



**Finger Lakes
SAILS:**
Your extended
family



**Careers in
health care:**
High demand,
high job
satisfaction

ALSO:

- World Diabetes Day
- Hospitalist defined
- e-newsletter for expectant parents

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Fall/Winter 2008

IN HEALTH AND WELLNESS

Provided by Thompson Health, Canandaigua, NY.

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Sleep to Your Heart's Content

It's no secret that a healthy diet and regular exercise are essential when it comes to cardiovascular health, but did you know that getting enough sleep is also a key component?

"While we're all aware of the benefits sleep provides in terms of feeling refreshed and ready to take on the day, studies are showing more and more evidence that sleep also can help ensure a longer, healthier life," says Ellen M. True, Manager of the Sleep Disorders Center of the Finger Lakes at F.F. Thompson Hospital.

Researchers have found that 60 percent of people who have suffered a stroke have a sleep disorder, as



Studies have shown that getting enough sleep can lower blood pressure, minimize the risk of infections and improve metabolism. Yet studies also show that 63 percent of Americans report that they do not get enough sleep.

do 80 percent of people with drug-resistant high blood pressure.

To understand why, True says we need to look at the various stages of sleep, which for most people are repeated four to five times each night.

Many people are familiar with the stage known as REM sleep – short for rapid eye movement – when the brain is active and dreams occur. This is the fifth and final stage, but the third stage is the most crucial to heart health.

During this stage, both the heart rate and blood pressure decrease, essentially giving the heart a little vacation. If a person isn't able to achieve that period of deep sleep, it can increase the risk of heart disease, hypertension and stroke.

Sleep disorders are also associated with frequent infections, increased release of stress hormones during the day and metabolism problems. Indeed, many of the patients treated in sleep centers have a higher than average chance of being overweight or obese.

Sixty-three percent of Americans report that they do not get enough sleep. Yet research from the National Sleep Foundation shows that 95 percent of people with sleep disorders are undiagnosed. "Perhaps that's the most alarming statistic of all," True says.

There are several types of disorders treated at Thompson's sleep center, but the most common is **sleep apnea**. Symptoms include loud,

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Extra Support, When It's Needed Most



A cancer diagnosis typically sends a patient reaching into reserves of physical and emotional

strength, as well as reaching out to a support system of family and friends.

No matter how deep those reserves or how wide that circle of support, there is another ally in the fight.

The BodyMind Center, located at 360 Parrish St. in Canandaigua, provides complementary therapies including acupuncture, chiropractic, massage, energy therapy, biofeedback and life coaching.

While the therapies are available to all members of the community, it's no coincidence that the BodyMind Center is located in the same building as the Sands Cancer Center. In fact, when Sands opened in 2000, it was designed to offer medical oncology, radiation oncology and complementary medicine as a three-pronged approach.

At the time, it was the only cancer center in the region offering such a comprehensive program in the same location. It was ahead of the curve, according to BodyMind Center Manager Scott Coon.

"The idea of complementary medicine is growing and going beyond just pain management," he says, noting that

patients also want to manage other treatment side effects, including nausea, anxiety, and trouble sleeping.

A doctor of chiropractic medicine, Coon stresses that when the BodyMind Center's services are provided to cancer patients, they are not meant to be alternative medicine, but complementary. "We support what modern medicine is doing," he said.

This fall, licensed massage therapist Alice Hares and licensed acupuncturist Ralph Wuertle volunteered to run a five-week pilot program at the Sands Cancer Center to gauge patients' needs for such therapies. The need is clearly high. By the last two weeks, no slots were available and there were requests for treatment of caregivers as well as patients.

"We have known for a long time that a person who is less anxious, better rested, eating well and finding meaning in life has a better chance of surviving cancer," said Dr. O.J. Sahler, a physician working at the BodyMind Center. "Unfortunately, insurance doesn't cover this critical third element of comprehensive care."

Because treating cancer is a financial as well as physical and emotional drain, officials at both centers are working to make complementary medicine affordable for everyone by exploring grant opportunities.

For details, visit www.ThompsonHealth.com.



Safe Disposal of Rx Drugs 'A Community Health Concern'

For years, Robert Locke says, misuse of prescription drugs was "one of those things that kind of flies under the radar."

That is changing, and as the Director of Pharmacy for Thompson Health, Locke is making sure the health system does what it can to make sure of it.

For example, the hospital pharmacy routinely distributes advisories from agencies such as the U.S. Food and Drug Administration, which in 2007 worked with the White House Office of National Drug Control Policy to develop the first consumer guidelines for the proper disposal of prescription drugs.

"It's a community health concern, and we have a social responsibility to educate people and bring us closer to a solution," Locke says.

One of the reasons behind the push for awareness is that with more and more medications available for a variety of ailments, people often leave



unused prescriptions around the house long after they are needed. That can lead to not only misuse – such as well-intentioned sharing of a prescription with a friend in pain – but abuse.

According to TheAntiDrug.com, the family medicine cabinet is becoming a bigger threat to teens than street drugs. In 2006, more than 2.1 million kids between the ages of 12 and 17

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World Diabetes Day – November 14

With the opening this year of Thompson Health's new Diabetes and Nutrition Therapy Center, there is much to celebrate on World Diabetes Day, Friday, November 14.

From 4 to 7 p.m. that day, our dietitians and patient educators will host a community outreach event at Wegmans' Market Café in Canandaigua, showcasing all of the services Thompson has to offer and educating people about managing their diabetes.

In addition to exhibits and a question-and-answer session with an expert panel of physicians, the event will feature a man who is a Thompson

Health success story if ever there was one. A health scare and subsequent diabetes diagnosis two years ago led Ted Kaufman to take advantage of all of Thompson's diabetes education and support programs. Today, not only is he far healthier, but he is a nationally-certified advocate for others with the disease. Our community can have more health heroes like Ted.

To join us for the World Diabetes Day event, call (585) 396-6120 or -6233 by November 7. Advance tickets are \$5, with proceeds benefitting a scholarship fund for low-income patients who need diabetes education. To find out more about our Diabetes and Nutrition Therapy Center, call (585) 396-6734. ✨



Ted Kaufman, shown with his beloved German shepherd in his Canandaigua garden, is a nationally-certified advocate for others with diabetes and will share his story at a November 14 event.

CONTINUED FROM FRONT COVER

Safe Disposal of Rx Drugs 'A Community Health Concern'



Robert Locke

reported abusing prescription drugs. For 12 and 13 year-olds, they were the drugs of choice.

Also of concern are trace levels of drug residues in rivers, lakes and some community drinking water supplies. Government officials say the primary way

this occurs is through people taking the medications and naturally eliminating them through their bodies, but improper disposal can also contribute.

While the labels on a handful of prescriptions advise that it's safest to flush them down the toilet, both the FDA and New York State Department

of Conservation provide tips on how to best dispose of drugs that are not accompanied by those instructions (see box below).

In addition to following those tips, individuals can take advantage of community "collection days," hosted by pharmacies, hospitals and municipalities.

Thompson is planning such a collection day, Locke says. Once the logistics have been approved by the state Department of Health and a date is chosen, this event will be widely promoted.

Locke, for one, is eager for the opportunity to educate more community members about safe storage and disposal of drugs. "Everybody has a soapbox," he says, "and this is one of mine." ✨

How to Dispose of Prescription Drugs Safely

The New York State Department of Environmental Conservation recommends taking unused medications to a local collection event.

When there are none coming up in the area, the DEC advises taking the following steps before disposing of the medication in household trash:

- To avoid accidental or intentional misuse of the drugs (both liquid and pills), add water

and then salt, ashes, dirt, cat litter, coffee grounds or another undesirable substance.

- Hide all medications in an outer container, such as a sealable bag, box or plastic tub to prevent discovery and removal from the trash. Seal the container with strong tape.
- Dispose of drugs as close to your trash collection day as possible to avoid misuse.
- Do not conceal discarded drugs in food, to prevent consumption from scavenging humans, pets or wildlife.
- Avoid crushing pills, as some can be more harmful in powder form.

CONTINUED FROM FRONT COVER

Sleep to Your Heart's Content



Ellen True

irregular snoring, morning headaches, excessive daytime sleepiness, high blood pressure, memory problems and depression.

A potentially life-threatening condition, apnea is characterized by brief interruptions in breathing during sleep.

Other common sleep disorders:

- **Insomnia** involves trouble falling asleep and/or staying asleep. This can have psychological, physiological or environmental causes. Another common cause is misuse of sleeping pills.
- **Restless Leg Syndrome** is a condition characterized by a prickly sensation in the legs, as well as an uncontrollable urge to move the legs when at rest.
- **Narcolepsy** is characterized by sleep attacks which may occur while driving, talking or working; hallucinations; and/or muscular weakness when people are angry, surprised or amused.

The good news? Most sleep disorders can be effectively treated once they are accurately diagnosed at an accredited sleep center. If you think you may have a sleep disorder, don't delay in seeking help from trained professionals.

"Your life may very well depend on it," True says.

For information on the Sleep Center of the Finger Lakes, visit www.ThompsonHealth.com ✨

Please Join Us for An Autumn Open House



Ferris Hills at West Lake

As autumn leaves so vividly demonstrate, change can be a beautiful thing. In fact, some have said that change is the essence of life.

If you or a loved one is considering making a change by simplifying, Thompson Health urges you to attend a very special event.

On Saturday and Sunday, November 8 and 9, from 10 a.m. to 3 p.m. each day, Ferris Hills at West Lake will host an open house. The event will not only highlight the many amenities at the independent living community, but also those at Clark Meadows, an adjoining, enriched living community for seniors who need some daily assistance.

Each day of the open house, Swedish Hill Winery will hold a tasting at Ferris Hills. In addition, Canandaigua's new Rheinblick German Restaurant will offer samplings of its fare and hot cider will be served up as guests enjoy musical entertainment. For details, call (585) 393-0410. ✨

Healthy Recipe "Healthified" Pumpkin Bread



Tami Best, Coordinator of Diabetes and Outpatient Nutrition Therapy, Thompson Health

Recommended by Thompson Health's Director of Diabetes Education, Tami Best, this recipe from EatBetterAmerica.com has 50 percent less fat, 29 percent fewer calories and 50 percent more fiber than the original. Tami, a certified diabetes educator and registered dietitian, says you may want to consider substituting half the sugar with Splenda to reduce the total carbohydrates, as well.

- 2 cups all-purpose flour
- 1 ½ cups whole wheat flour
- 2 cups sugar
- 2 teaspoons baking soda
- 1 teaspoon baking powder
- 1 teaspoon salt
- 1 teaspoon cinnamon
- 1 teaspoon ground nutmeg
- 1 teaspoon allspice
- ½ teaspoon ground cloves

- 1 can (15 oz.) pumpkin (not pumpkin pie mix)
- 1 cup fat-free (skim) milk
- ¾ cup fat-free egg product
- ½ cup canola oil

1. Heat the oven to 350 degrees F. Spray the bottoms only of two 9- by 5-inch loaf pans with cooking spray. In a large bowl, mix flours, sugar, baking soda, baking powder, salt, cinnamon, nutmeg, allspice and cloves until well blended.
2. In a medium bowl, mix pumpkin, milk, egg product and oil until well blended. Stir this into the flour mixture until well blended. Spoon batter evenly into pans.
3. Bake 1 hour to 1 hour and 10 minutes, or until a toothpick inserted in the center comes out clean. Cool for 10 minutes. Loosen the sides of the loaves from the pans and remove the loaves from the pans, placing the loaves on cooling racks. Cool completely, for about 1 hour.

Nutritional Information 1 Serving: Calories 190; Total Fat 5g (Saturated Fat 0g, Trans Fat 0g); Cholesterol 0mg; Sodium 240mg; Total Carbohydrate 32g (Dietary Fiber 2g, Sugars 18g); Protein 3g

Let Finger Lakes SAILS Become Your Extended Family

Growing older does not have to mean giving up your home and lifestyle, but it can mean needing a little extra help from time to time.

Thompson Health has developed a program to help individuals remain safely and comfortably in their homes, by providing access to assistance from people they can trust.

The program is called Finger Lakes SAILS, and SAILS stands for Seniors Accessing In-home Living Services.

SAILS has done the footwork for you and has established a team of professionals to provide a number of services including but not limited to:

- Home safety assessments
- Referrals for home maintenance, lawn care, pet care and home beauticians/barbers
- Referrals for transportation and escorts for appointments and errands
- Help with navigating the healthcare system and exploring options as needs change
- Consultations with adult children and other caregivers, to ease their worries and provide peace of mind



A new Thompson Health program assists seniors who wish to continue living in their own home.

All service providers are screened and insured, to ensure that they deliver excellent quality. Gift certificates are available for those looking for a unique, practical gift to give loved ones over the holidays.

For more information, call (585) 396-6299 or email SAILS@ThompsonHealth.com today. ✨

“What is a hospitalist?”

What is a hospitalist? It's a common question heard in healthcare settings these days, and that's not surprising: While there were only a few hundred hospitalists in the U.S. a little over a decade ago, the Society of Hospital Medicine says there are more than 15,000 today and that number is expected to double by 2010.



Jason Galarneau, M.D.

A hospitalist is a doctor who specializes in the care of hospitalized patients, including those in the intensive care units, medical units and surgical units.

He or she confers with patients' primary care physicians and, if necessary,

with specialists while managing the patient's care throughout the hospital stay.

This allows primary care physicians to spend more time with their patients in their office settings, and has also been shown to shorten lengths of hospital stays and reduce costs to patients.

F.F. Thompson Hospital has been utilizing hospitalists since 2000 and one of the newest additions is Dr. Jason Galarneau, who recently completed his family practice residency in Syracuse.

A native of Australia, Dr. Galarneau is an Ironman triathlete in his spare time and recently purchased a home in Canandaigua.

To learn more about Thompson Health's hospitalist program, visit www.ThompsonHealth.com and click on “Health Care Services.” ✨

Thompson launches e-newsletter for new parents

Expectant parents are faced with a bewildering range of pregnancy and parenting information – books, magazines, television, and the well-meaning advice of friends and family. It's difficult to know how to sort it all out.



Now, patients at F.F. Thompson Hospital's Birthing Center have a new resource to help educate them during pregnancy and their baby's early childhood: a weekly parenting e-newsletter.

This free service offers customized information and allows the hospital team to develop a richer, more supportive relationship with patients.

Patients can start receiving weekly e-newsletters at 7 weeks gestation, and they continue through their baby's first year. During pregnancy, messages include week-by-week information on fetal development, wellness tips and valuable resources. After the baby is born, messages offer child development information and practical tips on baby care.

Thompson's e-newsletter also provides brief reviews of the latest research in an easy-to-understand format. In addition, moms receive a companion e-newsletter devoted to the topic of breastfeeding.

It's just one more way that our Birthing Center staff is demonstrating that at Thompson, every delivery is special. In fact, it comes on the heels of another added feature for new moms – room service meals, complete with a flower on each tray.

Sign up for our e-newsletter now and let us offer you all the support you deserve. Visit www.ThompsonHealth.com

for details. ✨



Careers in health care

High Demand, High Job Satisfaction in Laboratory Work

It's been called a quiet crisis in health care: While the nationwide nursing shortage is no secret, the need for clinical laboratory technicians and clinical laboratory technologists is quickly becoming just as severe.

In fact, the U.S. Department of Labor projects that employment needs in the industry will reach 362,000 by 2016.

One result? The high demand presents promising opportunities for those considering a career in the medical field. “It's perfect for someone who really has an interest in the sciences and loves problem-solving,” says Thompson Health Senior Recruiter Deborah Gollus.

Wendy Blakemore, Director of Laboratory Services for F.F. Thompson Hospital, says there are a number of factors contributing to

the labor shortage, including the fact that fewer colleges are offering programs and Baby Boomers in the field are beginning to retire.

At the same time, Blakemore notes, the population is aging and requiring more testing.

“It's just magnified,” she says of the growing demand for those trained to analyze tissues, blood and other samples from patients.

Becoming a clinical laboratory technician involves a two-year program, while becoming a clinical laboratory technologist takes four years at schools including the University of Buffalo and SUNY



Cyndi Vespi is a laboratory information specialist at F.F. Thompson Hospital.

Upstate Medical University in Syracuse. Both jobs require a license from New York State, as well.

According to Blakemore, wages are quickly becoming competitive with other healthcare professions, such as nursing. “We have come a long way in attracting people to the profession – and wages are finally catching up with the education and responsibility,” she says, adding that there are many options within the field, including research and sales.

Knowing that 85 percent of all patient diagnosis and treatment are based on lab results makes the job extremely rewarding, according to Nina Smith, Thompson's technical

operations manager. “Even though we don't interact one-on-one with the patient, we know the work that we do daily has a tremendous impact on their treatment and they remain the focal point of our work,” she says.

Working in a laboratory provides a fast-paced environment, however. In Thompson Hospital's Clinical Laboratory Department, for example, nearly 917,000 tests were processed in 2007 alone. Attention to detail is a must, as is a strong sense of teamwork.

Smith notes that new technology, new methodology and new diseases always keep things interesting.

“It's an ever-changing field and I have never been bored,” she says. “It never stagnates.” ✨

For information on careers within Thompson Health, an equal opportunity employer, visit www.ThompsonHealth.com

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Thompson Health, Canandaigua, NY

www.thompsonhealth.com

SAVE THE DATE

- **To Your Health**, an informative event tailored to women, will be held from 4 to 8 p.m. on Monday, November 17, at the Inn on the Lake in Canandaigua. Featured speakers will include Gladys Velarde, M.D., director of the Women's Heart Program at the Strong Heart and Vascular Center. The cost of \$10 per person includes hors d'oeuvres and a dessert reception. Register by November 10 by calling (585) 396-6155 or visiting www.ThompsonHealth.com.
- On Monday, December 1, the F.F. Thompson Guild will host its annual **"Tree of Lights"** lighting ceremony, near the main entrance to Thompson Hospital, 350 Parrish St. A minimum of \$5 per name (tax-deductible) will designate one of the lights on the tree in honor of or in memory of someone you love. For an order form call (585) 394-6091.
- The F.F. Thompson Guild's **Holiday Bazaar** is set for Thursday, December 11, from 8 a.m. to 4 p.m. in the M.M. Ewing Continuing Care Center, 350 Parrish St. in Canandaigua. The event will feature 40 vendor tables, as well as the Guild's bake sale and a "white elephant" sale. Proceeds each year benefit the quality of life of the Continuing Care Center residents.



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Minimally-invasive Thyroid Surgery Minimizes Patients' Concerns

When it comes to putting off surgery for something like an unsightly goiter, years can go by.

Pain and swelling, a large scar, and time off from work are some of the concerns that hold patients back from seeking a thyroidectomy, which is removal of one or both lobes of the thyroid, the gland near the Adam's apple that regulates energy.

At Lakeside Ear, Nose, Throat & Allergy, those reluctant patients are often pleasantly surprised, according to Srinivas R. Kaza, M.D. "Our minimally-invasive thyroidectomy really eliminates those concerns," he says.

A large mass such as a goiter is not the only reason a patient might need a thyroidectomy; other conditions include a nodule, cancer or over activity of the thyroid gland.

While traditional thyroidectomies are still the norm, Lakeside specializes in thyroidectomies that utilize a harmonic scalpel, which minimizes

bleeding and saves time. Instead of a three- to four-hour operation and a two- to three-day hospital stay, a patient can expect a procedure lasting 45 minutes to an hour and an overnight observation or even a same-day discharge. The scar, meanwhile, will be an inch or less, compared to 4 to 6 inches.

In one recent case, a 25-year-old man had contended with a large goiter for years. His doctor had him on thyroid medication in the hopes that the goiter would shrink. Instead it grew, causing problems with swallowing, breathing, and choking sensations. After surgery, Dr. Kaza says, "he's 100 percent better."

With offices in both Canandaigua and Clifton Springs, Lakeside physicians also treat the full spectrum of ear, nose, and throat disorders, medically and surgically.

A busy ENT practice may perform 10 to 20 thyroidectomies per year. Collectively, the physicians at Lakeside perform minimally-invasive

thyroidectomies on approximately 160 patients annually, not only from the Finger Lakes region but from greater Rochester. Much of that is based on word of mouth and the group's reputation: founding partner Dr. Eric A. Birken was co-author of a

highly-regarded textbook on thyroid disease.

The next step for Lakeside will be to offer endoscopic-assisted thyroidectomies, in which a tiny, illuminated camera on a fiber optic tube is inserted through a small incision. Both Dr. Kaza and partner Dr. Jay Yates traveled to Italy in 2007 to study the procedure from the doctor who invented it. When they begin performing it, Lakeside will

be among only a handful of private practices in the country to offer it.

For Dr. Kaza, it's just the latest development in a practice known for staying on top of the latest technology. "I'm excited every day I come to work," he says. ★



Srinivas R. Kaza, M.D.



After a minimally-invasive thyroidectomy, the scar on a patient's neck is hardly visible. Traditionally, a scar after a thyroidectomy would be between 4 and 6 inches long, according to Dr. Srinivas R. Kaza of Lakeside Ear, Nose, Throat & Allergy.

Telemedicine Capabilities Enhancing Patient Care

The presence of "telemedicine" at Thompson Health took another step forward recently, when the hospital received state-of-the-art equipment to further ensure patient access to off-site specialists at any time, day or night.

Funded through a grant, the equipment arrived after Thompson was chosen to be among a handful of hospitals taking part in a statewide Burn Disaster Response Plan.

Dr. Carlos R. Ortiz, Senior Vice President of Medical Services, explains that in the event of a terrorist attack or natural disaster involving burn victims, some patients may initially be transported to smaller hospitals such as Thompson, where the staff would be in constant communication with counterparts at urban burn

centers through live, streaming video transmitted via wireless technology.

"Of course, our hope is that we will never experience such a situation, but we are well prepared and we are also encouraged to take advantage of this technology for other applications," Dr. Ortiz says.

Thompson first used the new equipment during an emergency training drill in July. As an Associate panned a small camera across an area outside the Emergency Department, health system leaders stationed in a hospital command center were able to see and hear everything that was going on, live.

Thompson's existing telemedicine capabilities involve an interdisciplinary team that includes several nurses and information technology specialists. Those capabilities currently include a 24-bed Emergency Department exclusively using electronic medical records and a Diagnostic Imaging Department using "teleradiology." The latter means that during off hours, images from the hospital's CT scanner can immediately be transmitted to an on-call radiologist

for a diagnosis to be used in the treatment plan. Other possible telemedicine opportunities on the horizon for Thompson include increased participation in the Rochester Regional Health Information Organization, a network making electronic patient information readily accessible to consulting physicians throughout the area, often in situations where seconds count.

In addition to lessening paperwork, Dr. Ortiz says, telemedicine enhances communication within the regional healthcare system.

"What it really does is make the patient care process much smoother, because it establishes closer relationships between the individuals providing the care," he says. However, the doctor notes that no matter what advancements telemedicine may offer now or in the future, Thompson will never lose sight of what matters most – a personalized human touch delivered by skilled, compassionate individuals. "That's the best technology of all," he says. ★



Carlos R. Ortiz, M.D.