

Annual Report 2019-2020

January 1, 2019 to June 30, 2020



MEDICINE *of* THE HIGHEST ORDER



UR | JONES
MEDICINE | MEMORIAL HOSPITAL

This is an exciting time for Jones Memorial Hospital.

The 18 months between January 2019 and June 2020, were marked by a number of events that will have a long-range impact on the hospital and the community, including the expansion of our oncology and infusion services in Olean and a \$17 million transformation grant that will ensure a bright future for local healthcare and Jones Memorial. Both the hospital and the laboratory were fully recertified by The Joint Commission this year. HANYS recertified Jones Memorial as a Stroke Center. We also changed to a fiscal year that ends on June 30th.

Of course, 2020 was also the beginning of the global Coronavirus pandemic, which brought incredible and unexpected challenges to everyone in healthcare. The kindness and support of our community continues to be a positive during these troubling times. Every gift of food, flowers, headbands, Tupperware, chalk art, cards, or Personal Protective Equipment is a reminder of how much our community cares about the front-line workers at Jones Memorial Hospital.

Throughout the COVID-19 crisis, Jones Memorial worked closely with the Allegany County Department of Health and the University of Rochester to put

in place measures to keep our patients and our staff safe. Healthcare is an essential service so it was vital that we remain open and available for our community. In addition to implementing very limited visitor policies, universal masking, and a mandatory health screening station in the main lobby, we offer drive-up COVID testing by provider referral. Communication is key to managing any crisis and this one is no exception. With daily updates from infection control and employee health, our team continues to monitor the situation and make adjustments to policies as needed.

A team is defined by the strength of its leaders and Jones Memorial was very pleased to welcome Dr. Kevin McCormick as the Medical Director. Dr. McCormick is responsible for the management of the medical staff, acts as a liaison with administration, and is involved in the recruitment of new providers. James Knapp and Ian Jones joined the board of directors, as did Dr. Zahi Kassas, who is the chief of the medical staff. James Helms, the Vice President of Finance at Jones Memorial, was named as the Chief Financial Officer at both Jones and St. James in Hornell. In this new position, Mr. Helms oversees the financial operations of both hospitals, including financial policies, financial strategic planning, cost management, budgets, financial reports, funding streams, and the finance staff at both locations.

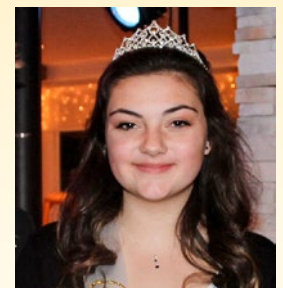
OB Offers Nitrous Oxide: Jones Memorial became the first and only facility in the region to offer Nitrous Oxide for relief from pain during labor to pregnant women delivering there. Also known as laughing gas, nitrous oxide is safe for mother and baby and many women find it helps them relax and decreases their perception of labor pain without affecting infant alertness. Self-administered using the Pro-Nox nitrous oxide delivery system, the staff and patients are very pleased with this option. Taking a moment to demonstrate the system are Jackie Adrian, RN, director of maternal nursing, and maternity nurses Sandra Moore, RN, and Kristina Willets, RN.



Lilac Twig donates Cuddle Kits to ER: To bring a little comfort to youngsters who come to the emergency department, members of the Jones Memorial Hospital Auxiliary's Lilac Twig began a project to provide Cuddle Kits. The kits include a soft fleece blanket, a stuffed animal, and a book and are very appreciated by the recipients and their families. The Twig gets together regularly to make and assemble the kits. Dropping of the first batch are, left, Lilac Twig members Lorraine Walsh, Doreen Taylor, and Patty Sherman. Accepting on behalf of the Emergency Department are Kelly Foster, Linda Innamorato, and Julie Kailbourne.



Gala Queen: Part of a long-time tradition, the Auxiliary Twigs and several community organizations sponsor a young person to sell tickets to the Grand Raffle. The candidate who sells the most tickets is crowned at the Auxiliary's Annual Gala & Silent Auction in November. In 2019, Leah McCormick, representing the Maple Twig won the crown.



Bringing specialty care close to home was one of the goals when Jones Memorial and UR Medicine affiliated in 2015. The new providers who regularly consult and treat patients in Wellsville include Urologist Zaheer Alam, MD and Physician Assistant Chelsea Jones; Pain Management Specialist Gabriel Yacob, MD; Otolaryngologist Bulent Mamikoglu, MD; and Oncologist Neeta Soni, MD. Dr. Soni, who had a very busy private practice when she joined the medical staff, also sees patients at Jones Memorial's UR Medicine | Wilmot Cancer Institute Oncology & Infusion Center in Olean. Pathologist Dr. Maria Reyes was named the medical director of laboratory services when Kirk Heriot, MD retired from that position.

The Jones Memorial Medical Practices welcomed General Surgeon Du Nguyen, MD to fill the vacancy left when long-time surgeon James Edmonston, DO, announced his retirement. Orthopaedic services were expanded when Travis Ely, PA, joined Dr. Paul Axtell in the JMH orthopaedic clinic. When our women's health office in Hornell moved to the brand new Hornell Medical Arts building, Emily Walsh, PA, joined the team, providing gynecological care under the guidance of Dr. Anna Haring. In rehab, Speech Language Pathologist Sara Carbone Hess and Audiologist Chelsea Freeman now provide those services.

Our management staff also welcomed several new members to the team. Mark Brophy was named Director

of Materials Management when Edward Wilson retired after over 30 years in that position. In the pharmacy, we welcomed Jacob Milliron, PharmD, to the leadership role. Jake was later invited to join the HANYS Infection Control Stewardship Council. Leading the patient care area is Daniel Covell, RN, the director of Acute Care Services. Daniel oversees medical/surgical, respiratory therapy, and the critical care unit. Jodie Howe joined the finance team as the Director of Finance at Jones Memorial and at St. James.

With the stated goal of providing quality care, close to home several departments underwent certifications and re-certifications, added services and equipment, or certifications. Both the Pulmonary and Cardiac rehab programs are now certified by the American Association of Cardiovascular & Pulmonary Rehab. The Jones Memorial Medical Practices primary care offices located in Wellsville, Belvidere, and Bolivar achieved Patient-Centered Medical Home certification, as did the pediatric practice in Wellsville. The Space Lab Clinical Monitoring system for inpatients was upgraded this year.

We could not be prouder of our staff and their accomplishments and recognition. Mike Roncone in Facilities achieved OSHA 10 certification; Bizzy Perrin is now a Certified Pharmacy Technician; and in Medical Imaging, Hali Williamson is a registered sonographer and Sydnee Slocum is now certified in adult echocardiography. In Med/Surg Joan Walton, RN, was certified in Med/Surg

Hemlock Twig Tezak gift:

When Marty Tezak, a long-time member of the Hemlock Twig, died suddenly, her family asked that memorial gifts be made to the Hemlock Twig. In photo, CEO Eva Benedict, right, and Hemlock Twig President Caren Gibson, had an opportunity to personally thank her husband of 52 years Ed Tezak for designating the Hemlock Twig, which was so important to her.

2020 Year of the Nurse Kick off:

Jones Memorial kicked off the World Health Organization's designation of 2020 as the **Year of the Nurse & Midwife** with a special reception in honor of our nursing staff, which includes 127 Registered Nurses, 31 Licensed Practical Nurses, 17 patient care technicians (PCTs), two Nurse Practitioners, three CRNAs (Certified Registered Nurse Anesthetist), and the nurse midwife.

Field of Flags:

The 2020 Field of Flags was a virtual event. The 2019 Field of Flags included over 500 flags. The group that worked to place the flags on Armed Forces Day includes, left, Judy Burt, Del Brousseau, Dennis White, Paul Brousseau, Jaime White, Terese Brousseau, Linda Stark, Eric Stark, Sue Kays, Richard Flint, Dan Frungillo, Jackie Merrick, and Steve Conderman. Also on hand to help, but not for the photograph, were Loretta Conderman, Vickie Scott, Nate Scott, Skip Merrick, JoAnne White, and Claudia Gildner.



Nursing by the American Nursing Credentialing Center. In Surgical Services, Nadine Barber, LPN; Marlene Burdick, Kayla Cornelius, and Cathy Bowers, LPN are now Certified Registered Central Service Technicians. OR nurses Vanessa Lanterman, RN, and Rachel Herzee, RN, are now CNOR (Certified Nurse Operating Room). To date, 29 of our RNs have received their BSN degrees.

Many of our traditional community wellness and auxiliary events were canceled in 2020 because of the COVID-19 restrictions. However, in 2019 two of our most popular

events were very successful. The GLOW 5K Run & Walk was relocated to the Wellsville Municipal Airport, which has a family-friendly paved route and the undercover hangar for registration and awards. The move was very well-received and organizers plan to hold the GLOW there in the future.

The RidgeWalk & Run Committee decided to shake things up and approached an untapped group to provide the artwork for the 27th annual event. Art students at Allegany County junior and senior high schools were invited to submit a 2019 design for the poster and t-shirts. Hailey



Oncology & Infusion Center in Olean Opens: In mid-June 2020, a virtual ribbon cutting was held to celebrate the grand opening of the UR Medicine|Wilmot Cancer Institute Oncology & Infusion Center, Part of Jones Memorial Hospital. Located in Olean, the new 6000-square foot center has five exam rooms and 10 infusion chairs and an educational area. By partnering with Wilmot Cancer Institute to open centers in Wellsville and Olean, Jones provides quality care to cancer patients who may otherwise drive to larger metropolitan areas like Buffalo and Rochester. At both of the Jones Memorial centers, patients receive quality cancer care with Dr. Soni, an experienced and knowledgeable oncologist. Keeping the six feet of social distancing during the ribbon cutting were, front left, Dr. Jonathan Friedberg, MD, Director of the Wilmot Cancer Institute; Oncologist Dr. Neeta Soni, MD; Brenda Szabo, Vice President of Specialty Services; and James Helms, Vice President of Finance at Jones Memorial.

Nurses donation to the Food Bank: In honor of Nurses Week, the nursing staff at Jones Memorial Hospital celebrated by holding a food drive to thank the community that have been so generous and supportive during the COVID-19 crisis. The nurses brought an assortment of canned goods including fruits, vegetables, beans, and evaporated milk, as well as cereal, pasta, and sauces. By the end of the week, they had collected ten boxes of food for the Joyce Family Food Pantry in Wellsville. Packing up the boxes of food for delivery are, left, Matt Depner, Donna Bliven, Jackie Adrian, Susan Yates, Linda Innamorato, Briana Meehan, and Shannon Billings.



Laboratory earns TJC Gold Seal of Approval: After a rigorous onsite survey, The Joint Commission awarded the laboratory at Jones Memorial the prestigious Gold Seal of Approval, reflecting the hospital's commitment to providing safe and effective patient care. The Joint Commission's laboratory standards are informed by scientific literature and expert consensus to help organizations measure, assess and improve performance.

The lab staff includes, from left, Lisa Tronetti, Sarah Merriam, Deb Shaut, Kylie Carter, Farrell Monaghan, Tammera Knowlton, Tom Sheridan, Alan Foote, Meryl Roush, Rachel Yetman, and Elaine Austin. Missing from the photo are Carrie Slocum, Jim MacMichael, Sandy Rowe, Sharon Ritter, Carol Barney, Ron Truax, Abigail Kondon, Lori Fleming, Donna Bertrand, Heather Dickerson, Jackie Bainbridge, Janice Stevens, Kristin Lives, and Angela Caruso.



Woman of Distinction:

In recognition of her distinguished career in the field of health care, Eva Benedict, President/CEO of Jones Memorial Hospital, was selected as the New York State 57th Senate District's 2020 "Woman of Distinction." Rep. George Borrello selected Ms. Benedict as the honoree for her extraordinary achievements and dedication to preserving health care quality and access for the community. During her nearly 40 years in health care at Jones Memorial, she established herself as one of the most accomplished health care professionals in Western New York and a determined advocate for rural and community hospitals. A proud moment for Eva and for all of us at Jones Memorial.

Mitchell, a junior at Belfast Central School, had the winning artwork.

In 2019, Jones Memorial was notified that we have been selected to receive a \$17 million NYS Healthcare Facility Transformation Grant. Submitted over two years ago, the project will include three capital improvement projects: adding a third floor to the 1993 addition for desperately needed physician offices and the services to support those offices, expanding and modernizing the surgical services suite, and creating a permanent MRI suite with state-of-the-art

equipment. The grant will also fund an initiative to integrate behavioral health and primary care.

Next year, Jones Memorial Hospital will celebrate **100 Years of Caring**. So many aspects of healthcare have changed since our first patient was admitted on June 27, 1921, but our commitment to provide the highest quality healthcare with a hometown touch for our families, friends, and neighbors has remained. Thank you for supporting your community hospital.

FOUNDATION:

Dr. F. Clifton Miller Trust Fund: The Dr. F. Clifton Miller Trust Fund is used for projects and equipment that benefit women and children. The first item purchased using these funds certainly fits this criteria: a V-Scan portable, handheld ultrasound scanner. In photo, Dr. Heather Lanphere demonstrates the new scanner, with permission from patient Makala Rogers, to fellow members of the Trust Fund Committee, Dr. LuAnn Kaye and Dianna Miller Emrick. The committee also identified a source of continued revenue for the trust fund: Heart Beat Bears. These stuffed animals come with a heart shaped recorder with which patients can record and keep their baby's heartbeat. They are available for purchase at the Women & Children's Health Office and the medical imaging department at the hospital, all proceeds go to the Trust Fund.



Hand Held Ultrasound for Dr. Nguyen: Supporting the medical staff by providing needed equipment is one of the goals of the Annual Fund Drive at Jones Memorial. This year, the Foundation purchased a Mindray 7 portable ultrasound for Jones Memorial Medical Practice's General Surgeon Dr. Du Nguyen. In his practice, Dr. Nguyen has a daily need for the capabilities of the handheld ultrasound. One example of how it can be used is a non-surgical inspection of suspicious masses to determine a plan of care. CEO Eva Benedict and Dr. Nguyen both thanked the Foundation for their generosity.



AUXILIARY:

The Auxiliary at Jones Memorial is a small but very determined group dedicated to raising funds used to support patient care at Jones Memorial. From the Gala & Silent Auction to chicken barbecues, book sales, and the Spring Fling, the Auxiliary is a vital part of Jones Memorial. Between January 2019 and June 30, 2020, the Auxiliary donated nearly \$170,000 for items that are used in patient care in nearly every department – including this new dish machine in the kitchen.

The purchase of a replacement for the 25-year-old dish machine that was

prone to breaking down, the kitchen and cafeteria staff extended a heartfelt thank you to the Auxiliary. Not the first department to come to mind when thinking about patient care, food and nutrition is responsible for preparing, delivering, and cleaning up after thousands of patient meals each year. The staff, from left, Anna Haxton, Bethany Frawley, Jason Salomson, Tryssa Costello, and Andy Black, are very grateful to the auxiliary.

The auxiliary's generous gifts have helped inpatients and outpatients in the medical practices, medical imaging, rehab, maternity, surgical services, and the emergency department.



Lifetime Associates

Donors who have made a one-time or cumulative financial gift of \$10,000 or more between January 1,

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Gifts Received January 1, 2001 to June 30, 2020

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Lorene and Curtis Chandler
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2001 and June 30, 2020.

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Memorial Gifts

Received between January 1, 2019 and June 30, 2020.

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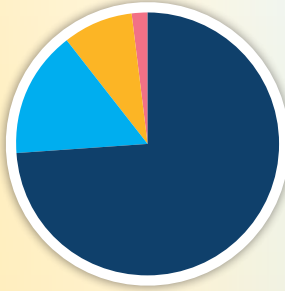
Carrie Walker

JMH Employer of Choice Committee

Sources of Funding

7/1/2019 to 6/30/2020

■ Patient Care	\$39,052,000
■ Non-Patient Care Sources	\$8,201,000
■ NYS Vital Access Support	\$4,539,000
■ Net Contributions/Investments (\$ 905,000)	
	<u>\$50,887,000</u>



Summarized Consolidated Financial Statements

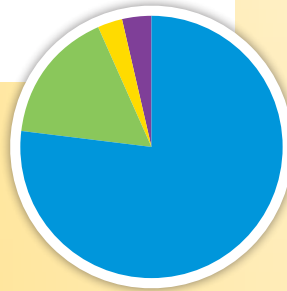
Consolidated Statements of Operations	7/1/2019-6/30/2020	1/1/2019-6/30/2019
Net patient service revenue	\$ 39,051,802	20,410,588
NYS Vital Access Program Support	4,538,590	2,185,900
Other revenue	8,201,349	2,358,872
Total expenses	(46,124,670)	(22,790,023)
Gain/loss from operations	5,667,071	2,165,337
Total other income, net	(905,105)	88,525
Surplus/deficiency of revenues over expenses	\$ <u>4,761,966</u>	<u>2,253,862</u>

FINANCIAL REPORT & VITAL STATISTICS

Uses of Funding

7/1/2019 to 6/30/2020

■ Healthcare Services	\$36,747,000
■ Charity Care & Bad Debt	\$1,632,000
Total Healthcare Services	<u>\$38,379,000</u>
■ General/Administrative Services	\$7,897,000
■ Depreciation & Interest	\$1,481,000
Total Uses of Funding	<u>\$47,748,000</u>



Summarized Consolidated Financial Statements

Consolidated Balance Sheets	7/1/2019-6/30/2020	1/1/2019-6/30/2019
Current assets	\$ 27,099,220	12,524,673
Total assets	48,811,564	29,631,435
Current liabilities	18,503,367	6,397,579
Total liabilities	32,443,157	17,962,593
Net assets	16,368,407	11,668,842

Consolidated Statements of Changes in Net Assets	7/1/2019-6/30/2020	1/1/2019-6/30/2019
Change in net assets without donor restrictions	\$ 4,719,760	2,064,357
Contributions	187,337	179,671
Change in value of beneficial interest in perpetual trust	(48,393)	187,560
Net assets released from restrictions used for purchase of PP&E	(159,139)	(160,256)
Change in net assets	\$ <u>4,699,565</u>	<u>2,271,332</u>

* Please see audited financial statements for additional detail and accompanying notes to the consolidated financial statements

BOARD OF DIRECTORS:



Eva Benedict, CEO



William Coch, MD



Mary Kate Cole



Rich Ewell



Robert Gilfert, MD



Samantha Gilkey



Daniel Guiney



Daniel Johnson



Ian Jones



Zahi Kassas, MD



Jim Knapp



Barry Kulp



Karol Marciano

Thank You Donors!



MEDICINE of the HIGHEST ORDER

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