

Fall 2013

Partners

in health and wellness

A GROWING FAMILY

*Thompson Health's
family practices
add physicians,
locations.*

**Vital services
for women**

*Same-day testing.
Immediate results.
Help make it happen.*

Senior fitness

*Rehab to get you
on your feet.
Training to get
you moving.*



THOMPSON
HEALTH

An Affiliate of the



UNIVERSITY of
ROCHESTER
MEDICAL CENTER

Quality designations



MESSAGE FROM OUR CEO

Growing to meet your needs

THOMPSON EXCELS IN NEW ERA OF HEALTHCARE DELIVERY

AS YOU WILL READ in this issue of *Partners in Health and Wellness*, a number of great things are coming together within Thompson Health.

Just this summer, three nurse care managers joined our family practices to ensure comprehensive care for our patients with high-risk conditions and chronic diseases.

At the same time, our Clinical Quality Department added three highly experienced nurses to work with front-line staff on quality-improvement initiatives within the hospital. These initiatives include the use of visual management tools, which allow you and your family to take a more active role in your care and allow us to be more transparent.

As you will also read in this issue of *Partners*, new services at the hospital include nephrology and pulmonology as well as a revamped Hospital Medicine Program, which is an employed model designed to

enhance patient satisfaction. And our Foundation is garnering community support for our Women's Health and Wellness Center, scheduled to open in 2014.

These are among the many things that position Thompson for success in this new era of healthcare delivery, and I am confident we will have even more to tell you about in the next issue of *Partners*.

Until then, we wish you good health and much happiness.

Michael F. Stapleton, Jr.
President and CEO



Lab draw stations offer fast, friendly service

WHEN YOUR DOCTOR needs you to get blood drawn or have a specimen analyzed, things like a convenient location, a minimal time commitment and friendly service are important. Thompson Health offers all three.

"With a variety of locations and hours, we want to ensure all residents of our region have access to our services. We pride ourselves on delivering fast and friendly service," says Director of Laboratory Services Wendy Blakemore.

You do not need to be a patient of Thompson to use one of its lab draw stations. At each of the five locations, lab orders are welcome from any provider and any hospital, on any type of order form. All samples are sent to the state-of-the-art laboratory at Thompson Hospital for analysis, and results are then immediately forwarded to your doctor.

THOMPSON HEALTH LAB DRAW LOCATIONS

- **Thompson Hospital**
350 Parrish St., Canandaigua
585-396-6540
Monday through Friday: 7 a.m. to 5:30 p.m.
Saturday: 7 to 11:30 a.m.
- **Canandaigua Medical Group**
335 Parrish St., Canandaigua
585-393-2810
Monday through Friday: 7 a.m. to 5:30 p.m.
- **Thompson Medical Center**
1160 Corporate Drive, Farmington
585-924-1512
Monday through Friday: 7 a.m. to 5:30 p.m.
- **Mendon Lab Draw Station**
20 Assembly Drive, Suite 104, Mendon
585-582-2797
Monday through Friday: 7 a.m. to 5:30 p.m.
Saturday: 7 to 11:30 a.m.
- **Victor Lab Draw Station**
6532 Anthony Road, Suite B, Victor
585-924-3199
Monday through Friday: 7 a.m. to 5:30 p.m.
Saturday: 7 to 11:30 a.m.



Registered Nurse Vicky Erway reviews information on a patient's whiteboard. The boards help patients stay involved in their care and are part of the visual management practices at Thompson Hospital.

Whiteboards and more: Focus on constant quality

AS HEALTHCARE SYSTEMS sharpen their focus on improving quality and patient safety, Thompson Health recently proved its ongoing commitment with an award from the New York State Partnership for Patients. The award recognized one of Thompson's many initiatives—visual management.

According to Director of Quality, Safety and Utilization Management Kiera Champlin-Kuhn, visual management involves posting information about the care being provided. It includes:

- Whiteboards in patient rooms to keep both patients and family members up-to-date on care
- Hallway display boards to track progress regarding the health system's aims and share the latest patient satisfaction scores, with information on how to provide feedback

"It's all about keeping the patient or resident and family involved in ensuring the best care possible," Champlin-Kuhn

says. "We want them to be informed and voice any questions or concerns."

To enhance communication, administrators, including the CEO, are doing rounds on patient floors—speaking with associates, patients and families alike.

In the past, quality-improvement programs mostly centered on compliance with regulatory and accreditation agencies. In 2010, as part of healthcare reform, the Centers for Medicare & Medicaid introduced clinical quality measures and a value-based purchasing program, which, instead of providing reimbursement based on the quantity of procedures performed, financially reward the quality of care provided to patients.

"It's proactive," Champlin-Kuhn says, "versus reactive."

To this end, Thompson's Quality and Safety Department recently hired three highly experienced nurses to work with the front-line staff and quality-improvement data specialists Deb Mallula

BE YOUR OWN BEST ADVOCATE

BEING ACTIVELY INVOLVED in your treatment can ensure an optimal healthcare experience.

The National Patient Safety Foundation suggests these steps:

- Keep track of your history, including immunizations, allergies, **updated medications** and dietary supplements.
- Seek information about conditions that affect you, researching options and asking questions of those involved in your care.
- Share your history with your care team, and ask questions if you're not clear on your care.
- Have someone accompany you to appointments to help ask questions and understand instructions.
- Follow the treatment plan, receiving all instructions verbally and in writing. Take medications exactly as prescribed and use home medical equipment and supplies only as instructed.

Find out more about how patients can help ensure safety at www.npsf.org.

and Rebecca Feldman on improving patient care. They are:

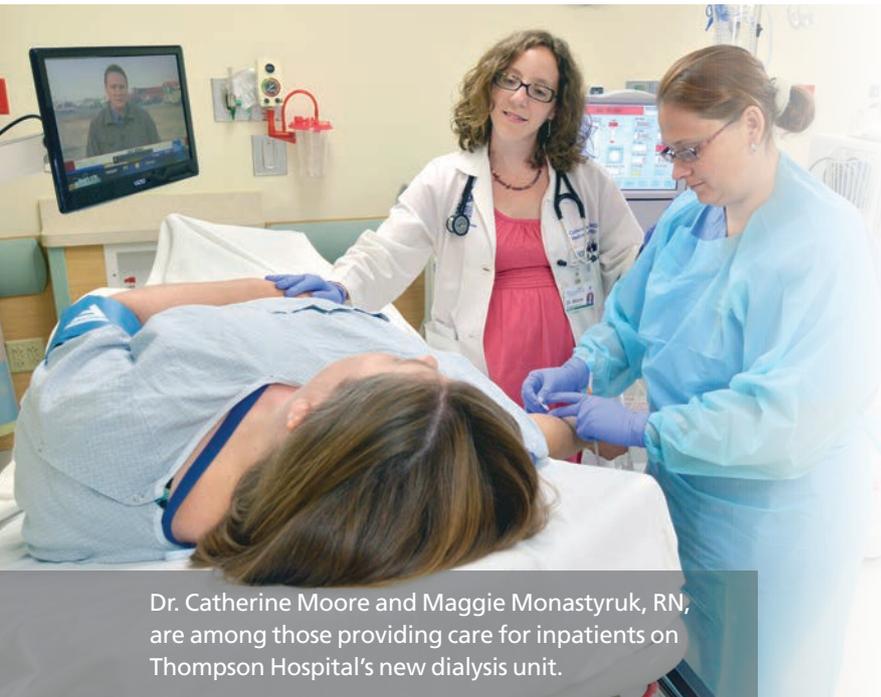
- Beth Wilcox, RN, who has more than 30 years' experience in obstetrics, medical/surgical care, long-term care and nursing management
- Kathryn Tucker, RN, BS, JD, who has more than 20 years' experience in the surgical arena as well as a law degree
- Sarah Gallagher, RN, BSBA, who has experience in both the emergency department and intensive care unit as well as experience as a flight nurse

"Having these three individuals in place to share their knowledge, their skills and their vision is going to make a difference for our patients," says President/CEO Michael F. Stapleton, Jr.



Kiera Champlin-Kuhn, RN, BS

Hospital now offering inpatient dialysis



Dr. Catherine Moore and Maggie Monastyrak, RN, are among those providing care for inpatients on Thompson Hospital's new dialysis unit.

THOMPSON HOSPITAL recently began offering dialysis services to its inpatients as well as referral-based nephrology consultations for both inpatients and outpatients dealing with kidney disease.

The new services, a result of Thompson's 2012 affiliation with the University of Rochester Medical Center, are provided in a newly remodeled space equipped with flat-screen TVs featuring a wide variety of channels.

Dialysis is a blood-cleansing treatment for kidney failure. Previously, patients had to travel to other hospitals with dialysis services in order to receive treatments during their hospitalizations.

According to the Centers for Disease Control and Prevention, the incidence of recognized chronic kidney disease in people 65 and older more than doubled between 2000 and 2008, with diabetes and high blood pressure among the leading causes.

"There is a growing need for dialysis, and our inpatients deserve to be able to receive these services close to home," says Thompson Health Executive Vice President/COO Kurt Koczent.

KIDNEY DISEASE

ARE YOU AT RISK?

KIDNEYS REMOVE waste and unneeded water from your blood. They also make hormones that help keep you healthy, and they regulate the levels of certain chemicals, such as sodium and potassium, in the body.

So if your kidneys aren't working properly, you won't be at your best. For instance, waste and fluid may build up in your body, your blood pressure may rise or your body may not make enough oxygen-carrying red blood cells.

Since you can have kidney problems without realizing it, experts recommend regular screening if you're at risk for the disease. Tests used for screening measure:

- **Blood pressure.** High blood pressure may suggest reduced kidney function.
- **Protein in the urine.** Albumin,

a protein, normally doesn't pass through healthy kidneys, but in damaged kidneys it can leak into urine.

- **Glomerular filtration rate (eGFR).** This is determined with a test that measures creatinine (a waste product from the breakdown of muscle) in your blood. It helps determine how much blood your kidneys filter each minute. Additional tests may also be needed.

TREATMENT OPTIONS

Though chronic kidney disease cannot be reversed, you may be able to slow it down or prevent additional damage. This is possible if you take medication and take other steps to help keep your



Kidney disease often goes undiagnosed. To find out what the symptoms are, visit ThompsonHealth.com and click on "Dialysis & Nephrology Services" under the "Health Care Services" tab.

kidneys healthy, such as managing diabetes and high blood pressure.

If you develop kidney failure, ongoing dialysis may be needed to do the work of your kidneys.

In hemodialysis, blood is cleaned by machine and returned to the body. Peritoneal dialysis introduces a special fluid into the abdomen to clean your blood. The fluid traps waste and is then drained.

A kidney transplant may also be an option if you have advanced and permanent kidney failure.

Sources: National Institute of Diabetes and Digestive and Kidney Diseases; National Kidney Disease Education Program



Shown meeting with a patient are (left to right) Dr. Thomas Mydosh; Dr. Azanaw Tasew; and Dr. Clelia Negrini, medical director of Hospital Medicine for Thompson. These doctors are members of the new Hospital Medicine Program at Thompson Hospital.

NEW PULMONARY SERVICES

THOMPSON HEALTH now offers more services for inpatients dealing with issues related to the lungs and respiratory system.

As of August, pulmonologists are treating inpatients at Thompson Hospital. Consultations are available through on-call pulmonologists at the University of Rochester Medical Center, with which Thompson affiliated in 2012.

Senior Vice President of Medical Services Carlos R. Ortiz, MD, says with pulmonologists on-site on a regular basis, more bronchoscopies can be performed at Thompson. A bronchoscopy is an outpatient diagnostic procedure involving a thin fiber-optic tube.

"This enhancement of services is a natural step in the affiliation and the evolution of improving local, in-hospital services, and it will benefit the community by allowing us to locally manage some of the more complicated medical cases," Dr. Ortiz says, noting the goal is for further outpatient pulmonary services in 2014.

arrange for follow-up care and prescribes the necessary medications.

According to the SHM, studies show hospitalists can help reduce patients' lengths of stay and treatment costs as well as improve overall efficiency of care.

Thompson Health Executive Vice President/COO Kurt Koczent says there is a tremendous amount of experience among the new hospitalists hired by Thompson.

"The caliber of physicians and mid-level providers we've been able to recruit is raising the bar of care for our patients," he says. "They're experienced, they're proven and they all come with great reputations of being team players and patient advocates."

Hello, hospitalists

NEW THOMPSON-RECRUITED TEAM PROVIDES INPATIENT CARE

THE PHYSICIANS, physician assistants and nurse practitioners providing care to Thompson Hospital's inpatients are now recruited and hired by the health system.

This transition occurred over the summer, when the hospital ended its contract with an outside group and created its own team of Thompson-employed hospitalists.

"We have experienced great success in both customer satisfaction and clinical quality with our employed physicians in our Emergency Department, our Urgent Care Center and our family practices, so we created this team with high expectations and have already been very pleased with the results," says Paul Sandroni, director of Hospital Medicine for Thompson.

The term "hospitalist" was first coined in 1996, according to the Society of Hospital Medicine (SHM), and there are currently more than 34,000 hospitalists practicing

across the country. After medical school, they have typically undergone residency training in internal medicine, family practice or pediatrics, although some receive training in other medical disciplines.

Instead of specializing in caring for a specific disease, a hospitalist is trained to take care of a person during his or her entire hospital stay, from admission until discharge. A hospitalist works closely with the patient's primary care physician, as well as any surgeons or other specialists who have treated the patient, and also collaborates with nurses, pharmacists, other members of the care team, and the patient and family.

At discharge, the hospitalist discusses a patient's future treatment needs, helps



Questions on our Hospital Medicine Program? Visit ThompsonHealth.com, click on "H" under "Health Services A-Z," and then select "Hospitalists"—or call **585-396-6129**.

NEED A PRIMARY CARE DOCTOR?

All five of Thompson's family practices are currently accepting patients:

- **Canandaigua**, 3170 West St., 585-396-6990
- **Honeoye**, 3 Honeoye Commons, 585-229-2215
- **Lima**, 7325 Community Drive, 585-624-1960
- **Shortsville**, 15 Canandaigua St./Route 21, 585-289-3560
- **Victor**, 53 W. Main St., 585-924-0690



Dr. Audra Laing LeBoo, a provider at Thompson's Canandaigua family practice location, meets with a patient.

Welcome to the family

THOMPSON'S FAMILY PRACTICE/INTERNAL MEDICINE TEAM IS GROWING

THOMPSON HEALTH IS ADDING four physicians—and two new locations—to its family practices. Three of the physicians are well-established locally, while the fourth is relocating from the Chicago area.

DR. WILLIAM V. CRAIG, SHORTSVILLE

Certified by the American Board of Internal Medicine, Dr. William V. Craig is a former emergency physician whose practice had been on Route 21 in Shortsville

since 2001. On Sept. 9, he became part of Thompson Health's Shortsville practice at 15 Canandaigua St. in Shortsville, joining family practitioner Dr. Craig Sillick.

DR. ELISABETE G. SHARP, VICTOR

Soon, a new physician will join Dr. John Sharza, Dr. John McGuire and physician assistant Jennifer Mead-Samuels at Victor Family Practice. Dr. Elisabete G. Sharp did her family medicine residency at Saints

Mary and Elizabeth Medical Center in Chicago. A native of Brazil, she also completed an obstetrics-gynecology residency at the Perinatology Institute of Bahia in Salvador, Brazil.

DR. MARC S. ZARFES, FARMINGTON

Board-certified by the American College of Osteopathic Family Physicians and practicing in the Finger Lakes since 1985, Dr. Marc S. Zarfes has a practice located at 5505 Route 96 in Farmington. As of press time, Dr. Zarfes had signed an agreement with Thompson for his practice to become a Thompson practice, pending state approval.

DR. ZBIGNIEW LUKAWSKI, CLIFTON SPRINGS

Certified by the American Board of Internal Medicine, Dr. Zbigniew Lukawski has also signed an agreement with Thompson. Dr. Lukawski has operated a private practice on East Main Street

Continued →

ENHANCING PATIENT-CENTERED CARE

THOMPSON'S FAMILY PRACTICES ADD NURSE CARE MANAGERS AND PATIENT PORTAL

PEOPLE MAKE THE DIFFERENCE

As healthcare reform focuses more attention on the management of high-risk conditions and chronic diseases such as diabetes, high blood pressure and emphysema, Thompson Health has added three registered nurse (RN) care



Cathy Shannon

managers to assist in coordination of the care for these patients in the health system's family practices.

"We are so fortunate to be able to offer this enhanced level

of care to our patients, especially at a time when management of chronic diseases is more critical than ever," says Director of Practice Management Cathy Shannon.

All three RN care managers work full-time and are staffing the five practices:

- In Shortsville is Janette Aruck, formerly a staff nurse at the VA Medical Center in Canandaigua.
- In Canandaigua and Lima is Barbara Geralomi, who has been with Thompson for 26 years, most recently as a nurse coordinator at our Lima Family Practice.
- In Honeoye and Victor is Erin Nye, who came from Rochester General Hospital's emergency department and has worked in Thompson's family practices.

"The caliber of these three individuals is just phenomenal, and we are thrilled to have them in these new positions, playing such important roles in the care of our patients," Shannon says.

The care managers provide assessment, care coordination, advocacy and coaching for patients who have recently been admitted to the hospital or emergency room or who have been identified as being at risk for admission.

MAKING FAMILY MEDICINE YOUR MEDICAL HOME

Funding for the positions was awarded earlier this year when Thompson's family practices were selected as second-year participants in the Center for Medicare & Medicaid Innovation (CMMI) grant administered by the Finger Lakes Health Systems Agency.

Backed by the Patient Protection and Affordable Care Act, the CMMI grant supports promising new payment and care-delivery models for Medicare, Medicaid and the Children's Health Insurance Program.

By incorporating the new RN care managers, Thompson is farther along in the ongoing transformation of its family practices to patient-centered medical homes (PCMH) certified by the National Committee for Quality Assurance.

The PCMH care-delivery model offers a comprehensive, team-based approach to care, focused on preventive care and resulting in greater patient satisfaction and lower hospitalization rates.

GIVING YOU ACCESS ONLINE

Supporting PCMH is a new patient portal, offered online at **ThompsonHealth.com** to Thompson's family practice and rheumatology patients.

The portal gives a patient secure access to portions of his or her medical records, as well as the ability to:

- Send and receive test results and other non-urgent messages
- Easily update personal information
- Request a refill for a medication prescribed by a provider at the practice
- View upcoming and previous appointments, and request an appointment
- View and print current medications and allergies

"Think of the patient portal as an online account with your doctor's office—similar to online banking accounts—where the information you view pulls from your own personal medical record," says Shannon. "It allows you to take a more active role in your healthcare."



RN care managers (left to right) Erin Nye, Janette Aruck and Barbara Geralomi staff Thompson's family practice locations.

in Clifton Springs for many years. He plans to remain in his current location and—pending state approval—become a Thompson practice.

PERFECT PARTNERS

According to Thompson Health Executive Vice President and COO Kurt Koczent, becoming part of Thompson means Drs. Craig, Zarfes and Lukawski can

convert from paper records to electronic records and have better access to specialists at Thompson and the University of Rochester Medical Center, of which Thompson is an affiliate.

"We are very excited about these partnerships," Koczent says. "Having these three highly respected local primary care physicians join Thompson allows us to broaden our outreach to the communities



For more information or to fill out a patient registration form, visit **ThompsonHealth.com** and click on "Family Practices" under "Health Care Services."

we serve, while adding Dr. Sharp to our Victor practice—with her gynecology background—will allow us to better meet the demands of the population there."

A healthy start for moms and babies

IT'S NOT AN EXAGGERATION to say breast milk is the perfect first food. Here are just a few ways that nursing helps babies thrive:

- Breast milk contains disease-fighting antibodies that help a newborn's immune system fight off respiratory infections, urinary tract infections, earaches and other illnesses.
- Compared to formula-fed babies, breastfed babies have a lower risk for sudden infant death syndrome (SIDS). Breastfed babies are also less likely to have type 2 diabetes or asthma or to become obese.
- Breast milk is easier to digest than formula for most babies, especially premature babies. As a result, breastfed babies tend to have less gas and fewer feeding problems than their formula-fed counterparts.

Breastfeeding may also promote brain development. Some research suggests babies who are nursed go on to score higher on intelligence tests than those who are fed formula.

GOOD FOR MOMS TOO

Nursing burns calories and can help a woman lose leftover pregnancy pounds

more quickly. It also reduces the risk for postpartum depression and certain cancers.

And according to materials distributed by Thompson Health during Breastfeeding Awareness Month in August, breastfeeding—because it is free—can save more than \$1,500 during the first year of the child's life.

These benefits for both babies and moms are a key reason why many doctors advise women to nurse their babies for at least six months after delivery.

The benefits are also why Thompson Hospital's Birthing Center has a certified lactation consultant and six certified breastfeeding counselors providing specialized support to mothers. These certified registered nurses offer a prenatal lactation class, provide education and assistance after delivery, and instruct the nursing staff with evidence-based training.

The lactation consultant follows up with mothers after they are sent home, and patients are provided with her phone number and the nursery phone number in case they have questions. In



Paula Faulkner is one of the registered nurses in Thompson Hospital's Birthing Center certified as a breastfeeding counselor.

addition, patients may come to the hospital for a consultation with a specialist if they have feeding difficulties.

As a result, in 2011—the year from which the most recent data is available—72.7 percent of newborns at Thompson were fed breast milk exclusively, compared to a statewide average of 39.7 percent.

“Exclusive breastfeeding is a challenging target, and success requires a team approach and the delivery of consistent and accurate information to moms and families,” says Birthing Center Director Deb Jones. “I am very proud of the Birthing Center staff for their commitment and accomplishments. They are really dedicated to helping moms achieve their goals.”

Sources: American College of Obstetricians and Gynecologists; Office on Women's Health

Visitors to Thompson Hospital who need to breastfeed during a visit can go to the Information Desk in the main lobby for information about access to its Birthing Center, where they can breastfeed in private.

Get more breastfeeding advice and support at www.womenshealth.gov or www.lli.org.



Seniors can start exercise routines safely, successfully



Certified athletic trainer Jeremy Herniman of Thompson Health Rehabilitation Services works one-on-one with seniors.

MAINTAINING AN ACTIVE LIFESTYLE as you age is not only good for your body, but also for your mind, your mood and your memory.

“No matter what your age or physical condition, you will benefit from regular exercise,” says Thompson Health certified athletic trainer Jeremy Herniman.

Starting a regular fitness routine can be intimidating at any age, however, and this is especially true for those who have not been active and for those recovering from illness or injury. Many health clubs, community centers and senior living communities offer programs designed specifically for seniors, but Herniman says

an alternative is a one-on-one program based on a person’s unique physical abilities and personal goals.

The Senior Fitness Training program offered by Herniman focuses on improving flexibility, balance and strength. Training sessions are twice a week (on Mondays and Wednesdays) for four weeks at the Constellation Center for Health and Healing on the main campus of Thompson Health in Canandaigua.

Pretests are conducted, and results are used to create a customized exercise

plan tailored to the participant’s individual needs.

“The program can be modified as needed and is structured to allow you to go at your own pace,” Herniman says, noting the program is also designed to help a senior maintain the exercise routine independently.

The cost of \$80 per person includes an exercise book.



To sign up for Senior Fitness Training, call Thompson Health Rehabilitation Services Department at **585-396-6050** and ask to speak to Jeremy Herniman.

REHABILITATION SERVICES OFFERS COMPREHENSIVE CARE

REHABILITATION ISN’T JUST about regaining strength, agility or physical ability. It’s also about regaining your sense of self and your enjoyment of life.

At Thompson Health, more than 50 licensed, credentialed professionals from many disciplines provide the expert care individuals need to achieve their goals—not just as therapists but as full partners, coaches and cheerleaders.

Located in the Constellation Center for Health and Healing on the main campus of Thompson Health in Canandaigua, Thompson Health Rehabilitation Services offers a comprehensive array of services:

- Athletic training
- Aquatic therapy
- Hand therapy

- Lymphedema therapy
- Physical therapy
- Occupational therapy
- Speech therapy
- Sports medicine

A satellite location at the Thompson Medical Center at 1160 Corporate Drive in Farmington offers pre- and post-surgical orthopaedic rehabilitation, spine rehabilitation, work conditioning,

treatment of general orthopaedic conditions, and upper extremity or hand therapy.

Rehabilitation Services Director Carole Drake says improving lives is truly the passion of her team members.

“We use state-of-the-art equipment and evidence-based treatment procedures to maximize your benefit and potential,” she says. “We work closely with you, your family and your physician to develop a customized plan of care, and we celebrate with you as you take steps toward optimal health.”



How can Thompson Health Rehabilitation Services help you? Visit **ThompsonHealth.com**, or call **585-396-6050**.

Are you feeling **the burn** a lot?



If heartburn's been bothering you, call your physician to find out if you might need an endoscopy.



YOU MAY HAVE MORE THAN GARDEN-VARIETY HEARTBURN

IF YOUR MEALS sometimes leave a bitter taste in your mouth, it might not be the food. Heartburn occurs when stomach acid washes back into your throat, and it not only tastes sour but also can cause a burning feeling in your lower chest.

Occasional heartburn is common. But if it occurs more than twice a week, you could have a more serious condition called gastroesophageal reflux disease (GERD).

"It's very common, and we see people who have daily symptoms," says Dr. Raymond M. Thomas, a gastroenterologist and medical director of Thompson Hospital's Ambulatory Procedures Center.

People with GERD may have a dry

cough, a sore throat or a hoarse voice. Untreated GERD can cause bleeding or ulcers. Tissue damage can narrow the esophagus and make swallowing difficult.



Dr. Raymond M. Thomas

Often, these lifestyle changes can help relieve symptoms:

- Losing weight, if necessary
- Avoiding large meals and not eating for two to three hours before bedtime
- Avoiding spicy or acidic foods and drinks
- Raising the head of your bed about 6 to 8 inches
- Not smoking or drinking alcohol

When lifestyle changes do not relieve symptoms, Dr. Thomas says, there are GERD medicines that are very effective.

No matter what, don't ignore symptoms that persist. Talk to your doctor, because a diagnostic test called an endoscopy may be in order.

"If someone has had GERD for many years and has not had an endoscopy, it's probably a good idea to have one, because there can be precancerous changes and we want to make sure you don't have these changes," Dr. Thomas says.

CANCER PATIENTS

Style Shop offers confidence, compassion

WHEN BREAST CANCER SURVIVOR Kimberly Baldwin was diagnosed and about to embark on treatment, she wanted to find a wig she would feel comfortable in.

The Gorham mother of four didn't have to go far. In fact, she learned from her doctors at the Sands Cancer Center about the Style Shop, located right inside the facility at 360 Parrish St. in Canandaigua.

Funded through a patient needs fund made up of community donations, the Style Shop offers complimentary wigs, scarves, hats and other items to Sands patients.

Baldwin was pleased with the selection and even more pleased to find a wig similar to her previous hairstyle. "People didn't even know it was a wig," she says.

Sands Cancer Center Coordinator Susan Bonanni assists patients like Baldwin with many aspects of care but says helping them in the Style Shop is especially rewarding.

"It's such a personal decision, and they often get tearful when they find the right one," she says. "Having that extra confidence can really serve as a source of strength in a challenging time."



The Sands Cancer Center is a partnership of Thompson Health, Highland Hospital, and Interlakes Oncology and Hematology. For details, call **585-396-6780** or visit **ThompsonHealth.com** and click on "Sands Cancer Center" under "Health Care Services."



WOMEN'S CENTER

Making every moment count



EACH YEAR, more than 10,000 women receive breast imaging services from Thompson Health.

Breast cancer survivor Carol Lillis of Canandaigua is one of those women, and she says her experiences at Thompson following her 2010 diagnosis involved "100 percent kindness, compassion and help."

Now Lillis is among those lending her voice to Thompson's \$2.5 million capital campaign for a new Women's Health & Wellness Center in Canandaigua.

"I think it's a stroke of genius, really," she says. "It just makes perfect sense to make something that's good a whole lot better."

Foundation Director Anita Pietropaolo says community members are showing support.

"We are confident this is a campaign others will get behind, because a continuum of preventative care, treatment and support means so much to so many of us," Pietropaolo says.

Located just across Parrish Street from Thompson Hospital, the new facility is expected to break ground in 2014 and will provide:

- Same-day testing and results, available at the same location
- Private access to all breast imaging services
- A Navigation Team to ensure immediate

access to emotional, financial and spiritual support as well as to coordinate all necessary appointments

Pietropaolo says Thompson is meeting the current diagnostic needs of the community with top-notch doctors, nurses and diagnostic imaging specialists as well as the most advanced technology available. However, scheduling demands on facilities and equipment make it impossible to provide an immediate transition from one diagnostic treatment to the next.

"All of us, together, can make a profound difference in the health of local women for many years to come."

— Anita Pietropaolo, *Foundation director*

"The ability to receive same-day results takes away that degree of uncertainty," she says, adding, "Even when

there is a diagnosis of cancer, having the results immediately allows a woman and her care team to begin making treatment plans right away."

In addition to conducting screening and diagnostic mammography, breast ultrasounds, biopsies, breast tomosynthesis, drainage and localization procedures, the Women's Health & Wellness Center will offer bone density testing.

The capital campaign will not only fund the construction of the facility but endow the position of a nurse acting as a breast health navigator, someone who Lillis says will provide vital guidance and reassurance.

"I can't imagine what it would be like to go through alone," she says, noting that while she had a strong network of family and friends, she realizes not all women are as fortunate.



Carol Lillis



Scan the QR code or go to **ThompsonHealth.com** to discover more about the project. Donations may be made online—or you may contact the Foundation at **585-396-6155** or use the envelope inserted in this magazine to send in a contribution today.



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CALENDAR OF EVENTS

WORLD DIABETES DAY COMMUNITY FORUM

**Thursday, Nov. 14, 4:15 to 7:30 p.m.,
Constellation Center for Health
and Healing at Thompson
Hospital, 350 Parrish St. in
Canandaigua**

A panel discussion will include a dietician, a pharmacist, a physical therapist and a dentist. Refreshments will be served. There is no charge to attend, but RSVPs are required and may be made by calling **585-396-6233** or by visiting ThompsonHealth.com.

THOMPSON GUILD TREE OF LIGHTS CEREMONY

**Monday, Dec. 2, 7 p.m., Thompson
Hospital, 350 Parrish St. in
Canandaigua**

A minimum donation of \$5 designates a light in honor of or in memory of a loved one. Call **585-396-6155** for details.

22ND ANNUAL HOLIDAY BAZAAR

**Thursday, Dec. 5, 8 a.m. to
4 p.m., M.M. Ewing Continuing
Care Center at 350 Parrish St. in
Canandaigua**

Featuring dozens of vendors with a wide variety of handmade crafts, this event benefits programs that enhance the lives of residents of M.M. Ewing, a 188-bed skilled-nursing facility.

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



Find us on Facebook

CARINGBRIDGE

Offering support online

DURING AN ILLNESS or recovery from an injury, having friends and family connect online is a convenient way to ensure everyone has the latest information. It can also provide the individual and his or her loved ones with words of encouragement and support when it's needed most.

This is why Thompson Health recently set up a link from its home page to CaringBridge, a free service providing personal, password-protected sites for sharing health updates. A nonprofit funded by donations, CaringBridge is for any health condition—big or small—and is accessible to anyone, anywhere, 24 hours a day.



To find out more about how CaringBridge works and its terms of use, visit the CaringBridge link at ThompsonHealth.com.

