

FALL 2019

Partners

in Health and Wellness

**Pharmacy Earning
Reputation for
Cost-Effectiveness**

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with New
Physicians**

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*Pictured:
Patient Janey Wagner with
OB-GYN Dr. Catherine Cantwell*

**OB-GYN Practice
Adds Providers
and Fourth
Location**

CENTER SPREAD



UR
MEDICINE

THOMPSON
HEALTH

Hospital Quality Designations



- Certificate of Distinction - Hip Replacement
- Certificate of Distinction - Knee Replacement
- Advanced Perinatal Certification
- Orthopedic Rehabilitation Certification
- Four Advanced Certifications for COPD (in Four Primary Care Practices)
- Standard Certification for COPD



MESSAGE FROM OUR CEO



A Season of Change

With the last of the leaves falling and the temperatures dropping, we're at a time of year synonymous with change. Children – and many adults as well – are settling into the new school year, learning new things and gearing up for the challenges ahead.

This is also a season of change for Thompson Health. As our Sands-Constellation Intensive Care Unit and Pulmonary Medicine Clinic near completion, we continue welcoming new physicians to our medical staff and are preparing to open a new OB-GYN location in Geneva.

As you will read in this issue of *Partners in Health & Wellness*, our new Canandaigua Medical Group Pharmacy is gaining a solid reputation within the community and residents of our M.M. Ewing Continuing Care Center are enjoying a new sensory room. Be sure to also check out the article about our latest quality designations as our organization pursues its vision of becoming the leading community healthcare system in western New York. We have worked hard for these achievements, which signify our commitment to providing the highest level of care.

I hope you enjoy reading the latest news from Thompson, and I also want to be sure to remind you to get your flu shot. It's one of the best ways to ensure staying healthy in the months ahead, and it can protect not only you but those you love, as well.

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

Thompson Achieves "High Performing Hospital" Recognition from U.S. News & World Report

When *U.S. News & World Report* released its latest hospital ratings and rankings this past summer, Thompson Hospital achieved the highest possible rating with regard to two health conditions.

The hospital is now considered a "High Performing Hospital" for both heart failure and chronic obstructive pulmonary disease (COPD).

"This is an exciting achievement for our hospital, especially as we prepare to take our pulmonary care to the next level with the opening of our new Pulmonary Medicine Clinic in 2020," said Thompson Health President/CEO Michael F. Stapleton, Jr.

For the 2019-20 rankings and ratings, U.S. News evaluated more than 4,500 medical centers nationwide. Its methodologies in most areas of care are based largely on objective measures such as risk-adjusted survival and discharge-to-home rates, volume, and quality of nursing, among other care-related indicators.

Stapleton noted this is not the first time Thompson has been recognized for its care of patients with COPD.

In 2018, the organization received four advanced COPD certifications – for four of its primary care locations – and a standard certification for the hospital from the Joint Commission.

The Joint Commission is the nation's premier healthcare quality improvement and accrediting body. It also recently re-issued Certificates of Distinction to Thompson Hospital for both hip and knee replacements and Orthopedic Rehabilitation, as well as Advanced Perinatal Certification for the care of mothers and newborns.

"To me, these designations demonstrate how patient-centered our associates are, and they also show our dedication to delivering excellence and being a high-reliability organization," said Director of Quality and Patient Safety Wendy Blakemore.

New Pharmacy Quickly Gaining Fans

SIX MONTHS AFTER ITS

OPENING, the Canandaigua Medical Group Pharmacy continues to gain new fans, both for its prices and for its service.

Anne and Jake Martin of Gorham are among the converts, having switched all of their medications to the pharmacy following a suggestion from their daughter, a nurse in the OB-GYN practice at the medical group.

The couple have always kept close track of their prescription costs and quickly decided CMG was the best option, especially when it comes to Jake's insulin.

"They have already saved us so much money on our meds," Anne Martin said, adding, "That is by far the friendliest group of people I've ever met. They are so helpful, and we've been thrilled with them."

So has Joyce Curtis of Victor, who recently transferred all of her prescriptions from another pharmacy. She describes the service as consistent and friendly, and the savings as "unbelievable."

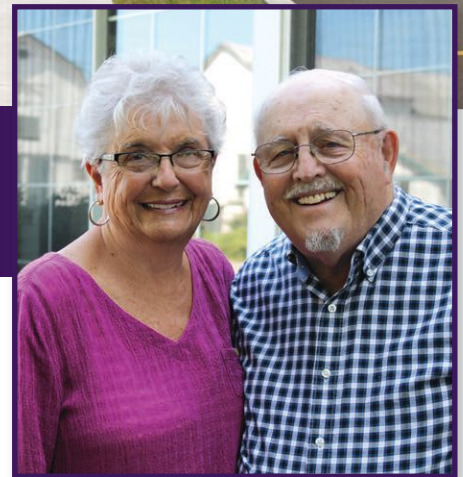
"My insulin cost was literally cut in half, which really helps when you are on a fixed income," she said.

Located at the medical group, 335 Parrish St. in Canandaigua, the pharmacy is open from 8 a.m. to 6 p.m. Mondays through Fridays and 9 a.m. to 1 p.m. on Saturdays.

Carrie Aston, an outpatient pharmacy technician with Thompson Health for more than 15 years, is part of the team at the CMG Pharmacy and



Anne and Jake Martin of Gorham are among the recent converts to the Canandaigua Medical Group Pharmacy.



said it's been gratifying to hear so many comments from happy customers over the past six months.

"One of the people who was just in the drive-thru said, 'This the best thing to happen to Canandaigua,'" she noted, adding that people seem to especially love the drive-thru and the fact that they can leave their doctor's office at CMG and stop in to find their prescription is often ready.

The pharmacy offers:

- Free searches for comparable, generic drugs to save customers money
- Prescription refills via a mobile app or online portal

- Common over-the-counter drugs so customers picking up prescriptions and patients visiting the medical group can enjoy convenience
- Text and email alerts when prescriptions are ready

For more information or for a prescription transfer request form, visit www.ThompsonHealth.com/Pharmacy or call (585) 602-0300.

Vaccinations Available at CMG Pharmacy

Prescription medications and over-the-counter drugs aren't the only things the Canandaigua Medical Group Pharmacy offers.

Its pharmacists also provide a number of common vaccinations including shingles, pneumonia, flu and tetanus.

All are provided on a walk-in basis but it's a good idea to call in advance, just to confirm availability. The pharmacy can be reached at **(585) 602-0300**.

ICU, Pulmonary Medicine Clinic to Open in Spring



Artist's rendering



The new ICU, shown under construction in late September, will be larger and is expected to allow for more efficient, effective care.

BOOSTED BY A NUMBER OF GENEROUS DONATIONS and ongoing community support, the \$12 million capital campaign for the Sands Constellation Intensive Care Unit and Pulmonary Medicine Clinic is nearing its goal.

At the same time, the construction project – led by The Pike Company of Rochester – is on budget and on schedule. Slated for completion in the spring of 2020, it involves replacing the current, seven-bed ICU with a 12-bed ICU featuring spacious patient rooms and a centrally-located nurses’ station allowing for more efficient, effective care.

Dr. Justin Weis, medical director of both the ICU and Respiratory Medicine for Thompson, said he has envisioned the new ICU and Pulmonary Medicine Clinic since he first arrived at Thompson five years ago and is grateful to be a part of the team as they become a reality.

“My enthusiasm is indescribable as we prepare to launch a comprehensive intensive care unit team at Thompson in 2020,” he said. “The completion of this building will be an awesome and inspiring reminder of the community’s expectations”

This larger ICU will support the hiring of full-time “intensivists,” who are physicians specially trained in the care and management of critical care patients. In addition, as many as 300 patients per year will receive critical care closer to home – rather than being transferred to Rochester – and this is expected to not only ease the burden on families but decrease the overall cost of care regionally.

The pulmonary clinic, located on the floor just beneath the ICU, will be approximately three times the size of Thompson’s current one. This will make it possible for the hospital to bet-

ter meet the needs of local residents with Chronic Obstructive Pulmonary Disease (COPD), emphysema, asthma, pneumonia and other complex diseases of the respiratory system.

In July, The F.F. Thompson Foundation announced the receipt of a \$500,000 gift from the Wegmans Family Foundation in support of the project. That was followed just one month later by the announcement of a \$150,000 donation from KeyBank.

“We are fortunate to have a very engaged and very generous community,” said Dale Hunt, co-chair of the capital campaign. “We’re both awed and tremendously grateful for the support Thompson has received in building for our future.”

For more information, visit www.ThompsonHealth.com/OurICU.

Thompson Receives Gold Plus Recognition for Stroke Care



THOMPSON HOSPITAL RECEIVED the American Heart Association/American Stroke Association’s Get With The Guidelines® Gold Plus Quality Achievement Award this past summer.

The award recognizes the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally-recognized, research-based guidelines.

Thompson earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients. These measures include evaluation of the proper use

of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients.

Before discharge, patients should also receive education on managing their health, get a follow-up visit scheduled and receive other care transition interventions.

The hospital additionally received the associations’ Target: StrokeSM Honor Roll award. To qualify for this recognition, hospitals must meet quality measures developed to reduce the time between a patient’s arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA.

Midlakes Medical Care Now a Family Practice

EXPANDING CARE



FOLLOWING THE RECENT arrival of a family medicine physician with more than 20 years of experience, Midlakes Medical Care is now accepting both adult and pediatric patients.

Dr. Jonathon V. Lammers is a graduate of Marion Senior High School in Wayne County. A veteran of the U.S. Air Force, he obtained a bachelor's degree in biology from Cornell University in Ithaca and a master's in natural sciences from SUNY Buffalo.

With a medical degree from Uniformed Services University of the Health Sciences in Bethesda, Md., Lammers did his internship and residency at the Malcolm Grow Medical Center on Andrews Air Force Base in Maryland and most recently was a partner in Findlay Family Practice in Findlay, Ohio. His arrival at Midlakes Medical Care followed the retirement of Dr. Zbigniew Lukawski.

Located at 16 E. Main St. in Clifton Springs, Midlakes Medical Care is recognized by the National Committee for

Dr. Jonathon Lammers, who recently joined Midlakes Medical Care in Clifton Springs, treats patients of all ages. To see a new video featuring him, visit www.ThompsonHealth.com/Midlakes.

Quality Assurance as a Patient-Centered Medical Home and is one of 11 primary care practices operated by F.F. Thompson Hospital.

To make an appointment, call **(315) 462-0586**.

Canandaigua Medical Group Welcomes New Pediatrician



DR. AKUA A. ASANTE recently joined the Pediatrics Department at the Canandaigua Medical Group, 335 Parrish St. in Canandaigua.

A native of Ghana raised in the New York City area, Asante obtained a bachelor's degree in biological sciences from Cornell University before receiving her medical degree from the School of Medicine at the American University of the Caribbean. She did her residency in pediatrics at the Children's Hospital of Illinois and completed a fellowship in pediatric hematology/oncology at the University of Rochester Medical Center.

Asante is accepting new patients at the medical group's Canandaigua and Farmington locations, which are part of F.F. Thompson Hospital.

For more information about Dr. Asante, visit www.ThompsonHealth.com/Asante. Call the office at **(585) 393-2860** for currently-accepted insurances or to make an appointment.

Experienced Gastroenterologist Joins Hospital



AFTER NEARLY 25 YEARS in practice, with several in Brockport and Rochester, gastroenterologist Dr. Suri Karthikeyan recently joined UR Medicine Thompson Health. Karthikeyan also practices hepatology, which involves diagnosis and treatment of disorders of the liver, pancreas, gallbladder, and biliary tree.

He did his residency in gastroenterology at Leicester Royal Infirmary in the United Kingdom, followed by both a residency in internal medicine and a fellowship in gastroenterology at McMaster University Medical Center in Hamilton, Ontario. He was in private practice in New London, Conn., from 1995 through 2001, and in Brockport from 2001 through 2018. In 2018, he joined another local health system, remaining with that health system through August of this year.

A member of the American Board of Internal Medicine Hepatology-Gastroenterology, Karthikeyan is board-certified in gastroenterology and is seeing patients with a number of conditions. These include celiac disease, cirrhosis, gastritis and duodenitis, gastroesophageal reflux disease (GERD), inflammatory bowel disease (IBD), irritable bowel syndrome (IBS), ischemic bowel disease, malignant neoplasm of the colon, Crohn's disease, ulcerative colitis, Barrett's esophagus and peptic ulcer disease.

Dr. Raymond Thomas, a gastroenterologist/hepatologist practicing in the area for over 20 years, performs the majority of colonoscopies at Thompson. The hope is that with Karthikeyan now based locally, he, Thomas and other area providers can reach even more patients, to meet the growing needs of the community.

Karthikeyan is in Suite 1300 at the Canandaigua Medical Group, which is located at 335 Parrish St. and affiliated with F.F. Thompson Hospital.

For more information, visit www.ThompsonHealth.com/GI or call **(585) 602-0280**.

OB-GYNs Offer Minimally-Invasive Surgeries at Thompson



Dr. Jillian Babu is one of six OB-GYNs who perform minimally-invasive surgeries at Thompson Hospital.

HAVING BEEN A PATIENT of Dr. Catherine Cantwell for many years, Janey Wagner knew she would be in good hands when she needed gynecological surgery this past spring.

She also knew something many patients of the Canandaigua Medical Group's OB-GYN Department *don't* know: In addition to seeing women of all ages for routine office visits and delivering babies, Cantwell and all of the other physicians affiliated with the practice routinely perform surgical procedures at Thompson Hospital. It's something for which Wagner is grateful.

"I trust her with everything," she said of Cantwell, whom she describes as being caring and thorough, with "an incredible way of making patients feel comfortable."

Cantwell had tried a number of approaches to treat Wagner's extensive, abnormal bleeding before ultimately determining the Canandaigua woman needed a hysterectomy with the ovaries left in place. Everything went well during the surgery at Thompson, during which Cantwell was joined by colleague Dr. Jillian Babu.



Dr. Catherine Cantwell

"Actually, I was able to go home the same day," Wagner said, noting that her recovery went "like clockwork."

"I'm very pleased," she added.

Cantwell, the medical director of the practice, said she and her five physician colleagues – three of whom perform robotic-assisted surgery – offer a number of minimally-invasive procedures at Thompson. Some of the more common procedures involve the removal of pelvic masses and benign uterine tumors, as well as laparoscopic dissection of scar tissue in the management of pelvic pain.

In addition, surgery is an option for some women who have been living with incontinence and have not seen tremendous success with physical therapy or medicine.

"That's a very common thing we can manage. Most women, when they have it done, are so happy they did it and wish they'd done it sooner," Cantwell noted.

Two types of minimally-invasive hysterectomies are performed by the OB-GYNs at Thompson as well, although Cantwell said hysterectomies are declining in recent years due to new, less invasive ways of treating patients who, in the past, would have had the surgery.

Cantwell and fellow OB-GYN Dr. Robert W. Scott have been with the Canandaigua Medical Group for 26 and 25 years, respectively, while Babu joined

the practice in 2012 and Dr. Francis Finneran came on board in 2017, shortly before the medical group officially became a part of Thompson Health.

Two new doctors – profiled on the opposite page – joined just this year.

Currently, the practice has locations in Canandaigua, Farmington and Victor, with the Victor office having opened in 2018. A fourth location is opening soon, with details on the opposite page.

Having witnessed so much change, Cantwell said she's pleased with what the practice is able to offer area women.

"We have a really solid group and we continue to have great obstetric and well-women coverage with our midwives," she said.

According to Cantwell, patients are also fortunate to have Thompson's Birthing Center. With 10 labor-and-delivery rooms and approximately 700 births annually, the center has Advanced Certification in Perinatal Care from The Joint Commission, which is the premier healthcare quality improvement and accrediting body in the nation.

Women looking for a new provider can visit [Thompson Health.com/OBGYN](https://www.thompsonhealth.com/obgyn) for information on the physicians and certified nurse-midwives currently accepting new patients.

Meet the Newest Additions to OB-GYN

TWO PHYSICIANS RECENTLY JOINED the OB-GYN practice within the Canandaigua Medical Group (CMG) and are among those with the practice accepting new patients.

Dr. Alexis Pilato and Dr. Laura K. Price are seeing patients both at the Canandaigua location on Parrish Street and at the Victor location, within the Thompson Health Victor Family Practice office on West Main Street.

The Victor location recently went from being open one day a week to five days a week. In addition to Pilato and Price, certified nurse-midwife Jessica Schock also sees patients there. She is one of three certified nurse-midwives with CMG.

Pilato graduated summa cum laude from the University of Pittsburgh with a bachelor's degree in neuroscience. In 2015, she obtained her medical degree from the University of Rochester School of Medicine & Dentistry, where she completed her residency in obstetrics and gynecology earlier this year.

A member of the American Congress of Obstetricians and Gynecologists, as well as the Zeta Chapter of the Alpha Omega Alpha Medical Honor Society, Pilato has received a number of awards in recent years, including the Excellence in Minimally-Invasive Gynecology Award from the American Association of Gynecologic Laparoscopists.

Price has a bachelor's in biological sciences from SUNY

Brockport and received her medical degree from St. Matthew's University on the Caribbean island of Grand Cayman in

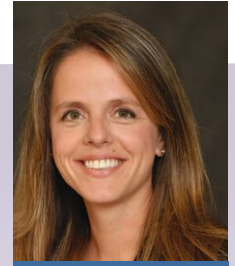
2012. After obtaining a master's in business administration from Davenport University in Grand Rapids, Mich., she completed the OB-GYN residency program at William Beaumont Hospital in Royal Oak, Mich. in 2016.

Board-certified, Price is a member of the American Congress of Obstetricians and Gynecologists as well as a member of the American Medical Association. Prior to joining the Canandaigua Medical Group in October, she practiced with the Women First OB-GYN Center in Troy, Mich., for three years.

CMG is affiliated with F.F. Thompson Hospital. To make an appointment with Pilato or Price in Canandaigua, call (585) 393-2800. To make an appointment with one of them in Victor, call (585) 978-8235.



Dr. Alexis Pilato



Dr. Laura K. Price

For more information on all of the practice's providers and the services they offer, visit www.ThompsonHealth.com/OBGYN.

Thompson to Open OB-GYN Office in Geneva



Dr. Francis Finneran

A FOURTH CANANDAIGUA MEDICAL GROUP OB-GYN

location is expected to open soon, in Geneva.

Located at the intersection of Routes 5 and 20 with Pre-Emption Road, at the former site of a driving range, the 5,000-square-foot building is expected to open before the end of the year. It will feature four exam rooms, one treatment room and as an ultrasound suite.

Both Dr. Francis Finneran and certified nurse-midwife Samera Sorell will see patients at this location.

A graduate of Albany Medical College, Finneran did his OB-GYN residency at Tulane University School



Samera Sorell, CNM, DNP



of Medicine in New Orleans, joining the Canandaigua Medical Group in 2017. Sorell, who joined the group earlier this year, is a member of the American College of Nurse Midwives and the New York State Association of Licensed Midwives who previously worked as a certified nurse midwife for Unity Hospital/Rochester Regional Health.

Both Finneran and Sorell will continue seeing patients in Canandaigua as well.

The Geneva location is already booking appointments. For more information, prospective patients may call (585) 393-2800.

Health System Welcomes 'Boomerangs' Among New Hires

SOMETIMES, YOU ACTUALLY CAN GO HOME AGAIN.

Just ask the more than 200 Thompson Health associates who in recent years have returned to Thompson after employment elsewhere.

They're referred to, within Thompson, as "boomerangs."

"We're thrilled to welcome these individuals back. Not only do they bring their expertise, but they're familiar with 'The Thompson Way' and our corporate CARES values," said Vice President of Associate

Services and Wellness Jennifer DeVault. "The fact that they are eager to return speaks to our unique corporate culture and the working environment we offer."

Charlotte Lincoln of Radiology Administration "boomeranged" in 2015, nine years after taking a position at another hospital that was – at the time – closer to home. When she later moved closer to Thompson, she applied for a job.

"I missed that feeling of everyone working together and how we weren't only associates but a family. Everyone tries to help each other and if one person doesn't have the answer, they can always point you in the direction of someone who can," she said.

The biggest change Lincoln noticed is how much the hospital had grown.

"It's great that Thompson is trying to make it so the community can have all or most of the health care done here instead of going to the city," she said, noting she's happy to be back, "not only because it's closer to home but for the care and compassion we all have for our patients

"I missed that feeling of everyone working together and how we weren't only associates but a family. Everyone tries to help each other and if one person doesn't have the answer, they can always point you in the direction of someone who can."

- Charlotte Lincoln
Radiology Administration

and their families."

Executive Vice President/COO Kurt Koczent was gone for three years before returning to his old stomping grounds in 2012 and for him, there were several reasons.

"The culture at Thompson is second to none. We are empowered to look at issues within our work and make them better. Consumer demand and best practice are our guiding principles to high quality care," he said. "Being a part of the best healthcare system in the region made the decision to return easy."

With locations in three counties, Thompson is one of the area's largest employers, with over 1,700 associates.

In addition to receiving its fifth Wealth of Health Award for workplace wellness from the *Rochester Business Journal* and Excellus BlueCross



BlueShield earlier this year, Thompson Health learned in August that it had once again achieved the "LGBTQ Health Care Equality Leader" designation from the Human Rights Campaign Foundation. The following month, the health system again earned Gold Workplace Health Achievement recognition from the American Heart Association.

In addition, the organization was voted "Most Innovative Work Place" and "Best Place to Work" in the Best of the Finger Lakes contest sponsored by Messenger Post Media.

With the recent recognitions and word of mouth from "boomerangs" and other associates, DeVault, Koczent and others are hoping to continue attracting both familiar and new faces.

For a listing of
current openings
VISIT:

www.ThompsonHealth.com/Careers

You can also stay up to date by following @JobsAtThompson on Twitter or UR Medicine Thompson Health Careers on Facebook.

Foundation Grateful for Partnerships with 'Passionate People'

WHETHER IT'S IN celebration, in tribute or simply in support of community members facing a particular diagnosis, a number of individuals and families have stepped forward in recent years to assist Thompson Health in caring for residents of the Finger Lakes region.

Third-party fundraisers – events managed and coordinated not by Thompson staff members but by community members – are an ongoing and important source of support for the nonprofit health system, according to Heather Rickett, a development specialist with the F.F. Thompson Foundation, Inc.

“We are tremendously grateful to the creative individuals and groups who organize fun, engaging and meaningful fundraising events to benefit Thompson,” Rickett said. “We are often in awe of the fact that so many passionate people want to partner with Thompson to help us remain a vital community resource.”

One of the most recent third-party events, this past Mother's Day, was a carnival held at Climbing Bines Hop Farm & Brewery near Penn Yan. It was hosted by the Wicker family of Dundee and it raised money for a gift to Thompson's Birthing Center in memory of their son, Bentley. Bentley was born still at Thompson at just 17 weeks' gestation in March 2016, and with the carnival proceeds plus a gift from an anonymous donor, the hospital was able to purchase a CuddleCot. The cooling device controls the temperature of a baby who has been born still so that a family can spend as much time with the baby as they need.

Being able to help other Thompson families – in Bentley's name – has brought the Wickers some measure of comfort. “We had such good care, and I



In May, the Wicker family of Dundee held a carnival to benefit Thompson patients.

think (the CuddleCot) will just add even more,” said Alyssa Wicker.

Helping other local families experiencing the same thing theirs had gone through was also the motivation for the Hudson clan of Bloomfield. In 2018, they held the first annual Gary Hudson Community Kickball Game. The event raised money for patients of the Wilmot Cancer Institute's Sands Cancer Center on the Thompson Health campus, in memory of a family member who received care at the center.

Another third-party event, the Crosswinds 5K organized by Crosswinds Wesleyan Church for patients of the Sands Cancer Center, continues each year but Rickett said the Foundation is always eager to build its third-party fundraising base by forming new partnerships. A third-party event could be anything, she said, including a spaghetti dinner, a craft bazaar, a golf tournament or a cornhole tournament.

“All events, large and small, play a significant role in raising awareness and much-needed funds for the thousands who depend on us for health care,” she said.



The Crosswinds 5K, which benefits local people with cancer, just marked its 18th year.

If you have an idea for an event to support Thompson Health, contact Heather in the F.F. Thompson Foundation at foundation@thompsonhealth.com or 585-396-6155. The staff would welcome the opportunity to discuss your ideas and guide you through the steps of planning and organizing.

Helping Hands, Wrists, Elbows and Shoulders Heal

AFTER A FALL AT HOME badly injured her left forefinger this past June, Lynn Lana began hand therapy at the Thompson Health Rehabilitation Services' new Victor location.



Zach Nobles
MS, OTR/L

At first three times a week and later two times a week, she worked with occupational therapist Zach Nobles, one of five Thompson therapists with specialized training in upper extremity evaluation and treatment. According to Lana, all of his suggestions were effective and every time

she had a question, he answered it with a thorough explanation that made sense.

"Thank God for him," the Canandaigua woman said. "He's really good at what he does, and it's so much better than it was."

With both occupational therapists and physical therapists who have advanced education and clinical experience, Thompson offers non-invasive hand therapy at both the Victor location, 7670 Omnitech Place, and at its Canandaigua location in Thompson Hospital, 350 Parrish St.

Hand therapy can help with not only injuries of the hand itself, but with the wrist, elbow and shoulder. Therapists assist patients in restoring independence and

function, as well as in preventing dysfunction.

This can include treatment of:

- Arthritis
- Fractures and dislocations
- Tendonitis and tendon injuries
- Nerve injuries and compression syndromes
- Amputations
- Joint replacement
- Sprains and strains
- Wounds and scars

Patty Baker received hand therapy from another of Thompson's occupational therapists, Taryn Millerd, after she fell on the ice in March, breaking her right pinky finger and turning a bone 180 degrees. Regular visits to Thompson, exercises and other treatments to do at home and a brace provided by Millerd made a difference, Baker said earlier this fall, noting that Millerd is always conscious of how her patient is doing.

"I love her – she really knows her job and she's very good at it," she said. "It's wonderful, the stuff she can do."

A hand therapy program is individualized for each patient based on diagnosis, needs and personal goals. Treatment techniques may include:

- Custom splinting
- Sensory re-education/desensitization



Shown with a patient, Taryn Millerd is credentialed by the Hand Therapy Certification Commission as a certified hand therapist.

- Strengthening
- Stretching
- Scar management
- Edema control
- Pain control
- Joint protection
- Adaptive equipment
- Wound care
- Functional activity
- Modalities (heat, cold, ultrasound, electrical stimulation, iontophoresis)
- Ergonomic assessment and modification
- Patient education

A prescription from a primary care doctor is required in order to book an appointment for hand therapy in either Victor or Canandaigua.

For more information, call (585) 396-6050.

Three Locations, Multiple Services Offered by Rehabilitation Team

With locations in Canandaigua, Farmington and Victor, Thompson Health Rehabilitation Services has a team of professionals offering physical therapy, occupational therapy, sports medicine, athletic training, aquatic therapy, hand therapy, lymphedema therapy, pelvic health therapy, speech therapy, wound care and rehabilitation for Temporomandibular Joint Disorder.

The Canandaigua location also offers a SafeGait 360° Balance and Mobility Trainer®, a ceiling-mounted dynamic body-weight support and fall protection system. It promotes a safe, efficient therapy session for individuals with a variety of impairments as they practice walking, improve strength and overcome balance concerns.

For details, visit www.ThompsonHealth.com and click on "Rehabilitation Services" under the "Health Services" tab, or call (585) 396-6050.



'Tranquility Trail'

Opens at Skilled-Nursing Facility

OPEN A DOOR just a few feet away from a busy nurses' station at the M.M. Ewing Continuing Care Center and you step into another world.

In what once was a storage room, you're surrounded by local scenes of nature, with Naples' Grimes Glen in front of you and, as you turn around, Bare Hill of Middlesex. It's quiet, aside from the sounds of a crackling campfire or birds chirping. There's a faint but pleasant woody scent emanating from an acorn-shaped diffuser next to two camping chairs that beckon you to sit and gaze at a soothing water feature or the clouds in the large "window" above you.

Dubbed Tranquility Trail, the new sensory room serves as a resource for residents of the 178-bed skilled-nursing facility who have memory care diagnoses. Cathy Abbott, a recreation therapist, said she sees a definite change in residents who use it.

"One of our more anxious residents cannot form a sentence because of her anxiety, but after 20 minutes or so in the room, she is calm enough to speak in full, clear sentences," Abbott said. "Another resident will come in anxiously rubbing his arm and shaking but will leave calm and still. Yet another resident has repetitive speaking and yelling behaviors but after 20 minutes will sit quietly without repeating himself."

According to Recreation Therapy Manager James Potter, a nature-based sensory room at Monroe Community Hospital was the inspiration for Tranquility Trail.

"We fell in love with it at first feel," he said. "The sense of calm was overwhelming and it was so peaceful. I knew with the space we had, we could replicate something like that and put our

own local and organizational touch on it."

A vinyl wrap features photography by Grant Taylor of Victor and covers all four walls, including outlets and a baseboard heater.

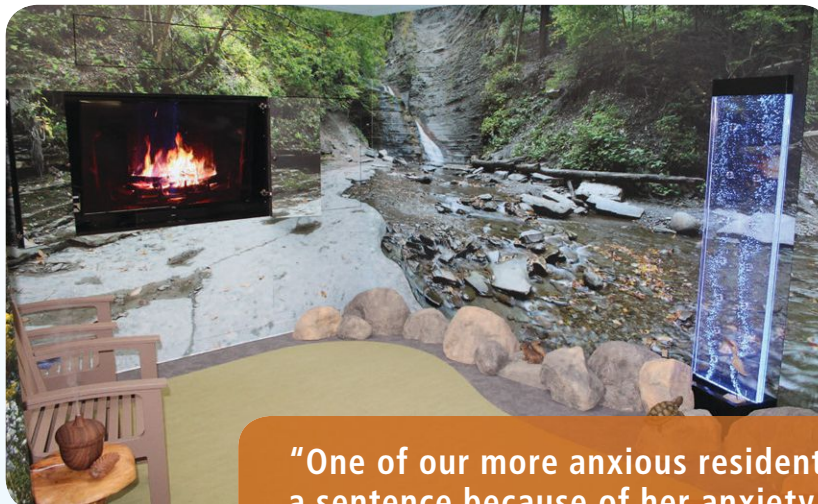
The Flotex carpet – green and gray for an outdoor look – absorbs sound, is comfortable underfoot and resistant to wear from wheelchairs.

A flat-screen TV with a Bluetooth speaker for enhanced sound is located in a recessed cabinet to play nature-based DVDs and YouTube channels featuring campfires, waterfalls,

birds and the like. And next to the water feature are large, realistic "rocks" with a squirrel and a turtle perched on them for added ambiance.

With essential oils, the scent diffuser has a number of options offering a calming effect, such as pine, lavender, and cedar wood.

If the staff has identified a particular time of day that a resident tends to become



"One of our more anxious residents cannot form a sentence because of her anxiety, but after 20 minutes or so in the room, she is calm enough to speak in full, clear sentences"

- Cathy Abbott, recreation therapist

anxious, that resident is scheduled to be in the room at that time. Also, residents can use the room on an impromptu basis, after a particular activity or encounter has proven stressful.

Residents who do not have memory care diagnoses or behavioral issues can use the room as well, according to Potter, who said, "It's just plain nice in there and residents may want to visit out of curiosity or just a love of that type of setting and scenery, which in turn promotes happiness and increased quality of life."

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Send correspondence and address changes to:
Office of Corporate Communications
Thompson Health
350 Parrish St.
Canandaigua, NY 14424
585-396-6670

Fall 2019



Newark Urgent Care expands hours

Canandaigua Urgent Care is scheduled to open in the spring

THOMPSON HEALTH RECENTLY started offering extended hours at Newark Urgent Care and will have a new location in Canandaigua soon.

The Newark location, at 800 W. Miller St., was previously open from 11 a.m. to 8 p.m. on weekdays, but is now open 8 a.m. to 8 p.m. weekdays. Weekend hours, from 9 a.m. to 5 p.m., remain the same.

Newark Urgent Care – and Farmington Urgent Care at 1160 Corporate Drive in Farmington – are both affiliated with F.F. Thompson Hospital. Both have digital x-ray services available on site, and are located adjacent to lab draw stations operated by UR Medicine.

Pending New York State Department of Health approval, Thompson is expecting to open a third urgent care location next year in the plaza at the corner of South Main Street and Routes 5 & 20, often referred to by locals as “the old Wegmans plaza.”

“This is something we’ve been looking forward to for some time, and something we’re confident will make urgent care even more convenient for those who live in Canandaigua and surrounding communities,” said Thompson Health Executive Vice President/COO Kurt Koczent.



For information about Newark and Farmington – as well as an at-a-glance comparison to use as a guide when deciding whether urgent care or emergency care is the best option – visit www.ThompsonHealth.com/urgentcare.

For a listing of all UR Medicine urgent care centers in the region, visit www.urmc.edu/urgent-care.



Tree of Lights Ceremony Monday, December 2

A longstanding local tradition continues with the Thompson Health Guild’s annual Tree of Lights ceremony at 7 p.m. on Monday, Dec. 2, in front of the M.M. Ewing Continuing Care Center at 350 Parrish St. in Canandaigua.

Each year, community members gather at the ceremony to ring in the holiday season together. Many pay tribute to loved ones by designating

lights on the tree, in honor of them or in memory of them. After the tree lighting, they head inside to join M.M. Ewing residents for music and refreshments.

To designate a light for a minimum donation of \$5 per name, visit www.ThompsonHealth.com/Tree.