



**Good News:**  
Ferris Hills is  
a Wise Move



**Careers in  
health care:**  
Occupational  
Therapy

**ALSO:**

- Introducing Star Treatment
- 2010-2012 Workplan
- Glaucoma is a leading cause of blindness

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# Partners

Fall/Winter 2009

## IN HEALTH AND WELLNESS

Provided by Thompson Health, Canandaigua, NY.

[www.thompsonhealth.com](http://www.thompsonhealth.com)



## A Little Sick? Get Help Quick!

**W**hen it comes to your health, life's little "curve balls" never seem to happen at convenient times. They're often on weekends, late at night or even on holidays.

Not surprisingly, studies have found that many patients seen in the nation's emergency rooms are not there for true emergencies. This can increase wait times, as well as drive up health care expenses for both providers and patients alike.



David R. Carlsen, M.D.

So after normal business hours, when your primary care physician is unavailable, where do you go if you have an illness or injury that isn't life-threatening but does require immediate attention?

The answer is Thompson Health Urgent Care, just off Route 332 in Farmington.

Located at site of the former Same Day Care Center, the Thompson Health Urgent Care features expanded hours, renovations designed to enhance patient flow, a lab draw station and a state-of-the-art X-ray machine.

The center's physicians, nurse practitioners, physician assistants and nurses are able to treat a wide range of patients, from the hiker with a sprained ankle, to the senior with a broken wrist, to the toddler with an earache. Strep cultures and

**URGENT CARE** +

**Thompsonhealth**

### Thompson Health Urgent Care

**Address:**

1160 Corporate Drive  
(off Route 332, just south of the Thruway),  
Farmington

**Hours:**

- Monday through Friday, 11 a.m. to 8 p.m.
- Saturday and Sunday, 9 a.m. to 5 p.m.
- Most holidays, noon to 5 p.m.

**Phone number:**

(585) 924-1510 (no appointment necessary)

urinalysis are also among the services available, and visits are on a walk-in basis.

According to the Urgent Care Association of America, urgent care providers fill the "gap" that can exist between the primary physician and an emergency room, putting the patient in the right hands at the right time for the right level of care. The co-pay for a visit to an urgent care center is typically far lower than a visit to the emergency room, and waits for urgent care are typically shorter, as well.

"While urgent care centers are in no way meant to take the place of the vital relationship between

**CONTINUED ON PAGE 2**

## Handwashing a Simple, Effective Way to Help Prevent Flu

With flu season under way, your health is – in many ways – in your own hands.

You can get the flu simply by touching a surface like a telephone or door knob that has been contaminated, passing the virus from your hand to your nose or mouth.



Carlos R. Ortiz, M.D.

In addition to getting shots for seasonal flu and (if recommended for your age and/or condition) H1N1, each of us can take simple but effective precautions to help spread the germs that cause colds, flu and other respiratory illnesses.

For starters, always wash your hands with soap and hot water or use alcohol-based hand sanitizer after blowing your nose or coughing, using the bathroom or being near someone who is ill.

Dr. Carlos R. Ortiz, the Senior Vice President of Medical Services for Thompson Health, recommends following these guidelines from the Centers for Disease Control:

- Wet your hands with warm, running water
- Lather your hands vigorously with soap for at least 15 to 20 seconds.
- Scrub all surfaces, including the backs of your hands, wrists, between your fingers and under your fingernails.
- Rinse well.
- Dry your hands with a clean or disposable towel.
- Use a towel to turn off the faucet.

If using hand sanitizer, make sure it contains at least 60-percent alcohol, per CDC guidelines.

Dr. Ortiz also recommends that you:

- Cover your mouth and nose with a tissue when you cough or sneeze, and dispose of tissues in the wastebasket. If you are without a tissue, cough or sneeze into your upper sleeve, not into your hands.
- Avoid touching your eyes, nose or mouth.
- Sanitize surfaces of common areas at home and at work.
- If you get sick, stay home and limit contact with others.

These are messages that Thompson Health has been promoting throughout local schools in recent years, but Dr. Ortiz says they are important messages for adults, as well. "Some of us may not even realize how many times we touch our face with our hands during the course of the day," he says.

Dr. Ortiz advises contacting your primary care doctor if you have severe flu-like symptoms. In addition, he says, you can stay abreast of the latest information regarding both seasonal flu and H1N1 by visiting [www.flu.gov](http://www.flu.gov) or [www.health.state.ny.us](http://www.health.state.ny.us). 



## Valuable Tool in Breast Health Now Available at Thompson

**S**tate-of-the-art breast magnetic resonance imaging (breast MRI) is now available through the Polisseni Family Diagnostic Imaging Department at Thompson Hospital. Used in combination with mammography and ultrasound, breast MRI is a highly sensitive but non-invasive tool used in screening patients who are at high risk for breast cancer, determining the extent of breast cancer and monitoring response to therapy.

"While breast MRI is not a replacement for an annual mammogram, it is a new and often extremely valuable element in diagnosis and treatment, and we are thrilled to be able to offer this service to our patients," says Deborah K. Weymouth, Executive Vice President/CFO of Thompson Health and Chief Operating Officer of the hospital.

Thompson's breast MRI uses computer-aided detection to highlight areas of concern and is



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especially effective in detecting abnormalities deep within the breast. In addition, Thompson has the capability of performing MRI-guided breast biopsies, which are most helpful when MRI shows a suspicious area of abnormal tissue changes not identified by other imaging modalities.

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# Hospital's 2010-2012 Work Plan Addresses Needs Identified by Community



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Every three years, F.F. Thompson Hospital creates a Community Service Plan which is submitted to the State of New York Department of Health.

This plan is developed with area agencies and public health officials after surveys and other careful

research on growing needs in the community. Based on that research, the three-year work plan for 2010-2012 will address these priorities:

- **Enhance Access to Care** – Implement programs to help residents identify and regularly access medical and preventive health care services.
- **Chronic Disease** – Research best practices related to heart disease prevention/treatment, implementing programs to address these needs. In addition, assist community members

in engaging in initiatives to increase physical activity and improve nutrition.

“As a vital part of the Thompson Health system, F. F. Thompson Hospital is deeply rooted in the community and will continue to work with its partners to develop programs to meet the needs of our patients,” says President/CEO Linda Janczak. “This Community Service Plan features the goals that continue the hospital’s 105-year legacy of caring.”

To view the full plan, visit [www.ThompsonHealth.com](http://www.ThompsonHealth.com).

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## Valuable Tool in Breast Health Now Available at Thompson

“Breast MRI is an excellent problem-solving technology which does not use radiation. Instead, a powerful but harmless magnetic field, radio waves and a computer are used to produce detailed pictures of virtually all body structures,” says Dr. Ronald Hainen, Director of Breast Imaging.

Situations calling for breast MRI can include:

- Preoperative planning or staging of newly-diagnosed breast cancer
- Screening for individuals who have an increased risk for breast cancer
- Monitoring response to chemotherapy
- Evaluation of suspicious clinical findings or imaging results that remain indeterminate

after complete mammographic and sonographic evaluations

- Evaluation of implants for rupture

It is important to note that a breast MRI exam can be ordered only upon referral from a patient’s physician.

In addition to MRI, services offered in the Polisseni Family Diagnostic Imaging Department at F.F. Thompson Hospital include CT scans, mammography, x-ray, ultrasound, interventional radiology such as angioplasty and minimally-invasive procedures to treat varicose and spider veins. For more information, visit [www.ThompsonHealth.com](http://www.ThompsonHealth.com) and click on “Diagnostic Imaging” under “Health Care Services.”

## Thompson Extends Its Legacy of Caring

A new health clinic for people who are uninsured or underinsured opened over the summer at 120 N. Main St. in Canandaigua, in the building that was home to the original Thompson Hospital.

The Thompson Clinic is for patients with medical conditions that are not urgent and do not require x-rays and other laboratory work. It is the result of collaboration between Thompson Health, Canandaigua Churches in Action (CCIA), Excellus BlueCross BlueShield and Catholic Charities of the Finger Lakes.

Patients who want treatment or services at the clinic are asked to call (585) 396-6980 to schedule an appointment.



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## A Little Sick? Get Help Quick!

a patient and their primary care physician, they can provide a cost-effective alternative to a trip to the ER,” says Dr. David R. Carlson, Medical Director of Urgent Care for Thompson.

For more information about Thompson Health Urgent Care, visit [www.ThompsonHealth.com](http://www.ThompsonHealth.com), and click on “Health Care Services” followed by “Emergency Care.”

### Thompson Health Urgent Care provides walk-in care for many common injuries and ailments:

- Abdominal pain
- Allergies
- Minor burns
- Cough, cold, flu or fever
- Dizziness
- Diarrhea
- Earache
- Eye problems (no foreign body)
- Fish hook injuries (non facial)
- Hypertension
- Nosebleeds
- Minor cuts and lacerations
- Rabies exposure
- Rashes
- Sore throat
- Sprains
- STDs
- Vomiting

## Thompson Health Names New Chaplain



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A chaplain with several years of experience at a large health system in the Midwest is Thompson Health’s new Director of Spiritual Care.

Mark Henson previously worked for eight years as a chaplain for Heartland Health, based in St. Joseph, Mo.

Henson, who has a Master’s of Divinity and a Master’s in Social Gerontology, has extensive experience trauma, palliative care, advance directives and eye/tissue donation.

As Director of Spiritual Care for Thompson Health, he will oversee approximately three dozen chaplain’s volunteers who in 2008 paid over 20,000 visits to hospital patients, residents of Thompson’s senior living continuum, family members and Thompson Associates.

Spiritual care is an integral part of health care within Thompson Health, where spirituality is defined in the broadest terms possible: That which gives meaning or purpose and a sense of belonging/connection to each person.

For information on Thompson Health’s spiritual care volunteer program, contact the Chaplain’s Office at (585) 396-6486.

## Enjoy a Healthy Twist on an Old Favorite



Tami Best, MS, RN, CDN, CDE

With the weather turning colder, how about a little “comfort food” you can feel comfortable about eating?

Thompson Health Coordinator of Diabetes and Outpatient Nutrition Therapy Tami Best recommends this healthier version of traditional apple crisp, from [www.eatingwell.com](http://www.eatingwell.com). Low in cholesterol and sodium, as well as high in fiber, the recipe serves 8.

### Healthy recipe

#### Apple Crumb Squares

- 1 cup old-fashioned rolled oats
- ¾ cup whole-wheat flour
- ¾ cup unbleached all-purpose flour
- ¾ cup packed light brown sugar
- 1 teaspoon freshly grated lemon zest
- ¾ teaspoon baking powder
- ½ teaspoon salt
- ½ teaspoon ground cinnamon
- ¼ teaspoon ground nutmeg
- 3 tablespoons canola oil
- ¼ cup apple-juice concentrate, thawed



- 3 medium tart apples, such as Granny Smith, peeled and thinly sliced
- ¼ cup coarsely chopped walnuts, toasted
- Apple cider
- 2 cups low-fat vanilla ice cream, or nonfat frozen yogurt

1. Preheat oven to 350°F. Coat a 9-inch square or 7-by-11-inch baking pan with cooking spray.
2. Whisk oats, whole-wheat flour, all-purpose flour, brown sugar, lemon zest, baking powder, salt, cinnamon and nutmeg in a large bowl. Work in the oil and apple-juice concentrate with a fork or your fingers until the mixture resembles coarse crumbs.
3. Press 2 cups of the oat mixture firmly into the bottom of the prepared pan. Arrange apple slices over the crust in three overlapping rows. Mix the walnuts into the remaining oat mixture. Sprinkle over the apples and pat into an even layer.
4. Bake until the top is golden and the apples are tender when pierced, 30 to 35 minutes. Cool completely on a wire rack.
5. To serve, top with ice cream (or frozen yogurt) and drizzle with cider.



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www.thompsonhealth.com

## SAVE THE DATE

**"Diabetes: A Family Affair"** is a World Diabetes Day celebration on Saturday, November 14, at the New York Wine and Culinary Center, 800 Lakeshore Drive in Canandaigua. The celebration will feature A1C Champion Reggie Bishop, who will share with young people and their families how he has successfully managed his Type 1 diabetes for 36 years. The event will also include several vendors and a cooking demonstration/tasting. Admission of \$10 per person benefits low-income patients. To register, call (585) 396-6233.



**The 18th annual Holiday Bazaar** will be held at the M.M. Ewing Continuing Care Center, 350 Parrish St. in Canandaigua, from 8 a.m. to 4 p.m. on Thursday, November 19, with more than 40 vendors, Thompson Guild's bake sale and the annual raffle. Proceeds benefit the quality of life of the care center's residents.

**The annual Tree of Lights ceremony** will be hosted by the Thompson Guild on Monday, December 7, near the main entrance to Thompson Hospital, 350 Parrish St. in Canandaigua. 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 more information, please call (585) 394-6091.

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## Good News: Ferris Hills is a Wise Move

**W**ho among us hasn't found ourselves looking for a little good news of late? Well, look no further. At Ferris Hills at West Lake, seniors can take advantage of an opportunity to protect their nest eggs and make a wise move in more ways than one. For starters, Director Gary Ross says, the deposit that Ferris Hills residents pay to buy into an independent living apartment homes is 100 percent refundable.

"This means an estate is protected from the vagaries of the economic climate, providing peace of mind," Ross says.

At the same time, Ross notes that homeowner's insurance, property taxes and condo association fees are a thing of the past.

The news gets even better when seniors sit down with one of Ferris Hills' cost comparison worksheets to consider what they currently pay for everything from electricity to lawn care. "When they subsequently consider the amenities included in Ferris Hills monthly fee, they are pleasantly surprised," Ross says.

These amenities include housekeeping, maintenance, lawn care/snow removal, local transportation, all utilities except telephone,



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cable TV, an emergency call system, recreational/social opportunities and a continental breakfast, not to mention chef-prepared meals at what one resident recently referred to as "essentially a four-star restaurant."

To top it off, Ferris Hills is part of Thompson Health. This means that residents have access to a continuum of care. At every age and at every stage of life, there is a level of care within Thompson's continuum to suit the needs of an individual.

Within our Senior Living Service line, that includes not only independent living but:

- **Enriched living** apartments at the adjacent Clark Meadows for those who need some assistance with daily tasks, either for a short stay, or on a long-term basis
- **Medical adult day services** for seniors who live at home or with family and need medical assistance and/or socialization during the day
- **Long-term care** – including dementia care – in a skilled-nursing facility, with 24-hour medical care as well as therapeutic programs
- **Post-hospital care** at the skilled-nursing facility, providing a stepping stone to home for those recovering from illness or injury

For Ferris Hills residents and for their loved ones, this continuum means peace of mind. It provides reassurance that in all phases of life's journey, there is something right here in our community that is designed for their specific needs, and that they can move through this continuum with minimal disruption. ★

For more information on this vibrant senior living community, visit [www.FerrisHills.com](http://www.FerrisHills.com). To schedule a tour and complimentary lunch, call (585) 393-0410.

## Don't Let Glaucoma Steal Your Sight

**W**hile there are many factors that can affect your sight, glaucoma is a leading cause of blindness in the United States. In fact, everyone is at risk to develop this group of eye diseases that can gradually rob you of your ability to see, often without warning.

Dr. Frank C. Lee of the Eye Care Center in Canandaigua explains that the optic nerve acts like an electric cable, carrying information to your brain. The nerve is damaged when glaucoma prevents fluid from draining properly out of the eye, resulting in an increase of pressure.

There are several types of glaucoma, including open-angle glaucoma, narrow-angle glaucoma, congenital glaucoma and secondary glaucoma.

With the most common form of glaucoma, open-angle, peripheral (side) vision is affected first and



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may not be noticed until a significant amount of vision is gone.

Mild symptoms of narrow-angle glaucoma include short-term blurred vision, while symptoms of acute-angle closure glaucoma include severe eye pain, headache, nausea, vomiting and rainbow-colored halos around lights. This is a medical emergency and you should contact your doctor immediately, according to Lee. The other forms of glaucoma, meanwhile, are rare and can be detected at a routine eye exam.

Experts estimate that half of the people affected by glaucoma may not know they have it, and yet early detection is vital to stopping its progression.

Lee, an ophthalmologist who specializes in glaucoma, says that while there is no cure, there are ways to delay its effects and prevent unnecessary vision loss. For example, prescription eye drops can help regulate pressure, while laser treatments

and conventional surgeries can improve the eye's drainage system, relieving the increased pressure on the optic nerve. None of these treatments can reverse the damage already done, however.

"The effects of glaucoma are irreversible, so it is important to schedule routine eye exams and use medications as directed," Lee says. ★

### Who is at Risk for Glaucoma?

While everyone is at risk of developing this group of eye diseases, there are additional risk factors that can contribute:

- Being over 60 years of age
- Family history
- African, Asian or Spanish ancestry
- Farsightedness or nearsightedness
- Past eye injuries
- Steroid use
- Conditions including diabetes, low blood pressure and migraine headaches