

PARTNERS

*in Health
and Wellness*

Farmington Medical Group

Now Open

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'Gold Standard Vascular Care'

Offered at Thompson

PAGE 12

Thompson a Leader in Robotic-Assisted Surgeries

Excellent outcomes, less pain, and minimal need for post-surgery opioid prescriptions define a high-quality, growing program. **PAGE 4**



URI
MEDICINE

THOMPSON
HEALTH

Letter from the CEO: A Summer of Celebration and Growth

Michael F. Stapleton, Jr., FACHE



This summer, our community recognized the 100th anniversary of the death of our founder, Mary Clark Thompson.

As I joined other area leaders for a commemorative ceremony at Woodlawn Cemetery, I was struck by how amazing it is to consider how much impact one person can have, even a century after they're gone.

In its first year, 1904, the hospital Mrs. Thompson founded in memory of her husband served fewer than 300 people. Last year, our Emergency Department alone handled more than 32,000 visits, while our primary care providers had over 135,000. Our Lab, meanwhile, processed more than 800,000 tests.

As you can see in this issue of *Partners in Health and Wellness*, our growth continues. Our newest location is the new Farmington

Medical Group building on Route 332, where we are prepared to meet the needs of our community for years to come.

Our advances in technology continue, too. Our cover story in this issue is about robotic-assisted surgical excellence rivaling even the largest health networks across the country. In addition, on page 12, you can read about an advanced vascular procedure we began offering earlier this year.

Of course, none of this would be possible without a commitment to quality, most recently demonstrated by our Advanced Certification in Perinatal Care and our Gold Plus Get With The Guidelines®-Stroke quality achievement award. Both are featured in this publication.

Our growth would also not be possible without philanthropic support like that from our Guild, highlighted on pages 10 and 11.

It's an exciting time for our health system, and we hope Mrs. Thompson would be proud.

Thompson Earns Spot on '150 Top Places to Work in Healthcare' List

For the sixth time, UR Medicine Thompson Health has earned a spot on the "150 Top Places to Work in Healthcare" list released by *Becker's Hospital Review*.

According to the monthly publication featuring business and legal information for healthcare industry leaders, the 2023 list highlights hospitals, health systems, and healthcare companies that "provide comprehensive benefits packages, opportunities for professional development, inclusive work environments, and the flexibility needed for a true work-life balance."



This year, there are seven New York health-related organizations on the list; Thompson is the only one outside of the New York City area.

"Being named to this list for the sixth time is just as exciting to us as it was the first time, back in 2015," said Thompson Health Vice

President of Associate Services and Wellness Jennifer DeVault. "This is a time when people who have devoted their lives to health care are really looking for workplaces where they feel both valued and empowered, and we want them to know Thompson offers a unique corporate culture and exceptional colleagues."

According to Becker's, the annual list of "150 Top Places to Work in Healthcare" is based on nominations and editorial research. Organizations do not and cannot pay for inclusion.

Becker's Top 150
Places to Work in Healthcare

2023

Farmington Medical Group Now Open

A year and a half after breaking ground, we opened the doors of our new Farmington Medical Group to patients on Monday, August 7. Housing both our Farmington Family Medicine practice and the Farmington location of our OB/GYN practice, the new facility offers an experienced medical staff providing newborn care, pediatrics, adult medicine, women's health, obstetrics, and gynecology.

"As Thompson continues to expand our primary care capabilities, this new facility will help us better serve our growing population," said Executive Vice President/COO Kurt Koczent.

With 10,000 square feet, Farmington Medical Group has 17 exam rooms, a lactation room for breast-feeding mothers, and on-site OB/GYN ultrasound. In addition, with more space than its previous location on Corporate Drive, the OB/GYN practice has enhanced ability to offer consultation appointments for advanced gynecologic surgical needs.

Farmington Family Medicine's Dr. Morgan Paul, who first joined the practice at its former Route 96 location in 2022, is now joined by Dr. Katherine Rast – formerly of our Lima Family Practice – along with Family Nurse Practitioner Ashley Manning.

On the OB/GYN team, Dr. Jillian Babu and Physician Assistant Morgan Bessey are now joined in the new location by Certified Nurse-Midwife Shannon Welker. Shannon is accepting new patients, and Dr. Babu is accepting patients for surgical consults only.

For more information and full bios for each provider, visit ThompsonHealth.com/FMG.



Jillian Babu, MD



Morgan Paul, MD



Katherine Rast, MD



Shannon Welker, CNM



Ashley Manning, FNP



Morgan Bessey, PA

With a project of such magnitude, we thought it would be fun to ask our Facility Services Department how much material went into the building, which was designed by Rozzi Architects and built by Genesee Construction. *Here's what we found out:*

920

sheets of drywall

72

yards of carpet tile

725

yards of broadloom carpet

42

windows

247

doors
(including cupboard doors)

224

lights
(including under counter lights)



Thompson a Leader in Robotic-Assisted Surgeries

While it's not uncommon for large, world-renowned hospitals such as the Mayo and Cleveland Clinics to receive surgical referrals from across the country, over the past decade, F.F. Thompson Hospital has quietly joined these health systems' prestigious ranks. Without fanfare, and without the attention of the news media or major donors, Thompson has been busy building a foundation for robotic-assisted surgical excellence rivaling even the largest health networks across the country.

About 10 years ago, we acquired a surgical robot called the da Vinci Si. Designed and built by Intuitive, a global manufacturer of robotic surgical systems, the da Vinci Si robot offers surgeons enhanced imaging and intricate manipulation of the patient's surgical site via a remote console adjacent to the operating table. The surgeon's console is linked in real-time to the robot positioned over the patient. By maneuvering the console's sensitive controls attached to the surgeon's fingers, the robot follows the surgeon's movements allowing for unparalleled surgical accuracy especially in tight angles and confined spaces.

While robot-assisted surgery is not necessarily a new concept, Drs. Joseph Talarico and A. David Peter, master surgeons in our Advanced Surgical Services Department, immediately saw the potential with Intuitive's da Vinci technology, particularly in low-acuity procedures involving the hernia, gallbladder, and colon. They and their colleague, general surgeon Dr. Tom Wormer, began booking the da Vinci robot for more of their surgical cases as patient outcomes were clearly better.

As the practice grew over the years, general surgeons Dr. Andrew Powers and Dr. Theodor Kaufman - along with Dr. Jillian Babu of Thompson's OB/GYN practice began employing the da Vinci robot for their patients as well.

"The utilization of robots to assist in surgical procedures is common in many esteemed healthcare institutions; it is forward-thinking medicine," said Talarico, the director of Hernia and Robotic Center of Excellence at Thompson. "But how a hospital utilizes that technology is what truly defines its success. At Thompson, my colleagues and I are committed to maximizing usage of our da Vinci to best serve our patients."

Enhanced Patient Outcomes

The results of this team's visionary efforts have been nothing less than extraordinary, particularly around patient outcomes. With traditional invasive hernia surgeries, for example, a large incision can result in the patient receiving additional surgical anesthesia, a longer stay in the



hospital, and higher doses and longer regimens of pain medication. Even with the utilization of a less invasive laparoscopy for hernia procedures, the patient may still endure the effects of this type of surgical procedure.

With minimally invasive robot-assisted hernia procedures and other general surgeries, the patient enjoys improved outcomes, including a shorter stay in the hospital, less surgical anesthesia, fewer complications, a quicker return to work and activities of daily living, and low or no opioid usage for post-surgery pain. For the majority of cases, patients are prescribed over-the-counter pain medication, and only if necessary.

The reduction in post-procedure opioid prescriptions by Thompson surgeons using robotic surgical assistance cannot be overstated, particularly with the misuse - and sometimes illegal use - of narcotics in the United States and other countries. Several years ago, Drs. Talarico and Peter did a deep dive into their patients' need for pain management following a da Vinci hernia procedure. The results clearly showed there was no need (or a greatly reduced need) to prescribe opioids to their surgical patients, so the surgeons simply stopped prescribing them. This was not a common practice at the time; however, as positive outcomes continued their growth skyward, more and more surgeons began to follow suit.

The Dramatic Increase in Surgical Volumes

In 2020, we upgraded our da Vinci Si robot to a newer model, the Xi. This new iteration of da Vinci features more precise, smaller, narrower robotic arms with redesigned joints that enable greater range of motion. Positive patient outcomes with Thompson's Xi robot continued their upward trajectory first established with the Si years before.

From the hospital's perspective, using the da Vinci Xi robot for general surgical cases when appropriate has dramatically increased the number of procedures able to be scheduled in the operating room. Robotic-assisted cases are safer, more efficient, and faster than traditional invasive procedures. This means Thompson can safely conduct an average of five da Vinci surgeries each day compared to two or three using traditional techniques.

In 2022, Thompson conducted 620 procedures utilizing the Xi robot, an increase of 20% from the prior year, which skyrocketed our 113-bed hospital to the 97th percentile in the United States. What is more telling, these volumes were achieved primarily by two surgeons, Talarico and Peter, using a single Xi robot on cases mostly involving the hernia. According to its manufacturer Intuitive, "the Thompson da Vinci Xi robot is one of the highest-utilized in the country which is quite an accomplishment for a community hospital."

It is this ever-growing volume that is helping our surgeons become

(continued on next page)

the leaders at robotic-assisted surgery, as well as being sought out by more and more patients around the country. Patient word-of-mouth has spread like wildfire, reaching as far away as California.

“We regularly receive inquiries from prospective patients from all over the United States,” said Dr. Peter, our Medical Director of Robotic Services. “In the past, these types of inquiries were typically reserved for large, well-known hospitals in metro centers. This is definitely not the case with Thompson; we are competing with and exceeding the success rates of the big players.”

Thompson’s success played a key role in the hospital becoming a designated Center of Excellence for both hernia surgery (2016) as well as Robotic Surgery (2017) by the Surgical Review Corporation (SRC), a nonprofit, accrediting body. Thompson was the first healthcare facility in the state to attain the hernia designation.

Cindy Vanderhoff, Senior Manager of Clinical Quality and Compliance at SRC, was on the Thompson campus this past February for the hospital’s Center of Excellence reaccreditation process. Following her report, which included zero deficiencies, Cindy commented, “Thompson has a lot to be proud of; you have an outstanding program with outstanding outcomes. It was difficult to find areas of improvement in such a professional and dedicated environment.” Cindy also spent time reviewing Thompson’s Sterile Reprocessing Department, which is instrumental in surgical cases. She commended the department for its stellar work in relation to Xi procedures.

Community Outreach Key to Growth

Also driving Thompson’s growth in utilization of the da Vinci robot, particularly around hernia surgeries, have been our public hernia screenings. Previously, a hospital conducting public screenings for hernia was unheard of; now it is more common. This is thanks to Dr. Talarico who first envisioned hernia screenings at Thompson Hospital in fall 2016. Conducted within the hospital’s cafeteria due to its available space, our inaugural hernia screening maxed out at capacity of 40 guests. Subsequent screenings held in different venues across the Finger Lakes, including a virtual screening during the height of COVID, similarly resulted in a high level of community interest.

“The surgeons at Thompson have the full and unwavering support of the entire executive leadership team,” said Kurt Koczent, Executive Vice President and COO at Thompson Health. “Events such as hernia screenings demonstrate the commitment our surgeons have to the health of our community; it is one of the reasons Thompson excels at delivering top-notch patient outcomes.”

During these well-attended public events, Drs. Talarico, Peter, and Powers meet one-on-one with guests to answer questions and concerns, as well as conduct private screenings on-site to determine the potential patient’s status and whether he or she could benefit from a noninvasive surgical procedure with the da Vinci robot. One of the highlights of the in-person screening events includes potential patients manipulating a mobile version of the robot so they can understand how it assists the surgeon during the hernia procedure. Both the screening and hands-on portions

of the event help develop a strong level of trust between the potential patient and the surgeon long before the procedure takes place.

We are conducting our next scheduled hernia screening event on Wednesday, October 4, 2023 from 5:30 to 7:30 p.m. at Ferris Hills at West Lake, Thompson’s independent living senior community located at 1 Ferris Hills/Peg Rayburn Drive in Canandaigua. Interested individuals can register at

ThompsonHealth.com/hernia. There is no fee to participate in this event; however, space is limited – slots will be filled on a first-registered, first-served basis. If you have any questions or would like more information, contact Nancy_Church@URMC.rochester.edu or call 585-396-6375. New to the team this year is robotic-certified general surgeon Dr. Brad Hensley who will also be seeing patients at the screening.

While location, size, and prestige oftentimes are the cornerstones of a health system establishing itself as a leader in medical and surgical advances, it is not always the case, as Thompson demonstrates time and again. With our single da Vinci Xi robot and small cohort of master and general surgeons, our facility has surpassed some of the largest and most distinguished hospitals in the United States when it comes to robot-assisted utilization and patient outcomes. It is these results that drive our community hospital’s surgical success and help fulfill our vision to become the leading community healthcare system in western New York.



Master Surgeons Dr. A. David Peter and Dr. Joseph Talarico

Community Members Making the Switch to CMG Pharmacy

Since first opening its doors – and its drive-up window – at 335 Parrish Street four years ago, our Canandaigua Medical Group (CMG) Pharmacy has seen a steady increase in the number of prescriptions it fills.

Each month, more and more residents decide to make the switch from their current pharmacy to Thompson CMG. They cite a number of reasons why they do it, including the fast and convenient drive thru, full price transparency, and a selection of low-cost generic drugs.

Customer service is also something the Thompson pharmacy has become known for, as one customer recently noted when submitting a review: “Best group of people anywhere! Always friendly and helpful.”

As a physician, Dr. R. Douglas Alling enjoys working with the Pharmacy team because they’re easy to collaborate with if he has a question or needs to work on an alternative plan for a patient.

“I appreciate having them as a resource when we are looking for solutions,” he said. “They’re knowledgeable, experienced, and incredibly professional; that’s what I want for my patients.”

In addition to having a good selection of over-the-counter items, our pharmacists are readily available for one-on-one consultations. A downloadable app allows patients to request prescription refills on the go.

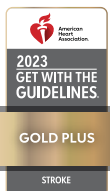
If you’d like to join your neighbors and friends who have switched to the Canandaigua Medical Group Pharmacy, simply tell your doctor’s office and we will take care of the rest or just visit ThompsonHealth.com/Pharmacy and sign up yourself!

Several vaccines are also available at the pharmacy on a scheduled or walk-in basis. These include:

- Shingles (*Shingrix*®)
- COVID-19 (Pfizer bivalent boosters only, for ages 18+)
- Pneumonia
- Influenza
- Tetanus

Thompson Nationally Recognized for Commitment to High-Quality Stroke Care

F.F. Thompson Hospital has received the American Heart Association’s Gold Plus Get With The Guidelines®-Stroke quality achievement award for its commitment to ensuring stroke patients receive the most appropriate treatment according to nationally-recognized guidelines.



Stroke is the fifth leading cause of death in the United States, as well as a leading cause of disability. Early stroke detection and treatment are key to improving survival, minimizing disability, and accelerating recovery times.

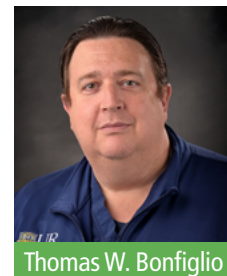
Get With The Guidelines – Stroke is an in-hospital

program for improving stroke care by promoting consistent adherence to the latest research- and evidence-based guidelines, which can minimize the long-term effects of a stroke and can even prevent death.

“Thompson is committed to improving patient care by adhering to the latest treatment guidelines,” said Stroke/STEMI/Sepsis Quality Improvement Coordinator Thomas W.

Bonfiglio. “Get With The Guidelines makes it easier for our teams to put proven knowledge and guidelines to work on a daily basis, which studies show can help patients recover better. The end goal is to ensure more people in our area can experience longer, healthier lives.”

Bonfiglio noted Thompson is a New York State Department of Health-designated Stroke Center.





Colon Cancer Survivor: 'I Feel Like My Life's Getting Back on Track'

There is absolutely no doubt in Holly McClain's mind: A colonoscopy saved her life.

Holly, a nurse in Thompson's M.M. Ewing Continuing Care Center, is only 46 and didn't realize the U.S. Preventive Services Task Force had lowered the recommended age to begin screenings from 50 to 45; however, last fall she started experiencing symptoms including bloating and cramping.

The Canandaigua woman put off going to the doctor for a little while and thought maybe she had celiac disease like one of her children. Holly then learned of a family history of colon cancer. "I knew I needed to get checked sooner rather than later," she said.

Her primary care physician, Dr. R. Douglas Alling of our Canandaigua Medical Group, determined that a gluten allergy was not the issue and recommended a colonoscopy. Holly had Dr. Raymond Thomas conduct the procedure at Thompson. It was then she learned she did indeed have colon cancer. Just before Christmas, she had a surgery at the Wilmot Cancer Institute to have a portion of her large intestine removed.

"I was lucky enough not to have a colostomy bag because my cancer was not as advanced," she noted.

In January, cancer was detected in Holly's lymph nodes. Instead of returning to work after healing from the surgery as planned, she underwent three months of chemotherapy at Wilmot's Sands Cancer Center on Thompson's main campus.

Her last treatment was May 3, and she was back to work at the

Continuing Care Center on May 8, eager to reconnect with her residents and with coworkers who had donated paid time off and gift cards in addition to contributing to a Go Fund Me for Holly during her five months away.

"I have an awesome work family," she said. "I was shocked at all the people who helped me. Some people I didn't even know."

Holly is now in remission and said, "I feel like my life's getting back on track." She will have CT scans every six months to make sure nothing has changed, and has another colonoscopy scheduled for this December. In the meantime, she is encouraging others to get colonoscopies if they are over 45 or if they have symptoms.

One woman Holly spoke with was having symptoms similar to the ones she experienced last fall; Holly told the woman she is living proof that it does not matter how old you are.

"You really need to go get it checked out. It might not be cancer, but you could have Crohn's or celiac or something," she said, noting there could also be pre-cancerous polyps which could later develop into cancer.

Holly knows the word "colonoscopy" can spark anxiety in some people, but she doesn't believe the procedure is anything to worry about. Besides, Holly added, catching something early means treating it early when treatment is not as invasive.

"In the long run," she said, "it could save your life."

Be Proactive, Be Protected

Many women understand screenings are an important way to detect breast cancer early and reduce chances of dying from it. But the details of when to start and how often to be screened have been heavily debated in recent decades as various organizations recommend different ages and intervals.

Recently, the United States Preventive Services Task Force (USPSTF) released new draft guidelines about mammography, sparking many news stories and new questions.

Dr. Avice O'Connell, director of UR Medicine Breast Imaging and Thompson's Medical Director of Breast Imaging, addressed the latest guidelines in a recent Q&A.



Dr. Avice O'Connell

Can you summarize what the new USPSTF draft guidelines said, or what stands out to you most prominently from these guidelines?

Very simple: start screening at age 40 if you're average risk. We feel like it's a start, to tell people to come at 40, not 50, but we feel like these new guidelines didn't go quite far enough. The next question is, how often should you get screened? And that's where we diverge. The American College of Radiology, the Society of Breast Imaging, and the National Comprehensive Cancer Network all say you need to come every year. These draft guidelines from the USPSTF suggest every other year. There is a lot of evidence to support every year. Hopefully by the time the USPSTF writes the final

recommendation, it will recommend screening every year.

Once women start screening, why should they do it annually?

When people have an aggressive cancer, it can show up in that middle year. So, if you go every two years, you might get away with it, but if you're unlucky and have a fast-growing cancer, it can do a lot of damage in two years.

What is the most important takeaway for women with this news?

The most important takeaway is, if you're average risk, start screening at age 40 and not at 50.

What is high risk? There are a lot of factors we can add into determining an individual's risk, things like entire family history, breast density, and other cancers that may be associated with breast cancer.

Does insurance cover women getting screened annually at age 40?

Since 2009 and the Affordable Care Act, one mammogram per year from age 40 is covered by insurance, with no cost sharing. If the insurance companies choose to use the USPSTF guidelines, they may choose not to pay for every other year when you're 40, and then they may stop paying at age 74. People really have to check with their insurance. If you don't have insurance, Cancer Services Program of the Finger Lakes helps residents in Monroe, Livingston, Wayne, Ontario, Seneca, and Yates counties get breast cancer screenings at no cost. They can be reached at 585-224-3070.

Schedule Your Mammogram Today

Thompson Health's Dr. Laurie Sands and Constellation Brands Breast Imaging Center in Canandaigua is an American College of Radiology Breast Imaging Center of Excellence. For more information, visit ThompsonHealth.com/BIC. To make an appointment, call 585-396-6651.



Guild Invests in the Healthcare Professionals of Tomorrow

Through several generations, dedicated members of our community have given their time, talent, creativity and hard work to raise funds for Thompson Health.

Growing up on a farm in a multi-generational household, Diane Hayton and her five siblings did without a number of things as the family worked to make ends meet. The childrens' college education seemed out of the question.



Diane Hayton

However, Diane was determined to become the first in her family to pursue post-secondary education following her graduation from Honeoye High School in 1982. Drawn to the idea of nursing, she found a two-year program at Finger Lakes Community College. Diane fully intended to pay for her college tuition entirely with babysitting money. Prior to her starting at

FLCC, a letter arrived in her mailbox from the Thompson Health Guild congratulating her on receiving the Guild's very first \$500 scholarship for high school seniors.

"I was in total shock. It really meant the world to me. That was another 500 hours I wouldn't have had to babysit," she recalled, noting \$1 per hour was the going rate at the time.

Diane was too shy to have her picture taken at the Guild luncheon, but 40 years later at our F.F. Thompson Foundation's 2022 Field of Dreams Gala, she stepped up to the microphone and told her story to the more than 260 people who had gathered to support our Healthcare Education Fund. She spoke not only as a scholarship recipient, but as the Director of Nursing at our M.M. Ewing Continuing Care Center, where she mentors



Five college-bound high school seniors majoring in health-related fields were awarded scholarships at the Thompson Health Guild Annual Dinner: Thomas Barden II of Penn Yan Academy, Katherine Cline of Marcus Whitman High School, Madeline Johnston of Bloomfield High School, Ava Pickering of Red Jacket High School, and Louise Liu of Midlakes High School.

younger colleagues who are eager to advance their own careers with the help of a little financial boost.

“I feel like I’ve come full-circle in a way,” said Diane, who joined Thompson in 2020 after many years in acute and long-term care.

The Guild has built upon its program over the years; now five \$2,000 scholarships are awarded every year. This year, they were awarded to students from Penn Yan, Marcus Whitman, Bloomfield, Midlakes, and Red Jacket.

But the scholarships for graduating high school seniors are just one aspect of the Guild’s work. At the same dinner where this year’s scholarships were presented, the Guild made a \$40,000 donation to the Foundation’s Healthcare Education Fund, which helps financially support entry-level Thompson staff members who are obtaining degrees or certifications to advance their careers.

The Guild’s donation to the Healthcare Education Fund came on the heels of many other Guild gifts supporting everything from our new intensive care unit to the comfort bags that go home with parents who have experienced the loss of an infant.

“I can honestly say we would be lost without the Guild,” said Foundation Director Heather Rickett. “They work hard, year round, on a variety of fundraisers so they can support our health system and our community in so many ways.”

Fortunately, throughout our history, Thompson has never been without the Guild.

In 1905, just a year after F.F. Thompson Hospital opened its doors, its Board of Directors established the Guild for the purpose of raising funds to purchase needed medical equipment and furnishings. Today, the Guild has nearly 150 members and is governed by a volunteer Board of Directors. Katie Outhouse is its current president.

“What I enjoy most about being part of the Guild are the members, the dedication of each one, the friendship and the community involvement,” she said. “The people I work with on the Guild board are amazing. Everyone is involved and committed to our mission. Each board member steps up, accepts committee roles, and plays a part in our fundraising efforts. It truly is an honor to be part of this group.”

Visit ThompsonHealth.com/Guild to join today!

Guild Combines Fashion and Fundraising

The Thompson Health Guild held its annual Fashion Show August 6 at the Finger Lakes Community College Café.

With Eastview Mall as the presenting sponsor, the event featured runway fashions from a number of area businesses, along with vendors, auction items, a brunch buffet, and bottomless mimosas!



Proceeds from this event benefit the scholarships funded by the Guild.



Thompson Recognized for Care of Mothers and Babies

A deficiency-free, unannounced survey, following a rigorous review in early May, resulted in our hospital earning The Joint Commission's Gold Seal of Approval for Advanced Perinatal Accreditation.

According to The Joint Commission – which is the country's top healthcare accrediting body – we demonstrated continuous compliance with its performance standards; the Gold Seal reflects our commitment to providing safe, quality patient care.



Jillian Babu, MD

"The surveyor was thoroughly impressed with the collaborative effort she noted in our institution," Dr. Jillian Babu of Thompson's OB/GYN practice wrote in an email to all. "She was able to see that the OB department was not isolated from the rest of the hospital – but rather it was 100% supported by all departments. When

she pointed this out I was quick to echo that she was absolutely right."

Executive Vice President/COO Kurt Koczent noted the surveyor "was incredibly complimentary to all of our nursing staff, physicians, and midwives."

"She was very impressed with our bereavement process, our lactation program, and our willingness to use evidence-based practices," he said, congratulating the Birthing Center, the OB/GYN providers, and Quality/Safety.



Surgical Team Adds Vascular Technique at Thompson

Earlier this year, Dr. Karina A. Newhall performed the first TCAR (transcarotid revascularization) at Thompson Hospital. Now, the hospital's Surgical Care Center has several patients undergoing the procedure each month.



Karina Newhall, MD

"Our community has the ability to have gold standard vascular care, without leaving the area," said Director of Perioperative Services Patricia James.

Patricia said a TCAR is a minimally-invasive procedure that can clear blockages and open a narrowed carotid artery, preventing stroke.

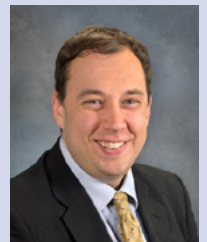
The surgeon makes an incision over the common carotid artery to perform the repair. During the TCAR procedure, the surgical team reverses the blood flow in the area of the blockage. There are filters that collect any clots or plaque to prevent possible stroke.

Thompson Health President/CEO Michael F. Stapleton, Jr., said

bringing TCARs to Thompson aligns with the community health system's strategic plan which calls for adding more surgeries and procedures.

"This is imperative in order to meet the needs of higher-activity patients," he said.

Dr. Doran S. Mix, who also performs TCARs at Thompson along with Dr. Newhall, congratulated her and Thompson's vascular surgery team for bringing the procedure to Canandaigua. He called it "a big step forward for our patients."



Doran Mix, MD

The first TCAR was performed in the United States over a decade ago. In a video on the University of Rochester Medical Center's website, Dr. Michael Stoner – a colleague of Drs. Newhall and Mix – says it's "an exceedingly safe procedure" with minimal recovery time, often involving only a one-night stay in the hospital. To view the video and learn more about TCAR and other treatments for carotid artery disease, visit URMC.Rochester.edu/Heart/Treatments.

Ferris Hills Redefines Fine Dining



One of the best restaurants in Canandaigua is also one of its best kept secrets.

With an average of 140 patrons each night and a slew of rave reviews, the kitchen at Ferris Hills at West Lake/Clark Meadows consistently serves up incredible dishes even for the most discerning palate.

Executive Chef Matthew Laurence previously served as executive chef at the four-star Harbor Court Hotel in Baltimore and Woodcliff Hotel & Spa in Fairport. Known as “Chef Matt,” he and Tony Cafarelli, a certified American Culinary Federation sous chef, collaborate with cooks who bring diverse experiences and unique ideas to the table. Fred Hennerley owned a German restaurant, while Patrick Boylan completed the Le Cordon Bleu culinary program in New Hampshire and is a skilled baker. Ben Fox was trained by a French culinarian and Jamison Gorton-Jones worked five years in the kitchen of an Asian-themed chain restaurant. Alissa Allgood, meanwhile, is known for making perfect omelets and breakfast entrées.

“Matt and Tony have built this team and they give these cooks enough freedom to bring a level of creativity I’ve never seen,” said Kristen Sharlow Remy of Sales and Marketing with Thompson’s senior communities, which offer both independent and assisted living apartments.

Kristen was on hand in May when Tony and Jamison won the award for “Best Taste” during the Kiwanis Club of Canandaigua’s Chef & Sip Challenge with their Porchetta with Salsa Verde & Pickled Red Onion. It marked the fifth consecutive challenge where Ferris Hills walked away with an award; Kristen wasn’t surprised.

“Our food is one of the main selling points for most seniors

considering living at Clark Meadows or Ferris Hills,” she said.

Ferris Hills resident Lee Frank agreed. “The kitchen here is just unbelievable!” he said.

Matt said although the restaurant offers a number of everyday entrées including Atlantic salmon, steak burgers, and grilled pork chops, the other side of the menu changes each week, unlike a menu in a typical restaurant. Recent dinner entrées have included lobster linguine, grilled New York strip steak, and Roman chicken.

The residents hold monthly dinner committee meetings, providing input and making requests. “I do my best to accommodate as many as possible,” Matt said.

Matt, Tony, and their colleagues often like to treat the residents’ taste buds to special offerings. For example, to celebrate the Kentucky Derby, they served Hot Brown, a variation of traditional Welsh rarebit created at The Brown Hotel in Louisville nearly a century ago. Then one evening – shortly after residents had a presentation on the Titanic – they’d prepared a meal featuring a partial replication of the ship’s first-class dinner menu that fateful night in 1912.

Ferris Hills/Clark Meadows Executive Director Aimee Ward noted Virginia Woolf once said, “One cannot think well, love well, sleep well if one has not dined well.”

“This is not something our senior communities’ residents ever have to worry about, thanks to Chef Matt, Tony, and their team,” she said. “We are extremely fortunate that ours is the kitchen where they take their love of cooking and their skills to new levels.”

To learn more about our senior communities, visit [FerrisHills.com](https://www.ferrishills.com).

Family Ties Enhance Thompson's Close-Knit Feel

Despite having grown from 1,400 to over 1,900 associates within the past decade – becoming the largest employer in the county – Thompson has managed to maintain its close-knit feel.

And while you'll often hear associates say their colleagues are like family, for some, they actually *are* family.

In fact, when our Office of Corporate Communications decided to do a special Mother's Day series on our social media channels this past May, there was no shortage of moms with adult children working at Thompson to feature. With a theme of "Mother Knows Best," the series focused on several moms who encouraged their kids to start their careers within our health system.

Former Thompson candy striper Patti Schultz has been working as a driver at our independent and assisted living communities of Ferris Hills at West Lake and Clark Meadows since 2017. At times, she would enlist daughter Erika Murdaugh to volunteer during the activities.

"I loved the environment, staff, and the residents. When an opening came for a transportation driver in 2021, I was so excited and applied right away. Then I started helping in the kitchen as a wait staff person for Clark Meadows, and absolutely fell in love with the residents. After two

years, I am still serving one or two nights; it is the highlight of my week," said Erika, whose maternal grandmother started the family legacy within Thompson, working in our Central Sterile Department for many years before retiring in 1983.

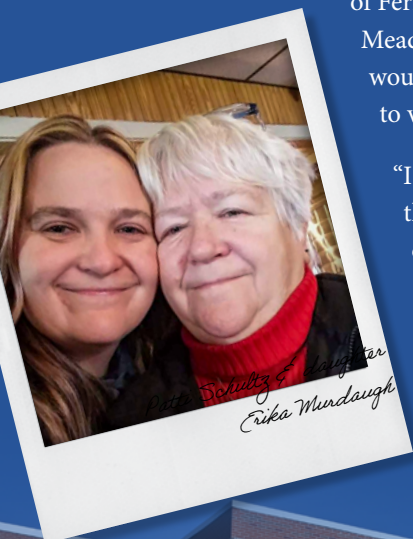
In addition to parents and their adult children, there are a number of siblings working within the health system. They include Jaclyn, Lauren, and Ashley Bell.

Jaclyn and Lauren both work per diem as patient care technicians while pursuing degrees as physician assistants at Le Moyne College and Daemen University, respectively. Toward the end of her high school junior year in 2022, youngest sister Ashley joined our Nutrition Services Department. She is now beginning her freshman year at Nazareth University, with plans to become a speech pathologist.

"I'm super happy my sisters decided to work at Thompson because it encouraged me to get a job at the hospital," she said. "We all look forward to going to work and are thankful for the jobs we have and that we are able to help our community!"

While the Bells all work in the hospital, twin sisters Laurie Krise and Lynette McCloud both work in our M.M. Ewing Continuing Care Center.

Laurie started as a certified nursing assistant in 1987. Four years later, when Lynette wasn't having





*Sisters Lynette McCloud &
Laurie Kriss*

much luck in finding a secretarial position in the community, Laurie encouraged Lynette to join her in working as a CNA. Now, Laurie is the facility's nursing staff coordinator, while Lynette is its clinical reimbursement specialist.

"We carpool every week, taking turns, which is great; it saves on vehicles and gas," Lynette said,

noting that it's nice, after a long day, to have her sister to talk to on the way home.

And although both have busy work days, they typically eat lunch together with a few of their coworkers. "Our husbands say we see each other so much at work and talk all day, how is it that we can talk to each other so much when we are not at work?" Laurie said.

But Laurie and Lynette aren't the only members of their family within Thompson; they have a cousin and also a niece in the operating room, plus Lynette's daughter-in-law is a unit secretary in the Continuing Care Center.

Likewise, sisters Mary Kate Corey and Shannon McCarthy-Leone have a niece working in our Pharmacy.

Currently our nursing director for the ICU, Observation Unit, and Diagnostic Imaging, Mary Kate joined Thompson in 2007. She had grown up inspired by Shannon, who is older and encouraged her along her nursing journey. When our longtime Birthing Center director decided to retire, Mary Kate encouraged Shannon to apply.

Shannon had worked at larger health systems in the region for 30 years, also serving as a nursing instructor, and knew Mary Kate and others had good things to say about Thompson. She also knew – based on a Nurses' Week event she attended at the hospital when Mary Kate received an award – how much the health system values its associates.

Now the two sisters work alongside each other in hospital leadership.

"It is so wonderful to see her throughout the day at meetings and to have the opportunity to learn from each other," Mary Kate said. "I am so thankful that our professional journeys brought us both to Thompson - I'm so lucky to have her here!"

Shannon feels lucky, too. She enjoys seeing her younger sister in action, appreciates having a trusted colleague who will not sugarcoat things, and gets to enjoy special moments like the time she was working Christmas Eve and Mary Kate delivered her favorite cookies. They also get laughs out of the fact that they resemble each other and have similar voices, which occasionally confuses other staff members within the hospital.

"Nothing is better than being mistaken for your younger, smarter sister," Shannon joked.

"There is something great here at Thompson," she added. "I only wish I had come sooner!"

To become part of our Thompson family, check out our current openings at ThompsonHealth.com/Careers.



*Sisters Mary Kate Corey &
Shannon McCarthy-Leone*





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