

PARTNERS

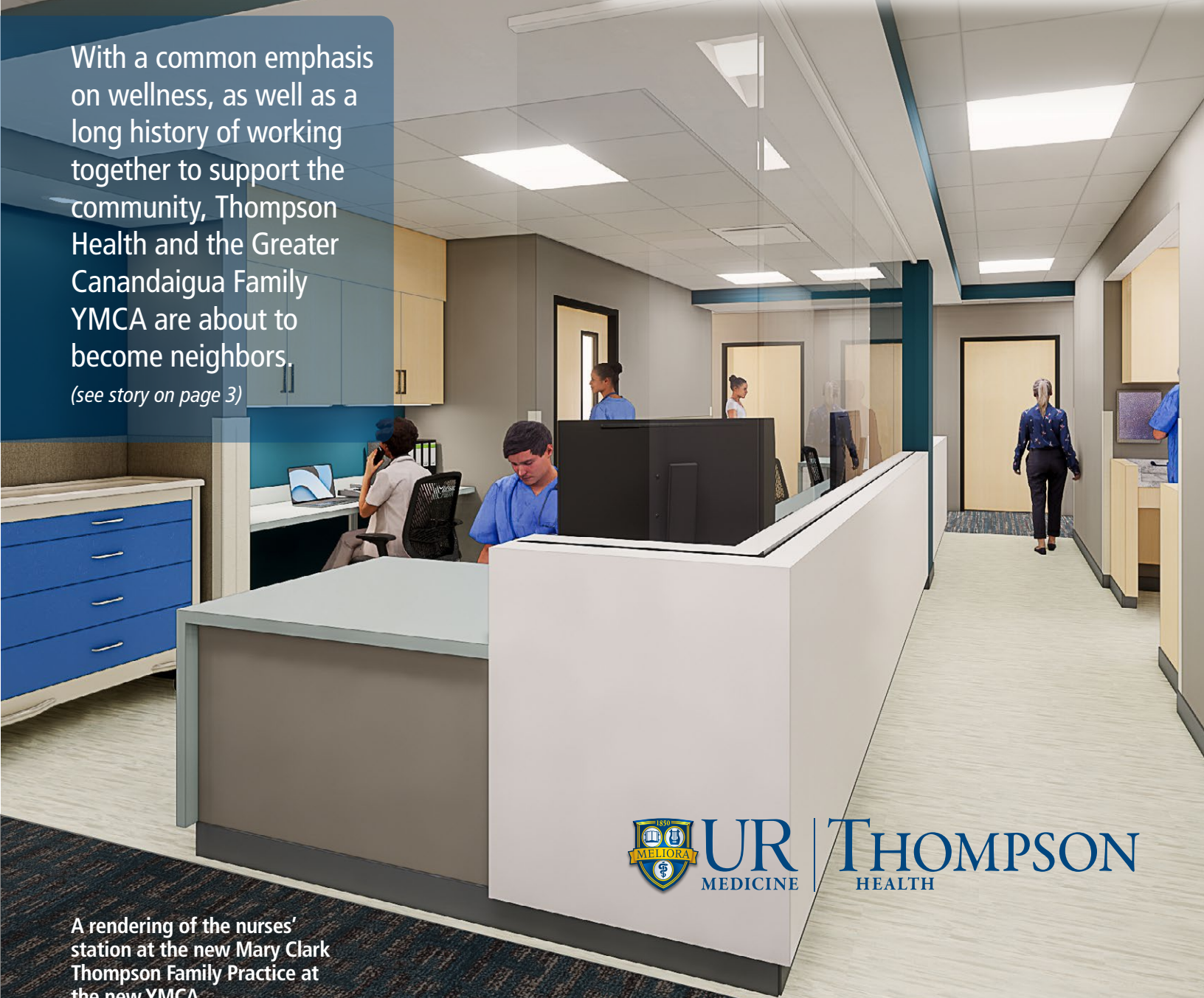
*in Health
and Wellness*

New YMCA and Thompson to Share a Roof



With a common emphasis on wellness, as well as a long history of working together to support the community, Thompson Health and the Greater Canandaigua Family YMCA are about to become neighbors.

(see story on page 3)



UR
MEDICINE

THOMPSON
HEALTH

A rendering of the nurses' station at the new Mary Clark Thompson Family Practice at the new YMCA.

Letter from the CEO

MICHAEL F. STAPLETON, JR.



In health care as in so many other aspects of our society, momentum is everything. Even during difficult times, if an organization is not growing, it is destined to falter. Coasting is never an option. Within Thompson Health, this is a guiding principle.

While it is no exaggeration to say the pandemic left us with significant staffing and financial challenges, we must continue to identify and pursue opportunities to meet the needs of our community. These projects lay the groundwork for ensuring our health system remains viable for many years to come.

In this issue of *Partners in Health and Wellness*, we have a great deal of growth to tell you about.

First is the April move for outpatient Physical, Occupational, and Sports Therapy. Currently based at our hospital, these services will soon be in a new 14,000-square-foot space next door to our Canandaigua Urgent Care. We are also excited to share the news about our primary care practice at the Sands Family YMCA opening later this year, and about our Farmington Medical Group taking shape on Route 332.

Elsewhere in this issue, you can learn about a robotic surgical assistant called the ROSA® Knee System, the growing role of advanced practice providers, our ongoing efforts to recruit and retain top-notch associates, technology designed to help therapists develop treatment plans for their patients, and the role of our Foundation in supporting our growth.

We hope you will enjoy reading all the latest news, and as always, we wish you good health.

THOMPSON GRANT APPLICATIONS DUE APRIL 15

All local not-for-profit organizations whose programs improve the health and wellness of the community within our service area are encouraged to apply by April 15 for Mary Clark Thompson Community Health Grants offered by the F.F. Thompson Foundation.



Local philanthropist Mary Clark Thompson founded F.F. Thompson Hospital in 1904 in memory of her husband, Frederick Ferris Thompson. Her spirit of community-minded philanthropy was the motivation behind the creation of our Community Health Grants, with applications accepted annually.

These grants enable the Foundation to invest directly in projects and organizations benefiting the health of the community. Grants awarded through a competitive application process range from \$500 to \$2,500.

For complete applicant guidelines and to apply, please visit www.ThompsonHealth.com/MCTGrants. For more information, call the Foundation at (585) 396-6155.

SENIOR FITNESS TRAINING AVAILABLE

Thompson Health Certified Athletic Trainer Jeremy Herniman offers Senior Fitness Training for active seniors who want to maintain a healthy lifestyle by improving strength, flexibility, endurance, and balance.

Eight training sessions are held over the course of four weeks for just \$12 per session, with customized workouts, pre- and post-testing to track progress, and an exercise book.

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



Sharing a Roof and a Purpose

Inside the new Sands Family YMCA facility - set to open on the corner of North Street and North Bloomfield Road this summer - will be a 5,400-square-foot primary care practice affiliated with F.F. Thompson Hospital.

“Having a family practice located within the YMCA is a huge benefit for community wellness and health education,” said Thompson Health Executive Vice President/COO Kurt Koczent. “The synergy gained from the collaboration will have benefits for decades to come.”



Kurt Koczent

The partnership is made possible through UR Medicine’s agreement with the YMCA of Greater Rochester. With its own separate entrance, the space will feature 11 exam rooms, two treatment rooms, and five offices. As a tribute to our foundress and her commitment to bettering our community, the office will be named the Mary Clark Thompson Family Practice.



Kate Skipton, MD

Currently based at Thompson’s Canandaigua Family Practice on West Street in Canandaigua, Drs. Kate Skipton and Cynthia Teerlinck will see patients at the new location.

“I’m excited to partner with the YMCA due to the focus they have on the health of people of

all ages,” Dr. Skipton said. “This is a great opportunity to provide personalized medical care alongside facilities that promote physical activity and lifelong health.”

Dr. Teerlinck agrees. “I am happy to work with the YMCA in their mission to inspire action, strengthen communities, and ensure everyone has the opportunity to become healthier, more confident, connected, and secure,” she said.



Cynthia Teerlinck, MD

There will be space for one additional physician and two advanced practice providers – nurse practitioners or physician assistants – to join Drs. Skipton and Teerlinck in the future.

A Certificate of Need must be approved by the State before interior construction of the primary care practice begins, but the hope is that it will be ready to open as early as October of this year. Additional providers are expected to join by 2024, if not sooner.

The Sands Family YMCA will include multiple gymnasiums, two pools with an indoor splash playground, a childcare center, and a teaching kitchen. For information, visit <https://rochesterymca.org/introducing-sands-family-ymca>



A rendering of the waiting area at the new Mary Clark Thompson Family Practice, set to open in October.

Thompson Associates *Drive to Succeed*

As the largest employer in Ontario County, Thompson Health doesn't just pull from Canandaigua and surrounding communities. In fact, nearly 100 of its associates drive from Rochester. Some have even longer commutes, coming from every direction.



Michele Chiaverini "I love working at Ferris Hills because the staff and residents are so awesome; I consider them my extended family! I now have 120 grandparents!" said Michele, whose 35-minute commute "on a good day" is currently giving her an opportunity to learn to speak Italian from CDs on loan from a resident.

Nurse Hailey Cuvelier of Irondequoit is employed at Strong Memorial Hospital in Rochester but also works per diem in Thompson's ICU. She's in Canandaigua a few times each week and enjoys listening to podcasts during her drive. "It is worth the drive to work at a place you enjoy," she said.

Fellow ICU nurse Barbara Coleman has made a 40-minute commute from Fairport for nearly 25 years and enjoys not having to fight traffic, pay for parking, or hike from a parking lot a quarter-mile away. "When I started here, my original plan was to gain experience and then move on to a bigger hospital," Barbara said. "I found out I really liked a smaller hospital and that move never happened."

With staffing challenges affecting virtually all health systems in the country, Thompson is casting an even wider net and hoping to demonstrate we are worth a little extra time on the road. For

example, this past fall we held an event at the Rochester Educational Opportunity Center, aired commercials on WDKX-FM, and placed ads on Rochester city buses.



Sharon Krieger

Two of Thompson's recruiters are actually among the many associates who live in Rochester. Sharon Krieger has a 38-minute commute but wouldn't have it any other way because Thompson offers her flexibility and autonomy, plus she loves our corporate culture and her colleagues.



Robert J. Poles, Jr.

Fellow recruiter and Rochester resident Robert J. Poles, Jr. cites our corporate CARES Values of Commitment, Action, Respect, Excellence, and Service as a big part of what draws him to Thompson.

"These values are not just how we treat customers but also how we treat each other," Robert said. "Understanding the concept of 'Teamwork is what makes the dream work' is a standard I will drive 40 minutes to be a part of!"

Besides, Robert is grateful for the experiences his children enjoyed growing up in Canandaigua when he was making a commute in the opposite direction to work for the Rochester Police Department. "When it is all said and done, Canandaigua will always be a special place to me, a place that lived up to its name; a place that chose me, is my 'Chosen Place!'"

Whether you live down the block or in another county, check out our current openings at www.ThompsonHealth.com/Careers today and get on the road to success!

New Location and New Possibilities Coming Soon to Farmington

If you happen to find yourself stopped at the traffic light on Route 332 at Farmbrook Drive/Carmens Way, you might notice a flurry of activity at a new building just north of the Cobblestone Arts Center.

It's the future home of Thompson's Farmington OB/GYN practice and our Farmington Family Medicine primary care location. Workers are busy getting it ready for its opening in early August. Designed by Rozzi Architects, the Farmington Medical Group project is led by Genesee Construction. As of early March, drywall installation was nearly complete.



Jim Dietz

"The project is on schedule and the workmanship is outstanding," said Thompson Health Director of Facility Services Jim Dietz. The 10,000-square-foot space features 17 exam rooms and an ultrasound room.

Dr. Morgan Paul noted that for patients of Farmington Family Medicine – currently located on Route 96 – it will mean access to an updated medical facility for the first time in 30 years, as well as access to additional providers as the practice fills the space.



Morgan Paul, MD

"As the only provider currently at Farmington Family Medicine, I look forward to collaborating with other providers," Dr. Paul said, noting both primary care and OB-GYN providers are expected to join. "This will improve access to care for women and children in the area, and maintain men's health. For a young growing community, this is essential."

The OB/GYN practice has been housed for many years at the Thompson Medical Center on Corporate Drive in Farmington. When the staff relocate, they will have not only more space but an ultrasound suite, a procedure room, and a lactation room for breastfeeding mothers.



Jillian Babu, MD

"I, for one, am excited about all of the new opportunities we have to offer – on-site ultrasound being the most exciting," said Dr. Jillian Babu, noting there is also the potential for the future addition of a gynecologic laser. The laser would make it possible for the OB-GYN providers at the location to offer alternative treatments for women with Genitourinary Syndrome of Menopause (GSM) and a skin condition called lichen sclerosis, for which post-menopausal women are at higher risk.

Follow Thompson on social media for photos of the progress, and stay tuned this summer for details about a community open house!



A rendering shows the waiting room.



This rendering shows an exam room.



In February, the building's steel studs were up.

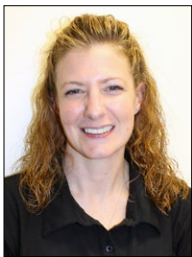
Farmington Family Medicine is among our primary care practices accepting new patients. For information, visit www.ThompsonHealth.com/FindADoctor and click on the shaded box at the top. The OB/GYN practice also is accepting patients and has additional locations in Canandaigua, Victor, and Geneva. For information, visit www.ThompsonHealth.com/OBGYN.



**OPENING
APRIL 25**

New Space Set to Welcome Rehabilitation Services Outpatients

After much anticipation, the doors at our new Canandaigua location for outpatient physical, occupational, and sports therapy will open to patients in less than a month. Initially expected to take place in 2022, the move to a new 14,000-square-foot space at 699 South Main Street was delayed by supply chain issues with the heating/cooling unit. Now, the more than 40 staff members are set to welcome their first patients on April 25. Speech Therapy will remain in its current location on the ground floor of the hospital.



Angela Kiklowicz

Occupational Therapist Angela Kiklowicz noted there will be a shorter walk from the parking lot for patients at the new location. She is also looking forward to having a dedicated space for her specialty, treating patients who have swelling caused by lymphedema. It is double the size of the current treatment space, with a dedicated restroom, natural light, and ample space for supplies to be kept close by. In addition, Angela appreciates the designers' efforts to be inclusive of bariatric patients and also to have educational materials displayed for ease of use and streamlined treatment.



Valerie McGrath

"I am giddy with excitement to get in there, arrange our space, and start seeing patients in our new specialty corner!" she said.

Valerie McGrath is an aquatic physical therapist and said when she toured the new building, "every aspect of it exceeded my expectations."

"So many details were thoroughly planned to enhance the work and patient experience," Valerie said, noting she was surprised how overwhelmed she was, emotionally, to see the finished pool and surrounding amenities.

"This space is stunning! It is modern and inviting," Valerie added. "I am now eagerly awaiting our move and I am sharing that excitement with our patients."



Thompson Health Rehabilitation Services also has outpatient locations in both Victor and Farmington. For information about the staff, their specialties, and the many services they offer to patients of all ages, visit www.ThompsonHealth.com/Rehab.

Knee Deep in Surgical Technology at Thompson Hospital

Just two weeks after his total knee replacement at F.F. Thompson Hospital – and a little physical therapy at our Farmington Rehabilitation – Dean Power and his wife hit the road and drove the 1,300 miles to their new home in Florida.

Now enjoying retirement in the Sunshine State, Dean is very happy with his recovery. “I can get out and ride the bike and walk!” said the former Farmington resident.

With Nicholas Valente, MD of UR Medicine Orthopaedics & Physical Performance as his surgeon, Dean, 63, was the first Thompson patient to benefit from the ROSA® Knee System, a robotic surgical assistant.

With a surgeon at the helm, the ROSA technology involves a console and a robotic arm which increases surgical safety and reliability, and allows for extremely high levels of precision. By giving the surgeon a finely-detailed understanding of both the bone and soft tissue, it allows him or her to tailor the surgical plan to the patient’s unique anatomy. In addition, it is designed to enhance efficiency while also providing data collection capabilities.

“I find robotics helpful for total knee arthroplasty because it helps create a balanced knee which matches the patient’s own soft tissue anatomy,” said Dr. Valente. “Matching a patient’s anatomy seems to result in a more ‘native’ feel to the knee, which impacts post-operative pain and function. The accuracy and reproducibility in which this can be achieved was not previously possible without robotics.”

While Dean was aware he was the very first Thompson patient whose surgery involved the ROSA, he didn’t know too many details about the technology behind it; but he’s OK with that. He appreciates how it helped Dr. Valente achieve an optimal outcome, but he is also pleased that he had much less pain following the ROSA procedure than he had after his knee surgery six years prior.

“I think it’s gone pretty well!” Dean said.



Dr. Valente performing surgery using the ROSA® Knee System.



Charitable Foundation Lays Groundwork for Health System

A strong foundation is the key to a sturdy structure. It's true in a literal sense for a building or a home, and it's true in a figurative sense for UR Medicine Thompson Health. We depend on the F.F. Thompson Foundation – the philanthropic arm of our health system – for financial support. These days, with rising operating expenses and low reimbursement rates, this support is more important than ever.

A History of Caring

Philanthropy has a longstanding history in health care, and Thompson Health is no exception. Thompson was founded in 1904 by Canandaigua benefactress Mary Clark Thompson in memory of her husband, New York City banker Frederick Ferris Thompson.



Heather Rickett

“Like many hospitals in the United States, Thompson evolved from philanthropic resources in response to the need for medical care in the community. Today, philanthropic resources are what help us continue to grow with the region’s population and provide the services our community members need, close to home,” said Foundation Director Heather Rickett.

The Foundation is governed by a board of volunteers from the community, each of whom are committed to Thompson’s growth and financial stability.

Foundation Board Chair Krista Jackson said she considers Thompson “a tremendous asset to the community,” noting the health system makes an impact on community members of every age.



Krista Jackson

“It is an honor to work with dedicated people who have a vision of ensuring longevity of our healthcare system for decades to come,” Krista said. “Philanthropic activities are at the core of making this vision a reality.”

Many Ways to Give

Funds secured by the F.F. Thompson Foundation are raised in a variety of ways, from special events and capital campaigns to annual appeals and planned giving. Sometimes donations are made immediately; other times they’re deferred, meaning they are given at some point in the future, perhaps even after the passing of a donor.

Heather notes the Annual Fund is a popular option for Thompson supporters because it’s unrestricted, meaning funds are used when and where they are most needed, ensuring modern facilities and leading-edge equipment.

“All gifts, no matter what their size, can help Thompson and the people we serve,” she said. “But anyone considering a large donation should consult with an accountant, advisor, or attorney to discuss the tax and financial implications.”

If you’re interested in making a donation to Thompson and would like to learn more about your options, visit www.ThompsonHealth.com/Foundation or call the Foundation office at 585-396-6155.

The F.F. Thompson Foundation’s most recent capital campaign raised money for the hospital’s 12-bed ICU, which was opening just as the pandemic hit.

'APPs' Work Collaboratively to Enhance Access to Care

When Thompson Health Assistant Medical Director of Associate Health John Oliphant first became a physician assistant (PA) in 1996, there were approximately 80 accredited PA programs in the U.S. Today, there are over 300.



John Oliphant, PhD, PA-C

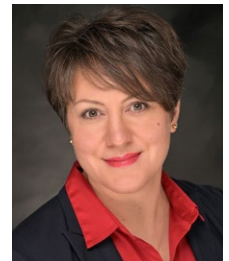
“The popularity is through the roof,” John said, noting, however, that admission to the programs is still highly competitive.

The five-fold increase in PA programs is just one indication of the demand for advanced practice providers (APPs), a term encompassing physician assistants, nurse practitioners (NPs), certified nurse midwives, certified registered nurse anesthetists, and clinical nurse specialists.

APP ranks as one of LinkedIn’s top “Jobs on the Rise.” When *U.S. News & World Report* announced its annual list of “Best Health Care Jobs” this past January, NP and PA were the top two, respectively. Both were in the top five on the “100 Best Jobs” overall list. Meanwhile, the 2022 Advanced Practice Provider Strategy & Oversight Survey – which involved more than 60 organizations representing more than 3,000 APPs – found that 74% have a strategy to increase the use of APPs when it comes to patients seeking primary care.

Within Thompson Health, there are more than 80 APPs and growing. As a reflection of their increasing role in the delivery of healthcare locally, the health system recently created a new position: Director of Advanced Practice. Family Nurse Practitioner Christina D’Agostino was named to the position and continues as an NP in nephrology at Thompson while overseeing APPs in the hospital, urgent care locations, and primary care practices.

Christina notes most APPs have graduated from at least a master’s-prepared degree program and pride themselves on team collaboration with colleagues in managing patients.



“It has been demonstrated, and evidence supports, the high quality and safe care APPs bring to patients,” Christina said. “Our role in the community is more important now than ever as we provide improved access for our patients seeking healthcare.”

Christina D’Agostino, MSN, APRN, FNP-C

John, who first joined Thompson in 2003, is an associate professor in the PA program at the Rochester Institute of Technology.

He said that while PA education is based on the medical school model with PAs considered “generalists,” NP education is based on advanced practice nursing with NPs choosing a specialty. The two roles are so similar, he said, that an APP job posting is most often open to both PA and NP applicants.

In New York State, NPs with more than 3,600 hours of experience can practice independently due to the passage of the Nurse Practitioners Modernization Act. In addition, under the state’s public health emergency during the pandemic, PAs have not been required to collaborate with a physician; there is legislation pending which would make this permanent.

For example, in a primary care setting APPs – including certified nurse midwives – can:

- Provide comprehensive evaluations, physical exams, and checkups
- Diagnose and manage acute and chronic conditions
- Prescribe medications
- Order, perform, and interpret diagnostic imaging studies and lab work



Lead Advanced Practice Provider Anne Finch, PA-C, foreground, cares for an ICU patient with fellow Physician Assistant Kayleigh Argentieri, PA-C.

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- Provide immunizations
- Promote wellness
- Refer patients to specialist physicians when necessary

John echoed Christina in noting the increased reliance on APPs throughout the country is all about promoting access to care and working with physicians and other healthcare professionals. APPs can completely manage some cases, he said, and with others, they can begin the process and then refer the patient to a physician.

“It’s a team, and there’s a role for everybody with patients at the center,” he said. “We work well together in the trenches because we’re all just here to provide quality patient care.”

Athletes Step Up to the Plates at Thompson

Thompson Health Rehabilitation Services will be bringing along some new technology when its outpatient location moves next month (see story on page 6). The department recently acquired force plates, which provide movement analysis for therapists as they develop treatment plans for their patients.

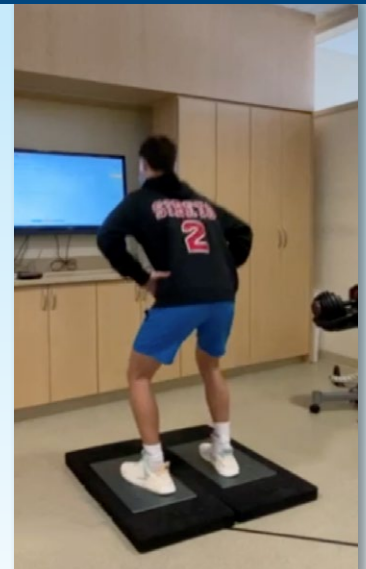


Mohan Babu, PT, DPT

“Force plates have previously only been available at universities and labs and are used to analyze the ground reaction force of athletes during physical exercises like jumping, landing, and squatting,” said Senior Sports/Orthopaedic Physical Therapist Mohan Babu. “The plates detect and measure accelerations, reactions, and athlete imbalances to provide insights to support rehabilitation processes as well as athlete overall readiness to return to play.”

Thompson’s force plates, the ForceDecks Dual Force Plate System, are manufactured by Vald Performance. Mohan said the system also can be used in the rehabilitation process for biofeedback related to sport-specific movements and can allow comparisons to normative data for that athlete’s sport.

“With these new metrics/data, we are better able to determine a patient’s progress in therapy as well as identify deficiencies,” he added. “I’m excited to bring this technology to our patients allowing us to continue to provide the best possible care to our community.”



In the photos at right, Red Jacket athlete James Sibeto uses Thompson’s force plates. For a video demonstration of the ForceDecks Force Plate technology, visit <https://valdperformance.com/forcedecks/#forcedecks>.

New Vision Programs a Win for Thompson, Students

When Emma Smithers obtains her bachelor's in nursing from Alfred State College and begins a one-year RN residency at F.F. Thompson Hospital this summer, it'll be a homecoming of sorts.



Emma Smithers, RN

After all, Emma spent several months at the hospital while a senior at Waterloo High School in 2019-20, participating in a Wayne-Finger Lakes BOCES New Vision Program. She learned about anatomy, physiology, and medical terminology. She also shadowed medical professionals on clinical rotations. Although her New Vision experience didn't go as expected due to the onset of the pandemic soon after the program's internships began, New Vision still gave her a head start on her career.

"I knew nursing school was going to be grueling, but Dr. T. set those expectations early and gave us the tools we needed, in a safe environment," she said of Michael Tiffany, DC, noting that three years on, he remains a mentor and source of support.

Dr. Tiffany teaches the New Vision Health Therapy Sciences courses at our hospital. Nurse Hannah Young teaches the New Vision Medical courses, also on our main campus. The programs are similar but are tailored to students based on their future plans.

Students in both tracks host guest speakers throughout the year, including Thompson Health President/CEO Michael F. Stapleton, Jr., who encourages them to get their feet wet in health care at Thompson during college, and to return once they're done. Like Emma, many follow his advice.

Grace DeWitt, a 2022 Honeoye and New Vision Medical alumna, now works as a patient care technician (PCT) while enrolled in the nursing program at Finger Lakes Community College.

"I love working at Thompson; it has been an eye-opening experience for me," said Grace, who has an interest in inpatient oncology. "I have always known I wanted to work in health care, but working side by side with nurses has proved to me that nursing is the path I want to take. I would recommend to any New Visions

Chelsea Manahan, a 2019 New Vision graduate, works part-time as a patient care technician at Thompson while pursuing her nursing degree.

student to pursue a career at Thompson, as I have learned so much this year alone."

Chelsea Manahan, a 2019 Penn Yan Academy graduate, participated in the Health Therapy Sciences program during the 2018-19 school year. She initially was interested in becoming a physical therapist and got her bachelor's from Nazareth College in biology, deciding nursing is where her passion lies. While pursuing her associate's in nursing at Finger Lakes Health College of Nursing in Geneva, she works part-time as a PCT on Thompson's medical/surgical floors and in our ICU.

"I can take the knowledge we're learning in school and connect it in real life, working side by side with the nurses," said Chelsea, who is interested in critical care.

For both Chelsea and fellow PCT Sam Church, working at Thompson during college not only complements classroom

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instruction but helps with tuition. They put some of their wages toward tuition, but as part-time associates, they also receive \$3,000 per year in tuition reimbursement from the health system as long as they keep their grades up.

Sam was in BOCES' Health Professions program her junior year at Bloomfield High School, with plans to become a certified nursing assistant. Her teacher encouraged her to apply for New Vision. "I thought it would be a great opportunity to gather college credits and explore nursing fields I'm interested in," said Sam, who graduated from the Health Therapy tract in 2022 and is now majoring in nursing at Keuka College with an interest in emergency nursing.

Alaina Krenzer, a 2022 Midlakes High School and New Vision graduate, is also at Keuka College for a bachelor's in nursing, with an eye toward pediatrics. In January of this year, she became a PCT at Thompson.

Alaina Krenzer, a 2022 New Vision graduate, works as patient care technician at Thompson as she pursues her career goal of going into pediatric nursing.

She said just as New Vision gave her "a step up" on her college education and helped her solidify her goals, working at Thompson is helping her prepare for her career. "I really like the interaction I have with patients and their families, talking to them, hearing about their lives, and making an impact," she said.

Christy Johnstone of Honeoye is a 2022 New Vision Medical graduate working per diem as a PCT while majoring in nursing at SUNY Brockport with plans to one day become a pediatric nurse practitioner. At Thompson, she takes vitals and sees a variety of medical conditions first-hand, plus she said it helps her hone her communication skills, conversing with a variety of staff and patients. Her advice: "I would recommend it to New Vision students as it gives hands-on training and reinforces what we learned in the classroom."

If you know of a high school student interested in a healthcare career, he or she can learn more about the New Vision Medical and Health Therapy Sciences programs at www.wflboces.org/finger-lakes-technical-and-career-center.



Our next issue of *Partners* is scheduled for this summer, so stay tuned for more news from Thompson!