





Dr. Chad Teeters takes over for Amy Pollard as President and CEO of Noyes Health.



Jill Lawton and Danielle Mullen with the new mammography machine.



Phil Saunders speaks at the opening of E. Michael Saunders Medical Imaging.

### **2021 ANNUAL REPORT**



# 2021 UR Medicine NOYES HEALTH BOARD OF DIRECTORS:

**OF DIRECTORS: Domenick Martello** Chairperson Rich Rizzieri First Vice Chairperson **Matt Cole** Second Vice Chairperson James Culbertson Treasurer/Past Chairperson Marilyn Moore Secretary Joan Flender, M.D. **Barbara Frazer** Steven Goldstein Michael Johnsen Douglas Mayhle, M.D. **Medical Director** Robert McCann, M.D. John Quinlan **Lindsay Quintilone** Ahsen Sheikh, M.D. President, Medical Staff Bernard Sweeney, M.D. Mark Taubman, M.D.

## **2021 FOUNDATION BOARD OF DIRECTORS:**

J. Chad Teeters, M.D.

President/CEO

**Thomas Wamp** Chairperson **Helen Gray** Vice Chairperson William Bacon Treasurer John Quinlan Secretary Les Cole **James Coniglio Timothy Costello Kelly Hoag** Mary Ann Merle **Robert Smith** J. Chad Teeters, M.D. President/CEO Lynn White Director, Foundation/ **Public Relations** 

Maureen Wolcott



#### **Dr. J. Chad Teeters**

To say that 2021 was a year of change would be an understatement. From the retirement of my longtenured, distinguished predecessor, Amy Pollard, to emerging from the first waves of the pandemic only to be thrown into the highest peak of the COVID surge since the outbreak began, Noyes Health and our dedicated staff have persevered and continued to provide exemplary care for our community. My first months in this role have been tremendously rewarding as we have begun to turn the page in Noyes' history and become the regional leader in providing care for Livingston County and the surrounding region. As we close out the first 50 years of Noyes Memorial Hospital operating in our current location, we are beginning to see a path towards new possibilities that will sustain us for the next 50 years and beyond. Throughout this report we will highlight new facilities and programs that are allowing us to offer advanced clinical services and keep care here at home. We have entered this year with the guiding motto: the care you need in the place you trust.

No summary of the health system's performance can start without first calling attention to our talented and dedicated employees and Medical Staff. We began 2021 with new hope and vaccines being administered. We ended, like all hospitals around the country, by weathering high vacancy rates due to vaccine mandates, early retirements, and an unprecedented move of health care professionals leaving their jobs to pursue sometimes lucrative travel positions. Through all of this, I am proud to say, our staff not only endured, but thrived. Our quality ratings improved and we were cited by the US News and World Report as a High Performing Hospital in Maternity Care with the highest rate of breastfeeding achievement in New York State and one of the highest in the country, an uncommon citation for a Hospital our size. We ended the year with patient beds filled to capacity and routinely boarding patients in our **Emergency Department** to care for the high influx of patients, and yet the staff never wavered. Without question, they are deserving of enormous praise for their efforts under the most trying of

PRESIDENT'S REPORT

2021 saw some significant upgrades to facilities and technology within Noyes Health. First with the opening of the E. Michael Saunders Medical Imaging Center we welcomed staff and patients into a state-of-the-art Imaging Department with new PET/CT scanner, newly-refurbished Interventional Radiology Suite and Nuclear Imaging camera. This was made possible

circumstances.

through a gift from the Saunders Foundation and allows the region to have access to high caliber medical imaging close to home. Next, the new Noves 3D Mammography Unit opened with advanced breast imaging capabilities in a newly-renovated suite thanks to a gift from Jane Schryver. Finally, as we look to the conclusion of 2021, we anticipate the completion of the new Avon Mental Health Center thanks to matching gifts from Ann and Carl Myers and New York State and a final grant from Livingston County to support the extension of this critical service line. Last, but certainly not least, we ended the year by opening the first half of the newly-renovated Jon Shay Medical Surgical Unit at Noyes in honor of a dear friend and benefactor to Noyes and the entire community. Both Avon Mental Health and the completed Jon Shay Medical Unit will open fully in 2022.

Finally, at a Board level, we thanked Jim Culbertson for his years of service as Chairman of the Hospital Board and we welcomed Domenick Martello as our new Board Chair. Fortunately, Jim Culbertson will be staying on with us as Treasurer, Richard Rizzieri is now First Vice Chairperson, and Matthew Cole is Second Vice Chairperson with Marilyn Moore continuing on as Secretary. We also welcomed two new Board members this year with Barb Frazer and John Quinlan joining us. We

are fortunate to have such excellent and dedicated community stewards leading our Board.

In conclusion, it has been a tremendous first six months for me since taking over as President/ CEO. This community has been so welcoming, and the dedication to this organization has been so palpable from staff and community members alike. I consider myself very fortunate to have been chosen to helm this organization that is as rich in promise of things to come as it is in history of what has come before. It is my commitment to this community to revitalize Noyes Health to become the beacon for healthcare delivery in the Southern Region and to growing existing service lines while developing new. I anticipate many great developments in the years ahead, and I look forward to being able to share them with all of you.

> J. Chad Teeters, MD, MBA, MS, FACC

> > President/CEO

# NOYES WELCOMES NEW PROVIDERS

Irene Elliot, RNFA
Michael Farrell, CRNA
Christine Lavorato, NP
Mathew Meyer, CRNA
J. Chad Teeters, MD
Javeria Zaidi, MD

### **FOUNDATION BOARD REPORT**



**Thomas Wamp** 

When we began 2021, our expectations were high that the worst was behind us, but it was quite the opposite. COVID cases were on the rise and controversy ensued over vaccination mandates. As a result, Noyes Health lost many employees and worked diligently to provide quality health care to our area residents. They should be recognized for their extraordinary efforts. At the same time, the Foundation was tasked with continuing to support the programs and services of Noyes Health, and I commend the Board members and the community for stepping up to the challenge.

The Dansville area and especially Noyes Health were extremely saddened by the passing of our community leader and mentor, Jon Shay. His unending passion and commitment to all of us will surely be missed. However, I am pleased to report that a memorial fund was established in his honor to renovate the Third Floor of the Hospital and the Foundation has currently received donations and pledges in excess of \$440,000. Many individuals, organizations and community groups have found ways to support this fund in Jon's memory, such as the Dansville Rotary Club,

Dansville Lions Club, Empire Realty, Tom Welch Golf Tournament and the 5k Turkey Trot. In addition, the Cancer Center has continued to receive strong support from a number of individuals and groups such as Sicky's Squad and Footin' It for Family Team, who have again raised significant dollars to improve our quality of care. We also salute Jane Schryver, Phil and Carole Saunders, and Ann and Carl Myers, who are always thinking about the well-being of Noyes.

Noyes Health has always received strong support from our service area, and this year was no exception. The new Mental Health Facility in Avon is about to open. In addition to a large contribution from Ann & Carl Myers in 2020 and many personal donations, generous gifts were received from Commodity Resource Corporation, Barilla America, the Noyes Health Auxiliary, and a golf tournament, held in memory of the late Liz Green, who was a large part of the Avon community. In addition, our annual appeal was a great success, having raised over \$53,500, of which we are truly appreciative.

We have had several changes in our organization's leadership structure this year with the retirement of CEO Amy Pollard and the departure of Foundation Director Mary Sue Dehn. Both were very dedicated and did a great job for Noyes and we wish them well. At the

same time we welcome Dr. Chad Teeters as our new CEO and Lynn White as our new Foundation Director. They bring considerable experience and enthusiasm to the table, and we look forward to working with them. We also welcome Kelly Shay Hoag as our newest Board member. She will help us to carry out the Foundation's mission.

When I look back at all the obstacles that our service area has encountered with the pandemic and all its restrictions, I am always amazed by the outpouring of support our Hospital has received from its employees, volunteers and donors. Noyes Foundation is forever grateful for this support, and I can say with some level of confidence, that we will be holding some type of "Gala" event in 2022 to thank everyone. We are really fortunate to be living in a community environment where people really care about the health and well-being of their neighbors. Thank you again for all your support and we look forward to getting back to some type of normal in 2022.

#### **Dr. Bilal Ahmed**

In late 2020, the first COVID vaccines were administered to frontline healthcare workers, which we hoped marked the beginning of the end to the pandemic. Over the course of 2021, more vaccines were developed and administered.

In August, New York Governor Andrew Cuomo

**CHIEF MEDICAL OFFICER REPORT** 

announced that all healthcare workers would have to have the first dose of the COVID vaccine by September 27 in order to keep their jobs. Noyes was very diligent to adhere to the law and did very well as far as staff retention was concerned. That said, it was very sad to see some people choose to leave rather than receive the vaccine.

As the year went on, the virus became less aggressive, but more virulent. Livingston County mirrored the state-wide numbers, ending 2021 with the highest rate of positive COVID tests since the beginning of the pandemic. This made it clear the virus wasn't going away. We needed to continue with all of the preventative measures, social distancing, masking, disinfecting, etc.

Everyone in the Hospital began preparing for the transition to the Epic Medical Record System that would be happening in March 2022. This would allow information to be shared more easily, improve care, generate more contact with

outpatients and improve healthcare in general.

Looking ahead, Noyes aims to fortify its Intensive Care Unit to reduce the need to transfer patients to Rochester. Our aim is to make Noyes a destination for highly complex patients.

Throughout the year one theme was constant: staff retention and recruitment. We appreciate our staff and will continue to create an environment where people feel valued and respected, which is the best way to retain employees.



#### **Domenick Martello**

Just when you thought the worst of COVID was over, the pandemic came back with a vengeance. Lives were lost, and federal and state regulations impacted hospitals and healthcare providers across the state.

Once again, the Noyes workforce demonstrated their dedication to the Hospital, the community and patients who came in to seek treatment. This is yet another example of our great staff doing great things.

The surge may have returned, but forward progress was not at a

# BOARD CHAIR REPORT

standstill in 2021. Business improvement plans were developed and put in motion. The E. Michael Saunders Medical Imaging department was completed, bringing state-of-theart imaging services to Dansville.

The Avon Mental Health Building went from being a field off of Interstate 390 to a full building, nearly ready to see patients in just a few months.

The business unit and finance department saw positive change and an upgrade in service delivery. The entire Hospital Staff was, and still is, dedicated to making their mission each day the provision of outstanding care to everyone. An example of great people doing great things.

As Board Chair, I want to extend to each of our 500+ employees the Board's gratitude for your hard work each and every day. Your efforts make Noyes a Hospital of distinction.

One of the biggest changes the hospital saw was the change in leadership, with former CEO Amy Pollard retiring, and Dr. J. Chad Teeters talking the helm.

# Excellence was replaced by excellence.

The Board has thoroughly enjoyed working with Dr. Teeters and has welcomed his ideas to continue to bring new service lines to Noyes and grow the Hospital.

His relationship with staff, his work ethic, his plans for growth at Noyes, based on data and metrics, are to be admired. The Board looks forward to a long and fruitful relationship. He is truly a great person doing great things.

While we hope the worst of COVID is behind us, I have complete faith the staff at Noyes is prepared to handle anything thrown at them with grace and professionalism. It will be exciting to see what 2022 brings.



Noyes Health received hundreds of holiday cards from Dansville and Hornell school students to brighten their spirits.

#### **MESSAGE FROM NOYES**

### **CHIEF FINANCIAL OFFICER**



Mark Prunoske
The last year continued the evolution of the healthcare landscape.

In 2021, Noyes was the benefactor of Provider Relief Funds which bolstered our revenue to address the continued impact of COVID on the healthcare system. The Hospital experienced declines in volumes related to state imposed elective procedure restrictions and patients delaying seeking treatment.

At the same time, the Hospital experienced spikes in volumes related to COVID testing and emergent and urgent care services. Staffing challenges continued throughout the year with a record number of job openings, a greater reliance on agency and contract staff and environmental pressures that required significant investment in salary and wages.

As we look forward, our financial focus will be on growing our revenue through growth of new services in Diagnostic Imaging, increasing occupancy in the Hospital through transfers, expansion of our Pain Management program and growth in our Mental Health program with our new location in Avon.

## Noyes Health Capital Expenditures

Reinvestment into our facilities and equipment are essential to Noyes' ability to deliver high quality care in a setting that meets the patient's expectations. The following major projects were completed or started in the last year: Update and renovation of the Third Floor including room renovations and a new nursing station. Diagnostic Imaging space to house our new PET Scan and Interventional Radiology Suite. Construction of a new building in Avon to house our new Mental Health site. Significant investments into a new Electronic Medical Record and Enterprise Resource Planning systems.

	CY 2019	FY 2020	FY 2021
Discharges	1,813	1,848	1,938
Births	355	341	333
Surgery/Scopes	5,326	4,625	5,160
Emergency Visits	13,183	11,673	12,515
Urgent Care/After Hours Visits	11,978	10,966	8,597
Outpatient Mental Health	22,396	24,153	25,519
Dialysis	11,017	10,422	8,597
Radiation Oncology	4,271	4,238	3,367

Financial Performance	Period Ending June 30, 2021	
Operating Revenues (in ooo's)	67,533	
Operating Expenses		
Salaries and Benefits	35,902	
Supplies and Other Expenses	25,562	
Depreciation and Interest	3,797	
Total Expenses	65,261	
Income from Operations	2,272	
Non-Operating Revenue & Other Changes in Net Assets	10,355	
Change Net Assets/Net Income	12,627	
Operating Metrics		
Days Cash on Hand	51	
Operating Margin	3.4%	



#### Footin' it for Family

The annual Footin' it for Family 5K raised a record \$25,000 for the Ann and Carl Myers Cancer Center at UR Medicine Noyes Health. This brought the total they have donated to the Cancer Center to over \$70,000 since 2012.



Effective May 1, Dr. J. Chad Teeters took over as Noyes Health's new President and CEO.

"Given our strategic goals, which include expanding

### **DR. J. CHAD TEETERS NAMED CEO**

services throughout the communities we serve, Dr. Teeters was clearly the best candidate to successfully lead Noyes," said then-Board Chair James Culbertson. "His energy and enthusiasm were palpable during his interview."

Teeters served as Chief of UR Medicine Highland Hospital's Cardiology Division from 2009 to 2020, and has also served for three years as Executive Medical Director for Accountable Health Partners (AHP), a clinically integrated

network of hospitals, University of Rochester medical faculty and community physicians.

Teeters received his medical degree from the University of North Carolina at Chapel Hill and completed his residency in Internal Medicine and fellowships in Cardiovascular Disease and Preventive Cardiology at the University of Rochester. He is board certified in Internal Medicine and Cardiovascular Disease.

"I am grateful for this opportunity to begin

working with the dedicated, talented Noyes team and getting to know the community we serve," Teeters said. "This centuryold institution with strong roots embedded in community care has evolved to become what it is today: a comprehensive healthcare hub that ensures high-quality, high-tech care, close to home for Livingston County and its neighbors. I look forward to helping Noyes further flourish in the years ahead as we continue improving the health of this great community."





#### **AMY POLLARD RETIRES**

Noyes Health CEO Amy Pollard retired in April after leading the hospital for a decade.

Noyes became an affiliate of UR Medicine in 2016, shepherded by Pollard as she worked to attract new specialists and other providers to the region. Under her direction, Noyes expanded emergency

services, cancer care, mental health and wellness programs as well as the imaging center.

"Our Board expresses its sincere gratitude and respect to Amy Pollard for the outstanding job she has done as President and CEO over the last 10 years," James Culbertson said. "Under Amy's leadership,

Noyes has expanded services and facilitated the affiliation process that made Noyes Health part of UR Medicine, increasing access to coordinated care for the region. Amy leaves Noyes Health with a solid foundation for continued growth based on the relationships she has cultivated with providers, staff, local and state government, civic groups and

the University of Rochester."

After her retirement, the Board Room at Noyes Memorial Hospital was officially renamed the Amy A. Pollard Board Room.

The furniture in the Board Room was replaced, thanks to a generous donation from the Shay family, and a sign now hangs outside the door bearing her name.

A huge **THANK YOU** goes out to the Sick family who donated the proceeds of their annual Chicken BBQ/Pork Roast/raffle fundraiser to the Ann & Carl Myers Cancer Center at Noyes. The 2021 total came to over \$10,000!



# MENTAL HEALTH AND WELLNESS BUILDING IN AVON NEARLY COMPLETE

UR Medicine Noyes Health's new Mental Health and Wellness Center in Avon held its groundbreaking and nearly finished construction by the end of 2021.

The groundbreaking, attended by nearly 100 people, emphasized how welcome the new building is in the community.

The \$1.06M property will house eight patient treatment rooms, waiting area, and a group treatment room. There will also be an area outside where visitors and community members alike can enjoy the outdoors. The practice will be located in the James Steele Commerce Park in East Avon, just off Exit 10

on Route 390.

Once the need was identified, then the task of finding funding was underway. Noyes received a \$348K grant from New York State, which was matched by a generous \$350K donation from Ann and Carl Myers.

The building will be dedicated in memory of Elizabeth "Liz" S. (Griswold) Green, a beloved member of the Avon community. Green passed away unexpectedly in February of 2019. She was the Social Worker at the Avon Primary School, as well as the Livingston County Violence Prevention Trainer for over 18 years.



The official groundbreaking for UR Medicine Noyes Mental Health and Wellness building in Avon was held June 16. The building is expected to open and start seeing patients at the end of 2021 or beginning of 2022.

# LUNG CANCER SCREENING NOW AVAILABLE AT NOYES \_\_\_\_\_

Detecting cancer early is the best chance to have a positive outcome. That's why Noyes Memorial Hospital is excited to announce the addition of a state-of-the-art low-dose lung cancer screening program. Patients can schedule appointments in Dansville and Hornell. The program will expand to Jones in early 2022.

#### What is a low dose CT Scan?

The low-dose CT scan uses X-rays to create detailed 3-dimensional photos of your lungs. A minimal amount of radiation is used for this test compared to some other diagnostic CT studies.

For this painless test, patients will lay on a table as it passes through the CT scanner. The scans are read by a University of Rochester Radiologist.

#### Who should get screened?

You, or a loved one, should be screened if you meet the following criteria:

- Are age 50-80
- Are a current smoker or have quit in the past 15 years
- Have at least a 20 pack-year history of smoking. A
  pack-year is 1 pack of cigarettes per day per year. So,
  1 pack per day for 20 years or 2 packs per day for 10
  years would both be 20 pack-years.

"We are thrilled to be able to offer this program and testing at Noyes," said Dr. J. Chad Teeters, President and CEO of Noyes Health. "Livingston and Steuben Counties have some of the highest smoking rates in New York State. It is important to catch cancer early to assure the best possible outcome. The addition of the low-dose lung screening program is a large step toward that goal."

To schedule your screening, call 877-728-4543 or talk to your healthcare provider.

For more information, visit lungcancerscreening.urmc.edu

#### **FALL RATE GREATLY REDUCED**

#### **DeNae Gibson, Director of Performance Improvement/Quality**

At the end of 2020 Noyes started to see an increase in falls. This is attributed to the rise of COVID, an increase in the acuity of patients and stopping visitation of friends and family.

This increase led the Quality Department choosing falls to be the focus for performance improvement and safety project for 2021.

A committee was created to decrease falls in 2021 and bring awareness to our rates.

Every chart where a patient fell was audited. Following the audits, staff were educated in real time on fall prevention, and provided clarity of their roles and expectations of their actions in falls prevention.

#### Guiding principles related to fall prevention and protection from injury:

- Some falls cannot be prevented; in these cases, the focus should be on proactively preventing fall injuries and decreasing the frequency of falls.
- Fall prevention is a shared responsibility within healthcare and throughout the institution.
- Person and familycentered care is foundational to the care of people at risk for a fall, and fall injuries. The risks and benefits for the person should be considered

when implementing interventions to fall prevention and protection from injury.

Preventing falls and minimizing injuries is difficult and complex. Our organization has competing priorities which lead to fall prevention. Protection from injury management is being placed under one discipline addressed by Nursing. Fall prevention and protection from injury must be an organizational focus with all employees understanding their role and the impact that they can have in creating a culture of safety.

# To help prevent falls in 2021, we implemented the following measures:

- New beds that can be set lower to the floor and have three settings of exit alarms for high risk patients. Floor lights from the beds can be seen from the door way so staff know that safety settings are appropriate.
- The new Fall Risk Scale went into use July 1, 2021, and staff was educated on its use. This begins when the patient is admitted and is used throughout the patient's stay to monitor for status changes.
- New door markers for confused patients allowed all staff the ability to see that the patient in that location was at fall risk so they could help to increase

monitoring.

- Installed Fall Tips
   Posters in patient
   rooms. These
   communicated the
   needs of patients to
   staff, patients and
   caregivers. They
   helped to identify
   patient fall risks and
   equipment needed to
   help prevent falls.
- Ongoing education with staff during fall audits.
- All future employees will be oriented to this quality plan

- and be expected to understand the importance of fall prevention and protection from injury actions.
- For any falls that do occur, we use them as teaching points when appropriate.

As a result of the implementation of these actions, fall rates fell from 13 falls per 1,000 patients to 5 falls per 1,000 patients.



### **Chip In Fore Noyes Annual Golf Tournament**

The Chip In Fore Noyes Annual Golf Tournament was a huge success. The event, organized by the Noyes Health Auxiliary, is one of the biggest Auxiliary fundraisers of the year.

# NOYES BIRTHING CENTER CLASSIFIED AS HIGH PERFORMING

UR Medicine Noyes Health has been recognized as High Performing in Maternity Care (Uncomplicated Pregnancy) by U.S. News & World Report.

"High Performing" is the highest rating U.S. News awards for that type of care.

To be recognized among the Best Hospitals for Maternity, hospitals had to excel on multiple quality metrics that matter to expectant families, including complication rates, C-sections, whether births were scheduled too early in pregnancy, and how successfully each hospital supported breastfeeding. Only one-third of the hospitals evaluated by U.S. News for maternity care earned a 'High Performing' rating.

Roughly 400 babies are born per year at Noyes.





# 3D MAMMOGRAMS NOW AVAILABLE AT NOYES HEALTH

A new Tomosynthesis 3D mammography machine was installed in the Hospital. This uses the most advanced technology to take images of your breast from different angles, and combines them to create a more complete and accurate image than regular 2D digital mammography.

Studies have shown that Tomosynthesis finds invasive cancers at a 40% higher rate than regular 2D mammograms. It can also pinpoint hard to find cancers that may otherwise be unnoticed, particularly in areas of dense tissue.

3D mammography follows the same basic procedure that you're probably accustomed to with regular 2D digital mammography. In addition to the new machine, the Mammography Suite also got a complete renovation.



#### **Thomas Welch Golf Tournament**

Thomas Welch Memorial Golf Tournament organizers graciously gave a check for \$1,500 that was raised at holes 9 and 13 during the tournament. Pictured are: Joshua Conklin, Bill Bacon and Kelly Hoag of the Foundation for Noyes Health, Marcia Miller, Dr. Chad Teeters - President and CEO of Noyes Health, Anne Murphy, Sarah Roberts Welch, and Katie Infantino. Tom Welch was a native of Dansville and 1982 graduate of Dansville High School. His passion was information technology, engineering, and, of course, golf. Tom was a dedicated husband to his wife of 28 years, Sarah. After Tom passed away in 2014, his friends and family chose to honor his memory by establishing a scholarship fund to support local college students studying IT and engineering.



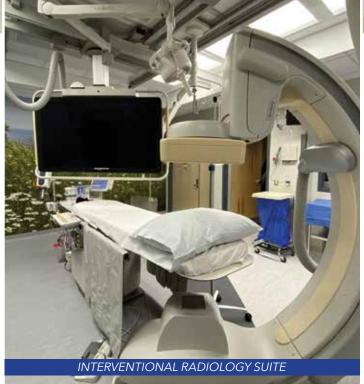
# E. MICHAEL SAUNDERS MEDICAL IMAGING OPENS

The new department features the addition of a PET/ CT scanner, supporting the patients of Noyes' Ann and Carl Meyers Cancer Center and others with the medical imaging they need right in Dansville, rather than having to travel to Rochester or farther.

The facility was made possible in large part by the Saunders Foundation, which in 2018 provided a generous \$1 million gift to support the project and to honor the memory of E. Michael Saunders, the son of Phil and Carole Saunders. In addition, a Statewide Healthcare Facility Transformation Program grant provided over \$1.5 million in funds.

#### **E. Michael Saunders Medical Imaging includes:**

- A new PET/CT scanner
- A new interventional radiology (IR) suite
- A 1.5T MRI scanner
- An advanced GE630 nuclear medicine camera that provides advanced imaging and an enhanced patient experience, cutting scan time or radiation dose in half



 Ankle-brachial index (ABI) equipment to support vascular, wound care, invasive, and podiatric specialists. Additionally, it offers complete care for port and catheter insertion, biopsies, maintenance of dialysis fistulas and other invasive procedures.

# MEDICAL/SURGICAL FLOOR TO BE NAMED AFTER JON SHAY

Noyes and the surrounding community suffered a huge loss with the passing of Jon Shay on January 18, 2021.

Noyes Health lost a leader, supporter and tireless champion. As a Hospital Board member and a Foundation Board member for decades, Jon's singular focus was always what was best for his community.

"The passing of Jon Shay is a loss to the entire community, but a particularly devastating one for all of us at Noyes,"

says Amy Pollard, former President and CEO of Noyes, "Jon's pick-up truck was a familiar site in the circle in front of the Hospital where he would leave it briefly to come in and share yet another idea he had come up with to promote the Hospital. All of his ideas were about making the Hospital the best it could be to serve the people in Dansville and the surrounding region. But Jon didn't just have ideas, he gave of his time and his money to make



those ideas a reality."

His passing led to the creation of the Jon Shay Memorial Fund. With initial gifts from Jon's friends Phil Saunders, Kent Johnson and Les Cole, and a larger group of donors inspired by their generosity, the fund continues to build momentum.

To further honor Jon, construction officially began on the Jon Shay Medical/ Surgical Unit. The project is expected to cost \$1.1M.

"We will be completely renovating the entire floor," said Dr. Chad Teeters, President and CEO of Noyes Health. "This means new rooms, new walls, new ceilings, new beds, new chairs. The whole unit will be completely brand new.



# CHRISTINA KRANZ POSTHUMOUSLY GIVEN DAISY AWARD

After a valiant battle with cancer, Christina Kranz passed away August 21 at the age of 36.

Kranz was a labor and delivery nurse, as well as a midwife at Noyes for years, and is credited for delivering over 450 babies during her career.

She was given the Daisy Award for Nursing posthumously in November.

"Christina was the epitome of beautiful, patient, kind and nonjudgmental," read one of the nominations. "She's hands down one of the best nurses I've ever met."





#### **Lions Club Donation**

Members of the Dansville Lions Club delivered a check for \$15,000 raised at the annual Lions "Fore" Noyes Golf Tournament on June 25. The funds will be used for the Third Floor renovations at Noyes Memorial Hospital. When complete, the floor will be named in memory of Jon Shay. From left: Dave Mapes, Lou Colella, Cheri Mapes, Tom Wamp, Dan Beiswenger, Dr. J. Chad Teeters, President & CEO of Noyes Health, Karen Schleyer, Elizabeth Jackson, Dansville Lions Club President, Kelly Shay Hoag, Marlene Mark, Kaylee Walker Lohrmann and Barry Haywood.

### **2021 DONATIONS**

#### **ANNUAL APPEAL:**

#### **NOYES MAKER**

(\$2,000 +):

Cornelius N. Bliss Memorial Fund Candy Frazer George Jarrett Larry and Mary Ann Merle - Genesee

Construction Service Nicholas H. Noyes, Jr., Memorial Foundation, Inc.

J. Chad Teeters and Jennifer Campbell Thomas and Joan Wamp Christian and Catherine Wightman

#### **LEADERSHIP CIRCLE**

(\$1,000-\$1,999):

Matt and Jennifer Cole Susan Docherty David and Kellee Hoag Mary Ann Holden Michael and Nancy Johnsen John and Lynne Lockhart William Maracle Dennis and Marilyn Moore Ahsen and Huma Sheikh Donna Sick William and Laurie White

#### **COMMUNITY PARTNER CIRCLE** (\$250-\$999):

Patrick Byrnes Dansville Chamber of Commerce Sharon Dixon Michael and Danae Donegan Kevin Dougherty
Todd Forsythe - St. George-Forsythe Funeral Home Graham and Barb Frazer Bud and Chris Gee David and Nancy Hall Rodney Johnson - Dogwood Floral Company Cynthia Kostraba Helen Lent Georgia Macauley Joseph Mallaber Keith Mitchell John Putney Sherrie Reilly David and Catherine Reinholtz John and Nancy Reinholtz Roxana Sammons Joy Snyder Deborah Wilson

#### In Honor of David and Kellee Hoag:

Patrick Byrnes

Tony and Ruth Witte

#### In Memory of Nancy Belanger:

David and Kellie Sylvester and Family

#### In Memory of Bill Dixon:

Christian and Stacy Moose

#### In Memory of Kimberly Perry Drumm:

Howard and Pamela Perry

#### In Memory of Evelyn Kemp:

Howard and Pamela Perry

#### **NOYES SUPPORTER**

(\$1-\$249):

Acomb Acres David Anderson Kenneth Applin Theodore Applin Susie Axtell Robert Begg Kathleen Berry Lewis Bickle Suzanne Blackburn Beth Carr

Douglas Churchfield Judith Clark

William Coast Louis Colella June Collier Susan Collier Maureen Collins

Kenneth Conrad Carol Potocki-Corcoran

Daniel Cotter Karen Cowley Nick Crawford

William and Mary Crowell Glenn and Mary Ann Dalrymple Kathleen DeClerck

Ganie DeHart Cassie Dennison

Robert and Gail Derrenbacher Michael Drexler

Carolyn Eastman Dorothy Englert Faith Englert Carol Ann Ewert

Douglas and Teresa Fahy Henry Fox

Roaer Fuale Jeanne Galbraith Elisabeth Grant Patricia Grant

Evelyn Grattan Cheryl Gray Carol Griffen George Guida

Francis John Guillaume

Donald Henchen Paulette Henry

Tamara Hoag Allan and Nancy Howe Jerry Howe

Kenneth and Eileen Hynes Jackson Hose Co. #2

Joann Kendall Marian Kennell

Bruce Kenney Harold and Mary Lou Kiesl

Joseph Killenbec Todd and Wendy Kosakowski

Randy Kozlowski Gary and Sherry Kramer

Joseph and June LaBell Adelaide LaVerdi

Reed Lemmon David and Nancy Leven

Gerri Long Judith Lynn Francis Maloney

Norma Maltby John Malter Joel Margeson

Richard and Sharon Mark Jeffrey and Theresa Marshall Deanna Mastin

John and Kathleen May

Jacqueline McIntosh Joyce McKeown Margaret McNall Debra McRae

Charles and Suzanne Mettler Frank Miner

Lawrence Mitchell Virginia Moore

Patricia Moran Aaron and Holly Morrow

Ernie and Linda Motz Herbert Muhleisen, Jr.

Susanne Munro Vincent Orologio

Mary Anne Palermo Donna Parks

Patricia Paul Janice Peterson

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John and MaryElizabeth Skillings James Smith

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Michael Watson Gail Weidman

Karen Weidman Gerald Welch

Gail White Susan White

Audrey Whiteman Elizabeth Whitenack

Terry and Linda Wilkins Joanne Young

Virginia Youtzy Joseph Zambito

Jean Zurovskis

#### In Honor of Torey Hayes Fay:

Robert and Rose Haves

#### In Memory of George Bacon:

William and Jamie Bacon

#### In Memory of Nancy Belanger:

Conrad Belanger James and Elizabeth Dugo John and Joyce Pappas

#### In Memory of Caylyn Duffy:

Cheri Duffy

#### In Memory of Graham Frazer:

Rich and Pam Rizzieri

#### In Memory of Elizabeth "Liz" Green:

Reid Whiting

#### In Memory of Eric Holbrook:

Dan and Barb Holbrook

#### In Memory of Catherine and Alex Lieb:

Suzanne Engel

#### In Memory of Todd W. Moore:

Janet Moore

#### In Memory of Sally and Jeff Quinlan:

Thomas and Mary Quinlan

#### In Memory of Richard and Catherine Rauber:

The Rauber Family

#### In Memory of Robert Riedel:

Christine Riedel

#### In Memory of Bob and **Evelyn Roberts:**

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#### In Memory of Charlie and Mary Sundlof:

Dennis and Suzanne Boor

#### In Memory of Ronald Weidman, Jr.:

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#### In Memory of Marjorie Welch:

Darla Kendall

#### **AVON MENTAL HEALTH:**

#### **MYERS CIRCLE**

(\$5,000 +):

Barilla America Inc. Les, Matt, and Jennifer Cole -Commodity Resource Corporation Carlton and Ann Myers

#### In Memory of Elizabeth "Liz" Green:

Liz Green Memorial Golf Tournament

#### **COMMUNITY PARTNER CIRCLE**

(\$1,000-\$2,499): Thomas and Joan Wamp

#### In Memory of Elizabeth "Liz" Green:

Karen Bailey

#### **Other Contributors:**

Beth Carr Michael Drexler Leslie Higgins Cynthia Kostraba Gerri Long Mary Lou Marks Mary Anne Palermo Janice Peterson Jean Prete

Sherrie Reilly

Leah Root Carol Thompson Lynn White

#### In Honor of Church St. Friends:

Molly Iten

#### In Memory of Elizabeth "Liz" Green:

Virginia Baker Kaylie Brinkman William and Patricia Christiano Mary DeWolf Linda Gower Mary Kate Hoffman Robert and Patricia Piper Carolyn Wynne

#### In Memory of Sebastian Vitale:

Rose Marie Biondolillo

#### **MARY SAUNDERS** BEIERMANN **EMERGENCY DEPARTMENT:**

Raymond Briggs

#### **CARDIOLOGY:**

#### In Memory of Bradley C. Mitchell:

John and Kathleen Smith

#### In Memory of Frank and Eleanor Ratajczak:

John and Maryanne Molyneux

#### **DIALYSIS CENTER:**

Nicholas H. Noyes, Jr., Memorial Foundation, Inc.

#### In Memory of Pamela Slocum:

Naoma Ranalli

#### **DRESS UP/DOWN:**

Amanda Armeli Michelle Austin Allyson Bacon Megan Baker Mary Kay Ball Michael Barnett Tracy Bauer Brenda Beckstrom Lisa Beil Stephanie Beiter Madelyn Belanger Shelby Bender Parker Bolton Rebecca Bowen Rebecca Boyd Sarah Briggs Jeff Brown Sylvia Bryant Rachael Bugman Bethany Burke Heather Burritt Kaci Carson Kristie Cartwright Pamela Caskey Rachael Clark Rebecca Clark Tara Coffey Aimee Connor Karen Coty Dawn Daugherty Emily DeGroff Rhea Deichman Allison Delaney Ashley Derrenbacher Dorothy Derrenbacher Debra Ďidas

Debra Dieter

Tara Disney

Kristie Dixon

John Dorak

Ashley Drake

Torry Eason Jennifer Ebert Kaylee Erwin Robert Feinman Heather Fidell Bryan Fitzharris Lindsay FitzPatrick Rebecca Forester Kendall Gallipeau Gabriell Struble Gereau **Emily Goodwin** Christina Gray Kelly Green Lynette Greene James Gross Daniel Guy Deborah Guy Marlene Guy Susan Hahn Kathleen Hamilton Sonia Hennelly Kathleen Hoeffner Lisa Houtz **Emily Howe** Kayla Howe Jessica Howell Emma Johnson Kimberly Johnston Adrienne Keiffer Bryce Kennedy Jodi Kennedy Prudence King Danielle Klem Susan Klosner Lorna Kuhn Chris Larnard Sue Leven Kelly Lewis Amy Lowery Heather Malone Dawn McAllister Deborah McCray Gary McCray Mary Menz Holly Momberger Franklin Montzouros Felicia Moore Lisa Moore Melinda Mulford Margaret Paine Diane Palmer Teresa Parker Andrea Pearson Lee Peterson Timothy Peterson Amy Pollard Alexis Powers Lisa Pummell Yvonne Rechichi Alyssa Recktenwald Amber Reed Robin Remington Theresa Rex Sherrie Rivers Monica Schillaci Taryn Scott Megan Sheehan Kelly Shepard Kristin Painter Sherman Chris Stewart Jacob Studioso Christine Sullivan Johnathan Sykes Colleen Therrien Kathryn Tisdale

Linda Van Durme

Darlene Vogt

Vickie Walburn

Cassie Weitzel

Hayley Weppler

Tamara West Dawn West Robert Whelpley Lynn White Stacey White Bethany Wise Kathy Witzel Trisha Wolfe Melinda Wood Amanda Young Amber Zangerle Claire Alessandra Zerbo Michaela Zerbo Aimee Zimmer

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Diane Bergvall Noyes Health Auxiliary

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#### In Honor of Amy Pollard:

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#### In Honor of John and Betsy Sullivan's 60th Wedding Anniversary: Bernhardt and Dorothy Lang

#### In Memory of Nancy Belanger: AVANGRID - NYSEG & RG&E Electric

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#### In Memory of Ruth Rotenberry:

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#### In Memory of Lauri Tweddell:

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#### **WILLIAM HARTMAN FUND:**

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#### **TOMOSYNTHESIS 3D MAMMOGRAPHY MACHINE:**

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#### **ANN AND CARL MYERS CANCER CENTER:**

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Kevin and Rachele Sick Lewis and Marjorie Wagner Mary Amelia Welch Timothy and Nancy Wolfanger

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Robert and Rose Hayes

In Memory of Brian Bailor: Maple City Savings Bank
In Memory of Ryland "John" Burger: Ryan and Tracy Burr

#### In Memory of Michael Daniel:

Dennis and Suzanne Boor James and Nancy Helfrich

#### In Memory of Graham Frazer:

Rich and Pam Rizzieri

#### In Memory of Terry Freeman:

Russ and Marie Nichols

#### In Memory of James Hartson:

Mike and Lisa Dugo

#### In Memory of Eric Holbrook:

Dan and Barb Holbrook

### In Memory of Catherine and Alex

Suzanne Engel

#### In Memory of Danny Morgan:

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#### In Memory of Edward P. Nichols:

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#### In Memory of Robert Riedel:

Christine Riedel

#### In Memory of Jon Shay:

John and Susan Keysaw

#### In Memory of Millie Stevens:

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#### In Memory of Charles Douglas "Dutch" VanRy:

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#### In Memory of William "Bill" Walker:

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Rich and Pam Rizzieri

#### In Memory of Josephine West:

Mary Gibson Patrick and Diane Kenney Robert and Marge Snyder Timothy and Nancy Wolfanger

#### In Memory of Dana Williams:

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William McDonald

#### **NOYES FIRST STEPS:**

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#### **PHYSICAL THERAPY:**

David Anderson

#### **PORTABLE X-RAY MACHINE:**

Noyes Health Auxiliary

#### **E. MICHAEL SAUNDERS MEDICAL IMAGING** PROJECT:

#### In Honor of Amy Pollard:

Dansville Rotary Club

#### In Memory of Todd W. Moore:

Janet Moore

#### **SAUNDERS SURGICAL CENTER:**

#### In Memory of Marie Chamberlin:

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#### **JON SHAY MEMORIAL FUND:**

#### **SHAY CIRCLE**

(\$5,000 +):

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#### In Honor of John and Betsy Sullivan's **60th Wedding Anniversary:**

Thomas and Joan Wamp

#### In Memory of Nancy Belanger:

Thomas and Joan Wamp

#### In Memory of Mary Diane Monte Verde Eisele:

Thomas and Joan Wamp

#### In Memory of Donna Rae Hartman:

Thomas and Joan Wamp

#### In Memory of Richard "Dick" O'Brien:

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#### In Memory of Anne VanDurme:

Thomas and Joan Wamp

#### In Memory of William "Bill" Walker:

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#### In Memory of Geraldine Wolfanger:

Thomas and Joan Wamp

#### In Memory of Michael Woods:

Thomas and Joan Wamp

#### **LEADERSHIP CIRCLE** (\$2,500-\$4,999):

#### In Memory of Jon Shay:

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(\$1,000-\$2,499): 2021 Turkey Trot

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Robert and Robbin Smith

#### In Memory of Nancy Belanger:

The Shay Family

#### In Memory of William "Bill" Bennett:

The Shay Family

#### In Memory of Anthony "Tony" Caito: The Shay Family

#### In Memory of Donna Rae Hartman:

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#### In Memory of Pam Butler Kemp:

The Shay Family

#### In Memory of John "Jack" Ramsey:

The Shay Family

#### In Memory of Jon Shay:

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#### In Memory of Carolyn Sick:

The Shay Family

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The Shay Family

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(\$500-\$999):

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#### In Memory of George Bacon:

William and Jamie Bacon

#### In Memory of Nancy Belanger:

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#### In Honor of David and Kellee Hoag: Patrick Byrnes

#### In Honor of Dick and Judy Sundlof's 50th Anniversary:

Dennis and Suzanne Boor

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#### In Memory of Jera Biddle:

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#### In Memory of Bill and Jackie Byrnes:

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Candy Frazer

Graham, Barb, Graham, Ryan, and Ella Frazer

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Terrance and Anne Murphy Russ and Marie Nichols

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Douglas and Nancy Smith Maureen Sweet-Smith

Joy Snyder Kimberly Snyder

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James and Natalie Welch Lorri Welch and Customers at Rushbottom Heights Salon Terry and Mary Weld West Sparta United Methodist Women Brian and Joyce Wheaton Sharon Wolf

#### In Memory of Tim Shay:

David and Maura Shera

#### In Memory of Charlie and Mary Sundlof:

Dennis and Suzanne Boor Charles Sundlof

#### In Memory of William "Bill" Walker:

Jill Gedra

Patrick and Diane Kenney Dwight and Deanne Knapp Anthony and Linda Shay Scavone Steuben County Office for the Aging Sunshine Club

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!





**Noyes Memorial Hospital** 

111 Clara Barton St. Dansville, NY 14437

www.noyes.urmc.edu

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PARTICIPANTS IN THE FOOTIN' IT FOR FAMILY 5K POSE FOR A PHOTO. THE EVENT RAISED \$25,000 FOR THE ANN AND CARL MYERS CANCER CENTER.







STACEY ARGENTIERI WAS A RECIPIENT OF THE DAISY NURSE LEADER AWARD.



#### Nicholas Noyes Memorial Hospital

111 Clara Barton St. Dansville, NY 14437 (585) 335-6001

#### Noyes Health Services

50 E. South St. Geneseo, NY 14454 (585) 243-9230

## Noyes Mental Health and Wellness

9221 Robert Hart Drive Dansville, NY 14437 (585) 335-4316

# Noyes Kidney Disease and Dialysis Center

4616 Millennium Drive Geneseo, NY 1445 (585) 991-5015