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Information from the Annual Report covers Fiscal Year 2023 7/1/2022-6/30/2023



WHAT A DIFFERENCE A YEAR MAKES

In my segment of our last annual report, I highlighted the struggles of emerging from the latter half of the pandemic, struggles with staffing, and our effort to refocus our attention on growth and improving our financial performance. The last year has seen the ending of the public health emergency, a normalization and diminution of COVID dominating the healthcare headlines, and an explosion of new providers, new service lines, and new technology at Noyes. At a time when other health systems are struggling to survive the financial hardships of a post-COVID world, thanks to the dedication and commitment of our team here at Noyes Health and the stewardship of our Board and leaders, we have emerged as a regional referral center for patients across the Southern Region and providing cutting edge care, with a growing slate of providers, offering a range of care not previously available in our communities. Noyes Health has emerged stronger, found new resilience, and is positioned as a beacon for advanced care for our friends and neighbors.

As you will see in this report, we have experienced unprecedented growth across almost all domains within the health system. As 2023 brings our golden jubilee celebration in our current location and as Noyes Memorial Hospital, we look towards our next 50 years with great pride and expectations for what Noyes Health has and will become. I am grateful to be able to represent and serve the nearly 600 team members that make Noyes the vibrant healthcare leader of this community. This year we will be unveiling our Advances Happen Here campaign demonstrating the advances in technology within our hospital and clinical programs, the breadth of healthcare services availability, and improvements in care delivery that now define receiving care at Noyes Health. Our strategic plan is built on six pillars of excellence: Quality and Safety, Patient and Family Centered Care, Service Growth, Recruitment and Retention of the Best People, Stable Financial Performance, and Strengthening Community Engagement.

The future is bright at Noyes Health, and we are proud to be at the forefront of healthcare delivery for this region for another 50 years.

NEWS

NOYES HEALTH RECEIVES \$1.5 MILLION

Noyes Health received \$1.5M as a part of the bipartisan omnibus-spending package for Fiscal Year 2023.

The funds, secured by U.S. Senate Majority Leader Charles E. Schumer and U.S. Senator Kirsten Gillibrand, and in initial partnership with NY Rep. Chris Jacobs, will be used at Noyes Health Services (NHS) in Geneseo.

Planned purchases include:

- Upgrade and grow inventory of Operating Room equipment
- Replacement of the current, outdated mammography machine with a new, state-ofthe-art 3-D tomography unit
- Replace current Ultrasound equipment with a GE Logiq Fortis Ultrasound console
- Replace the aged aquatic treadmill in Physical Therapy

The funds are part of a spending package that will provide over \$250M of support for community-based projects in the Rochester-Finger Lakes Region.

NOYES MOURNS THE PASSING OF CARL MYERS

Noyes lost a major supporter with the passing of Carl Myers on August 15, 2022.

Myers, along with his wife, Ann, made a number of sizable donations over the years allowing Noyes to achieve substantial growth, not only to the size of the facility, but to services the system provides.

Their contributions helped to fund the following:

- The Ann and Carl Myers Cancer Center
- Mary Saunders Beiermann Emergency Department
- Noyes Mental Health and Wellness Building in Avon
- The Jon Shay Medical/Surgical Unit
- The CT Project for E. Michael Saunders Medical Imaging







3RD FLOOR RENOVATED, DEDICATED TO JON SHAY

After a year-long renovation, the 3rd floor was officially dedicated to the memory of Jon Shay, who was a major supporter of the hospital and many other causes in the community. Shay passed away at the beginning of 2021. The floor has been completely redone with new walls, floor, lights, furniture, etc.

"Despite a pandemic, resignations, difficulty securing contractors, and supply chain limitations, a year later, here we are. I can say, this has turned out as well as we could have ever hoped," said Dr. J. Chad Teeters, President and CEO of Noyes Health. "It is now one of the crown jewels of the facility."



THE GREAT UN-MASKING OF 2023

After 1,146 days, the COVID masking requirements at Noyes Health were lifted giving a boost to employee morale. Masks are still required in patient rooms, and are available if staff, patients, or visitors choose to wear them.

NEWS

NOYES HEALTH AWARDED HOSPITAL ACCREDITATION FROM THE JOINT COMMISSION

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



Noyes underwent a rigorous, unannounced onsite review in January, 2023. During the visit, a team of Joint Commission reviewers evaluated compliance with hospital standards spanning several areas including emergency management, environment of care, infection prevention and control, leadership, medication management, and rights and responsibilities of the individual.

Specific departments recognized by The Joint Commission include:

- Dialysis Center team, noting the commitment for quality and safety for exceeding national standards.
- The pharmacy medication reconciliation program for patients at time of discharge, a national best practice example they intend to share with other facilities.
- The antibiotic stewardship committee was called out for well-exceeding national standards and exemplary performance and documentation.
- The surveyors also commented on the positivity and morale of the staff and the comments they heard from staff and the Board on the significant improvements in staff morale over the last two years emerging from the pandemic.

We received perhaps the best survey findings in our existence. The surveyors could not have been more complimentary of the dedication, transparency, and commitment to improvement demonstrated by our entire staff.

Dr. Chad Teeters, President & CEO, Noyes Health

OVER \$130,000 RAISED DURING NIGHT FOR NOYES GALA

October 15 was a night to remember as UR Medicine Noyes Health held the Night for Noyes Charity Gala. Over \$130,000 was raised to be put toward the new state-of-the-art CT system at the hospital.

Over the course of a month, LMC Industrial Contractors was transformed from a factory to an event venue for the gala.

"I can't thank the team at LMC enough for the countless hours of work they put in to making this possible," said Lynn White, Director of the Foundation for Noyes Health. "They were so helpful every step of the way, it wouldn't have been possible without them."

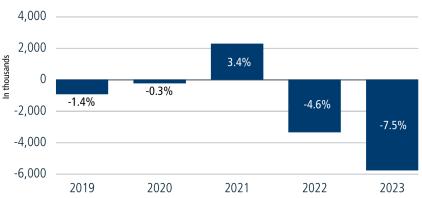
This is the first time since 2018 the hospital has been able to hold the bi-annual event. The 2020 gala was cancelled because of COVID. For more photos of the event, visit: bit.ly/NoyesGalaPhotos





FINANCE

FISCAL YEAR OPERATING MARGINS





Integrity



Inclusion

STRONG GROWTH, INCREASED EXPENSES

Noyes experienced strong revenue growth of 6.8% in Fiscal Year 23. This was fueled by significant increases in Operating Room cases, Diagnostic Imaging, Radiation Oncology, Emergent and Urgent Care growth.

Unfortunately, expenses grew by 9.7% from Fiscal Year 2022, driven by salary and wage pressures, reliance on high cost agency staff and inflationary trends.

The healthcare sector continues to be challenged with reimbursement trends that do not match expense increases.

With greater than 60% of our population government based, this will be an ongoing challenge. Through business improvement plans and continued growth of both inpatient and outpatient services Noyes financial health will continue to improve.



Compassion



Accountability



Respect



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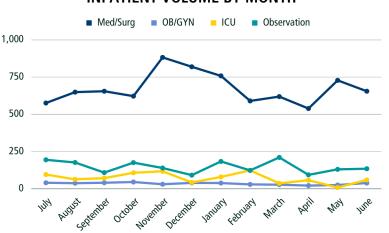
Excellence

KEY FINANCIAL METRICS (IN THOUSANDS)

RET THANCIAL WETRICS (IN THOOSANDS)		
	2022	2023
Operating revenue	\$71,978	\$76,895
Operating expenses		
Salaries & benefits	\$37,665	\$39,148
Supplies & other expenses	\$33,101	\$38,460
Interest & depreciation	\$4,520	\$5,016
Total expenses	\$75,286	\$82,624
Income from operations	(\$3,308)	(\$5,729)
Non-operating revenue	\$6,270	\$4,727
Change in net assets	\$2,962	(\$1,002)
Days cash-on-hand	18	35

VOLUMES

INPATIENT VOLUME BY MONTH

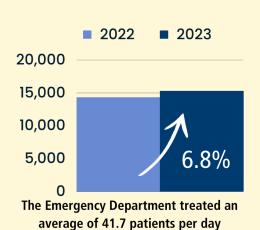




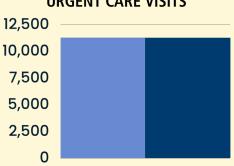
REGIONAL TRANSFER CENTER

Noyes Hospital operates as a transfer center for the region, accepting patients from other hospitals, providing high-quality care, close to home. The addition of Hospitalists and Intensivists allows for Noyes to take on higher acuity patients.

EMERGENCY DEPARTMENT VISITS



URGENT CARE VISITS



RADIATION ONCOLOGY 5,000 1,250 4,000 1,000 3,000 750 2,000 500 1,000 250 0 0 **Treatments** Office Visits

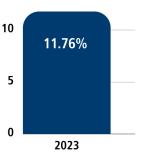
CARDIOLOGY 2,500 1,250 5,000 2,000 1,000 4,000 1,500 750 3,000 1,000 500 2,000 500 250 1,000 0 0 Visits **Pulmonary Function Tests**



EKG

QUALITY





The 30-day readmission rate is the percentage of patients that readmit to the hospital within 30 days with the same illness they were previously discharged. A lower 30-day readmission rate is more favorable than a higher rate, as it indicates better patient care.

Noyes Hospital continues to perform well from a clinical quality standpoint with 30-day re-admission rates consistently below the 15.5% target and no surgical site infections (SSI) for the reporting period. Post COVID, the organization will be placing a heavy emphasis on the patient experience and patient engagement in an effort to continually make improvements in our Hospital Consumer Assessment of Healthcare Providers and Systems scores and Press Ganey scores.



CONWAY NAMED VICE PRESIDENT OF PHYSICIAN PRACTICES AND QUALITY

Holly Conway was named the Vice President of Physician Practices and Quality. She has over two decades of experience leading hospital-based medical practices and service lines. Conway has served as a Vice President and Senior Director over Surgical, Oncology, Cardiovascular, Orthopedic and other clinical and ancillary services. Her expertise resides in provider recruitment, service line growth, as well as building and leading teams to improve operational efficiencies, patient experience and clinical outcomes. She will focus on the same at Noyes in addition to supporting the activities and goals of the Quality Division.

NOYES AWARDED PRIMARY STROKE CENTER DESIGNATION

UR Medicine Noyes Health earned The Joint Commission's Gold Seal of Approval and the American Stroke Association's Heart-Check mark for Primary Stroke Center Certification.

Noves underwent a rigorous onsite review to achieve this designation. During the visit, a team of Joint Commission reviewers evaluated compliance with related certification standards including program management, supporting self-management, and delivering and facilitating clinical care. Joint Commission standards are developed in consultation with health care experts and providers. measurement experts patients. The reviewers also conducted onsite observations and interviews.

To earn this certification, hospitals must demonstrate compliance with stroke-related standards expected of primary stroke centers, and meet additional requirements, including volume of complex stroke and cerebrovascular patients, quality of care and outcome, advanced imaging capabilities, 24/7 availability of specialized treatments, and providing staff with the unique education and experience to care for complex stroke patients.



Primary Stroke Center

PHYSICIAN SERVICES

PULMONARY OUTPATIENT CLINIC

The Pulmonary outpatient clinic opened in 2022 with the onboarding of Dr. Jaime Molina. There is a high demand in our community for pulmonary and respiratory services related to acute and chronic disease as well as lung cancer. Dr. Molina also supports the Holroyd Intensive Care Unit at Noyes Hospital and splits his time between the outpatient and inpatient settings.



PAIN MANAGEMENT



Dr. Chirag Patel performs advanced minimally invasive procedures and supports non-pharmacological approaches to pain management. Dr. Patel performs procedures at Noyes Hospital in Dansville and Noyes Health Services in Geneseo. He and also practices at St. James and Jones Hospitals. The service supported over 2,500 clinic visits and well over 1,000 pain relieving procedures during the reporting period.





GASTROENTEROLOGY CLINIC

Noyes acquired the Gastroenterology practice of Dr. Howard Merzel in July of 2022 which included the hire of Emily Coria, NP. The service provides clinical consultation for patients with gastroenterology symptoms and disease as well as diagnostic and screening endoscopies. The organization is committed to having the screening colonoscopy service available to the patients of our communities in an effort to identify, diagnose and treat patients at the earliest possibly stage of disease.

FISCAL YEAR 2023 CASE VOLUMES

EKG 4,528

Cardiology 2,409

Pulmonary Function Test 1,001

Dialysis 6,894

Infusion Visits 766

Radiation Oncology Visits 1,009

Radiation Oncology Treatments 4,841

Sleep Lab 532

Diabetes Education 451

Anesthesia 2,835

Certified Registered Nurse Anesthetist 3,581

Hospitalist 8,394

Orthopaedics 12,598

Primary Care 2,522

Pulmonary Clinic 594

HUMAN RESOURCES

UR Medicine Noyes Health values our employees and is committed to listening -- and responding -- to feedback. Many advances were made in 2023 to improve employee satisfaction.

ADDITIONAL PAID DAYS OFF

- Day after Thanksgiving
- Juneteenth
- Martin Luther King, Jr. Day

WAGE ADJUSTMENTS

Noyes continuously assess and monitors the market for compensation and benefits. There were several market adjustments made as well as a 3% cost of living adjustment. This equated to over \$1M in increased pay for employees.

INVESTMENT IN STAFF = INVESTMENT IN OUR FUTURE

Noyes invested in employees by offering opportunities for growth, tuition assistance as well as education agreements.

- The tuition assistance benefit was enhanced to increase the monetary amounts for Bachelor's degrees and higher education.
- Education agreements allow staff to work as a part-time employee with fulltime status and benefits. We grant employees paid time off to complete schoolwork.
- Noyes partnered with a private consultant for leadership training, a
 commitment to developing management, team-building, and
 accountability/reporting The hope is that all of the leadership team will
 develop new skills and improve upon existing management skills so we can
 more adeptly lead the organization forward.
- Employees completed 3,552 hours of training within the MyPath online learning platform.



JAMES GROSS RETIRES FROM DIRECTOR ROLE

James Gross retired from his role as Director of Engineering after 50 years of service to the hospital. He continues to support the Engineering Department in a per-diem position.

During his tenure, Gross oversaw 60 building projects, and the adoption of technology in the facilities department.

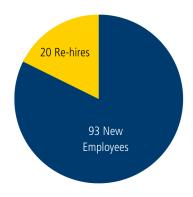
Gross' father, Herbert J. Gross, worked at Noyes for 47 years. 2023 was the first time in 97 years a member of the Gross family did not oversee the Engineering Department.

CELEBRATING OUR STAFF

Hospital Week was celebrated with a series of events to thank our employees for their ongoing dedication. Each employee received an embroidered fleece blanket as a gift. Other activities throughout the week included a free chicken BBQ lunch, themed dress down days (Hawaiian day pictured at right), mocktails served by members of Administration, and an ice cream social provided by the Noyes Health Auxiliary.



HUMAN RESOURCES



RECRUITMENT, RECRUITMENT, RECRUITMENT

UR Medicine Noyes Health received over 600 applications for employment in FY 2023, leading to the onboarding of 113 new, or returning, employees. We are proud to have several generations of families employed at Noyes, and many of our staff members have been working here for decades. If you are interested in a position at Noyes, a full list of our current open positions can be found here: bit.ly/NoyesCareers

RETIREMENT PROGRAM CONTRIBUTIONS



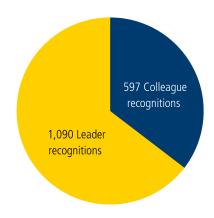
NEW MEDICAL BENEFIT PLANS

Previously, Noyes only had one medical plan for employees. The engagement survey results noted employees wanted a choice on their medical insurance. The hospital responded by offering two plans for employees to choose from.

In addition to the new health insurance offerings, Noyes contributes to a Health Savings Account with all medical enrollments. In the past, Noyes had a Health Reimbursement account which reset every year. Employees had the option to contribute to a Flex Spending account which would only allow a certain amount to carry over each year. With the Health Savings Account, employees can continue to build their account and use it as an investment, as money rolls over each year and follows them if they leave or retire.

EMPLOYEE RECOGNITION

Employees voiced their desire for a way to be recognized for going above and beyond at work. Noyes was able to meet the request with a new platform that offers colleague-to-colleague recognitions as well as leadership recognitions. With the Noyes Perks Program, awards points can be used to purchase items ranging from gift cards, clothing and household items to vacations. Employees receive automatic recognitions on their birthdays, anniversary dates, and service milestones.



Additionally, an Employee of the Month program was implemented, allowing patients, visitors, and staff to nominate stand-out staff for the monthly award. Recipients photos can be found in the hallway outside Human Resources.

SURGICAL SERVICES



INCREASING VOLUME & MAXIMIZING PRODUCTIVITY

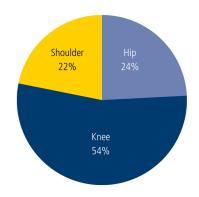
Continual improvement has been made to the operating room utilization through effectively managing the Operating Room (OR) schedule.

By restructuring the scheduling process, Noyes has been able to increase volumes and maximize productivity. Other changes include starting surgery on time and reallocating block time based on providers' usage of the OR.

As providers are recruited and more specialties are offered, it is even more important to effectively utilize our resources and improve workflows. The OR team continues to work diligently to provide exceptional care to our community, despite our staffing challenges and rapid growth.

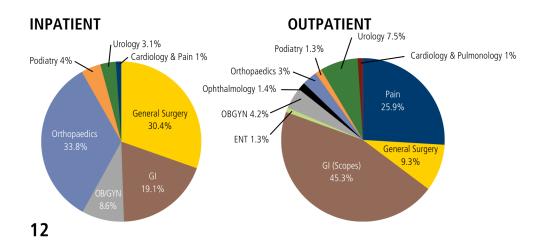
TOTAL JOINT COMMITTEE REUNITED

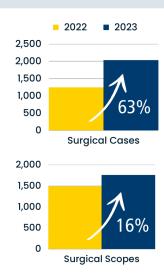
Before the COVID-19 pandemic, a multidisciplinary team was devised to improve our Total Joint Program. Staff from the Medical-Surgical Unit, Operating Room, Physical Therapy, Case Management, and Orthopaedics discussed ways to improve patient experiences when undergoing a total joint replacement. Unfortunately, the pandemic halted the progression of this program. This year, the group came together again to make positive changes to the program including, but not limited to: scheduling, education, and post-operative care.



215 Total joint replacements: 52 hips, 116 knees, 47 shoulders

DANSVILLE SURGICAL VOLUMES

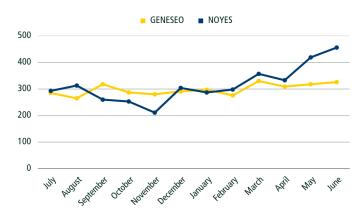




SURGICAL SERVICES



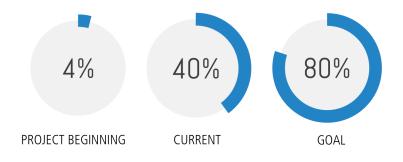
COMBINED SURGICAL CASES & SCOPES BY MONTH



ON-TIME START INITIATIVE

Underutilized operating rooms cost facilities approximately \$62/minute. The goal of the First Case On-Time Starts initiative is to improve operating room efficiency. Timely surgical starts reduces overtime and increases both patient and staff satisfaction. Our goal for all providers is an 80% on-time start rate.

ON-TIME START PROGRESS

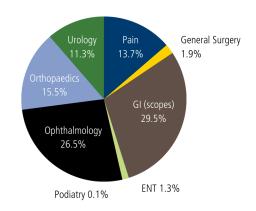


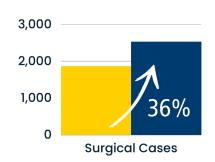
TWO CONVENIENT LOCATIONS

When you need surgery, Noyes gives you a choice: two locations where you will find the best surgeons, anesthesiologists and nursing staff, a warm and caring environment, and the most up-to-date surgical technology and techniques.

Whether you choose the Saunders Surgical Center in Dansville (inpatient and outpatient surgery) or the Same-Day Surgery Center at Noyes Health Services in Geneseo (outpatient only), you can feel confident about the quality of your care.

GENESEO SAME-DAY SURGICAL CENTER VOLUMES



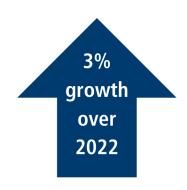




PHYSICAL THERAPY

INCREASED STAFFING & AVAILABILITY OF CARE

Community access to Physical and Occupational Therapy has improved with the addition of three staff members providing 60 additional hours of care each week. Due to an improved staffing model patient volume is increasing.



IMPROVED PATIENT EXPERIENCE

Optimizing the tools available to in eRecord has helped streamline the intake process for new patients. This faster check-in process saves time and promotes a patient-centered approach to communicating relevant intake details.

IMPLEMENTED CLINICAL MENTORSHIP

A mentorship program was determined to be an important building block in the effort to provide the highest quality care in the southern tier region. This program affords newly hired recent graduates the opportunity to meet with more experienced staff for the purpose of clinical skill development. This investment in our clinicians aims to improve employee satisfaction and ultimately patient experience.

EXPANDED SERVICE LINES

Staffing model improvements have permitted the expansion of therapy services. With the addition of a full-time Occupational Therapist. Occupational Therapy services are now available five days a week and for the first time in several years inpatient occupational therapy is regularly available to better serve the acute care population.

NOYES HEATH BOARD OF DIRECTORS

Domenick Martello

Chairperson

Richard Rizzieri

First Vice Chairperson

Matt Cole

Second Vice Chairperson

James Culbertson

Treasurer/Past Chairperson

Steven Goldstein

President & CEO, Strong & Highland Hospitals

Steve Harrison

Douglas Mayhle, M.D.

Medical Director

Robert McCann, M.D.

CEO, Accountable Health
Partners and Highland Hospital
Chief of Medicine

John Quinlan

Marilyn Moore

Secretary

J. Chad Teeters, M.D.

President & CEO, Noyes Health

Joan Flender, M.D.

Barbara Frazer

Lindsay Quintilone

Ahsen Sheikh, M.D.

President, Medical Staff

Bernard Sweeney, M.D.

Mark Taubman, M.D.

CEO, University of Rochester Medical Center

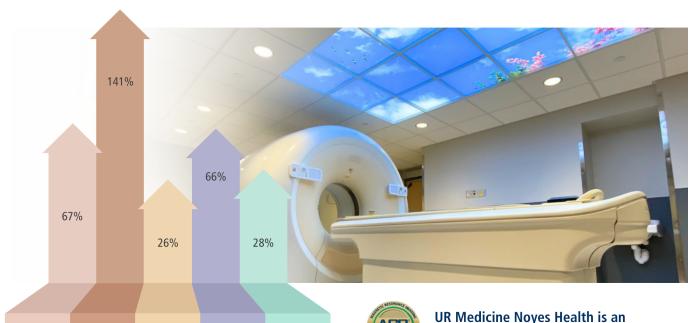
Geoffrey Wittig, M.D.

President-elect, Noyes Health Medical Staff

MEDICAL IMAGING

NOYES MEDICAL IMAGING EXPERIENCES EXPLOSIVE GROWTH

Thanks in part to the 2020-21 renovation of the E. Michael Saunders Medical Imaging Department, the significant growth of the department has led Medical Imaging to be a stand-out at UR Medicine Noyes Health. Over 48,000 diagnostic procedures were performed in Fiscal Year 2023 between the Dansville and Geneseo locations.



NUC MED

IR

ADVANCES IN IMAGING

PET

CT

- Expanded evening and weekend availability
- Ultrasound team received accolades from The Joint Commission for their modern and well-tracked safety measures

MRI

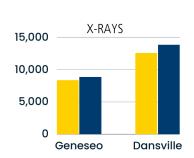
 Two additional full-time employees added in 2023, reducing dependence on per-diem and contract labor.

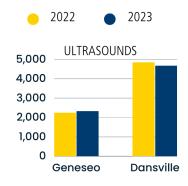


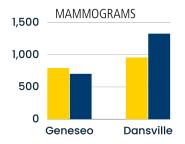
Accredited Facility for both
Magnetic Resonance Imaging (MRI),
and Computed Tomography (CT) by
the American College of Radiology.

PET PROGRAM EXPANDS SERVICES

In October, the PET program began scanning prostates, adding to the already large scope of exams, and assuring up to 20 people per month don't need to travel to receive their scans.

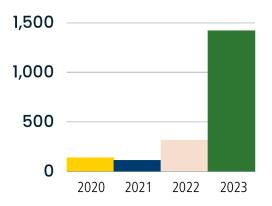






PHARMACY

PHARMACOKINETIC CONSULTS/DOSING



PHARMACIST TO DOSE PROTOCOLS IMPROVED

Protocols for narrow therapeutic window antibiotics Vancomycin, and aminoglycosides increased the number of consults and pharmacy dosing.

COST SAVINGS INITIATIVES

Implemented drug savings, reimbursements, and inventory reductions totaling over \$116,000 in just the last half of Fiscal Year 23 alone.

OPTIMIZING DIALYSIS MEDICATION THERAPIES

Noyes implemented a pharmacist order review protocol with our outpatient Dialysis Center and implemented the latest appropriate lab values within the verification screen to aid in identifying when holding medications are needed to take them off the nursing Medical Administration Record during that visit. Since setting up this protocol, the Pharmacy logged 1,280 interventions optimizing our dialysis patients' therapy in Fiscal Year 2023 alone.

NEW SURFACE TESTING FOR ANTINEOPLASTIC HAZARDOUS DRUG CONTAMINATION

Noyes Health set the bar for UR affiliates on conducting surface contamination testing in both the pharmacy and Operating Rooms where acutely hazardous drugs are received and administered. This assists in confirming that Noyes' hazardous drug handling procedures for safe use are effective.

LABORATORY

CLINICAL INTERNSHIPS

With an aim of recruiting and relieving staffing burdens, Noyes' Laboratory hosted 10 medical laboratory students for their clinical internships from area colleges and universities, including, University of Buffalo, Nazareth College, Monroe Community College and Broome Community College.

Noyes supported three lab employees in furthering their education, becoming Medical Laboratory Technologist, Medical Laboratory Technician and a Registered Nurse.

REDUCED TURNAROUND TIMES

By standardizing workflows in line with URMC Central Laboratory, the Noyes Laboratory has reduced turnaround times by introducing electronic crossmatches and auto-verification of laboratory testing. Computer middleware will automatically send patient results to their medical records without staff intervention allowing providers access to laboratory testing results immediately.

NEW ANALYZER FOR BLOOD GASES

To keep up with ever-changing technology and to support expanding services, Noyes Laboratory has invested in a new analyzer for blood gases. Radiometer's ABL-90 Flex analyzer allows for blood gas and co-oximetry analysis of capillary, venous and arterial blood samples. These results are used to adjust respiratory treatments for our patients.

MENTAL HEALTH



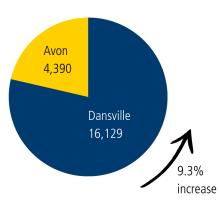




TWO NURSE PRACTITIONERS ADDED

Mental Health Nurse Practitioners were added to the staff in Dansville. Erica Boccia and Lisa Hooker started seeing patients in July 2022, increasing access to patients who need medication to help manage their mental health.

MENTAL HEALTH VISITS



EXPANDED SERVICES TO CARE FOR OUR COMMUNITY

The opening of Noyes' new Mental Health office in Avon has allowed for an increased reach in the northern part of Livingston County, bringing much-needed access to mental health services in the underserved area. The number of therapists in the Avon office doubled in 2023 to eight. The additional location and staff allowed Noyes Mental Health to accept new patients throughout Fiscal Year 2023. In addition to serving Livingston County, patients from surrounding counties can also make appointments to be seen.

The relationship with our partners in Livingston County continues to be stronger than ever with quarterly collaborative meetings. In June, Glenn Hann and Laura Bond attended a "systems mapping" event to advocate for mental health treatment access and delivery between the various Livingston County entities (community members, law enforcement, case management, and outpatient providers).



ART SHOW RETURNS

2023 saw the return of the Noyes Mental Health Art Show. The annual event was not held for several years because of the COVID-19 pandemic.

Approximately 50 staff and patients and participated in this year's event.

DBT GROUP ADDED IN DANSVILLE

At the Dansville Mental Health location, we offer a Dialectical Behavioral Therapy (DBT) group weekly. DBT is a type of talk therapy for people who experience emotions very intensely. DBT helps patients build skills around mindfulness, distress tolerance, interpersonal effectiveness, and emotional regulation.

CENTER FOR TRAINING AND EDUCATION

Noyes Mental Health also continued its tradition of being a center for training and education as with two practicum students, two interns, and a Psychiatric Mental Health Nurse Practitioner student all completing rotations in the last year.

FAMILY BIRTHING CENTER



INTUITIVE CENTRAL MONITORING SYSTEM

2023 saw the addition of the Intuitive Central Monitoring System for electronic fetal monitoring. This enhances workflow and helps improve communication between care providers. The system makes it possible for laboring moms and their babies to be monitored by specialists remotely if necessary.

THE COMFORT OF HOME, SAFETY OF A HOSPITAL

A kitchenette has been added for our patients and families. Here, they have access to drinks, snacks, refrigeration and a microwave. The addition of new sleeping chairs improves the comfort of supporting family and friends to laboring mothers. These chairs are equipped for comfort and technology including device charging. Improved infant warmers and bedside bassinets were also added in 2023.



Sikes named Director

Brooke Sikes was named Director of the Noyes Family Birthing Center and Noyes First Steps program. Sikes was first employed by Noyes Health as a new graduate in 2013, working as an Registered Nurse on the Medical-Surgical Unit. She began her career as an OB Registered Nurse in January 2014.

BREAST-FEEDING INITIATIVE

The staff at the Birthing Center works closely with Catherine Wightman, International Board of Lactation Consultant Examiners, to offer gentle, evidence-based breast-feeding support, as well as coordination of care with other providers. With the addition of Catherine to our team, our breast-feeding integration rate is 70% compared to northeast averages of 45% (per the U.S. News and World Best Hospital Report). Noyes has also teamed up with Medela Breast Feeding Products and Advice and now have top-of-the line breast pumps for mothers during their stays.



Nursery Renamed in memory of Christina Kranz

The Family Birthing Center Nursery was dedicated in memory of Christina Kranz, an OB nurse and midwife who passed away in 2021 following a battle with cancer.

COMMUNITY OUTREACH



POP UP PANTRY

Noyes Health, along with Foodlink and the YMCA, ran a free food distribution program monthly. Area families in need picked up healthy food on a monthly basis at the drive-through events without having to provide income information.

COMMUNITY PARTNERSHIPS

- Monitor/Secure/Dispose medication dropbox program
- Suicide Prevention Taskforce
- Be Well in Livingston
- Cancer Support Services Coalition
- Livingston County Office for the Aging
- Livingston County Department of Health
- Livingston County Department of Social Services
- Livingston-Wyoming Arc
- Catholic Charities of Livingston County
- TRIAD
- Genesee Valley Health Partnership
- Community Health Improvement Plan Committee
- Fall Prevention Coalition
- Noyes Continuum of Care Coalition
- United Way
- Lifespan of Greater Rochester
- Alzheimer's Association

WELLNESS PROGRAMS OFFERED

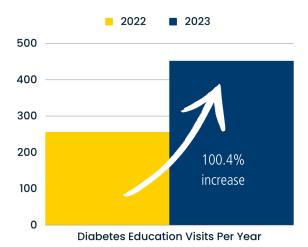
Many programs, classes and support groups are offered to promote wellbeing in the community, including:

- Living Healthy NY Classes
- Noyes Caregiver Resource Center
- Noyes Health Medical Alert
- Understanding Alzheimer's and Dementia
- Stay Active and Independent for Life: Strength, Balance and Fitness Classes
- Noyes Health Medication
 Dispensing Services
- Brunch Bunch Caregiver
 Support Group
- Home Safe Home Fall Prevention

- Fall Prevention Workshop
- Noyes First Steps Prenatal Education
- Childbirth Education
- Infant feeding classes
- Living Healthy with Chronic Pain class
- Living Healthy with Diabetes Class
- Worksite Wellness Program
- Cancer Support Services
- Diabetes Education Coalition
- Maternal Child Health Coalition
- Continuum of Care Coalition
- Meals to go

DIABETES EDUCATION

The Diabetes Education program, run by Danielle Shatkin, MS, RD, CDCES, provides individual counseling, insulin pump and upgrade education, continuous glucose monitor screenings, and an annual diabetes health fair. In addition, we also oversee a countywide Diabetes Coalition.



Annual Appeal

Noyes Maker (\$2,000 +):

- · Aaron and Tammy Farrell
- · Mary Ann Holden
- · George Jarrett
- Larry and Mary Ann Merle Genesee Construction Service
- Ann Myers Ann & Carl Myers Charitable Foundation
- Nicholas H. Noyes, Jr., Memorial Foundation, Inc.
- · Carl Seymour, Jr.
- · Linda Shay and Family

In Memory of Betty Minemier: Thomas and Joan Wamp

In Memory of Carl Myers: Thomas and Joan Wamp

In Memory of Tara Schramm: Thomas and Joan Wamp

In Memory of Carol Welcher: Thomas and Joan Wamp

In Memory of Maureen Wolcott:

Thomas and Joan Wamp

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

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- · Dansville Rotary Club
- Candy Frazer
- · David and Kellee Hoag
- · Michael and Nancy Johnsen
- John Lockhart and Lynne Mazadoorian
- Thomas and Mary Quinlan
- · Ahsen Sheikh and Huma Khan
- · Robbin Smith

In Memory of Lisa Martello McGowan:

Domenick and Ann Martello

Community Partner Circle (\$250-\$999):

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- · John and Virginia Buck
- · Al and Mimi Shay Burdick
- Dansville Area Chamber of Commerce

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- · Gary Moore
- John Putney
- · Sherrie Reilly
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- · Charles Sundlof
- · Patricia Verbjar
- Joyce Wechsler
- · Holly Wetherbee

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Patrick Byrnes

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In Memory of Bill Dixon: Christian and Stacy Moose

In Memory of Kimberly Perry Drumm:

Howard and Pamela Perry

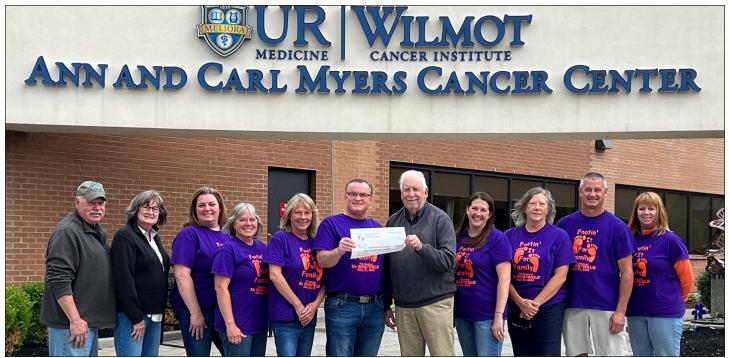
In Memory of Evelyn Kemp: Howard and Pamela Perry

In Memory of Jon Shay: Graham and Barb Frazer

In Memory of Jack and Ann Wilson: Deborah Wilson

Noyes Supporter (\$1-\$249):

- Acomb Acres
- · Virginia Amico



\$30,000 was raised at the 7th Annual Footin' it For Family 5K in Cohocton. The group has donated over \$130,000 to the Ann and Carl Myers Cancer Center over the last seven years. Save the date for next year's event which will be held Sunday, May 19, 2024.

- · Anonymous Donor
- · Kenneth Applin
- · Theodore and Francene Applin
- · Leonard Arias
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- · Lucille Bacon
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- · Carol Griffen
- · George Guida
- · Janet Gunn
- Theodora Gunn
- · Ronald Hall
- · Dennis Hartman
- Donald Henchen
- Ellen Herzman
- Kenneth Hill
- Tamara Hoag



The Noyes Health Auxiliary presents a check for new fetal monitors for the Family Birthing Center.

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- · Steven Howe
- · Robert and Nancy Hussey
- · Diane Huver
- · Kenneth and Eileen Hynes
- DeMerle Johnson
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- · Joann Kendall
- · Dave and Laurie Kendrick
- Brenda Kennedy
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- Ralph Kerr
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- · Martin and Carol Kimmel
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- · Sherry Kramer
- · Joseph and June LaBell
- Peter Lane
- Bernhardt and Dorothy Lang
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- · Dominic Leone
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- Gerri Long
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- Judith Lynn
- Francis Maloney
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- · Mary Anne Palermo
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- · Tim and Nancy Wolfanger
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- · Joseph Zambito
- · Jean Zurovskis

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In Memory of Bill and Jackie Byrnes:

Bridgett Hoag

In Memory of Caylyn Duffy: Cheri Duffy

In Memory of Demerle Hoag: Bridgett Hoag

In Memory of Eric A. Holbrook: Dan and Barbara Holbrook

In Memory of Goldia LeBar: Robert LeBar

In Memory of Carl Myers: Mark and Kristena Rudolph

In Memory of Sally and Jeff Quinlan:

Thomas and Mary Quinlan

In Memory of Robert Riedle: Christine Riedel

In Memory of Jon Shay: Bridgett Hoag

In Memory of Charlie and Mary Sundlof:

Dennis and Suzanne Boor

In Memory of James R. Vogt Family:

Teresa Russell

In Memory of Marge Welch: Darla Kendall

Fetal Monitors

Noyes Health Auxiliary

Avon Mental Health

- Kiwanis Club of York-Leicester
- · Noyes Health Auxiliary
- · Sherrie Reilly
- Carol Thompson
- Susan White
- Tim and Nancy Wolfanger

In Memory of Joan Bucci Fulmer:

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- Arthur Barrett
- · Charles Bliss
- Jo Anne Coffey
- Jake and Tara Dennee
- · Dawn Lubanski
- McKeany-Flavell Company
- · Tim and Amy Pollard
- · Sherrie Reilly

Mary Saunders Beiermann Emergency Department

Stephen Barra

In Memory of Carl Myers:Phil and Carole Saunders –
The Saunders Foundation

CT Scanner

- · 2022 Turkey Trot
- Kathleen Berry
- · James and Linda Brewer
- Dansville Central School Class of 1957
- Richard and Sharon Mark
- Ann Myers Ann & Carl Myers Charitable Foundation
- Carl Seymour, Jr.

In Memory of Clair T. Ryan

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- Margaret Chichester
- · James Glaswer
- Larry and Karen Kelley
- · Raymond and Roseann Mayo

- · Bill and Karla Mulligan
- Ellen Perkins
- · Thomas and Sharon Ryan

Dialysis Center

Donna Waide

In Honor of Dialysis Center Nurses, Doctors, and Staff: Naoma Ranalli and Pamela Slocum's Family – "The Cousins" In Memory of Marcia Horton:

- Jan Cavins
- · The Family of Gerald Graham
- · Don and Karen Horton
- John and Gail Meyer
- C. Edward and Marcy VanZandt
- Frank and Ruthanne Vitagliano
- Wyoming County Employees' Association

In Memory of Pamela Slocum: Naoma Ranalli and Pam's Family –"The Cousins"

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- Anonymous Donor
- Brae Burn Women's Golf Association
- · Dansville Valley Group
- · John and Lorraine Hoffman
- · Macarollin Food Truck
- · Milliner's Southern Smoke Inc.
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- Lorri Welch and Rushbottom Heights Salon Customers

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- · Karen Zilora

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- Wayland-Cohocton Teachers' Association
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3D Tomosynthesis Mammography Machine

Jane Schryver and Paul Hoffman

Ann and Carl Myers Cancer Center

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- Richard Beard
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- Dansville Gliders
- · Dansville Lions Club
- · Georgia Dibble
- · Footin' It For Family Team
- · George Guida
- · Albert and Sharon Hinkle
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- · Paula Wheaton

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In Memory of Marcella Butler:

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- Tim and Nancy Wolfanger, Jason Wolfanger and Family, Amy and Gerald Chamberlin, Marge and Larry Cansdale, Shawn and Tara Griese and **Family**

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In Memory of Barbara Sundlof: Dennis and Suzanne Boor

In Memory of Mary Gail Welch:

- Anne Easton
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- · Richard and Shirley Tracy

Night for **Noyes Gala**

Presenting Sponsors:

- · Carl and Elizabeth Allen-The Allen Family
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- · Wealth Enhancement Group/

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- · Brian and Julie Foresman
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- · George and Kari Frisiras
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- Richard and Ann Lafford
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- Danielle Lang
- Jason Lang
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- Letchworth Concessions
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Empire Strikes Back Golf Tournament – Empire Realty Group

In Memory of Jon Shay: The Shay Family

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Daniel and Ellen Edmond

Community Partner Circle (\$1,000-\$2,499)

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In Memory of Mark Stevens: Dennis and Suzanne Boor

In Memory of Charlie and Mary Sundlof:

Dennis and Suzanne Boor

In spite of our best efforts to be accurate, we may have misspelled 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.

WAYS TO GIVE

COMMEMORATE LOVE

Gifts in memory or gifts in honor show gratitude and appreciation for a person or event while making a direct, immediate impact on Noyes Health.

DONATE TO THE ANNUAL FUND

Give a gift that allows Noyes Health to respond to new opportunities and unexpected needs of the community.





LEGACY

Make a positive impact with a charitable gift and achieve tax benefits, as well as desired financial and estate planning objectives. Planned gift examples include bequests, charitable gift annuities, life insurance and estate.



PLAN A **FUNDRAISER**

Individuals, organizations and groups hold their own events to benefit Noyes Health.

SUPPORT SPECIAL EVENTS

Support a special event with a corporate sponsorship and attend special events like the Night For Noyes Gala, Chip in Fore Noyes Golf Tournament and more.



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Non-monetary gifts are accepted based on current needs of the health system. (Tax deductibility is based on IRS regulations). You can also join the Foundation Board, or volunteer your time.

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