

PARTNERS

I N H E A L T H A N D W E L L N E S S

Fall 2010

LOWERING MEDICAL COSTS

*Keeping your family
healthy in a
down economy*

LAB RESULTS: WHY WAIT?

*New technology
provides quick
answers*

DEMENTIA

*Tips for communicating
with those you love*





Embracing change, together

here we are in autumn, a time of year synonymous with change. Children—and many adults—head back to school, eager to learn new things and make new friends as they gear up for the challenges ahead.

It is also a season of change for Thompson Health. We are embarking upon Project Excel, our \$43.5 million expansion and renovation initiative. At the same time, we are investing in technologies, such as a machine to reduce lab wait times (as detailed on page 7), and launching new initiatives, such as the Pulmonary Disease Management Program (also on page 7), to ensure that we continue to provide excellent care far into the future.

We hope that you will take a moment to fill out the enclosed survey so that we can have your input as we grow with the community's changing needs.

One thing that will never change is our commitment to you. Through *Partners* and through all that we do, we are a resource for you. Whether it's news about a new service we offer, advice for coping with a common ailment or even healthy recipes, we are here to share in your journey of change!

Linda M. Farchione, FACHE
President and CEO



URGENT CARE A CONVENIENT OPTION

This fall, Thompson Health celebrates the one-year anniversary of its updated and renovated Urgent Care Center at 1160 Corporate Drive, just off Route 332 in Farmington.

Open evenings, weekends and most holidays, the Center does not require an appointment and treats illnesses and injuries that are not life-threatening but do require immediate attention. It also offers digital x-ray services and a lab draw station.

For more information, call **585-924-1510** or visit ThompsonHealth.com.



COMING SOON: DIGITAL MAMMOGRAPHY

At some point in the future, a woman you deeply care about may face a breast cancer diagnosis, and if that happens, your first question will likely be, "Did they find it early?"

For this reason, Thompson Health is committed to offering state-of-the-art diagnostic technology and in early 2011 will add digital mammography to its cancer-detecting arsenal at F.F. Thompson Hospital.

While both digital mammograms and the traditional film mammograms capture images of the breast, a digital mammogram converts x-rays into electrical signals sent to a computer. The images can be enhanced, magnified or manipulated on a high-resolution monitor, which can help the radiologist see specific areas more clearly. These images can be stored electronically and sent to specialists in different locations to study them.

"Coming on the heels of our introduction of breast MRI capabilities in 2009, this latest technology further establishes our accredited Mammography Department as a place where women can turn for the finest in diagnostic care," says Wendy Mulholland, director of imaging services for the hospital.

To schedule your mammogram, call **585-396-6910**. To schedule your clinical breast exam, to learn how to do monthly self-exams or to find out about Thompson's Breast Health Patient Navigation Program, call our breast health nurse at **585-396-6061**.



Getting through

THOMPSON HEALTH DEMENTIA CARE SERVICES

Experienced and exceptional

■ NEXT YEAR WILL MARK THE 20th anniversary of the dementia program at the M.M. Ewing Continuing Care Center, Thompson Health's skilled-nursing facility in Canandaigua.

"It's gratifying to look back and think about the many individuals and families we have helped by providing a supportive environment, education and dedicated caregivers," says Ann Costello, RN, a member of the team responsible for the program's development in 1991. She currently serves as the nurse manager of The Gardens, one of the Center's two avenues for people with Alzheimer's disease and other dementias.

Other components of Thompson's Senior Living Services provide dementia care services as well. These include the Brighter Day, Thompson's medical adult day program, and Clark Meadows, its enriched living community.

In addition, Thompson hosts a support group for caregivers the second Wednesday of each month at the Brighter Day. For more information about the group, call 585-396-6646.

For information about Thompson's Senior Living Services, visit ThompsonHealth.com.

TIPS FOR COMMUNICATING WITH SOMEONE WHO HAS DEMENTIA

Years ago you shared long, heartfelt talks. But now it seems your loved one rarely understands what you say.

A breakdown in communication is one of the most heartbreaking and frustrating aspects of dementia, but there are steps you can take to make things less stressful, says Donna Schempp, LCSW, program director for the Family Caregiver Alliance.

EDUCATE YOURSELF

Talk to your loved one's physician to learn more about the dementia. It's good to know what to expect.

Often, people with dementia:

- Use the same word repeatedly
- Easily lose their train of thought
- Use curse words
- Speak less often
- Rely more on gestures than words
- Invent new words for familiar things

BETTER COMMUNICATION

When talking with your loved one, turn off the radio or television so there are

no distracting noises. Call the person by name, and maintain eye contact.

Use a positive approach, pay attention to your body language, speak slowly and use simple words.

"Don't phrase things as a question if you're making a statement," suggests Schempp. "If the person says no, then you're stuck. Don't say 'Are you ready for your doctor's appointment?' if you mean 'It's time to see the doctor.'"

Be respectful and be patient. If your loved one gets upset, change the subject or your environment. You might suggest going for a walk or moving to another room.

Recalling "the good old days" can also make for a pleasant conversation, because people with dementia may have poor short-term memory but often have clear memories of the distant past and enjoy sharing those memories.

LEARN MORE

Visit the Family Caregiver Alliance at www.caregiver.org or the Alzheimer's Association at www.alz.org for more communication tips.

Staying healthy in a down economy

4 WAYS TO HELP KEEP MEDICAL COSTS DOWN

If tightening the purse strings becomes a necessity, there are some things you shouldn't eliminate from the budget. Health care is one of them.

Cutting corners on your medical care might actually cost you more in the long run. More importantly, it may put your health in jeopardy.

Still, as deductibles and co-pays rise and many people find themselves without health insurance, there are steps you can take to stay healthy and lower your medical costs:

1 PRACTICE GOOD HEALTH HABITS.

Smart lifestyle choices, such as these, are key:

- **Don't smoke, and avoid secondhand smoke.** Lung disease, heart disease, stroke and cancer are just a few of the health problems associated with smoking that you might avoid by kicking your habit. Thompson Health offers one-on-one smoking cessation counseling. For details, call **585-396-6111**.
- **Eat well.** Diseases as varied as high blood pressure, diabetes, osteoporosis and heart disease may be linked to diet. Aim for a diet filled with fruits, vegetables and whole grains. Go easy on foods and drinks that are high in calories, sugar, salt or fat.
 - **Get active.** Balancing your activity level with your calorie consumption will help you maintain a healthy weight—and lower the risk of diabetes, heart disease and osteoarthritis. Exercise can also strengthen lungs and muscles and may ward off depression. Aim for at least 2½ hours of exercise each week. Don't worry about joining a gym or purchasing exercise equipment. A brisk daily walk can be beneficial.

- **Be safe.** Wearing seat belts in vehicles and helmets on bikes reduces your risk of injury.
- **Practice prevention.** Get your flu shot and wash your hands often to keep germs at bay.
- **Manage stress.** Stress can contribute to a host of health problems, reports Mental Health America. Try to balance work with play, make time for relaxation and always get adequate sleep.

2 HAVE A PRIMARY CARE PHYSICIAN.

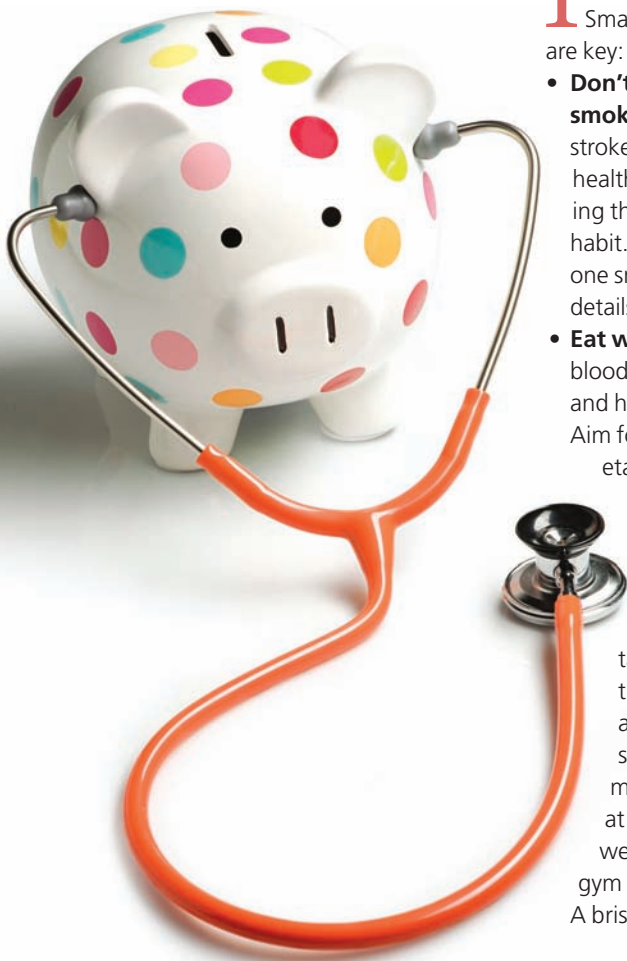
Seeing a doctor regularly can help keep your immunizations up-to-date. This may enable you to avoid illnesses such as influenza and shingles.

Regular appointments also provide opportunities for screening tests. These tests may catch health problems early, when they might be easier—and possibly less expensive—to treat.

3 KNOW WHEN TO SEEK HELP.

According to the American College of Physicians, many minor medical problems correct themselves or improve with at-home or over-the-counter remedies. These treatments may be worth a try before seeking medical help.

For instance, if you sprain an ankle, many doctors recommend the R.I.C.E. approach to treatment—rest, ice, compression (wrapping the ankle in an elastic bandage) and elevation (raising the ankle to lessen swelling). If you have a cold, your doctor cannot offer a cure, but getting rest, drinking fluids and using over-the-counter remedies may help you feel better.





HOW MUCH WILL MY HEALTH CARE COST?

THE PRICE LINE OFFERS ANSWERS

Thompson Health has an innovative service that provides patients with reliable information about estimated costs and out-of-pocket expenses before they enter the hospital. The Consumer Price Line offers answers within 24 hours of a patient's call. If a particular procedure isn't in the database, an answer is provided within two business days.

Patients may call **585-396-6194** between 8 a.m. and 4:30 p.m., Monday through Friday. Messages left after hours will be returned the next business day.

However, if your condition fails to get better or if you're not sure whether you need assistance, you should seek professional advice. And you should always get immediate help for an emergency.

4 ASK ABOUT GENERICS.

Generic drugs have the same purity, strength and quality as their brand-name

counterparts, according to the U.S. Food and Drug Administration. But they're less expensive than brand-name drugs.

Whatever you do, don't decide on your own to stop taking your medicine in order to save money. If you're worried about the cost of a medication, talk to your doctor. Together, you can work to keep costs under control while staying on top of your health.

A great way to avoid medical costs is to stay healthy. Eating healthy is a great place to start. So is our Wellness Calendar, under "Health Info & Education" at ThompsonHealth.com.

COLORECTAL CANCER

Testing could save your life

■ COLORECTAL CANCER MAY NOT BE on your list of great conversation topics, but talking with your doctor about testing for this potentially deadly disease could pay big dividends. That's because testing can:

- Find precancerous growths, or polyps, so doctors can remove them
- Spot cancer before symptoms appear—when treatment is most likely to be successful

More than 90 percent of colorectal cancers are diagnosed in people 50 or older. That's why the American Cancer Society recommends testing beginning at age 50, even for those who have no symptoms and no family history.

SCREENING OPTIONS

Screenings fall into two categories:

• Tests that detect polyps and cancer.

These include a flexible sigmoidoscopy or a double-contrast barium enema or CT colonography—recommended every five years—or a colonoscopy every 10 years.

• Tests that mainly detect cancer.

These include an annual fecal occult blood test or a fecal immunochemical test, or a stool DNA test, as needed.

Your doctor can discuss the pros and cons of each test and help you decide which is best for you.

HOW THOMPSON CAN HELP

At F.F. Thompson Hospital's Ambulatory Procedures Center (APC), a team of world-class physicians and nurses pride themselves on making the screenings a positive experience for all patients. For example, they offer options to reduce prep time and

minimize time away from work.

Although patients are referred to the APC by their primary care physicians, charge nurse Alice Mann, RN, says people ages 50 and older should not hesitate to speak up if their doctor has not yet raised the issue.

"It could save your life," she says.



COUNT ON US: Our Ambulatory Procedures Center team is experienced and compassionate.

Make a lasting gift

INCLUDE THOMPSON IN YOUR FINANCIAL PLANNING

marsha Tillson can often be spotted tending the gardens on the grounds of the place she has called home since 2006: Ferris Hills at West Lake, Thompson Health's independent-living community for seniors. For hours at a time, the lifelong green thumb carefully tends to a wide variety of annuals that brighten and transform the common areas of the senior community into a vivid canvas.

It's a labor of love as Tillson waters, weeds and prunes, sharing her passion with others. But it's not the only way that this active grandmother of six is thoughtfully creating



a lasting legacy: Her charitable gift annuity to the F.F. Thompson Foundation will support the health system's programs for years to come.

"Thompson has done so much for my family and friends, and I want to do what I can now to help ensure that Thompson will be here for generations to come," Tillson says.

A charitable gift annuity guarantees income for life. For a gift of \$10,000, a 70-year-old donor would receive*:

- An immediate tax deduction of \$3,398
- A guaranteed annual income of \$580 (5.8 percent) for life
- Further tax savings, as a portion of the above income is considered tax-free

*Benefits may vary based on the timing of your gift.

THE BREAKDOWN: CHARITABLE GIFT ANNUITIES			
Age	70	80	90
Fixed annuity rate	5.8%	7.2%	8%
Annual annuity on \$10,000 cash gift	\$580	\$720	\$800
Tax-free* portion of annual annuity	\$415	\$554	\$667

*Tax-free income is available for a period of years; then the entire annuity becomes ordinary income.

For more information about a charitable gift annuity or other ways to include Thompson in your estate plans, call Christopher Mahan, senior vice president of development and support services, at 585-396-6471.

PROJECT EXCEL ON ITS WAY

Thompson Health recently broke ground on Project Excel, a \$43.5 million initiative to renovate 42,000 square feet of space in F.F. Thompson Hospital and add 61,000 square feet with the new Constellation Center for Health and Healing on the hospital's north end.

Designed to accommodate the tremendous growth in outpatient surgeries since the hospital was built nearly 40 years ago, the project is expected to take two years.

Throughout construction, every effort will be made to minimize any inconveniences for the public. For construction updates and to learn how to support the Building a Healthy Future capital campaign, please visit ThompsonHealth.com.



Shopping's never felt this good

how does indulging in a little guilt-free shopping sound? In the Guild Gallery Gift Shops, you can do just that! Located at F.F. Thompson Hospital and the adjoining M.M. Ewing Continuing Care Center, the shops are an important source of fundraising for The Thompson Guild, the health system's auxiliary.

In fact, last year the volunteer-staffed

shops raised more than \$70,000 for the guild's many programs benefitting patients, residents and community members.

"Every gift from the Guild Galleries is a gift to Thompson Health," says manager Jean Wheaton.

Wheaton and fellow buyer Diane Sickmond stock the shops with an ever-changing array of items, including Melissa & Doug toys, Willow Tree carvings, Christmas ornaments, and other unique finds.

In addition, both shops deliver items, including flowers, phone cards and magazines to patients' and residents' rooms between 9 a.m. and 2 p.m. on weekdays. To arrange a delivery, call 585-396-6662.



FAST FINDS:
New technology at F.F. Thompson Hospital is able to produce lab results in a fraction of the time.

Lab results: Why wait?

When you get sick, you want to know what's causing the illness right away. But traditional laboratory tests for antibiotic-resistant bacteria can take, at minimum, 24 to 72 hours to culture.

Now, the Laboratory Services Department at F.F. Thompson Hospital has acquired state-of-the-art technology that tests for the actual genes within the organisms involved, taking a fraction of the time.

The Cepheid GeneXpert XVI System screens for MRSA (methicillin-resistant *Staphylococcus aureus*) within 60 to 70 minutes, compared to the 72 hours required before. Thompson is also using it to test for the intestinal bug *Clostridium difficile*, or *C. diff.*, with highly accurate results within 40 minutes.

"This technology allows physicians to create a plan of treatment sooner and more accurately," says Nina Smith, the lab's technical operations manager, noting that if a patient has something that requires isolation, quicker results mean less risk of exposure to others.

Smith says that use of the GeneXpert can expand in the future to test for other illnesses, such as VRE (Vancomycin-

resistant *Enterococcus*) and, once approved by the U.S. Food and Drug Administration, influenza-A, such as H1N1. "More and more testing will eventually go into equipment with this type of technology," she says.

NEW PROGRAM!

We'll help you breathe easier

Thompson Health's Respiratory Therapy Department is offering a new personalized program for people who have difficulty breathing due to asthma, chronic obstructive pulmonary disease and other disorders.

Through education, strength-training and aerobic exercises, the Pulmonary Disease Management Program is designed to improve physical health and assist with self-management of disease.

Exercise sessions are Tuesdays and Thursdays in the fitness center on the ground floor of F.F. Thompson Hospital. Oxygen is available, but participants must be able to move independently from one piece of equipment to the next. A classroom session is held each Thursday.

LAB DRAW STATIONS' HOURS EXPANDED

To better accommodate the busy schedules of those it serves, Thompson Health recently expanded the hours for its three lab draw stations:

- F.F. Thompson Hospital, 350 Parrish St. in Canandaigua, Monday through Friday, 7 a.m. to 5:30 p.m., and Saturday, 7 to 11:30 a.m.
- Thompson Health Medical Center, 1160 Corporate Drive in Farmington, Monday through Friday, 7:30 a.m. to 5 p.m. (closed daily from 1 to 2 p.m. for lunch)
- Canandaigua Medical Group, 335 Parrish St. in Canandaigua, Monday through Friday, 7:30 a.m. to 5 p.m.



"This self-pay program is a critical step in managing pulmonary disease," says Marie Rusaw, manager of Respiratory Services. "The best part is that participants are far from alone in their journey to better health."

If you believe you could benefit from the Pulmonary Disease Management Program, call 585-396-6277 to request information.

PARTNERS IN HEALTH AND WELLNESS is published as a health promotion and disease prevention resource of Thompson Health.

Send correspondence and address changes to:
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Calendar of events – Fall 2010

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

19th Annual Holiday Bazaar

Thursday, Nov. 11, 8 a.m. to 4 p.m.,
 M.M. Ewing Continuing Care Center, 350 Parrish St.,
 Canandaigua

With approximately 40 vendors of handcrafted items. Call 585-396-6049.

World Diabetes Day Celebration

Friday, Nov. 12, 4 to 7 p.m.,
 Dougherty Hall, St. Mary's Church,
 95 N. Main St., Canandaigua
 Endocrinologist to discuss "Diabetes Around the Holidays." RSVP required at 585-396-6233.

Thompson Guild Tree of Lights Ceremony

Monday, Dec. 6, 7:30 p.m.,
 F.F. Thompson Hospital,
 350 Parrish St., Canandaigua
 Minimum donation of \$5 designates a light for a loved one. Call 585-394-6091 or 585-396-6155.



Keep up with Thompson Health, health tips and health news. Facebook members can search for "Thompson Health" and click "Like."

Got old pills?

On Saturday, Oct. 30, from 10 a.m. to 2 p.m., community members can drop off unused and unwanted medications at the Canandaigua Wegmans, 345 Eastern Blvd. Thompson Health is among several organizations supporting



this event, sponsored by the Partnership for Ontario County.

Robert Locke, director of pharmacy for Thompson, says similar drop-offs in Monroe County have been successful. He has been among those advocating for one in Canandaigua and is pleased that one is now happening.

"These drop-offs help improve watershed groundwater quality and, more importantly, get controlled substances—expired and unneeded—out of the reach of children and potential drug abusers," he says.

Turkey salad with cranberries and pecans



INGREDIENTS

- 2 cups (8 ounces) diced, cooked turkey breast
- 1 small Granny Smith apple, peeled, cored and diced
- 3 tablespoons dried cranberries, coarsely chopped
- 2 tablespoons chopped pecans
- 1 can (11 ounces) mandarin orange sections, drained and cut into small sections
- ¼ cup fat-free plain yogurt
- 1 tablespoon reduced-fat mayonnaise dressing
- 1½ teaspoons brown mustard
- ½ teaspoon salt
- Ground black pepper
- 8 Boston lettuce leaves

INSTRUCTIONS

- In mixing bowl, combine turkey, apple, cranberries and pecans. Add orange sections. Set aside.

- In a small bowl, whisk together yogurt, mayonnaise and mustard. Season to taste with salt and pepper. Drizzle dressing over turkey mixture while using a fork to gently mix in.
- Arrange 2 lettuce leaves on each of 4 salad plates. Mound ¼ of salad on top of lettuce and serve immediately, accompanied by whole-grain crackers, if desired.

NUTRITION INFORMATION

Makes 4 servings. Per serving: 203 calories, 6g total fat, 1g saturated fat, 20g carbohydrates, 19g protein, 3g dietary fiber, 391mg sodium

Source: American Institute for Cancer Research