

PARTNERS

I N H E A L T H A N D W E L L N E S S

Fall 2011

THE PICTURE OF SAFETY

Lower-radiation imaging at Thompson

REST UP

Sleep and colds: Looking at the links

NURSING EXCELLENCE

New program focuses on older patients

HELP SHAPE OUR FUTURE

An enclosed survey seeks your input





MESSAGE FROM OUR CEO

You can help us shape our future

“This is the Thompson Way.” It’s not just the theme you’ve seen in a series of advertisements for our health system this fall. It’s our dedication to providing advanced technology and exceptional

care to our community.

It’s our unique corporate culture, which is based on our CARES values of Commitment, Action, Respect, Excellence and Service. Quite simply, it’s reflected in everything we do.

From being the first in the Finger Lakes region to offer patients low-radiation-dose CT scans to decreasing wait times in our Emergency Department to serving as a place where people can come for excellence in care and service, Thompson Health adheres to the Thompson Way.

In this issue of *Partners in Health and Wellness*, I invite you to learn more about these and other services we are providing in order to be a true partner in *your* health and in the health of those you love.

I also encourage you to take a moment to fill out the enclosed survey, or go online to fill it out at *ThompsonHealth.com*. Your input will help us ensure that the Thompson Way will meet your individual needs, well into the future.

Linda M. Farchione, FACHE
President and CEO



NEW LAB DRAW STATION OPENS IN MENDON

■ IN ORDER TO MAKE BLOOD DRAWS and specimen drop-offs even more convenient for community members, F.F. Thompson Hospital’s Laboratory Department recently opened a new draw station in Mendon.

Located at 20 Assembly Drive, Suite 104—just north of the Route 64/Route 251 intersection—the station is open Monday through Friday from 7 a.m. to 5:30 p.m. and Saturday from 7 to 11:30 a.m. Orders from any health care provider on any type of requisition are welcome.

The new draw station joins three other Thompson draw stations, located at F.F. Thompson Hospital, the Canandaigua Medical Group and the Thompson Medical Center in Farmington.

Visit ThompsonHealth.com or call 585-396-6540 for hours at Thompson’s other draw stations.

Arthroscopy—a less invasive option

■ A FEW YEARS AGO, MIKE FOWLER OF Naples was frequently in pain.

Wear and tear on his rotator cuff tendons had greatly diminished the use of his arm, making it hard for him to enjoy activities like playing catch with his son or paddling a canoe.

“It was even hard to tie my shoes,” he says.

For a lot of people, Fowler notes, surgery is the last option. For him, it was the best option, especially since it was arthroscopic surgery.

Traditionally, shoulder surgeries—and specifically rotator cuff surgeries—were done through an open incision, typically about 3 inches long.

With arthroscopic rotator cuff surgery, a specially trained surgeon makes several portals that are each less than ½ inch across. The surgeon then uses a pen-sized

instrument with an attached video camera to transmit magnified images to a high-definition monitor. Those images help the surgeon guide miniature surgical instruments as he or she repairs the damaged structures.

According to the American Academy of Orthopaedic Surgeons, this less invasive surgery results in less pain for patients and can shorten the time it takes to recover and return to favorite activities.

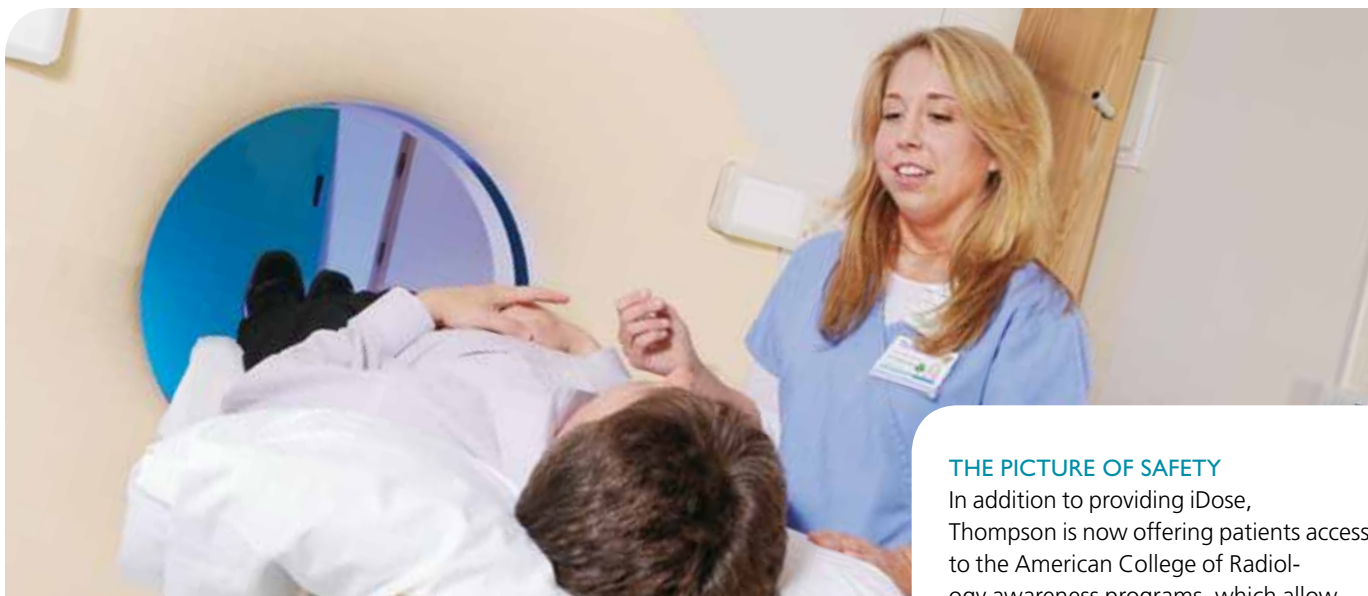
Indeed, within days of his surgery performed at F.F. Thompson Hospital by David C. Grimm, MD, of Canandaigua Orthopaedic Associates, Fowler noticed a big difference. A few years later, his shoulder still “feels like new.”

“It’s pain-free, I can sleep on my side now, and with physical activities, there’s no limitation,” Fowler says.



David C. Grimm, MD, of Canandaigua Orthopaedic Associates is board certified in orthopaedic surgery and has performed more than 2,000 arthroscopic surgeries at F.F. Thompson Hospital.

For more information on arthroscopic surgery performed at Thompson as well as other services offered by the Orthopaedic Care Team, call 585-396-6979.



Thompson provides lower-radiation CT scans

NEW CT SOFTWARE AT F.F. THOMPSON HOSPITAL LOWERS RADIATION EMITTED UP TO 80 PERCENT

F.F. Thompson Hospital's Diagnostic Imaging Department recently became the first in the Finger Lakes region to offer low-radiation-dose CT scanning to its patients by upgrading to new software that reduces the risk for patients while maintaining optimal image quality.

"At a time when the public is increasingly concerned about radiation, we are pleased to provide this state-of-the-art software to the community," says Ben Wandtke, MD, chief of Diagnostic Imaging for Thompson. "It provides our patients with peace of mind while providing us with the information our clinicians need in order to offer accurate diagnoses and appropriate treatment."

AN IMAGING BREAKTHROUGH

CT is short for computed tomography. It combines special x-ray equipment with sophisticated computers to take



Ben Wandtke, MD

detailed pictures of the inside of the body. Doctors commonly use these images to diagnose:

- Spinal problems
- Injuries to bones
- Trauma injuries to the lungs, heart,

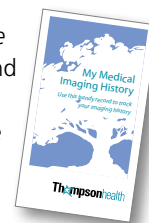
blood vessels, liver, spleen, kidneys, bowels and other internal organs

- Cancers of the lung, liver, pancreas and other organs
- Blood clots and vascular diseases

The new software obtained by Thompson is a breakthrough in CT imaging that just recently came on the market: the Philips iDose iterative reconstruction technique. This technique lowers the radiation dose by up to 80 percent and mathematically reconstructs the images, overcoming the challenges of low-dose scanning.

THE PICTURE OF SAFETY

In addition to providing iDose, Thompson is now offering patients access to the American College of Radiology awareness programs, which allow patients to monitor their exposure to radiation. *Image Wisely*, for adult patients, and *Image Gently*, for pediatric patients, provide pocket-size cards for people to track the diagnostic imaging exams they receive.



Wendy Mulholland, director of Diagnostic Imaging for Thompson Health, says the two programs help patients ensure that their doctors are aware of their past history and can prevent excessive exposure to radiation.

Mulholland echoes the Radiological Society of North America (RSNA) in noting that while tracking medical imaging history is a good idea, there are times when—regardless of the history—the clinical benefit of an imaging exam outweighs the small radiation risk.

According to the RSNA, another thing to keep in mind is that the typical dose of radiation from a CT scan is about the same as the average person receives from natural sources—such as radon gas released from the earth's crust—in a three- to five-year period.

To learn more about CT scans, talk to your doctor or visit the RSNA website at www.radiologyinfo.org. To learn more about Thompson's new awareness programs, visit www.imagewisely.org and www.imagegently.org.



Hospital achieves higher standard in care of older patients

With the “silver tsunami” of aging baby boomers fast approaching, F.F. Thompson Hospital recently received designation as a NICHE (Nurses Improving Care for Healthsystem Elders) site, affirming the hospital’s commitment to patient-centered care for older adults.

NICHE is a national designation from the Hartford Institute for Geriatric Nursing at the New York University College of Nursing. Diana Ellison, the NICHE coordinator for Thompson, says it involves evidence-based interdisciplinary approaches that ensure that older adults’ care is comprehensive, continuous and effective.

In addition to receiving enhanced training in geriatric care, NICHE nurses work with physicians to create individualized care plans that are based on keen understandings of older patients’ unique backgrounds and needs. “Patient, family and staff satisfaction will all benefit,” Ellison says.

The NICHE designation comes at a time when nearly 65 percent of the inpatients on Thompson’s medical-surgical units are over age 65.

That percentage is only expected to increase as the region’s population ages,

and Ellison notes that according to the Hartford Institute for Geriatric Nursing, older adults have:

- Longer lengths of stay (4.9 days versus 3.9 days)
- Higher rates of readmission within 30 days
- Diseases that can manifest themselves in uncommon ways

Vice President of Patient Care Services and Chief Nursing Officer Hazel Robertshaw says that whether they are aware of Thompson’s NICHE designation or not, the older adults treated in the hospital will recognize that they are in a place where their care team will pay close attention to every detail of their particular condition.

“On the heels of the 2010 Magnet® redesignation from the American Nurses Credentialing Center in recognition of our overall commitment to nursing excellence, this is something we are very excited to be able to provide our community,” Robertshaw says.

Learn more about the NICHE designation and the Hartford Institute for Geriatric Nursing. Go to www.hartfordign.org.

FAMILY PRACTICES ENHANCING PATIENT-CENTERED CARE

THOMPSON HEALTH’S FAMILY practices are working toward certification by the National Committee for Quality Assurance as Level 1 Patient-Centered Medical Homes (PCMH).

A medical home is a concept that is new to most people but one that is increasingly common. Essentially, it involves delivering care that is:

- Patient-centered—a medical home coordinates and facilitates all medical care
- Comprehensive, creating an environment in which patients have a relationship with a doctor who knows them, their medical history and their family members
- Coordinated, accessible and supported by information technology such as electronic medical records
- Continually improved through a systems-based approach to quality and safety
- Focused on evidence-based support for clinical decisions

“PCMH is a team-based approach to care,” says Medical Director of Thompson Health Family Practices Michael Foote, MD. “It requires all staff members to work as a unit to ensure patients receive truly comprehensive care.

“The cornerstone of PCMH is an ongoing and personal patient-physician relationship focused on integrated care and patient engagement,” Dr. Foote adds. “It also challenges our patients to get more involved in their own care by goal-setting and learning more about their condition.”

Early data show that medical homes result in greater patient satisfaction and lower hospitalization rates.

For details on Thompson’s Family Practices, go to ThompsonHealth.com.



Shortsville Family Practice is among the five Thompson Health family practices becoming certified as Level 1 Patient-Centered Medical Homes.

The flu— protect yourself and your family



Perhaps it should be called the boomerang bug.

Year after year, the flu returns to wreak havoc on the young, the old and everyone in between.

Yet there is a way to fight back against this seasonal menace: Get an annual flu vaccine.

WHY GET IT?

Along with protecting yourself against the flu, getting vaccinated also helps you avoid spreading the virus to others. Both are important, because the flu can make people seriously sick.

Flu can cause high fever and pneumonia and make existing medical conditions worse. It can also cause diarrhea and seizures in children.

And every year, thousands of people die from the flu and many more require hospitalization, according to the Centers for Disease Control and Prevention (CDC).

WHO SHOULD GET IT AND WHEN?

The CDC recommends that nearly everyone older than 6 months get the flu vaccine. It's particularly important that people who are at high risk for getting severely ill with the flu, and people who regularly come in contact with them, be vaccinated. That group includes:

- Pregnant women
- Children younger than age 5
- People age 50 and older
- Anyone with certain chronic medical conditions, such as diabetes or asthma
- People living in nursing homes or other long-term care facilities
- Health care workers

Go to ThompsonHealth.com for a side-by-side comparison of cold and flu symptoms.

TECHNOLOGY ALLOWS FOR RAPID FLU TESTS

THE LABORATORY DEPARTMENT at F.F. Thompson Hospital will soon begin offering rapid flu testing to hospital inpatients and patients of area physicians' offices.

Performed with the lab's Cepheid GeneXpert XVI System, the testing is completed in a fraction of the time compared with traditional laboratory tests. Once the specimen is received in the lab, results are available to the provider in less than an hour.

"This will help physicians treat patients quickly and accurately," says Laboratory Services Director Wendy Blakemore. "In addition, it will help us isolate patients appropriately when they are inpatients."

Blakemore notes that Thompson already uses the GeneXpert for nasal MRSA (methicillin-resistant *Staphylococcus aureus*); the intestinal bug *Clostridium difficile*, or *C. diff*; *Legionella*; and strep pneumonia.

"The technology, which tests for the actual genes within the organisms involved, will have even more applications in the future," she says.

More to know about the flu vaccine

WHILE VACCINATION IS THE BEST PROTECTION FROM GETTING THE FLU, YOU should not get the vaccine without talking to a doctor if you have:

- A fever
- A severe allergy to chicken eggs
- Had a severe reaction to the vaccine in the past
- Developed Guillain-Barré syndrome within six weeks of getting a flu vaccine

Also, children younger than 6 months should not get the vaccine.

Two types of flu vaccine are available. One is given by injection (a shot), and one is sprayed into the nostrils. The nasal spray is an option only for healthy people ages 2 to 49. It's not approved for pregnant women.

Unlike in the past, you don't need two vaccinations. There's now one vaccine that protects against both the seasonal flu and the H1N1 virus.

Centers for Disease Control and Prevention; U.S. Department of Health and Human Services





Thompson's Sleep Disorders Center offers patients a comfortable environment for sleep studies.

SLEEP SOLUTIONS SUPPORT GROUP FORMS

THOMPSON HEALTH'S SLEEP Disorders Center recently launched a new Sleep Solutions support group for individuals with sleep apnea and their families.

The group will hold its second meeting on Wednesday, Nov. 9, from 5:30 to 6:30 p.m. at the Sleep Disorders Center, 229 Parrish St. in Canandaigua.

An educational presentation will be followed by time for questions. There is no charge. For more information call **585-396-6483**.

Less sleep equals more risk of colds

Not getting enough shut-eye could make a person more prone to getting the sniffles, a study from the *Archives of Internal Medicine* suggests.

Over a two-week period, the healthy adults participating in the study reported daily how many hours they slept the night before.

The subjects were then exposed to a cold virus and sequestered in a hotel for five days. They were monitored for cold symptoms, such as sneezing, nasal congestion and sore throats.

Overall, the less a person slept, the more likely he or she was to develop a cold. Specifically, those who got less than seven hours of sleep a night were about three times more likely to get a cold than those who slept eight hours or more.

Ellen True, manager of Thompson Health's Sleep Disorders Center, is not surprised.

"Not getting enough sleep can cause a whole host of problems, including



Ellen True

everything from decreased productivity at work to hypertension to depression and even to car accidents caused by drowsy driving," she says.

Most adults need seven to eight hours of sleep each night, but the Centers for Disease Control and Prevention recently reported that more than a third of adults get less than seven.

COMFORT AND EXPERTISE

While an estimated 95 percent of people with a sleep disorder go undiagnosed, True says that most disorders can be effectively treated following an accurate diagnosis. Some conditions require medication, while others may require a change in daily habits and work schedules.

Located at 229 Parrish St. in Canandaigua, Thompson's Sleep Disorders Center

is the only accredited sleep disorders center in the Finger Lakes area. With four spacious and tastefully appointed suites, the Sleep Disorders Center offers a comfortable setting for patients to undergo studies that are supervised and evaluated by technicians registered in sleep medicine as well as board-certified physicians.

Amanda Lucas of Bloomfield recently underwent a sleep study at the Sleep Disorders Center, where she was diagnosed with sleep apnea and prescribed a continuous positive airway pressure (CPAP) machine to use at night.

Though she was well aware of the health risks that can be associated with sleep deprivation, Lucas hadn't heard about the recent study regarding the link to colds. Still, it's welcome news to a mom who works full-time during the day and maintains an active schedule with her son after work.

"I feel like I'm getting a lot better sleep, and I have more energy during the day," she says.

If you think you may benefit from a sleep study, talk to your doctor, call the Sleep Disorders Center at **585-396-6484** or visit ThompsonHealth.com.

The Great American Smokeout

A GOOD DAY
TO QUIT



Karen Archer

you want to quit smoking. You're tired of sneaking outside for a cigarette and smelling like an ashtray. And you know smoking is really bad for your health. But you just can't seem to find the right time to do it.

Well, circle Nov. 17 on your calendar. That's the day you can join millions of other smokers participating in the American Cancer Society's annual Great American Smokeout, which encourages smokers to make use of helpful support tools such as:

- Nicotine replacement products, including gums and patches
- Counseling
- Support groups
- Smoking cessation hotlines
- Prescription medicines to lessen nicotine cravings

Quitting isn't easy, but with support and personal dedication, it can be done.

Just ask Karen Archer, a technician in F.F. Thompson Hospital's Ambulatory Procedures Center, who quit smoking shortly before the 2008 Smokeout.

She had smoked for 25 years, but the death of an aunt from lung cancer and a plea from her teenage daughter gave her motivation. Her family provided support and helped her achieve her goal.

"I feel better about myself, my children are happy and I have a lot more spending money," she says.

To help yourself succeed:

- Make a list of the reasons you want to quit. Keep it with you at all times.
- Change your routine. Avoid situations that make you want to smoke.
- Substitute healthy snacks for cigarettes.
- Try relaxation techniques, like taking deep breaths, when you crave a cigarette.
- Stay active. Go for a walk or work out.

"If you happen to have a relapse, try again—and again, if needed," says Thompson Health Family Health and Wellness Manager Tina Culver, a nurse and certified wellness program coordinator who is one of several coaches available at Thompson for those interested in quitting smoking.

The cost for seven one-on-one coaching sessions from Thompson Health is \$35. To sign up, call 585-396-6111.

Diabetes— handling holiday meals

■ JUST WHEN YOU'RE EATING mindfully with your diabetes, along come the holidays and the feeling that food, family and fun are conspiring against you.

That's why tips on holiday eating are just one component of the World Diabetes Day event Thompson Health is hosting on Friday, Nov. 11, from 4 to 7 p.m. at Dougherty Hall in St. Mary's Church, 95 N. Main St. in Canandaigua.

Patient Education Coordinator and event organizer Jane Hallstead, RN, offers this advice:

BEFORE THE MEAL

- Get plenty of rest.
- Curb your appetite with a low-calorie snack.
- If you're attending a potluck, bring along a healthy dish so you'll have a tasty alternative.

DURING THE EVENT

- Take a deep breath. The holidays can be stressful, and stress hormones can raise your blood glucose.
- Position yourself far away from tempting sweets.
- Watch portion sizes.

AFTERWARD

- Counteract any poor choices by resuming your healthy eating habits right away.
- Exercise to help keep your glucose levels on track.

"Staying on track is easier if you focus on family and friends instead of food," Hallstead says.

Hallstead, who leads Thompson's monthly diabetes support group, welcomes the community to the World Diabetes Day event.

There is no charge for entry to the event. However, given that it falls on Veteran's Day, donations of nonperishable items for soldiers' care packages will be welcomed. Call Hallstead at 585-396-6233 to RSVP.



Emergency care enhanced for patients

already known for having among the shortest wait times in the region, the state-of-the-art Hawks Emergency Department (ED) at F.F. Thompson Hospital is streamlining processes to decrease wait times for patients and families even more.

Data in late summer showed that year to date compared with 2010, the average time spent in the ED for patients who were

admitted to the hospital decreased by 14.5 percent. Not only does this enhance the hospital's efficiency, but it can enhance outcomes for patients as well.

"National data shows that the longer a patient stays in the ED, the longer their hospital stay tends to be," says Nurse Manager Virginia Hebda.

Hebda says bringing wait times down has been a collaborative, interdisciplinary

effort. Next, she says, the staff will focus on wait times for patients who are treated in the ED and then discharged.

The ED, which underwent an extensive expansion and renovation in 2004, has 24 private rooms and treats approximately 27,000 patients annually. A New York State-designated stroke center, it recently was awarded the American Heart Association/American Stroke Association's Get With the Guidelines Stroke Gold Achievement Award for its commitment to excellence in stroke care.

In addition, the ED's average door-to-transfer time for getting people who have a heart attack to a catheterization laboratory is approximately half the recommended time.

The ED is complemented by the Urgent Care Center at the Thompson Health Medical Center at 1160 Corporate Drive in Farmington, which offers evening and weekend hours for situations that require prompt care but are not life-threatening.

Emergency care or urgent care? For a side-by-side comparison, visit ThompsonHealth.com and click on "Urgent Care Center."

Aortic aneurysm: Should you be screened?

■ THINK OF YOUR AORTA AS THE workhorse of your circulatory system. It's your largest artery, carrying oxygen-rich blood from your heart to the rest of your body.

The walls of your aorta are very elastic and can stretch and shrink as needed to handle blood-flow demands. But some health conditions can weaken your aortic wall, which can cause it to stretch and bulge outward, forming what is known as an abdominal aortic aneurysm.

If the weakened walls of your aorta burst or rupture, the aneurysm can cause life-threatening bleeding inside your body, according to the American Medical Association.

Men are more likely than women to

have an abdominal aortic aneurysm. Other risks include:

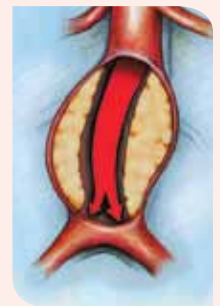
- Aging
- Hardening and narrowing of the arteries
- Having a family history of aortic aneurysms
- Smoking
- Having infections or inflammation that damage the aorta or heart
- Having high blood pressure

Screening is quick and painless. An ultrasound is used to take a picture of your abdominal aorta. The width of your aorta is then measured to see if there is a bulge.

Treatment for an aneurysm depends on its size and location. It may include:

- Watchful waiting
- Surgery

- Medications
- A regular exercise program
- A heart-healthy diet
- Not smoking



An aortic aneurysm

If you have any risk factors, ask your doctor if you should be screened for an aortic aneurysm. Also, note that the U.S. Department of Health and Human Services recommends screening for all men between the ages of 65 and 75 who have ever smoked cigarettes.



Speech pathologists Inga Simning, MA, CCC/SLP, left, and Gineen Magiera, MS, CCC/SLP, review an endoscopic procedure done in the operating room.

NEW REHABILITATION SERVICES DEPARTMENT OPENS NOV. 17

■ AS THOMPSON HEALTH'S \$43.5 million capital project moves forward, patients of the hospital's Rehabilitation Services Department will soon enjoy an expanded and renovated facility designed to meet their needs well into the future.

The 10,800-square-foot department—nearly double the size of the existing one—will open to the public in November. It will include physical therapy, occupational therapy, sports medicine and speech therapy.

"The number of patients locally needing these services has grown significantly in recent years and is projected to continue to grow. To meet these needs, this expansion will create a centrally located, modern facility designed with patient safety, comfort and confidentiality in mind," says Medical Director of Rehabilitative Services Robert Meyer, MD.

Dr. Meyer, an orthopaedic surgeon, also notes that the new facility will feature an expanded hydrotherapy center, a service with increasing applications. "We are fortunate to have this facility and to have this quality and breadth of rehabilitative care right here in our community."

Rehabilitation Services' Farmington site, located at 1160 Corporate Drive, will remain open for the convenience of patients closer to that location.

The new Rehabilitation Services Department is just one component of Project Excel, which is slated for completion in December 2012 and also includes a state-of-the-art Surgical Care Center; an expanded, renovated medical laboratory; and a modern kitchen and cafeteria area.



Artist rendering

When speaking isn't easy, expert help is available

It's easy to take speech for granted—but anyone can develop problems with speaking or being understood.

Similarly, swallowing can become difficult as a result of physical impairment.

That's where Thompson Health's speech pathologists Gineen Magiera, MS, CCC/SLP, and Inga Simning, MA, CCC/SLP, come in. Both certified by the American Speech-Language-Hearing Association and professionally licensed by New York State, Magiera and Simning offer comprehensive evaluations and treatments for adults with speech, language, voice, cognition and swallowing disorders.

Their clients include those who have progressive neurological diseases, such as Parkinson's and ALS (Lou Gehrig's disease); those with head and neck cancer; those who have experienced strokes or brain injuries; and those whose communication or swallowing abilities have been affected by aging.

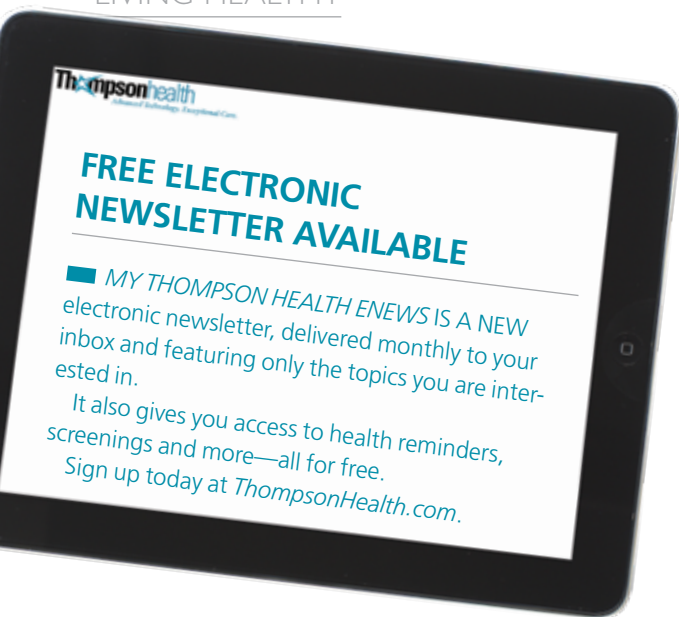
Services offered are:

• **Language therapy (aphasia):** When someone has trouble thinking of the

right word or understanding others, language therapy can help him or her regain skills for effective communication.

- **Speech therapy (dysarthria, apraxia and voice disorders):** When someone has slurred or imprecise speech or a voice that is hoarse or weak, speech therapy can help improve the strength and coordination of tongue and lips for more precise articulation.
- **Cognitive therapy:** Cognitive therapy can help those recovering from a brain injury or stroke improve thinking skills and compensate for difficulties by using effective strategies.
- **Swallowing therapy (dysphagia):** If someone coughs or chokes when eating or drinking, speech pathologists use clinical swallowing evaluations, such as one that involves a special x-ray and another that involves a fiberoptic camera attached to an endoscope. Swallowing therapy includes exercises, strategies and diet modifications that can help individuals eat safely and comfortably.

A referral from your physician is required to obtain an evaluation and/or treatment. For more information, call Magiera or Simning at 585-396-6057. To arrange an outpatient appointment, call Rehabilitation Services at 585-396-6050.



Lifeline Health Station available at Thompson



■ IN ITS FIRST SIX MONTHS OF USE, A NEW LIFECLINIC HEALTH STATION on the first floor of F. F. Thompson Hospital took more than 3,200 blood pressure readings, 1,600 weights and 800 BMI (body mass index) tests.

The station, which is free of charge, also tracks heart rates. Funded by a New York State Rural Health Grant, it is located in the Diagnostic Imaging waiting area.

The station allows users to create an account online at www.lifeclinic.com. They can then track their information and print it out at home to share with their physicians.

All information remains completely confidential.

A VARIETY OF WAYS TO GIVE

■ AS YOU THINK ABOUT YOUR YEAR-END CHARITABLE contributions, consider the F.F. Thompson Foundation, Inc., a not-for-profit corporation that helps make it possible for our health system to provide excellent medical care for more than an estimated 165,000 residents of the region.

"All gifts, regardless of their size, make an impact, and there are a variety of ways to give," says Christopher B. Mahan, senior vice president of Development and Support Services at Thompson Health.

Gifts can be designated for a specific area of the health system—like the hospital, the Sands Cancer Center or the M.M. Ewing Continuing Care Center—or you can request that your gift support the Foundation's Unrestricted Fund, where donations provide support whenever and wherever they are needed most.

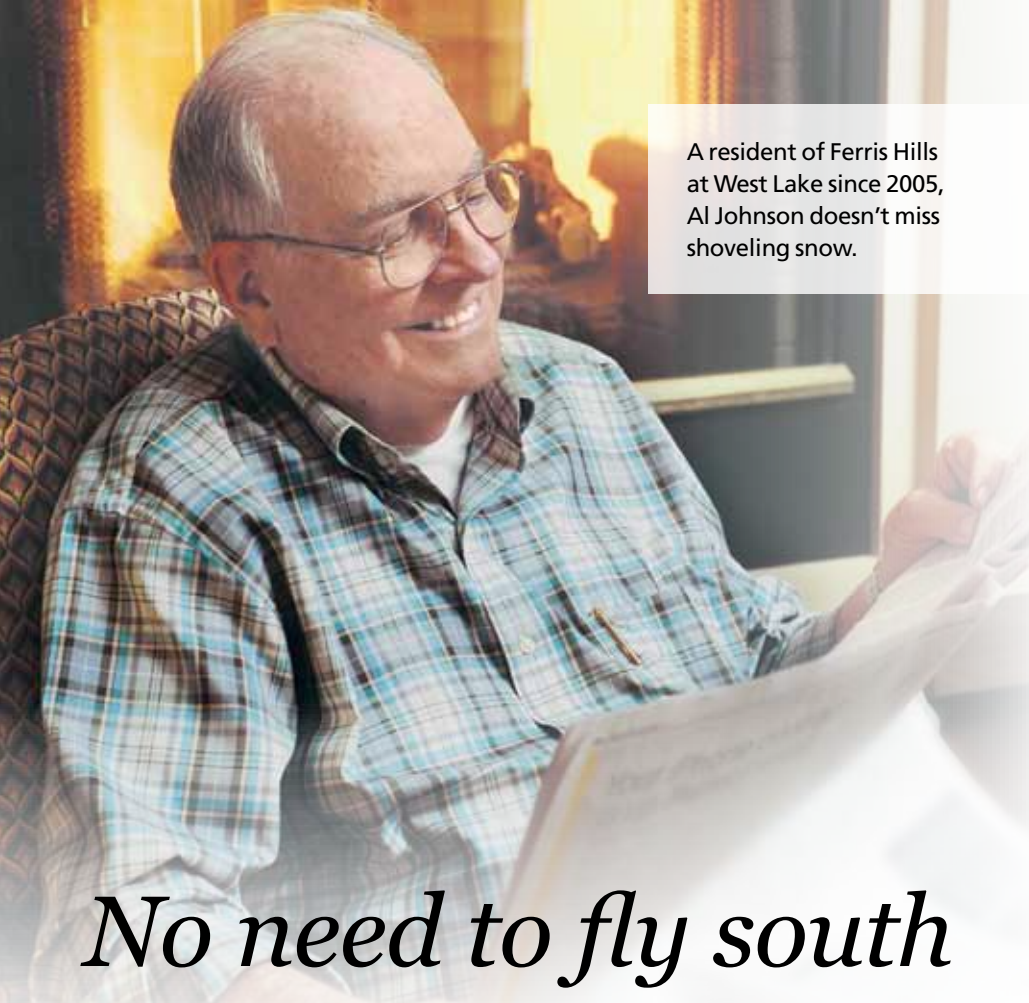
In addition to gifts made by check or credit card, donations may also be made in the form of:

- **Bequests.** You can designate the Foundation as a beneficiary in your will or trust, donating a specific asset or amount of money or the remainder of your estate after other bequests, debts and taxes are paid.
- **Beneficiary designations.** You can name the Foundation as the beneficiary of a life insurance policy or retirement plan, for example.
- **Charitable annuities.** You can make a donation and receive fixed annuity payments for the rest of your life. Contact the Foundation for more information about



projects or areas of the health system in need of funding or for a copy of the health system's wish list. Also, be sure to ask your attorney or financial advisor to review the tax and other possible implications of your gift.

For more information about making a contribution to the Foundation, visit ThompsonHealth.com or call 585-396-6155.



A resident of Ferris Hills at West Lake since 2005, Al Johnson doesn't miss shoveling snow.

No need to fly south

INDEPENDENT LIVING CLOSE TO HOME

It's that time of year when the thought of another upstate New York winter is giving some folks the shivers.

But instead of flying south to avoid shoveling snow, navigating icy roadways and coming down with cabin fever, an increasing number of area seniors are taking advantage of a unique program at Ferris Hills at West Lake.

Located in Canandaigua, the Thompson Health-affiliated independent living community allows anyone age 62 and over the opportunity to live there for three months with no obligation.

"People tell us this is a nice alternative to flying south," says Director Gary Ross. "They're able to avoid the hassles of traveling and also able to remain close to family, while spending the winter comfortable and carefree."

Esther Bennett, a former Macedon resident, fell in love with Ferris Hills during its fall 2010 open house and decided to spend last winter there, taking advantage

of the trial program in order to be certain her instincts were right.

They were indeed right, and on May 1, Bennett officially moved in to an apartment she customized to her liking.

"People have been very gracious in getting acquainted," says Bennett, who joined an exercise class and a nondenominational prayer group.

The trial program is \$2,300 per month and includes a furnished, one-bedroom apartment as well as:

- Chef-prepared meals
- Use of the fitness center, library and more
- Weekly housekeeping
- Social and recreational opportunities
- Heated underground parking as well as chauffeur service to appointments
- All utilities

For more information, call
585-393-0410.

THOMPSON GRATEFUL FOR PEPPER'S SERVICE

FOLLOWING 20 YEARS OF overseeing tremendous growth in Thompson Health's continuum of care, Sharon Pepper stepped down this fall as senior vice president of Senior Living Services.

"Since Sharon Pepper first joined our team two decades ago, her effective leadership, warm-hearted compassion and commitment to excellence have advanced services for senior citizens, the disabled and family caregivers in our community,"

says Thompson Health President and CEO Linda Farchione. "We are forever grateful to her for all that she has done."

- Pepper, who remains a consultant through the end of the year, oversaw:
- The 188-bed M.M. Ewing Continuing Care Center
 - The Brighter Day medical adult day program
 - An 84-apartment independent living community: Ferris Hills at West Lake
 - A 48-apartment enriched living community: Clark Meadows

Dona B. Rickard of Hammondsport succeeded Pepper, effective Sept. 6.

Rickard served as administrator for the Ira Davenport Memorial Hospital Skilled-Nursing Facility in Bath, N.Y., from 1999 through 2011. A licensed nursing home administrator and registered professional nurse, she previously served in an administrative role for the Edna Tina Wilson Living Center in Rochester.

"We welcome Dona to the Thompson family; she will be an asset to our health system and Senior Living Services," says Farchione.



Sharon Pepper



Dona B. Rickard

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Calendar of events – Fall 2011

Visit ThompsonHealth.com for more information about these and other events.

World Diabetes Day Celebration

Friday, Nov. 11, 4 to 7 p.m.,
Dougherty Hall, St. Mary's Church,
95 N. Main St., Canandaigua
RSVP required at 585-396-6233.

Thompson Guild Tree of Lights Ceremony

Monday, Dec. 5, 7:30 p.m.,
F.F. Thompson Hospital, 350 Parrish St.,
Canandaigua

Minimum donation of \$5 designates a light for a loved one. Call 585-394-6091.

20th Annual Holiday Bazaar

Thursday, Dec. 8, 8 a.m. to 4 p.m.,
M.M. Ewing Continuing Care Center, 350 Parrish St., Canandaigua
Featuring 45 craft vendors, the Thompson Guild's bake sale and drawings for prizes, including \$1,000 cash. Proceeds benefit the Center's Wish Upon a Star program.



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Bringing moms and daughters together

Thompson Health is again offering its popular "Girls Are Special" classes, providing mothers and daughters ages 9 to 11 a unique opportunity to spend time together learning about the changes that take place during adolescence.

For example, the class presented last month by nurse practitioner Karen Yax of Thompson's Honeoye Family Practice focused on physical and emotional changes as well as diet, fitness, stress, safety, relationships and having a positive body image.

"Girls are Special" is something we offered on a regular basis years ago, and it was so popular that we decided to bring it back for this generation of moms and daughters," says health educator Ariel Demas, noting that groups of friends

often sign up together.

Reservations are required, so stay tuned for details about the next session, which is coming up after the holidays.

Hosted by the Wellness Department, "Girls Are Special" is offered in conjunction with Thompson's Spirit of Women program, which helps women make more informed decisions about their health by hosting fun and educational events, such as the annual Girls' Night Out and the Day of Dance.

For information about this and other wellness offerings, visit ThompsonHealth.com and click on "Wellness Classes" under "Quick Links."