided by Dr. William Coch, Medical Director; Dr. James Edmonston as chief of staff; and Dr. Bruce Portner, hospitalist medical director. As an advocate for rural healthcare, CEO Eva Benedict serves on the American Hospital Association's Regional Policy Board and the AHA Vulnerable Hospital Task Force.

The Jones Memorial Hospital "Morning Huddle" is a daily multidisciplinary meeting that improves communication between everyone involved in patient care. Participating are, from left, Physical Therapy Intern Scott Hoskins, Patient Financial Counselor Dan Frungillo, Case Managers Ellen Lowry and Mo Johnson, Physical Therapist Shanna Winters, Vice President of Patient Care Services Donna Bliven, Pharmacist Kerry Clark, Physician Assistant Erin Frank, Dr. Dean Hanna, Quality Assurance Director Cherrie Feeman Macafee, Nurse Manager of Med/Surg Anne McCormick, Infection Control Nurse Mary Morse, and Med/Surg Charge Nurse Jamie Ross.



Several members of the JMH Family were recognized by their peers and administration this year, including:

- Nancy Wilson from Human Resources and Christina Collins of the Business Office each earned The Golden J Award for demonstrating exceptional performance and leadership qualities that positively impact patient care and customer service.
- Steve Van Skiver of Facilities Services was chosen as the Care Champion of the Year for going above and beyond to demonstrate a commitment to patients and co-workers.
- Nurses Charlotte Behen and Cassie Whitney achieved Clinical Ladders status for providing leadership and exceptional clinical care.
- Named by their peers as Nurses of Distinction were Cassie Whitney, Cindy Gehl, Chris Sisson, Vanessa Lanterman, and Jamie Ross.

Recognition from outside of the hospital was earned by CEO Eva Benedict, who was included on the Buffalo Business First Power Women 100 list. Jim Helms, the Director of Health Information Management, achieved Healthcare Financial Management Association certification. The Jones Memorial Medical Practices were recognized by two organizations.



United Healthcare presented an Excellence in Patient Services award for their efforts to increase preventive health screenings. In addition, two practice staff members were able to attend the Gerontological Society of American ICAMP Academy using a grant identified by the Allegany County Department of Health. This educational opportunity provided training on best practices for improving adult immunization rates; information which they have been sharing with the medical practice team.

The support of our community is something Jones Memorial has long enjoyed. Last year, the 50 people who volunteered their time at JMH gave 11,000 hours of service, providing that extra-touch that is so important to our patients. Notable gifts this year include \$10,485 from the FT & Anna Manley Trust for medical equipment; \$1,000 from the Great Wellsville Balloon Rally Committee; and \$500 from the Allegany Area Foundation. And of course, no list of donors would be complete without our Auxiliary.

The Jones Memorial Auxiliary is a small but very determined group of individuals who are dedicated to raising money for Jones Memorial Hospital. This year, the group did a spectacular job by raising over \$110,856. These funds were used to purchase ENT equipment, IV Poles, wheelchairs, an ultrasound machine to be shared by the Emergency Department and anesthesiology, exam tables, epidural pumps, and a defibrillator. One of the highlights of the Auxiliary fundraising year is the Gala & Silent Auction. This year, seven girls competed to be crowned Gala Queen by selling the most tickets to the grand raffle. Molly Cole of Wellsville was crowned for selling 2,601 tickets. Rounding out

Andrea Burch, Business Manager for the Jones Memorial Medical Practices, left, and Michele McMorris, Clinical Coordinator, right, accepted the Excellence in Patient Service award from Janice Pavia, RN, Clinical Quality Nurse with United Healthcare on behalf of the Jones Memorial Medical Practices Group.

Denis Dahlgren, Chairman of the Allegany Area Foundation, stopped by Jones Memorial Hospital recently to deliver a grant to the Rehabilitation Services Department. Accepting on behalf of the hospital is Brenda Szabo, Vice President of Diagnostics and Rehab. The funds will be used for staff education, according to Ms. Szabo.



the top three were Danielle Gilfert, 1,892; and Hayley Palmer who sold 1,700. Sadly, the Auxiliary lost one of its most active members when Auxiliary Secretary Hilda Whitney passed away unexpectedly on Christmas Day. An active and dedicated member of the Lilac Twig, Hilda had also served as Auxiliary treasurer.

Founded almost a century ago, Jones Memorial Hospital has steadfastly maintained the legacy of William and Gertrude F. Jones to improve the health of this community. A strong hospital leads to a strong community and with your support JMH will be here for generations to come.



Molly Cole of Wellsville, center, was crowned during the JMH Auxiliary's Gala & Silent Auction for selling the most tickets to the Grand Raffle. Danielle Gilfert, left, came in second and Hayley Palmer took third place.



The hospital and the community suffered an irreplaceable loss when Dr. F. Clifton Miller died suddenly last year. Dr. Miller spent his entire medical career in Allegany County, caring for the women and children of this community.

He was dedicated to his patients and generous with his medical knowledge and experience, having mentored generations of doctors and nurses. His ability to stay calm during a crisis – which can happen in an instant when babies are involved – was legendary. A very busy obstetrician, Dr. Miller delivered over 8,400 babies in a career that spanned 42 years. The legacy left by Dr. Miller is tremendous. It is hard to imagine any physician working as hard as he did, taking more call days, caring for more patients, delivering more babies, or having more influence on local healthcare than Dr. Clif Miller did.

A campaign to rename the maternity unit at Jones Memorial Hospital in honor of Dr. Miller will kick off later this year. 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.

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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 Judy Burt at 585-596-4050. Thank you!

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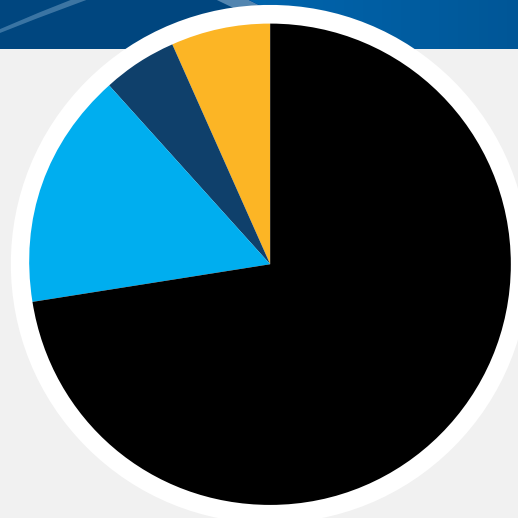
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2015 FINANCIAL REPORT & VITAL STATISTICS

Sources of Funding

■ Patient Care	\$35,267,000
■ Non-Patient Care	\$3,847,000
■ Contributions/Investments	\$63,000



Uses of Funding

■ Healthcare Services	\$29,514,000
■ General/Administrative Services	\$6,479,000
■ Depreciation & Interest	\$2,067,000
■ Charity Care & Bad Debt	\$2,639,000



The Jones Memorial Hospital Board of Directors includes, front left, Dr. William Coch, Richard Shear, Mary Kate Cole, Barry Kulp, and Jones CEO Eva Benedict. Back from left, Dr. Robert Gilfert, Richard Ewell, Karol Marciano, Kimberly Toot, Gary Balcom, Dr. James Edmonston, Daniel Guiney, and Steve Goldstein, CEO of Strong Memorial & Highland Hospitals. Missing from the photo is Kathy Woughter.



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