Summer 2015
Partners in health and wellness

REGAIN CONFIDENCE
New physical therapy helps reduce pelvic pain and discomfort.

A great place to work!
Thompson makes national list.

3-D mammograms
A new view for breast cancer.
Plenty of news for Partners

IT’S HARD TO BELIEVE we’re already halfway through 2015, but time does have a tendency to fly, not only when you’re having fun but also when you’re busy. And things certainly have been busy within Thompson Health, as you’ll see in this latest issue of Partners in Health and Wellness.

New faces, new programs and new state-of-the-art equipment are highlighted in these pages, along with information on how to keep you and your loved ones healthy. We also have news of changes yet to come to Thompson and details on a national honor we recently received.

As you’ll read, we’ll have more to celebrate in the near future, including the September opening of a new center bringing the latest in breast imaging to our community. You can join in the celebration during a special event Aug. 23, detailed on page 8.

And perhaps we’ll see you at one of the other events featured in the calendar on the back cover, such as a Sunset Serenades concert at Ferris Hills or one of the athletic events raising money to benefit our patients through the F.F. Thompson Foundation.

No matter what your plans, we wish you a wonderful and healthy summer.

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

A new executive director was recently named executive director for a senior living community. Theiss describes the community as “wonderful, warm and down-to-earth. It exemplifies life in the Finger Lakes.”

LLOYD THEISS, executive director of The Highlands at Pittsford, was recently named executive director of Ferris Hills and Clark Meadows as well.

Theiss transitioned to his additional responsibilities at Ferris Hills and Clark Meadows following the retirement of Dona Rickard, and he describes the community as “wonderful, warm and down-to-earth. It exemplifies life in the Finger Lakes.”

GAINING MOMENTUM

Uniting with The Highlands under shared leadership makes sense, according to Theiss, because both communities are premier choices within their markets, with operating plans that are nearly identical.

“The goal is to build on the existing momentum in order to enhance life for both current and future residents,” he says.

According to UR Medicine, The Highlands at Pittsford has achieved significant growth under Theiss’ nine years of leadership. A highlight of his tenure there is a $4.8 million expansion to create a lifelong wellness program, the first of its kind in the Rochester area.

For more information on Ferris Hills, Clark Meadows and other aspects of the senior living continuum of care offered by Thompson Health, visit ThompsonSeniorLiving.com.

Lloyd Theiss

Senior living communities

UNITED UNDER SHARED LEADERSHIP
THOMPSON HEALTH is the only upstate New York health system named in the 2015 edition of the “150 Great Places to Work in Healthcare” list published by Becker’s Hospital Review, which also includes the Cleveland Clinic and Mayo Clinic, among others.

“Thompson has such a unique corporate culture with a respectful, empowering environment, and this acknowledgement is validation of our outstanding leadership, our exceptional associates and our foundational ‘Thompson Way,’” says Vice President of Associate Services/Wellness Jennifer DeVault.

According to Becker’s, which has published the list annually since 2011, the “150 Great Places to Work” were selected based on workforce-centric awards received as well as benefits, wellness initiatives, opportunities for professional development, diversity/inclusion and a sense of community.

LEADING THE WAY
In honoring Thompson, Becker’s noted the hospital’s Magnet recognition from the American Nurses Credentialing Center as well as its recognition as a leader in LGBT healthcare equality by the educational arm of the Human Rights Campaign, the country’s largest lesbian, gay, bisexual and transgender civil rights organization. Free parking for associates, free access to the hospital’s fitness center, an on-site bachelor of science in nursing (BSN) program and tuition reimbursement were also cited.

According to Thompson Executive Vice President and Chief Operating Officer Kurt Koczent, the honor enhances recruiting efforts for Thompson—one of Ontario County’s largest employers—and affirms its commitment to customers.

“Studies have shown, time and again, a direct link between associate satisfaction and customer satisfaction,” he says. “If associates feel good about coming to work and truly feel like they are making a difference, they are even better equipped to provide outstanding service to patients, residents and families. By ensuring our associates feel valued and supported, we can ensure a positive, healing environment for our customers.”

STAFF FEEDBACK AND THE SURVEY SAYS...

Last fall, the more than 400 members of Thompson Health’s medical staff were invited to help shape the future of the health system by taking part in the Press Ganey Medical Staff Engagement Survey.

Released this spring, the results are strong in terms of confidence in the health system’s future success and in performance by the administration, with scores higher than the national average in terms of overall satisfaction, likelihood to stay if offered a job elsewhere, and likelihood to recommend the health system to family and friends needing care.

BUILDING ON STRENGTHS
Operating room services, ease of registration and bed availability were among the highest performing items. In addition, Thompson saw a higher participation rate than the national average.

“An engaged medical staff, aligned with the leadership of the health system, benefits quality and safety measures, clinical outcomes, financial performance, and more,” says Senior Vice President of Medical Services David Baum, MD.

“We will take the information from this latest survey to build on the strengths highlighted by our physicians, physician assistants and nurse practitioners, and we will partner with them to focus on areas they identified as opportunities for improvement.”
IN MANY OF THOMPSON HEALTH’S eight primary care locations, nurse practitioners (NPs) join doctors and physician assistants (PAs) in playing a key role in the lives of patients, and, recently, their role became enhanced.

An NP is a registered professional nurse with years of advanced education and clinical training in a specialty area. NPs may become board-certified in specialties, including family practice, acute care, adult health, gerontology, neonatology, obstetrics and gynecology, oncology, palliative care, pediatrics and psychiatry.

Family practice NPs see patients of all ages, providing comprehensive evaluations as well as diagnosing and managing acute and chronic conditions. They are able to prescribe medications; order, perform and interpret diagnostic studies and lab work; provide immunizations; perform physical exams and checkups; and promote wellness. NPs also collaborate with their physician colleagues, often referring patients to specialist physicians when necessary.

INDEPENDENT PRACTICE
In several states, NPs practice independently. For NPs with more than 3,600 hours of practice, New York is now one of those states, thanks to the recent passage of the Nurse Practitioners Modernization Act.

“Through this law, patients gain improved access to primary care, while receiving continued excellent medical care,” says family nurse practitioner Susan Quinn of Thompson Health’s Macedon (Kachoria) Family Practice. “Several studies have confirmed that primary care NPs provide a similar level of care to that of physicians, with the same excellent outcomes.”

The new law enhances the nurse practitioner profession in New York State, recognizing the collaboration that takes place between nurse practitioners and physicians. For NPs with more than 3,600 hours of practice, the law removes the requirement for the NP to have a written agreement with a physician, instead highlighting the more consultative nature of the relationship.

Quinn notes that NPs practice as registered nurses before they go back to school for their advanced education. Before they take their first job as an NP, she says, most have had at least 8 to 10 years of education and clinical practice.

According to the New York State Office of the Professions, there are more than 72,000 NPs certified to practice in the state.

“While it is well-known that there is a shortage of primary care MDs and this is expected to increase as time goes on, NPs are well prepared to help with this shortage,” Quinn says, noting the National Committee for Quality Assurance (NCQA) now recognizes practices led by NPs or PAs as patient-centered medical homes—a model of primary care combining teamwork and information technology to enhance quality.

Michael Foote, MD, medical director of F.F. Thompson Family Practices, agrees. “With their extensive training, nurse practitioners play an increasingly vital role in the delivery of health care,” he says. “In terms of the primary care setting, they are front and center as key members of the healthcare team, keeping our community healthy.”

The expansive role of nurse practitioners

“Nurse practitioners play an increasingly vital role in the delivery of health care.”

—Michael Foote, MD

PALMYRA PHYSICIAN JOINS THOMPSON HEALTH

The primary care network within Thompson Health continues to grow, with the most recent addition being Kären M. Nickell, MD, who has been in private practice in Palmyra for several years.

While her building undergoes renovations, Dr. Nickell has temporarily relocated to Thompson’s Macedon Family Practice at 1033 Route 31 in Macedon. Dr. Nickell’s practice is now called Thompson Health Palmyra Family Medicine.
We all want to do what we can to maintain good health. Of course, we have budgets to balance too. So it’s good to know that many important stay-well services—like recommended immunizations, tests and checkups—are covered under the Affordable Care Act (ACA) at no extra cost to you. This means you typically don’t have to meet any co-pays, co-insurance or deductibles when you get these services from an in-network provider.

WHAT’S COVERED?
We’re talking about services that can help improve and, in some cases, save lives. For example, is it time for an annual mammogram or a cholesterol check? Covered. Are you ready to quit smoking? Help to do that is covered too. In fact, there are dozens of preventive services that may be covered. Some include:

- Blood pressure screenings
- Breast, cervical and colorectal cancer screenings
- Diabetes screenings
- Screenings for sexually transmitted infections, including HIV
- Many types of vaccinations
- Well-woman checkups
- Many children’s screenings, including vision and hearing checks
- Abdominal aortic aneurysm screening

Whether a test or other type of preventive care is actually recommended for you (or your family) depends on your age, medical history, and whether you’re a man or a woman. Your doctor can tell you more.

SEE A FULL LIST OF SERVICES
Remember: This is just a sample of the types of preventive healthcare services covered under the ACA. You can read about all of them online at www.healthcare.gov. Search for “Preventive Care.” It’s always a good idea to check your health insurance plan for details about coverage too.

MEASLES
A disease worth preventing

FIFTEEN YEARS after public health officials declared measles eradicated in the U.S., the disease is making a comeback, with outbreaks reported in numerous states. Here’s what you need to know about this highly contagious yet preventable disease:

- Outbreaks happen because measles is still common in many parts of the world, which means travelers can bring the disease here and infect unvaccinated people.
- At best, measles is unpleasant. At worst, it’s deadly.

Signs and symptoms include a red rash; a high fever; a cough; a runny nose; and red, watery eyes. The disease can sometimes also trigger pneumonia, deafness, lifelong brain damage and death. Babies and young children are especially vulnerable to dangerous complications.

SAFEGUARD YOUR CHILD
Just how contagious is measles? Nearly everybody who isn’t vaccinated will get sick if they’re exposed to the measles virus, which is spread when an infected person breathes, coughs or sneezes. The Centers for Disease Control and Prevention urges parents to protect their children with the MMR vaccine, which helps prevent measles, mumps and rubella.

For the best protection, children need two doses of the MMR vaccine—the first at 12 to 15 months of age, and the second at 4 to 6 years.

For more information, visit www.cdc.gov/measles.

PREVENTIVE CARE THAT’S EASY ON THE WALLET
MANY SCREENINGS ARE NOW COVERED BY THE ACA

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MARY HAWKINS was first diagnosed with multiple sclerosis (MS) more than 25 years ago, but it wasn’t until last year that the Macedon woman first heard of hippotherapy, a treatment using a horse’s movements to achieve therapeutic goals.

The impairment of the Canandaigua woman’s lymphatic system caused protein-rich swelling in her left leg, so her doctor referred her to occupational therapist/certified lymphedema therapist Angela Kiklowicz at Thompson Health. Working together and using complete decongestive therapy (CDT), the two were able to get the swelling down significantly.

Now 36 and a real estate agent as well as the office manager for a local marina, Dixon is able to keep her lymphedema in check by visiting Kiklowicz every six weeks for manual lymph drainage (MLD), a type of light massage to gently work the fluids out of the affected limb.

“Angela really helps me stay focused on my treatment, encouraging me and guiding me,” says Dixon, who underwent lymph node transfer surgery at the University of Florida Cancer Center this past December.

There are two types of lymphedema:

• **Primary lymphedema.** Caused by birth defects involving the lymphatic system, this can occur in childhood or adulthood.

• **Secondary lymphedema.** Caused by surgery, radiation treatment, infection or trauma that impairs the lymphatic system, this type is estimated to occur...
does pelvic pain prevent you from lifting your children or grandchildren or getting down on the floor to play with them?

Do incontinence make you nervous to cough or laugh? Do you cross your legs every time you sneeze for fear of “leaking”?

Do your hips hurt when you go up and down stairs while pregnant or postpartum?

Pain and/or other problems of the pelvic floor can lead to weakness throughout your body and affect your daily activities, but Thompson Health Rehabilitation Services can help.

Building pelvic strength, reducing pain

Our physical therapists can help

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Customized treatment

Women’s health physical therapist Kimberly Tonovitz and two other Thompson physical therapists have special training to help women regain strength, decrease pain and optimize daily function. Tonovitz strives to help women overcome the challenges of pelvic dysfunction and pain with a compassionate therapeutic approach, providing customized treatment plans to help each woman meet her personal goals.

The first step in getting started is to speak to your physician about your concerns. Once you obtain a prescription for pelvic floor physical therapy, call Rehabilitation Services at 585-396-6050 to schedule an initial evaluation.

“Although pelvic problems are very common among women, they’re generally not talked about,” Tonovitz says. “Sometimes women are embarrassed, and sometimes they figure they can just ‘live with it,’ but working together, we can make great strides. Through patient education, various pain management modalities, manual techniques, and stretching and strengthening of the pelvic floor muscles, a woman can get so much more out of life.”

Women of all ages can benefit from physical therapy for pelvic health. This includes young female athletes, women who are experiencing issues during pregnancy and after delivery, women who are menopausal, and elderly women as well.

For more information about pelvic physical therapy, visit ThompsonHealth.com/PelvicPT or call Thompson Health Rehabilitation Services at 585-396-6050.
TOMOSYNTHESIS, OR 3-D MAMMOGRAPHY, is the latest in breast imaging technology and is now available at Thompson Hospital. The technology captures 3-D digital images that can improve the accuracy of breast cancer screening.

“Within the next five years, it’s predicted tomosynthesis will become the standard for mammography,” says Wendy Mulholland, director of Diagnostic Imaging. “Thompson is proud that we can offer it now. It is the first step in the transition to Thompson’s new, comprehensive Dr. Laurie Sands and Constellation Brands Breast Imaging Center opening this fall at 195 Parrish St. in Canandaigua.”

HOW IT WORKS

Tomosynthesis is performed at the same time as a standard mammogram on the same equipment, requiring no additional time from the patient. During this 3-D exam, a woman’s breast is compressed, just as it is for a typical mammogram. An x-ray machine moves over the breast, taking multiple, slicelike images. Special computer software then creates a detailed 3-D image, with a process similar to that used in a CT scanner.

Research suggests that the combination of tomosynthesis and conventional 2-D mammography has the potential to:

• Find tumors that may have remained hidden on a conventional, 2-D mammogram
• Reduce the number of women called back for anxiety-producing extra testing due to false alarms caused by abnormalities that turn out not to be cancer
• Improve the ability of doctors to diagnose breast cancer earlier

Especially beneficial to patients with dense breasts and to those with a high risk of breast cancer, tomosynthesis is automatically provided to all Thompson patients receiving mammograms.

In addition to tomosynthesis, the new Breast Imaging Center will provide breast ultrasounds and biopsies, bone density screening, and other essential breast health services.

“Availability of same-day results and a comprehensive breast health navigation program will complement our existing menu of services. The breast health navigator will give patients immediate access to a variety of support services essential for treatment and overall well-being,” Mulholland says. “It’s something that will benefit many of the women we care about for years to come.”

GET TESTED

The American Cancer Society urges most women to have yearly mammograms starting at age 40. Mammograms give women a crucial head start on finding breast cancer early, when a tumor is still too tiny to feel and treatment is often most effective. Thompson offers 3-D screening mammograms to all patients, and you don’t need a referral. Call 585-396-6651 to schedule an appointment.

SAVE THE DATE

Thompson Health is hosting a unique event to raise awareness of the importance of mammograms and celebrate the September opening of the Dr. Laurie Sands and Constellation Brands Breast Imaging Center in Canandaigua.

Held the evening of Sunday, Aug. 23, in Lord & Taylor at Eastview Mall in Victor, Bravo for Breast Health will feature music and makeovers as well as the work of local artists who have decorated bras in beautiful, whimsical fashion. Doors open at 7 p.m. for this exclusive event. Tickets are $35 with registration online at ThompsonHealth.com/Bravo.
**The taste of summer**

**SUMMER COMES** alive with the sights, scents and flavors of fresh fruits and vegetables, and there are five excellent reasons to make this fresh produce a staple of your daily diet:

1. **You can fend off illness.** Fruits and veggies contain vitamins, minerals and other substances that promote good health. Eat enough of them, and you may lower your risk for some types of cancer and chronic diseases.

2. **You can lighten up.** Most fruits and vegetables are low in calories. But their fiber and water content makes them filling. If you eat them in place of other, more fattening foods, you can consume the same amount of food but with fewer calories, which can help you lose weight.

3. **You can explore new tastes.** Often get in a rut and eat only a few favorite fruits and veggies. Why not be adventurous? For instance, have you tried a casaba melon? And instead of using iceberg lettuce in your salads, try darker greens—such as romaine, spinach, red chard or arugula—that have more nutrients.

4. **You can grill great things.** It’s the season for grilling, including fruits and vegetables. Try kebabs with pineapple, peaches and bananas. Cook them over low heat until they’re slightly golden.

Firm vegetables, like corn on the cob and eggplant, can be seasoned and placed directly on a hot grill for about 10 to 15 minutes, or until they’re tender. Wrap softer varieties—sliced zucchini and tomatoes, for instance—in heavy-duty foil. Cook them for about six to eight minutes.

5. **You can support your local farmer.** A farmers market is a great place to shop. The produce you can get there is usually grown nearby, and it’s often fresher than what is in a store. You may find that in-season fruits and veggies are less expensive too.

**Sources:** Academy of Nutrition and Dietetics; Centers for Disease Control and Prevention

**MONARC TAKES FLIGHT AT THOMPSON**

UR Medicine’s Thompson Health is offering a new support group for people who are either considering or preparing for bariatric surgery, as well as for those who have had the surgery. Called MONARC (Morbidly Obese Never Again Resource Center), the group also welcomes other morbidly obese individuals who are interested in healthy approaches to losing weight and keeping it off.

MONARC is facilitated by Linda Rowsick, a registered dietitian/certified dietitian nutritionist at Thompson who helps members develop realistic expectations and focus on long-term success.

The next meeting—with a topic of “Great Grains”—is at 5:30 p.m. on Tuesday, July 7, in the Constellation Center for Health and Healing at Thompson Hospital, 350 Parrish St. in Canandaigua. No RSVP is required, no fee is charged and support persons are welcome. Call **585-396-6285** for more information.

**M Y  H E A L T H  E R E C I P E S**

Make good use of that summer produce. Go to ThompsonHealth.com and sign up for My Health eRecipes. It’s free and offers online tools for planning healthy meals and snacks!
Renovation yields major upgrades

THE BIRTHING CENTER at Thompson Hospital is nearing completion on a $500,000 renovation in order to better serve area families who choose Thompson Health for their maternity care.

Enhancements encompass all 10 birthing suites, as well as three suites on an adjacent unit used during especially busy times. Six of the suites now have large, European-style showers, while all suites feature new tiling, cabinetry and more. The classroom where perinatal classes are held was also upgraded.

Aside from a flooring replacement and the addition of a doctors’ coding room a few years ago, this is the first renovation for the 10,250-square-foot Birthing Center in almost 20 years. The staff chose all of the colors and finishes.

“The new decor gives an elegant, updated look to the unit, and families can experience a more relaxing, welcoming atmosphere,” says Director of Obstetrical Nursing Deborah Jones.

MUSIC TO OUR EARS

In 2014, the Birthing Center welcomed 710 newborns, including nine sets of twins. And new arrivals are now welcomed in a unique way at Thompson: Each time a baby is born in the Birthing Center, a short, quiet segment of Brahms’ Lullaby plays on the overhead paging system throughout the hospital.

“It is our intent that this will be a reminder, in the midst of our daily stressful lives, of the hope and joy that each new life brings,” says Jones.

For more information about the Baby Café program, call 315-536-1134. For information about the First Time Around Group, which is also free of charge, call 585-396-6497.
NEW TECHNOLOGY in The Birthing Center at Thompson Hospital is helping the most vulnerable newborns get a healthy start in life.

Funded by the cash call during last summer’s Thompson Gala, the Panda Infant Warmer is for the approximately 10 percent of babies who require assistance in making the transition after delivery.

As Director of Obstetrical Nursing Deborah Jones puts it, “When these babies are born, we become their life support.”

A HUGE DIFFERENCE

Jones spoke to those at the gala to give them a sense of the care these infants require and what a difference the equipment makes. She asked them to imagine being an OB nurse caring for a baby named Vivian, born six weeks premature and not breathing. Jones described the process without the new equipment:

“As you resuscitate, you move her quickly into the nursery. You put her on the scale because we need an accurate weight to dose her antibiotics. This takes precious seconds and exposes her to the cold. Once she is on the warmer, the doctor inserts a breathing tube and ventilation continues. The portable x-ray machine arrives, and you have to lift Vivian off the mattress to put the x-ray cassette under her, making sure you don’t dislodge the breathing tube.

“The respiratory therapist has to rearrange the air and oxygen tubing to prevent the baby from receiving too much oxygen,” Jones continues. “You’re standing under the heating unit, trying to start an IV in a hand the size of your thumb, while sweat is dripping down your neck and the heater alarm is blaring because you can’t silence it without stopping the procedure.”

The same scenario, with the Panda Infant Warmer:

“Vivian comes to the nursery and is weighed right on the warmer, which has a built-in scale. The therapist regulates the oxygen concentration with a simple turn of a dial. The x-ray cassette slides into a drawer under the mattress so you don’t need to move Vivian for her chest x-ray. And the radiant heater directs warmth to the mattress, not the top of your head. The heater alarm sounds, and you swipe your hand in front of a sensor to temporarily silence it without interrupting your care.”

Jones was astounded by the generosity of the donors who supported Thompson by funding the Panda Infant Warmer during the gala.

“The new Panda is already improving patient care in The Birthing Center,” she says, “and I want our donors to know what a huge difference they have made in the lives of these at-risk newborns.”

HAVANA NIGHTS!
A FIERY FIESTA TO BENEFIT THOMPSON HEALTH

Join us for a colorful evening filled with vibrant music, Havana heat and a whole lot of festive flair, featuring savory Cuban cuisine, signature sangría and a spirited auction. Hosted by the F.F. Thompson Foundation, this fiery fiesta will be held the evening of Friday, Sept. 11, at the Inn on the Lake in Canandaigua. Tickets are $200 per person. Registration is available at ThompsonHealth.com/HavanaNights. For more information, call 585-396-6155 or email foundation@thompsonhealth.com.
Rest easy
Those with possible sleep apnea or other chronic sleep problems now have a new option offered through the Thompson Health Sleep Disorders Center in Canandaigua: Home-based sleep studies.
While some still prefer having a lab-based study in one of the spacious suites at the Center, others feel more comfortable in their own beds.
Thompson provides a device to place on the front of the chest, with a monitor attached to one finger. After data including pulse rate, oxygen saturation and body position are recorded overnight, they are analyzed by the board-certified sleep medicine specialists at the Center and then shared with the referring physician for possible treatment.
For more information about the Sleep Disorders Center—the only such center in the Finger Lakes accredited by the American Academy of Sleep Medicine—call 585-396-6483 or visit ThompsonHealth.com.