



Community Connection

Licking Memorial Health Systems

(740) 348-4000 (phone) • www.LMHealth.org



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July/August 2010

Additional Mother-Baby Rooms Enhance Birthing Experience at LMH



Recent renovations of LMH's Maternal Child Services have resulted in private rooms for all new mothers.

Licking Memorial Hospital (LMH) is proud to have helped more than 1,000 families welcome newborns in 2009. At LMH, new mothers receive caring, high-tech medical expertise close to home. In addition, LMH recently completed renovations on the Hospital's third floor to ensure that new parents are able to enjoy the intimacy of their newborn's first hours in private suites.

"New mothers prefer to have a room to themselves as they are learning about their babies and sharing this special time with their families," said Debbie Young, Vice President Patient Services. "Ninety-five percent of the time, we were able to provide a private room to them last year. There were a few times when we had multiple babies being born, and some of the mother-baby rooms had to be semi-private. Five new rooms have been added

Additional Mother-Baby Rooms Enhance Birthing Experience at LMH (continued on page 2)

For Your Health 5K Run and Fun Walk

The third annual For Your Health 5K Run and Fun Walk will take place on Saturday, August 7, at The Dawes Arboretum, 7770 Jacksontown Road SE in Newark. The Licking Memorial Hospital (LMH) Development Council's Annual Support Committee is presenting the community event in collaboration with The Dawes Arboretum, Licking County Family YMCA and Star Power Running. Members of the Joseph and Jean Fondriest family of Granville will be the honorary co-chairs of the event.

Joseph Fondriest, M.D., is a radiologist at Tri-County Radiology, Inc., and is chair of the LMH Radiology Department. He has also served on the Boards of Directors for LMH and the Licking County Family YMCA. Jean graduated from The Ohio State University College of Pharmacy and is a registered pharmacist.

Joseph and Jean's four children are also co-chairs of the For Your Health 5K Run and Fun Walk. Joe is entering his junior year at Miami University in Oxford, Ohio, where he is majoring in zoology and computer science. He is working this summer at LMH in the Information



The Fondriest family of Granville are the co-chairs of the 2010 For Your Health 5K Run and Fun Walk at The Dawes Arboretum. Pictured are (left to right): Joe, Steven, Joseph, Jean, Jacob and Sara.

For Your Health 5K Run and Fun Walk (continued on page 6)

Check out our Quality Report Cards online at www.LMHealth.org.

See pages 12-16 for Quality Report Cards in this issue.

COMMUNITY EDUCATION

Weight Loss, Healthy Eating, and Exercise

Date: Thursday, July 22

Location: Conference Rooms A & B

Time: 6:00 p.m.

Speaker: Annmarie Thacker, M.S., R.D., L.D., C.D.E.

A weight loss of at least 5 to 7 percent of body weight can significantly decrease your risk for developing chronic health conditions, according to the National Institutes of Health. Conditions such as type 2 diabetes, heart disease, osteoarthritis, cancer, sleep apnea, and even pregnancy complications, can all be associated with carrying excess weight.

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Heart Health/Sleep Disturbances

Date: Thursday, August 26

Location: Conference Rooms A & B

Time: 6:00 p.m.

Speaker: Eric Pacht, M.D.

According to The Better Sleep Council, 47 percent of adults would like to improve the quality of their sleep, and 37 percent believe that they do not get enough sleep. Factors such as overall health, stress level, productivity, and mood can all be attributed to the amount and quality of a person's sleep. Harvard Medical School reported that inefficient sleep is related to poor

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Measurably Different ... for Your Health!

through our renovation project, so that each new mother and her baby will be able to enjoy a private room.”

The LMH Maternal Child Services Department now features 16 spacious mother-baby suites that include private bathrooms with showers, cable television, new flooring, and reclining chairs. “The staff is very excited about the renovations,” Debbie said. “They care very deeply about providing the best possible birthing experience for every new mother.”

Labor and Delivery

In Labor and Delivery (L&D), staff members provide family-centered care with the use of the latest technology. Centralized maternal/fetal monitoring allows continuous assessment of both mother and baby while still providing optimal privacy for the patient and her support persons. Remote monitoring technology also allows mothers the freedom to move about during the labor process.

The L&D birthing suites are designed with home-like amenities. Each private suite includes a bathroom with shower, in addition to an entertainment center with television, DVD, VCR, cassette tape and CD players for patient use.

Another amenity available to new mothers at LMH is the option of massage therapy while they are in L&D or Post Partum. Some women find that a soothing therapeutic massage is a very useful method to alleviate pain and discomfort. A full-time certified massage therapist is on staff at LMH and provides therapy services in the L&D and Post Partum areas.

Nursery Facilities

The LMH nursery, located between L&D and Post Partum, is equipped with state-of-the-art security and safety technology systems to provide a safe, secure environment for newborns. Specially trained registered nurses provide care for well babies in the regular nursery, as well as specialized care to ill babies in the Level II intermediate care nursery. Board-certified pediatrician coverage is available 24 hours, seven days a week. Very premature infants, and other at-risk babies who require transfer, are cared for by experienced neonatologists through a partnership with Nationwide Children’s Hospital in Columbus.

Debbie explained, “LMH and Nationwide Children’s Hospital have a very cooperative relationship that provides seamless continuity of care for babies who are born with medical difficulties.

Our Level II certification allows us to care for moderately ill newborns, but critically ill babies need the services of a Level III nursery facility. When the need arises, Nationwide Children’s Hospital staff members immediately transport the babies and assume their care. Then, after the infants’ health has improved, it is possible to conduct a ‘reverse transfer’ to bring them back to LMH, which is usually more convenient for their parents.”

Post Partum

The relaxed atmosphere of the Post Partum unit allows parents to bond with their babies while LMH’s professional nursing staff provides support and the one-on-one education necessary to ensure a smooth transition home. The mother-baby rooms allow new mothers the opportunity to care for their babies with nurses close by to provide assistance as needed.

In an effort to improve the community’s health through better infant nutrition, LMH provides a certified lactation consultant to advise and encourage patients who are breastfeeding. Mothers who have successfully completed LMH’s Breastfeeding Promotion and Support Program receive a free electric personal-use breast pump. LMH developed the program in 2009, and within the first 12 months, approximately 340 women received a free breast pump to allow them more flexibility in their breastfeeding schedules.

Gourmet Meals

LMH Maternity Services is proud to offer a gourmet maternity dinner for new parents. Couples are treated to an elegant dinner any time of day inside the mother-baby room for the utmost privacy at a table adorned with a linen tablecloth and china. A restaurant-style menu lists entrée options, including filet mignon, pork chops, chicken, lobster tail, fish or a vegetarian dish, served with salad, potato and vegetables. The meal includes a delicious dessert, a beverage and fresh baked bread. The Hospital’s chefs can also accommodate many special requests.

Take a Tour of the Maternity Floor

Expectant parents are encouraged to take a first-hand look at LMH’s Maternal Child Services facilities. Stork Tours and Maternity Tours are scheduled throughout the year at no charge. To register for a tour or receive more information, call (740) 348-4346 or e-mail: firstimpressions@LMHealth.org. The tour schedules are also available online at www.LMHealth.org.

Community Education – Heart Health/Sleep Disturbances *(continued from front page)*



Eric Pacht, M.D.

heart health, with conditions such as high blood pressure, atherosclerosis, heart failure, heart attack, and stroke.

Eric Pacht, M.D., of Licking Memorial Pulmonary and Sleep Medicine, will discuss the crucial link between sleep and heart health during a free educational seminar

to be held on Thursday, August 26, at 6:00 p.m., in Conference Rooms A & B on the first floor of Licking Memorial Hospital. Registration is required. To register, please call (740) 348-2527.

LMHS Recognizes Employees During Hospital & Healthcare Week

During the second week of May, Licking Memorial Health Systems (LMHS) celebrated National Hospital & Healthcare Week and honored the efforts of more than 1,600 Health Systems employees. The week-long celebration featured a health fair to provide employees with information to enhance and maintain their own health. LMHS also hosted an outdoor employee cookout and special employee recognition events throughout the week.

LMHS Vice President Human Resources & Support Services Anne Peterson said, “Our employees work diligently to meet and exceed the health care needs of the community. Hospital & Healthcare Week is an opportunity for our organization to remind LMHS employees that their contributions are valued, and to encourage them to care for their own health. The activities and cookout were offered to thank staff members and volunteers for their dedication.”



Surgery nurses Nichole Irving, Tim Tremblay and Cara McGee enjoyed lunch during LMHS' Hospital & Healthcare Week cookout.

President's Award

The 2010 LMHS President's Award was presented to Director of Infection Prevention Jeanne Emmons, C.I.C., at the LMHS Employee Recognition Dinner. LMHS President & CEO Rob Montagnese said, “Many of us will remember 2009 as the year of the H1N1 flu outbreak. Although the flu pandemic created some panic, both locally and nationally, Jeanne responded to the situation with pertinent and crucial information, and provided a much-needed calming influence in the process. She obtained the necessary resources and orchestrated an effort leading to an unprecedented percentage of our employees, as well as our patients, being vaccinated quickly and efficiently. At the same time, she worked closely with the county health department, area nursing homes and local retailers to ensure the residents of Licking County were well protected. Jeanne has also been highly committed to maintaining low infection rates of MRSA and Clostridium difficile infections throughout the Hospital with the implementation of infection prevention processes, and staff and community education.”

Jeanne has more than 30 years' experience in health care, primarily in the microbiology field. She was formerly a medical laboratory technician and earned a bachelor's degree from Franklin University in health care administration.



Jeanne Emmons, Director of Infection Prevention, was awarded the prestigious President's Award during the Employee Recognition Dinner. Pictured are (left to right) LMH Board Chairman Pat Jeffries, LMHS President & CEO Rob Montagnese, Jeanne Emmons, and LMHS Board Chairman Gordon Wilken.

She first joined Licking Memorial Hospital (LMH) in 2005 as Infection Control Manager, and was promoted to the Director of Infection Prevention position in January 2010. She is married to Mitch Emmons, who is an elementary school principal. The couple live in Powell, Ohio, and have two adult daughters, Lauren and Erin.

The prestigious President's Award is not given every year. It is reserved for individuals or groups who have demonstrated a high level of commitment to LMHS and the community.

Manager of the Year Award

During the LMHS Employee Recognition Dinner, Brian Thatcher, Director of Quality Improvement, was honored with the Manager of the Year Award. The award recognizes one exemplary manager who demonstrates fair and consistent leadership and



Pictured are (left to right): LMHS President & CEO Rob Montagnese and Brian Thatcher, LMHS Manager of the Year.

an ability to inspire employees. Nominations are submitted by members of the LMHS community.

Brian recently celebrated his fifth anniversary of service at LMHS. After joining the Health Systems in 2005, he successfully guided the organization through reaccreditation by The Joint Commission. He is responsible for assisting with medical record reviews to ensure excellent patient care, and serves as a resource to the management team for quality improvement initiatives. Brian also oversees patient and community education events within the Hospital.

Brian earned his associate degree as a licensed practical nurse from the Columbus School of Practical Nursing. He also served as a nurse and trained medic in the U.S. Army for eight years. Brian lives in Pataskala with his wife, Stacy, and daughters, Emily and Grace.

Clarissa Ann Howard Award for Clinical Excellence



Diana Joy Coleman and Doree Good were named recipients of the 2010 Clarissa Ann Howard Nursing Award. Pictured are (left to right): C. Ann Howard, Vice President Physician Practices Christine McGee, Diana Joy Coleman, Doree Good, Vice President Patient Services Debbie Young and LMHS President & CEO Rob Montagnese.

The Clarissa Ann Howard Award for Clinical Excellence is presented annually to recognize nurses who are respected by their peers as examples of expertise, professionalism and clinical excellence in the provision of patient care. This year, Doree Good, R.N.C., L.R.N., LMH Labor and Delivery Nurse, and Diana Joy Coleman, R.N., LMHP Nurse for Dr. Finley at Family Practice – Granville, were honored with the award.

Doree Good joined LMH as a nurse in 1974. During her 35 years with the Hospital, she has had clinical experience in several departments, including 5-South, 6-South, Post Partum, Newborn, and Special Care Nursery. Doree has enjoyed her current role as a Labor and Delivery nurse since 2003. Director of Maternity Services Karen Thompson, M.S.N., R.N.C., said, “Doree possesses the critical thinking, communication, and decision-making skills that are essential to nursing. She is well-respected by patients and her coworkers, and is a great mentor for new nurses.” Vice President Patient Care Services

Debbie Young, said that Doree is an asset to the organization because of her ability to effectively balance all the requirements of her position, while being a team player within her department. Doree is a member of the Nursing Practice Council, and is also a Certified Neonatal Nurse. The long-time Newark resident and her husband, Daniel, have three daughters.

Diana "Joy" Coleman joined Licking Memorial in 1994 as a staff nurse on 4-North, and has held various positions throughout the Hospital and in physician practices. After leaving the Hospital in 2003, she rejoined LMHS in 2006 as a member of Dr. Finley's clinical team at Family Practice – Granville, and was selected to serve as a mentor to newly-hired LMHS nurses. Additionally, Joy has provided nursing care on two medical missions in Haiti. Dr. Finley said, “Joy is always smiling, and delivers care in the utmost professional manner. She is an invaluable member of our team.” Vice President Physician Practices Christine McGee said that Joy is kind, compassionate, and has the clinical expertise that is a great benefit to LMHP. Joy has an associate degree in Nursing from Central Ohio Technical College, and is currently pursuing a B.S.N. degree within the Nursing program at Ohio University. She and her husband, John Coleman, have four children: Michael, Matt, Joey, and Jess.

Employees Honored for Years of Service

LMHS is proud to recognize employees for their dedication to the community. In 2010, a total of 218 LMHS employees are celebrating service anniversaries in 5-year increments, ranging from 5 years to 45 years. Those employees were honored at the Employee Recognition Dinner at the Longaberger Golf Club on May 13. Critical Care Unit Point-of-Care Technician Cindy Hollar received special recognition for providing 45 years of service to the Health Systems.

MVP Awards

Thirty outstanding LMH and Licking Memorial Health Professionals (LMHP) employees received MVP awards at a ceremony during Hospital and Healthcare Week. These MVPs were selected by management representatives for their consistent demonstration of the LMHS values of compassion, accountability, respect and excellence. Each received a plaque and gift of appreciation, and will have their photos displayed in the Hospital. Learn more about the 2010 MVPs on pages 23-27.



During Hospital & Healthcare Week, LMHS honored 30 employees who were named MVPs of their departments. MVPs are chosen for their demonstration of the Health Systems' values.

Orthopedic Injury Could Not Bring Granville Bicyclist to His Knees

As Ken Apacki writhed in pain on the frozen ground outside his Granville home in January 2008, he realized his injuries were not life-threatening, but he certainly thought his athletic days were finished. At 65 years of age, Ken had always been in good physical shape and was an avid bicyclist. But while he waited for help after falling from a log, Ken suspected the extreme pain in his right leg meant he would be lucky to ever walk again, much less rejoin his friends from the Licking County Bicycle Club.

Ken's wife, Carol, brought him to the Emergency Department (ED) at Licking Memorial Hospital (LMH). Gary Sutliff, M.D., examined him and ordered X-rays. The images revealed that Ken did not have any broken bones, but he had seriously injured ligaments in his knee. Dr. Sutliff stabilized Ken's knee with a leg brace and referred him to see Orthopedist Edward Westerheide, M.D., of Orthopaedic Specialists & Sports Medicine, Inc. (OSSM) in Newark the following day. "At this point, I was not having pain, and I could walk with the brace. I just had to walk with my right leg straightened since I could not bend my knee," Ken said.

The field of orthopedic surgery specializes in the care of bones, muscles, ligaments, joints and nerves. The OSSM office is staffed by four board-certified orthopedic surgeons: Edward Westerheide, M.D., John Quimjian, M.D., David Jackson, M.D., and Brad Bernacki, M.D. All four physicians are members of the LMH Active Medical Staff and provide around-the-clock coverage for emergencies in addition to their office hours.

Dr. Westerheide ordered a magnetic resonance imaging (MRI) scan of Ken's knee to gain a more precise assessment of the extent of the knee injury. "Ken's anterior cruciate ligament (ACL) was completely torn," Dr. Westerheide said. "The ACL helps to control the front-to-back stability of the knee. His medial collateral ligament (MCL) and lateral collateral ligament (LCL) suffered partial tears. Those ligaments control the side-to-side stability of the knee. In addition, his meniscus cartilage, which acts like a shock absorber, was torn."

Dr. Westerheide thoroughly discussed treatment options with Ken. "He told me that a completely torn ACL cannot heal by itself – it requires a surgical reconstruction in order to replace it," Ken remembered. "Since I was not having pain, I could have foregone surgery and simply continued walking with a brace with reduced range of motion and stability. That option was not for me. Vigorous exercise – especially bicycling – was still a major part of my life. In the end, we decided to reconstruct the ACL through surgery."

The surgery was scheduled at LMH one month later to allow swelling in the injured area to subside and to regain more normal knee motion. On February 27, 2008, Dr. Westerheide performed an arthroscopic ACL reconstruction with the help of a spinal anesthetic administered by an anesthesiologist at LMH. A sterilized donor ligament was used to replace Ken's severed



Edward Westerheide, M.D., (left) and John Quimjian, M.D., (right) thoroughly discussed treatment options with Ken Apacki before he chose to have orthopedic surgery at LMH.

ACL, and Dr. Westerheide also trimmed the damaged meniscus. Ken returned home the following day and began rehabilitation at Licking Memorial Physical Therapy two weeks later.

Ken said, "I began working with Physical Therapist Mike Pyle every week. One of the most interesting things to me was that he had me walk backward as part of my therapy. That technique was intended to make my leg extend more, and it was very useful to increase my range of motion."

For the next two months, Ken continued his sessions at Licking Memorial Physical Therapy. He also practiced the techniques he learned there when he returned home. Ken said, "I believe that working with a physical therapist made all the difference in my recovery."

Before Ken's leg injury occurred, he had been scheduled to have hand surgery with Dr. Quimjian to correct complications of Dupuytren's contracture, a condition that causes some of the fingers to curl inwardly. Now that Ken's knee was greatly improved, Dr. Quimjian performed one Dupuytren's release surgery at LMH in June and another in July to re-establish a full range of motion to each hand.

Throughout Ken's experiences with OSSM and the LMH staff, he was very happy with the level of professionalism he received. "The entire staff kept asking me what I needed. They took care of everything and explained the procedures very clearly to me," he stated. "When I visited Dr. Westerheide and Dr. Quimjian, I had already researched my conditions online and had pages full of questions about risks and options. They were very happy to answer all my questions and discuss the approach to my care. Because I was encouraged to participate in my own treatment strategy, I believe I had the best outcome possible," Ken said, "and the most impressive part was that the day after my procedure,

Orthopedic Injury Could Not Bring Granville Bicyclist to His Knees
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For Your Health 5K Run and Fun Walk (continued from front page)

Systems Department. Sara is a 2010 graduate of Granville High School and is attending the University of Akron. She volunteered more than 300 hours at LMH during 2009. Jacob is a junior at Granville High School, and Steven is entering the eighth grade at Granville Middle School. All four of the Fondriest children have participated in cross country and track at Granville schools.

The For Your Health 5K Run and Fun Walk course winds through the scenic grounds of The Dawes Arboretum. Participants may choose to run or walk the 3.1-mile course, or complete the Fun Walk course which is 1 mile long. Awards will be given to the overall top three male and female finishers in the 5K run. In addition, the top male and female finishers in each age division will receive an award. Chip Timing Service will be used to determine the finishing times.

The 5K run begins at 8:30 a.m., and the 1-mile fun walk starts at 8:40 a.m. Registration for both events opens at 7:30 a.m., on race day. Online registration is also available through www.premierraces.com. Simply click on the "For Your Health 5K" link listed on the Events page. Online registration closes Friday, July 30. Registration for the 1-mile fun walk is required, but there is no entry fee. The cost for all 5K run entries submitted by July 30 is \$15. For all entries turned in after July 30, including registration on race day, the cost is \$20. A tech shirt will be provided to each registrant.

Packets may be picked up at The Dawes Arboretum on the day of the race, beginning at 7:30 a.m. Those registering early may also pick up their packets on Friday, August 6, at LMH's first floor Conference Room, from 2:00 to 7:00 p.m. For more information, please contact the LMH Development Office at (740) 348-4108.

Art from the Heart Reception Features Youth Artists



Original artwork is on display in the Licking Memorial Hospital Café, which was created by children at The Works in February. The young artists and their families were invited to a reception in April to unveil their work.

The Art from the Heart reception was held April 29, in the LMH Café, with more than 50 children and their families in attendance. Art from the Heart has been a collaborative effort between LMH and The Works museum in Newark since 2006. Children throughout the community had the opportunity to create artwork at The Works in February and learn about heart health. The young artists and their families then received special invitations to attend the art reception at the Hospital in April. The original art creations were exhibited during the reception, and are now displayed in the LMH Café and other areas throughout the Hospital.

Licking Memorial Health Systems President & CEO Rob Montagnese said, "The Art from the Heart program is a great opportunity to allow our young artists to exhibit their work, while enhancing our patients' environment. The art is a unique addition to our Hospital that resonates with our patients and their families."

Community members are invited to view the artwork that is on display in the LMH Café. The Café is located on the Hospital's ground floor, and is open 24 hours every day.



"For Your Health" 5K RUN & FUN WALK

Saturday, August 7

Honorary Chairs: The Fondriest Family: Joseph, Jean, Joe, Sara, Jacob and Steven

When: Saturday, August 7, at 8:30 a.m.

Where: The Dawes Arboretum
7770 Jacksontown Road
Newark, Ohio 43055

Sponsored by:



I received a call from the Hospital to follow up on my recovery.” Ken put his orthopedic surgical repairs to an extreme test in June 2009. Along with another member of the Licking County Bicycle Club, he embarked on a two-month, 2,265-mile bicycling adventure from the Canadian border to the New Mexico desert along the Continental Divide. “Ironically, my knee that was repaired worked better than the knee that was not injured,” he said.

Back at home in Granville, Ken and Carol enjoy an active retired life. They have been married 43 years and have five grown children and 13 grandchildren. Ken has presented slide programs at various gatherings in Licking County about his bicycling adventure, and the details of his injury and recovery are fading behind the memories of majestic mountains and colorful sandstone formations. At 68 years of age, Ken is anxious to begin planning his next extreme adventure, and worries more about what to pack than whether his knee will go the distance.



Ken Apacki of Granville stands in front of the Teton mountain range in Wyoming during his 2,265-mile bicycling trip.

Community Education – Weight Loss, Healthy Eating and Exercise *(continued from front page)*



LMH Dietitian Annmarie Thacker leads the discussion at the Weight Loss, Healthy Eating and Exercise community education class.

With more than 66 percent of adults in the U.S. considered overweight, it is crucial to develop a sensible weight loss plan that includes exercise and balanced nutrition.

There are many options available to aid in weight loss; however, many are costly and some can present unnecessary health risks. A free educational program will be held on Thursday, July 22, at 6:00 p.m., in Conference Rooms A & B on the first floor of Licking Memorial Hospital (LMH) to address the many health benefits of losing weight, along with fitness suggestions, and ways to maintain a healthy diet.

Registered Dietitian Annmarie Thacker, M.S., R.D., L.D., C.D.E., of LMH Community Case Management, will be the speaker at this program. Registration is required. To register, please call (740) 348-2527.

Physical Therapy Office Opens at Pataskala

The Licking Memorial Hospital (LMH) Physical Therapy Department recently expanded its capacity to care for patients by adding an office in Pataskala. The new office, which opened in mid-May, is based within the Pataskala Health Campus, located at One Healthy Place, off Broad Street. “We are pleased to offer an additional location for physical therapy treatment that is convenient for residents in western Licking County,” said Licking Memorial Health Systems President & CEO Rob Montagnese.

The LMH Physical Therapy Department treats patients with a variety of injuries and diseases, including orthopedic and neurological conditions, heart disease, and accident and post-surgical recovery. Staff therapists customize treatment plans to increase strength and mobility and maximize functioning. Weight training, electrical stimulation, heat therapy, and other treatment methods may be recommended to assist patients with their rehabilitation. The office is currently accepting new patients. Please note – a physician’s referral is required to receive therapy treatment. For more information, please call (740) 348-4953.



Physical Therapy services are now available at the Licking Memorial Health Systems’ Pataskala campus.

Corporate Breakfast Focuses on Diabetes

Even if they have a family history of diabetes, individuals can make choices that may delay, and possibly prevent, the disease from developing. At the Licking Memorial Hospital (LMH) Development Council's Corporate Breakfast on May 18, two certified diabetes educators advised guests that simple lifestyle changes can protect their health.

Sandy Gienger, R.N., C.D.E., and Teresa Knicely, R.N., C.C.M., C.D.E., both of Community Case Management, explained that diabetes results from the body not being able to use sugar in the blood properly. This occurs when the pancreas cells have decreased production of insulin, which is needed so that glucose may enter the cells. Cells use glucose for energy. Another problem is insulin resistance in which the "cell doors" do not allow the glucose to enter the cells as it should. Physical activity is a natural method to help regulate blood sugar levels by helping to "open" the cell doors to allow the glucose to enter.

Sandy pointed out that as a society, our activity levels have decreased and our unhealthy dietary habits have increased. "We should devote at least 30 minutes each day to exercise. If it is important to you, you will find a way to do it," she said.



Certified Diabetes Educator Teresa Knicely offered suggestions to prevent diabetes at the LMH Corporate Breakfast on May 18.

Teresa also emphasized the impact of exercise on diabetes prevention. "Exercise helps the body to metabolize glucose," she stated. "We tell our patients that exercise is as important as medicine when controlling high blood sugar. Uncontrolled diabetes has been linked to heart disease, stroke, kidney failure, neuropathy, poor circulation, blindness, sleep apnea and even Alzheimer's disease, so it is critical for patients with diabetes to keep their blood sugar levels under good control. With good control, patients can help to prevent, or at least delay, these serious complications."

Community Case Management offers four-session classes on Diabetes Self-Management. Participants must have a physician's referral to enroll. More information is available by calling (740) 348-4915.

The LMH Development Council hosts four Corporate Breakfasts each year to share news about the Hospital with community leaders. It was established in 1987 to increase charitable giving to the Hospital and to promote positive community relations. More than 75 distinguished members of the community volunteer their time to serve on the Development Council.

Relay for Life – Mike Radabaugh Memorial

The annual Relay for Life – Mike Radabaugh Memorial event took place at the TJ Evans Sports Complex in Newark on June 5. For the first time since the event began in 1992, it was abbreviated due to inclement weather. The Relay for Life event typically includes 24 hours of continuous walking, with a goal of raising funds through sponsorships and donations, to benefit cancer research.

Despite heavy rain, cancer survivors and their families had the opportunity to walk a lap around the track, and the opening ceremony then relocated to the field house. Licking Memorial Oncologist Jacqueline Jones, M.D., addressed the participants and conveyed her gratitude to them. "There are some who say that it is impossible to find a cure for cancer; however, smallpox and polio were also once considered incurable," said Dr. Jones. "They were wrong then, and I believe they are wrong today. When the cure for cancer becomes a reality, it will happen, in part, because of this community's support."

Licking Memorial Health Systems has been proud to serve as a corporate sponsor of the event since its inception in Newark. Licking Memorial Hospital (LMH) collaborates with the American Cancer Society to offer the Patient Navigator Program, located in the LMH Oncology Department. The free Patient Navigator service is designed to assist cancer patients, survivors and their family members or caregivers in successfully

addressing financial, logistical and emotional challenges that may arise following a cancer diagnosis. For more information about the Patient Navigator Program at LMH, please call (740) 348-1996, or toll-free at (888) 227-6446.



The Mike Radabaugh Memorial Relay for Life began with the special Survivor's Lap. Cancer survivors of all ages proudly displayed their banner to proclaim their fight against various types of malignancies.

Camp Feelin' Fine Provides Asthma Education and Summer Fun

According to the Centers for Disease Control and Prevention, asthma is one of the most prevalent chronic condition among children. Whether a child has been recently diagnosed, or has suffered with the illness for some time, it can be overwhelming to learn about treatments, physical limitations, and lifestyle changes that may be required. Licking Memorial Hospital (LMH) sponsors an annual summer event, known as Camp Feelin' Fine, to provide an opportunity for children with asthma to learn more about the disease and ways to manage symptoms, and to interact with others who also have the condition. The camp took place on June 11, at Infirmary Mound Park, south of Granville, with more than 40 children in attendance.

Pediatrician Richard Baltisberger, M.D., members of the Licking Memorial Respiratory Therapy Department, along with other members of the Hospital staff teach children ways to avoid common "triggers" of an asthma attack, such as allergens. Severe attacks can be life-threatening if left untreated. Symptoms of an asthma attack can include: coughing, irregular or labored breathing, wheezing, frequent clearing of the throat, and chest tightness.

Dr. Baltisberger, known as "Dr. Rick" to the campers, incorporates asthma education with games and activities. "We discuss asthma medications and treatments, and the games help to maintain the children's attention. This event makes a positive impact on the lives of children with asthma, and I have been pleased to be a part of it over the years," he said.

The Respiratory Therapy Department at LMH is staffed with respiratory care professionals licensed by the State of Ohio. Respiratory care professionals work under the direction of a physician and assist in the diagnosis, treatment and management of patients with pulmonary disorders.



Licking Memorial Hospital's annual Camp Feelin' Fine allows children with asthma to learn more about their condition, and enjoy time with others who share the same challenges.

LMHS FAMILY MOVIE NIGHT

Join LMHS in our premier Family Movie Night as we present the 1981 Steven Spielberg adventure classic, *Raiders of the Lost Ark*, in a FREE outdoor screening!

Date: Thursday, July 15

Location: The grounds of the Pataskala Health Campus, located at One Healthy Place, off Broad Street, in Pataskala

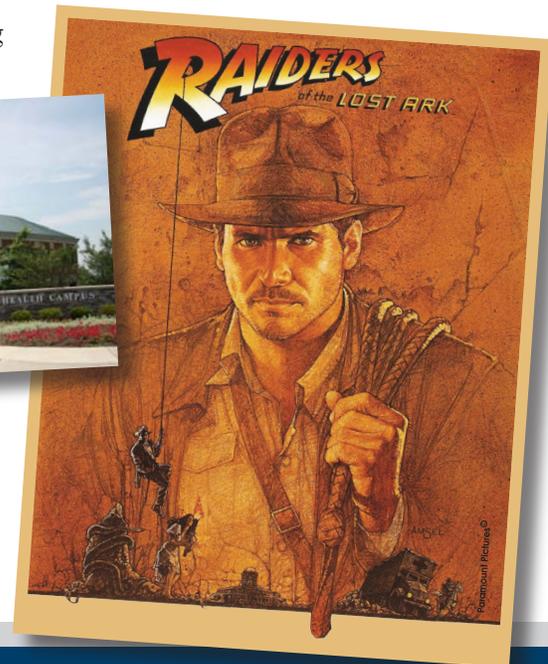
Time: Arrive at 8:00 p.m.

The movie will begin at dusk (approximately 9:00 p.m.)

- Free popcorn and bottled water will be provided
- Please bring lawn chairs or blankets
- Alcoholic beverages, tobacco products and pets are not allowed
- Please note – this event is weather permitting



Licking Memorial
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For more information, call (740) 348-1503

Physician Spotlight – Rick Baltisberger, M.D.



Richard Baltisberger, M.D.

Richard Baltisberger, M.D., is Chief of Pediatrics at Licking Memorial Hospital (LMH). Dr. Baltisberger received his Medical Degree from the University of North Dakota School of Medicine and is board certified in pediatrics. He completed his residency and internship at Children's Hospital in Columbus and joined Licking Memorial Health Systems (LMHS) in 1998.

He serves as the camp physician for LMHS' Camp Feelin' Fine, a day camp for children with asthma. He is a member of the National Advisory Committee for Down Syndrome,

which sets standards and promotes research in Down syndrome issues. He also provides physician services to Kid's Place, a Newark facility that cares for young victims of child abuse.

Dr. Baltisberger's has received many recognitions, including the Hometown Hero Award by American Red Cross of Licking County, an LMHS MVP Award, and Columbus Business First's Forty Under 40 Award and Provider Award.

In 2008, Dr. Rick was one of the organizers of Team Up, a T-ball league for children with special needs in Licking County. Dr. Baltisberger and his wife, Jane, live in Granville with their four children: Sarah, Anna, Jacob and Zachary.

Ask a Doc – Pediatric Dental Care with Richard Baltisberger, M.D.

Question: When should my child first see a dentist?

Answer: There are different views on this. In general, the earlier the better, but it depends on the oral health of your child. Some dentists prefer to start seeing children at their first birthdays to begin familiarizing them to the cleaning process. Other dentists prefer to wait until the age of 3 years. It is important for your child's physician to be looking at the teeth and evaluating whether a dental exam is needed earlier. Some children need to be seen by the second or third year because of abnormalities seen on their teeth.

Licking Memorial Health Systems and the Licking County Foundation sponsor a children's dental clinic at the offices of Keith A. Wing & Matthew D. Mack, D.D.S., for uninsured, low-income families who cannot afford dental care. For more information about the Licking Memorial Dental Clinic, please call (740) 344-7653.

Question: Why would children need to be seen before age 3?

Answer: Unfortunately, we do see dental problems early in some children. One concern is early childhood caries (baby bottle tooth decay). This occurs when children are exposed to sugar repeatedly on their teeth. (This can be caused by juices, etc.) The repeated contact is what causes these problems, so it is recommended to avoid allowing children to carry cups

around for a long time. Breastfeeding has been shown to protect babies' teeth from decay, but for babies who are bottle-fed, we recommend weaning them from bottles by 1 year of age.

Question: When do we start brushing our children's teeth?

Answer: We recommend starting to brush teeth as soon as they emerge through the gums. When the baby's teeth first begin to show, we recommend using either a soft infant toothbrush or a wash cloth to clean them. Even before the teeth appear, you can clean the gums with a cloth and water. After one year of age, it is very appropriate to use fluoridated toothpaste. The important aspect is making sure you are putting the right amount of toothpaste on the toothbrush because children of a young age are likely to swallow it. Under age 2, we recommend smearing a tiny amount of toothpaste on the bristles of the brush. After age 2, a small "pea-sized" amount of toothpaste should be used.

Question: What is the importance of fluoride?

Answer: Fluoride helps protect teeth from cavities. We usually recommend that children receive two sources of fluoride – the first is from toothpaste and the second is from either fluoridated water (many municipal water departments add

Ask a Doc – Pediatric Dental Care (continued on page 11)

DID YOU KNOW ... LICKING MEMORIAL HEALTH SYSTEMS INVESTS MORE THAN \$20 MILLION EACH YEAR TO IMPROVE THE HEALTH OF THE COMMUNITY?

Among other contributions, the Health Systems partnered with the Licking County Foundation to create the Licking Memorial Dental Clinic for Children. Located in the practice of Keith A. Wing & Matthew D. Mack, D.D.S., the Clinic serves the dental needs of uninsured, low-income children in Licking County.

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fluoride to their water supply) or from a vitamin. The national recommendations are that public drinking water should contain a fluoride level of 0.7 ppm to 1.2 ppm to help protect teeth. Most bottled water does not contain any fluoride, although some brands now add it, making them a good source, as well. If your child consumes fluoride from a water source on a daily basis, then there is no need for fluoride supplementation with a vitamin.

How Much Fluoride Should Your Child Receive?

The Centers for Disease Control and Prevention has set guidelines for the amount of supplementary fluoride children should receive, according to the fluoride levels in their drinking water supply.

Age	Fluoride concentration in drinking water in parts per million (ppm)		
	<0.3 ppm	0.3-0.6 ppm	>0.6 ppm
0-6 months	none	none	none
6 months-3 years	0.25 mg/day	none	none
3-6 years	0.5 mg/day	0.25 mg/day	none
6-16 years	1.0 mg/day	0.5 mg/day	none

Fluoridation in Licking County's Public Water Supplies

This chart shows how much fluoride is contained in the public water supplies around Licking County, as reported by the individual municipalities. Please note that results from private wells may greatly vary.

Alexandria (from Granville).....	1.02 ppm
Buckeye Lake (from Millersport)	1.0 ppm
Granville	1.02 ppm
Heath.....	1.16 ppm
Hebron	0.99 ppm
Johnstown	0.4 ppm
Newark.....	0.9 ppm
St. Louisville.....	0.2 ppm
SW Licking (including Pataskala).....	1.0 ppm
Utica.....	0.38 ppm

Prevention and Quick Response Are Keys to Protection Against Stroke Damage



Terrill Burnworth, D.O.

A 2008 report by the Ohio Department of Health (ODH) cited that one Licking County resident dies of a stroke every 5.2 days. Many more residents survive strokes, often with permanent debilitating injuries.

“We have excellent opportunities to save patients’ lives and to preserve function of their arms, legs and speech, if they arrive at the Hospital quickly,” explained Terrill

Burnworth, D.O., emergency medicine physician at Licking Memorial Hospital. “Thrombolytic drugs, commonly known as clot-busters, can prevent further physical damage, and sometimes even reverse damage, providing that the drug treatment can be administered within three hours after symptoms began.”

There are two primary types of stroke – an ischemic stroke which occurs when a blood vessel to the brain is blocked by a blood clot, and a hemorrhagic stroke which occurs when a blood vessel to the brain ruptures. In either case, if the blood flow to the brain is stopped for more than a few seconds, brain cells begin to die at the rate of 2 million cells per minute, causing physical impairment. The damage can be debilitating and even fatal.

Dr. Burnworth said, “In general, Licking County residents have an increased risk for heart disease and stroke because of lifestyle choices. Our community has a high incidence of tobacco smoking, obesity, high cholesterol and sedentary lifestyle. Many strokes could be prevented altogether by changing those factors.”

“The message that physicians want to teach their patients is not to wait until a stroke or heart attack happens before deciding to make healthy lifestyle changes,” Dr. Burnworth continued. “If you smoke – quit. Have your cholesterol checked. If it is high – take the medicine your physician prescribes and watch your diet. If you have diabetes – gain control of your blood

glucose levels. And if you are sedentary – find an exercise you enjoy and stick with it. If you wait until you have a stroke or heart attack to make these important changes in your life, your body could suffer permanent life-altering damage, or you could even die.”

Dr. Burnworth reiterated the importance of reporting to the Hospital as soon as any stroke symptoms begin. “Some people have a wait-and-see approach – they want to see if the symptoms will subside on their own. It is imperative to have a physician evaluate a potential stroke patient immediately so that clot-busting medications can be used, if appropriate. Other patients realize that the medical staff has a short three-hour window of opportunity to begin clot-buster treatment, yet they wait two hours after their symptoms begin before they call 9-1-1. We need to have time to triage the patient in the Emergency Department and perform a CT scan to ensure the medication will be appropriate for that patient. It is critical that patients come to the Hospital immediately after the onset of symptoms for the best possible outcome.”

Although stroke is most common in adults over the age of 65, it can occur at any age. Symptoms include:

- Sudden numbness or weakness of the face, arm or leg – especially on just one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

Some patients may not experience all of the above symptoms when a stroke occurs. If the symptoms disappear after several minutes, the patient should still see a physician as soon as possible because they may have suffered a “mini-stroke,” with an increased risk of a major stroke in the near future.



Patient Story – Don Randles

Most years, Newark resident Don Randles observes Groundhog Day by debating whether the groundhog's predictions for an early spring are correct or not. But in 2010, Don was more concerned with his personal future on February 2, as a sudden stroke thrust him into a life-or-death situation.

Don remembered, "When I woke up that day, I was feeling alright. After lunch, I sat down on the couch and my left arm suddenly went numb – it had no feeling whatsoever. I could raise my arm a little, but I could not control it, and it just fell back down. The left side of my face was also numb. I called out to my wife, Helen, that I needed to go to the Hospital right away. I felt like I was shouting really loudly, but she said she could barely hear me from the kitchen."

At 73 years of age, Don recognized the symptoms of stroke from information he had read and stories he had heard from friends. "I was pretty sure I was having a stroke because everything just happened all of a sudden," he said. "But it came as a total shock – I thought it would never happen to me."

Thirty minutes later, Don and Helen arrived at the Emergency Department at Licking Memorial Hospital (LMH). Emergency Medicine Physician Jeff Bare, D.O., praised Don and Helen for their crucial decision to come to the Hospital without delay. "Many times, patients will wait awhile to see if their symptoms subside, or they may not recognize the signs. However, when an individual has a stroke, 'time lost is brain lost.' We have effective thrombolytic medicines, commonly called 'clot-busters,' that we can use to stop the stroke's progression, but our window of opportunity is relatively short. The clot-busters are effective only within the first three hours after stroke symptoms begin," he explained. "Patients with stroke symptoms should come to the Emergency Department immediately for evaluation. If a stroke is in progress, clot-busters can make all the difference in whether or not the patient survives, and also whether the patient recovers with a minimum of permanent disabilities."

Dr. Bare ordered a CT scan and contacted Neurologist Joshua Nelson, D.O., to confirm his initial diagnosis. Dr. Nelson



Helen and Don Randles of Newark celebrated their golden wedding anniversary on October 29, 2003.

examined Don and agreed that he met the criteria for thrombolytics. Shortly after the IV treatment began, Don noticed a very welcomed improvement. "Before the clot-buster was even finished, I began to regain use of my left hand. That was a good feeling when sensation began coming back," he said.

Don was first admitted to the Intensive Care Unit, and one day later, was transferred to the fourth floor. During the Hospital stay, Hospitalist Phillip Savage, D.O., began a regimen of Coumadin therapy for Don to prevent future clots that could cause another stroke. Don was dismissed on February 5, and continues to visit the

LMH Anticoagulation Clinic twice each month to regulate the dosage of the blood-thinning medication.

The CT scan at LMH revealed that Don had suffered three "mini-strokes" previously. "In retrospect, I remember two of the mini-strokes," Don said. "They were both in the 1970s. One happened at a church gathering. I stood up, and it hit me. I had to lean against a wall, and I could not think of the names of the friends around me. Another time, I was working in the garden and suddenly had this 'funny' feeling. I told Helen that I needed to go back into the house to lie down. Both times, I felt much better after just four or five minutes."

"Even if symptoms resolve immediately after a transient ischemic attack, known as a mini-stroke, patients should still see a physician as soon as possible," Dr. Savage explained. "Statistically, patients who suffer a mini-stroke have a 40 percent chance of suffering a major stroke. Their risk can be reduced with treatment, dietary changes and exercise."

Don and Helen have three grown children: Sandra, Gregory and Mark. They also have six grandchildren and five great-grandchildren. Don retired in 2008 from Longaberger Company and formerly worked many years in light commercial and home construction. The Randles' younger son, Mark, shares Don's talent for construction by working as a home builder. Don and Mark also share a special bond – Mark donated a kidney to Don in 2003 when Wegener's Disease, an autoimmune disorder, caused Don to have complete renal failure.

Stroke Care – How do we compare?

Check out
our Quality
Report Cards online
at www.LMHealth.org.

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare them to benchmark measures. Then, we publish them so you can draw your own conclusions regarding your health care choices.

1 A person who has symptoms of a stroke needs to seek medical attention immediately. Special “clot-busting” medications may be used to treat a stroke, however, they are most effective when given within three hours after the stroke symptoms have started. Clot-busters are high-risk medications and can have significant side effects, so a complete evaluation is necessary before a patient can be determined to be a candidate for them. Licking Memorial Hospital (LMH) tracks the percentage of patients who were appropriate candidates for clot-busters and received them within three hours of the time their symptoms began.

	LMH 2007	LMH 2008	LMH 2009	Goal
Received drug within three hours of time last known to be well	N/A	N/A	67%	greater than 90%
Note: Although the use of clot-busting medication was appropriate for all patients treated for stroke in LMH’s Emergency Department, in some cases, the reasons or contraindications for giving the medication were documented differently than the CMS quality measure guidelines.				

2 Patients who suffer a stroke may be at risk for repeat strokes in the future. It is important that while patients are hospitalized, they receive education about reducing their risk and responding to another stroke in the future. This indicator shows the percentage of patients who had this education recorded in their records as being completed.

	LMH 2007	LMH 2008	LMH 2009	Goal
Stroke education	N/A	N/A	73%	greater than 90%
Note: LMH began tracking stroke education in 2009, and some of the processes were not in place to ensure proper documentation. Processes have since been changed to improve compliance.				

3 Beginning rehabilitation as soon as it can be done safely can help improve recovery for stroke patients. Rehabilitation may include physical therapy, occupational therapy and/or speech therapy.

	LMH 2007	LMH 2008	LMH 2009	Goal
Patients evaluated for rehabilitation services	97%	91%	92%	greater than 90%

4 Evidence-based medicine supports quality by giving a blood-thinning medication (such as aspirin) by the second day of hospitalization after a stroke and ordering the medication at discharge. Blood-thinning medication prevents clots from forming and improves blood flow. While nearly all LMH medical patients are evaluated upon admission for the risk of developing a blood clot, called a venous thromboembolism (VTE), in some cases the use of drugs or mechanical devices may not be appropriate. It is important to document the reason that the use of either drugs or mechanical devices is contraindicated.

	LMH 2007	LMH 2008	LMH 2009	Goal
Eligible patients receiving blood-thinning medication	98%	97%	99%	greater than 90%
Patients with blood-thinning medication at discharge	94%	98%	99%	greater than 90%
Patients with VTE prophylaxis by second day	92%	85%	86%	greater than 90%

5 Patients with atrial fibrillation are at higher risk for suffering strokes. Due to an inefficient heartbeat, blood clots can form in the heart and then travel to the brain, leading to stroke. These patients should receive long-term blood-thinning medication to help prevent these clots from forming. LMH tracks the percentage of patients with atrial fibrillation who were discharged on a blood-thinner, as appropriate.

Another significant cause of strokes can be from high cholesterol levels. Stroke patients with high cholesterol should receive cholesterol-lowering medications (called statins) to take after discharge to help lower the risk for more strokes. LMH tracks the percentage of stroke patients with high cholesterol who were receiving statins at discharge.

	LMH 2007	LMH 2008	LMH 2009	Goal
Atrial fibrillation patients on anticoagulation therapy	100%	84%	93%	greater than 90%
Patients with statin medication prescribed at discharge	N/A	78%	93%	greater than 90%



Quality Reporting to the Community

Patient Story and Benchmarks for Emergency Care



Patient Story – Nathan Stanson

Every year around Arbor Day, the six-member Stanson family plants oak tree seedlings on their 43-acre timber farm, located in Fallsburg, Ohio. However, in late April 2009, the annual planting weekend became anything but routine. While working near the densely tree-lined perimeter, 10-year-old Nathan Stanson fell onto a stick and injured his left eye. The Stansons quickly transported their son to a local urgent care facility for treatment. After his examination, the Stansons were informed that Nathan would require more advanced analysis and treatment. The family then decided to visit the Licking Memorial Hospital (LMH) Emergency Department to obtain specialized medical care for Nathan.



Nathan Stanson obtained medical care from Ophthalmologist Elliot Davidoff, M.D., at Licking Memorial Hospital, for an eye injury he received last year. Nathan's vision has since returned to 20/20, and he continues to enjoy spending time outdoors.

During an examination at the LMH Emergency Department, Elliot Davidoff, M.D., ophthalmologist with the Center for Sight in Newark, reviewed Nathan's condition, and determined that surgery would be required due to the precarious location of the foreign body. "Dr. Davidoff told us that the splinter was a fraction of a millimeter from perforating my son's cornea," said Darin. "He explained the details of the procedure and its inherent risks."

When the surgery concluded at 4:00 a.m., Dr. Davidoff informed the Stansons that the surgery had been a success. "LMH's state-of-the-art equipment supports the delicate

procedures that we perform to treat eye injuries such as Nathan's," he said.

Nathan was provided with a patch to protect his healing eye, as well as drops to be administered hourly for several days to prevent infection. Nathan's mother, Sue, a certified teacher who provides home schooling for the Stanson children, made minor adjustments to Nathan's lessons to accommodate his decreased vision. "It was remarkable – following the surgery, Nathan's vision was tested and determined to be 20/200. As time went on, his vision gradually improved. During his final follow-up visit, his vision returned to 20/20," said Sue.

Today, the family takes extra precautions to protect their eyes. Darin credits the LMH staff for the excellent care that his son received. "The staff treated Nathan like family, and kept us informed at every stage of the process," said Darin. "Based upon our experience, I would highly recommend LMH to others."

The LMH Emergency Department is open 24 hours every day, and is available for patients with critical illnesses, injuries and symptoms that require emergency care. For more information about the LMH Emergency Department, please call (740) 348-4000, or visit online at www.LMHealth.org.

Emergency Department Wait Information Now Available Online

Are you in need of immediate, non-emergency medical attention, but unsure about the wait time in the Emergency Department? Visit the Licking Memorial Health Systems Web site at www.LMHealth.org. The site now provides current wait time information for both the Emergency Department and Licking Memorial Urgent Care. If your condition is not life-threatening, visit Licking Memorial Urgent Care, located on State Route 16, at the Pataskala Health Campus, open from 12:00 Noon to 8:00 p.m., Monday through Saturday, and from 12:00 Noon to 6:00 p.m., on Sunday.



Licking Memorial Health Systems



Emergency Care – How do we compare?

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare them to benchmark measures. Then, we publish them so you can draw your own conclusions regarding your health care choices.

Check out our Quality Report Cards online at www.LMHealth.org.

1 During 2009, there were 58,311 visits to the Licking Memorial Hospital (LMH) Emergency Department (ED).

	LMH 2007	LMH 2008	LMH 2009	Goal
Average length of stay in the ED	3 hrs. 11 min.	2 hrs. 55 min.	2 hrs. 53 min.	less than 3 hrs. 18 min. ⁽¹⁾
Average length of stay in the ED before being admitted	4 hrs. 30 min.	4 hrs. 6 min.	3 hrs. 55 min.	less than 4 hrs.
Patients in the ED for more than 6 hours	6.2%	4.1%	3.1%	less than 6%
Average arrival-to-physician time	1 hr. 19 min.	1 hr. 11 min.	1 hr. 10 min.	less than 56 min. ⁽¹⁾

2 Emergency angioplasty restores blood flow in a blocked heart artery by inserting a catheter into the artery to implant a stent. The procedure has been proven to save lives during a heart attack, and it is most effective when performed within 90 minutes of the patient's arrival to the Emergency Department to minimize irreversible damage from the heart attack. Licking Memorial Hospital (LMH) began to perform this procedure in 2008.

	LMH 2008	LMH 2009	National	Goal
Average time to balloon	74 min.	67 min.	73 min. ⁽²⁾	less than 90 min. ⁽³⁾
Time to balloon within 90 minutes	92%	94%	77% ⁽⁴⁾	greater than 90%

3 For patients presenting with pneumonia, timing is critical for effective treatment. LMH tracks the time it takes to deliver antibiotics.

	LMH 2007	LMH 2008	LMH 2009	National ⁽⁴⁾
Pneumonia patients receiving antibiotic dose within 6 hours	96%	98%	97%	94%

4 Unscheduled returns to the ED may signal a problem in patient care, such as inadequate diagnosis or treatment during the initial visit, a patient's inability to understand or follow discharge instructions, lack of access to care in the community or other factors. Identifying patients at risk of an unscheduled return can reduce costs, minimize misuse of ED services, and allow for better care of those who need it.

	LMH 2007	LMH 2008	LMH 2009	Goal
ED patients who return to the ED within 24 hours of discharge	1.2%	1.3%	1.4%	less than 2%

5 An unscheduled admission to the Hospital within 72 hours after a visit to the ED, may signal a problem in patient care, such as inadequate diagnosis or treatment during the initial visit, patient non-compliance with discharge instructions or a patient's inability to understand or follow discharge instructions. Careful review of the data can help identify ways to improve care, and to work with community agencies and resources to reduce unnecessary use of ED services.

	LMH 2007	LMH 2008	LMH 2009	Goal
Patients admitted to the Hospital within 72 hours of ED visit	0.76%	0.77%	0.74%	less than 1%

6 A study published in the New England Journal of Medicine reported that patients are safer and less likely to experience serious complications when they are treated in hospitals with more registered nurses on staff. LMH recruits experienced nurses and clinical graduates from area nursing schools for open positions at the Hospital. A vacancy rate shows how many registered nurse (R.N.) positions need to be filled.

	LMH 2007	LMH 2008	LMH 2009	Goal
R.N. vacancy rate in the ED	8%	4%	3%	less than 5%

“Physically, I am feeling pretty good now,” Don said. “I still get tired easily, but I know how much permanent damage the stroke could have done without the clot-buster. I enjoy lathe work in my woodshop, so I am grateful that I did not lose use of my arm. Helen and I would like to express our thanks to the doctors, nurses and everyone who cared for me during my stay at LMH. We are so thankful to them all.”

Don relates his experience to friends and family members, hoping to impress upon them the critical need to report to a hospital immediately when any symptoms of stroke arise (see inset below). With prompt treatment at LMH, the effects from Don’s stroke were kept to a minimum, and even reversed, allowing him to continue the lifestyle that he enjoys.



Know the Symptoms of Stroke

According to the National Stroke Association, common stroke symptoms include:

- Sudden numbness or weakness of the face, arm or leg – especially on just one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

Please note, some patients may not experience all of the above symptoms when a stroke occurs.

Stroke Care – How do we compare? (continued from page 13)

6 Licking Memorial Health Professionals (LMHP) office-based physicians use evidence-based measures in order to provide excellent, quality care to patients. The American Stroke Association and American Heart Association recommend the use of blood-thinning medication in order to prevent clots from forming and to improve blood flow. It is also recommended to have an annual LDL cholesterol test.

LMHP coronary artery disease patients seen, and are receiving blood-thinning medication	LMHP 2007 91%	LMHP 2008 95%	LMHP 2009 90%	National ⁽¹⁾ greater than 80%	Goal greater than 90%
LMHP coronary artery disease patients seen who have had an annual LDL test	LMHP 2007 91%	LMHP 2008 92%	LMHP 2009 87%	National ⁽¹⁾ greater than 80%	Goal greater than 90%

Data Footnotes: (1) American Heart Association/American Stroke Association/National Committee for Quality Assurance Heart / Stroke Recognition Program.

Emergency Care – How do we compare? (continued from page 15)

7 Individuals sometimes leave the ED before seeing a physician or completion of treatment.

ED patients who left before treatment was complete	LMH 2007 5.6%	LMH 2008 3.4%	LMH 2009 4.0%	Goal less than 3%
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8 Pain is sometimes called the “fifth vital sign.” Patients who visit the ED will be asked at triage to rate their level of pain. This will be completed by using the “faces” pain scale for children or the traditional range of 0 to 10 for adults. Both scales are excellent tools for communicating an individual’s level of pain.

Assessment of pain completed	LMH 2007 94%	LMH 2008 95%	LMH 2009 97%	Goal greater than 95%
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Data Footnotes: (1) National Hospital Ambulatory Medical Care Survey: 2005 Emergency Department Summary. Number 386. (2) Comparative data from the Midas Comparative Database. (3) ACC/AHA Guidelines for the Management of Patients with ST-Elevation Myocardial Infarction, Antman et al. 2004. (4) Hospitalcompare.hhs.gov national benchmarks.

TWIGS Recognition Dinner

Licking Memorial Hospital (LMH) hosted a recognition dinner to honor the TWIGS (Togetherness, Willingness, Imagination, Giving and Sharing) groups that serve the Hospital, and also to celebrate TWIGS' 60th anniversary. More than 60 TWIGS members attended the dinner on May 19. "In the past year, LMH TWIGS groups raised more than \$83,000 for the Hospital," said Licking Memorial Health Systems President & CEO Rob Montagnese. "This contribution is tremendous, especially in a time of economic challenge. These donations allow us to enhance our state-of-the-art equipment to provide our patients with the best care and support our mission to Improve the Health of the Community."

During the recognition dinner, TWIGS member Karen Kolbe was inducted into the 25-year Recognition Hall of Fame. The recognition award was created in 2000, when the TWIGS celebrated their 50th anniversary, and began acknowledging current members who have provided more than 25 years of service through TWIGS of LMH. The Hall of Fame plaque is located by Conference Rooms A & B on the Hospital's first floor, and has grown to more than 120 listed names.



Karen Kolbe of TWIGS 14 was congratulated by LMHS President & CEO Rob Montagnese for her 25-year membership to TWIGS.

Retiree Spotlight: Lewis "Lew" Huston, Jr.



Lewis "Lew"
Huston, Jr.

During his college years, Lewis "Lew" Huston, Jr., determined that he wanted a career that would make a difference in the quality of others' lives. "I decided that pharmacy would provide me with a great opportunity to offer valuable information to others, while empowering them to care for their health," said Lew. He completed his Bachelor of Science in Pharmacy degree at Ohio Northern University, in Ada, Ohio, and began his career at local pharmacies. Lew joined Licking Memorial Hospital (LMH) in 1963 as Director of Pharmacy.

During his service at LMH, Lew worked closely with LMH physicians and Pathology staff to create prescription dosing plans for patients, a new process that he established within the Hospital. The system focused on instituting new prescription methodologies to attain preferred medical outcomes for patients. "The LMH staff was outstanding, and I enjoyed the opportunity to interact with patients and assist them with their medication needs," said Lew.

In the mid-1980s, Lew approached Eli Lilly and Company, now the tenth largest pharmaceutical company in the world, with a concept for an innovative medication-dispensing system. He designed a clear container for storage of medicines, so that the remaining number of pills could be easily viewed. This new system allowed nurses to conduct a more efficient medication inventory at the conclusion of each shift. Eli Lilly ultimately bought the rights and secured a patent for the product.

After a rewarding 28-year career at LMH, Lew decided to retire in 1991. Lew, originally from New York, has lived in Licking County for the past 54 years, and enjoys spending time with his

two adult children and two grandchildren. His son, Lewis Huston III, also lives locally, and has served for 35 years as a Point-of-Care Technician at Shepherd Hill, the Behavioral Health Department of LMH. Lew also maintains a busy activity schedule at the Heath Church of Christ. He is a past member of the Church Board and is active in the senior ministry. He frequently travels with the ministry group, and recently visited the Millennium Theatre – the largest live Christian theater in the United States – located in Lancaster County, Pennsylvania.

Join Us at the Fair!



The Hartford Fair will take place from Sunday, August 8, to Saturday, August 14, in Croton. Licking Memorial Health Systems (LMHS) will provide valuable health information on a variety of topics at a booth located in the Merchants Building throughout the week. LMHS staff members will also conduct free blood pressure screenings. Attendees are encouraged to visit the booth for an up-to-date schedule, as topics will change daily.

Boards of Directors

Licking Memorial Health Systems Board of Directors

The Licking Memorial Health Systems (LMHS) Board of Directors oversees all aspects of LMHS' three corporations: Licking Memorial Hospital, Licking Memorial Professional Corporation and Licking Memorial Health Foundation. As volunteer community leaders, the Board Members serve to ensure LMHS provides the best care and services available.



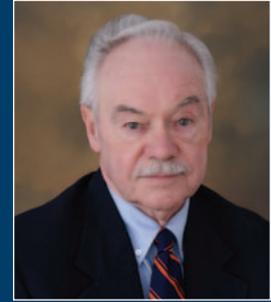
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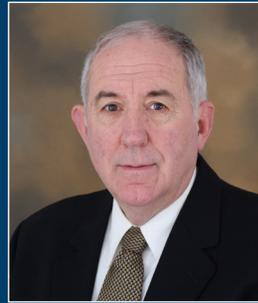
Walter C. Gemmell



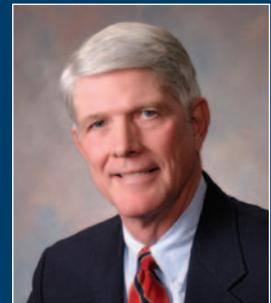
Lewis R. Mollica, Ph.D.



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Gerald R. Ehram, M.D.
Physician Advisor



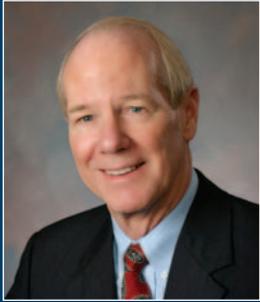
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Ex Officio with vote
Licking Memorial
Hospital
Board Chairman



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Licking Memorial
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Licking Memorial Hospital Board of Directors

In 1898, a small group of dedicated women opened a nine-bed hospital with donated furnishings in a converted house at the corner of Buena Vista and Everett Avenues in Newark to meet the needs of the community. After many evolutions throughout the past century, Licking Memorial Hospital now stands on West Main Street with 226 beds and state-of-the-art technology ready to serve the community. Today, like their predecessors, our Board of Directors is made up of dedicated individuals who volunteer their time to guide the operations and policies of the Hospital.



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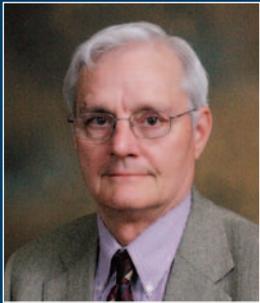
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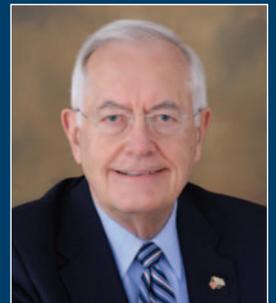
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Brownies Bring Cheer to Cancer Patients



Members of Girl Scout Troop 757 in Granville donated treats for Oncology patients at LMH. Pictured are (left to right): front row – Molly Wilson, Ana Dorenbusch, Nona Hunter and Penny Hunter. Back row – troop leader Donna Maltby, Alyssa Zeno, Anne Birgeneau, Sophia Tidwell, Piper Tell and LMHS President & CEO Rob Montagnese.

Brownies from Girl Scout Troop 757 in Granville were the guests of honor at a cookies-and-punch reception at Licking Memorial Hospital (LMH) in appreciation of their community service project for cancer patients. The girls, ranging in age from 7 to 9 years, had donated Girl Scout cookies and homemade greeting cards to encourage patients as they visit the LMH Oncology Department.

Licking Memorial Health Systems President & CEO Rob Montagnese thanked the Brownies for their thoughtfulness. “When cancer patients come to Licking Memorial Hospital, they receive the best care possible from our excellent medical team and highly advanced technology. However, you have added another dimension to help our patients beat cancer. You have given our patients their own private cheering section to let them know you are rooting for them. That kind of support can make all the difference to a patient who is going through a difficult time,” Rob said.

Members of Girl Scout Troop 757 are students at Granville Elementary School and Welsh Hills School. The members include Anne Birgeneau, Ana Dorenbusch, Nona Hunter, Penny Hunter, Piper Tell, Sophia Tidwell, Molly Wilson, Alyssa Zeno and troop leader Donna Maltby. For their project to uplift LMH’s cancer patients, the Brownies earned 2010 Gift of Caring Community Service badges.

Hats Off to Garfield Elementary!

As the school year came to a close, students at Garfield Elementary in Heath made a contribution to Licking Memorial Hospital (LMH) as part of their Hat Day program. Each month throughout the 2009-2010 academic year, the school designated one special Hat Day, inviting students and staff members to donate \$1 to be able to wear a hat to school.

Approximately 400 students, in kindergarten through second grade, attend Garfield Elementary. “The students were very enthusiastic about the project,” commented kindergarten teacher Matt Kinsley, who organized Hat Day. “Some of the students made their own hats, and even at their young age, they were excited about helping the community.”

The Hat Day project raised more than \$2,000, with some of the proceeds promoting new technology at Garfield Elementary. The remaining portion of the collected money was donated to organizations selected by the students’ parents and teachers. The contribution to LMH will be used to benefit services for pediatric patients.



Children at Garfield Elementary School in Heath used part of the proceeds from Hat Day collections to make a contribution to LMH. Pictured are (left to right): front row – Matthew Goodhart, Clayton Chapman, Aaron Whisler, Meghan Yeagle, Abigail Doran, Adrienne Collier, and Rowen Haidel. Back row – Principal Valerie Bailey, Matt Kinsley and LMHS President & CEO Rob Montagnese.

New Appointments



Sandeep Chopra, M.D.



Holly Slaughter, M.B.A.



Catherine Wohlford, C.N.P.

Cardiologist Sandeep Chopra, M.D., has joined the Active Medical Staff at Licking Memorial Hospital.

Holly Slaughter, M.B.A., has been named Director of Human Resources.

Certified Nurse Practitioner Catherine Wohlford, C.N.P., has joined Licking Memorial Pediatrics.

Volunteer Spotlight: Connie Levingston



Connie Levingston

In 2005, Connie Levingston decided to give back to the Hospital through volunteerism following her late husband's medical treatment through the Licking Memorial Hospital (LMH) Oncology Department. "All of the LMH physicians and staff were very knowledgeable and approachable, and I was grateful for my husband's excellent medical care," she said. "I just knew that I wanted to volunteer at

the Hospital." Since that time, Connie has donated more than 850 hours of her time to LMH.

Connie provides messenger service within the Hospital every Monday. Carol Barnes, Director of Volunteers, TWIGS and Events, noted that Connie is a dedicated volunteer. "Connie is

a great asset to our team. Whether she is delivering flowers or addressing mail, she is very dependable and has such a pleasant personality. Connie always makes a positive impression on LMH patients and visitors."

The friendships that Connie has developed with other volunteers have been a benefit, as well. "There is such camaraderie among the volunteers," she said. "I have made some great friends here."

A Newark native, Connie has three daughters and a stepson, who also live in the community. She has a 7-year-old shih tzu, Tess, and enjoys gardening and playing computer games.

Halblaub Named LMHS Volunteer of the Year at Recognition Dinner

Licking Memorial Health Systems (LMHS) recently hosted the annual Volunteer Recognition Dinner to pay tribute and show gratitude to more than 100 individuals who regularly devote their time to enhance patients' experiences at the Hospital. Licking Memorial Hospital (LMH) volunteers assist at special events, distribute mail, greet patients, and provide many additional services throughout the Hospital and Health Systems.

LMHS President & CEO Rob Montagnese said, "We are appreciative of the tremendous service that these individuals offer to LMHS. Each volunteer brings unique skills and abilities to the service they provide, and each is an integral part of our team. Patients and their families often provide feedback regarding their experience at LMH, and the volunteers are frequently recognized for their excellent service. Our volunteers are committed to making a difference."

One of the Recognition Dinner highlights is the Volunteer of the Year award presentation. Each year, award nominees are selected for their excellent work ethic and volunteer contributions. Nominees for the 2010 award included Maureen Cantlebury, Vickie Fogarty, Robert Gabe, Rene Halblaub, and Robert Kaczor.

Rene Halblaub was honored as this year's award winner. Rene assists in the Laundry Department three days per week, and has provided more than 3,200 hours of service since she became an LMHS volunteer in 2002. She has received the Five Year Service Award from the Hospital, and the United States Presidential Volunteer Service Award, which was presented to Rene by a White House representative.

Past recipients of the LMHS Volunteer of the Year award have included:

- 2009 – Joe Stenson
- 2008 – Janet Anderson and Elizabeth Ann Wood
- 2007 – Beverly Crockford and Betty Meyer
- 2006 – Robert Norman
- 2005 – Donald Day
- 2004 – Marye Crispin

During the event, Elizabeth Ann Wood, President of the LMH Volunteer Executive Board, recognized Maribel Neel, who recently retired after providing volunteer messenger service within the Hospital for the past 35 years. Maribel is now an honorary member of the Volunteer Department.

Many rewarding volunteering opportunities are available at LMHS for teens and adults. To learn more, please call (740) 348-4079 or visit www.LMHealth.org, then hover your cursor over the "About Us" link, and select "Volunteers" from the drop-down menu.



LMHS President & CEO Rob Montagnese presented Rene Halblaub with the 2010 LMHS Volunteer of the Year award during the annual Volunteer Recognition Dinner.

Licking Memorial Health Systems' 2010 MVPs

Licking Memorial Health Systems' 2010 MVPs were chosen for their consistent demonstration of LMHS values: compassion, accountability, respect and excellence.

Angela Allen



Position Title: Physician Center Clerk, Licking Memorial Family Practice – Granville

Personal Background: Angela has been employed by Licking Memorial for the past eight years, and currently serves as a Physician Center Clerk for Michael Barth, M.D. Her sister, Karen Soltysik, is also employed by the Health Systems, and serves as a Physician Center

Clerk for Janae Davis, M.D., at the Licking Memorial Women's Health medical office. Her parents live in Circleville, and she has another sister who lives in Kentucky. Angela lives in Jacksontown, and enjoys spending time with her boyfriend, Michael.

Recognition: Vice President Physician Practices Christine McGee said, "Angela provides outstanding service to patients and to everyone whom she interacts with on a daily basis. She has several responsibilities, but balances them effectively while maintaining a pleasant disposition."

John Applegate, D.O., FACOP



Position Title: Physician, Licking Memorial Pediatrics – Pataskala

Personal Background: John Applegate, D.O., FACOP, joined Licking Memorial in 2001. He serves as a pediatric physician in Pataskala. He earned his bachelor's degree in biology from Wright State University, and received his Doctor of Osteopathic Medicine

degree from Kirksville College of Osteopathic Medicine in Missouri. Dr. Applegate lives in Newark with his wife, Melinda, and their five children. He enjoys playing golf and attending church activities in his free time.

Recognition: "Dr. Applegate is a very skilled and compassionate pediatrician. He is committed to immunizing children to prevent disease, as well as educating parents and guardians about ways to keep their children safe and healthy," said Vice President Physician Practices Christine McGee.

Shelley Carr



Position Title: Human Resources Specialist, Human Resources

Personal Background: Shelley joined LMHS in 2006 as an Administrative Secretary in Human Resources and was promoted to the position of Human Resources Specialist in June 2010. She earned a bachelor's degree in human resources management from Franklin

University. Shelley lives in Newark with her husband, Brian, their children, Mackenzie and Michael, and chocolate Labrador retriever, Moose. She enjoys reading and spending time with friends and family.

Recognition: Vice President Human Resources & Support Services Anne Peterson said, "Shelley takes full ownership for her areas of responsibility, and always has a warm smile for guests and employees. She is very supportive of her team members, and enthusiastically assists with any job that needs to be completed."

Jacqueline Chesterson, L.P.N.



Position Title: Licensed Practical Nurse, Licking Memorial Family Practice – Granville

Personal Background: Jacqueline began her career in 1995 as an L.P.N. at Licking Memorial Family Practice – Newark. She then worked at Licking Memorial Gastroenterology, and has served at Licking Memorial Family Practice – Granville for the past four years.

She earned her L.P.N. certificate from the Mid-East Career and Technology Center in Zanesville. Jacqueline lives in Newark with her husband, Patrick, son, Cody, and daughter, Bernice. She enjoys spending time with her family, gardening, and bicycling.

Recognition: "Jacqueline has a tremendous desire to care for patients. We have received several letters from patients who have thanked her for compassionate care. She is a skilled L.P.N. and a great asset to the organization," said Vice President Physician Practices Christine McGee.

Michael Cochran



Position Title: Environmental Service Supervisor, Environmental Services

Personal Background: Michael joined the Environmental Services Department at LMHS in 2007. As Environmental Service Supervisor, he is responsible for managing first shift staff in his department. Previously, Michael served for four years as an Army mechanic. He lives in Newark, and has a son, Chris, and a daughter, Nalayah.

Recognition: "Everyone who works with Michael is so impressed with how much he accomplishes during the day. Whether he is moving furniture, setting up for events, or assisting with cleaning needs, Michael will get the job done with a positive attitude. He is committed to providing the best possible service to our patients, visitors, and employees," said Jim O'Bryan, Director of Environmental Services.

Leanne Collins



Position Title: Patient Account Representative, Central Billing Office

Personal Background: Leanne has served as a Patient Account Representative with LMHS since 2009. She is currently pursuing certification in coding from Penn Foster College & Career School, an online-based college. Leanne lives in Newark

with her husband, Chad, and their two daughters. She enjoys spending time with her family, traveling, camping, taking walks, and reading.

Recognition: Vice President Financial Services Cindy Webster said, "Leanne is consistently willing to accept new tasks and responsibilities. Additionally, she continues to seek opportunities to enhance her professional skills. Her positive and exemplary work ethic makes her a great LMHS employee."

Sarah Dosch, R.N.



Position Title: Nurse, 5-South

Personal Background: Sarah has been employed at LMH for six years as a nurse on 5-South. She received her associate degree in nursing from Ohio University in Zanesville. Sarah lives in Nashport with her husband, Jared, and their son, Benjamin. They are expecting a son, Evan, due in July 2010.

Recognition: “As a charge nurse, Sarah is highly experienced with the daily activities of the unit. She is a supportive mentor to the newer nurses, and always ensures that patient care is her top priority,” said Lisa Hayes, R.N., M.S.N., Patient Care Manager 5-South & 6-South.

Angel Dunn



Position Title: Police Officer, LMH Police

Personal Background: Angel has been employed by LMHS for 10 years as a Police Officer. She is a certified Crisis Intervention Officer in Licking County, and attended COTC’s Peace Officer Basic Training Program. Angel lives in Utica with her husband, Preston, along with her daughter and two sons. She enjoys reading, attending her children’s sporting events, and spending time with her family.

Recognition: Jym Farmer, Director of Police, said, “Angel is an outstanding team member, and plays a vital role in the daily operations of the LMH Police Department. She has an excellent rapport with patients, visitors, and staff, and is calm under pressure.”

Jacque Evans



Position Title: Patient Account Representative, Patient Accounting

Personal Background: Jacque joined LMHS in 2007, as a Patient Account Representative. She earned an associate degree in sign language interpreting from Columbus State Community College.

Jacque lives in Glenford, Ohio, and has two daughters, Nicole and Allison. She enjoys serving as secretary of the Glenford Elementary Parent Teacher Organization, and scrapbooking.

Recognition: Vice President Financial Services Cindy Webster said, “Jacque is very motivated to learn. She applies her knowledge to benefit our patients and organization, while assisting others when needed.”

Tom Ewing



Position Title: Point-of-Care Technician, 4-North

Personal Background: Tom joined LMHS in 2007 as a Point-of-Care Technician on 4-North. He received his bachelor’s degree in theology from Barry University in Miami Shores, Florida. Tom lives with his wife, Debbie, in Newark. He has one daughter, Isabelle, and two stepsons, Silas and Isaac. He enjoys playing golf and coaching his son’s baseball team.

Recognition: “Tom goes above and beyond for patients and visitors. He receives words of praise not only from his patients, but also from his coworkers. Tom is a great role model, and has raised the bar for excellence in his position,” said Heather Burkhart, R.N., Director of Medical Surgical Nursing and Respiratory Therapy.

Roberta Furnish



Position Title: Materials Processor/Receiver, Purchasing

Personal Background: Roberta began her career at LMHS as an Environmental Service Assistant in 1983. She then worked in Laundry, Communications, and Health Information, and now serves as a Materials Processor/Receiver in the Purchasing Department. She lives in

Newark with her husband, Keith, and has three sons, a daughter, a stepdaughter, and eight grandchildren. Roberta enjoys visiting antique shops, traveling, and spending time with her family.

Recognition: Vice President Financial Services Cindy Webster, said, “Roberta takes great pride in her responsibilities. She is a valuable member of the Purchasing Department because she possesses the character, skill, and customer service skills necessary to excel in her position.”

Claire Gant



Position Title: Registration Specialist, Registration Department

Personal Background: Claire has been employed by LMH for the past 15 years. She received an associate degree in computer programming from COTC, and earned her Medical Terminology Certificate at C-TEC. She lives in Newark, and has a son, Thomas. Her interests include spending time with family and friends, and attending church activities.

Recognition: “Claire is a very dedicated employee. We receive numerous positive comments from directors and physician office managers about her scheduling knowledge and willingness to help,” said Vice President Financial Services Cindy Webster.

Kim Heddleson, R.N., B.S.N., PCCN



Position Title: Critical Care Clinical Coordinator, ICU

Personal Background: Kim has been employed with LMH for three years as a Critical Care Clinical Coordinator in ICU. She earned a Bachelor of Science Degree in Nursing from Otterbein College.

The Coshocton County resident lives with her husband, Jerry, and three daughters. Kim enjoys spending time with family, reading, scrapbooking, and gardening.

Recognition: “Kim not only excels as a clinical nurse, but as a teacher, leader, mentor, and management liaison. Her professional and calm demeanor makes her a wonderful team player,” said Kristine Blust, R.N., M.S.N., Director of Emergency and Critical Care.

Chris Holman



Position Title: Cook/Expeditor, Food Service

Personal Background: Chris has been employed for 10 years at LMHS as a night shift Cook/Expeditor, and has more than 35 total years of experience in food service. Chris lives in Newark with her dog, Blaze.

She enjoys working in her yard and watching her favorite football teams on television: The Ohio State Buckeyes and Pittsburgh Steelers.

Recognition: Adam Miller, Director of Food Service, said, “Chris makes our guests and employees feel welcome, and is always willing to help coworkers with any task. She is dependable, and has a cheerful attitude.”

Carl Kochendorfer



Position Title: Groundskeeper/Maintenance Mechanic, Plant Operations

Personal Background: Carl has served as a Groundskeeper/Maintenance Mechanic in LMHS Plant Operations since 2004. He earned his certification in automotive mechanics from Licking County Joint Vocational School. Carl lives in Newark

with his wife, Christine, and his daughter, Cassie, and enjoys numerous outdoor activities, including fishing, boating, and golf. Carl also enjoys working with home theater electronics in his free time.

Recognition: John Tolliver, Plant Operations Manager, said, “Carl is an individual who really takes ownership of his work. He is knowledgeable, efficient, and is always willing to assist his coworkers. He also managed the extensive snow removal process during the past winter with great success and a positive attitude.”

Cynthia Lovell



Position Title: Linen Service Assistant, Laundry

Personal Background: Cynthia joined LMHS in 2001, and worked as an Environmental Services Assistant for more than eight years. For the past six months, she has served as a Linen Service Assistant in the Laundry Department. Cynthia lives in Newark, and has a sister, Vickie, who also lives locally. In her free time, Cynthia enjoys bowling and watching movies.

Recognition: “Cynthia has a positive attitude and her willingness to go above and beyond is truly inspiring. Her enthusiasm and energy level make her an invaluable member of our Department,” said Jim O’Bryan, Director of Environmental Services.

Lisa Marinacci, R.R.T.



Position Title: Respiratory Therapist, Respiratory Therapy

Personal Background: Lisa has been employed for 17 years at LMH as a Respiratory Therapist. She organizes Camp Feelin’ Fine, a summer day camp designed for children with asthma. She earned an associate degree in respiratory therapy from

Columbus State Community College. Lisa lives in Heath with her husband, Eric, her daughter, Kylie, and son, Caden. She enjoys traveling and spending time with her family.

Recognition: “Lisa is very knowledgeable and is always available to assist patients and coworkers,” said Heather Burkhart, R.N., Director of Medical Surgical Nursing and Respiratory Therapy. “She is focused on making a difference in the community, and that is what makes her a true asset to our organization.”

Teresa McConnell, R.N., B.S.N.



Position Title: Nurse, Cardiology

Personal Background: Teresa began working as a nurse in the Cardiology Department at LMH in 2005. She received her Bachelor’s of Science Degree in Nursing from Capital University, and has served in the field of Cardiology for the past 22 years.

Teresa and her husband, David, live in Heath and have two sons, two grandchildren, and two golden retrievers. She enjoys gardening, boating, riding motorcycles, and visiting with her grandchildren.

Recognition: “Teresa is very skilled in patient communications. She is instrumental in transitioning our patients through completion of the Cardiac Rehabilitation Program. Teresa’s patients frequently commend her excellent care and support,” said Patty Merrick, C.N.P., Director of Cardiac Services.

Megan Miller, D.O.



Position Title: Physician, Licking Memorial Family Practice – Hebron

Personal Background: Megan Miller, D.O., joined LMHS in 2005, as physician at Licking Memorial Family Practice – Hebron. Dr. Miller earned a Bachelor of Science degree and graduated summa cum laude from The Ohio State

University, received her Doctor of Osteopathic Medicine degree from Ohio University, and completed her residency at St. Vincent Mercy Medical Center in Toledo, Ohio. She lives in Johnstown with her husband, Kevin, and their children, Cody and Alexis. Dr. Miller recently traveled to the Dominican Republic for a medical mission.

Recognition: “Dr. Miller is attentive to every patient, and treats each with respect and compassion. She is an excellent patient advocate and promotes disease prevention and healthy lifestyle choices,” said Vice President Physician Practices Christine McGee.

Kelly Pethtel



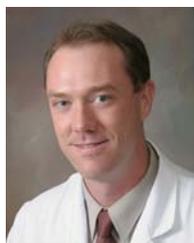
Position Title: Physician Center Clerk, Licking Memorial Women’s Health

Personal Background: Kelly began her career at LMHS in 2003. She serves as a Physician Center Clerk for Todd Lemmon, M.D., at the Licking Memorial Women’s Health medical office. She lives in Newark

with her husband, Michael, and their children, Jenna and Peyton. She enjoys spending time with her family and their five dogs.

Recognition: Vice President Physician Practices Christine McGee, said, “Kelly has recently accepted additional responsibilities by providing support for two physicians. She has also assisted in performing special projects, while offering to help others.”

Phillip Savage, D.O.



Position Title: Physician, Hospitalists

Personal Background: Phillip Savage, D.O., joined the Health Systems as a physician with LMH Hospitalists in 2004. He earned his Doctor of Osteopathic Medicine degree from Pikeville College of Osteopathic Medicine in Pikeville, Kentucky. Dr. Savage completed his

residency in internal medicine at Riverside Methodist Hospital in Columbus.

Recognition: Rhonda Maddern, Director of Case Management, said, “Dr. Savage approaches each day with a positive, professional attitude which can be viewed in his interactions with patients, physicians, nurses, and ancillary staff.” She added, “He is well-regarded by his team, and is an excellent practitioner.”

Cheryl Myers



Position Title: Console Operator, Communications

Personal Background: Cheryl joined LMHS as a Food Service Assistant in 1995. She later transferred to the Communications Department, and is now a Console Operator. Cheryl resides in Newark with her husband,

Don. Her interests include cooking, baking, gardening, and traveling.

Recognition: Steve Schlicher, Communications Manager, said, “Cheryl is a consistently high performer. She efficiently answers calls, and maintains an upbeat attitude. Cheryl is an excellent team player. She is flexible, and will work additional hours to help fill shift vacancies.”

Jill Rhea, R.N.



Position Title: Nurse, Radiology

Personal Background: Jill joined LMH in 2000 as a nurse in Radiology. She earned her Registered Nursing diploma from The Community Hospital School of Nursing (now known as Springfield Regional School of Nursing) in Springfield, Ohio.

Jill previously served as a Critical Care Registered Nurse for 12 years. She lives in Granville and enjoys spending time with her daughter, Hannah, her family, friends, and two dogs.

Recognition: Leslee Arthur, B.S., R.T., C.R.A., Director of Radiology Services, said, “Jill demonstrates an exemplary level of compassion, and her nursing skills are phenomenal. She is patient-focused, and a great mentor to new nurses.”

Karen Scott, M.T. (ASCP)



Position Title: Microbiology Coordinator, Laboratory

Personal Background: Karen joined LMHS in 1995. She became the Microbiology Coordinator in 2003, and successfully implemented molecular diagnostics testing. She received a bachelor’s degree in allied health–

medical technology from The Ohio State University, and completed a course sequence in molecular laboratory diagnostics through Michigan State University. Karen lives in Newark with her husband, David Scott II, and has four grown children.

Recognition: Lorei Reinhard, B.S., M.T. (ASCP) SH, Director of Laboratory Services, said, “Since becoming Microbiology Coordinator, Karen has implemented effective process and testing changes, including molecular diagnostics testing, which has led to increased productivity.”

Cheryl Sweitzer, R.T.N., NMTCB



Position Title: Imaging Specialist Team Leader, Radiology

Personal Background: For the past 39 years, Cheryl has worked as an Imaging Specialist Team Leader for Nuclear Medicine within the LMH Radiology Department. Cheryl lives in Newark with her husband, Roy, and has two children and six grandchildren. Cheryl enjoys spending time with her family, church activities, and recently completed a two-day, 210-mile bicycle tour of the Scioto River Valley.

Recognition: “Cheryl supports the medical needs of the community by utilizing her extensive background in nuclear medicine,” said Leslee Arthur, B.S., R.T., C.R.A., Director of Radiology Services. “She supervises and coordinates the daily activities of the Nuclear Medicine Department in a very professional and organized manner.”

Chris Tritt



Position Title: Senior Systems Analyst, Information Systems

Personal Background: Chris joined LMHS in 2004, and serves as a Senior Systems Analyst in the Information Systems Department. He earned a Bachelor of Science in Management Information Systems from The Ohio State University. The Newark resident lives with his wife, Heather, who serves as a nurse in the LMH Surgery Department, and their four children. Chris is active in his church, and enjoys playing drums and acoustic guitar.

Recognition: Keith Harris, Information Systems Manager, said, “Chris is an integral part of our team, developing and maintaining applications on the Employee Portal and LMHS Web site. Chris’ customer service skills are exceptional – he takes time to listen and is genuinely interested in helping people.”

Amanda Williams, C.P.C.



Position Title: Coding Specialist, Coding

Personal Background: In 1999, Amanda joined the Health Information Department at LMH, and worked as a File Clerk. Since that time, she has served as a Transcription Assistant, ED Records Clerk, and in 2004, transferred to Facility Coding to serve in her current role. She earned an

associate degree and bachelor’s degree from The Ohio State University – Newark, and is a certified professional coder. Amanda enjoys gardening in her free time, and spending time with her nephew, Austin, niece, Anna, and four dogs.

Recognition: “Amanda has recently assumed several new professional responsibilities,” said Vice President Financial Services Cindy Webster. “Her attention to detail and consistent follow-through make her a valuable member of the Coding Department.”

Jessica Tittle, L.P.N.



Position Title: Licensed Practical Nurse, Licking Memorial Family Practice – Doctors Park Five

Personal Background: Jessica joined Licking Memorial in 2009, and serves as an L.P.N. for James DeSapri, D.O., at Licking Memorial Family Practice – Doctors Park Five.

She earned her L.P.N. certificate from the Mid-East Career and Technology Center in Zanesville. Jessica lives in Hebron with her husband, Larry, and their four children. She enjoys traveling with her family and attending her children’s sports events.

Recognition: Vice President Physician Practices Christine McGee said, “Jessica is an excellent patient advocate, and always takes time to educate patients about items that are applicable to their care. She has a positive attitude and a desire to help others.”

Angela Wallace, R.N., B.S.N., C.E.N.



Position Title: Nurse, Surgery

Personal Background: Angela joined LMH in 2008 as a nurse in the Surgery Department. She earned her nursing degree and midwifery certification at The North Middlesex Hospital in London, England. She has 30 years of nursing experience,

with 25 years in emergency nursing. She and her husband, Michael, and daughters, Lindsay and Shelly, are currently in the process of moving to Alexandria. Angela enjoys international travel, reading, and knitting.

Recognition: Greg Wallis, Director of Surgical Services, said, “Angela is committed to providing excellent patient care. She not only has tremendous clinical expertise, but is also a helpful mentor to new nurses.”

Felisha Wolford, L.P.N.



Position Title: Licensed Practical Nurse, Licking Memorial Internal Medicine

Personal Background: Felisha has been employed by LMHS since 2007. She is an L.P.N. for Padmaja Tanneru, M.D. Felisha received her L.P.N. certificate from

Mid-East Career and Technology Center in Zanesville. She lives in Frazeytsburg with her husband, Chris, and their two daughters, Falon and Cydnee. She enjoys playing softball on a co-ed team with fellow LMH employees.

Recognition: “Felisha is a highly motivated and skilled L.P.N. In order to increase her clinical skills, she has continued her education to obtain her Registered Nurse license. She is an excellent team player,” said Vice President Physician Practices Christine McGee.



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Community Events

For more information about any LMHS event, please call (740) 348-1572, or visit www.LMHealth.org

Weight Loss, Healthy Eating and Exercise

Thursday, July 22 – 6:00 p.m. No charge.
Conference Rooms A & B, first floor, Licking Memorial Hospital
Registration is required. Call (740) 348-2527 to register.
See story on front cover for program details.

Heart Health/Sleep Disturbances

Thursday, August 26 – 6:00 p.m. No charge.
Conference Rooms A & B, first floor, Licking Memorial Hospital
Registration is required. Call (740) 348-2527 to register.
See story on front cover for program details.

First Impressions – Maternal Child Classes

- Childbirth Education Classes
- Maternity Tour
- Stork Tour
- Breastfeeding Class
- Infant and Child CPR
- Sibling Preparation Class
- Parenting Class

For more information or to register, call (740) 348-4346
or e-mail: firstimpressions@LMHealth.org.

Ask the Doc

Saturdays, from 9:00 to 10:00 a.m. No charge.
Shepherd Hill, 200 Messimer Drive

A physician knowledgeable in the field of chemical
dependency will answer questions. Open to the public.
Call (740) 348-4878 for more information.

Diabetes Self-Management Classes

Licking Memorial Diabetes Learning Center
1865 Tamarack Road, Newark
Tuesday classes Wednesday classes
9:00 to 11:00 a.m. 1:00 to 3:00 p.m. or 7:00 to 9:00 p.m.

Diabetes Self-Management is a series of four classes
providing information on all aspects of diabetes. Instructors
include registered nurses, dietitians and a pharmacist who
have received extensive training in diabetes management.

Registration and physician referral are required. To register
for the classes, call (740) 348-4722. For information regarding
course fees, call (740) 348-4915. Fees vary depending on
insurance coverage.