



UR
MEDICINE

NOYES
HEALTH

2019 ANNUAL REPORT

PRESIDENT'S MESSAGE



The preparation of the 2019 Annual Report is taking place during the upheaval of the COVID pandemic of 2020, and the routines of our usual day-to-day operations have been upended. This will be a shorter Annual Report as a result, but as we reflect on what seems like a distant 2019, we will be able to move

forward with renewed zeal to fulfill our mission of providing the best possible care to the community we serve.

In 2019, our hospital and medical staffs continued to enhance and improve on the quality of care we deliver by adding evidence-based practices to our standards of care. Education is available to our staff through multiple avenues: webinars, clinical orientation at UR Medicine affiliates like Strong, Highland or Wilmot Cancer Institute, and onsite education at Noyes. In addition, we continue to align standards of care with our UR Medicine partners in the region. Our quality of care was validated during our triennial Joint Commission survey in September, and subsequent recertification.

We added services and expanded our reach:

- Dr. Jason Zittel, medical oncologist, joined the medical staff of the Wilmot Ann and Carl Myers Cancer Center.
- In Geneseo, we converted our “after hours” walk-in clinic to a 12 hour-a-day, 7 days-a-week Urgent Care, with onsite Xray and lab services available. Patient volumes doubled by the end of the year.
- The newly re-named Noyes Physical Therapy and Sports Performance Department moved into a sparkling new space in the Brae Burn building adjacent to the hospital, space that was renovated by our in-house engineering team for the majority of the work, saving tens of thousands of dollars.

- Plans were finalized, allowing construction to begin on the new E. Michael Saunders Imaging Services department. The expansion will add PET/CT service as well as a new interventional radiology suite, and is expected to open in early 2021.

As an affiliate of the University of Rochester, we constantly work together to bring care closer to the patient and to coordinate care that may need to be delivered in multiple locations. To facilitate care, we have begun the journey to a single platform for our electronic medical records. We expect to convert to the EPIC platform by 2022.

In addition, our management team works constantly to find new ways to offer enhanced services to our patients, increase revenue and find cost savings. Their work, too, allows Noyes to navigate a fiscally challenging healthcare environment.

I never get tired of saying “thank you,” as Noyes has much to be thankful for. Every member of the hospital and medical staffs, our Auxiliary and our volunteers, are committed to giving excellent care and service to our patients. Our donors continue to support Noyes in astounding ways: Bid Adieu to Diabetes, a joint fundraiser by Dansville Lions, Moose and Rotary clubs, Dansville Ambulance Service and the BOCES Metal Trades students/faculty, raised \$43,000 for our diabetes programs. And, as you can see by the donor listings, we are blessed with strong donor support which is vital to a community hospital.

*Amy Pollard
RN, BSN, MPS
President/Chief Executive Officer*



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President, Medical Staff

Noyes Health began as Dansville General Hospital nearly a century ago. Today, as it did then, Noyes takes care of its community, providing high-quality healthcare nearby to where its patients live and work.

As the healthcare industry has evolved in those intervening years, so, too, have a variety of challenges Noyes has faced and overcome, maintaining and expanding access to that high level of care while remaining fiscally viable.

In 2019, Noyes faced financial challenges in terms of changing reimbursement models based on governmental guidelines meant, in part, to rein in healthcare costs, but leaving Noyes with less flexibility to do just that. Those challenges resulted in an operating loss for the first time in several years.

Noyes leadership rigorously pursued alternative revenue streams, for instance at what was just an after-hours clinic in Geneseo, expanding on-demand, walk-in service into a 12-hour-a-day Urgent Care. Noyes' partnership with UR Medicine has brought specialty providers to the region – cardiologists, urologists, otolaryngologists, gynecologists – with a view toward increasing volumes in support services such as the lab and imaging, as well as increased utilization of our ambulatory surgery centers in Dansville and Geneseo. The Ann and Carl Myers Cancer Center, backed by the expertise of UR Medicine's Wilmot Cancer Institute, has become the treatment center of choice in the area, and will become a true, comprehensive cancer center in the years to come with the addition of a PET/CT scanner and larger

interventional radiology suite.

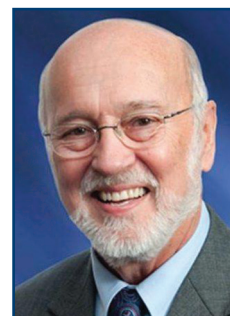
Of course, Noyes was not the only healthcare provider that faced losses in 2019. Rural healthcare providers have been under pressure for many years, faced with decreasing employment opportunities and resulting population loss, as well as increased difficulties in recruiting qualified doctors and nursing staff.

I have been a member of Noyes' Board of Directors for more than a decade, and have sat on numerous operational committees. I have seen the organization grow and evolve to meet the needs of the community I live in. I am impressed and inspired by the Noyes administration and the Noyes staff, and am grateful for their on-going commitment to the organization and to the community.

In June 2019, I took over as Chair of Noyes Health's Board from my predecessor, Graham Frazer. I share Graham's dedication to ensuring the future sustainability of Noyes. I am confident that Noyes' leadership, in partnership with the Board of Directors and UR Medicine, will continue to effectively navigate an ever-more-complicated regulatory landscape to provide the care this community needs and deserves.

*James Culbertson,
Chair*

UR Medicine/Noyes Health Board of Directors



CHIEF FINANCIAL OFFICER MESSAGE

It is an understatement to say the health care industry is in a period of change. At the time this report was compiled, the COVID-19 Pandemic presented unprecedented challenges to the industry. The costs of suspending non-emergency surgery, procurement of adequate quantities of Personal Protective Equipment, shift in focus to the development and implementation of a COVID testing process and appropriate protocols for patient care, have led to a potentially catastrophic financial hit to Noyes' bottom line, and that of most hospitals



and health care systems.

Despite the challenges, we look optimistically to the future as UR Medicine | Noyes Health continues to evolve and grow. Our affiliation with UR Medicine has never been as important as it is now, as we navigate through this period of time.

The Board of Directors, Senior Administration and our UR Medicine partners are continuing their commitment to developing and implementing strategic initiatives to improve access to care locally, as well as to helping UR Medicine | Noyes Health remain fiscally stable for the long haul.

Employing nearly 600 people and with a payroll of nearly \$30 million dollars in 2019, Noyes' investment in the local

community is significant. This translates to an economic impact of over \$115 million dollars on the regional economy and generates more than \$13,000,000 in tax revenue.

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 2019, Noyes provided over \$2,200,000 in Charity Care to the uninsured or under-insured.

Jay Mashlyn
Chief Financial Officer

2019 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 ongoing effort to upgrade our facilities and equipment, Noyes Health invested approximately \$2.2 million in capital expenditures in fiscal year 2019, including the following major projects and equipment:

- Construction of new clinic space in the Brae Burn Building across the street from the hospital for Noyes' rebranded Physical Therapy and Sports Performance service line
- Development of PET Scanning and Interventional Radiology plans
- Continued renovation of hospital patient rooms
- Information Technology Hardware and Software upgrades and electronic medical records
- Lab analyzers, Operating Room Laser System and Dialysis machines

FINANCIAL PERFORMANCE - Key Financial Data for the year ended 12/31/19

Operating Revenue (in 000's).....\$61,092

Operating Expenses

Salaries & Benefits.....\$34,873
Supplies & Other Expenses.....\$23,418
Depreciation & Interest.....\$3,674
Total Expenses.....\$61,965

Income From Operations.....**\$(873)**

Non-Operating Revenue
& Other Net Asset Changes.....\$693

Net Income/Change
in Net Assets.....\$61,785

Operating Metrics

Days Cash on Hand.....89
Operating Margin.....-1.43%

| Volumes..... | 2019..... | 2018..... | 2017..... |
|----------------------------------|-------------|-------------|-------------|
| Inpatient Discharges..... | 2,168..... | 2,353..... | 2,404..... |
| Births..... | 355..... | 330..... | 326..... |
| Surgery/Scopes Cases..... | 5,326..... | 5,486..... | 5,668..... |
| Emergency..... | 15,144..... | 14,912..... | 14,618..... |
| After Hours Care Visits..... | 11,978..... | 10,264..... | 12,015..... |
| Dialysis..... | 11,017..... | 11,156..... | 11,083..... |
| Radiation Oncology..... | 4,271..... | 3,799..... | 2,932..... |
| Outpatient Mental Health..... | 22,396..... | 20,476..... | 16,347..... |

MESSAGE FROM NOYES CHIEF MEDICAL OFFICER

As Chief Medical Officer for UR Medicine's affiliate hospitals in the Southern Tier, I am able to work with the talented teams at Noyes, St. James in Hornell and Jones in Wellsville in a cooperative and coordinated way to increase patient access to high-quality health care close to where patients live and work.

Much of that work involves sharing best practices and guiding the implementation of new and evolving standards of care. That work continued into 2019.

Noyes focused energy and time on efforts to decrease re-admissions of vulnerable patients, instituting pharmacist-led bedside instructions on medications prescribed at discharge, as well as increasing coordination between the hospital and various social welfare agencies in the region to offer support for those patients once they leave Noyes' care.

Noyes' pharmacy team also collaborated with peers across the UR Medicine system on infection prevention protocols and antibiotic stewardship initiatives.

Staff worked with UR Medicine's palliative care team in Rochester to create a robust palliative program at the hospital.

Telemedicine continued to offer new ways for Noyes patients to seek and receive specialty care, with the initiation of new links between Noyes' Emergency Department and UR Medicine's neurology department to help in diagnosis and treatment of stroke, as well as between Noyes' Family Birthing Center and Golisano Children's Hospital's neonatology unit.

Surgeons at Noyes and St. James began to work cooperatively on emergency call schedules, to ensure that both organizations' emergency departments were covered.

Noyes and its Southern Tier partners continue to face increasing challenges in recruiting qualified physicians, surgeons, nursing staff and other specialized healthcare providers, due partly to changes in visa processes at the federal level. To attract more local staff, we continue to develop a cooperative program with the Lake Erie College of Osteopathic Medicine, which brings students into the hospitals.

I am grateful for the professionalism and dedication of the medical staffs of all three hospitals in seeking new ways to provide the care the region's residents need and deserve.

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



MESSAGE FROM FOUNDATION FOR NOYES HEALTH CHAIR

In June 2019, the Foundation for Noyes Health had a changing of the guard when its longtime leader, Jon Shay, decided to step down as its Chair. Jon helped forge the way for the Foundation to be the successful fundraising arm for Noyes Health, and I am happy to say that he is continuing as a board member. I know that his passion for Noyes as well as his love for community will always be there, and I hope to be able to carry on his effort and enthusiasm.



Noyes receives tremendous support from the community it serves, year after year. Cancer touches the lives of so many, and the community understands the value of being able to get the best possible treatment close to home. Families and grassroots organizations step up every year to help Noyes and the Cancer Center.

Sicky's Squad, an extended family group led by Kevin and Rachelle Sick, held their annual Memorial Day barbecue, inviting dozens of neighbors and friends. They sold raffle tickets and asked for donations and raised nearly \$15,000 for the Cancer Center.

Sully and the Ladies in Pink, an local organization started to support women being treated for breast cancer, provided gift cards for patients in the Cancer Center.

Staffers at Livingston County's government offices again participated in a No Shave November event to benefit the Cancer Center.

In honor of his mother, one of Noyes' most supportive donors, David A. Smith, gave the Cancer Center a beautiful sculpture and bench, designed and crafted by Fil Rocha at Kyle's Metal Shop. "Betterflies" features butterflies in flight, symbols of healing.

Diabetes also impacts this community. Noyes provides diabetes education as well as treatment in its primary care settings and at the Noyes Kidney and Dialysis Center in Geneseo. In 2019, several of Dansville's service organizations, Rotary, Lions and Moose along with the Ambulance Co., teamed with Genesee Valley Educational Partnership to host the annual Metal Trades Auction, a benefit for Noyes' diabetes outreach. Metal trades students presented their sculptures at a live auction, and the event raised \$40,000.

Empire Realty continued to host their annual Empire Strikes Back golf tournament, and Randy Hamilton and his team in Cohocton were able to hold their annual Footin' it for Noyes Family event. They each raised over \$15,000 for the Foundation.

In October, the Foundation held a special event at the Barns at Conesus to thank donors for their continued and unwavering support for Noyes. At this event, the inaugural Foundation for Noyes Health Leadership award was created and presented to Jon Shay, in recognition of his many years of service and unending commitment to the Foundation and Noyes Health. Donors also enjoyed a buffet dinner with live music and listened to Noyes counselor Glen Hann discuss the need for continued Mental Health and Wellness services and its expansion to northern Livingston County.

As a lifelong resident of Livingston County and particularly the Dansville area, I can say with utmost sincerity how proud I am of our area's commitment to the success of Noyes Health in 2019. We all know what a real jewel we have in our community hospital and all of its first class services. On behalf of the Foundation Board of Directors, I would like to extend my gratitude to all of you for your time, talent and treasure, and am confident that we can continue this level of dedication in 2020.

*Tom Wamp, Chair,
Foundation for Noyes Health*

2019 FOUNDATION BOARD OF DIRECTORS

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Mary Ann Merle

Amy Pollard – *President/
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Dansville Lions Club
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Karen Weidman
Gerald Welch
Jacob Wengerd
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Mary Wilcox
Linda Wilkins
Deborah Wilson
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Chapter No. 670
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Kay Wood
Linda Yohon
Louis Zanghi

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Kristine Shay

In Memory of Geoff Heriot:

Kirk Heriot

In Memory of Evelyn Forsythe Kemp:

Howard and Pamela Perry

In Memory of Beverly Luther:

Thor Luther

In Memory of Alice Muchler:

West Sparta United Methodist Women

In Memory of Deborah Collins Nowack:

Don and Connie Collins

In Memory of James Quinlan:

Thomas and Mary Quinlan

In Memory of Tim Shay:

Deborah Shay

In Memory of Henry and Marion Waltman:

Gary and Sherry Kramer

In Memory of Marjorie Welch:

Darla Kendall

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Everett and Sally Hunt
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Alice Snyder

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Dansville Lions Club
Dansville Moose Club
Dansville Rotary Club
David W. Smith

In Memory of Lauri Tweddell:

Richard and Marlene Tweddell

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Helen Terry
Richard and Deborah Vallone

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Rebecca Bowen
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Anthony and Linda Shay Scavone
Deborah Shay

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and Family

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In Memory of James Mackey:

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In Memory of Leonard and

Marjorie Maracle:

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In Memory of Ruth May:

Bruce and Sharyl Brown

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Thomas and Joan Wamp

In Memory of Ethel Miller:

Bernhardt and Dorothy Lang

In Memory of Gordon Nichols:

Jon and Linda Shay

In Memory of Gerald and

Doris Perry:

Diane Sauerbier

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In Memory of Ruth Marion Schuyler:

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In Memory of Harold and Margaret Shay:

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In Memory of Tim Shay:

Deborah Shay

In Memory of James Vogt:

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Rocky Mountain BBQ Association
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Lindsay Principe

In Memory of Jack and Ann Wilson:

Deborah Wilson

In Memory of Ralph Wolfanger:

Thomas and Joan Wamp

In Memory of Mary Weidman Burger Womack:

Jon and Linda Shay

In Memory of Kerry Ann Wood:

Jon and Linda Shay

WILLIAM HARTMAN FUND:

Everett and Sally Hunt

HOSPICE:

In Memory of Barbara Eaton:

Dennis and Suzanne Boor

In Memory of Jeanette McKee:

Canisteo-Greenwood
Employee Association
Jeff and Lisa Ryan

In Memory of Carole Waterhouse:

Dennis and Suzanne Boor
Jon and Linda Shay

MENTAL HEALTH – AVON:

Sharon Dixon
Robert and Jamie Whelpley

**ANN AND CARL MYERS
CANCER CENTER:**

American Legion Auxiliary – Unit 87
American Legion – Daniel Goho
Post No. 87
Raymond and Barbara Briggs
Boyd and Linda Brokaw
Alice Button
Les Cole and Family
Elizabeth Conrad
Dansville Central School
Class of 1960
Dansville Central School
Class of 2019
Dansville Lions Club
Gail Derrenbacher
Suzanne Engel
Footin' It For Family Team
Rose Hayes
Herald Ford, Inc.
Donna Horton
Sherrie Innocent
DeMerle Johnson
Marian Kennell
Harold and Mary Lou Kiesl
Richard and Gloria Kreiley
Harriettell MacDonald

David Mapes
Maple City Savings Bank
Jay and Leslie Maslyn
Aletha Morsch
Greg and Elizabeth O'Connell
Donna Sick
Kevin and Rachele Sick
Kathleen Smith
Step It Up Fitness For Women
Dr. and Mrs. Skip Sullivan
David and Kellie Sylvester
and Family
Madelyn Vegder
Bill and Rhea-Jean Walker
Gerald Welch
Women of the Moose –
Chapter No. 670
Blake Zastawny

Erin's Pit Crew:

Dansville Redemption Center

**Livingston County Government
Center – No Shave November:**

Andrea Bailey
Becky Bourgoine
Angela Ellis
Brenda Hettrick
Sandra Johnson
Bonnie Keenan
Livingston County
Government Center Employees
Shawn Murphy
Leeann Pike

Sicky's Squad:

Sharon Auble
Beverly Beecher
Laurie Briggs
Jennifer Brushafer
Kathleen DeClerck
Bonnie DePuy
Sherry Glover
James and Betsy Hoefen
Kenneth Mark
Terry and Robin Muchler
M. Thompson-Munger
Donna Sick
Kevin and Rachele Sick
Judith Simpson
Coleen Swan
Chad VanCassele
Laura Wadsworth
Marjorie Wagner
Gerald Welch
Mary Amelia Welch
Timothy and Nancy Wolfanger
Elsa Young

In Honor of Graham Frazer, Sr.:

Graham and Barbara Frazer

In Honor of Ann and Carl Myers:

Jeanine Barber

**In Honor of the Radiation
Oncology Department:**

Herbert and Ellen Ehrig

In Honor of Jon Shay:

His Children and Their Families

In Honor of Bonnie Snyder:

Dansville Redemption Center

In Memory of Richard Bennett:

Richard and Gloria Kreiley

**In Memory of Ryland
"John" Burger:**

Carl and Nancy Avery
Rodney and Sandra Burger
Ryan and Tracy Burr
Ellen Jacobs
Phyllis Johnson

Kenneth Mark
Carolyn McCarthy
Stuart D. and Mary Morgan
Marnie O'Donnell
Jon and Linda Shay
Larry and Pam Smith
John Steen
Howard and Elizabeth Travis
Jeffrey Young

In Memory of Kyle Button:

Dansville Redemption Center

In Memory of E. Brad Chapman:

Kenneth Mark

In Memory of Priscilla Clark:

Patricia Curran

In Memory of Dennis Cox, Sr.:

Emmy Branigan and Albert Halter
Abby Cox
Harold and Judy Culbertson
Dansville Transportation Union
Daniel and Kathryn Kewin
David and Sherry Roberts
Dawn Rowe
Jon and Linda Shay

**In Memory of Kimberly
Perry Drumm:**

Howard and Pamela Perry

In Memory of Diane Goodwin:

Connie Moser

In Memory of Joseph F. Greco:

Debra Ruffalo

In Memory of Nancy Cotter Hanna:

Daniel Cotter

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

Suzanne Engel

In Memory of Eric Holbrook:

George and Barbara Holbrook
Thomas G. Welch
Memorial Scholarship

In Memory of Helen B. Knapp:

Bruce Knapp

**In Memory of Helen B.
LeVasseur/Knapp:**

Donna Brokaw

In Memory of Charles Layton:

Cassie Dennison

In Memory of Patricia Lent:

Howard and Pamela Perry

**In Memory of Catherine and
Alexander Lieb:**

Suzanne Engel

In Memory of Edward P. Nichols:

Russ and Marie Nichols

In Memory of Edgar Schmidt:

Thomas and Joan Wamp

In Memory of Paul Sick:

Kenneth Mark
Sicky's Squad

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

Dennis and Suzanne Boor

**In Memory of Charlie and
Wynne Wegemann**

**ANN AND CARL MYERS
CANCER CENTER - INFUSION:**

In Memory of Ronald Weidman, Jr.:

Dorothy Acomb
Jeanette Amorese
Bill and Barb Babcock
Pete and Cindy Barton
Barbara Brockway
Donald and Barbara Chasey
Daniel Cotter
John and Patricia Crossett
Bonnie DePuy
James and Diana Ellison
Jerry Fox
The Family of Mary Gibson,
Lynda Lawson, and Brenda Gibson
Sherry Glover
Clayton and Mary Harris
Hemmer and Miller Families
Deborah Holbrook
John and Sheila Hooker
Cecelia Hopkins
Patrick and Diane Kenney
Gregg Learned
John and Jennifer Leuzzi
David and Faith Mastin
William and Denice Meyers
John and Susan Murphy
George and Catherine Ott
Tim and Amy Pollard
Margo Reilly
Sherrie Reilly
David and Catherine Reinholtz
Carol Rittenhouse
Rich and Pamela Rizzieri
S.A.L. Squadron 87
James and Mary Lou Sanderson
John and Donna Scura
Jon and Linda Shay
Donna Sick
John and MaryElizabeth Skillings
David Smith
Bud and Sue St. George
Barbara Stewart
Stony Brook Pediatrics
Irene Strick
Richard and Judy Sundlof
Edgar and Sandra VanHyning
Stephen Wager
Ray and Machele West

PHYSICAL THERAPY:

David Anderson

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

Bernhardt and Dorothy Lang

In Memory of Edward P. Nichols:

Russ and Marie Nichols

**In Memory of E. Michael
Saunders:**

Heather Goodbody
The Saunders Foundation

THIRD FLOOR:

Bruce and Allie Donnan
John Dorak

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 HEALTH AUXILIARY REACHES MILESTONE

The more than one hundred members of the Noyes Health Auxiliary contribute their time and energy in various roles throughout Noyes' facilities. They staff the Spice Box, Noyes' gift shop and coffee bar on the ground floor of Noyes Memorial Hospital, help out in the business and medical records office, stuff envelopes for the Foundation and host several fundraisers throughout the year to support a variety of Noyes' services. They also fund scholarships for local graduating high school students who plan to study medicine or related subjects in college.



In 2019, the Auxiliary reached a milestone, completing a \$350,000 pledge to the Mary Saunders Beiermann Emergency Department Capital Campaign. The donation was the single largest individual donation to the Emergency Department campaign.

The Auxiliary also lost a long-standing and tireless volunteer in 2019. Bonnie Sisak retired from the Auxiliary to move out of the area. Bonnie started the long-running Chip In For Noyes annual golf

tournament which, over time, raised tens of thousands of dollars to support various Noyes' initiatives.

ADDITIONAL 2019 HIGHLIGHTS

Noyes Mental Health and Wellness continue to expand in 2019. Staff provided mental health services to three additional school districts as well as Genesee County BOCES, bringing the total of school districts served in the region to seven.

In February 2019, UR Medicine | Noyes Health was one of five healthcare service providers in the Finger Lakes region awarded grants through New York's Statewide Health Care Facility Transformation Program. Noyes received two grants:

- **\$1,549,400** to help underwrite the purchase of a PET/CT scanner and for capital improvements to build out Noyes' imaging department in Dansville. The new space will include an interventional radiology suite and will be known as E. Michael Saunders Imaging Services.
- **\$348,050** to build an out-patient mental health clinic in Avon which will include walk-in crisis management services.

UR Medicine | Noyes Health earned the American Heart Association/American Stroke Association's Get With The Guidelines® Target: Stroke Honor Roll Elite Silver Plus Quality Achievement Award, recognizing the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence. Staff met specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These measures include evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients. Before discharge, patients also receive education on managing their health, get a follow-up visit scheduled, as well as other care transition interventions.

The New York State Department of Health awarded UR Medicine | Noyes Health's Family Birthing Center the New York State Perinatal Quality Collaborative (NYSPQC) Safe Sleep Project Quality Improvement Award, recognizing the efforts of staff of the Family Birthing Center to increase infant caregivers' understanding of safe sleep educational messaging, and model a safe sleep environment for infants.

Cherie Gibson, RN and Bob Flansburg, RN were recognized with the DAISY Award, an international recognition program new to Noyes in 2019, which honors and celebrates the compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown by his nurses and they felt compelled to say "thank you" to nurses in a very public way. Patients, co-workers and others may nominate nurses to receive the award, who must be licensed nurses in good standing, have worked at Noyes for at least a year, and not have any current disciplinary actions on file.

The Finger Lakes Donor Recovery Network, recognized Noyes' efforts in 2019 to promote organ, eye and tissue donation registration with its Platinum Award. Noyes ranked highest among 17 area hospitals in the region in accumulating points for the variety of activities Noyes staff used to raise awareness and encourage organ donation.

Noyes Health Auxiliary donated \$15,000 as a down-payment on a \$75,000 pledge to support Noyes' purchase of a portable x-ray unit. The donation came from proceeds of the Auxiliary's annual Chip in For Noyes golf tournament.



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**Noyes Mental Health
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**Noyes Kidney Disease
and Dialysis Center**
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