

2017 ANNUAL REPORT

*Comprehensive,
Community-Based Care,
Close to Home*



UR
MEDICINE

NOYES
HEALTH

Comprehensive, Community-Based

Award-Winning Care

UR Medicine | Noyes Health was voted **"Best Hospital 2017"** and Noyes' Physical Therapy and Rehabilitation was voted **"Best Physical Therapy 2017"** by the readers of the *Genesee Country Express* and the *Hornell Spectator*.



For the second year in a row, Excellus BlueCross BlueShield designated UR Medicine | Noyes Health a **Blue Distinction Center for Maternity Care** under the Blue Distinction Specialty Care program. The program evaluates hospitals on several quality measures: the percentage of newborns that fall into the category of early elective delivery; meeting requirements that align with principles supporting evidence-based practices of care, as well as initiating programs to promote successful breastfeeding. The program also evaluates hospitals on overall patient satisfaction, including a willingness to recommend the hospital to others.



Noyes earned American Heart Association / American Stroke Association **2017 Get with the Guidelines Gold Recognition** for achieving 85% or higher compliance with the organizations' Stroke Achievement Measures for two or more consecutive years to improve quality of patient care and outcomes.



Joint Commission Renews Noyes' Gold Seal of Approval

Noyes again earned The Joint Commission's Gold Seal of Approval® for Hospital Accreditation by demonstrating continuous compliance with Joint Commission performance standards. The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care.

Over the summer, Joint Commission surveyors visited Noyes' lab. And in October, Noyes Memorial Hospital underwent a rigorous, unannounced weeklong on-site survey. During both reviews, the team of surveyors evaluated compliance with hospital standards related to several areas, including emergency management, life safety, environment of care, infection prevention and control, leadership, and medication management. Surveyors also conducted on-site observations and interviews.

Surveyors made recommendations for improvements, and later returned to the hospital to check on the organization's response. Noyes staff worked hard to meet and exceed all Joint Commission recommendations.

Accreditation by the Joint Commission is for a three-year period.

The Joint Commission's hospital standards are developed in consultation with health care experts and providers, measurement experts and patients. The standards are informed by scientific literature and expert consensus to help hospitals measure, assess and improve performance.



Care, Close to Home

President's Message



*Amy Pollard, RN, BSN, MPS,
President & CEO*

Noyes Health continued to grow and provide expanded healthcare services in 2017 to Livingston, Steuben and Allegany Counties.

The highlight of the year was the dedication of the Ann and Carl Myers Cancer Center on March 4th. Medical and radiation oncology care provided by the Wilmot

Cancer Institute physicians is an outstanding example of the benefit of our affiliation with the University of Rochester and of our mutual goal to bring care to the patient whenever possible. During this year, there were over 6,000 patient visits to the Cancer Center.

Noyes Mental Health and Wellness also enjoyed the first year in their new location on Robert Hart Drive. The new facility is greatly appreciated by staff and patients alike.

There are 26 mental health providers in the building, all of whom have full schedules as demonstrated by the 16,844 visits last year.

Plans to expand medical imaging services by adding PET/CT and interventional radiology began in 2017. The addition of these services will be beneficial to many patients but primarily cancer patients. This project will be completed in 2019.

Working with UR we are raising the level and breadth of care we deliver at Noyes, always mindful of delivering quality, safe and compassionate care.

The expansion of these much-needed services at Noyes can only happen because of the combined efforts of our Board, Hospital and Medical Staff, the University and you... our community supporters.

Many thanks to the more than 550 Noyes staff who come to work every day to be part of the health care team serving our region.

Chairperson's Report



*Graham Frazer,
Board Chairperson*

On behalf of the Board of Directors, it gives me great pleasure to comment on this past year at Noyes Health. 2017 has been a year that has been both challenging and exciting as we add more health care options, all while providing the very best in patient convenience and satisfaction.

As I start my first full year as Board Chairman, I am very grateful to my predecessor, Les Cole, for ensuring a smooth handover.

The affiliation with UR Medicine continues to mature with the formation of the Regional Advisory Board, with the goal of working towards a seamless coordination between all members of the UR Medicine family.

We at Noyes Health have our own numerous and varied projects. With the completion of the Cancer Center, we are in the midst of the buildout of space in the

neighboring Brae Burn building for the new Physical/Occupational Therapy facility. We will be installing a PET/CT scanner and interventional radiology suite in the former Physical Therapy and Rehabilitation location. This addition will greatly enhance Radiology services that we offer especially in conjunction with the Cancer Center and our Dialysis Service. If all of these additions to Noyes were not enough, we have started on major renovations to the Third Floor patient rooms to bring them to state-of-the-art quality for patient comfort.

I can't say enough about our fantastic hospital and medical staff, all of whom strive each and every day to provide the very best in health care. I have been honored to serve on Noyes Health's Board of Directors, which I might add is comprised of individuals drawn from the local area, each representing various backgrounds and expertise.

With the guidance and leadership of our excellent Administrative Team, I know that Noyes Health will be one of the leading health providers in UR Medicine's regional affiliation.

2017 Board of Directors



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First Vice Chairperson

Domenick Martello
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Bernard Sweeney, M.D.

Mark Taubman, M.D.

Geoffrey Wittig, M.D.
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Mary Sue Dehn
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William Bacon
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Helen Gray

John Quinlan
Secretary

Mary Ann Merle

Amy Pollard
*President/
Chief Executive Officer*

Les Cole

James Coniglio

Thomas Wamp

Timothy Costello

Maureen Wolcott

SUPERIOR LEADERSHIP

In 2017, Amy Pollard, Noyes' President and CEO, earned regional and national recognition for her leadership at Noyes. She was honored for her work in stabilizing Noyes' financial outlook, managing Noyes' affiliation with UR Medicine and stewarding the construction of both the Mary Saunders Beiermann Emergency Department and the Ann and Carl Myers Cancer Center.

- *Becker's Hospital Review*
60 Rural Hospital CEOs to Know in 2017
- *Rochester Business Journal's* 2017 Healthcare Achievement Award for Management
- NYS Senate 2017 Woman of Distinction (nominated by New York State Senator Catharine Young)
- Livingston County Chamber of Commerce
2017 Distinguished Leader Award

UR Medicine | Noyes Health

By The Numbers

Jay Maslyn, Chief Financial Officer

The Health Care industry is facing many fiscal challenges that have created an environment of uncertainty for all healthcare providers, insurance companies and patients. Payment systems evolving from fee for service to a value based model make budgets difficult to predict. Shortages of physicians and clinical staff make recruitment and retention very difficult. State and Federal budget deficits and the status of healthcare reform provide many challenges and some opportunities, for all healthcare providers.

The Board of Directors, Senior Administration and our UR Medicine partners are committed to developing and implementing strategic initiatives to keep Noyes Health a strong and growing part of the community. Noyes' affiliation with the University of Rochester Medical Center is key for developing strategic opportunities such as the Ann and Carl Myers Cancer Center.

Employing over 550 people and a payroll of nearly \$27 million in 2017, Noyes Health investment in the local community is significant. This translates to an economic impact of over \$89 million in the regional economy and generates more than \$12 million in tax dollars.

In addition, as a non-profit organization, Nicholas Noyes Hospital is committed to providing accessible and affordable care to the community including those without health insurance. To that end, in 2017 Noyes provided over \$1.9 million in financial assistance to the uninsured or underinsured.

FISCAL YEAR 2017 NOYES HEALTH CAPITAL EXPENDITURES

Facility investments are essential to Noyes' ability to deliver the highest quality care in a setting that meets patient expectations. In an effort to continually upgrade our facilities and equipment, Noyes Health invested approximately \$7 million in capital expenditures in 2017 including the following major projects and equipment:

- Opening of the Ann and Carl Myers Cancer Center
- Information Technology equipment, electronic medical records and software upgrades
- Anesthesia and operating room equipment and monitors
- Radiology equipment and room upgrades
- Elevator replacement

Volumes	2017	2016
Inpatient Discharges	2,404	2,364
Births	326	361
Surgery/Scopes Cases	5,578	5,561
Emergency	14,618	14,003
After Hours Care Visits	12,015	12,824
Dialysis	11,083	10,064
Radiation Oncology	2,932	—

Livingston Health Care System, Inc.

Key Financial Data For The Year Ended 12/31/17 (000's)

Operating Revenue	\$56,801
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Operating Expense	
Salary and Benefits	\$32,998
Supplies and Other Expenses	\$21,268
Depreciation and Interest	\$3,302
Total Expenses	\$57,568

Income From Operations	\$(767)
Non-Operating Revenue and Other Net Asset Changes	\$2,334
Net Income/Changes in Net Assets	\$1,567

Operating Metrics	2017
Days Cash on Hand	84
Operating Margin	-1.4%
Average Age of Plant	17.5

Chief Medical Officer's Message

*Bilal Ahmed, M.B.B.S.,
Chief Medical Officer*

I joined UR Medicine | Noyes Health as the Chief Medical Officer (CMO) in 2017 to work collaboratively with regional hospitals to strengthen health care services for patients across the Southern Tier.

A major priority for me is to coordinate care among the regional hospitals. This allows us to utilize economies of scale, provide specialized care close to home and to approach healthcare delivery in a coordinated and mutually beneficial structure.

The goals of these community hospitals align closely with our overarching institutional goal: to provide services that will allow patients to stay in their own communities, close to their families and support systems, whenever possible.

Another one of my immediate priorities is to maintain and improve clinical care value, quality and safety and to ensure regulatory compliance.

I strongly believe that patient care starts at the bedside. We have already embarked on an ambitious initiative

to improve our staff's interactive skills, and we are witnessing gratifying results. Nicholas Noyes' patient experience metrics have improved dramatically, and our quality metrics have also shown a consistent improvement.

When we work together to strengthen the health care system there is no end to what we can accomplish. It is personally rewarding to help Nicholas Noyes and other regional hospitals to care for the people in their outlying communities.

At UR Medicine | Noyes Health, we are committed to providing the highest quality and safest care possible for our patients.

We endeavor to care for our patients the same way we would want the most cherished of our loved ones to be treated—with excellent and compassionate care, with respect, and with their safety and well-being our number one priority.



Benefits of Affiliation

With the affiliation between UR Medicine and Noyes Health completing its second year, the benefits to Noyes patients and the organization are increasing.

- Radiologists from UR Medicine Imaging Sciences are reading all images from Noyes' radiology department.
- UR Medicine radiologists began performing interventional radiology procedures.
- Emergency Medicine physicians from UR Medicine's Strong Memorial Hospital routinely staff Noyes' Mary Saunders Beiermann Emergency Department, ensuring a high standard of care for Noyes patients and a consistency of care across the UR Medicine affiliated system.
- Since the beginning of 2017, medical and radiation oncologists from UR Medicine's Wilmot Cancer Institute have been treating patients from across the tri-county region at the Ann and Carl Myers Cancer Center.
- URM's Center for Community Health and Prevention began offering an 8-week Healthy Living program in Dansville and Mount Morris, emphasizing lifestyle changes that reduce risk of cancer and other chronic diseases.
- Noyes received a \$6.3 million Statewide Health Care Facility Transformation Program grant to integrate a new electronic medical records system with UR Medicine's and facilitate cross-system communication for patient care. The transition to the new system will begin in 2019.



Quality Update

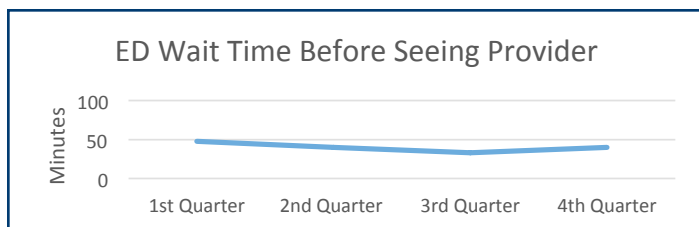
Tim Peterson, RN, BSN, CHC, CPHQ
Director of Compliance/Performance Improvement

As we entered 2017, Noyes staff embarked on an organization-wide initiative to improve the experience that our patients, families and visitors experience in all Noyes facilities. As a community healthcare provider, we want those we serve to include us in all aspects of their healthcare and to have the best healthcare experience possible, even during difficult times. Every department within the hospital implemented a process improvement plan aimed at improving the patient and caregiver experience at Noyes. Some of these projects involved direct communication with patients and others were behind-the-scenes. In total, there were almost 20 different projects. Here are the results of a few of those projects.

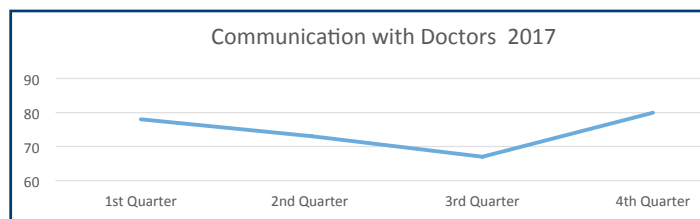
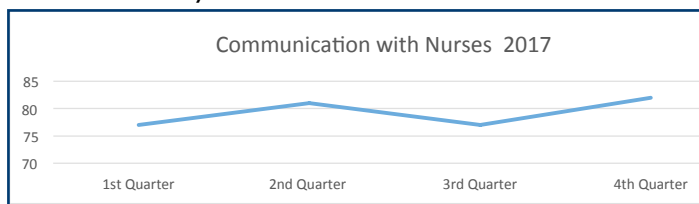
1. The emergency department staff worked to reduce the amount of time a patient had to wait between hospital admission and transport to an available room.



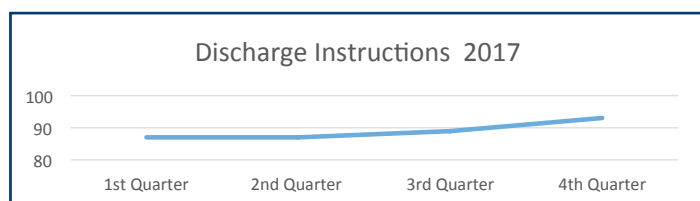
Emergency department staff also worked on reducing the amount of time that it took for a provider to see a patient after initial triage.



2. All Noyes nurses and physicians worked throughout the year to improve communication with our patients. The results below are part of the patient satisfaction surveys that each of our in-patients completes, and reflects an increase in the number of patients who responded that our staff "always" communicated well.



3. Noyes staff also focused on another important aspect of care: ensuring patients and their caregivers understand discharge instructions and how to continue their care at home. Those efforts also lead to an increase in the number of patients saying they clearly understood those instructions.



4. Nursing staff introduced a new comprehensive "bedside reporting" initiative to smooth the information sharing between shifts and involve the patient in the sharing of that information. The overall goal is to standardize reporting and decrease negative patient events, as well as empower patients to take a role in their own care.

As we move forward, Noyes staff will continue to implement additional process improvements to ensure our patients get the best possible healthcare in a welcoming and comforting environment.

NOYES ENCOURAGES SAFE USE OF OPIOIDS

As part of a concrete effort to stem the over-prescription and misuse of opioids, Noyes Health staff in all clinical departments worked together to educate patients, emphasizing that the ultimate goal is to diagnose and appropriately treat their medical condition. Pamphlets describing Noyes' guidelines for the management of pain were distributed to waiting areas and patient rooms. Those guidelines included information stating that prescriptions for narcotics, when appropriate, would last just three days, and that providers would work with the patient to control pain with over-the-counter medications or a referral to a pain management specialist when necessary. The effort resulted in a significant decrease in opioid prescriptions written in the Emergency Department and throughout the organization.

A Dream Come True

World Class Cancer Care, Close To Home

On a cold early March morning, donors, dignitaries, Noyes Board members, UR Medicine and Wilmot Cancer Institute administrators, and Noyes staff gathered for the Ribbon-Cutting and Dedication Ceremony for the new Ann and Carl Myers Cancer Center.

Ann and Carl Myers, whose donation of \$2 million kick-started the Cancer Center's multi-million dollar capital campaign and for whom the Cancer Center is named, revealed the donor board on the wall of the lower level radiation oncology suite. It listed the businesses, community groups and individuals who donated more than \$500 to support Cancer Center construction. Most watched the dedication ceremony via live feed in Noyes' Conference Center, then toured the two-story facility, getting a glimpse at what their efforts had accomplished.

The Cancer Center features a 4,500 square foot lower level housing a radiation oncology clinic, and a 2,300 square foot medical oncology clinic featuring three exam rooms and seven chemotherapy/infusion chairs on the first floor. The regional cancer hub also provides patients with access to services including advanced diagnostic testing, outpatient palliative care, and Wilmot Cancer Institute's Judy DiMarzo Cancer Survivorship Program.

Since opening its doors in January, the expert Wilmot Cancer Institute oncologists and staff have had more than 6,000 visits from across the region, saving patients and their caregivers the stress and wear and tear of countless hours of travel time.

In addition to making treatment more convenient, Noyes expanded diagnostic services, including interventional radiology for biopsies and port insertion, and will be adding PET scanning soon.

Patty Piper, Noyes' Director of Community Outreach, began a tri-county Cancer Services Coalition, bringing together social service agencies, community resources, representatives from Wilmot and others, to share information and broaden access for area cancer patients to the kind of support services available in larger

metropolitan medical centers. That effort continues.

So do the efforts of the wider Noyes community. With raffles, golf tournaments, bottle and can drives, even a trout derby, area residents continue to raise funds to support the Cancer Center's work in providing the best in cancer care to their family, neighbors and friends.



Hoops For Hope

The Dansville High School and Hornell High School basketball teams played each other at "Hoops for Hope." The winner? The Ann and Carl Myers Cancer Center, with a \$15,100 donation to honor the memory of Hornell counselor and Dansville mom, Lisa Rosica. The staff from both schools pulled together the fundraiser in just two short weeks.

E.A.R.S. Lifeline Celebrates

35 Years of Partnership with Noyes

November 2017 marked the 35th anniversary of Noyes Health's partnership with Philips Lifeline, a medical alert and medication dispensing service, which has helped more than 8,700 area subscribers in the Genesee Valley region remain independent and safe at home as they age. The program has saved lives: more than 11,000 emergency calls have been received and responded to since Lifeline services began. The service area has expanded from one county to a six-county region, and multiple service options have been added: fall detection help buttons, wireless and mobile Lifeline units, and medication dispensers.

In honor of this longstanding partnership, E.A.R.S. Lifeline Program at UR Medicine | Noyes Health was awarded the Outstanding Service Award by Philips Lifeline, and Patty Piper, Noyes Community Outreach Services Director, was given the Milestone Achievement Award from Philips for working to improve the health

and well-being of Seniors in the community for more than three decades.

Through the years the staff and technology have changed, but Noyes' care and commitment to be a local provider of the highest quality medical alert services available on the market today has remained the same.



#NOYESPROUD

Noyes Health is Livingston County's largest private employer, and Noyes' employees from the basement to the third floor, in Dansville and in Geneseo, give their all every day taking care of their neighbors and family members. Noyes employees are dedicated to supporting and promoting the health of our communities through compassionate, quality care.

In addition, Noyes employees give back to those communities as active members in local organizations including Rotary and Lions Clubs, Livingston County and various town Chambers of Commerce, and the

Genesee Valley Health Partnership.

For a holiday basket raffle at the annual employee benefits fair, each department at Noyes contributes items and gift cards which are raffled off to support local charities. In 2017, Noyes Health employees raised nearly \$6,000 for three charities: the Cancer Comfort Bag Project, Hearthside Cats and Santa Hat Society.

Plus, employees paid to wear costumes on Halloween or jeans one day a week with a Dress Up/Dress Down fundraiser, netting more than \$15,000 towards renovation of the hospitals' third floor patient rooms.



Noyes is also a great place to work!

Rochester Business Journal honored Noyes Health's employee wellness programs by naming Noyes a finalist for the 2017 Wealth of Health Awards for companies with between 500 and 999 employees. Finalists were judged on the creativity of their initiatives, active participation, ability to effect measurable improvements, sustainability and program outcomes.



Noyes Community Health

Community Health Needs Assessment

UR Medicine | Noyes Health has collaborated with the Livingston County Department of Health since 2016 on responding to current local health need priorities as identified in the most recent Community Health Needs (CHN) Assessment. CHN Priorities for 2016-2018:



- 1. Prevent Chronic Disease -**
Reduce obesity in children and adults
- 2. Promote Mental Health and Prevent Substance Abuse -**
Prevent substance abuse and suicide prevention
- 3. Promote Healthy and Safe Environment -**
Reduce falls in older adults

Year in Review 2017

1. Prevent Chronic Disease - Obesity Prevention

Living Healthy NY Classes:

This 6-week education program uses the Stanford Model evidence-based chronic disease self-management curriculum. In 2017, a total of 47 participants completed one of the five class series held in Dansville, Geneseo, Mt. Morris, and Wayland.



Healthy Living Livingston Classes: This new 8-week program provides education relative to seven prevalent types of cancer and includes healthy lifestyle changes that reduce risk of cancer and other chronic diseases. The classes were provided by URM's Center for Community Health and Prevention and promoted via various Noyes community partnerships and coalitions. Ten participants completed the programs held in Dansville and Mt. Morris.

Noyes Diabetes Education Program: In 2017, this program successfully completed the four-year recertification with the American Association of Diabetes Educators. The program provided a variety of diabetes education and support services: 338 new diabetics were seen for individual counseling and 50

diabetics attended the free diabetes education classes. The program also provided 15 insulin pump starts and 13 continuous glucose screenings. Two free Foot Care and Diabetes Health Fairs were held in Dansville and Geneseo with 35 attendees.

Be Well In Livingston: Be Well In Livingston (BWIL) is the newest collaborative effort in Livingston County to address obesity prevention in children and adults. The program promotes healthy eating and active lifestyles in an effort to help community residents live longer, better! Noyes Community Outreach Services co-leads this project with the Livingston County Department of Health, along with support from other local health and human service providers. In 2017, the project logo, mission, vision, and goals were all established.



Mission: Support sustainable healthy lifestyle choices within communities through policy, system and environmental changes utilizing local resources.

Our Vision: Be Well in Livingston will support local communities with opportunities to promote healthy living.

Our Goal: To reduce obesity in children and adults by implementing policy, system and environmental changes.

Based on health care data, population size, community resources and willingness to change, **Nunda** was identified as our first community to provide focused support over the next two years to help provide education, help the community identify opportunities to promote healthy living, and support local healthy lifestyle initiatives.

2017 project achievements included:

- Focus Groups:** Twelve focus groups conducted in Nunda, including: government, school, church, service clubs, EMS/fire, community, health care providers, etc.
- School Health Index Assessment:** Keshequa Central Schools completed the health assessment and implemented policy and practice changes regarding physical activity in the classroom.
- CHANGE (CDC) Assessment:** CDC was completed at Nunda Lumber. A Wellness Committee was created and they now offer healthy snack options at work.
- Nunda Historical Walking Trail:** Trail was established and promoted, and kick-off event held March, 2018.
- Nunda Steering Committee:** Started meeting in October, 2017 to identify opportunities and establish strategic plan for their Nunda BWIL.
- Community-wide BWIL Kick-off Event:** Planned for Fall 2018.

Improvement Plan (CHIP) Update

2. Promote Mental Health and Prevent Substance Abuse

Monitor/Secure/Dispose Program:

Proper prescription drug disposal has significant impact on substance abuse prevention. The number of Medication Drop Boxes increased from three to five in 2017 with current locations now in: Geneseo, Dansville, Caledonia, Lima and Lakeville. This program started late 2014 and since the inception, 3,279 pounds of medications have been dropped off at these locations!! Noyes actively promotes the med drop box information throughout our facilities and via the various Noyes coalition groups.



Capacity Building: Noyes Mental Health and Wellness continued to grow to meet community need in 2017. The clinic now provides walk-in crisis services five days/week during open hours. Two full-time Nurse Practitioners, one full-time Child Psychiatrist, and 23 therapists are on staff. All therapists are now Trauma Focused – Cognitive Program certified. Patient visits grew 7% - for a total 16,844 visits in 2017. Also, in December 2017, a new full-time Psychiatric Assessment Officer was hired to work in the Noyes Emergency Department to help address needs of patients whose mental health impacts management of their physical health.

Suicide Prevention: Noyes mental health staff are members of the Livingston County's Suicide Prevention Task Force working to increase suicide prevention awareness throughout the county via community education (ads, bill boards, banners, social media) and their 3rd Annual Candlelight Vigil. A new monthly Suicide Bereavement Support Group was started in 2017 to support families impacted by suicide.

3. Promote Healthy and Safe Environment

UR Medicine and the Livingston County Department of Health and Office for Aging are lead agencies on the Livingston County Fall Prevention Coalition that works to implement evidence-based strategies to develop and promote community-based programs for fall prevention.

Annual Fall Prevention Workshop: Fourth Annual Fall Prevention Workshop was held in Lakeville during September, 2017, and 67 older adults attended to meet vendors/service providers, listen to speakers, and learn about local fall prevention resources.

Promote Physical Activity Opportunities: With the support of the Livingston County Office for the Aging and RSVP/Lifespan, in 2017 there were two 16-week Tai-Chi class series with 25 participants and five 8-week Matter of Balance Classes with 67 participants. These programs are actively promoted by the E.A.R.S. Lifeline Program and Continuum of Care Coalition at Noyes Hospital.

Home Safe Home: Noyes took the lead in coordinating the Home Safe Home Program in 2017 for Livingston County, in partnership with Lifespan. This Genesee Valley Health Partnership (GVHP) funded program provides home fall risk assessments, modifications and education to those 60+ years old in need of grab bars, railings, shower chair, etc...to help prevent falls in the home. The Noyes Lifeline Coordinator provides the outreach/promotion of the program and screens all referrals. Referrals are then sent to Lifespan and their provider schedules home visits in Livingston County once/month. With the GVHP funding, 36 home safety visits were completed this past year.

Coalition Building Activities

Noyes' Community Outreach staff continues to reach out to regional health and wellness agencies and organizations to facilitate communication and share information. In addition to the ongoing Maternal Child Health Coalition and Diabetes Education Coalition, the following groups meet regularly at Noyes:

Noyes Continuum of Care Coalition (CCC): This 50-agency coalition meets six times a year for education, agency updates, and networking. Education topics in 2017 included: suicide prevention, hospice/palliative care, veterans services, heroin/opiate epidemic, Finger Lakes Caregiver Institute, and Stroke.

Cancer Support Services Coalition (CSS): With the opening of the Ann and Carl Myers Cancer Center in Dansville, Noyes recognized opportunities to expand support services for patients and caregivers across the tri-county region and began to reach out to cancer service support programs, health care agencies, cancer survivors, individuals and community groups. The interested parties met monthly to discuss ways to meet the needs of Cancer Center patients from a physical, emotional and financial standpoint.



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New Year Brings New Home

For Noyes Mental Health and Wellness Services

Noyes Mental Health and Wellness Services moved into its new home in January. Noyes facilities and engineering staff renovated the former Genesee Community College building, creating 24 staff offices, two art therapy rooms, two conference rooms, a staff kitchen, and a reception/waiting area.

With the help of New York State Assemblyman Joe Errigo, Noyes administration and staff cut the ribbon officially to open the new building in February, and Noyes welcomed the community to check out the new space in May at an Open House marking the start of the annual staff and patient art show.

With the new building came the addition of two new therapists. They've been busy. On average, more than

30 patients walked in to the new building each month looking for help. Total visits increased 8% over 2016, with the total number served up 17%.

Services expanded, too, with the opening of a satellite clinic at the Noyes Memorial Hospital to treat the Medicare population and, in December, adding a much-needed Psychiatric Assessment Officer (PAO) in the hospital's Emergency Department.

Noyes Mental Health and Wellness staff also continue to work in four high schools in the region and at Creekside Family Medicine, Noyes' primary care practice. They also cooperate on a regular basis with county and regional mental health agencies.

SOUL COLLAGE

Noyes Mental Health and Wellness Services art therapist Diane Stratton Smith works with client Peggy Oltz to create a "soul collage," selecting photographs from magazines and other print media and combining them to make a series of cards reflecting the client's life experience and personality.



The Foundation For Noyes Health

Building For Health Care's Future

Jon Shay, Chairperson

As 2017 began, the 3-year Ann and Carl Myers Cancer Center capital campaign culminated with a ribbon cutting and dedication on a cold March morning. Ann and Carl Myers unveiled the donor wall in the reception area of the new radiation oncology suite, their stewardship gift having inspired hundreds of businesses and individuals from throughout the region to contribute to making the dream of expert and accessible cancer care a reality.

Now that the Cancer Center's doors are open and hundreds of patients and their families are already benefiting from Wilmet Cancer Institute's expert care close to home, community members continue to raise money to support the Cancer Center with raffles, events, can drives and other activities.

Since major construction campaigns are, for the moment, complete, the Foundation now is shifting gears. It is rededicating itself to supporting Noyes as a whole as the organization continues to grow to serve patients in the region by adding services, updating equipment, renovating patient rooms and providing the kind of comprehensive health care our patients deserve.

Some highlights:

- In August, the Foundation hosted and benefited from the second Kyle J. Button Memorial Golf Tournament. The tournament raised nearly \$26,000.
- Noyes employees, with weekly Dress Down/Dress Up day payroll deduction donations, gave more than \$12,000 towards renovations of third floor patient rooms.
- Recognizing the need for new equipment, Jane Schryver and her partner, Paul Hoffman, gave \$135,000, part of which went to purchase a bed-side ultrasound machine for use in the Mary Saunders Beiermann Emergency Department. The remainder of their gift will be used to purchase a C-arm in radiology.
- And, the 2017 Annual Appeal, in a mailing reflecting the wide variety of services Noyes offers, garnered an additional \$30,000.

Community support for Noyes is strong. It's also necessary as the healthcare industry continues to be in flux. We are grateful in so many ways to have that support as Noyes moves forward.



2017 DONATIONS

ANNUAL APPEAL

Kenneth Applin
 Marcia Ayers
 Gary and Mary Bajus
 Douglas and Ann Biek
 Martha Blair
 Fred Blakley
 Cornelius N. Bliss Memorial Fund
 Barry and Barbara Blum
 Michael and Marie Blum
 Janice Bonehill
 Sarah Booher
 Linda Booth
 Bruce and Sharyl Brown
 John and Virginia Buck
 Michael Buckley
 Charles Burritt
 Alice Button
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 Niels Kurt and Barbara Christiansen
 Douglas and Sharon Churchfield
 Thomas Colahan
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 Maureen Collins
 Timothy and Dawn Costello
 Charles Cowley
 Ian and Cassandra Coyle
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 James and Linda Culbertson
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 Robert Donovan
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 Jeffrey Englert
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 Peter Fedorchuk
 Dwight Folts
 Todd Forsythe – St. George-Stanton
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 Dr. Paul and Gay Frame

Marian Frary
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 Fernelle C. Rodriguez:**
 David Smith

In Honor of Ruth Rotenberry:
 James Rotenberry

In Memory of Gloria Arias:
 Leonard Arias

**In Memory of
 Norbe C. and Ella G. Blum:**
 Michael and Marie Blum

**In Memory of
 Arlene Brokaw:**
 Donna Brokaw

In Memory of Joan Gibson:
 Arthur Gibson

**In Memory of
 Beatrice "Petie" Hoffman:**
 Suzanne Engel

**In Memory of Frank
 Kendall:**
 Joann Kendall

In Memory of Patty Lent:
 Howard and Pamela Perry

Thank You!

In Memory of Catherine and Alexander Lieb:

Suzanne Engel

In Memory of Ruth L. Born-Smith:

David Smith

In Memory of Charlie and Mary Sundlof:

Suzanne Boor

MARY SAUNDERS BEIERMANN EMERGENCY DEPARTMENT

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A Lasting Legacy

William H. Hartman was a farmer and one of Dansville's most prominent citizens from the turn of the 20th century until his death at the age of 85 in 1937.

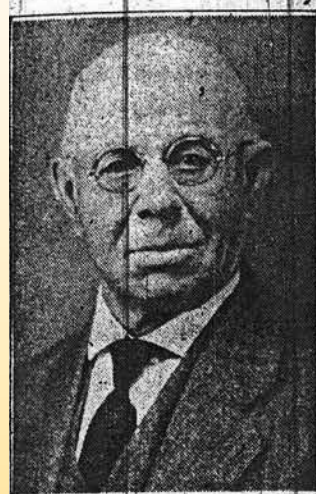
Mr. Hartman was an uncle of Nicholas H. Noyes, a patron of what then was known as Dansville General Hospital and for whom today's hospital building is named. (The "H." stands for Hartman.)

Each year, the Foundation for Noyes Health receives \$3000 from Mr. Hartman's estate, a lasting legacy of his commitment to the health and well-being of the Dansville community. To date, that gift has added up to nearly \$240,000, truly a gift that keeps on giving.

Please consider including a legacy gift in your estate planning and be remembered for generations to come as helping to provide the best possible healthcare to your community. For more information, contact the Foundation for Noyes Health at (585)335-4323.



Dansville.—The death of William H. Hartman, 85, on Saturday, March 27, 1937, at his farm home near this village, removes from the community one of the well known and highly-respected citizens of the older generation. Mr. Hartman had been confined to his home since September by illness.



William H. Hartman

He is survived by two sisters, Mrs. Emma C. Noyes and Miss Lydia M. Hartman, both of this village.

Funeral services were held on Tuesday afternoon, at 2:30 o'clock, from his late residence, Rev. Andrew F. Rauth, minister of the Presbyterian church officiating. Interment in the family plot, Greenmount cemetery, with Masonic services at the grave.

The bearers were Charles Ulyette, C. W. McNair, J. William Ulyette, Maxwell Sweet, C. Elmer Pickard and Frank J. Lemen.

Mr. Hartman was born near his recent place of residence, September 30, 1851, the son of William Hartman and Catherine Driesbach. He was educated at the district school and Dansville Seminary and, after leaving school, turned his attention to the pursuit of agriculture, and continued the successful operation of general farming and growing of nursery products on his extensive farm until the time of his death.

In 1881 Mr. Hartman was united in marriage with Miss Ella C. Green, the wedding ceremony being performed at the home of the bride's father, Calvin Green, in West Sparta. Mrs. Hartman passed away in 1929. An only son, Herbert G. Hartman, died February 1, 1928, at the age of forty years.

The Hartman farm home is a landmark in this community. The spacious dwelling house was erected in 1827 by Alexander McCardney and was rebuilt by Mr. Hartman in 1893.

Mr. Hartman who represented one of the oldest and most honored families of Livingston county was courteous and considerate in his dealings with others. In his political views he coincided with the principles of the Democratic party and religiously favored the Presbyterian church.

He was a director of the Citizens Bank and Trust Company of Dansville, a member of the Union Hose Company, volunteer fire organization, and a long-time member of Phoenix Lodge, F. & A. M., of this village.

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DRESS UP/DRESS DOWN – MENTAL HEALTH RENOVATIONS

Mary Kay Ball
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Jon and Linda Shay

In Memory of Tom Rauber:

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In Memory of Dr. Roy W. Robinson:

Marilyn Robinson

Thank You, PetSmart

Michelle Frazer, assistant store manager of PetSmart in Geneseo, dropped off hundreds of beautiful stuffed animals to manager of Noyes Mental Health and Wellness Services, Lynette Greene, and director of Emergency Services, Pauline Shaw, over the holidays. PetSmart customers purchased and donated the toys, bringing smiles to the faces of our patients young and old.



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**In Memory of
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In Memory of Joyce Williams:
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Butt Out Cancer For a
Good Win 5K

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Bonnie's Cancer Fighters
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Leopold and Mary Jo Marks
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In Memory of Donald Pebbles:
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Thank You For Your Contribution!

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In spite of our best efforts to be accurate, we may have overlooked a misspelling or omitted a name by mistake. If that is the case, please accept our apology and notify Kellie Sylvester at (585) 335-4212 of the error. Thank you!



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111 Clara Barton Street
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(585) 335-6001
www.noyes-health.org

Mission

We support and promote the health of our communities through compassionate, quality care.

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To be our communities' first choice and primary resource for medical care and wellness promotion.

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We provide services that exceed internal and external customer expectations according to best practices.

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Noyes Health Services
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Geneseo, NY 14454



Noyes Kidney Disease and Dialysis Center
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Geneseo, NY 14454



Noyes Mental Health and Wellness Services
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Dansville, NY 14437