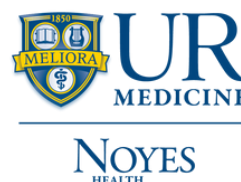




2024

ANNUAL REPORT

July 1, 2023-June 30, 2024



FOUNDATION FOR NOYES HEALTH

1 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.

2 DONATE TO THE ANNUAL FUND

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



4 LEGACY GIFTS

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.



3 PLAN A FUNDRAISER

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

5 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.



6 DONATE GOODS, SERVICES, AND TIME

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

7 GIVE TO THE UNITED WAY

Designate your United Way gift to UR Medicine Noyes Health #2516

TO DONATE



585.335.4323



111 CLARA BARTON ST., DANSVILLE, NY 14437



[BIT.LY/NOYESGIFT](https://bit.ly/noyescgift)

LETTER FROM THE CEO

From struggling hospital to prosperous referral center

Last year when I sat to write my introduction for the Annual Report we had just weathered another year of financial losses driven largely by travel and temporary staffing costs and made worse by slow volumes due to nursing home bed closures slowing discharges and COVID still causing longer than normal inpatient occupancy. A year later, we close the books on our first profitable year from operations in many years, and we have made great strides in hiring permanent staff, recruiting new providers, adding new service lines, implementing new quality programs, and looking towards new capital growth projects to expand our ability to deliver state-of-the art care. Once again, I am proud to represent the UR Medicine Noyes Health Board and Administration team in thanking our dedicated staff and providers who have embraced great change and growth within the health system, and have advanced the level of care we provide to our community and the surrounding region.

Our goal when we devised our new strategic plan was to become a regional transfer center for patients across the Southern Tier to be able to receive advanced, high-quality health care close to home and close to friends and family. While this is a journey that will never come to an end, I am pleased with the tremendous progress we have made in the last year, and how quickly we have moved from a struggling community hospital to a prosperous referral center. Just in this last year we have had many exciting changes at Noyes. We welcomed several new physicians in Cardiology, Hospitalist Medicine, Interventional Radiology, Nephrology, Obstetrics and Gynecology, Ophthalmology and Orthopaedics. Looking ahead, we eagerly anticipate welcoming additional new providers in Mental Health, Gastroenterology, Pulmonary and Critical Care Medicine, Hospitalist Medicine, Mental Health, Breast Surgery, Obstetrics and Gynecology, and General Surgery. In addition, we recently launched our robotic orthopedic surgery program, making joint replacements faster and more minimally invasive. We began an inpatient dialysis program so that patients requiring dialysis can be cared for locally and not require transfer to other centers. Finally we've recruited new Obstetricians and Gynecologists so we can expand access in the Noyes Birthing Center and keep new families close to home!

Despite all this great progress, now is not the time to rest on our laurels. The year ahead will see new construction and expansion of our imaging center with a new CT scanner, and we anticipate expansion of our ambulatory clinics with new space to house our new and growing network of specialty services available to the community. We hope you will enjoy reading through the presentations within this Annual Report, and we look forward to continued success and better health in the year to come!

Dr. Chad Teeters

President & CEO, UR Medicine Noyes Health



QUALITY

Kuhn joins Noyes, St. James, as Director of Quality

Kiera Kuhn (pictured at right) came aboard in September as the Regional Director of Quality for Noyes and St. James Hospitals. She has been at Noyes in various per diem capacities at Noyes Health including nursing supervisor for over 25 years.

Kiera has been working closely with Dr. Bilal Ahmed and has been instrumental in kicking off the 2024-25 quality performance initiatives. Additionally, Dr. Ahmed and Kiera are working at the system level to align quality reporting to create a common language and review of data across the Southern Tier.



Revamped stroke program

The stroke program has been revamped with a new Stroke Coordinator Cherie Gibson (pictured at right). Cherie is working very closely with the Quality Department, as well as the UR Medicine stroke team to align the program with system initiatives and to prepare for the Joint Commission Re-Certification Survey.



Continuing to focus on quality

The Quality Department launched several new initiatives in FY2024 including:

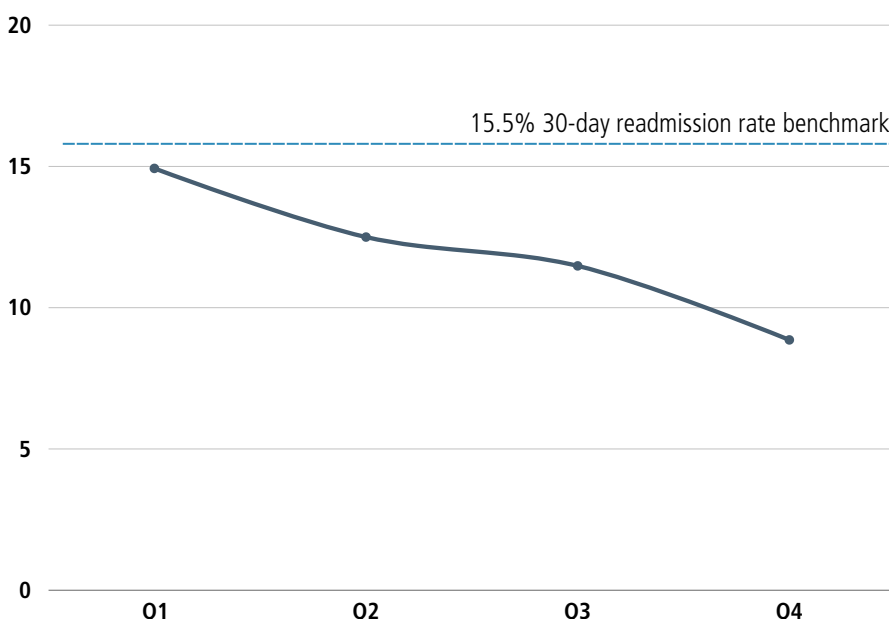
- Leadership Rounding
- Environment of Care Rounding
- Daily Safety Huddles
- New Event Reporting tool to align with the University of Rochester system

The Quality Department is working on an overarching performance improvement initiative for Noyes that aligns with other affiliates.

30-day Readmission rate continues to beat national benchmark

The 30-day readmission rate for FY '24 was 12.7%, well below the 15.5% national benchmark. This is the percentage of patients that were readmitted 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. We are continuing to place 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.



FINANCE

Noyes sees strong revenue growth in Fiscal '24

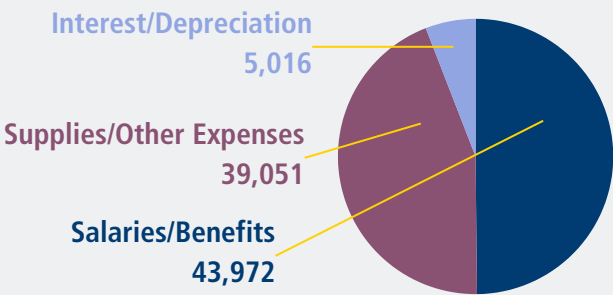
Noyes continued to experience strong year-over-year revenue growth of 17.6%. This growth was fueled by strong inpatient volumes, as well as growth in surgical cases, Diagnostic Imaging, Rehabilitation Services, Orthopaedics, Emergent and Urgent Care services.

Year-over-year expense growth came in at 6.8% mainly driven by salary and wage pressures, medical supplies tied to increased volumes and a continued reliance on high-cost agency staff.

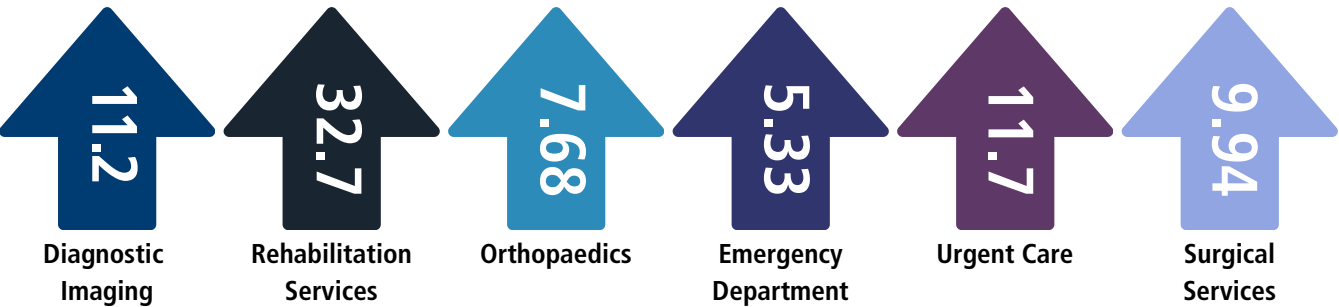
Through business improvement plans, fiscal management and investing in growth initiatives, Noyes is positioned to be financially stable for the coming years.

The strong financial performance of 2024 allows Noyes to invest in our human capital through wage and benefit programs. It also affords us the opportunity to invest capital dollars to update existing equipment and address deferred maintenance across the enterprise.

Key Financial Metrics (In Thousands)



Year-over-year growth %



Noyes Health Board of Directors

Rich Rizzieri Chairperson	Barbara Frazer Treasurer	Brian Foresman, M.D. President-elect, Noyes Health Medical Staff	Robert McCann, M.D. CEO, Accountable Health Partners
Matt Cole First Vice Chairperson	Marilyn Moore Secretary	Steve Goldstein President & CEO, Strong & Highland Hospitals	John Quinlan
Lindsay Quintilone Second Vice Chairperson	J. Chad Teeters, M.D. President & CEO, Noyes Health	Steve Harrison	Ahsen Sheikh, M.D. President, Noyes Medical Staff
Domenick Martello Past Chairperson	James Culbertson	Douglas Mayhle, M.D. Medical Director	Bernard Sweeney, M.D.
	Joan Flender, M.D.		Mark Taubman, M.D.

HUMAN RESOURCES

A focus on recognizing outstanding employees

Noyes Health started an Employee of the Month program in June 2023. Staff, patients, and visitors have the opportunity to nominate staff who go above and beyond in their work. A committee then chooses a winner every month. Winners have their photo on display near the switchboard throughout the year. At the end of the 12 months, staff voted from the winners and chose an Employee of the Year. Andy Robinson, Security, was this year's winner. To nominate a deserving staff member, scan the QR code to the right.



Celebrating milestone years of service

35 years

- Christine Larnard
- Linda Mathieson
- Cynthia Smallman
- Monica Schillaci

30 years

- Susan Clark
- Donna Ferguson
- Erin Rauber
- Paul Vandurme

25 years

- David O'Brien
- Luis Ruiz

20 years

- Laura Bond
- Derek Foreman
- Robin Remington
- Colleen Schuster

15 years

- Catherine Bajus
- Laura Barnhardt
- Kristie Cartwright
- Judy Frazer
- Stacey Gill
- Heather Malone
- Angel Mark
- Crystal Mayer
- Laura Saltsman

5 years

- Cathy Allen
- Richard Baer
- Alexandra Campbell
- Bette Coney
- Cassandra Davis
- Lisa Emmick
- Deborah Garth
- Susan Hahn
- Karen Hann
- Kayla Howe
- Eric Kurta
- Jessica Moctezuma Ramos
- Lisa Moore
- Josette Peck
- Lee Peterson
- Qaesar Rasheed
- Dorothy Ribble
- Phillip Schillaci

- Pachel Slayton
- Christine Sullivan
- Vickie Walburn
- Autumn Wormuth
- Taylor Wright

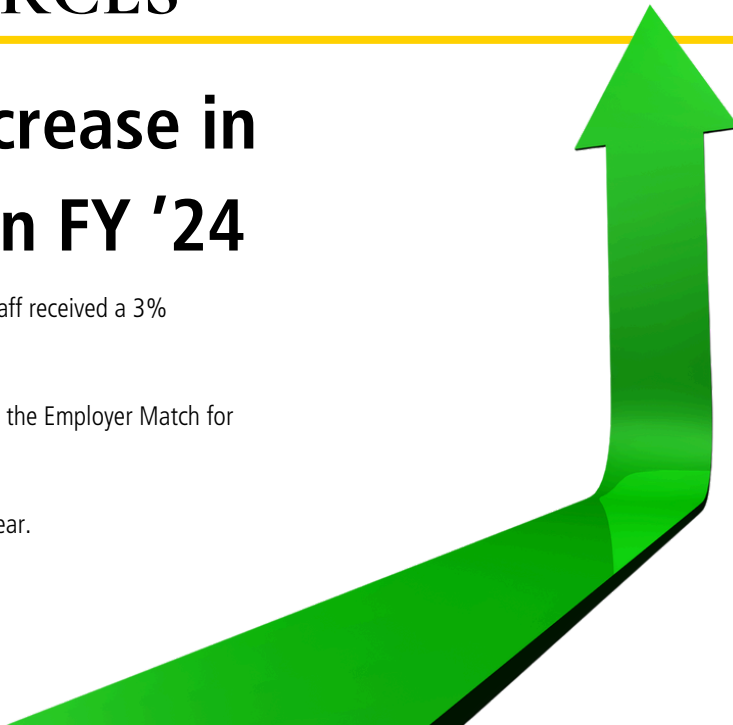
HUMAN RESOURCES

Employees see increase in benefits, wages, in FY '24

Over \$1,030,000 in raises were awarded in FY '24. All staff received a 3% market adjustment as well.

Over \$450,000 was granted in increased contributions to the Employer Match for the retirement program

Over \$68,000 in Noyes Perks Points were awarded last year.



MENTAL HEALTH

DBT group expanded to include Telehealth

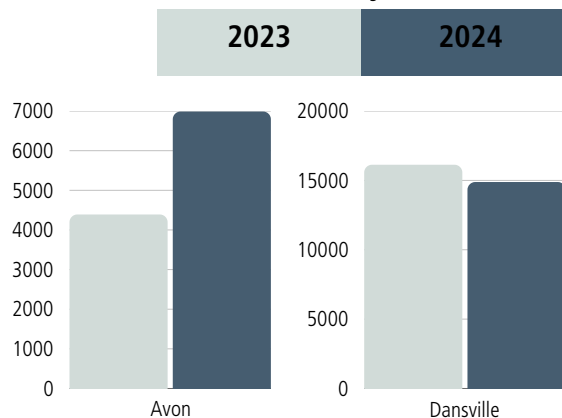
The Dialectical Behavioral Therapy group at Noyes Mental Health and Wellness has been expanded to include Telehealth services. DBT was designed to help people increase their emotional and cognitive regulation by learning about the triggers that lead to reactive states and by helping to assess which coping skills to apply in the sequence of events, thoughts, feelings, and behaviors to help avoid undesired reactions.

Approximately 25 patients have engaged in the group over the last year. If you are a patient at Noyes Mental Health and Wellness and are interested in participating in the DBT group, please reach out to your therapist for more information.

Mental Health and Wellness Notes:

- Nichole Murphy, PMHNP-BC, joined the staff at Mental Health and Wellness.
- Emilea Harrison-Henry, Sarah Page, and Diana Ray all received their licenses.
- Glenn Hann, Director of Noyes Mental Health and Wellness, attended the GLOW Career Fair at at Genesee Community College in Batavia. He presented information about careers in mental health and shared tips and strategies for maintaining mental wellness to over 50 students from Genesee, Livingston, Orleans, and Wyoming counties.
- Noyes has expanded its crisis consultation services to aid UR Medicine St. James in Hornell via Telehealth

Mental Health visits by location



SURGICAL SERVICES

H&P clinic reduces same-day surgical cancellations

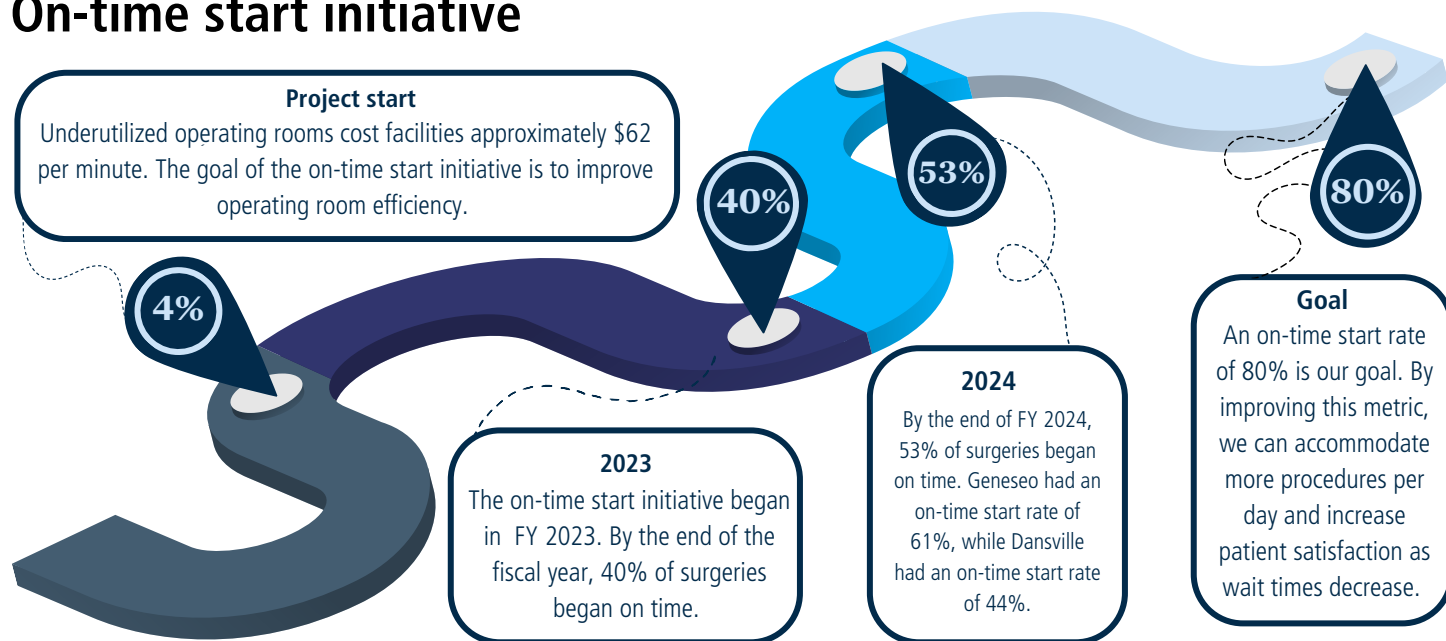
UR Medicine Noyes Health is taking steps to make sure your pre-surgical experience goes as smoothly as possible with the addition of the Pre-Operative History and Physical Clinic. Overseeing the clinic is Meghan Barker, PA (pictured at right).

This new clinic is eliminating most same-day surgical cancellations, resulting in decreased wait time for patient looking to schedule surgeries. Before the clinic began, approximately one in five orthopaedic surgeries had to be cancelled the day of the surgery. Now, it is a rarity to have a same-day cancellation.

Additionally, case management has been implemented to assist with after-surgery care. This provides patients an opportunity to speak with a case manager who can assist with specific needs at discharge. Patients are set up for success through this multidisciplinary approach.



On-time start initiative



Dr. Muhtaseb joins surgeons at Noyes

Dr. Ruba Muhtaseb (left) joined the Flaum Eye Institute and is performing eye surgeries at Noyes Health Services in Geneseo. She offers expert medical and surgical care to adults suffering from eye disease, as well as providing routine and preventative vision care.

Dr. Muhtaseb offers micro invasive glaucoma surgery (MIGS): performed using microscopic implants, lasers, and tiny incisions in the eye, which facilitate more rapid healing and vision recovery, compared to traditional glaucoma surgery.

SURGICAL SERVICES

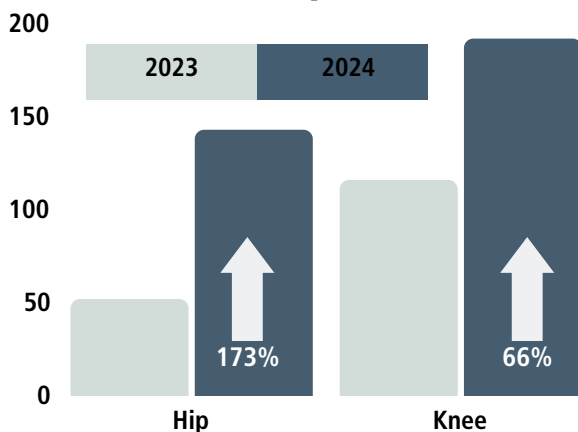
Robot-assisted joint replacements now at Noyes

In March, Noyes welcomed our first surgical robot, the MAKO. The robotic-assisted technology has improved our total joint replacement program, providing more efficient surgeries and better patient outcomes. Using 3D CT technology, surgeons can make more accurate cuts, preserving more bone, allowing for a faster and less painful recovery for patients.



Pictured at right: Orthopaedic surgeons, Dr. Waleed Hardan(left) and Dr. Kevin O'Keefe (right).

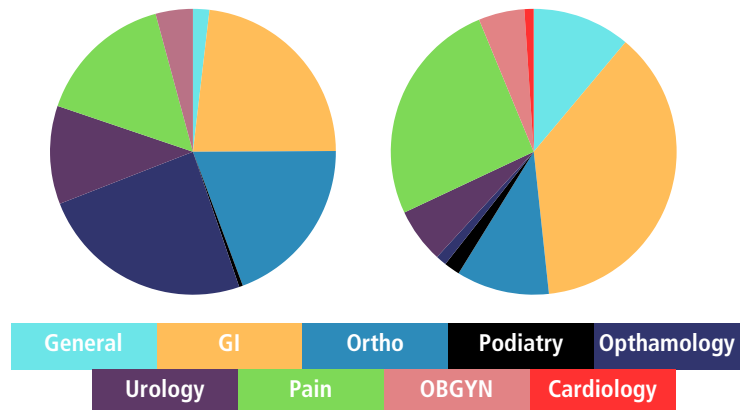
Total Joint Replacements



Surgical Procedures by Specialty

Noyes Health Services
(Geneseo)

Noyes Memorial Hospital
(Dansville)



National Surgical Quality Improvement Program

Noyes has joined the regional National Surgical Quality Improvement Program. NSQIP is a system-wide initiative led by Dr. Ted Kaufman. The American College of Surgeons (ACS) NSQIP is a variable-based data registry designed to improve hospital-wide quality across all surgical departments. ACS NSQIP helps surgical and quality teams make informed decisions about the improvement of quality of care while reducing complications and costs. ACS NSQIP tracks patients for 30 days after their operation. This provides a more complete picture of their care and cuts down on costly readmission rates.

Press Ganey surgery review:

My condition was dire; the IMMEDIATE care and surgery saved my life. They took me right away, made me as comfortable as possible, x-ray then immediate surgery. I will always recommend Noyes.

PHYSICIAN SERVICES

Fuerch named ambulatory clinic practice manager

Derek Fuerch joined Noyes in January of 2024 as the practice manager for the ambulatory clinics. He partners with Danielle Lang, RN Manager to lead clinic operations. Derek’s focus is on the business and administrative side of day-to-day operations while Danielle is responsible for the clinical functions and supervision of nurses and clinical staff. The team has been focused on operational efficiencies and patient experience.



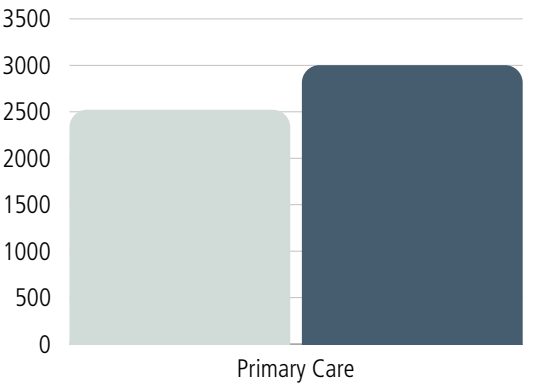
Right: Derek Fuerch

Robinson returns to Noyes

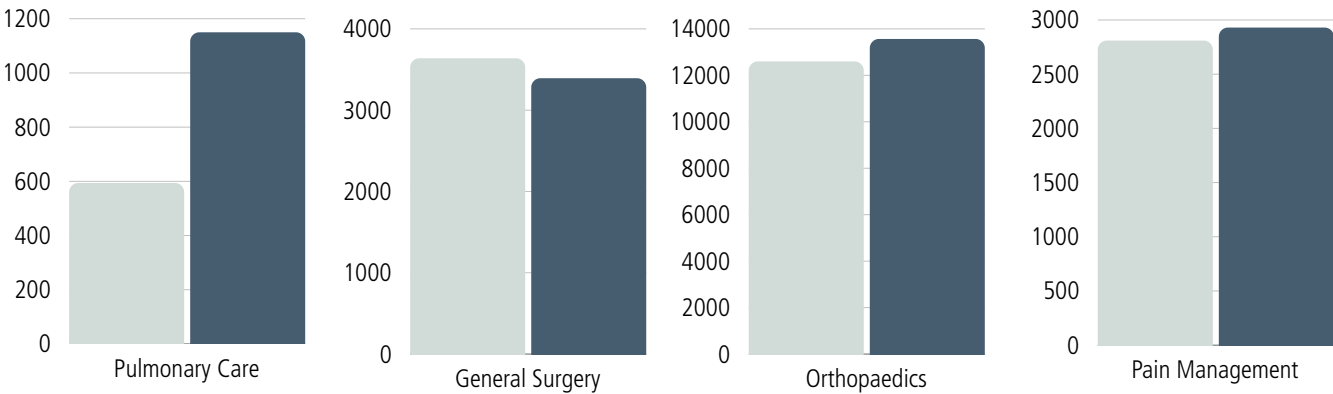


Heidi Robinson, DNP, returned to Noyes Health Primary Care in December 2023 where she specializes in the prevention and treatment of diabetes. Robinson was a fixture at Noyes before moving to Tri-County Family Medicine.

Left: Heidi Robinson, DNP



Patient visits



PHYSICIAN SERVICES

Dr. Hardan offers anterior hip replacements and robot-assisted joint replacements to Noyes Hospital



Exciting changes in Orthopaedics in the last fiscal year include the addition of Dr. Waleed Hardan, who joined Noyes in September of 2024 bringing new technology and surgical approaches to Noyes. Dr. Hardan specializes in total joint replacement, revision, and trauma. Patients now have the option of having their hip replacement with the anterior approach which reduces the risk for dislocation and has improved recovery time for the right candidates. Noyes also invested in the Stryker Mako Robot which is used by both Dr. Kevin O'Keefe and Dr. Hardan, making Noyes the premier total joint center for the southern region.

Left: Dr. Waleed Hardan

Noyes welcomes Dr. Daniel Rechlin, Nephrologist

Dr. Daniel Rechlin joined the Noyes Dialysis Center and Nephrology Division in October of 2023. He began seeing patients in the ambulatory clinic adjacent to the Dialysis Center in January of 2024. He has been instrumental in bringing inpatient dialysis back to Noyes, working in close partnership with Joanne Quait, RN Director of the ICU and Melissa Gray, RN Director for Dialysis. He splits his time between outpatient dialysis, inpatient dialysis and clinic consults.



Right: Dr. Daniel Rechlin

Melissa Gray named Director of Kidney Disease & Dialysis



Melissa Gray, BSN, took over as the Director of Kidney Disease and Dialysis in October. Her clinical experience dates back to 2010, and she is using her experience to improve quality of care at the Dialysis Center, increase patient satisfaction while simultaneously cutting costs.

She works closely with Dr Rechlin to ensure our practices align with Noyes mission statement and goals.

Left: Melissa Gray

MEDICAL/SURGICAL UNIT

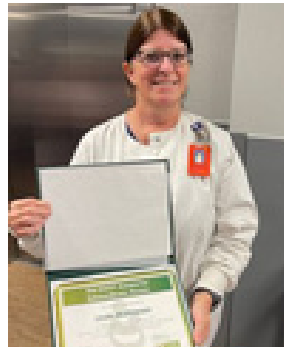


Press Ganey Med/Surg review:

I have nothing but praise regarding my stay at the hospital. Although I was only in hospital for 24 hrs. I felt 100% better when I left thanks to the care I received. I am pretty much over the worst of my COVID diagnosis thanks to everyone who took care of me.

Improvements made for patient, staff satisfaction

A new blanket warmer was purchased for patient comfort on the Jon Shay Medical/Surgical Unit. Additionally, there are now monitors for vital signs mounted at each patient bedside. This improves infection control practices, efficiencies and increases staff satisfaction.



Linda Mathieson



Natalie Morabito

Mathieson, Morabito win DAISY awards

Linda Mathieson, RN, Nursing Supervisor at UR Medicine Noyes Health was honored with DAISY Nurse Leader Award, and Natalie Morabito, RN was honored with The DAISY Award® For Extraordinary Nurses.

The DAISY Foundation was established by family members in memory of J. Patrick Barnes. The care Patrick and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

CASE MANAGEMENT

Focusing on food insecurity for patients being discharged

According to the New York State Department of Health, one in four adults in New York experience food insecurity, which is characterized by limited or uncertain access to adequate food due to limited resources.

In response to these alarming figures, all patients presenting to the medical units are screened for social determinants of health in preparation for a safe discharge plan. In 2023, the Noyes Care Team completed 2147 assessments and identified 88 households experiencing a food insecurity.

Additionally, Noyes Health has partnered with Foodlink, Inc., to establish an emergency food pantry. Patients discharged home receive a four-day supply of non-perishable food items along with a connection to their local food pantries or other government agencies to assist in obtaining a sustainable food resource.

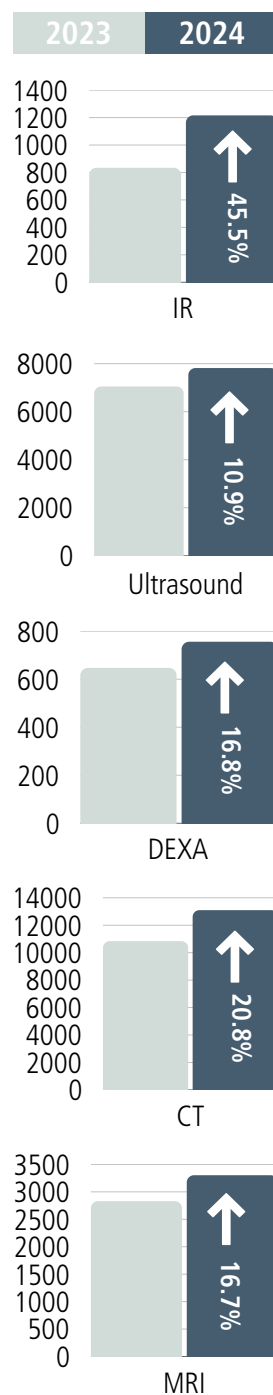
Since December 2023, the Noyes Care Team delivered 41 units of food and 3 can openers to patients discharged home.



MEDICAL IMAGING

Another year of dramatic growth in Imaging

Even after a banner year in Fiscal Year 2023, Fiscal Year 2024 saw double digit year-over-year volume growth in Ultrasound, DEXA, CT, MRI, and Interventional Radiology, with Interventional Radiology leading the way with nearly 46% growth over the prior year. The teams and service offerings continue to grow at a rapid pace.



3D Mammograms available in Geneseo

Noyes upgraded technology at the Geneseo site to match the Dansville program, now offering the latest in 3D Tomography Breast Imaging. A new suite was constructed in a new location within the imaging program, providing the new state-of-the-art technology in an updated setting.

At right: Jill Lawton poses with the new mammography machine at Noyes Health Services in Geneseo.



Press Ganey Mammography review:

As always, Noyes Memorial Hospital and all their specialists, techs, and services are top rate for me. You all are doing a wonderful job caring for the old, new, disabled, and everyone in between!

Tumor ablation procedures introduced

Cutting-edge freezing (cryo) and heating (microwave) technologies are now available in a minimally invasive procedure within the Interventional Radiology Program. Patients can now receive advanced tumor treatment at Noyes, benefitting from technologies previously exclusive to major academic medical centers.

This innovative technology is dedicated to supporting patients of the Ann and Carl Myers Cancer Center.

FAMILY BIRTHING CENTER

Labor & delivery nurses obtain STABLE certification

All Noyes Family Birthing Center nurses obtained S.T.A.B.L.E. certification in Fiscal Year 2024 through the Neonatal Intensive Care Unit at Strong Memorial Hospital. This program provides high-level, practical, accessible, and effective education to help reduce infant morbidity and mortality, improve neonatal outcomes and most importantly, improve the quality of life for infants and their families.

Designated
BlueDistinction®
Center +
Maternity

Noyes recognized for Maternity Care

Noyes Memorial Hospital is proud to be recognized by Excellus BlueCross BlueShield with a Blue Distinction® Centers+ (BDC+) for Maternity Care designation, as part of the Blue Distinction Specialty Care program. To earn this designation, each facility must deliver quality care, safely and cost-effectively.

"Noyes is the only hospital with a maternity department in Livingston County, and there are no hospitals in Steuben County with maternity services, so this is a vital service in our area," said Dr. Chad Teeters, President and CEO of UR Medicine Noyes Health. "This designation reflects the high quality of service we are proud to provide to the community."

Birth and Infant Feeding Classes reinstated

Family Birthing Class taught by Noyes Health Labor and Delivery nurses have returned to Noyes. These classes provide valuable knowledge that covers pregnancy, labor, procedures, infant care, and postpartum care.

Additionally, Infant Feeding Classes led by Lactation Consultant Catherine Wightman (right) have also returned.

Both classes are open to all expecting families.



Hemorrhage Intervention Implementation

UR Medicine Noyes Health, along with other University of Rochester affiliate hospitals, have implemented a Quantitative Blood Loss Calculator. Successful obstetrical hemorrhage intervention implementation is associated with improved outcomes related to blood loss. The ultimate goal is to reduce maternal hemorrhage-associated morbidity.



Press Ganey Family
Birthing Center review:

Thank you to your
OB Department. My
birth experience
was better than I
ever expected. I
would recommend
to all friends and
family!

THE YEAR IN PHOTOS



Brushafer speaks at Golisano announcement

The University of Rochester announced June 13 that entrepreneur, philanthropist, and civic leader B. Thomas "Tom" Golisano has made a historic \$50 million commitment, making it possible to build the Golisano Intellectual and Developmental Disabilities Institute at the University of Rochester Medical Center.

Noyes' own Emily Brushafer thanked Golisano for his generosity during the announcement. Emily, a gold medal winning Special Olympian, works in Guest Services at Noyes Hospital.



Cole, Rizzieri honored

The UR Medicine Noyes Health Board of Directors held its Annual Meeting on Friday, June 14. Matt Cole (left) was recognized for 5 years of service, and Rich Rizzieri (right) was recognized for 10 years of service. Appreciation was extended to Matt and Rich as well as the entire Board of Directors for their tireless service and dedication to Noyes Health.



Nurses receive thanks from a grateful family

The family of Sachiko Cole donated a coffee maker as well as coffee and tea supplies to Noyes Hospital for the third floor. The family writes: "Words cannot express our deep gratitude for the care and kindness our mother received from all of you. This gift is small compared to the appreciation we feel when we think of you, but we hope it will be a daily reminder that you are greatly appreciated and thought of by many. Gratefully and with many thanks, Robert Cole, Linda Brady and Bonnie Powell."

THE YEAR IN PHOTOS



Taking time to enjoy the view

Noyes Health was in the path of totality for the total solar eclipse on April 8. While the clouds covered the view of the sun, many staff took the opportunity to go outside and witness the darkness caused by the moon blocking the sun. Eclipse glasses and cookies were provided to all members of the staff for the memorable event.



THE YEAR IN PHOTOS



Hospital week was celebrated in May with free dress-down-days all week, a chicken BBQ served by members of the admin team, gifts for all Noyes employees, mocktails, and other activities. Thank you for the amazing work our staff does day-in and day-out.



