

PARTNERS *in Health and Wellness*



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Letter from the CEO: Record Volumes, Exciting Plans Taking Shape This Summer

Michael F. Stapleton, Jr., FACHE



For many, summer is a time when the pace slows down a bit, and although all of us within Thompson Health enjoy soaking up everything the Finger Lakes region has to offer this time of year, this summer is shaping up to be an especially busy one for us.

For example, we continue to see record volumes in our Emergency Department and our urgent care locations. This issue

of *Partners in Health and Wellness* gives you a peek inside our bustling ED, where one of our night-shift nurses offers insight into what her job is like and what drives her.

As we keep up with the demand for our services, we continue looking to the future. In addition to attracting a highly skilled

workforce with initiatives like the RN Residency Program detailed on page 12, we are expanding our services with a second retail pharmacy due to open this fall (see opposite page). We are also making it more convenient for patients to be true partners in their care (see page 19 for a story about an exciting change coming to our primary care practices this fall).

Elsewhere in this issue of *Partners*, you can read about the amazing things taking place within our Rehabilitation Services locations, the importance of keeping up with annual gynecological exams, and more. You can also find out about our annual Gala taking place at the end of August. We would love to see you there!

No matter what your plans are, we wish you all a safe and healthy summer!

Thompson Launches Grief Support Group

Writer Orson Scott Card once said, “Life is full of grief, to exactly the degree we allow ourselves to love other people.”

Indeed, grieving a loss can be crippling and can last for years, if not a lifetime.

To help ease the burden and to enhance its community wellness offerings, Thompson recently began hosting a monthly Grief Support Group which meets from 12:30 to 1:30 p.m. on the second Friday of each month.



Rev. Janice Lum

The health system previously hosted a grief support group for many years, but it stopped meeting in 2020 due to pandemic restrictions.

“I’ve heard from several departments, including Wellness and Social Work, as well as from people I’ve spoken to in my own interactions, that this is a significant need for our community members,” said the **Rev. Janice Lum**, who first joined Thompson in 2022 as its chaplain and manager of Spiritual Care.

“Patients’ families and community residents need to be able to process their loss,” she added, noting the group is intended for individuals who have experienced the loss of a loved one through death, no matter where, when, or how it occurred.

Lum is co-facilitating this group with **Jan DiDuro**, bereavement and volunteer coordinator for UR Medicine Home Care.

Meetings will be held in the George M. Ewing Jr. Conference Room, located on the ground floor of Thompson Hospital’s Constellation Center for Health and Healing.

For more information, email Janice_Lum@URMC.Rochester.edu or call Thompson’s Spiritual Care office at 585-396-6486.



Jan DiDuro



Victor Medical Group Pharmacy to Open This Fall

On the heels of once again earning the community's support with a "Best Pharmacy" award in *Messenger Post Media's 2023 Best of the Finger Lakes Awards*, Thompson is gearing up to open a second retail pharmacy location.


With Rozzi Architects and Genesee Construction as Thompson's partners on the project, renovations began in April at 53 W. Main St. in a 1,300-square-foot space adjacent to our Victor Family Practice and Victor OB/GYN location. The Victor Medical Group Pharmacy is expected to open in October.

Thompson Health Executive Vice President/COO **Kurt Koczent** said the pharmacy will be the only one in the village of Victor, and although it's convenient for the many patients of the primary care and OB/GYN practices at the same address, the entire community is welcome to make it their pharmacy of choice.

"We are excited to offer residents of Victor and surrounding communities the same level of service visitors to our Canandaigua Medical Group Pharmacy have enjoyed for the past five years," Kurt said. "Anyone who's been there for prescriptions or vaccines can tell you, the associates are second-to-none, and they are incredibly customer-focused. A big benefit is the close coordination the pharmacy staff maintains with your physician, acting as a resource for both you and your physician should questions arise."

For more information about our outpatient pharmacy services, including hours for the Canandaigua location, visit ThompsonHealth.com/Pharmacy.



 Follow us on Facebook to stay updated on this project!

Primary Care Locations Add Clinical Pharmacist

Two of Thompson's largest primary care practices recently added a clinical pharmacist to their teams.

Kevin Heacock works closely with providers at Canandaigua Family Practice and Victor Family Practice to ensure patients have the best possible plans for their individual needs. He sees patients in person but also consults with them via phone, video, and the electronic medical portal.

These appointments are provided at no charge to the patient or to their insurance. Benefits include:

- More frequent follow-up between visits with the provider
- Ensuring the medications the patient is taking are safe and effective
- Extra time to address any questions/concerns the patient may have related to medications

According to a Mayo Clinic presentation to

the American College of Health Executives, embedding a pharmacist within a primary care practice can be beneficial to providers because the pharmacist can help alleviate administrative burdens in addition to improving patient health outcomes. The concept is supported by the American Medical Association.

Karina Anderson, director of Practice Management for Thompson, said the health



Karina Anderson



Kevin Heacock

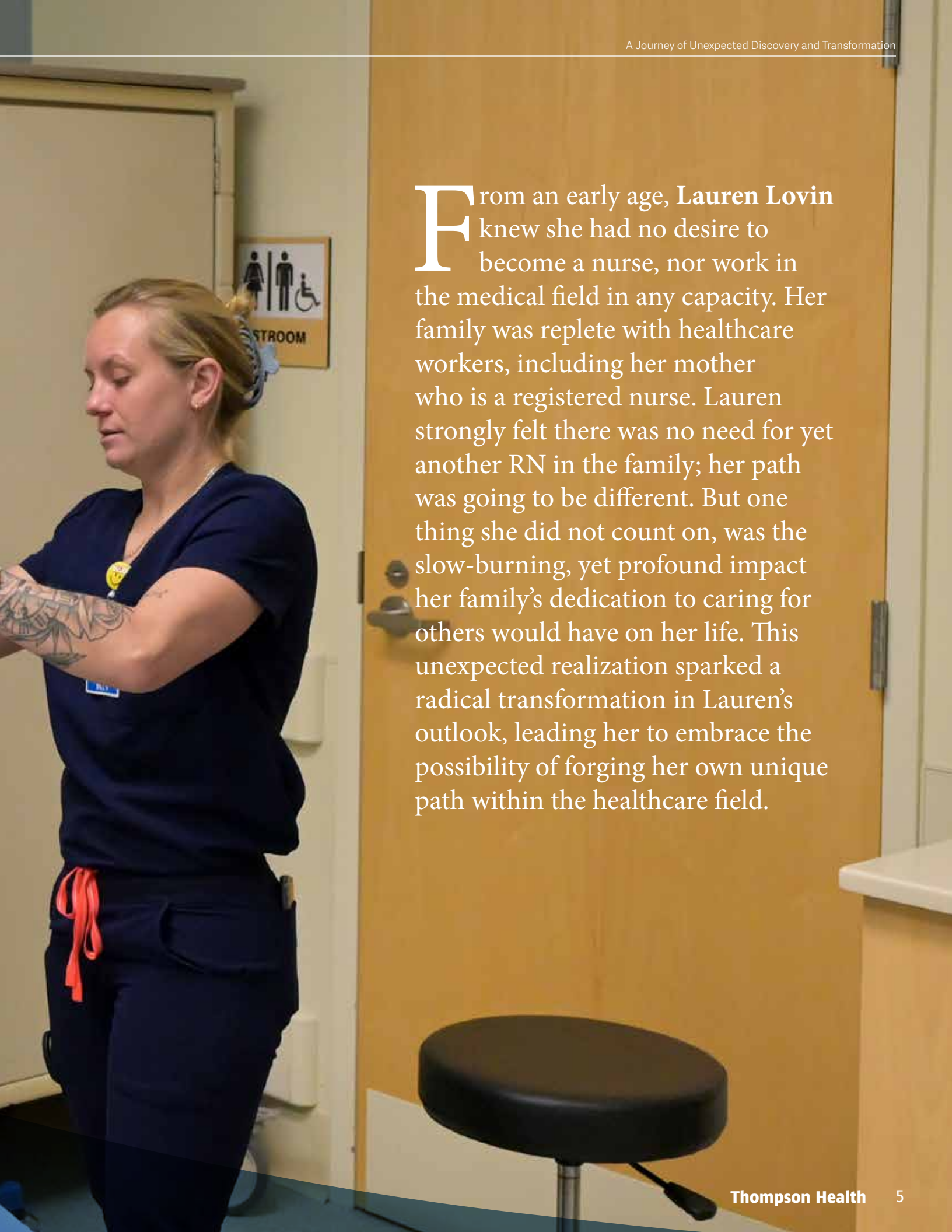
system piloted the initiative in Canandaigua before expanding to Victor. She added of Heacock, "He is our proof of concept."

For information about Thompson's primary care practices, including those accepting new patients, visit ThompsonHealth.com/PrimaryCare.



A Journey of Unexpected Discovery and Transformation

A Peek Inside the Life of an Emergency Nurse



From an early age, **Lauren Lovin** knew she had no desire to become a nurse, nor work in the medical field in any capacity. Her family was replete with healthcare workers, including her mother who is a registered nurse. Lauren strongly felt there was no need for yet another RN in the family; her path was going to be different. But one thing she did not count on, was the slow-burning, yet profound impact her family's dedication to caring for others would have on her life. This unexpected realization sparked a radical transformation in Lauren's outlook, leading her to embrace the possibility of forging her own unique path within the healthcare field.

Lauren took her career epiphany in stride, despite it coming three years after earning her bachelor's in psychology from Le Moyne College in Syracuse.

"I studied and prepared myself to become a forensic psychologist; that field was so exciting and different to me," Lauren remembered. "But, as I like to say, 'what will be, will be.' I couldn't deny what I felt inside; I needed to be a nurse. So, I earned my Bachelor of Science in Nursing from the Florida campus of Utica University."

But if Lauren was destined to be a nurse, she wanted to feel the same spark of excitement she felt while preparing for her career in forensics. How could she rekindle that? What area of nursing would satiate her need for high energy? And, how could she create a career in contrast to her healthcare relatives? She found everything she was looking for, including like-minded colleagues, in Thompson Hospital's emergency department.

"In the ED, time moves quickly. It is a rapid-paced environment requiring quick thinking and quick actions with not a lot of time to adapt," Lauren said. "One moment you could be caring for a critically ill patient, and the next caring for someone with a cold. Every day is different; every minute is different. I love that."

In addition to an immense sense of satisfaction and self-worth Lauren feels when caring for someone in need, she relishes how the ED environment helps effectively develop her leadership, time management, and communication skills, along with critical thinking abilities. These proficiencies, along with her innate sense of calm, serve as the foundation for a career in one of the most demanding areas of nursing.

A Day in the Life

Lauren starts her 12-hour night shift in the emergency department the same way every day, without knowing what to expect. With her high-caffeine beverage always close by, Lauren first huddles with the day-shift nurses to review the patient charts and plan of care. When the shift change process is complete, she starts prioritizing which patient to tend to first.

"Unfortunately, the ED is not first-come, first-served. Patients are

cared for by their severity and need for critical attention," Lauren said. "I know this can be frustrating for some patients in the waiting room who may have been waiting for a while, but all of the nurses, techs, and doctors bust our collective humps to ensure everyone is seen and cared for as soon as possible."

Lauren says it's difficult trying to explain why the wait may be long and why it appears there isn't a lot of action. Patients don't see what is happening behind the scenes – the rooms

being changed over by environmental services, the radiology techs wheeling patients down to x-ray, the prep work being done in anticipation for ambulances arriving, or the multiple nurses being pulled away to save the life of a patient who is undergoing cardiac arrest or stroke.

"Another thing to remember, is the sheer number of patients flooding the emergency department is drastically higher than in years' past," Lauren said. "With the ED oftentimes being the entry point for an

overnight hospital stay, it's important there are beds available on the floors and in the Continuing Care Center so we can safely move patients out of the department."

According to Lauren, while every area of nursing can be high stress at times, she and her ED colleagues cannot ever fully prepare for what may lie ahead of them at any given moment, or what physical or emotional toll she and her team will bear. Although she fully prepares herself mentally before every shift, there are rare times – even with the herculean efforts of the physicians, nurses, techs, and others – when a patient may not make it out of the ED. Losing a patient and witnessing the family's sorrow is one of



Lauren says her coworkers are a big reason why she loves her job, "We thrive off of each other, we help each other through every shift, and we always try to maintain a positive attitude."



Emotions run strong among ED nurses and can shift from sadness to joy in a heartbeat.

the most difficult things Lauren has ever experienced.

“It’s an enormous amount of weight to carry on our shoulders,” she said. “It is most difficult not having the time to cope with a loss knowing there is another patient or family who desperately needs my help right away. I may head out after my 12-hour shift with my stethoscope and badge, but I bring home a lot more with me – intense emotions I need to process before my next shift.”

Her Team is Her Family

To help her manage her feelings, Lauren leans on her ED coworkers, and they do the same with her. To Lauren, this tightknit family is what makes their team of nurses, technicians, and providers so effective. She understands patients trust them with their lives every day, and while she knows each nurse excels on his or her own merit, without teamwork they could never be as successful as they are.

“My coworkers are a big reason why I love my job. We thrive off of each other, we help each other through every shift, and we always try to maintain a positive attitude,” Lauren said with a smile. “Aristotle is attributed with saying, ‘The whole is greater than the sum of the parts.’ This is so true! My Thompson emergency colleagues are my second family. We see each other and put our trust in each other every day; this is a bond few may ever understand.”

Giving your all to the team is the most important piece of advice Lauren offers to those who are considering becoming an emergency nurse. She says understanding one’s own strengths and weaknesses leads to a natural sense of mentorship, as well as a continual need to ask questions. She believes firmly this is how emergency nurses grow, adapt, and thrive. But committing personal energies to benefit the team, and ultimately the patients, should not be at the expense of self-care.

“The fast-paced and physically demanding emergency environment is not meant for everyone, and burnout can happen quickly,” said Lauren. “If you don’t care for yourself, you won’t be able to care for others. Yes, we serve in a field that requires us to put our needs aside to help others, but in order to be the best we can be for the patients, we must also remember to care for ourselves.”

Looking back at her schooling and what she thought she wanted from a vocation, Lauren laughs. She is pleased she ultimately came to the realization of

how honorable and worthy the nursing field is, one she should not have disregarded so hastily.

“As a nurse, people put their lives in my hands; this fact will never be lost on me,” said Lauren. “Although many days seem physically, emotionally, and mentally demanding, they never eclipse the days that make me proud to be a nurse, and proud to join my family in the service of others.”



Not only does Lauren help manage the ED as a charge nurse, she also provides care to patients awaiting treatment. Here, she is stabilizing a patient.



Emergency Room physician Dr. Brian Greenberg discusses a patient’s plan of care with Lauren.

ED Pilots Innovative Program Designed to Enhance both Patient and Staff Satisfaction

In early March, our Emergency Department began piloting a new program called “Virtual Discharge Nursing.”

According to Vice President of Patient Care Services/CNO **Hazel Robertshaw**, this represents UR Medicine’s first foray into virtual nursing. “We feel confident this will speed up the patient discharge process, as well as allow our staff to focus on the most critically-ill patients,” she said.

Director of Emergency Nursing **Justin Neidig** referred to the initiative as “transformative.”

“As technology continues to evolve, and given the challenges we face with nurse workloads and staffing, we have to be inventive in the ways we connect with and care for patients,” he said. “Virtual nursing not only revolutionizes patient care, but also brings about

significant benefits for nurses, empowering them with new tools and opportunities.”

Our virtual discharge nurses are Thompson ED nurses who will be specifically assigned to help facilitate patient discharges during some shifts.

Senior Nursing Informatics Specialist Tasha Heme of Strong Memorial Hospital noted virtual nursing is not a replacement for traditional nursing. “It is here to complement our existing practices by expanding our toolkit to better meet the needs of our patients, improve operational efficiency, and reduce burden on staff,” she said.

Hazel explained Thompson’s program is focused on the ED patients who are the most stable and who sometimes must

wait extended periods of time to be discharged because nurses are focusing on the sickest patients.

Justin said by ensuring patients receive necessary information, follow-up instructions, and support for adherence to treatment plans, the possibility of the patient returning to the emergency room is reduced.

There is an additional reason to be excited about the pilot project: There is a great deal of literature about the value of virtual nurses in RN retention.

“Very few places have done virtual nursing in the emergency department,” she added, noting the pilot project will be evaluated to ensure objectives are being met.



Patient Care Technician Zach Pierret demonstrates how new technology in the ED allows nurses like Brittany Swift to discharge patients efficiently.



Here’s how it works:

Once a patient has been stabilized and the physician has signed their discharge, a patient care technician brings discharge instructions to their room. The tech helps the patient connect virtually to the discharge nurse via the MedSitter technology that has been in use on our hospital inpatient floors since early 2022. The tech also provides a handout explaining the process.

Next, the virtual nurse reviews discharge instructions with the patient, provides them with education related to their visit, and answers questions they may have.

Once these steps are complete, the patient is free to leave the ED, letting their tech know if they need wheelchair assistance.



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Once in a while, you'll even find a professional athlete in the mix.

Such was the case with **Quinn Gleason** of Mendon, who has been playing professional tennis since graduating from the University of Notre Dame eight years ago.

Quinn, who has played in both the US Open and Wimbledon, has 17 professional doubles titles and one singles title, having competed in 28 different countries.

In spring 2022, she thought it could all be a thing of the past. She tore the triangular fibrocartilage complex in her dominant wrist and was completely unable to hold a racquet.

With her career on the line, Quinn wanted to be sure she found the right therapist. That led her to **Zach Nobles**, Thompson's senior occupational therapist as well as a certified hand therapist.

"I did a lot of research about therapists in the area and was particularly impressed by Zach's client reviews and his certifications," Quinn said. "I made a ton of progress within the first week, so I was thrilled with my choice to work with Zach."

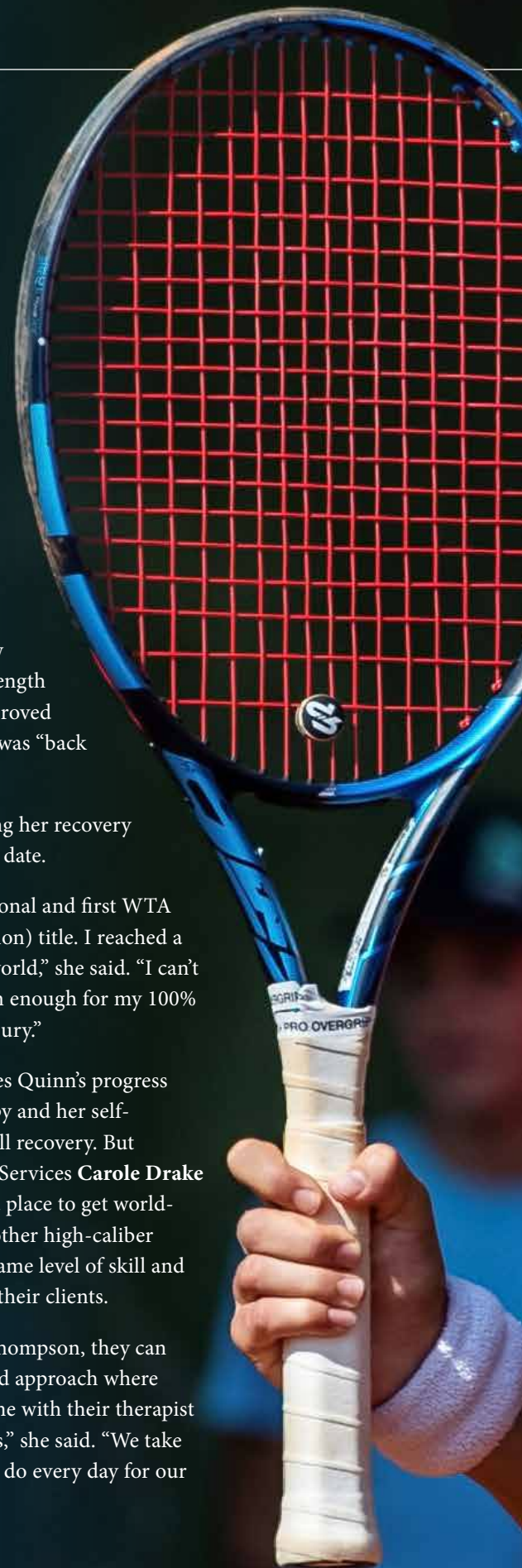
Quinn said Zach set up a clear program of exercises and stretches, giving her direction to get back on the court as soon as possible. After just a few visits, the mobility and strength in her wrist was much improved and after a few weeks, she was "back to 100 percent."

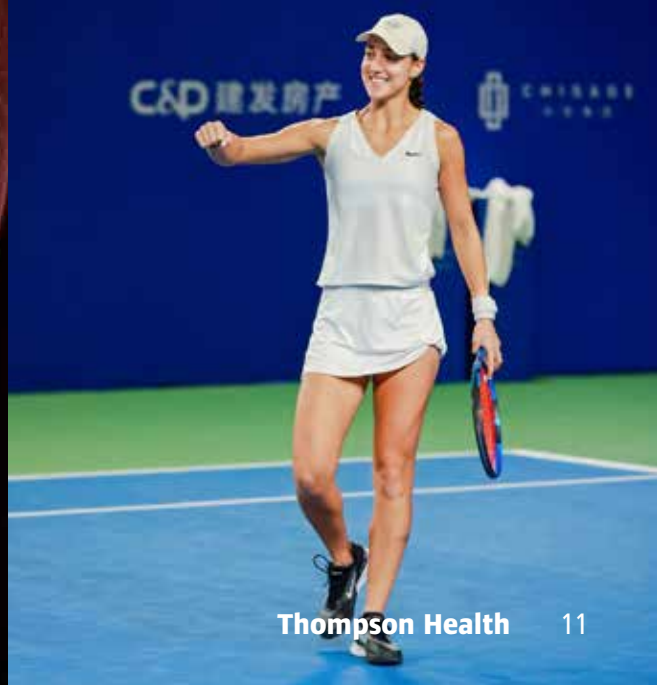
In fact, the season following her recovery was her most successful to date.

"I won my biggest professional and first WTA (Women's Tennis Association) title. I reached a career high of 95th in the world," she said. "I can't thank Zach and Thompson enough for my 100% recovery from my wrist injury."

For his part, Zach attributes Quinn's progress to her dedication to therapy and her self-motivation to achieving full recovery. But Director of Rehabilitation Services **Carole Drake** says Thompson is indeed a place to get world-class care, with Zach and other high-caliber therapists possessing the same level of skill and determination as many of their clients.

"When patients come to Thompson, they can count on a patient-centered approach where they spend one-on-one time with their therapist working toward their goals," she said. "We take immense pride in what we do every day for our community."





Thompson Associates Grateful for ‘Life-Changing’ Fund

When music lovers packed the Fort Hill Performing Arts Center for **Don Potter** recently, they knew they were going to be treated to a special night with a Rochester Music Hall of Fame inductee. What they may not have realized was they were also supporting local healthcare workers and their families, with proceeds raising \$15,000 for our Healthcare Education Fund.

Amy Logan, for one, is grateful. The certified nursing assistant (CNA) is one of the Thompson associates getting a boost from the fund while pursuing her goal of becoming a licensed practical nurse.

The fund sponsors stipends, making it possible for entry-level associates to work part-time while attending school. It has helped not only CNAs and patient care technicians, but is also supporting a supply tech in qualifying for a higher paying position within surgical care, and a transport aide who is



Don Potter played a benefit concert in May.

becoming a registered nurse.

“We’re a family of seven, so the extra funding for me is important because I wouldn’t be able to pay for the extra childcare I need in the mornings to get my kids on the bus from a safe environment,” Amy told donors earlier this year.

Jacquelyn Pollotta, who completed her transition from CNA to LPN in 2023, echoed the importance of the support.

“To have these funds available so that we can better ourselves and we

can bring ourselves up in the world and not have to worry so much about scraping by, it’s just an amazing opportunity and it really is life changing,” she said.

To make a gift to the Healthcare Education Fund, call 585-396-6156 or email Heather_Rickett@URMC.Rochester.edu.

RN Residency Program Helps New Graduates ‘Bridge the Gap’

Those with a brand-new nursing degree have an opportunity to join Thompson for a two-phase residency program designed to help RN students bridge the gap between school and independent practice.

Nurse Recruiter **Victoria “Tori” Perrin** said the program begins with a 12- to 14-week medical/surgical orientation to help develop a solid clinical foundation by building confidence, knowledge, and skills under the mentorship of Thompson’s experienced nursing staff.

Highlights of the orientation include:

- A dedicated preceptor on the unit
- Biweekly meetings with the educational staff to identify personalized needs
- Telemetry certification (ACLS certification if applicable to the unit)
- Opportunities in Medical/Surgical area, the Post-Anesthesia Care Unit/Surgical Care Center, Emergency Department,

ICU and the Operating Room
(based on unit staffing needs)

Orientation is followed by a year-long residency which includes:

- Monthly RN Residency meetings including touch-base meetings with the chief nursing officer
- Hands-on instruction for identifying and creating an evidence-based project for the unit
- Beginning the transition into the Professional Advancement System
- Support in continuing personal educational goals



Tori Perrin

For more information, visit ThompsonHealth.com/Nursing or reach out to Victoria_Perrin@URMC.Rochester.edu.

“I am happy to answer any questions anyone may have!” Tori said.



Thompson Named 'LGBTQ+ Healthcare Equality High Performer'

Thompson recently received a "LGBTQ+ Healthcare Equality High Performer" designation from the Human Rights Campaign Foundation (HRC).

The designation was awarded in the 16th iteration of HRC's Healthcare Equality Index (HEI), released recently. A record 1,065 healthcare facilities actively participated in the HEI 2024 survey and scoring process. Of those participants, 462 received the "LGBTQ+ Healthcare Equality High Performer" designation.

"For many years, Thompson has made a concerted effort to be a place where all patients, residents, visitors, and associates feel welcome," said Thompson Health Vice President of Associate Services/Wellness **Jennifer DeVault**. "As we continue to find ways to make our health system even more welcoming, we appreciate the guidance of the HRC, and we are proud to have received this distinction."

DeVault said Thompson offers "Safe Space" training to its associates, has a contingent that marches in Rochester's Pride Parade, and is a sponsor of the FLX Pride Festival. Other initiatives have included dedicating a page on the health system's website to the needs of the LGBTQ+ community, listing several available resources.

According to Kelley Robinson, president of the HRC, the index helps people find facilities where welcoming policies and practices are standard.

"We know that LGBTQ+ people – especially our trans family – continue to face discrimination in the doctor's office," Robinson said. "No one should have to put their health on the backburner for fear of mistreatment in a healthcare facility or by their doctor."

The HRC noted this year's HEI comes as a Kaiser Family Foundation study finds LGBTQ+ adults are twice as likely as non-LGBTQ+ adults to have been "treated unfairly or with disrespect by a doctor or healthcare provider" in the last three years.



Thompson Once Again Among '150 Top Places to Work in Healthcare'

UR Medicine Thompson Health was recently named to the 2024 edition of the "150 Top Places to Work in Healthcare" list released by *Becker's Healthcare*, a Chicago-based media platform serving healthcare decision-makers.

"This is the seventh time since 2015 we have been named to this national list, and we see it as a reflection of our commitment to supporting the professional growth and personal well-being of our associates," said Thompson Health President/CEO **Michael F. Stapleton, Jr.** "Especially at a time when there are workforce shortages within the healthcare industry, attracting and retaining top talent is fundamental to everything we do, so this validation of our efforts is something for which we are incredibly grateful."

Each year, *Becker's Healthcare* develops its "150 Top Places to Work in Healthcare" list based on nominations and editorial research. Organizations cannot pay for inclusion.

Thompson is one of four hospitals/health systems in New York named to this year's list, which also includes

the Cleveland Clinic, the Mayo Clinic, Johns Hopkins Medicine, and others.





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Grateful Patient Says Thank You By ‘Giving a Piece of My Peace’

Flower deliveries are an everyday occurrence at our hospital, but the delivery from the Byrley family was unlike any other. While patients are usually the ones receiving flowers, these were for our associates, and with nearly three dozen bouquets, they filled a sedan.

Monica Byrley explained she and her husband, Al, just wanted to brighten the day for our ICU staff and make sure they knew what a difference they make.

“I wouldn’t be here today, and my son would not have his mommy if it wasn’t for the amazing people who work on this unit,” Monica wrote in a card accompanying the take-home bouquets for nurses, techs, physicians, and Environmental Services associates.

Monica was a patient in the ICU in February 2023 following the birth of her son, the couple’s first child.

The baby was healthy and so was Monica when they were discharged home from our Birthing Center, but later that day, Monica started having trouble breathing. The next morning, it was worse, and she was experiencing “gurgling breaths.” Dr. Jillian Babu, an OB/GYN from our Canandaigua Medical Group, told her to go immediately to the Emergency Department.

Although Monica’s blood pressure was not high when she arrived, the ED team determined her kidneys were failing and her lungs were full of fluid.

“I was dying,” she said. “Dr. Babu swooped in and said, ‘I know exactly what this is, and you need to be in the ICU right now.’”

It was a rare condition called postpartum preeclampsia, and in Monica’s case, it meant almost a week of intensive care with a team of specialists making sure she made a full recovery.

“I felt so well taken care of,” she said. “I knew I was receiving the best care possible.”

She and Al also knew they wanted to express their gratitude. With a nine-acre homestead in Honeoye, the couple didn’t have to look far for inspiration. As an alumni ambassador for a nonprofit called The Growing Kindness Project, Monica tends a 7,000-square-foot flower and vegetable garden.

“It really is a place of healing and peace for me,” Monica said. “So sharing it is like giving a piece of my peace to other people.”

Heather Rickett, director of the F.F. Thompson Foundation, worked with the Byrleys in facilitating the special delivery.

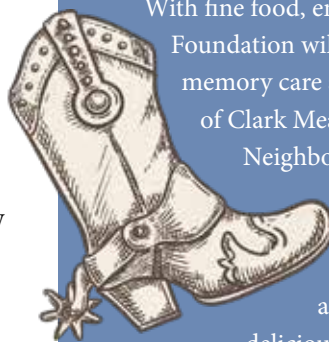
“Our staff was so grateful for their thoughtful and generous gesture,” she said. “These individuals work so hard, and seeing their faces light up when Monica walked in was priceless.”

Gala set for August 29

Save the date of Thursday, August 29! That’s when the F.F. Thompson Foundation will host its annual Gala at Lincoln Hill Farms. This year, the theme is Western Roundup.

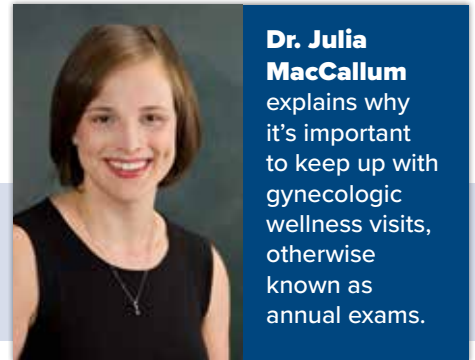
With fine food, entertainment, and a beautiful setting, the Foundation will be rounding up funds for a planned memory care addition to our assisted living community of Clark Meadows. The 12-apartment Memory Care Neighborhood will provide a secure environment – including a courtyard and shared living areas – with 24/7 access to a registered nurse as well as stimulating activities, assistance with the tasks of daily living, and delicious meals.

Tickets for the Gala – and sponsorship opportunities – will be available soon. For information, check ThompsonHealth.com/Roundup or call 585-396-6658.



Empower Yourself with Gynecologic Wellness Visits

A gynecologic wellness visit is an essential part of maintaining your overall well-being. This type of visit involves seeing a gynecologic provider to monitor and address various aspects of reproductive and sexual health.



Here are several reasons why it's important for individuals to have routine wellness visits:

Early Detection of Gynecologic Health Issues

One of the primary reasons for regular wellness check-ups is the early detection of potential health issues. These visits allow healthcare providers to screen for various conditions such as cancers and sexually transmitted infections. Detecting these problems early on increases the chances of successful treatment and can significantly improve long-term health outcomes. For example, gynecologic wellness visits often include cervical cancer screening, such as Pap smears and human papillomavirus (HPV) testing. These routine screenings are vital for detecting abnormal cell changes that could lead to cervical cancer.



Reproductive Health Monitoring and Contraception

If you are sexually active or planning to be in the future, gynecologic wellness visits are crucial for monitoring reproductive health and ensuring that reproductive organs are functioning properly. This is especially important if you are considering starting a family in the future. If you are sexually active and not ready for a family, wellness visits are essential for discussing and obtaining contraception. Providers can help explore different pregnancy prevention methods, allowing you to choose options aligning with your goals and lifestyle.

Pre- and Post-menopausal Health:

Reproductive wellness visits provide an opportunity to discuss any concerns or irregularities related to the menstrual cycle and menopause throughout the lifespan. Gynecologic providers can help you understand what is normal and address any issues that are present.

Education, Counseling, and Holistic Well-being

These visits offer a valuable opportunity for education and counseling on various topics related to gynecologic health. Providers can share information on sexual health, nutrition, exercise, and more. Gynecologic wellness visits can also focus on more than just the physical aspects of health. Each wellness visit is an opportunity to discuss emotional well-being, mental health, and any concerns about relationships or life changes.

Gynecologic wellness visits are vital for maintaining health and addressing potential issues early on. By taking a proactive approach to gynecologic health, you empower yourself with knowledge and care that can positively impact well-being now and in the future.

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HEALTH

After Rehab Stay, Canandaigua Man Enjoying a ‘Whole New Life’

When **Nelson Carr** arrived at the M.M. Ewing Continuing Care Center last December, the longtime Canandaigua resident was at a low point. He had just spent 15 days at Strong Memorial Hospital in Rochester following the amputation of his left leg just below the knee.

However, after a session in the skilled-nursing facility’s rehabilitation gym, he said to his wife Kim, “I’ve found the right place.”

“These people are wonderful,” he said. “They were focused, they knew what I needed, and they made sure I got what I needed.”

Nelson worked with both physical and occupational therapists at the CCC, describing the experience as “unbelievably good.”

“It’s not only the (rehabilitation) team but the whole operation – everybody is just super,” he said.

In February, Nelson began utilizing his new prosthesis. At first, crossing the room was a challenge, but by the time he was discharged on March 7, he walked from his room, past the gym, through the lobby, and out the door with the rehabilitation team and other staff lining the hall to cheer him on.

According to CCC Rehabilitation Manager **Mary Grace Lucas**, the CCC rehabilitation team employs 22 people. In 2023, they worked with residents for nearly 4,500 sessions. Those who are on the facility’s Skilled-Transitional Unit, like Nelson was, typically do five sessions per week but some long-term residents come just once or twice per week.

Mary Grace said Nelson’s can-do attitude and his resulting triumph is just one example of how residents inspire the physical, occupational and speech therapists, as well as other associates on her team.

“It’s so rewarding to see them successfully do something today they couldn’t do yesterday,” she said, noting often patients do not see the daily progress but the therapist can remind them of just how far they’ve come.

“It may sound simple,” she said, “but walking to the bathroom for the first time or getting dressed without assistance is such a huge achievement on the way to independence; we need to celebrate all the small victories.”

Nelson, who turned 84 in May, is still celebrating his victories.

Not only is he home with Kim and their beagle, Tucker, he has been able to resume some of his favorite pastimes and even traveled to Florida. He and Kim recently visited the CCC to reconnect with his care team.

Nelson has some advice for anyone who finds themselves at the CCC for a rehabilitative stay: “Do what the therapists tell you to do. Work hard. Things will get better, and you will get back on the right track with a whole new life ahead of you.”



Nelson Carr worked with Physical Therapist Ed Oglesby in February of this year.

Thompson's Stroke Group Expands Reach



Alice Taylor

Originally held in person, Thompson's Stroke Support Group began meeting via Zoom during the pandemic so survivors and their loved ones could continue benefiting from each others' advice and from educational presentations by local experts.

Now that the pandemic is over, Zoom is allowing the group to expand its reach.

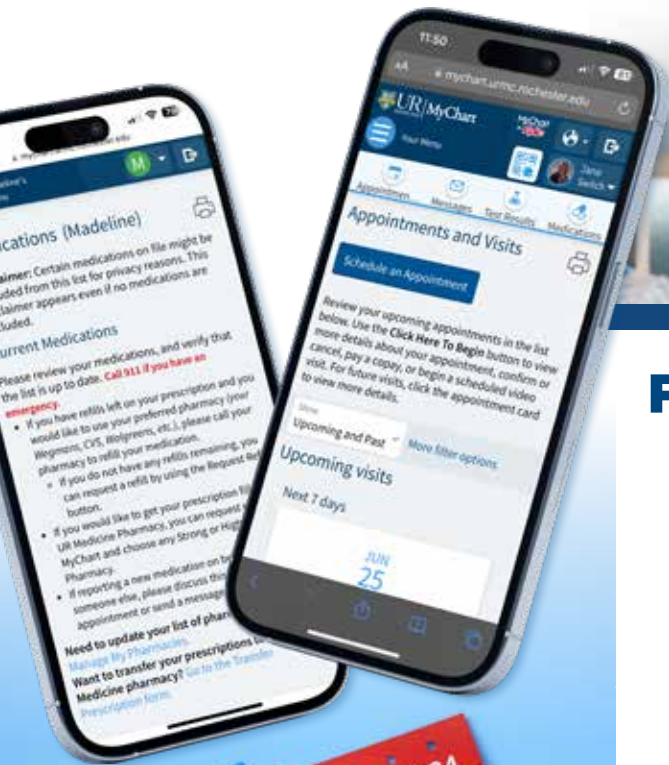
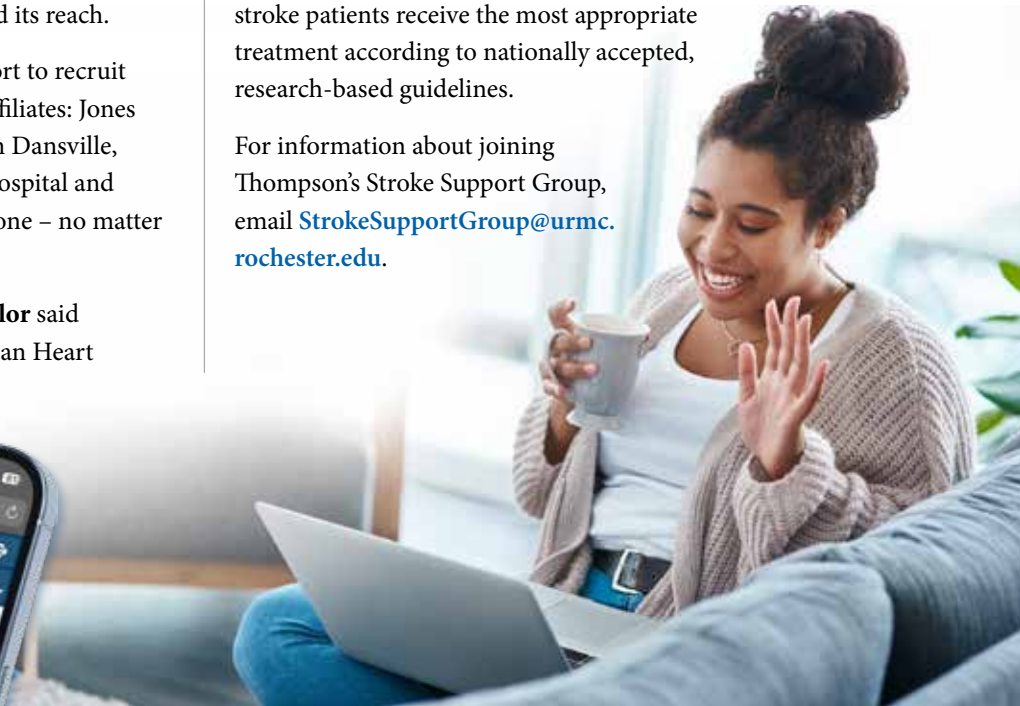
In recent months, we have made a concerted effort to recruit new group members from other UR Medicine affiliates: Jones Memorial Hospital in Wellsville, Noyes Health in Dansville, Finger Lakes Health in Geneva, and Highland Hospital and Strong Memorial Hospital in Rochester. But anyone – no matter where they've been treated – is welcome to join.

Thompson Health Stroke Coordinator **Alice Taylor** said the group is also now registered with the American Heart

Association and is bringing in guest speakers from other facilities more frequently.

Thompson Hospital is a New York State Department of Health-designated Stroke Center and recipient of the American Heart Association/American Stroke Association's Get With The Guidelines® Gold Plus Quality Achievement Award. The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally accepted, research-based guidelines.

For information about joining Thompson's Stroke Support Group, email StrokeSupportGroup@urmc.rochester.edu.



Primary Care Visits Coming Online

The first day of November is a long-anticipated date within Thompson Health when our 15 primary care practices will complete their 14-month-long transition from their current patient healthcare record system to MyChart/eRecord, which is used by the rest of the Thompson and most other UR Medicine affiliate health systems.

According to Director of Practice Management **Karina Anderson**, patients in the region will be able to access their own, more comprehensive healthcare picture from a single, robust, interactive platform, allowing them to self-advocate and better participate in their care. Providers, Anderson added, "will have easier access to a more complete patient record and the vital information they need to take the best possible care of patients in the practices."

If you're a patient of one of our practices and not currently on MyChart, you can sign up for the easy-to-use and secure web portal by visiting mychart.urmc.rochester.edu. If you have any questions regarding sign up, that page also has resources available. Simply click on Help & Support at the top of the page.



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