

Fall 2015

Partners

in health and wellness

BREAST IMAGING CENTER NOW OPEN!

Leading-edge, 3-D technology is available in each room at the new facility—the only one in the region where this is the standard of care for every patient.

Do antibiotics help or harm you?

Why they're not recommended for every malady.

Donor spotlight

For Jean Seager, every day she volunteers is a special day.



UR
MEDICINE

THOMPSON
HEALTH



Becker's Hospital Review



Joint Commission Top Performer on Key Quality Measures®



MESSAGE FROM OUR CEO

Changes to advance your care

WITH OCTOBER widely observed as Breast Cancer Awareness Month, Thompson Health is pleased this fall to be able to offer enhanced services to the more than 10,000 area women receiving breast imaging services from us each year. After detailed planning and a capital campaign generously supported by our community, we opened the Dr. Laurie Sands and Constellation Brands Breast Imaging Center on Aug. 31.

As you will read in this issue of *Partners in Health and Wellness*, this facility features the latest technology, along with the compassionate approach for which Thompson is known. Its opening is just one of the latest advances in our mission to continually improve the health of the residents of the Finger Lakes and surrounding region. Strengthening the palliative care presence in our hospital and renovating our M.M. Ewing Continuing Care Center are

also among the recent developments highlighted in this issue, along with the prestigious certifications detailed below.

As we enter a season associated with change, we invite you to read about how Thompson is changing to meet your needs, as well as how you can make changes to improve your own health. After all, we're in this together.



Michael F. Stapleton, Jr., FACHE
President and CEO



Surgeons from Canandaigua Orthopaedic Associates joined Thompson Health associates in hosting a team of experts from The Joint Commission earlier this year.

Outstanding orthopaedics

TWO SURGERY PROGRAMS GET THE GOLD SEAL OF APPROVAL

THOMPSON HEALTH recently earned The Joint Commission's Gold Seal of Approval for demonstrating compliance with the national accrediting body's state-of-the-art standards for both hip and knee replacements.

The Gold Seal of Approval—a symbol of quality reflecting an organization's commitment to providing safe and effective patient care—came after a rigorous, on-site review at Thompson Hospital in April of this year.

An interdisciplinary team made up of Thompson staff members and surgeons from Canandaigua Orthopaedic Associates hosted experts from the commission. The experts evaluated Thompson's compliance with national disease-specific care standards and with

specific requirements related to hip and knee replacements. Clinical practice guidelines and performance measures also were assessed.

"This important certification validates Thompson's excellence in joint replacement surgery and rehabilitation," says Thompson Executive Vice President and Chief Operating Officer Kurt Koczent. "You can be confident in the care provided by our comprehensive team composed of surgeons, nurses, hospitalists, physical therapists and social workers. They will guide you through the process step-by-step, returning you to optimal health and mobility."

Free educational classes regarding total joint replacement are held monthly. For more information, please call **585-396-6050**.



There's no place like a patient-centered medical home

HOW CAN A NEW HOME help you stay healthier? When it's your patient-centered medical home (PCMH).

All eight of Thompson Health's primary care practices have PCMH certification from the National Committee for Quality Assurance. And a PCMH is much more than a place. It's a way of providing primary health care.

In a PCMH, your primary care provider leads a team that partners closely with you throughout your life. Nurses, nutritionists, pharmacists and other professionals might be on your team too. If they aren't physically part of the primary care practice, they may be linked electronically.

To help ensure you receive the care you need, your PCMH is:

• **Focused on you as a whole person.**

This means taking into account your culture, values and preferences, and helping you learn about—and manage—your health.

- **Comprehensive.** It makes sure you get the majority of care you need, from preventive screening to treatment for acute illnesses and chronic conditions.
- **Coordinated.** When you need care at another site, like a hospital, your PCMH helps make sure crucial information—like your allergy to a medicine or exactly which test you need—doesn't slip through the cracks.
- **Committed to quality and safety.** Your PCMH team measures and improves performance to make sure you receive excellent care and have a positive experience.

Sources: Agency for Healthcare Research and Quality; American Academy of Pediatrics



Elisabete Sharp, MD, is part of the team at Thompson Health's Victor Family Practice, which—like all of Thompson's primary care locations—is certified as a patient-centered medical home (PCMH).



To learn more about Thompson's primary care locations, visit ThompsonHealth.com. Go to the "Health Care Services" tab, then click on "Primary Care" under "Health Services."



Bryan Sandler, MD



Alice DeMallie, FNP

TWO PROVIDERS JOIN PRIMARY CARE TEAMS

In September, Thompson Health welcomed a new physician to its Canandaigua Family Practice location.

Bryan Sandler, MD, is a graduate of the University of Buffalo School of Medicine and Biomedical Sciences. He recently completed a three-year family medicine residency program with Williamsport Family Medicine in Williamsport, Pennsylvania.

A member of the American Academy of Family Physicians and the American Medical Association, Dr. Sandler has certifications in advanced life support in obstetrics, basic life support, advanced cardiovascular life support, pediatric advanced life support and Neonatal Resuscitation Program.

WELCOME BACK

Earlier this year, Thompson's Shortsville Family

Practice welcomed a team member as well—someone many patients may recall. Family Nurse Practitioner Alice DeMallie worked at Shortsville Family Practice from 2006 to 2008. She is a 2003 graduate of the family nurse practitioner program at Yale University in New Haven, Connecticut.

"We are excited that Alice has returned to Thompson, and we are equally excited to welcome Dr. Sandler," says Thompson Executive Vice President and Chief Operating Officer Kurt Koczent. "Both provide exceptional, compassionate health care to our patients."

Both Dr. Sandler and DeMallie are among the providers at Thompson primary care locations who are accepting new patients. For a full list, visit ThompsonHealth.com and click on "Primary Care" under "Health Services."

Building a bigger, better gym

RENOVATIONS
ARE UNDERWAY
AT M.M. EWING



The M.M. Ewing Continuing Care Center is upgrading its Rehabilitation Services area to meet increasing demand.

THE M.M. EWING CONTINUING CARE CENTER now has a more spacious, modern gym, where both long-term residents and those recovering from illness or injury before returning home can work with physical therapists and occupational therapists.

Renovations, which began in August, involve moving Rehabilitation Services from a smaller gym on the lower level of the skilled-nursing facility to a 700-square-foot gym on the main floor. This move also adds 460 square feet of office space for the therapists as well as a 300-square-foot area for occupational therapy.

"We are extremely excited to expand our spaces within the Rehabilitation Services Department to meet the growing needs of our residents and community," says physical therapist Mathew Janczak, clinical coordinator of Rehabilitation for M.M. Ewing.

In addition, private rooms with flat-screen TVs are being created for people who are staying at M.M. Ewing temporarily—while recovering from surgeries or strokes, for example.

Work is expected to be completed by early 2016.

CERTIFIED NURSING ASSISTANT

Rewarding work and learning opportunities

EVERY TIME Courtney Healy comes to work at the M.M. Ewing Continuing Care Center, she is confident she is going to make a difference.

Caring for residents as a certified nursing assistant (CNA) at the skilled-nursing facility is rewarding, according to Healy, who has found that little things—such as remembering that a resident likes her bed made in a certain manner—go a long way.

"I like being able to help somebody and knowing I made their day a little better," she says.

Becoming a CNA is a career choice with many possibilities, according to Erin Williamee, Senior Recruiter/Generalist with

Thompson's Associate Services Department. For example, she notes, many go on to become licensed practical nurses or registered nurses.

There are often openings at M.M. Ewing for CNAs, who provide personal care and assist with the tasks of daily living.

Here's how it works: Following an interview and a pre-employment physical, Thompson hires a person for a CNA position and then pays the cost of the four-week training at Finger Lakes Community College. After certification is completed, three to four weeks are spent with supervised, hands-on training in the particular area of the Continuing Care Center where



For information, visit ThompsonHealth.com and browse the "Careers" section, or call Erin Williamee at 585-396-6594.

the CNA has been hired. Also, the first day of class is considered to be the hire date, so a person is paid an hourly rate during training. This rate increases once the person is certified.

Those trained as CNAs through Thompson agree to stay for at least one year. If a person chooses to leave before the year is up, she or he reimburses Thompson for the wages earned during training. Like any Thompson associate, notes Williamee, a CNA who decides to pursue further education is eligible for tuition assistance through available grants and scholarships.



Courtney Healy, CNA

Medication adherence America's other drug problem

ACCORDING TO the National Council on Patient Information and Education, nearly three out of four Americans report not always taking their medications as directed. This can lead to serious health consequences, especially for people affected by diabetes, respiratory disease and cardiovascular disease.

"It increases hospital admissions and costs the country billions of dollars," says Thompson Health Director of Pharmacy Christopher Dailey, PharmD.

In the U.S., more than 60 percent of adults over the age of 65 take at least five medications each week, with 15 percent taking more than 10. "It is not surprising to learn that patients in this age group are more likely to have a medication error or adverse drug event," Dailey says.

According to Thompson Health Quality Improvement Registered Nurse Beth Wilcox, studies document a rise in the incidence of drug reactions from 6 percent in patients taking two medications a day to as high as 50 percent in patients taking five drugs a day.

Studies also suggest one of the most effective means to increase your medication safety is by maintaining and carrying your current medication list.

With the advent of electronic medical records, each time you visit a hospital, your primary doctor's office or a specialist's office, you receive a very important document—your up-to-date clinical visit summary, which outlines all aspects of your care, including your allergies and list of current medications.

"Keep it in your purse, wallet or pocket; where you take your medicines in your home; or on the refrigerator door. Tell your family, friends and neighbors about the benefits of this summary and where it is kept. Also, make sure the summary goes with you to your next healthcare visit," Wilcox says.

This way, medicines that cannot be taken with other medicines are corrected. Similarly, if you are taking two medicines for the same reason, the pharmacist, doctor or nurse can correct it. Let your doctor know if you are taking vitamins, herbs and/or dietary supplements as well.

In addition, Wilcox notes, keeping the clinical visit summary updated and available saves you time because you won't have to repeat your medications to each healthcare provider.

"It's a simple step that can make a big difference," she says.



Christopher Dailey, PharmD



Beth Wilcox, RN



Pharmacists like Mary Freeman, PharmD, are among those at Thompson Health working to educate patients about medication safety.

PICK A CARD

Pocket cards to help you keep track of your medications are available at the information desks in the front lobby of Thompson Hospital and near the entrance to its Constellation Center for Health and Healing.

THE DO'S AND DON'TS OF TAKING YOUR MEDICINES

- DO** remember to fill your prescriptions.
- DO** take your medicine how and when the doctor directs.
- DO** ask family and friends to remind you—or remind yourself by linking it with something else you do around the same time, such as brushing your teeth.
- DO** keep a calendar or a chart to write down when you take your medicines.
- DO** check with your doctor if you have any issues with your medicine.
- DON'T** skip doses.
- DON'T** take more than prescribed.
- DON'T** stop taking your medicine unless directed to do so by your doctor.



DESIGNED FOR YOU

Leading-edge 3-D technology and MammoPad® breast cushions are just two of the features available in the new Center, located at 195 Parrish St. in Canandaigua.

Breast Imaging Center now open



BREAST CANCER SUPPORT GROUP MEETS MONTHLY

Thompson Health hosts a Breast Cancer Support Group on the third Wednesday of each month at 7 p.m. in the Dr. Laurie Sands and Constellation Brands Breast Imaging Center, 195 Parrish St., Suite 103, Canandaigua.

Facilitated by Jennifer Klein, a certified holistic stress management instructor, this group provides support and education. Support persons are welcome. Call **585-396-6111** for details.

THE UR MEDICINE Breast Imaging Center at Thompson Health, officially known as the Dr. Laurie Sands and Constellation Brands Breast Imaging Center, opened to patients on Aug. 31. Located across from Thompson Hospital in the Lakeside Professional Park at 195 Parrish St., the 7,000-square-foot Center features tomosynthesis technology, which Thompson first began offering in its Mammography Department in May of this year.

This state-of-the-art technology provides 3-D imaging and is available in each room at the Breast Imaging Center, the only facility in the region where this is the standard of care for every patient.

"Nobody needs to ask for it. Nobody needs to go anywhere else," says Avice O'Connell, MD, Director of Women's Imaging for the University of Rochester Medical Center and the Medical Director for the new Breast Imaging Center.

Research indicates the combination of tomosynthesis and conventional 2-D

mammography has the potential to:

- Find tumors that may have otherwise remained hidden.
- Reduce the number of women called back for anxiety-producing extra testing due to false positives.
- Improve doctors' ability to diagnose breast cancer earlier.

Following a celebratory "Bra-Vo for Breast Health" fashion show at Lord & Taylor in Victor in August, the new Center hosted an open house for the community on Sept. 23.

"This fully accredited, comprehensive center is a reality, thanks to the generosity of donors who believe in Thompson Health's ongoing commitment to providing advanced technology and compassionate care," says Thompson Health President and CEO Michael F. Stapleton, Jr., FACHE.

In addition to mammograms with tomosynthesis technology, the new Breast Imaging Center also provides bone density screening, breast ultrasounds, biopsies and a Breast Health Patient Navigation Team dedicated to



Breast Health Navigation Nurses Mary Ellen Fiorille, RN, and Gennell Moore, RN

EVERY STEP OF THE WAY

Every year, more than 10,000 women receive breast imaging services from Thompson Health. For those who receive a diagnosis of breast cancer, the Breast Health Patient Navigation Team is standing by, ready to provide immediate access to a variety of support services:

- Linking a patient to the appropriate professionals
- Coordinating follow-up appointments
- Managing the delivery of reports to the patient's care team
- Connecting the patient to community resources, including support groups

"We really want to support these women straight through their experience," says Director of Diagnostic Imaging Wendy Mulholland. "This team is there for them through their diagnosis, their treatment, their after-care and their survivorship."

Central to the team are Breast Health Navigation Nurses Mary Ellen Fiorille and Gennell Moore, both of whom have been with Thompson for 10 years. These nurses are with women when they receive their biopsies, explaining procedures and letting them know what to expect next so they are less likely to feel overwhelmed. They also provide education and help women filter through the information being provided to them.

"Women tend to not want to accept help. We're the caregivers," Fiorille says. "We make sure they have support from family, and remind them it's OK to get help."



Wendy Mulholland



Carole Lillis



Avice O'Connell, MD



Krista Jackson

you're going to walk home thinking, 'OK, they found it and now we're going to treat it,'" she says. "We're so fortunate in a town the size of Canandaigua to have this at our disposal."

For Wendy Mulholland, director of Diagnostic Imaging at Thompson, the hope is that the excitement surrounding the opening of the Breast Imaging Center will help draw attention to the benefits of early detection.

After all, she notes, the American Cancer Society recommends yearly mammograms for all women over age 40. These screening exams detect breast cancer before symptoms occur, meaning the cancer is more likely to be small and confined to the breast.

Mulholland says the size of a malignant breast tumor and how far it has spread are two of the most important factors in predicting the prognosis for a woman with this disease.

And yet according to research, only about half of U.S. women get an annual mammogram, even if they have insurance to cover the test.

It's something that troubles Krista Jackson, of Canandaigua, a breast cancer survivor who was diagnosed at the age of 41.

"The treatments and outcomes are so much better if we catch these things early on, so don't delay in getting a mammogram," she says. "We have a great facility and resources right at your fingertips, so there's no excuse for not going."

giving patients immediate access to a variety of support services essential for treatment and overall well-being.

Also available at the Breast Imaging Center are same-day results, which is something Carole Lillis is excited about.

Lillis, of Canandaigua, was diagnosed with breast cancer at Thompson Hospital in 2010 and was so pleased with her care that she became an active supporter of the \$2.5 million capital campaign for the Breast Imaging Center.

Lillis says same-day results are "wonderful."

"You're either going to walk home thinking, 'OK, everything's great' or

Support for a serious illness

THE BEST possible quality of life. Relief from pain. Emotional support. Certainly, if you're facing a serious illness—whether it's cancer, heart disease or something else—this is what you hope for.

It's also the goal of a special type of medical care known as palliative care. Unlike hospice care, which focuses on the final months of life, palliative care is available at any stage of an illness, and it can be offered along with treatments that could cure you or extend your life.

And now, as a result of Thompson Hospital's affiliation with UR Medicine, Cheryl Williams, MD, of the Palliative Care Program at the University of Rochester Medical Center, is available for both inpatient and outpatient palliative care consults at Thompson.



Cheryl Williams, MD

CARING FOR PEOPLE IN CRISIS

Dr. Williams, medical director for Ontario-Yates Hospice since 2008, says she was drawn to palliative care because she's always had a passion for taking care of people in crisis, helping them be as comfortable as possible while guiding them through the challenges they face. She first joined Thompson's medical staff in November 2014.

"Having a physician who is board-certified and well-versed in hospice and palliative care so readily available to our patients greatly enhances the care we are able to provide in some of the most difficult cases we encounter," says David Baum, MD, senior vice president of Medical Services for Thompson.

Palliative care can provide:

- Expert treatment for pain, shortness of breath, fatigue or other distressing symptoms
- Help understanding ways to treat your symptoms and disease
- Emotional support—not only for the patient, but also for the family

No matter what a patient's individual needs may be, Dr. Williams says, "They can expect we'll focus on taking care of the whole person."

Both inpatient and outpatient palliative care consults are now available through Thompson Hospital.



THREE FACTS TO KNOW

You should know these important facts about palliative care:

1. It is different from hospice care.

Hospice is for people who are facing the end of life. Hospice patients always receive palliative care to help make their final months more comfortable. But palliative care is also for people who are trying to cure, slow or manage their disease.

2. It does not mean giving up your own doctors.

Palliative care professionals don't replace primary care doctors but work with them. Your team might include your doctor, plus palliative doctors and nurses, nutritionists, pain specialists, social workers, chaplains, massage therapists, and others.

3. It does not need to wait.

Start palliative care as soon as you need it. Research shows that people who get palliative care report:

- Improved pain and symptom control
- Improved communication with healthcare providers and family members
- Better emotional and spiritual support

SPEAK UP

Your doctor may mention palliative care. If not, ask if you qualify. Most insurance plans—including Medicare and Medicaid—cover all or part of such care for those it can help.

Sources: Center to Advance Palliative Care; National Hospice and Palliative Care Organization; U.S. Department of Health and Human Services

Could antibiotics be bad for you?

SOMETIMES, antibiotics can do more harm than good.

Whether it's from the parent of a child just sent home sick from day care or someone who has to travel soon and really wants to "prevent this cold from getting worse," requests for antibiotics are a frequent occurrence at Thompson Health's Urgent Care Center in Farmington.

Yet a prescription for antibiotics isn't always the solution. While antibiotics can be effective with strep throat or urinary tract infections, for example, Urgent Care Center Medical Director David Carlson, MD, says the vast majority of coughs, sore throats and stuffy noses in otherwise healthy people are caused by viruses.

"Antibiotics don't cure viruses, shorten viruses or prevent them from spreading," he says.

While everyone wants to get better,



Contrary to popular belief, antibiotics are not a quick fix for every malady, says David Carlson, MD, of Thompson Health's Urgent Care Center in Farmington.

and fast, many viral infections will take a week or more to subside.

In addition, Dr. Carlson notes antibiotics kill "friendly" bacteria living in our intestines that help us fight off disease-causing organisms, digest food and absorb vitamins. And according to the Centers for Disease Control and Prevention, misuse of antibiotics is the main cause of drug-resistant "superbugs."

The Urgent Care team recently posted flyers at the Center to help spread awareness about the appropriate use of antibiotics.

"If, after taking your history and performing an examination, we believe you suffer from a virus, you will not be issued

an antibiotic, even if you've been given one in the past for similar symptoms," Dr. Carlson says, adding, "It could do you more harm than good."

GRANDMA KNOWS BEST

According to the doctor, Grandma was right when it comes to treating viral infections: Get plenty of rest, drink fluids (chicken soup gives you easily digestible protein), and gargle with salt water and peroxide to help with symptoms while the infection runs its course.



To learn more, visit www.cdc.gov/getsmart.

5

REASONS TO GET A FLU SHOT

Every year there's a flu season, and every year people come up with reasons not to get a flu shot. But here are five reasons why you should get vaccinated this year, and every year:

1. The vaccine offers protection from the flu viruses deemed most likely to circulate this year.

2. A flu vaccine is recommended for everyone age 6 months and older. It's almost universal. Talk to your doctor if you have concerns.

3. The flu can make you very sick. Symptoms include fever, sore throat, headache and fatigue. It can also lead to more serious illnesses, such as pneumonia.

4. Neither the flu shot nor the nasal-spray vaccine can give you influenza.

5. Getting the flu vaccine helps protect you and those around you. Do you live with an infant, grandparent or someone with a chronic health issue? Skipping the vaccine puts their health at risk too.



The sooner you get vaccinated, the sooner you're protected.



Get up-to-date information about the flu season and the vaccine at www.flu.gov.

Source: Centers for Disease Control and Prevention



COMPREHENSIVE REHABILITATION SERVICES AT THOMPSON HEALTH

You didn't choose to get injured, have a stroke or need surgery. But you can choose where to receive your rehabilitation.

With the area's largest network of highly qualified and experienced therapists, Thompson Health Rehabilitation Services Department offers:

- Aquatic therapy
- Athletic training
- Hand therapy
- Lymphedema therapy
- Occupational therapy
- Physical therapy
- Speech therapy
- Sports medicine

With locations in both Canandaigua and Farmington, the department includes more than 65 licensed, credentialed professionals from many disciplines.



To learn more or to schedule an appointment, call **585-396-6050**.

Be on guard against hurting your back

AN ENTIRE front line protects a quarter-back. But what about your back—who's making sure it doesn't get roughed up?

You need a game plan to guard against back pain. This is especially true if you're at high risk. Nearly 80 percent of adults have back problems at some point, but you're more likely to experience back pain if you:

- Are overweight
- Don't get enough exercise
- Have poor posture
- Smoke

SIDELINE BACK PAIN

You can take a defensive position against back pain by sitting, standing and lifting in back-friendly fashion. Here's how:

Be choosy about your chair. Try to find one with good lumbar support that will keep your back in a normal, slightly arched position and your knees a bit higher than your hips. Adjust the chair so that you don't need to lean forward to do tasks.

Keep it straight. Stand with your shoulders back, head up and spine straight, and keep your weight balanced on your feet.

Don't overreach. Get close to shelves and cupboards before grabbing or stowing objects. Rely on your feet—spread apart with one foot slightly forward—to stabilize yourself. Use a stool if you're going to have to reach above shoulder level.

Push ahead. Pushing puts less strain on your back than pulling. Use your arms and legs to propel a heavy object into motion.

Hold it close. If you're carrying a heavy item, keep it close to your body. Bend your knees a bit to keep balanced. Use your feet to change direction, rather than twisting at the waist.

Try side sleeping. You'll keep your spine straighter if you sleep on your side. A pillow between your knees further reduces the strain on your back. If you must sleep on your back, take the pressure off of it by putting a few pillows under your knees.

Lift responsibly. Take a minute to make a plan before lifting something heavy. Stand close to the object, with your feet shoulder-width apart. Bend at the knees and tighten your stomach muscles. Keep your back straight, and use your leg muscles as you lift.

Sources: American Academy of Orthopaedic Surgeons; National Institutes of Health; North American Spine Society



DONOR SPOTLIGHT:

Jean Seager of Fairport

IN JANUARY 2009, Jean Seager’s mother, Flora Fisher, was admitted to the M.M. Ewing Continuing Care Center in Canandaigua, ultimately spending more than three years there.

Visiting several times a week, Seager got to know many of the staff and residents and realized over time how much she wanted to show appreciation for the care her mother received.

Every year, in memory of her mother, Seager makes a financial contribution to the F.F. Thompson Foundation Inc., earmarking it for the Continuing Care Center.

“My mother passed her giving and caring spirit on to me so that I can share it with others,” she says.

A graduate of Naples Central School and a Xerox retiree, Seager also signed up to volunteer with the Recreation Therapy Department at the Continuing Care Center in April 2012.

She says, “I sometimes wonder who gets the most out of my efforts—the residents or me?”

Seager assists during ceramics class and joins fellow volunteer Barb Kehrer in running a weekly “Convenience Cart,” where residents gather in the lobby for camaraderie and laughter as they buy snacks and sundries. She also helps out at the annual holiday bazaar and other activities for residents and their families.

“They are special times for everyone,” she says, “and every day I volunteer is a special day for me.”



For information about volunteering within Thompson Health, call **585-396-6660**.

Building success

ANSWERS TO COMMON QUESTIONS ABOUT THE HEALTH SYSTEM’S FOUNDATION

THE F.F. THOMPSON FOUNDATION

is crucial to the success of Thompson Health, but many people have questions about what the Foundation is and what it does. Here are some of the most common questions and answers, from Foundation Director Anita Pietropaolo.



Anita Pietropaolo

Q What is the Foundation?

A You can think of the Foundation as the fundraising arm of the health system. It helps support programs and services, provides needed medical equipment and enhances facilities.

Q How does the Foundation raise funds?

A We hold special events, pursue grants and organize capital campaigns in addition to seeking donations from individuals.

Q How can I give to the Foundation?

A There are many options. For instance, you can make a cash donation, either as a one-time gift or on a recurring basis. If you’d like, these donations may be made in honor or in memory of a loved one. Planned giving that includes gifts of stocks or bonds, real estate, retirement assets, and life insurance policies is also possible.

Q Can a small gift make a difference?

A Gifts of all sizes help support the work of Thompson. They are happily accepted and essential to the health system’s work. One hundred percent of donations received directly benefits the community.

Q Is my donation tax-deductible?

A Thompson operates as a nonprofit. This means your donations are tax-deductible to the extent allowed by law.

Q How can I learn more about the Foundation and making a donation?

A You can visit our website at **ThompsonHealth.com**, use the donation envelope enclosed in this magazine or call us at **585-396-6155**.

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CALENDAR OF EVENTS



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

 Find us on Facebook

WORLD DIABETES DAY COMMUNITY FORUM

Wednesday, Nov. 18, 5 to 7:30 p.m.
Thompson Conference Center at Thompson Hospital,
350 Parrish St., Canandaigua

There is no charge to attend, but RSVPs are required and may be made by calling **585-396-6233** or visiting ThompsonHealth.com.

24TH ANNUAL HOLIDAY BAZAAR

Thursday, Dec. 3, 8 a.m. to 4 p.m.
M.M. Ewing Continuing Care Center,
350 Parrish St., Canandaigua

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

THOMPSON GUILD TREE OF LIGHTS CEREMONY

Monday, Dec. 7, at 7 p.m., Thompson Hospital, 350 Parrish St., Canandaigua

A minimum donation of \$5 designates a light in honor or in memory of a loved one. Visit ThompsonHealth.com/Guild or call **585-396-6155** for more information.



Experience 'the good life' with rental program at Ferris Hills



Hope and Bill Moffett took advantage of Ferris Hills at West Lake's no-obligation rental program before deciding to buy an apartment.

FOR MANY RESIDENTS, calling Ferris Hills at West Lake home is about fulfilling a promise to themselves. It's a promise to live "the good life," and it's a promise that often begins with a three-month trial.

"Making the move to independent living is a big decision for a lot of people, so this program allows them to really get a feel for what life is like here," says Director of Marketing and Sales Aimee Ward. "In many cases, they decide it's exactly what they're looking for."

Formerly of Watkins Glen, Bill and Hope Moffett are among many residents who first experienced Ferris Hills through the trial program, ultimately deciding they had found their new home. Now, they spend less time on the mundane tasks associated with maintaining their former house and property—and have more time for fun. As Hope Moffett puts it, "We downsized our stress but expanded our opportunities."

With no obligation, seniors taking advantage of the rental program are

able to stay in a furnished, one-bedroom apartment and explore all that Ferris Hills has to offer, including:

- Continental breakfasts, with a choice of restaurant-style lunch or dinner daily
- Housekeeping and transportation
- Social and educational events
- Access to a fitness center and walking trails

In addition, each apartment is equipped with a full kitchen, as well as a washer and dryer.



For more information, call **585-393-0410** or visit www.FerrisHills.com.